

Handout 2 – Listening Comprehension
Use the words below to fill in the blanks.

can you done hang on it worked just a second
let me try still nothing the printer's not working try to
you need to

Miriam: Shachar, I think _____ 1.

Shachar: What exactly is the problem?

Miriam: Well, I'm trying to print a document. But nothing's happening.

Shachar: _____ 2 restart the printer.

Miriam: How do I do that?

Shachar: Just switch it off, wait five seconds, and switch it on again.

Miriam: OK, _____ 3.... _____ 4.

Shachar: OK, _____ 5 cancel the print task on your computer?

Miriam: Sure, let me try that ... OK, what now?

Shachar: Try to print the document again.

Miriam: OK great, _____ 6! ...

oh, _____ ... it's very hard to read.

Shachar: So, _____ 8 change the ink cartridge. I think there's an extra cartridge under the printer.

Miriam: Yes, it's here.

Shachar: OK. Open the printer and press the red button to release the old cartridge.

Miriam: OK, _____ 9.

Shachar: Now put in the new cartridge and try to print the document again.

Miriam: OK, _____ 10 ... Great. It looks fine now.

Shachar: Good.

Miriam: Thanks, bye.

Put the missing expressions from the dialogue into the correct categories below.

Stating a problem: the printer's not working

Suggesting a solution: _____

Agreeing to solution: _____

Asking somebody to wait: _____

Saying the solution was
successful: _____

Saying a solution wasn't
successful: _____