

# Describing simple problems

COMMUNICATION

LEVEL  
Intermediate

NUMBER  
EN\_BE\_2426X

LANGUAGE  
English

lingoda

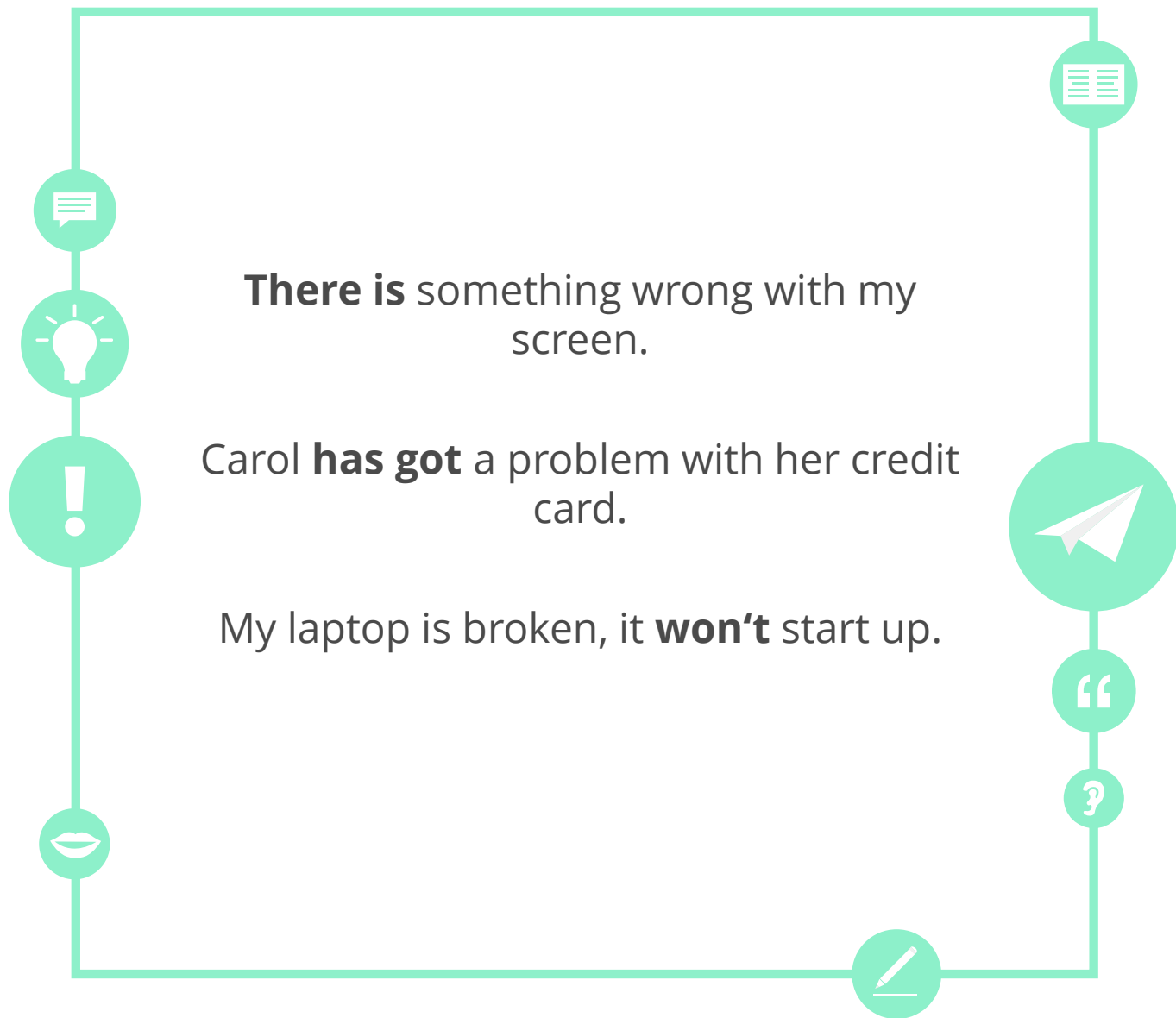




## Goals

- Can describe simple problems.
- Can construct short sentences using 'won't', 'there is' and 'there are' as well as 'have got' and 'haven't got'.







## Preview and warm-up

In this lesson, you are going to learn about **how to describe simple problems** by using a variety of structures you have already learnt.



We **haven't got** access to this account.



## Vocabulary review

computer

to start up

to work

smartphone

to load

to be broken

laptop



tablet



## Warm-up questions



Can you **start up** your computer without having problems?

Do you have apps on your smartphone that **load** slowly?



Does your laptop **work** perfectly?

Do you have any devices that **are broken**?





## *There is and there are*

- We can use '**there is**' and '**there are**' to say what the problem is.
- Use '**there is**' when you talk about singular or uncountable nouns. We often use '**there's**', the **contracted form**.
- Use '**there are**' when you talk about **plural nouns**. It is not very common to use contractions with there are. We often put **some** together with there are.

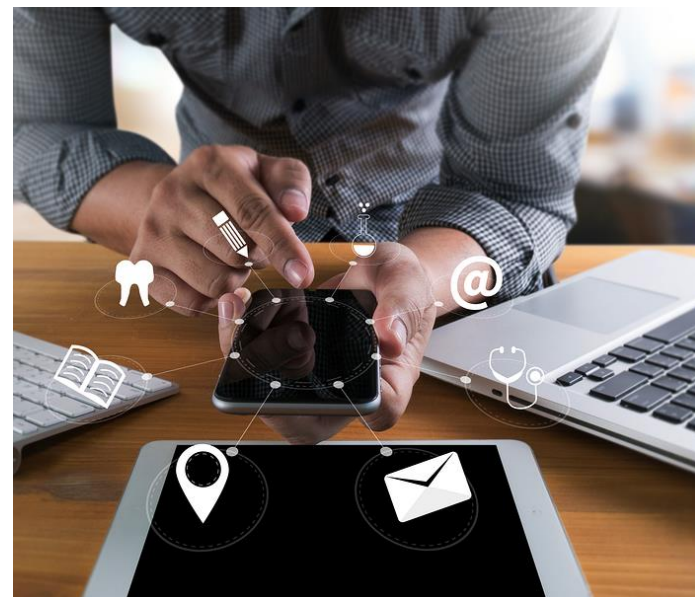
There is	a problem with my laptop.
There are	some fingerprints on my screen.



## *There isn't and there aren't*

- Use '**there isn't**' and '**there aren't**' for negatives.
- Instead of some, remember we often use **any** with **uncountable** and **plural** nouns in **negative sentences**.

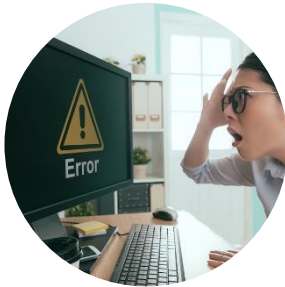
There isn't	a tablet that works.
There isn't	any software installed.
There aren't	any customers.
There aren't	any phones left.







## Sentences examples



**There is** an error message on my screen.

**There are** some dangerous viruses on this laptop.



**There isn't** any reliable software.

**There aren't** any free usernames.





## Fill in the gaps

Fill in the gaps with *there is/there are/there isn't/there aren't*

1. \_\_\_\_\_ a firewall to protect the computer.

2. \_\_\_\_\_ any fast laptops at my company.

3. \_\_\_\_\_ a broken wire on the floor.

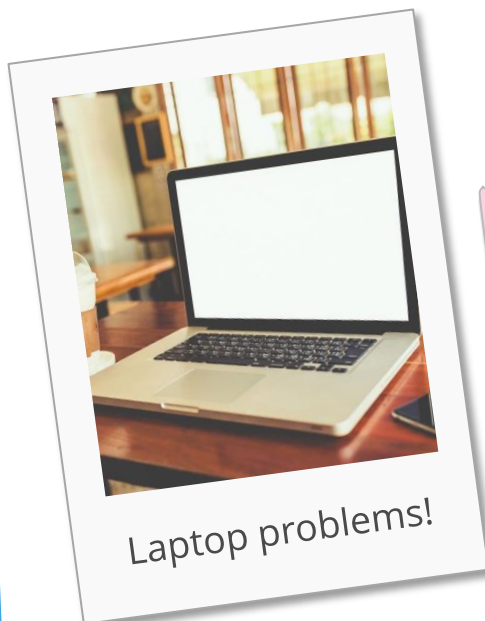
4. \_\_\_\_\_ any software for online meetings on my tablet.

5. \_\_\_\_\_ some passwords missing.



## Unscramble the sentences

### Unscramble the following sentences



1. a website

there is

loading

that is

2. security

any

questions

there aren't

3. a lot of

there is

my laptop

dust inside

4. some  
broken

there are

smartphones

on my desk



## Make sentences

**Personalise the previous sentences. Write about four problems that often happen to you at work**

there is

laptop

there are

smartphone

there isn't

to load

there aren't

security questions



## *Have got and haven't got*

- We can use '**have got**' to describe problems.
- We can use the shorter form of '**have got**', e.g. '**I've got**'.

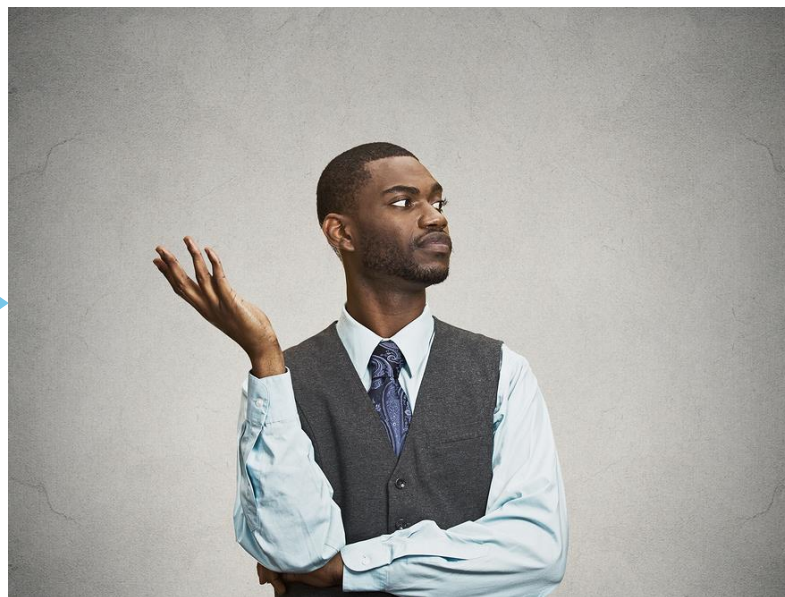
I have got	a problem with my smartphone.
I've got	hundreds of emails.



## *Have got and haven't got*

- We use **'haven't got'** for the negatives.
- **'Haven't got'** is the contraction of **'have not got'**.

- You **have not got** very good antivirus software.
- They **haven't got** a firewall installed!





## *Has got and hasn't got*



- Be careful! **'Have got'** and **'haven't got'** change to **'has got'** and **hasn't got'** in **third person singular**.
- We can also use the contracted forms, **'(s)he's got'** and (s)he **'hasn't got'** (instead of has not got).

Have got/Haven't got	→	Has got/ Hasn't got
I've got a virus on my MacBook.	→	<b>She's got</b> a virus on her MacBook.
You've got some bad news.	→	<b>He's got</b> some bad news.
We haven't got our bank card.	→	<b>He hasn't got</b> his bank card.
They haven't got the right settings.	→	<b>She hasn't got</b> the right settings.



## Complete the sentences

Complete the sentences with *have got/ has got/haven't got/hasn't got*

1. She \_\_\_\_\_ a hacked computer.
2. We \_\_\_\_\_ the right delivery.
3. Jeremy \_\_\_\_\_ the correct PIN code.
4. Adam and Jennifer \_\_\_\_\_ broken headphones.
5. You \_\_\_\_\_ an angry email from your boss.





## What can you hear?

Your teacher is telling you about three issues. Write down what the problems are

A blank sheet of lined paper with a spiral binding on the left side, intended for writing down the three issues mentioned by the teacher.



a  
c  
b



Listen!





## Free talk

**Finish the sentences listed below. Make them true for a problem you have in real life!**



My computer has got/hasn't got...

We have got/haven't got...

My workplace has got/hasn't got...



## *Won't*

- We can also use '**won't**' for describing problems.
- '**Won't**' is the contraction of '**will not**'.

■ I **won't** finish the project.

■ My computer **won't** start up.

■ This page **won't** load.

- **Won't** does not change, we can use it with **all subjects**.



## Won't

Look at the examples below:



There is no electricity, the computer **won't** work.

The antivirus is too old, it **won't** find viruses.



My phone's memory is full, it **won't** save the pictures.



## Match the sentences

**Match the problem on the left to the reason on the right**

1. The firewall won't protect your laptop.

A. I forgot to place the order.

2. The computer won't work.

B. I turned down the volume.

3. My phone won't ring.

C. I didn't turn on the electricity.

4. The delivery won't arrive.

D. I didn't install it.



## Explain why something won't happen using past simple

1. My phone won't work.

→ I dropped it in water.

2. You won't receive the email.



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3. The webpage won't load.



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4. Windows won't start up.



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5. This piece of software won't catch viruses.



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## Look at these pictures

These computers below won't work. Explain why using past simple



burn down



spill



break



get damaged



## Complete the dialogue



**there is  
there are**

Hello, 1. \_\_\_\_\_ a problem with my laptop.

**hasn't got  
won't**

It 3. \_\_\_\_\_ load websites, it is very slow.

**work  
sign up**

Yes, I did. And my colleagues laptops 5. \_\_\_\_\_ fine. Also, sometimes my Windows won't start up.

**try  
protect**

No, I didn't. I will 7. \_\_\_\_\_ that, thank you.

Can you 2. \_\_\_\_\_ the problem, please?

**solve  
describe**

Did you check your 4. \_\_\_\_\_ connection?

**wire  
internet**

Did you 6. \_\_\_\_\_ if your computer has viruses?

**listen  
check**





## Writing activity

**Look at the previous activity as an example and write your own dialogue.**

- Describe one or more technical issue(s).
- Use the structures that you learnt for describing problems.





## What's the problem?

**Describe Tom and Sally's problems. Use the structures that you learnt today!**





## Reflect on the goals

Go back to the second slide of the lesson and check if you have achieved all the goals of the lesson.

yes

no





## Reflect on this lesson

Think about everything you have seen in this lesson.  
What were the most difficult activities or words? The easiest?



If you have time, go over  
the most difficult slides again



## Answer key

### Exercise 1, p.10

1. There is
2. There aren't
3. There is
4. There isn't
5. There are

### Exercise 2, p.11

1. There is a website that is loading.
2. There aren't any security questions.
3. There is a lot of dust inside my laptop.
4. There are some broken smartphones on my desk.

### Exercise 3, p.16

1. has got
2. haven't got
3. hasn't got
4. have got
5. have got

### Exercise 4, p.21

1. D
2. C
3. B
4. A

### Exercise 5, p.22 (or students own answers)

1. I forgot to send it to you.
2. You didn't connect to the wifi.
3. Your colleague didn't install it.
4. The system didn't update it.

### Exercise 6, p.23.

1. It burnt down.
2. Someone spilt wine on it.
3. A woman broke it.
4. The wire got damaged.

### Exercise 7, p.24

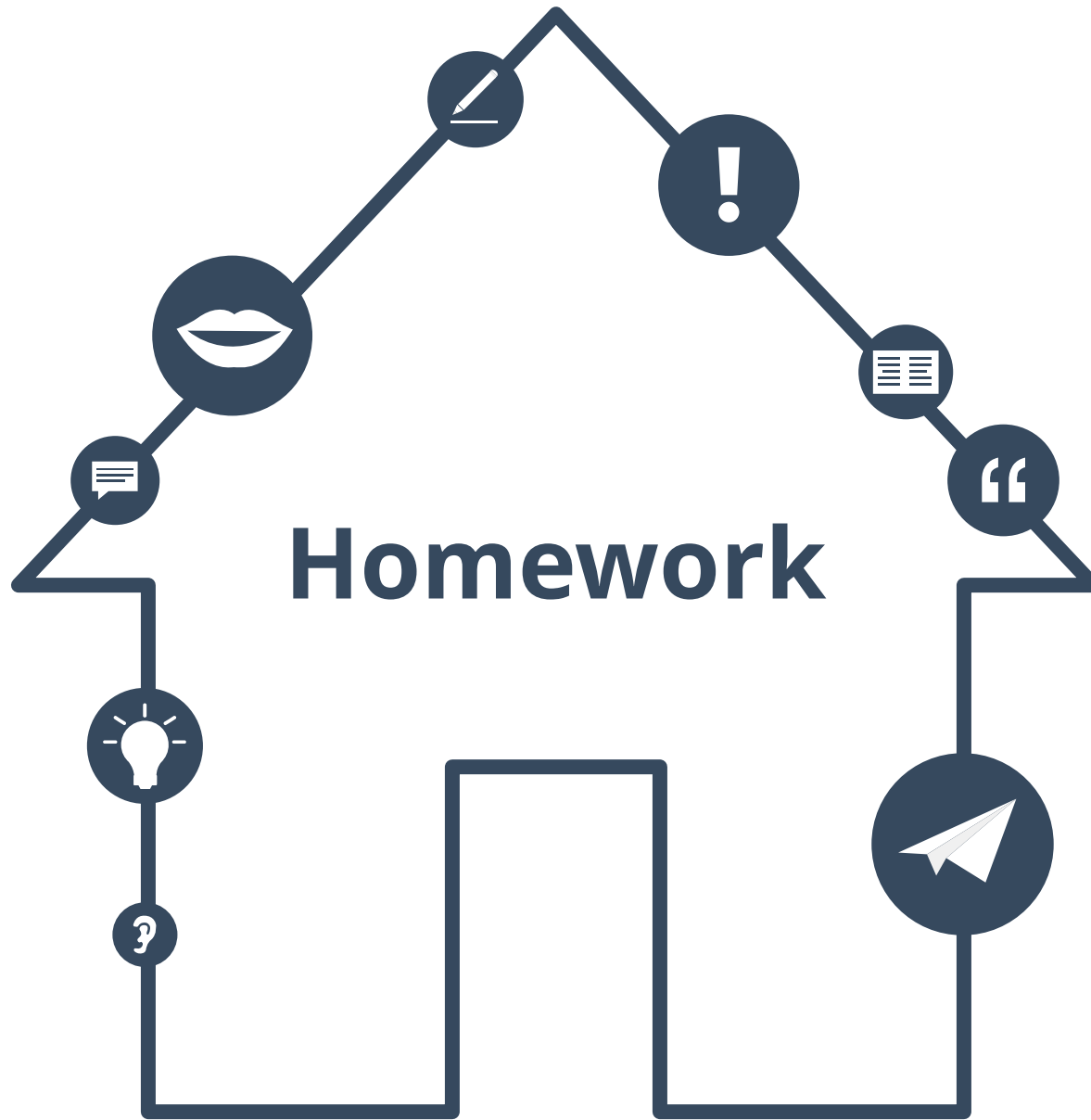
1. There is
2. describe
3. won't
4. internet
5. work
6. check
7. try



## Transcription

### **Exercise p.17**

1. Judy's computer hasn't got antivirus software installed.
2. We've got a very slow laptop.
3. My workplace hasn't got internet connection.





## Homework complete the sentences

### Complete the sentences by matching two parts

1. Ben hasn't got

A. to buy a new tablet.

2. There is a problem

B. access to his account.

3. We haven't got enough time

C. it won't load the program.

4. My laptop is very slow,

D. with the firewall.





## Homework writing activity

**Imagine that you work at the IT department of your company.  
List the typical technical issues your colleagues have**

<input type="radio"/>	There are problems with the headphones.
<input type="radio"/>	
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## Homework answer key

**Exercise 1, p.31**

1. B

2. D

3. A

4. C



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