

## Lesson 33: Reporting Office Equipment Trouble

By Xandra

### 1. Dialogue

First, repeat after your tutor. Then, practice each role.

Jimmy works in the I.T. department. His job is to make sure that all office computers are in good condition. Akemi is asking him to check her laptop computer. She has brought the laptop to his office.

Akemi: Hi, Jimmy. How is it going?

Jimmy: It's a busy day, but I'm fine. What can I do for you?

Akemi: I'm **in need of** your computer expertise. There's something wrong with my laptop. (Placing the laptop on Jimmy's work table)

Jimmy: I see. Let me have a look. (Turning on the laptop) What's wrong with it?

Akemi: I can't open my files. I need to print out a report but the files won't open.

Jimmy: I will see what I can do. It may just be a virus.

Akemi: I don't want to rush you, Jimmy. I know you're busy but I really need the files in my laptop.

Jimmy: I'm not promising anything but I'll work on it right away.

### 2. Today's Phrase

First, repeat after your tutor. Then, make a few sentences using Today's phrase.

1. Japan is always quick to respond to countries **in need of** financial assistance.
2. ABC Company is **in need of** a new marketing manager.
3. The earthquake left many people homeless. Many people are also **in need of** medical care.

\* **in need of** ~ / ~を必要として

### 3. Your Task

The air conditioner in your office has broken down. Call the service center (=your tutor) and tell them what happened. The technician will tell you that they can fix it next week. Politely insist on getting it fixed as soon as possible. You should also say that the air conditioner is still new, so it's under warranty.

### 4. Let's Talk

What do you do when there's something wrong with your computer?

What was the last equipment in your office that was repaired or replaced?

Tell your tutor about it.

How many years should office equipment be used for? Why do you say so?

### 5. Today's photo

Describe the photo in your words as precisely as possible.



Image courtesy of imagerymajestic / FreeDigitalPhotos.net