



# Family and Relationships

Multiple choice: family communication | Cambridge IGCSE ESL 0510/0511

## 1. Lead-in discussion

Talk with a partner before you read.

1. How do people in your family usually stay in touch?
2. Can technology make family communication easier or harder?
3. Why might older relatives dislike new apps?
4. What makes someone a patient teacher?

### Exercise 4 at a glance

Read one longer text and answer six multiple-choice questions. Choose A, B or C. The correct answer may depend on attitude, purpose or a detail across a whole paragraph, not just one matching word.

## 2. Read for overall understanding

Read the article. What did Maya learn while helping her grandfather?

### Teaching my grandfather to video call

by Maya Fernandes

When my aunt moved abroad, my family decided that my grandfather should learn how to video call. Everyone assumed I would teach him because I am the youngest person in the house and therefore, apparently, an expert in every kind of technology. I agreed, thinking it would take ten minutes. I was wrong. My grandfather did not want a quick demonstration. He wanted to understand what would happen if he pressed the wrong button. He had always been confident with practical tasks, such as fixing shelves or reading bus maps, so it was strange to see him hesitate over a screen.

At first, I became impatient. I kept saying, 'Just tap here,' while he wrote every instruction in a notebook. He asked why the camera sometimes showed the ceiling, why the microphone symbol changed colour, and whether strangers could join the call by accident. I thought these questions were unnecessary until I realised they were not really about the app. They were about feeling foolish in front of distant family members. Once I understood that, I stopped treating every question as a delay and started treating it as useful information about what he needed.

We changed the lesson. Instead of starting with a real call, we practised between rooms in the same house. I sat in the kitchen while he stayed in the living room, and we tested the camera, volume and red button for ending the call. He made several mistakes, but because only I could see them, he laughed instead of becoming embarrassed. The notebook became useful too, because he trusted written steps more than my memory. We also practised what to do if the sound disappeared, because that was the problem he feared most during a real conversation.

The first call with my aunt was not perfect. My grandfather held the tablet too close to his face, and for the first minute my aunt could mostly see his forehead. But then he relaxed. He showed her the plants on the balcony and asked about her new apartment. Afterwards he said the call had felt more like a visit than a phone conversation. That mattered to him because he had been pretending not to miss her. My aunt later said it was the first time he had shown her the balcony since she moved, which made the call feel especially important.

Now he video calls once a week, usually without help. I still check the settings when something updates, but he is much more confident. The experience changed me too. I used to think patience meant explaining the same thing slowly. Now I think it means noticing what the other person is worried about. Technology was the easy part; pride, embarrassment and missing someone were the difficult parts. It also made me more careful with classmates who ask for help, because a simple task for one person can feel risky to another.

### 3. Strategy focus

#### Read around the answer

The answer may depend on the whole sentence or paragraph, not one phrase. Read before and after the likely answer line.

### 4. Exam-style multiple-choice questions

For each question, choose the correct answer, A, B or C.

#### Question 1

Why was Maya expected to teach her grandfather?

- A She had used video calls with her aunt before.
- B Her grandfather preferred learning from her.
- C Her family thought young people understood technology.

#### Question 2

What did Maya eventually realise about her grandfather's questions?

- A They proved he was interested in how apps are designed.
- B They showed he was worried about looking foolish.
- C They meant he did not really want to call her aunt.

#### Question 3

Why did they practise between rooms first?

- A It let him make mistakes without feeling embarrassed.
- B The internet connection was better inside the house.
- C Maya wanted to test whether the app was safe.

#### Question 4

How did Maya's grandfather feel after the first call?

- A annoyed because the camera position was wrong
- B pleased because it felt close to a real visit
- C surprised that he had not needed the notebook

#### Question 5

Why does Maya mention the balcony plants?

- A to show that the call became natural and personal
- B to explain why her aunt missed living nearby
- C to suggest that her grandfather preferred gardening to technology

#### Question 6

What does Maya now think patience involves?

- A letting people learn without written instructions
- B explaining technology without asking questions
- C understanding the feeling behind someone's difficulty

### 5. Follow-up tasks

1. Discussion: What makes it difficult to teach someone in your family?
2. Strategy: Choose one wrong option and explain why it is tempting but not correct.
3. Writing: Write advice for helping an older relative use technology.
4. Vocabulary: Circle words and phrases connected to family, communication and confidence.

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## 2. Read for overall understanding

Suggested answer: She learned that helping someone means understanding their worries, not just explaining the steps quickly.

## 4. Exam-style multiple-choice questions

1. C; 2. B; 3. A; 4. B; 5. A; 6. C

1. C - She says everyone assumed she could teach him because she was the youngest.
2. B - She realises the questions were about feeling foolish, not just the app.
3. A - Only Maya could see the mistakes, so he could laugh rather than feel embarrassed.
4. B - He said the call felt more like a visit than a phone conversation.
5. A - Showing the plants suggests he relaxed and shared ordinary family life.
6. C - She says patience means noticing what the other person is worried about.