

10 Cyberspace

Vocabulary

Computers and computing

- 1 Work with a partner. Match these words with the parts of the computer in the photo.

hard drive keyboard laptop mouse mouse pad
printer screen speaker USB port webcam

- 2 2.38/9 Listen, check and repeat.



- 3 Read these sentences. Which word in 1 does each sentence describe?

- You use it to hear things like music. *speaker*
- You move it and click on the buttons to do things on a computer.
- It's the part of the computer where you can see words and pictures.
- You use it to write with a computer.
- You move the mouse on this.
- You use it to record images that you can see and send on the Internet.
- It's the part inside a computer which has the information that the computer needs to work.
- You use it to make hard copies of documents that you have created on a computer.
- It's a place on a computer where you can connect a keyboard, printer, camera, etc.
- It's a small computer that you can carry with you.

The Internet

- 4 Read this description by a teenager of how she uses the Internet. Underline any words that you don't understand and then look them up in your dictionary.

I've got broadband so my connection to the Net is quite fast. I usually go online in the evenings, after I've finished my homework, but sometimes I use the Net for schoolwork too. The first thing I do is check my emails. I surf the Net and look at my favourite websites. My favourite search engine is Google. I sometimes download music and films, but not often. I haven't got a blog but I chat online with my friends.'

- 5a PRONUNCIATION Look at these two sentences. Is *download* a verb or a noun in each sentence? Where do we place the stress?

- I want to *download* this song.
- The *download* didn't work.

- 5b 2.40 Listen to the two sentences. Is the pronunciation of *download* the same in each sentence?

- 5c 2.41 Listen again and choose the correct alternative.

- In two-syllable verbs the stress is usually on the *first/second* syllable.
- In two-syllable nouns the stress is usually on the *first/second* syllable.

- 7b Take it in turns to ask how often you do the different things. Are your answers similar?

| | |
|------------|---|
| Grammar | The passive – present simple and other tenses |
| Vocabulary | Computers and computing The Internet Collocations with <i>email</i> |
| Speaking | Talking about photos |
| Writing | Text messages |

Reading

- 1 Work with a partner. Discuss these questions.

- How often do you have to write essays or prepare presentations at school?
- Do you know any websites where you can buy essays written by other people?
- What happens in your school if you cheat in an exam or doing homework?

- 2 Read this text about buying essays for school or university online. Does the text give the:

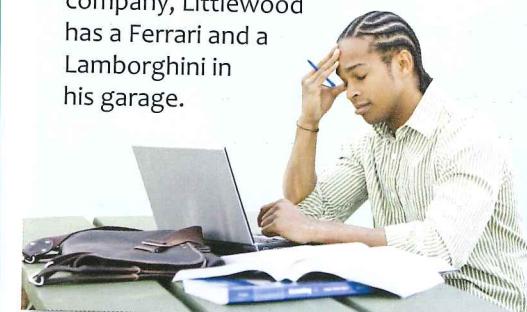
- teachers' side of the argument? Yes/No
- students' side of the argument? Yes/No
- arguments of the companies that sell online school work? Yes/No

You can answer yes more than once.

Internet cheating

1 Millions of pounds are spent each year on Internet cheating. There are tens of thousands of websites where you can buy essays. With most essay-writing companies, students pay per word. Sometimes they pay per page. Some companies offer to write a special, personalised essay, but at an extra cost. You can also pay extra for faster essays.

2 Barclay Littlewood is the owner of one online essay-writing organisation. 3,500 specialists are employed by his company. They have written more than 15,000 essays for students. The company made £90,000 in just one week in May. Thanks to his company, Littlewood has a Ferrari and a Lamborghini in his garage.



3 However, Internet cheating is now an enormous problem for schools and universities. One education expert predicted that schools would have to stop continuous assessment and start doing more exams again. Universities and schools say that the UK's academic reputation is going down because of online essay companies.

4 Barclay Littlewood, on the other hand, says he doesn't help students to cheat. He says he simply offers them a guide. 'The essays are a starting point. Students use them to create their own work. Students analyse our answers and then they write their own. We're just showing them how to write a great essay.'

5 But as one teacher replied: 'The suggestion that these essays are used by students as "guides" is crazy and dishonest. We need to do something to stop it.' Many colleges and universities now have software which allows teachers to check if students are copying from five billion web pages. Many universities have somebody doing this full-time. 'It's not a question of catching people and punishing them. It's a question of helping students to understand what education really is. Education is research and investigation. In the end, the students who are using these services are just not learning the skills they need for their studies or for the rest of their lives.'



- 3 Read the text again and choose the best answers.

- The price of a basic online essay usually depends on
 - who writes it.
 - what the subject is.
 - how long it is.

- Barclay Littlewood is
 - a businessman.
 - a writer of online essays.
 - an ex-teacher.

- An educational specialist thinks that online cheating will
 - change the way teachers teach.
 - change the way teachers assess students.
 - make it easier for students to pass exams.

- Barclay Littlewood says

- students shouldn't just give teachers the essay that they buy.
- he is helping students to copy work.
- his objective is to help students get the best marks.

- The text says that teachers

- have no way of knowing if students are copying essays.
- are using technology to find people who are cheating.
- want to make cheats suffer.

- 4 Answer these questions using your own words.

- Why does Barclay Littlewood think online essays are good?
- Why do teachers think online essays are bad?

- 5 Guess the type of word (noun, verb, adjective, preposition, etc) and the possible meaning. Then use your dictionary to see if you were correct.

- per *preposition – for each*
- personalised
- owner
- continuous assessment
- starting point
- crazy
- punishing
- research

STUDY SKILLS

Why is it important and useful to guess difficult words from their context?

STUDY SKILLS ▶ page 148

- 6 SPEAKING What about you?

- What do you think about buying online essays?
- Would you ever buy an online essay? Why/Why not?

GRAMMAR GUIDE

The passive – present simple

1a Look at these sentences. Which are active and which are passive?

- 1 Millions of pounds **are spent** each year on Internet cheating.
- 2 People **spend** millions of pounds on Internet cheating.
- 3 His company **employs** 3,500 specialists.
- 4 3,500 specialists **are employed** by his company.

1b Are these statements true (T) or false (F)?

- 1 We use the passive when we are more interested in the action than in the person who does it. **T/F**
- 2 We use the passive when we don't know who exactly does the action. **T/F**
- 3 We use the passive when it is obvious who does the action. **T/F**

1c Complete the rules.

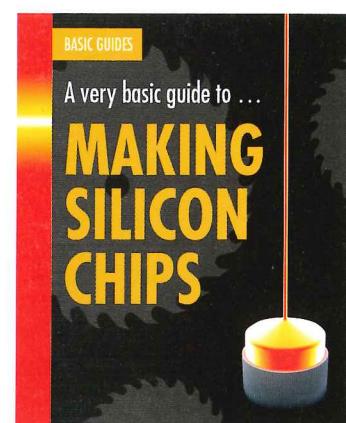
- 1 To make the present simple passive we use + the past participle.
- 2 We use the preposition to introduce the agent, the person or thing which does the action.

GRAMMAR REFERENCE ▶ page 132

2 Complete the sentences with *is* or *are*.

- 1 The Internet used by approximately 67% of the British population.
- 2 Every day approximately 183 billion emails sent around the world.
- 3 That means more than 2 million emails sent every second.
- 4 Email used by around 1.3 billion people.
- 5 Some people calculate that 56.4% of web pages written in English.
- 6 A new blog created each half-second of every day.
- 7 The biggest percentage of Internet users in the world found in Asia.

3 Put the verbs in the correct form of the present simple passive.



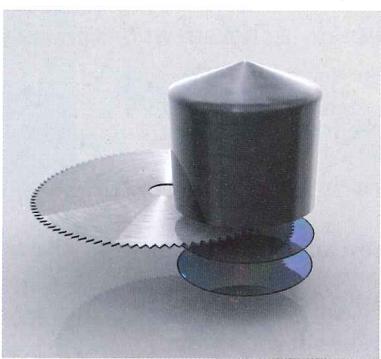
- 1 Silicon (find) in sand.



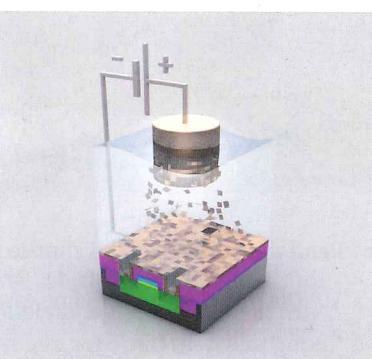
- 2 The silicon (refine) to be 100% pure.



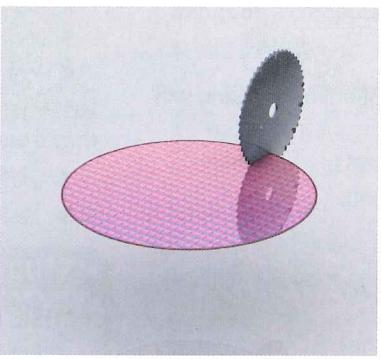
- 3 The pure silicon (heat) and (make) into small blocks called ingots.



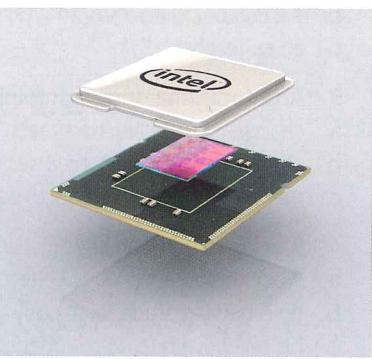
- 4 The ingots (cut) into thin slices called wafers.



- 5 The wafers (wash) in various chemicals and metal layers (add).



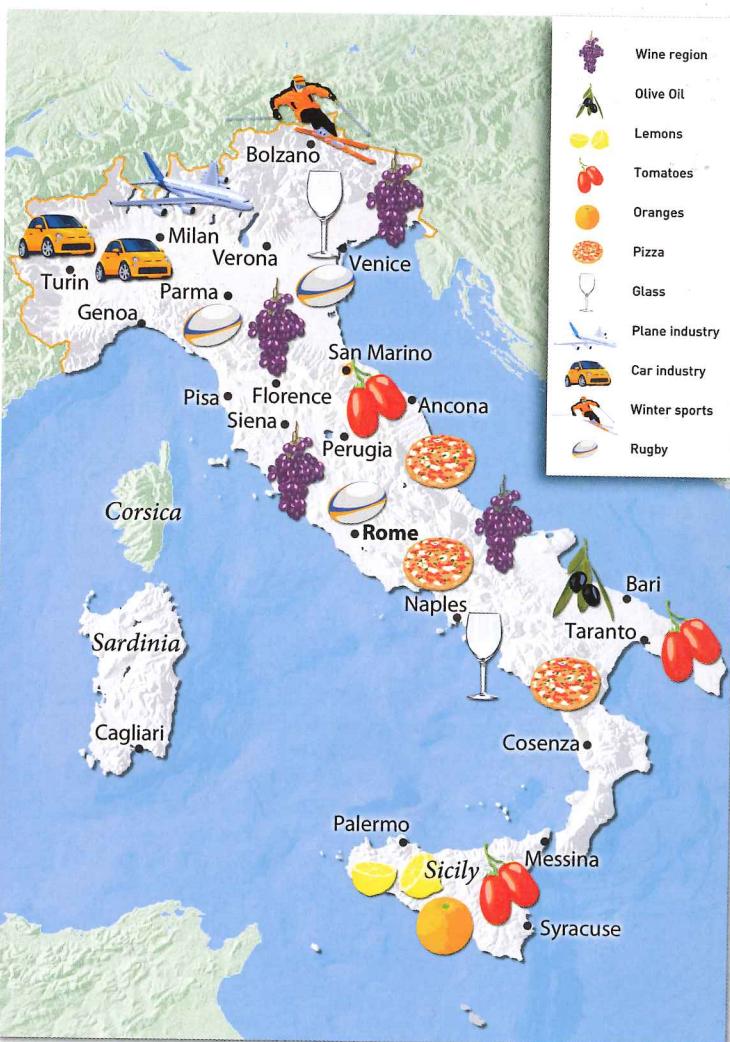
- 6 The wafers (cut) into smaller pieces called dies.



- 7 The dies (add) to a cooling plate to form a micro-processor. They are then (send) to computer factories.

4 Change these sentences from active to passive, or from passive to active. Include *by* plus the agent only when necessary.

- 1 They make a lot of silicon chips in India.
- 2 They employ many people in the computer industry.
- 3 They invent new technology every day.
- 4 Most new games consoles are created by Sony and Nintendo.
- 5 Millions of kids play computer games every day.
- 6 People do a lot of shopping online nowadays.
- 7 Some governments control the use of the Internet.
- 8 You don't need a password to enter this site.



5a SPEAKING Work with a partner. Look at the map of Italy and answer these questions.

- 1 What things are made there?
- 2 What things are exported?
- 3 What fruit and vegetables are grown?
- 4 What fruit and vegetables are *not* grown?
- 5 What typical food is eaten?
- 6 What sports are played?
- 7 What sports are *not* played?

Cars are made in Italy. They're made in the north, in Turin and Milan.

5b Now use the questions to help you prepare a presentation about your country. Give as many details as possible.

5c Give your presentation to the class.

Collocations with *email*

- 1 Read the text. The words in *italics* frequently go with the word *email*. Which of these words match the icons below?

The other day I tried to (a) *send* an email to my cousin but it (b) *bounced back*. The email (c) *address* wasn't correct. The problem was that my cousin had recently changed his email (d) *account*. He'd sent me a message with his new email address but I had accidentally (e) *deleted* it, so I didn't have it any more. I knew that one of my friends had my cousin's new email address so I sent my original email to my friend and asked her to (f) *forward* it to my cousin. The next day I was (g) *checking* my email and I saw that my cousin had (h) *replied to* my message.

- 1
- 2
- 3

2 Match these definitions with the correct words in 1.

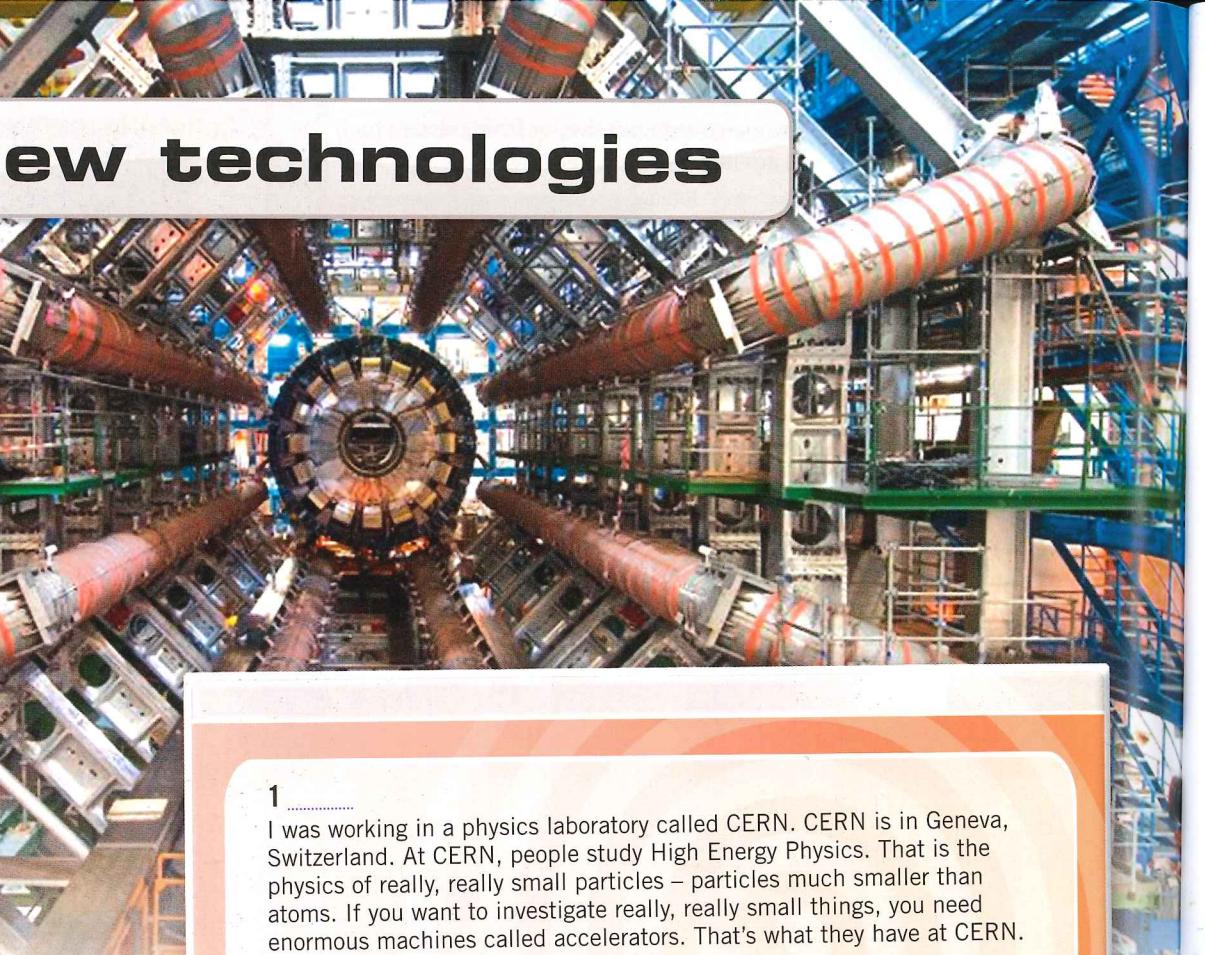
- 1 an arrangement you have with an Internet company to use email **account**
- 2 when an email doesn't go to the person you send it to and it comes back to you **bounced back**
- 3 the letters, numbers and symbols you need to write to send someone an email **address**
- 4 to see if you have any email **check**
- 5 to send an email on to somebody **forward**

3a SPEAKING Think about these questions. Make a note of your answers.

- 1 Have you got an email address? If so, do you know how to say it in English?
- 2 Do you have a free email account or do you pay?
- 3 Who do you send most emails to?
- 4 How fast do you usually reply to the emails you receive?
- 5 How often do you delete the emails you receive?
- 6 When do you usually check your email?
- 7 Have any of your emails ever bounced back? Do you know why?
- 8 How much spam do you get via email?

3b Work with a partner. Ask and answer the questions.

3c Now tell another student what you discovered about your partner.



r – Science

Wide Web

to a radio
Berner-
WW. Does
g about ...
d? Yes/No
es/No

use the

south-west of

ins/
g trains.
h electronic
train/
el trains/

am/computer/
was at

t university
re practical
s/his parents

1

I was working in a physics laboratory called CERN. CERN is in Geneva, Switzerland. At CERN, people study High Energy Physics. That is the physics of really, really small particles – particles much smaller than atoms. If you want to investigate really, really small things, you need enormous machines called accelerators. That's what they have at CERN.

2

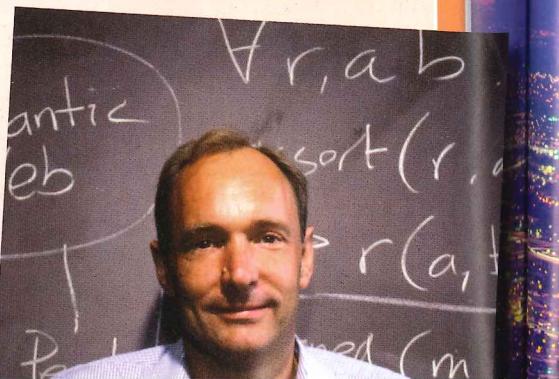
Well, things were very frustrating in the past. There was different information on different computers, but you couldn't get all the information with just one computer. People at CERN came from universities all over the world. They brought all types of computers with different types of software. Sometimes you had to learn a different program for each computer. So I wrote some programs to take information from one computer system to put it in another system. And then I thought "Can't we connect all these different information systems and make just one imaginary information system? Everybody could read the same system." And that became the WWW.

3

Actually inventing it was simple. The difficult part was to persuade everybody to use the same system. It's incredible that so many people now use it.

4

Well, because it is, basically. I want you to know that you too can make new programs which create new, fun ways of using computers and using the Internet. I want you to know that, if you can imagine a computer doing something, you can program a computer to do that. The only limit is your imagination. And a couple of laws of physics. Of course, what happens with computers is that you have a basic, simple idea. Then you have to add things on to it to make it work. But all good computer programs are simple inside.



4 Read the text again and answer the questions.

- 1 What is high energy physics?
- 2 What is an accelerator?
- 3 Why did people have to learn different programs for different computers at CERN?
- 4 What was Sir Tim Berners-Lee's solution to the problem with computers at CERN?
- 5 What was the hardest part about making the World Wide Web work?
- 6 How can you create a new computer program, in Berners-Lee's opinion?

5 What about you?

- 1 How important are the Internet and the World Wide Web for you? Why?
- 2 What information about the inventor of the World Wide Web did you find interesting?

I think the Internet is really important for me.

Why?

It's very useful for finding information for schoolwork, for example.

Cross-curricular – Geography

Silicon Valley

6 Work with a partner. Do you know anything about Silicon Valley? Make a list with ideas.

We think it's in California, USA.

7 Read the facts about Silicon Valley. Did any of your ideas in 6 appear? Were your ideas correct?

8 Read the facts again and classify the information into these categories. Some numbers can go in more than one category.

| Geography | Population | Economy/Industry | Other |
|-----------|------------|------------------|-------|
| 1 | | | |

9 Complete the notes.

10 What about you?

Would you like to live or work in Silicon Valley? Why/Why not?

I'd like to go there because I'm really interested in computers.

I'd prefer to go to San Francisco.

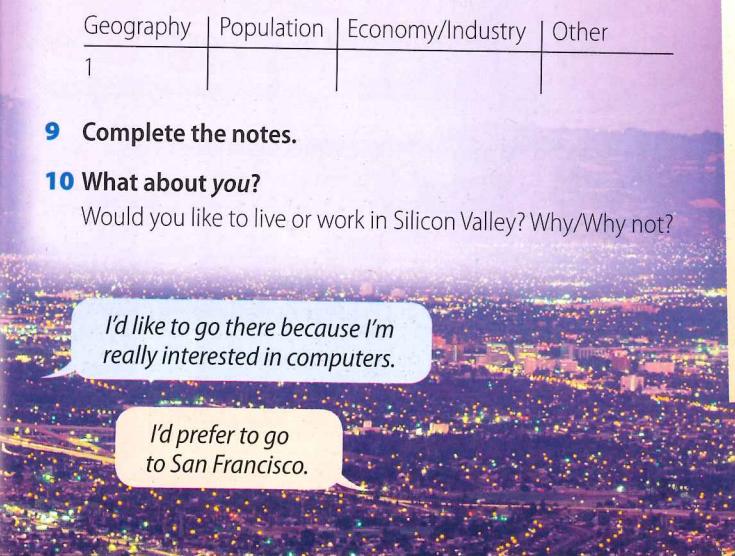


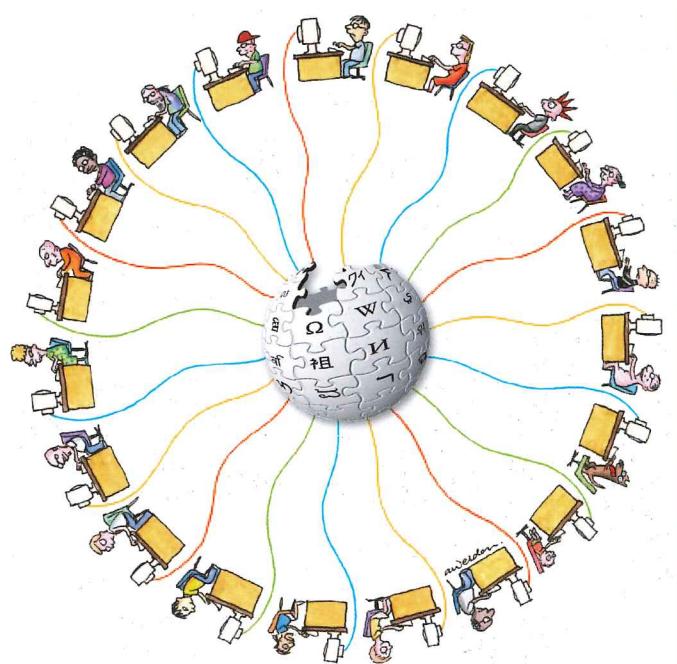
Eight facts about ... Silicon Valley

- 1 Silicon Valley is in North California, USA, near San Francisco.
- 2 The name Silicon Valley is used to describe a geographical area (its real name is the Santa Clara Valley), but also to describe all the high-tech companies in this area. Many of these companies originally designed and made silicon chips.
- 3 2.43 million people live in Silicon Valley.
- 4 38% of the population of Silicon Valley was born outside the USA. These people are usually top engineers and scientists who have gone there to work.
- 5 There are 16 different cities in Silicon Valley. The biggest is San José. It is called the capital of Silicon Valley.
- 6 The area has had a great reputation for new ideas and technology. Many rich businessmen have gone there to invest money in new projects, especially in computers and the Internet.
- 7 Many engineers and scientists went to live in Silicon Valley because there was a lot of space and prices were relatively cheap. Now it is one of the most expensive places in the USA to buy a house.
- 8 Silicon Valley is the home of Apple, eBay, Google, Yahoo!, HP, Intel and many other world-famous computer and Internet businesses.

SILICON VALLEY

- 1 How did it get its name?
- 2 Who works there?
- 3 How much did/does it cost to live there?
- 4 Where is it?
- 5 What is the correct name for its location?
- 6 Why is it famous?





1 SPEAKING Work with a partner. Can you answer these questions? If you don't know the answers, guess!

- 1 What is Wikipedia?
- 2 Who is Wikipedia written by?
- 3 How many languages does Wikipedia appear in?

2 LISTENING 2.43 Listen to a radio programme about Wikipedia and check your answers in 1.

3 Listen to this text about Wikipedia. It contains six mistakes. Listen again to the radio programme and find the mistakes.

Wikipedia is the fifth most popular website in the world. It was started in 2001 by two Australians but it isn't written by them. Their first encyclopedia was an incredible success. Then the website became a 'wiki', a website that visitors can change and add information to. Approximately 170 articles are being added every day. 'Wiki wiki' is an African expression which means 'quick', and one of the reasons that Wikipedia is so popular is that articles can change quickly when things change in the world. Wikipedia has offices in many countries, including Poland. One of the five most popular editions of Wikipedia is the Polish edition.

4 SPEAKING What about you?

- 1 Do you ever use Wikipedia? When and what for?
- 2 Would you like to write an article for Wikipedia? What would you write about?

I sometimes use Wikipedia for projects at school.

Me too. I usually use it to find out about famous people, especially for history classes.

GRAMMAR GUIDE

The passive – other tenses

1a Look at these passive sentences. Match them with the correct tenses (a–c).

- 1 It was started in 2001.
 - 2 Hundreds of articles are being added every day.
 - 3 Articles have been written by hundreds of thousands of people.
- a present continuous passive
b present perfect passive
c past simple passive

1b To change the tense in a passive sentence, do we change the verb *be* or the past participle?

GRAMMAR REFERENCE ▶ page 132

2 Change these sentences from active to passive.

- 1 Wikipedia has transformed traditional encyclopedias.

.....

- 2 Sir Tim Berners-Lee didn't start Wikipedia.

.....

- 3 They are changing Wikipedia articles at this moment.

.....

- 4 Normal people have written most of the articles for Wikipedia.

.....

- 5 'Vandals' have ruined some Wikipedia articles.

.....

- 6 A 14-year-old boy from Puerto Rico is checking many Wikipedia texts.

.....

- 7 A famous scientist wrote an article in 2007.

.....

- 8 A lot of students have used Wikipedia.

.....

EXAM SUCCESS

The next exercise is a cloze activity. You have a text with gaps, but they do not give you words to fill in the gaps. How do you decide which word is missing?

EXAM SUCCESS ▶ page 153

3 Complete the text by filling in each space with one word.

Second Life is a virtual world. It (a) created in 2003 by a company called Linden Lab. Some people call it the future of entertainment, social interaction and business. In fact, business (b) important in Second Life because you can buy and sell almost anything. People (c) for things with Linden dollars. You can buy Linden dollars with real US dollars. In September 2006 a (d) of money (e) spent in Second Life (\$6.6ml), mostly on designer clothes. Officially there (f) more than two million residents in Second Life at the moment but many of these residents are not active. People under 18 can't join Second Life because you (g) be 18. So now a place called Teen Second Life has (h) created (i) Linden Lab for young people (j) 13 to 17.

4 Write questions in the passive for these answers.

- 1 *Who was Second Life created by?*

Second Life was created by Linden Lab.

- 2

..... ?

The first Nobel Prize was given in 1901.

- 3

..... ?

A supercomputer is being created by the University of California.

- 4

..... ?

The DS Lite™ is made by Nintendo™.

- 5

..... ?

Wikipedia has been used by millions of people.

- 6

..... ?

The first computer mouse was made in 1964.

- 7

..... ?

Brave New World was written by Aldous Huxley.

5a SPEAKING Look at these trivia questions. Do you know the answers?

TRIVIA...

Where was the last World Cup played?

Who were 'Please don't stop the music' and 'Umbrella' sung by?

Who is the Wii made by?

In which century was the Eiffel Tower built?

When are chocolate eggs eaten in Britain?

5b Work with a partner. Write five trivia questions in the passive. You must know the answers to all your questions.

5c Join another pair and ask them your questions. Who gets the most correct answers?

► Developing speaking Talking about photos

- 1 **SPEAKING** Work with a partner. Each choose a different photo. Make notes for what you can say about your photo. Use these questions for ideas: Who? What? Why? Where? When? Take it in turns to say what you can see in your photo. Speak for two or three minutes.



- 2 **SPEAKING** Work with a partner. Imagine the photos are from a speaking exam and that you are the examiners. What questions would you ask about photo b? Make a list. *Where are the people in this photo?*

► STUDY SKILLS

What is the best way to improve your speaking?

STUDY SKILLS ▶ page 148

- 3 **LISTENING** 2.44 Listen to a student talking about photo c in an exam. Do they ask any of your questions? Do you think the student does the exam well or not? Why?



- 4 **LISTENING** Listen again. Tick the expressions in the Speaking Bank that you hear. Why are these expressions useful to talk about photos and pictures?

► Speaking Bank

Useful expressions for speculation

- I think ...
- I'm not sure, but I think that ...
- It looks as if ...
- It looks like ...
- I imagine that ...
- It may/might/could be ...
- They're probably ...
- It's not clear if ...

► EXAM SUCCESS

In conversations based on photos, what should you do if you aren't 100% sure of what you can see in the photo(s)?

EXAM SUCCESS ▶ page 153



Practice makes perfect

- 5a **SPEAKING** Work with a partner. Look at photos c and d above and each choose a different photo. Make notes to describe your photo.

- 5b Prepare questions to ask about your partner's photo and then take turns to ask and answer questions.

Who is in this photo?

It looks as if they are a group of students in a computer class.

► Developing writing Text messages



In the second photo I can see a group of people in a café. They are talking and laughing ...

- 4 Read the information in the Writing Bank. What do you think the complete words are?

► Writing Bank

How to write text messages

- We often use abbreviations instead of writing the complete word.
- To make abbreviations, we sometimes take away vowels from the word (e.g. PLS = please) or we replace words with symbols (e.g. @ = at) or numbers (e.g. L8R = later).
- Here are some more common examples:
B BCZ L8 MSG SPK THX
2DAY 2MORO WKND XLNT HMWK
- Remember! It is not correct to use these abbreviations in other types of writing like essays, formal letters, etc.
- We can also use emoticons like ☺ or ☹ in text messages to show emotions.

- 5 Use abbreviations to make these text messages shorter.

1 What are you doing at the weekend?

WOT R U doing @ the WKND?

2 Thanks for helping me with my homework.

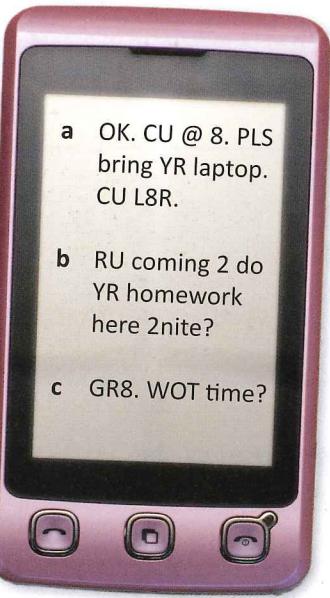
3 Can you come tomorrow to fix my computer?

4 You should be happy because your exam results are excellent.

5 Don't forget to send me a message later tonight.

6 I want to see you and Peter before I speak to the teacher tomorrow.

- 2 Read these five text messages. What order were they sent in?



- a OK. CU @ 8. PLS bring YR laptop. CU L8R.
b RU coming 2 do YR homework here 2nite?
c GR8. WOT time?



- d We can't come B4 8.
e OK. Sarah n Mike R coming 2.

1 *b* 2 3 4 5

- 3 Write out the text messages in 2 as full sentences. Use the information in 1 to help you.

a *OK. See you at 8. Please bring your laptop. See you later.*

b

c

d

e

Practice makes perfect

- 6a Look at this task and write a text message. Use abbreviations and the Writing Bank to help you.

You need to use the Internet tomorrow to do a piece of work for school, but your connection at home doesn't work. Write a text message to a friend asking if you can go to their house tomorrow to use the Net.

- 6b Now give your message to your partner and write a reply to their message. Keep sending messages until you both know exactly when, where and why you are meeting and what you can do later.

Language reference and revision

► Grammar reference

The passive

Form – Affirmative/Negative

| Tense | Subject | Be | Past participle | (by + agent) |
|--------------------|--------------------|-------------|-----------------|-------------------------|
| Present simple | Silicon | is | used | to make computer chips. |
| | Olive oil | is | produced | by Italian farmers. |
| | Computers | are | made | in China. |
| Present continuous | This game | is being | played | by millions of people. |
| | Essays | are being | written | by Internet companies. |
| | Billions of emails | are being | sent | every day. |
| Present perfect | Teen Second Life | hasn't been | created | by Wikipedia. |
| | Many things | have been | invented | by women. |
| | Wikipedia articles | have been | ruined | by vandals. |
| Past simple | The Internet | wasn't | invented | in 1930. |
| | The last World Cup | was | played | in South Africa. |
| | A lot of songs | were | written | by George Gershwin. |

We make the passive with the appropriate tense and form of the verb **be** and the past participle of the verb.

We use the preposition **by** to introduce the person or thing which does the action.

Form – Questions

| Tense | Be | Subject | | Past participle | (by + agent) |
|--------------------|-----|---------------|-------|-----------------|------------------------|
| Present simple | Are | computers | | made | in the USA? |
| Present continuous | Is | this game | being | played | by millions of people. |
| Present perfect | Has | a new console | been | created? | |
| Past simple | Was | that film | | made | in 1986? |

To make object questions in the passive, we put the first auxiliary verb before the subject.

Use

We use the passive when:

1 we are more interested in the action than the people who do the action.

The new hospital was opened yesterday.

2 we do not know exactly who does the action.

My bag has been stolen.

3 it is obvious or understood who did the action.

The criminal was arrested at 5.30pm.

► Vocabulary

1 Computers and computing

hard drive keyboard
laptop mouse
mouse pad printer
screen speaker
USB port webcam

2 The Internet

blog broadband
chat online connection
download online
search engine website
surf the Net

3 Collocations with email

bounce back check email delete an email
email account email address forward an email
reply to an email send an email

4 Other words and phrases ▶ page 145

► Grammar revision

The passive – present simple

1 Write sentences in the present simple passive.

- Computers/use/everywhere.
- Chocolate eggs/eat/at Easter in the UK.
- Christmas/celebrate/in many countries.
- Shoes/not wear/in mosques.
- Portuguese/speak/in Brazil.
- Fish/not sell/at the butcher's.
- Cars/make/by robots in this factory.
- This programme/watch/by thousands of people.

WORKBOOK ▶ page 84

/8 points

The passive – other tenses

2 Each sentence contains a mistake. Find the mistake and rewrite the sentence correctly.

- The song *Blue Suede Shoes* was sang by Elvis Presley.
- The Lord of the Rings* is written by J.R.R. Tolkien between 1937 and 1949.
- London is visited for hundreds of people every day.
- The radio invented Marconi.
- Many products made in China nowadays.
- Yesterday the eclipse was saw by many people around the world.
- Oh no! His car has stolen.
- My friend have been given a computer for her birthday.
- The dog was been hit by a car yesterday.
- New types of computers are being invent right now.

WORKBOOK ▶ page 87

/10 points

► Vocabulary revision

Computers and computing

1 Match to make words or phrases.

- | | |
|---------|---------|
| 1 hard | a port |
| 2 key | b pad |
| 3 USB | c top |
| 4 down | d cam |
| 5 lap | e load |
| 6 web | f drive |
| 7 mouse | g board |

WORKBOOK ▶ page 82

2 Write the correct names next to these objects.



- 1 _____ 2 _____ 3 _____

/10 points

The Internet

3 Read the definitions. What are the words?

- look at various places on the Net one after another
_____r_____
- a computer program used for looking for information on the Internet
_____r_____g_____
- a type of diary on a website that changes regularly
_____l_____
- connected to the Internet o_____
- move information to your computer from the Internet w_____
- a type of connection to the Internet that allows you to receive or send a lot of information very quickly b_____

WORKBOOK ▶ page 82

/6 points

Collocations with email

4 Complete the sentences with six of these words.

| | | | |
|---------|---------|--------|-------|
| account | address | bounce | check |
| delete | forward | reply | send |

- When somebody sends you an email you should _____ to it quite quickly.
- When somebody sends you an email that you want to send to another person, you _____ it.
- When you don't want to keep an email, you _____ it.
- When emails don't go to the correct address they _____ back.
- My email _____ is fredbloggs@bloggs.co.uk.
- The first thing I do when I go online is to _____ my email to see if any new ones have arrived.

WORKBOOK ▶ page 85

/6 points

Total

/40 points