Ex 1

Mentioned problems: paper jamming, finding options in programs, computer freezes, no paper in the printer

Paper jamming: I removed the cover from my printer and tried to pull the paper out myself

Computer freeze: Restart the computer

Ex 2

Reading computer magazines, Surf the internet, Taking courses

Ex 3

1. Anne is a Computing Support Assistant
2. She likes that she doesn’t have to do the same tasks
3. Computer freezes
4. The computers freeze, because of memory problems.
5. She reads magazines, surfs the net or takes courses.
6. She takes courses on text processors, spreadsheets and databases.