

Unit 4

Equipment

FORMACIÓN PROFESIONAL

Get ready!

 **Task 1** Read the email quickly. What does Kamal want to do? Then choose if the sentences below are true (T) or false (F).

Subject: Connecting a projector

Hi Kamal,

It should be quite easy to connect your laptop to a projector. First, check that both the laptop and the projector are off. Then connect the projector cable to the laptop: just plug it into the video socket. Most laptops have one, usually at the back or side. After that, insert the projector's power cable into a power socket and turn on the computer and the projector. Next, the computer has to find out the projector's resolution: press the "Function" key ('Fn') on the laptop and, at the same time, press the key with a picture of a screen on it. The 'Fn' key is usually on the bottom left, near the "shift" key, and the key with the screen picture on it is usually on the top row of keys, on the left.

Don't forget to switch off the equipment and unplug the projector from the computer when you've finished.

Best wishes,

Natasha

1. The first step in connecting a laptop to a projector is to ensure that both devices are turned on.
2. The projector cable should be plugged into the video socket of the laptop.
3. The power cable for the projector should be connected to the laptop.
4. To adjust the projector's resolution, the 'Fn' key and the key with a picture of a screen should be pressed simultaneously.
5. The 'Fn' key is located on the top row of keys on the laptop.
6. It is important to unplug the projector from the computer after use.

Task 2 Match words 1-8 from the email in 4 to words a-h with a similar meaning.



- | | |
|-----------------|-----------------------|
| 1. cable | a. Push |
| 2. Plug (into) | b. Put (into) |
| 3. insert | c. Connect |
| 4. Power socket | d. Connector |
| 5. Turn on | e. Turn off |
| 6. press | f. Electricity socket |
| 7. unplug | g. Switch on |
| 8. Switch off | h. Disconnect |

 **Task 3** Put these steps in reinstalling an operating system in the correct order.

- During the process, the computer will restart by itself several times.
- Near the end of the process, you can partition the hard drives.
- In the BIOS, set the first boot drive to DVD. Then reboot again.
- At the end of the process, the operating system will ask for the product key, time, date, network type and details for user accounts.
- First, put the installation DVD into the optical drive. Then reboot the computer while you press the 'F2' key. The BIOS will now start.
- This time, the computer will boot from the DVD and installation will begin.
- Before you start, back up everything.
- Near the start of the process, it will ask you to agree to the licence terms.

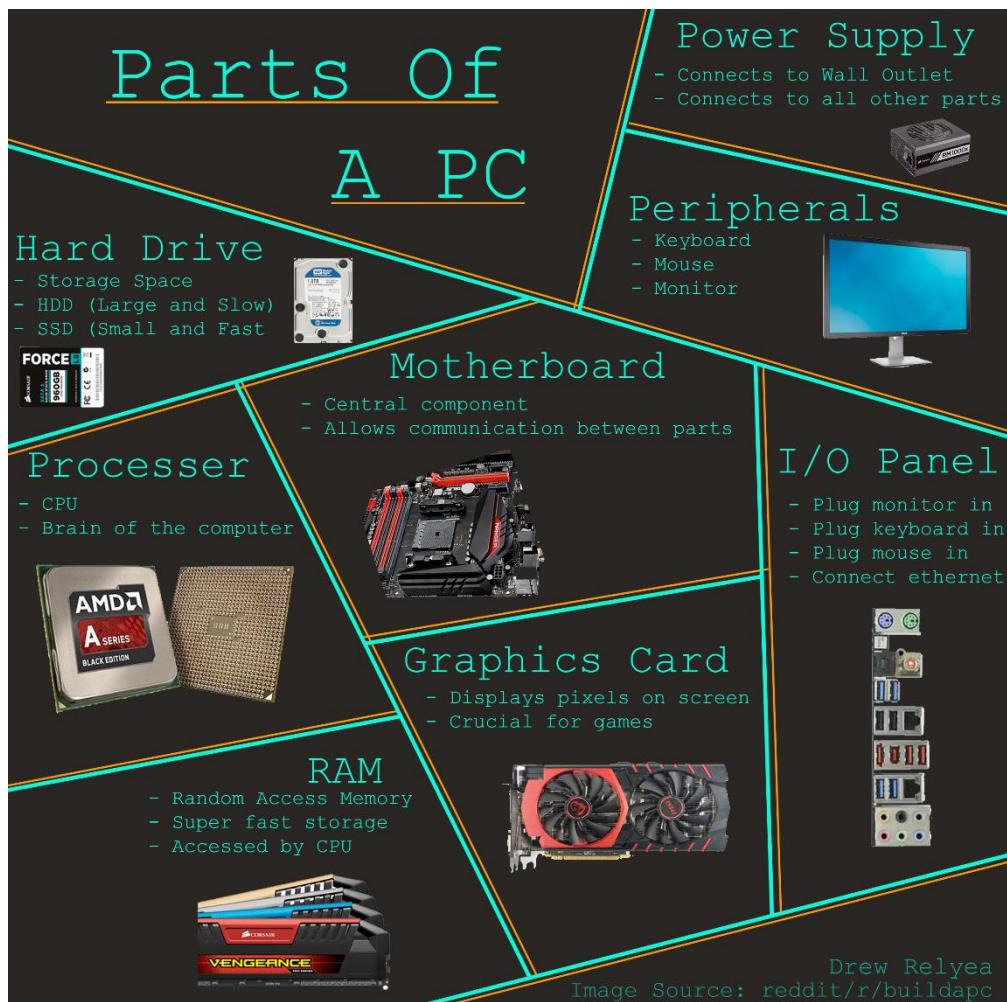
Task 4 Find words in the previous exercise that match these definitions.

1. Start again _____
2. Split a hard drive into parts that act like separate drives _____
3. Software built into a computer that controls how it starts up_____
4. The drive that the computer reads first when starting up _____
5. Software comes with this to show you are the owner _____
6. Settings for a user_____
7. Switch a computer off and on again _____
8. A series of actions to do something _____
9. Copy data to another place so that you don't lose it_____
10. Rules about how you can use software _____



Reading infographics

Task 5 Look at the infographic below and discuss why do you think all the equipment mentioned is important to set up your personal computer.



Now you! In pairs create a list of 5-10 items that you will use daily in your future job and explain briefly what you will use it for. Then, create an infographic like the one in Task 5.



 **Writing What is a technology survey?**

Today, we will embark on the world of IT customer service through the lens of a survey. In our increasingly digital age, the quality of customer service provided by IT professionals plays a crucial role in ensuring that users have a seamless and positive experience with technology.

 **Task 1** Why is tech customer service important? With a partner, think about the different questions you could ask customers to check their satisfaction with a service.

Bear in mind the different aspects:

- Response time
- Quality of service
- Technical knowledge of the staff
- Communication skills
- Overall satisfaction

Task 2 Watch the following [video](#). How would you rate customer service?

Now watch the following [video](#) and compare it with the previous one. What are the main differences in the three scenarios?

Discuss about the different statements:

- What specific actions or behavior contributed to the customer's experience in each scenario?
- How did the attitude of the IT representatives affect the users?
- What could the representative in the bad example have done differently to improve the situation?

Task 3 Create a list of the characteristics that define good and bad customer service. Consider aspects such as communication skills, empathy, problem-solving abilities and responsiveness.

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.



 **Task 4 Creating a survey** Consider the following steps to create a survey. Search on the internet different survey questions and identify which ones are most used when we want to receive feedback from the customers.

- 1.
- 2.
- 3.
- 4.
- 5.



 **Task 5 Your turn!** In pairs, create a survey for your partner to answer according to the different following situations.

After your partner answers the survey, identify what the problems were and how you could improve the customer experience.

Situation 1	Situation 2
A customer recently purchased a new accounting software package for their small business. After downloading the software, they encounter an error message stating that their operating system is not compatible. The customer tries to contact customer support, but experiences long wait times and unhelpful responses. Frustrated, they seek solutions online but find conflicting advice, leading to further confusion.	A customer has a laptop that suddenly stops working while they are in the middle of an important project. The screen goes black, and they cannot turn it back on. They attempt to troubleshoot by checking the power supply and trying a hard reset, but nothing works. They reach out to the manufacturer's support team but are told that their warranty has expired, leaving them unsure of how to proceed or whether to invest in repairs.



 **Discussion** What is the difference between peripherals and internal hardware? Name as many of each as you can. Can you install any?

Task 1 Are these items internal components (1), peripherals (P) or storage (S)? For some items, there may be more than one possible answer.

- | | |
|----------------------|-----------------------|
| 1. External drive | 7. Mouse |
| 2. Hard disk drive | 8. Memory |
| 3. Headphones | 9. Monitor |
| 4. Optical drive | 10. Power supply unit |
| 5. Keyboard | 11. Printer |
| 6. Solid state drive | 12. Screen |

 **Task 2** Listen to a technician describing the motherboard to a new trainee. Match these words A-G in the photo below.

- | | | |
|-----------------|-------------------------|-------------|
| 1. Audio socket | 4. Ethernet connector | 7. USB port |
| 2. CPU socket | 5. Graphics card socket | |
| 3. DIMM slot | 6. SATA socket | |



Task 3 Match the prefixes in the box to these numbers.

Dual- giga- kilo- mega- micro- milli-



Quad- nano- tera-

1.	1,000,000,000,000	4. 1,000	7. 0.001
2.	1,000,000,000	5. 0.000000001	8. 4
3.	1,000,000	6. 0.000001	9. 2

 **Task 4** Listen to an IT manager and assistant talking about a problem with a delivery of new computers. Correct this delivery slip to show what was ordered.

<p>Order for: Wood Publishing</p> <p>5 × Expression 5710 laptop computers with the following specifications:</p> <ul style="list-style-type: none">• Entel 2.73 GHz dual-core CPU• 1 × 390 GB SSD• 8 GB dual-channel DDR3 1666 MHz RAM• Ladeon 3850 1 GB graphics card• No optical drive• 15.6-inch WLED 1920 × 1080 screen• 4 × USB ports• No operating system installed• 1 year next business day on-site service	<p>Dingle Digital Hardware Supplies</p> <p>10 × Domination 8720 desktop computers</p> <ul style="list-style-type: none">• Entel 3.4 GHz quad-core CPU• 1 × Eastern Digital 2 TB 7200 rpm SATA HDD• 16 GB 2000 MHz memory• Ladeon 7950 2 GB graphics card• 6 × Blu-ray combo optical drive (Blu-ray, DVD+/-RW & CD)• 4 × USB ports• 802.11n WLAN wi-fi mini card• No operating system installed• 1 year next business day on-site service
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 **Discussion** Work in pairs. Write some specifications for computers. Then ask and answer questions about your partner's computer. Think about these things:

- Processor speed.
- Memory.
- Hard drive size.
- Screen resolution.
- Personal recommendation:
 - o Who would you recommend this computer for?
 - o 1 Pro, 1 Con.



Task 5 Label the photos with the multimedia equipment in the box.

AI glasses
server rack

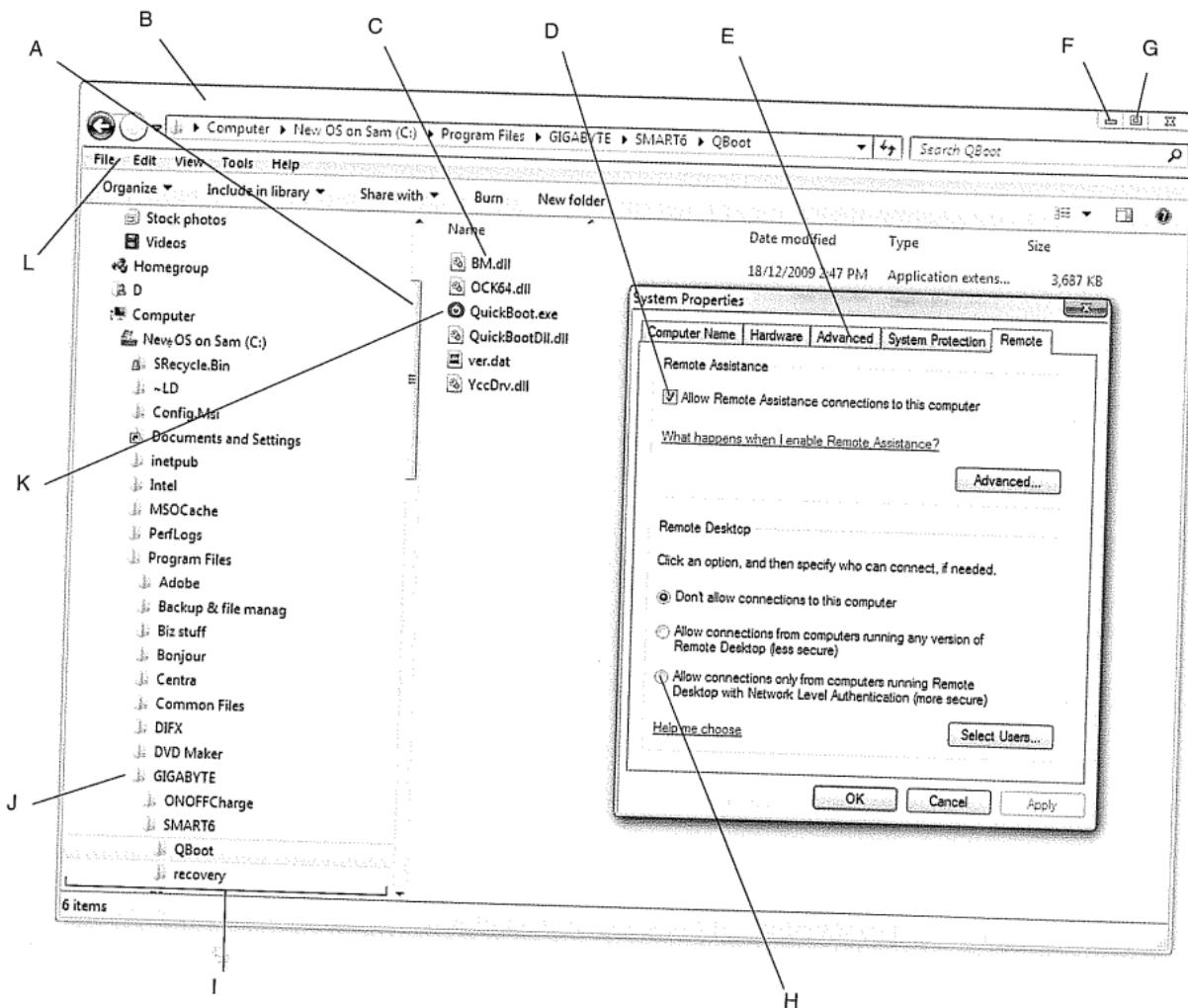
VR headset
smartboard

docking station
external hard drive



Task 6 Match these words A-L in the screenshot below.

- | | | |
|----------------------|--------------|-------------------|
| 1. Scroll bar | 5. Title bar | 9. Left-hand pane |
| 2. Menu | 6. icon | 10. lab |
| 3. "Minimise button" | 7. folder | 11. Check box |
| 4. "Maximise button" | 8. filename | 12. Radio button |



Task 7 Match actions 1-7 to their results a-g.

- | | |
|-----------------------------------|---------------------------------------|
| 1. Double click on the title bar. | a) to open a new menu. |
| 2. Click on a menu. | b) and the window fills the screen. |
| 3. Right-click on an icon. | c) if you want to move the window. |
| 4. Slide the scrollbar down. | d) to hide the window. |
| 5. Click the "Minimise" button. | e) to scroll the window down. |
| 6. Drag the title bar. | f) to open it. |
| 7. Select the icon. | g) and its background changes colour. |



 **Task 8** Listen to a help desk technician talking to an IT user. What information is the IT technician looking for?

 **Task 9** Listen again. Number the instructions in the order you hear them.

- Choose “Properties” from the menu
- Just select “Manage”
- Select “Install date”
- Choose the “Details” tab
- Just click right-click where it says “Disk-0”
- Can you scroll up to the top?



Customer Service

Task 1 Read the guidelines, then decide which department each caller on the right should be transferred to:

A&B COMPUTER SERVICES

Employee Guide for Answering Phone Requests.

Customer satisfaction is very important. All employees should be able to give general information about opening times and the services we offer.

When a customer calls with an enquiry, make sure you put them through the correct department.

- For quotes, purchases and order enquiries:
 - **Sales and Marketing Department, ext. 320**
- For software and/or hardware problems
 - **IT Maintenance Department, ext. 321**
 - **Note:** if the line is busy, make an appointment for a technician to get back to the caller.
- For financial matters such as invoices, problems with pricing and contracts:
 - **Accounts Department, ext. 322**
- Callers interested in employment:
 - **Human resources Department, ext. 323**
- Complaints about damaged or incorrect products:
 - **Customer Relations Department, ext. 324**

Todd Nelson

Customer Relations

World of Computers

1. "The contract says £15 per barcode scanner, but you have charged me £17 each."
2. "My PC keeps turning off by itself."
3. "I saw a job for a software tester on your webpage."
4. "We ordered 12 CPUs last week but still haven't received them."
5. "We've received our order of 20 microphones, but four are broken."



Task 2 A receptionist is answering calls. Listen to the mini-dialogue and complete them with the missing words:

1. A: Thank you for calling World of Computers. How can I help you?
B: Hello. I'm interested in purchasing a number of laptops or tablets. We need them for our _____.
A: Please hold the line. I'll put you through to our _____ department. What's your name, please?
B: It's Mrs Simpson.
2. A: Good morning. May I ask what the problem is, please?



B. Yes, I think I've been overcharged for the scanners we ordered.

A: I'm sorry about that. What's your _____ number, please?

B: It's _____.

A: OK, hold on and I'll put you through to the accounts department. They'll be with you shortly.

3. A: Hello, I'm calling because I've got a problem with one of the heatsinks you _____ us.

B: I'm sorry to hear that. Can you describe the problem, please?

A: When I start the computer, it doesn't turn on.

B: Oh, I see. Please hold the line and I'll put you through to the IT maintenance department.

I'm sorry, the line is busy right now. Let me take your name and number. I'll get a _____ to get back to you.

Task 3 Copy and complete the sentences with the following expressions:

Hold the line – get back to you – damaged – discuss it – charge
– opening times – satisfied

1. I think we should _____ in more detail at our next team meeting.
2. We want all our customers to be _____ with the service we give.
3. They're asking how much we _____ for technical support.
4. I'm sorry, the line is busy. I'll ask her to _____ as soon as possible.
5. The company will replace the _____ product for free.
6. Our _____ are from 9 am until 8 pm.
7. Don't hang up – _____ and I'll put you through to the correct department.

Task 4 Listen to a conversation between a worker in the IT maintenance department and a customer in a computer shop. Then complete the call log:

TECH CITY Call Log	Date: 19/11/2023
Employee name:	Anna Parker
Department:	IT maintenance



Caller's Name:		Company:	CompuWorld
Address:	29 Pine Ave., Springfields.		
Call description: The caller is having problems with the client _____ we installed. They can't access _____. A technician will visit _____. The shop is open from _____ in the morning			

Task 5 Read the online complaint form. Then correct the following sentences according to the information in the text.

Name: John Higgins	Comment: I am writing to complain about the disappointing service I received from your company. You sent me a motherboard that has a missing part. This caused us a serious problem because we couldn't use our main PC for sales. As a result of this, we lost a considerable amount of business. When I made a complaint to an employee at Customer Services, she was rude and refused to offer compensation. I am sure you understand that I will be looking for a new supplier.
Email: jhig78@metromail.net	
Phone: 0113-559-2009	
Time: 09:43 am	
Date: 12 th June, 2022	

1. John Higgins is writing to the computer company about a software problem.
2. The motherboard he received was making a noise.
3. CompuNet was not affected by the problem.
4. A representative of the company spoke nicely to him.
5. John Higgins plans to work with the company in the future

 **Task 6** A customer relations representative (Speaker A) is speaking to a customer (Speaker B). Read the mini-dialogues and choose the TWO possible responses. Then listen and check your answers.

1. A: Can you give me more details, please?
B: a. Yes, the CPU has a defect.
b. I ordered it on your website a week ago.



- c. Yes, I agree.
2. A: I apologize for the inconvenience.
B: a. Well, I hope this won't happen again.
b. That's OK. I appreciate the help.
c. We've lost business.
3. A: I want a refund!
B: a. Our opening times are nine to five.
b. I'll ask the manager.
c. I'm sorry, we can't give you your money back.
4. A: Will you correct the mistake right away?
B: a. We'll replace the part immediately.
b. We'll deal with it now.
c. We're sorry about that.
5. A: Our order still hasn't arrived!
B: a. Thank you for your order
b. Our records say it was delivered to you on Friday.
c. I'll look into that and call you right back.

Task 7 Who says what? Read the sentences and put C for customer or R for customer relations representative:

- | | |
|---|---|
| 1. Of course. We'll credit your account. | 5. I'm very angry. I'm going to make a claim. |
| 2. You can return the items by post at our expense. | 6. I apologize for the error. We'll send you the correct items immediately. |
| 3. Is this product under warranty for a year? | 7. When I ordered the box, I saw that the camera was missing a part. |
| 4. We'll have to open the computer to see if there's any damage inside. | 8. We refuse to pay because we received incorrect items. |

Task 8 Patients helplines usually follow the same steps. Discuss in pairs and organize the steps that any call should have:

- | | |
|---|-------|
| a) Ask questions if you're not sure what they need. | 1. __ |
| b) End the call by saying "thank you" and "goodbye" nicely. | 2. __ |
| c) Listen to the patient's needs. | 3. __ |



- | | |
|---|-------|
| d) Give them the answer or help they need. | 4. -- |
| e) Start the call with a friendly "Hello, how can I help you today?". | 5. -- |
| f) Repeat what they said to show you understand. | 6. -- |
| g) See if they need help with something else. | 7. -- |
| h) You might need to ask for their name or other details. | 8. -- |
| i) Check if they are satisfied with your answer or help | 9. -- |

**Task 9** Listen to the video's conversations and complete the chart:

	Conversation 1	Conversation 2	Conversation 3
Are all the steps included?			
Agent's attitude			
Issue / Problem			
Solution			



Task 9 Your turn!

Student A. You are a customer calling customer services with a complaint. Answer Student B's questions.

Customer Information	
Name of Company:	Magic Electrics
Customer Number:	ME357
Name of Contact Person:	Jake Ronalds
Invoice Number:	007865
Product:	Intel Pentium processor
Under Warranty Until:	One year after delivery date
Customer's Complaint:	Yesterday we received a processor with defects. The cooling system doesn't work

Student B: You are a customer relations clerk. Ask questions to fill in the customer complaint form. Then apologize to the customer and suggest a suitable solution to the problem.

Customer Complaint Form		
Name of Company:		
Customer Number:		
Name of Contact Person:		
Invoice Number:		
Product:		
Product under warranty:	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Customer's Complaint:		
Solutions		
<input type="checkbox"/> Correct the invoice and credit the customer	<input type="checkbox"/> Offer a price reduction	
<input type="checkbox"/> Offer a discount for next order	<input type="checkbox"/> Replace the item	
<input type="checkbox"/> Send a technician	<input type="checkbox"/> Collect the item for repair	
<input type="checkbox"/> Offer compensation	<input type="checkbox"/> Other (suggest a solution):	



U4: Grammar

Conditionals

- Zero Conditional
- First Conditional
- Second Conditional
- Third Conditional
- If, unless, provided that, as long as

Zero Conditional

- To describe general truths
- The result always happens if the conditions are met.

Condition	Result
IF + Present Simple,	Present Simple
<i>If I push this button,</i>	<i>The light turns on</i>

- The order of the clauses does not affect the meaning:

Result	Condition
<i>The light turns on,</i>	<i>If I push this button</i>

First Conditional

- To describe possibilities in the present and future
- To make promises or give warnings.
- The result will probably happen if the conditions are met.

Condition	Result
IF + Present Simple,	Will + Infinitive
<i>If I study,</i>	

- The order of the clauses does not affect the meaning:

Result	Condition
<i>I will pass the exam,</i>	<i>If I study</i>

Second Conditional

- To describe things unlikely to happen in the present or future
(but NOT impossible)
- We can use *could* instead of *would* in the result.
- We can use *were* instead of *was* with *I*, *he*, *she* and *it* in the condition.

Condition	Result
IF + Past Simple,	Would + Infinitive
<i>If I won the lottery,</i>	<i>I would buy a boat</i>

- The order of the clauses does not affect the meaning:

Result	Condition
<i>I would buy a boat,</i>	<i>If I won the lottery</i>

Think Beyonce
"If I were a boy"

Third Conditional

- To describe hypothetical situation in the PAST.
- To lament things that we did or didn't do.
- The situations are IMPOSSIBLE to happen.

Condition	Result
IF + Past Perfect,	Would have + Past Participle
<i>If I had left the house earlier,</i>	<i>I would have arrived to class on time</i>

- The order of the clauses does not affect the meaning:

Result	Condition
<i>I would have arrived to class on time,</i>	<i>If I had left the house earlier</i>

Connectors

- Normally with conditional clauses we always use *if* to link condition and result.
 - We can also use *as long as / provided that*, which is more emphatic than *if*:
 - *They'll succeed if they try hard* vs *They'll succeed as long as they try hard*
 - In NEGATIVE sentences, we can replace *if + negative verb* with *unless + positive verb*:
 - *We'll be late if we don't leave now.*
 - *We'll be late unless we leave now.*

1. If he had been able to afford it, he _____ her a diamond ring. (BUY)
2. Unless it rains this afternoon, we _____ out. (GO)
3. Provided that she _____ the exam, she won't get the job she has applied for. (NOT PASS)
4. As long as she posted the letter now, they _____ it by Tuesday. (RECEIVE)
5. If I _____ about the dinner I would have come earlier. (KNOW)
6. My boss _____ angry as long as John comes to work late again. (BE)
7. If my girlfriend left me, I _____ miserable. (FEEL)
8. I _____ that if I were you. (NOT SAY)
9. If I had lost my way I _____ to the nearest police station. (GO)
10. If I _____ a spider in my bathroom I would cry out loud. (SEE)