

# Asking for Help

Workplace Training English | Lesson 5 of 6 | Level: A2 | Student Worksheet

## 1. Vocabulary

Match each word with its meaning. Write the correct letter next to each word.

| Word            | Meaning |
|-----------------|---------|
| 1. confused     | _____   |
| 2. explain      | _____   |
| 3. repeat       | _____   |
| 4. instructions | _____   |
| 5. IT support   | _____   |
| 6. mistake      | _____   |

- a) directions on how to do something
- b) an error
- c) not understanding something
- d) the team that helps with computer problems
- e) to make something clear
- f) to say something again

## 2. Reading in Context

Read the dialogue. Then circle True or False.

**Mia:** Sam, can you help me? I'm a little confused.

**Sam:** Sure! What's the problem?

**Mia:** I don't understand these instructions.

**Sam:** No problem. Let me explain.

**Mia:** Could you repeat that, please?

**Sam:** Of course. First, click "Submit". Then wait for the confirmation email.

**Mia:** Ah, I understand now. Thank you!

**Sam:** No problem. If you make a mistake, just ask again.

**Mia:** What if I have a computer problem?

**Sam:** Call IT support. Their number is on the wall.

**Mia:** Great, thanks!

- 1. Mia is confused about the instructions.    True / False
- 2. Sam refuses to help.    True / False
- 3. Sam repeats the instructions.    True / False
- 4. Mia should call IT support for computer problems.    True / False
- 5. Mia is not allowed to ask questions.    True / False

### 3. Language Focus: Asking for Help

Circle the best answer to each question.

**1. You don't understand something. What do you say?**

- a) It's on the third floor.   b) I don't understand.   c) Nice to meet you.

**2. You want someone to say something again. What do you say?**

- a) I'm a manager.   b) Yes, please.   c) Could you repeat that?

**3. You want someone to explain something. What do you say?**

- a) Could you explain, please?   b) No thanks.   c) I'm busy.

**4. You have a computer problem. What do you do?**

- a) Ask a colleague.   b) Wait until tomorrow.   c) Call IT support.

**5. You made a mistake. What should you do?**

- a) Ignore it.   b) Just ask again.   c) Get upset.

### 4. Conversation Practice

Complete the dialogue. Write the correct word in each gap.

**Word bank:** repeat, IT support, confused, mistake, instructions, explain

1. Sam, can you help me? I'm a little \_\_\_\_.
2. I don't understand these \_\_\_\_.
3. No problem. Let me \_\_\_\_.
4. Could you \_\_\_\_ that, please?
5. If you make a \_\_\_\_, just ask again.
6. Call \_\_\_\_\_. Their number is on the wall.

## 5. Error Correction

Each sentence has a mistake. Write the correct sentence.

1. **Incorrect:** Can you helping me?

**Correction:** \_\_\_\_\_

2. **Incorrect:** I not understand.

**Correction:** \_\_\_\_\_

3. **Incorrect:** Could you repeats that?

**Correction:** \_\_\_\_\_

4. **Incorrect:** She explain the task every day.

**Correction:** \_\_\_\_\_

5. **Incorrect:** He don't like mistakes.

**Correction:** \_\_\_\_\_

## 6. Listening

Listen to the recording in the online lesson (or ask your teacher to read the text aloud). Then circle True or False.

1. You should ask if you feel confused.    True / False
2. You should never make mistakes.    True / False
3. You can call IT support for computer problems.    True / False
4. The IT support number is on the wall.    True / False
5. Nobody is happy to explain things.    True / False

## Asking for Help — Answer Key

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### 1. Vocabulary

1-c, 2-e, 3-f, 4-a, 5-d, 6-b

### 2. Reading in Context

1. True
2. False
3. True
4. True
5. False

### 3. Language Focus

1. b) I don't understand.
2. c) Could you repeat that?
3. a) Could you explain, please?
4. c) Call IT support.
5. b) Just ask again.

### 4. Conversation Practice

1. confused
2. instructions
3. explain
4. repeat
5. mistake
6. IT support

### 5. Error Correction

1. Can you help me?
2. I don't understand.
3. Could you repeat that?
4. She explains the task every day.
5. He doesn't like mistakes.

## 6. Listening

*Listening script:* Hi! If you feel confused, just ask. You can say 'I don't understand' or 'Could you repeat that, please?' If you make a mistake, don't worry, just ask again. For computer problems, call IT support. Their number is on the wall. We are always happy to explain things.

1. True
2. False
3. True
4. True
5. False