✓ Phrasing questions to ask for help :

<https://www.ihbristol.com/useful-english-expressions/example/asking-help-4>

**Describing Products**

**Present Simple**

* *It costs fifty dollars. (How much does it cost?)*
* *It monitors employee activity. (What does it monitor?)*
* *It is easy to use. (Is it easy to use?)*
* *It is available in three colours. (Is it available in other colours?)*
* *It comes with a two-year guarantee. (Does it come with a guarantee?)*

**Passive Voice**

* *This device is manufactured in India. (Where is this device manufactured?)*
* *It is designed for competent users. (Who is it designed for?)*
* *It can be used for internal communication. (What can it be used for?)*
* *It is equipped with a signature recognition software. (What is it equipped with?)*
* *The cover is made of leather. (What is the cover made of?)*

**Comparatives and Superlatives**

* *The new version is more reliable than the old one. (Is the new version more reliable than the old one?)*
* *It’s smaller than a laptop. (Is it smaller than a laptop?)*
* *It’s not as expensive as a PC. (Is it cheaper than a PC?)*
* *It’s the cheapest product on the market.*

Every student has tried to describe a product.

**Troubleshooting and Giving Advice**

**Present Perfect**

* *Have you tried removing the program?*
* *Have you checked your home button settings?*
* *Have you disabled the extensions?*

**Past Tenses**

**Use past continuous to describe an action in progress in the past:**

* *What WERE you …DOING when the error occured?*
* *Did you initialize the drive?*
* *Did you verify your compatibility?*

**Should**

* *You should download a data recovery software to help you.*
* *You should  back up all the restored data.*

**Why don’t you…?**

* *Why don’t you try using the default password?*
* *Why don’t you run some tests to make sure everything is stable?*

**Imperative**

* *Burn the ISO to a blank DVD.*
* *Disable the internal GPU.*
* *Don’t attempt to write anything on the hard drive.*
* *Don’t click Yes to format the drive.*

**Phone calls**

<https://www.youtube.com/watch?v=nkkf1fcL5R8>

* *This is Tom Smith speaking.*
* *I would like to speak to Mr Brown. / Can I speak to Mr Brown?*
* *I would like to leave a message for Ms Jones. Can you ask her to call me back as soon as possible?*
* *I’ll make sure she gets the message.*
* *I’m sorry, I don’t understand/ I can’t hear you very well.*
* *Could you say that again? Can you speak up a little?*
* *I’m calling to make an appointment with Mr Brown.*
* *I’m calling about the problem you reported this morning.*
* *I’m calling about the computer you have ordered.*
* *I’m sorry, I’m in a meeting/ I’m very busy at the moment.*
* *I’ll get back to you as soon as possible.*
* *Can I call you back this afternoon?*

*Your turn ! Role plays 😊*

✓ Descriptive README’s

Read along with the class :

<https://www.freecodecamp.org/news/how-to-write-a-good-readme-file/>

What’s a descriptive READ ME?

**Final task:**

A-Z race, MacMillan ressource : find the mistakes (if any) in the sentences. Objective = grammar check.