

Anglais 1.1



"I was not rude to the customer. I said, 'drop dead, PLEASE!'"

Learning outcomes:

- Learning basic language related to IT
- Communicating with clients orally and in writing
- defining the user's needs, advising & troubleshooting
- Popularizing technical concepts, writing your own definitions

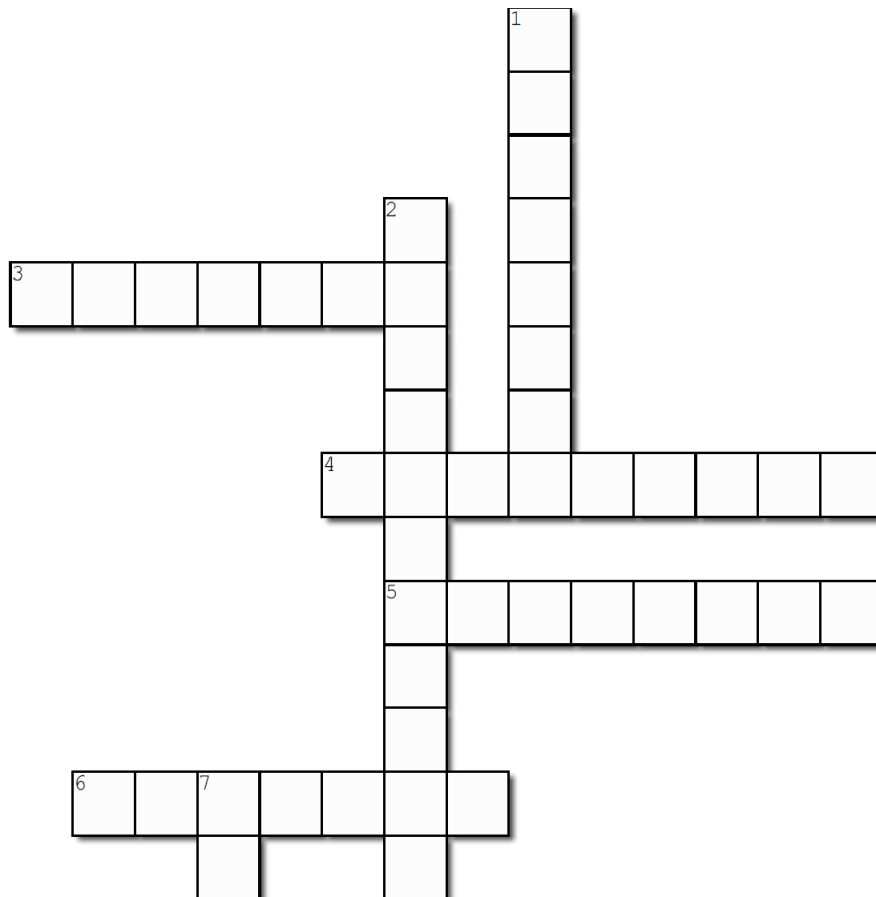
Assessment:

- A written test (50%)
- A role play in pairs (50%)

Course coordinator : [Veronique.Charriau@univ-nantes.f](mailto:Veronique.Charriau@univ-nantes.fr)

Part 1: IT basics

A. Match the terms and their definitions with a partner. Then, from memory, fill in the following crossword



Across

3. The area of a display screen where images, windows, icons and other graphical items appear.
4. The amount of data that can be passed along a communications channel in a given period of time.
5. written programs or procedures or rules and associated documentation pertaining to the operation of a computer system
6. A program that accesses and displays files and other data available on the Internet and other networks.

Down

1. A panel of buttons used for typing and performing other functions on a computer or typewriter.
2. A software interface consisting of an interactive grid made up of cells in which data or formulas are entered for analysis
7. Software designed to control the hardware of a specific data-processing system in order to allow users and application program

B. Find the errors in this paragraph:

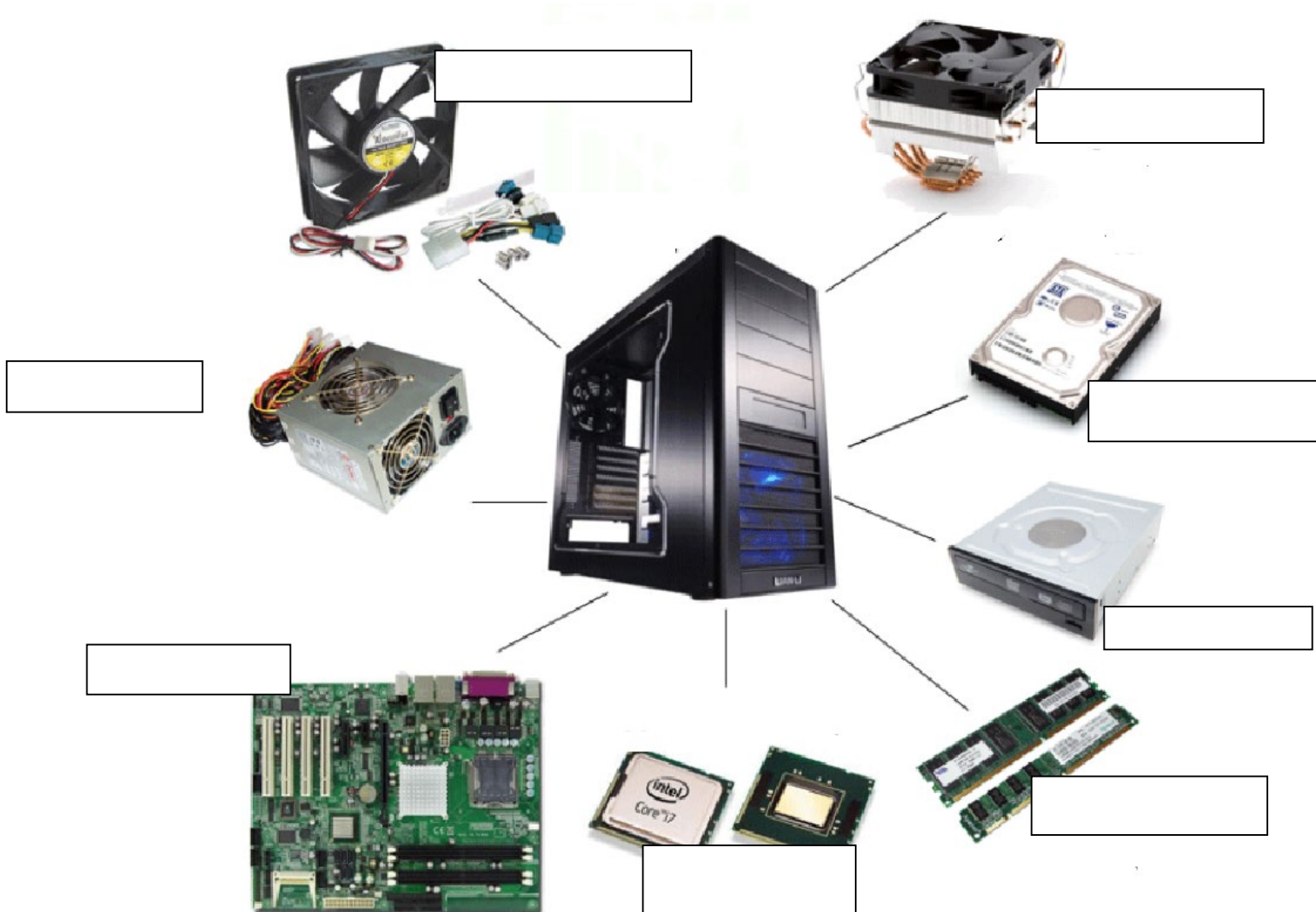
Operating Systems are softwares you need in order to run other programmes. Remember that it's a good rule of thumb that the newer the version of Windows, the more it crashes.

Datas just mean 'facts and figures' but arguably either singular or plural in English, so whatever version other people use, just say they're wrong.

Hardware: computer material, as opposed to software (programs). The difference is that you can't make dodgy software work by kicking it. (from *Bluff your way in Computers*)

C. Computer parts- label each part of the computer on the diagram with words from the list below

- | | |
|---------------------|-----------------|
| 1. CPU (processors) | 7. Power supply |
| 2. Optical drive | 8. Heat sink |
| 3. Hard drive | |
| 4. RAM | |
| 5. System fan | |
| 6. Motherboard | |



B. As a buyer, list the questions you can ask the seller to find out about the following features:

Price	How much does it cost? How much is it?
Brand	
OS	
CPU	
RAM	
storage	
Monitor	
keyboard & mouse	
Connectivity	
Software	
Warranty	

C. Read the following phrases out loud:

- It costs £299.99
- It runs on Windows/ Linux
- It has 500GB 7200RPM – Gigabytes
- It comes with a mouse and a wireless keyboard
- 1600Mhz Ram
- The screen is 21"
- It weighs 1.8 kg

D. Role play- using your list above, and the info on the role you're given, ask your partner about their PC specs to fill in the table below, and answer questions about yours.

Price	
Brand	
OS	
CPU	
RAM	
storage	
Monitor	
keyboard & mouse	
Connectivity	
Software	
Warranty	

E. Now write down the key differences between your PC and your partner's, using phrases.
Ex: my PC is more powerful than Tom's.

Part 2: Defining technical terms

Useful language:

- ▶ A flashdrive **is used to** save data.
- ▶ It is for **saving** data (sert à)
- ▶ A USB key **allows you to** save data (vous permet de).
- ▶ For example/ for instance...
- ▶ It's as if (c'est comme si)
- ▶ FBI **stands for** Federal Bureau of Investigation.
- ▶ It **depends on** what you need it for
- ▶ It's different **from**

- A. *In pairs, do the 'geek translation' questions. The focus is on popularizing technical terms for non-specialists. So take care to define the terms and to give examples or compare with similar terms you think a non-specialist would be familiar with. Your partner will play the non-specialist and is encouraged to ask candid questions. Take turns and rate your partner on the clarity of their definitions and explanations.*
- Example of a complete and clear definition:*

An IP address (which stands for Internet Protocol address) is a unique identifier associated with a computer, which **allows users to** send and receive data. **Like** the street address for your home, an *IP address* identifies network computers. It helps traffic flow between computers because each one has its own IP address. An IP address is formatted as a series of four values separated by periods (**for example:** 192.168.0.1).

- B. *Then pick a question you've already answered and write down your answer/ definition:*

Part 3: Writing a review

A. Watch the following video and fill in the gaps:

https://www.youtube.com/watch?v=r95IEH_MjE4



The Acer Aspire _____ of price, _____ and performance of any budget desktop PC we've tested so far in 2020. It doesn't exactly have any _____ but it crucially avoids any obvious errors. You don't shop in this

_____ extra features anyway so

_____ for doing the essential better than the rest at a good price.

Some alternatives cost slightly less, but the Aspire _____ these, _____ as well as more expensive competitors while still hitting that sweet spot for price. There's virtually

_____ for the cost as its _____ Intel Core i5 CPU

_____ and _____ will have you zipping through your daily home tasks as quickly as it's zipped through an editor's choice in this category.

5'12"-6'22"

The HP Z2 Tower G4 is a fine choice for a mid-tower desktop _____.

_____ it may be by workstation standards, but its _____ configuration options allow it to be _____ for almost any usage. It's _____ too. Thanks to its availability with Intel Core class processors that _____ some Xeon chips don't require ECC memory, it also offers very _____ GPU options like the _____ card in our review sample which is decidedly unlike an entry level workstation.

_____ the endless configuration options for this tower can be their worst enemy.

_____ being well equipped for just about everything, our test unit _____ like a USBc port and a flash card reader. The G2 Tower G4 in our as-tested guys is powerful, quiet, _____, and for a _____ workstation it's relatively _____. A standard _____ on even the least expensive configuration _____ and makes this HP _____ for a mid-tower workstation.

B. Find the translation to these in the transcript above:

- Entrée de gamme:
- Haut de gamme:
- Des caractéristiques exceptionnelles :
- Malgré:
- Ceci étant dit:
- Contrairement à:
- Surpasse:
- Carrure:
- Sophistiqué:
- Plein d'énergie:
- Sur mesure:
- Abordable:

Part 4: Email basics

1. Do email basics online
2. See email language aid

Using diplomatic language in emails

1. The phrases on the left in the table below use neutral language. Complete the table with the more polite/ diplomatic phrases from the box:

Would you mind	I wonder if I could	I was wondering if you could	Perhaps we should
Would you like me to	Why don't we	Would it help if I	Would it be a problem for you if I

Request

- Can you ... ? →

Permission

- Could I ... ?

Offering help

- Can I...

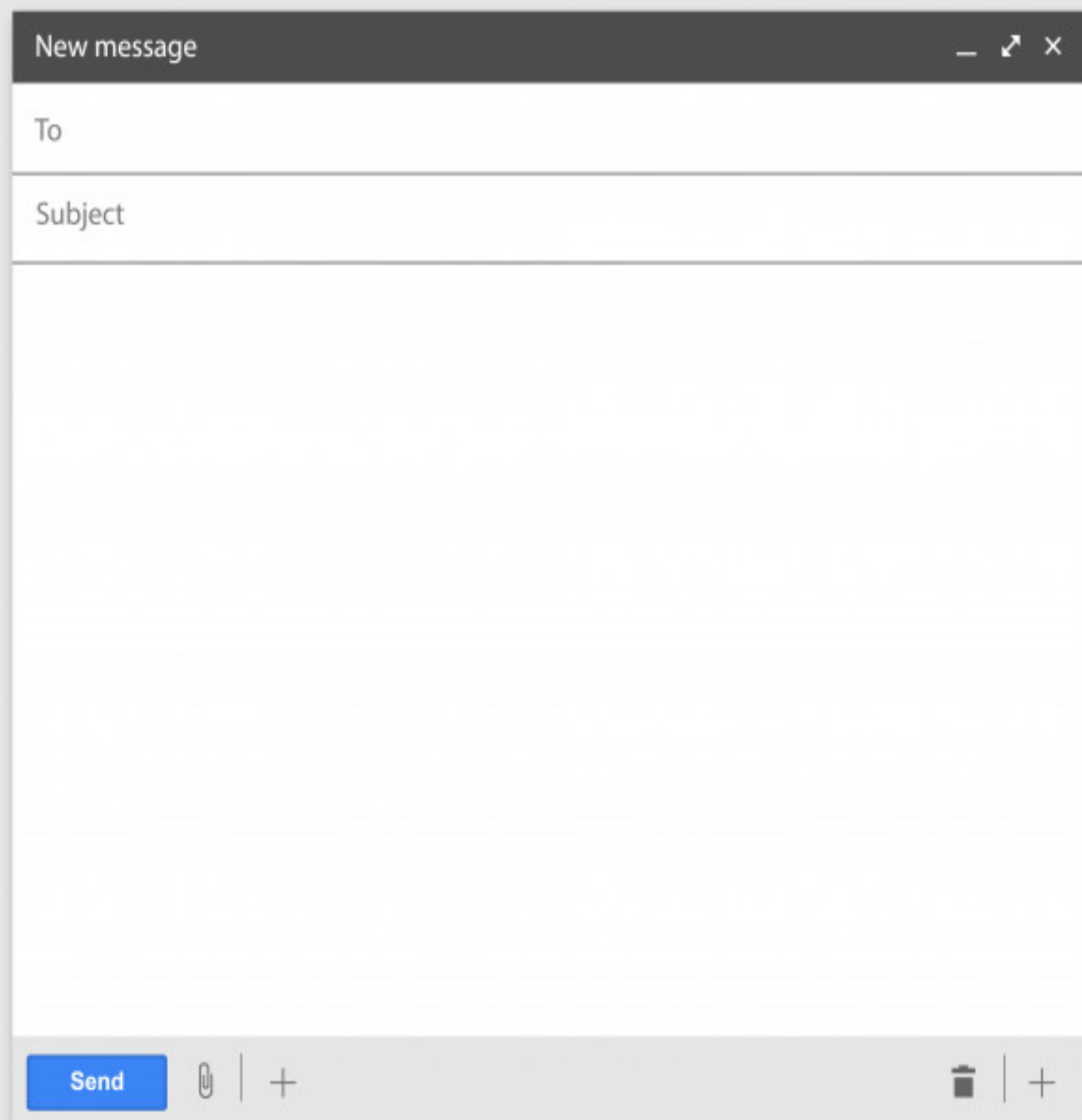
Suggestions

- Shall we..

2. Here are more ways to make your language more diplomatic. Complete the words in each sentence with the missing letters. Choose between: about/quite/ looks/ small/ seems/ serious/ might/ see/ don't/ doesn't/ much/ wouldn't

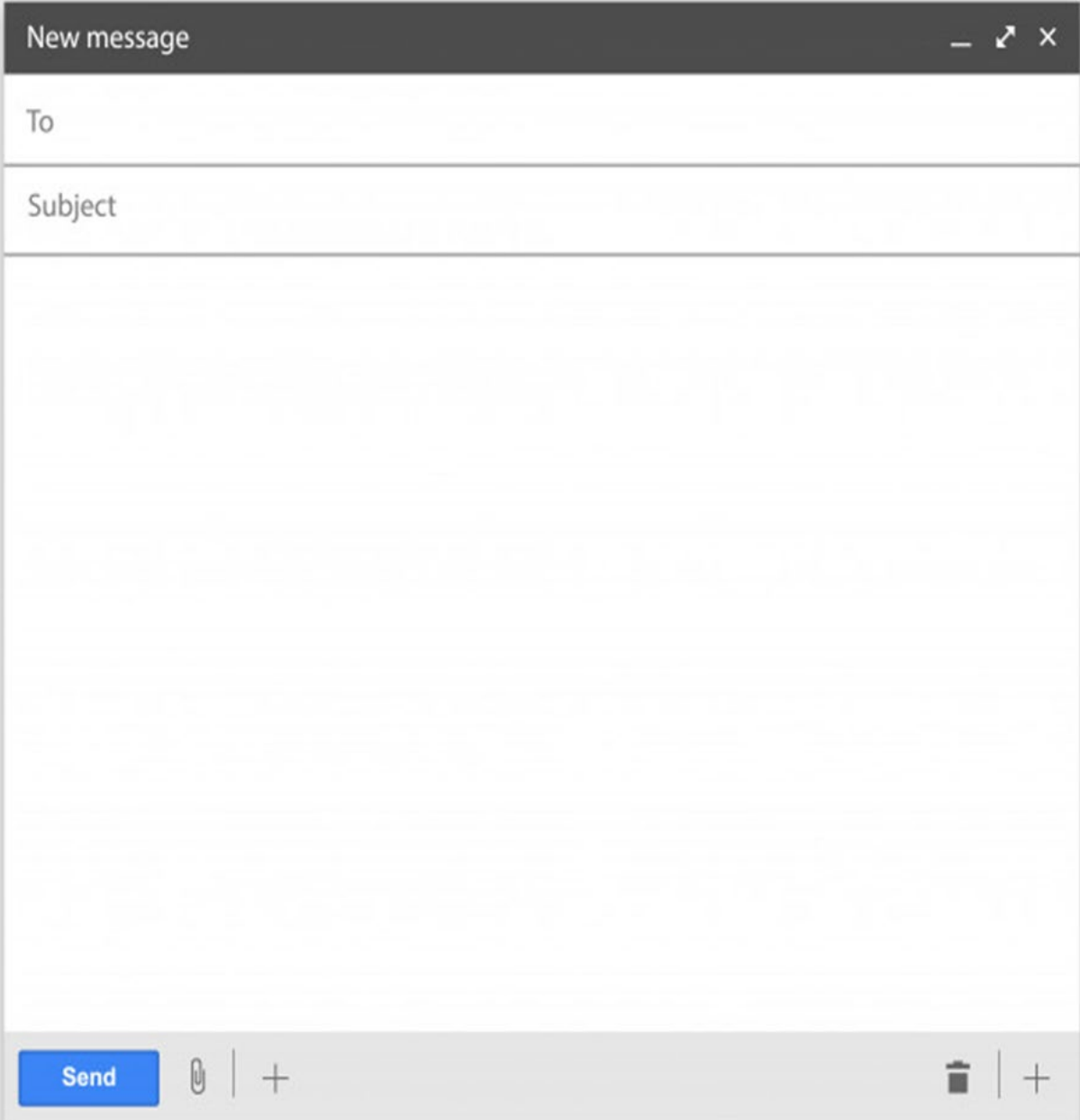
There will be a delay →	I'm sorry, but it like there will be a delay
There is a problem	There to be an issue with this. It's nothing
I disagree	To be honest, I think it be better to
I disagree	Yes I can what you're saying, but you think that..?
That gives us little time	Actually, that give us time
I think it's better to ask Liu it be better to ask Liu?
Quality will be a problem	What quality? Can we be sure it will be okay?
It will be very expensive	It be expensive.

3. *Now practice: send an email to complain about a delivery delay.*
1. Your name is Francesca or Matteo. You have ordered a Dell Desktop PC from Techbargains.com 10 days ago (ref GCTR3X-2). You still haven't received anything even though it was a 48-hour delivery. Write to the customer support department to find out what happened. Include a detailed object and take care to open and close the email properly.



The image shows a 'New message' window for composing an email. The window has a dark header bar with the title 'New message' and standard window controls (minimize, maximize, close). Below the header, there are two input fields: 'To' and 'Subject'. The main body of the window is a large, empty text area for writing the email content. At the bottom, there is a light gray footer bar containing a blue 'Send' button, an attachment icon (paperclip), a plus sign for additional actions, a trash can icon, and another plus sign.

2. Your name is Hans or Hannah – you are a Customer Support technician at Techbargains. You receive an email from a client complaining about a delivery delay. Reply. Start by apologizing (delays very rare + usually Techbargains top quality service). Explain that your manufacturer in China is experiencing transport delays due to the pandemic. You expect delivery within 5 days.



New message

To

Subject

Send

Attachment icon

Trash icon

Part 5: IT support

1. Listen to the video (6 steps to a successful tech support session 3'30-6'30) in order to fill the template below:

<https://www.youtube.com/watch?v=OiC4gUa3xak>

Steps	Expressions
1.	
2.	
3.	
4.	
5.	
6.	

Diagnosis questions:

2. Find the corresponding questions to the following answers:

1. No, that's the first thing I checked, they're not on.
2. Windows 10
3. I was opening a file.
4. It says "access denied"
5. No, it's the first time.
6. It runs on Linux
7. Well, now you mention it, I've installed a new calendar app.
8. Just my PC I think.
9. There's one document listed in the queue
10. It's a 2-year old laptop

Diagnostic:

- *From the least to the most certain:*
- It sounds as if you might / could have a driver fault.
- This may be due to...
- Maybe / perhaps / possibly the... isn't working properly.
- Chances are, your computer needs cleaning.
- You probably have a driver fault.
- It's likely you have a problem with...
- Your must be faulty.
- It must be a driver fault.
- I'm certain that the problem lies in...
- It has to come from...
- Two things: it's either the ... or

Troubleshooting steps

- Have you tried V+ing....?
- Generally, this sort of trouble is solved by V+ing...
- Here is/ This is what we're going to do...
- First, *try to* check
- Then, you *should* switch off
- *I recommend* installing
- *I advise you to* reboot
- *The best thing to do is to* reinstall

Writing troubleshooting instructions



1. Watch the video and write down the illustrated instructions

2. Then listen to the audio comment and compare with your own description. Any new words?

3. Put this email back in the right order:

1. If the issue still persists after following the given suggestions, please let us know.
2. Thank you.
3. I'm happy to help you with your concern and we apologize for the delayed response.
4. Also, please remove any pop-up blocker and disable the security software of your computer or firewall so we could isolate the issue.
5. If you're currently having issues opening an attachment in Windows Live Mail, kindly try to open the attachment via web mail.
6. Welcome to Microsoft Community.

4. Fill in the gaps in the text below with the relevant terms from this list:

- Glad
- Does this mean
- Thanks for using
- You may consider using
- If the issue persists
- Sorry for the inconvenience again
- Highly appreciated
- Check whether you

Hi TanAngie1,

_____ Microsoft products and posting in the community, I'm _____ to offer help.

In your post, you mentioned "*I encountered this problem since I installed an office 2016 from my lecturer*", _____ you already had Office apps installed on your Windows, and then you installed Office 2016?

Office 365, Microsoft 365, Office 2019, and Office 2016 all have the same version: 16.0. So, it is not supported to install these versions of Office on the same computer. If you try to install two versions of Office, it will generate issues.

Please go to *Control Panel\Programs\Programs and Features*, in the list of available apps _____ see Office 2016 or Microsoft 365 apps etc. If you see multiple instances of Office, please uninstall one of them and keep the latest and updated one.

For example, if you have both Office 2016 and Microsoft 365, _____ Microsoft 365, as Microsoft 365 have more features and new updates keep adding when available.

_____, please provide us with the following information:

1. A screenshot of *Control Panel\Programs\Programs and Features* page where you see Office apps installed.
2. May I know which Microsoft 365 subscription/license you have?

_____, and I hope this helps. Your understanding and contribution will be _____.

Best Regards,
Arck

Writing troubleshooting instructions:

- **Before** installing the program, check that it is compatible with your version of Windows.
- Please ensure that the source is reliable **prior to** downloading a new software.
- **After** the program has been tested, it can be installed.
- **Once** the program has been installed, instructions are displayed in a pop-up window.

5. *Your turn. You are a technician on the Support Team. Write an email for each of these issues detailing the steps required to solve them. Please use the following structure and phrases below:*

Thank the customer/ apologize	Greetings Thank you for bringing this to our attention. Thank you for the detailed description of the issue. We're happy to help. I do apologize for the inconvenience, let me help you sort things out. We apologize for the delay in the response. Thanks for your patience and understanding.
Repeat the problem in your own words Ask a few questions to help you understand	I understand from your message that you're having an issue with regard to From my understanding Is this the first time this has occurred? Have you installed any programs recently? Which version are you using?
Give instructions	Kindly try the steps below and see how it goes My suggestion is that you try The best way of doing this is to Kindly try/ check Choose/ select/ click/ right-click/ change it/ check/ change it back to/ disable/ close/ launch/ restart/ scroll through the list/ download You may try to Please make sure Go to settings > battery Then Next As instructed below See my example below/ screenshot Once activated, go to If the issue persists, you can try activating If this does not solve the issue, You can refer to the following article As stated in a previous post
Close the message	Hope this helps. Let me know if this works. Don't hesitate to contact me if you have any more questions. Please feel free to let me know how it goes for further assistance.

Issue 1: [KathyGeiger1](#)

Power Point presentation

I have timed my PowerPoint presentation. When I play it back, it's about a minute and half longer with delays on some slides. Is this a problem I can fix? I was trying to upload the file so an expert can do it, but the file will not upload. What could be the problem?

Solutions: please follow the template above and include these solutions:

- *Thank customer*
- *Offer assistance*
- *Repeat problem in your own words*
- *Ask: Latest version of power point?*
- *Solution 1: Online repair tool*
- *If still pb, need more info:*
- *powerpoint version>file>account> screenshot product info)*
- *this presentation or all?*
- *If just one, share link to sample → test*
- *Close message properly (further assistance)*

Reply

Posted on

Issue 2:

Cannot login to personal Microsoft account in OneNote - "can't connect to server"

Hello,

I am using OneNote on my laptop and on my tablet. On my laptop I am logged into my work account which provides the Office license, and I'm signed into my personal account where are my notebooks are stored. For some reason, I cannot login to my personal account on my tablet. I can login to my work account, but once I try to add an account and login to my personal account, I receive a message saying " can't connect to the server - check your internet connection". I tried reinstalling the app but it still gives me the message. How can I fix this? Dan

Solutions: please follow the template above and include these solutions:

- *Thank customer & Offer assistance*
- *Repeat problem in your own words*
- *Ask: screenshot error message*
- *Steps: Remove all associated accounts on Outlook + Reinstall One Note app*
- *Add personal account 1st. Better?*
- *Close message properly (further assistance)*

Reply

Posted on

Part 6: Describing a website or an application

1. Label the various parts of this web page: Footer/ Slider/ Scroll-down menu /Search box / Social media icons/ Navigation menu/ banner

The screenshot shows the IXION website with several green boxes and arrows pointing to specific elements for labeling:

- Top Left:** A green box with an arrow pointing to the social media icons (Facebook, Instagram, Twitter, YouTube, Google+).
- Top Center:** A green box with an arrow pointing to the "IXION" logo.
- Top Right:** A green box with an arrow pointing to the search icon.
- Navigation Menu:** A green box with an arrow pointing to the "DIVERSITY" dropdown menu, which includes links for ALUMNI, FACULTY, STUDENTS, and NEWS.
- Banner:** A large image of a bookshelf with the text "For non-profits, organizations, and schools" and a yellow "CALL-TO-ACTION BUTTON".
- Featured Posts:** Three small images with text overlays: "INTRODUCING OUR FULBRIGHT SCHOLARS FOR 2016", "MEET OUR NEW CHIEF DIVERSITY AND INCLUSION OFFICER", and "A NEW ALUMNI SPACE IS COMING IN 2016".
- Recent Posts:** A list of four recent posts with dates and category tags (ALUMNI, DIVERSITY, EVENTS; DIVERSITY, EVENTS, FACULTY; ARTWORK; BOOKS).
- Search Box:** A green box with an arrow pointing to the search input field.
- Quote:** A green box with an arrow pointing to a quote by Dr. Seymour H. Quast.
- Footer:** A green box with an arrow pointing to the footer section, which includes categories like NEWS & EVENTS, COMMUNITY, NAVIGATION, and SOCIAL LINKS.

Footer Content:

- NEWS & EVENTS:** Introducing our Fulbright Scholars for 2016, Meet Our New Chief Diversity and Inclusion Officer, One Professor's Quest for the Perfect Cuppa.
- COMMUNITY:** Allan on Meet Our New Chief Diversity and Inclusion Officer, Laurel Fulford on A Study in ESL Writing Methods.
- NAVIGATION:** Diversity, Testimonials, No Sidebar, Image Alignment and Styles, HTML Elements, Alumni, Faculty, Students, News.
- SOCIAL LINKS:** Facebook, Instagram, Twitter, YouTube, Google+.

Page-Footer: BLOG AT WORDPRESS.COM.

2. Match the following terms:

Layout
Wireframe
Corporate identity
User-friendly
Font
CTA
Template
breadcrumb

<i>gabarit</i>
<i>ergonomique</i>
<i>Police d'écriture</i>
<i>Charte graphique</i>
<i>Mise en page</i>
<i>Maquette graphique</i>
<i>Fil d'Ariane</i>
<i>Call-to-action</i>

3. With your neighbour: compare and discuss the apps on your phones, and the ones you use the most. Pick one your partner is not familiar with and present its functionalities, pros and cons using the following expressions:

Adjectives	Nouns	Verbs
<ul style="list-style-type: none"> • Sleek (elegant) • user-friendly • cluttered (encombré) • disorganized • distracting • easy to use • easy to find • bright • clean, neat • easy to navigate • convenient • well-organized • appealing • effortless • beautifully designed • the most selling point 	<ul style="list-style-type: none"> • Layout • feature • Look and feel • Home page/ home screen • Header • Menu/ drop down menu • Side bar • Footer • Background image • Icon • Pop up window • Carousel/ slideshow/ slider • tab • Content • Settings • Filters • Ratings • Functionality • Ads • A premium version 	<ul style="list-style-type: none"> • Swipe • Allows you to • lets you • focuses on • draws attention to • shows • sign up • details • offers • create a profile • you're presented with • displays • lists • fits your needs • store • all you have to do

Part 7: Defining user needs

4. *In pairs or groups of 3, imagine your ideal application for a student at the IUT (can cover various aspects: transport/ classes/ going out/ budget/ grocery shopping etc). List the purpose and everything you'd like to be able to do- think big! You're the client, don't worry about technical considerations & make sure to add some very ambitious ideas, even a few clearly impossible ones. Take a few notes about your ideas as they will be needed for the next step.*

- Target audience: _____
- Functionalities:

- Platforms: _____
- Ideas for layout and visuals (colours, style)

5. *List some useful questions for defining user needs:*

- Purpose:
- Audience:
- Functionalities:
- Platforms:
- Free/paying:
- Layout or visuals:

6. *Go and see another group. Ask them about their ideas for the app using the questions from ex 5, in order to fill in the table below:*

Target audience	
Purpose	
Functionalities (list everything for the moment, even the far-fetched ideas)	
Platforms it should run on:	

7. *Go back to your group and report back on your client's needs. Decide what you consider is technically feasible and what is not. Then write an email to one of your clients with the following steps. Use a separate piece of paper to show your client.*
- *Thank the client (thank you for choosing.)*
 - *Attach wireframe*
 - *Explain one functionality will not be possible (diplomatically) and explain the reason (Unfortunately/ however/ our only concern/ this functionality may prove difficult to implement)*
 - *Suggest a meeting next week*
 - *Close the message properly*
8. *Have a meeting to sort out the problem – use diplomatic language.*

Writing emails- Language aid

Start with a specific subject line, use 9 or 10 words if necessary

Starting

- Dear Mr. Jones,
- Dear Ms. Jones, (Mrs. Acceptable in the UK, Ms in the US)
- Dear Pat Martin, (if you do not know the person's gender)
- Dear Jack, (if you've already written and you have been addressed by your first name)
- Hi Pam, (if you know the person)
- Dear Accounting Staff, (when you do not know the exact person to contact)
- Dear Client services Representative,

Introducing yourself

- I am a Web Developer at ... in France.
- Judy Palmer, a colleague, passed along your name.
- John Dawson suggested that I write to you.
- We met briefly last month at the job fair in Birmingham.

Requesting information

- I'm writing about/ regarding/ in connection with our order (*commande*) placed on 2/8
- Re your email (informal)
- We would like to
- I wonder if you could
- We would appreciate
- I'm interested in receiving/ finding out
- We are interested in
- Here are the particular requirements
- Please quote us a price for (quote: *devis*)
- Thank you in advance for your help

Useful starts

- Request : Would you mind/ I was wondering if you could
- Permission: Could I ... ?/ I wonder if I could/ Would it be a problem for you if I
- Offering help: Can I.../ Would it help if I/ Would you like me to
- Suggestions: Shall we.. / Perhaps we should/ Why don't we

Linkwords/ transitions

- Plus/ In addition/ Also
- However
- Consequently/ therefore/ as a result/ given that/ for that reason

Responding to a request

- Thank you for your enquiry
- Thank you for your interest
- In reply to your email
- With reference to your email sent
- I apologize for not getting in contact with you before
- Attached is
- Here is the information you asked for
- You will be pleased to hear that
- I will look into it and I'll get back to you shortly
- We apologize that we cannot provide
- Please let me know if I can help in any other way
- Please feel free to contact me if you have any question

Asking the reader to do something

- I would appreciate if you could
- I appreciate your help.
- I hope you can help. I have a couple of questions
- Would you be willing to...

Order issues/ complaints

- We are concerned about
- The contract specified that... this does not seem to be consistent with
- I was under the impression that we had agreed on
- My expectation was that
- I realize there might be extenuating circumstances
- I would appreciate if you could look into this
- I realise this might be an oversight on this end
- Please check to see if
- Appreciate your effort, however
- It has been (length of time) and I have not heard from you so I thought I would follow up
- Thanks very much for your help.

Replying to a complaint (not your fault):

- Thank you for your message expressing your disappointment
- We regret that you had trouble
- We take pride in ensuring
- I looked into what happened, and I learned that
- I apologize for the misunderstanding
- The work order which you have signed, stipulates that
- The information that you provided indicated
- I appreciate your letting know about
- Our company policy in these instances is to
- You have been a long-time customer, and we appreciate your support

Replying to a complaint (your fault):

- Thank your for bringing this issue to our attention
- We inadvertently sent you
- We will not charge you for
- We are sorry to hear about
- I understand your frustration
- We apologize for this unusual occurrence.
- We are committed to high-quality customer service
- Enclosed is a voucher/ discount for
- Please call us if you have any question
- We appreciate your business and hope that
- I apologize for the inconvenience caused

IT support messages

- Let's see what we can do to sort this out.
- From my understanding/ I understand from your message
- With regard to/ concerning/ in connection with
- To assist you accordingly
- Check compatibility Prior to (before) downloading
- I suggest you try reinstalling/ My suggestion is that you / the best way of doing this is to
- I recommend installing/ I advise you to update
- Do not hesitate to contact me if you have any more questions
- Feel free to contact me for further assistance
- Kindly/ could you please/ you may
- Alternatively
- In addition/ Additionally/ next/ once this is done
- Hope this helps
- If the issue still persists/ if this does not solve your problem
- Do not hesitate to contact me for further assistance/ feel free to get back to me if you have any more questions

Closing

- I look forward to meeting you
- I look forward to hearing from you soon
- Thanks in advance for your help
- Do not hesitate to contact me if you have any question
- Best regards
- Regards
- Best wishes (if you know the person)