4 Basic software

Learning objectives

In this module, you will:

- learn about the function of the operating system.
- learn about the features of a graphical user interface, or GUI.
- practise using the correct determiners with countable and uncountable nouns.
- learn how to summarize a written text.
- learn about the basic features and applications of word processors.
- learn how to give and follow instructions.
- study the basic features and applications of spreadsheets and databases.
- practise forming and pronouncing plurals.

GUI operating systems

The term **user interface** refers to the standard procedures that the user follows in order to interact with a computer. In the late 1970s and early 80s, the way users accessed computer systems was very complex. They had to memorize and type a lot of commands just to see the contents of a disk, to copy files or to respond to a single prompt. In fact, it was only experts who used computers, so there was no need for a user-friendly interface.

In 1984, Apple produced the Macintosh, the first computer with a mouse and a **graphical user interface (GUI)**. Macs were designed with one clear aim: to facilitate interaction with the computer. A few years later, Microsoft launched Windows, another operating system based on graphics and intuitive tools. Nowadays, computers are used by all kinds of people, and as a result there is a growing emphasis on accessibility and user-friendly systems.

A **GUI** makes use of a **WIMP** environment: **w**indows, **i**cons, **m**enus and **p**ointer. The background of the screen is called the **desktop**, which contains labelled pictures called **icons**. These icons represent **files** or **folders**. Double-clicking a folder opens a window which contains **programs**, **documents**, or more nested folders. When you are in a folder, you can launch a program or document by double-clicking the icon, or you can drag it to another location. When you run a program, your PC opens a window that lets you work with different tools. All the programs have a high level of consistency, with similar toolbars, menu bars, buttons and dialog boxes. A modern OS also provides access to networks and allows multitasking, which means you can run several programs – and do various tasks – at the same time.

The most popular operating systems are:

- The **Windows** family – designed by Microsoft and used on most PCs. The most recent version is Windows Vista.
- **Mac OS** – created by Apple and used on Macintosh computers.
- **Unix** – a multi-user system, found on mainframes and workstations in corporate installations.
- **Linux** – open-source software developed under the GNU General Public License. This means anybody can copy its source code, change it and distribute it. It is used in computers, appliances and small devices.
- **Windows Mobile** – used on most PDAs and smartphones (PDAs incorporating mobile phones).
- **Palm OS** – used on Palm handheld devices.
- **RIM** – used on BlackBerry communication devices. Developed by Research In Motion.
- The **Symbian OS** – used by some phone makers, including Nokia and Siemens.

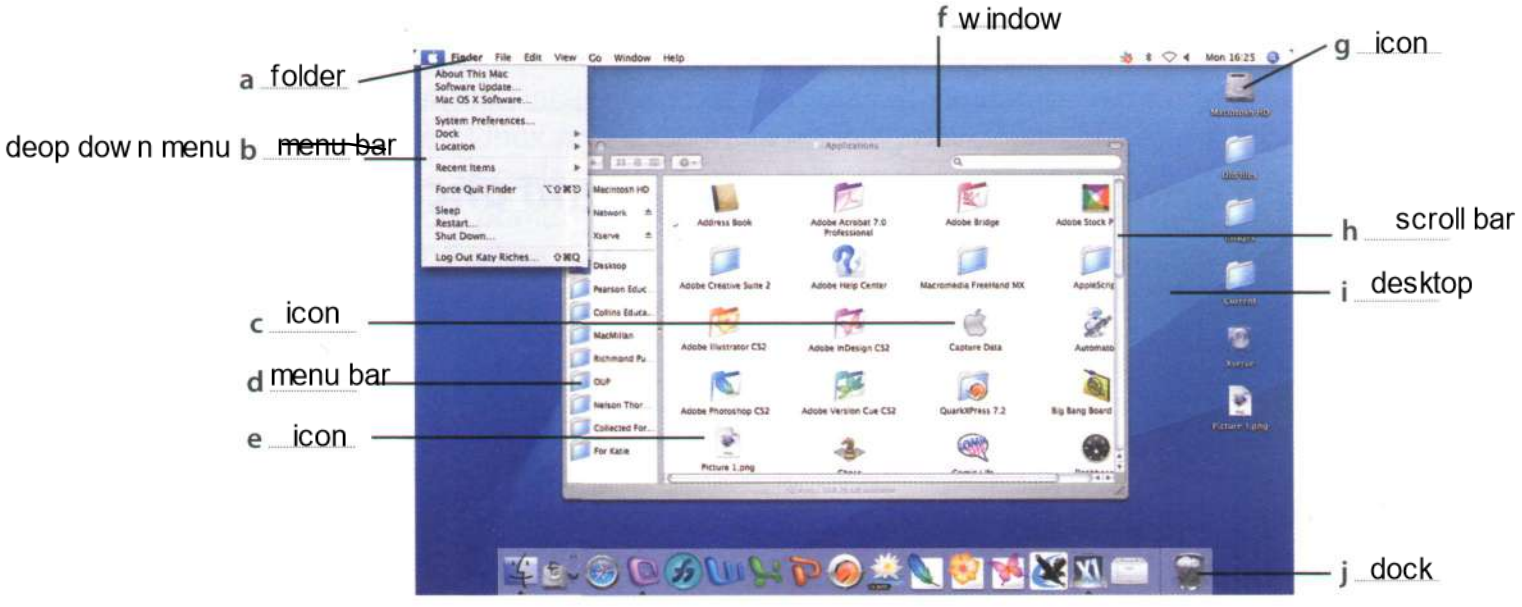
These computer platforms differ in areas such as device installation, network connectivity or compatibility with application software.

D Translate these terms and expressions into your own language. Use a dictionary or the Internet to help you.

1 user interface (line 1) интерфейс
2 procedures (line 2) действия
3 commands (line 6) команд
4 tools (line 16) инструменты
5 desktop (line 21) рабочий стол
6 nested folders (line 25) папки
7 launch a program (line 26) запустить программу
8 source code (line 45) исходный код

E Label the interface features (a–j) on the screenshot of Apple's Mac OS X operating system with words in bold from this list.

- **desktop:** the background screen that displays icons and folders
- **window:** a scrollable viewing area on screen; it can contain files or folders
- **icon:** a picture representing an object; for example, a **document**, **program**, **folder** or **hard drive icon**
- **folder:** a directory that holds data, programs and other folders
- **menu bar:** a row of words that open up menus when selected
- **drop-down (pull-down) menu:** a list of options that appears below a menu item when selected
- **scroll bar:** a horizontal or vertical bar that is clicked and dragged in the desired direction
- **dock:** set of icons at the bottom of the screen that give you access to the things you use most



F Compare the Mac OS X user interface with a Windows or Linux interface. What are the similarities and differences? Which features do you prefer from each interface?

3 *Windows Vista*

A Listen to a podcast interview with Bill Thompson, a program developer, and answer these questions.

1 Why is Windows so popular? Give two reasons.

2 Which Windows Vista edition is aimed at high-end PC users, gamers and multimedia professionals?

Windows Vista

B **Listen again and complete this fact file.**

Windows Vista editions	Other features	Internet and security	Windows programs
(1) _____ is designed for users with basic needs, such as email and internet access. Home Premium is for advanced home computing and (2) _____. The Business edition is ideal for (3) _____. The Ultimate edition is the most complete.	The user interface has been redesigned with new icons and a new (4) _____. It offers support for the latest technologies, from DVD creation to (5) _____.	Internet Explorer is more reliable and secure. The Security Centre includes an (6) _____ program called Windows Defender, and a firewall that protects your computer from (7) _____.	The most popular is still (8) _____, a suite that includes the (9) _____, Word; an email program; the Excel spreadsheet program; and the (10) _____ program, PowerPoint.

4 Language work: countable and uncountable nouns

A **Look at the HELP box and decide if these nouns from the fact file in 3B are countable, uncountable or either, depending on the context. Write *C, U,* or *C and U*.**

user C email C computing U
edition C entertainment C and U interface C and U
icon C technology C security U spyware C

HELP box

Countable and uncountable nouns

- Countable nouns are people or things that we can count. They have a singular and a plural form (e.g. **file**, **program**, **system**, **application**).
- Uncountable nouns are things that we can't count. They have no plural form (e.g. **software**, **music**, **robotics**, **multimedia**, **networking**, **storage**).

  *A lot of **software** these days is open-source.*
  Not: *A lot of ~~**softwares**~~ **are** open-source.*
- Some words are countable in many languages but uncountable in English, and are used with a singular verb (e.g. **advice**, **damage**, **equipment**, **furniture**, **research**, **news**, **progress**, **homework**).

  *The **advice** he gave me **was** very useful.*
- Countable nouns must have a determiner (**a**, **the**, **my**, **this**, etc.) in the singular, although this is not necessary in the plural.

  *I deleted **the file** yesterday.*
  *I lost more than 300 **files** when my computer crashed.*

  We use **a** before a consonant sound and **an** before a vowel. The definite article **the** means *you know which one/ones I mean.*

  ***An icon** is a small graphic.*
  ***The icons** on the toolbar are used to …*
- We don't use **a/an** with uncountable nouns.

  Not: ~~***a** robotics*~~
- We don't use **the** in generalizations with uncountable nouns or plural countable nouns.

  *I like **music**.*
  Not: *I like ~~**the** music~~.*
  ***Computer programs** are expensive.*
  Not: ~~***The** computer programs*~~ *are expensive.*
- Countable and uncountable nouns take different determiners.

  Many, **few**, **a few** only go with countable nouns.

  *There are **many versions** of Windows Vista.*

  Much, **little**, **a little**, **a great deal of** only go with uncountable nouns.

  *I have **a little time** free this afternoon if you want to meet.*

B Complete this text with *a, an, the* or nothing.

Linux is (1) an operating system and it was initially created as (2) a hobby by a young student, Linus Torvalds, at the University of Helsinki in Finland. Version 1.0 of the Linux Kernel* was released in 1994. (3) _____ Kernel, at the heart of all Linux systems, is developed and released under GNU General Public License, and its source code is freely available to everyone.

Apart from the fact that it's freely distributed, (4) _____ Linux's functionality, adaptability and robustness has made it the main alternative for proprietary Unix and Microsoft operating systems. IBM, Hewlett-Packard and other giants of the computing world have embraced Linux and support its ongoing development. More than (5) a decade after its initial release, Linux is being adopted worldwide, primarily as (6) a server platform. Its use as a home and office desktop operating system is also on the rise. The operating system can also be incorporated directly into (7) a microchips in a process called (8) _____ embedding, and it is increasingly being used this way in appliances and devices.

*The Kernel provides a way for software and other parts of the OS to communicate with hardware.

5 Writing a summary

Summarize the text on page 64 in 90–100 words. Follow these steps:

1 Read the text again.
2 Underline the relevant information in each paragraph.
3 Make notes about the main points. Leave out details such as examples.
4 Make sentences from the notes and link the sentences with connectors (*and, but, because, therefore,* etc.).
5 Write your first draft.
6 Improve your first draft by reducing sentences. For example:
   - Cut out unnecessary phrases
     Macs were designed ~~with one clear aim:~~ to facilitate interaction with the computer.
   - Omit qualifying words (adjectives or modifying adverbs)
     ~~very~~ complex
   - Transform relative clauses into *-ing* participle clauses
     Double-clicking a folder opens a window which contains programs, documents or …
     *Double-clicking a folder opens a window **containing** programs, documents or …*
7 Write the final version of your summary. Don't forget to check the spelling and grammar.

Unit 14 Word processing (WP)

1 Word processing features

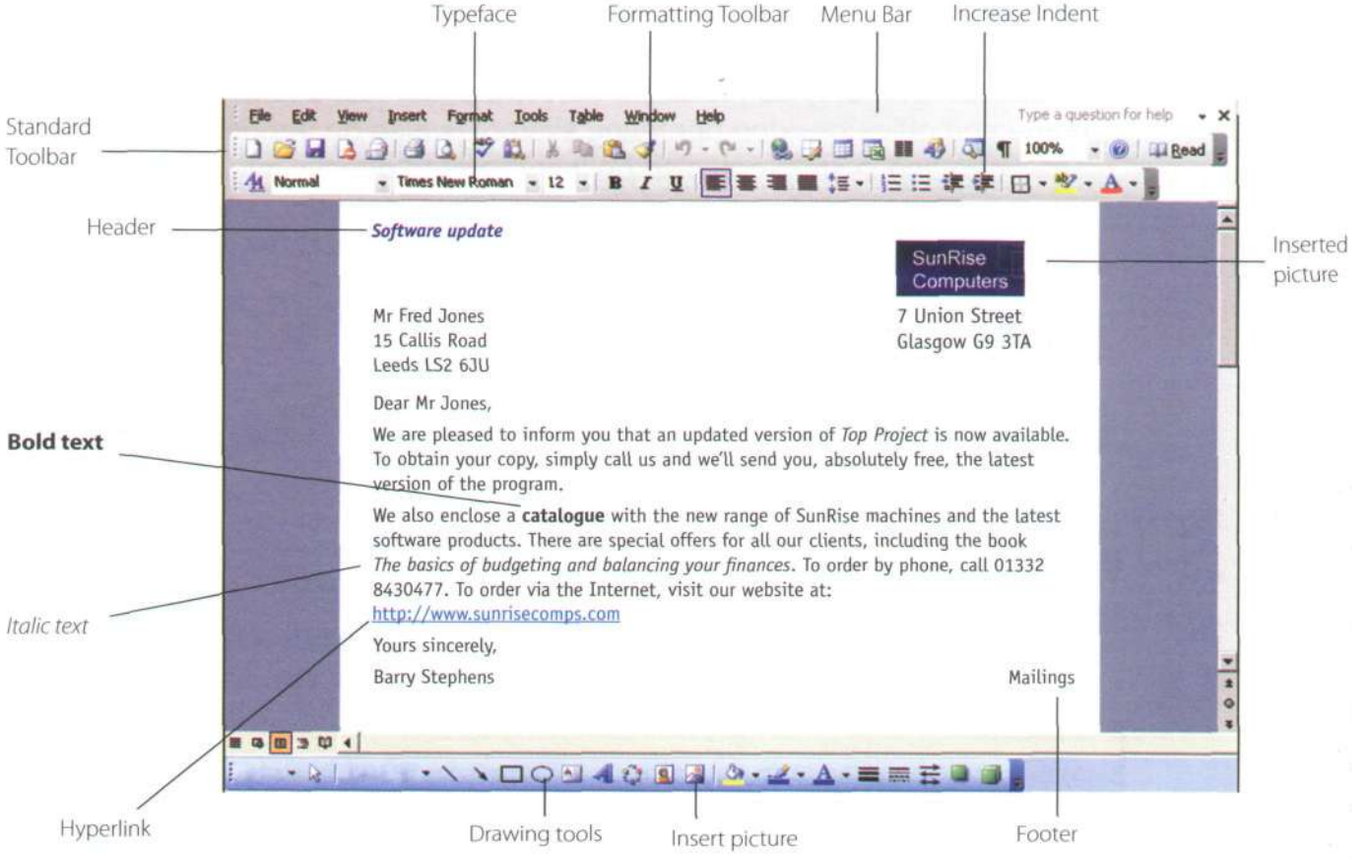
A **In pairs, discuss these questions.**

1 What is a word processor?

2 What kind of tasks do people use word processors for?

3 How many different word processing programs can you name? Which do you think is the most popular?

B **Look at this screenshot from Microsoft Word and translate the labelled features and functions into your own language.**



C **Complete these sentences with the correct features and functions above.**

1 The Standard ___toolbar___ lists the icons to save or print a document, spell check, etc. The ___formatting___ Toolbar is the area for changing font, alignment, indentation, etc.

2 A font consists of three elements: ___typeface___, type style and type size. For example, Palatino bold at 10 points.

3 Type style refers to a visual characteristic of a typeface, for example *B* for ___bold___, *I* for ___italic___ and *U* for underlined.

4 If you need to change indentation – the space between the page margin and where the text aligns – you can click the Increase or Decrease ___toolbar___ buttons.

5 The _____ and _____ commands allow you to specify customized texts at the top and bottom of every page.

2 Word Sudoku

In pairs, read the instructions and complete the puzzle.

Instructions

This Word Sudoku is a variation on the normal Sudoku. Instead of using the numbers 1 to 9, we are using words and icons. There are nine WP functions and their equivalent icons, so we are playing with nine pairs. In order to complete the grid, you can use each function or the equivalent icon only once in each row, each column, and in each of the 3x3 boxes. The icons can only be used in the coloured boxes.

Word processing functions and icons

 Align Left

 Print Preview

 Insert Table

 Drawing

 Bullets

 Insert Hyperlink

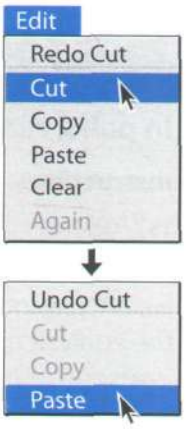
 Columns

 Undo

 Open

	Drawing	Columns	Bullets					
Align Left			Insert Table					
		Undo			Print Preview			
	Print Preview					Insert Hyperlink		
								Columns
Undo	Insert Hyperlink	Open						Drawing
						Open	Bullets	
			Columns					Insert Hyperlink
				Insert Table	Insert Hyperlink	Drawing		

3 *The* Cut and Paste *technique*



A **Listen to two friends, Anna and Ben, talking about how to move text in Word. How many steps are involved in carrying out the *Cut and Paste* task?**

B **Listen again and complete the dialogue.**

Anna: Ben, do you know how I can move this paragraph? I want to put it at the end of this page.

Ben: Er … I think so. (1) _____, use the mouse to select the text you want to move. (2) _____ choose the *Cut* command from the Edit menu.

Anna: (3) _____ ?

Ben: Yes. The selected text disappears and goes onto the clipboard. (4) _____ you find where you want the text to appear and you click to position the insertion point there.

Anna: Mm, OK. Is that (5) _____ ?

Ben: Yes, if that's where you want it. (6) _____, choose *Paste* from the Edit menu, or hold down *Ctrl* and press *V*. (7) _____, check that the text has appeared in the right place.

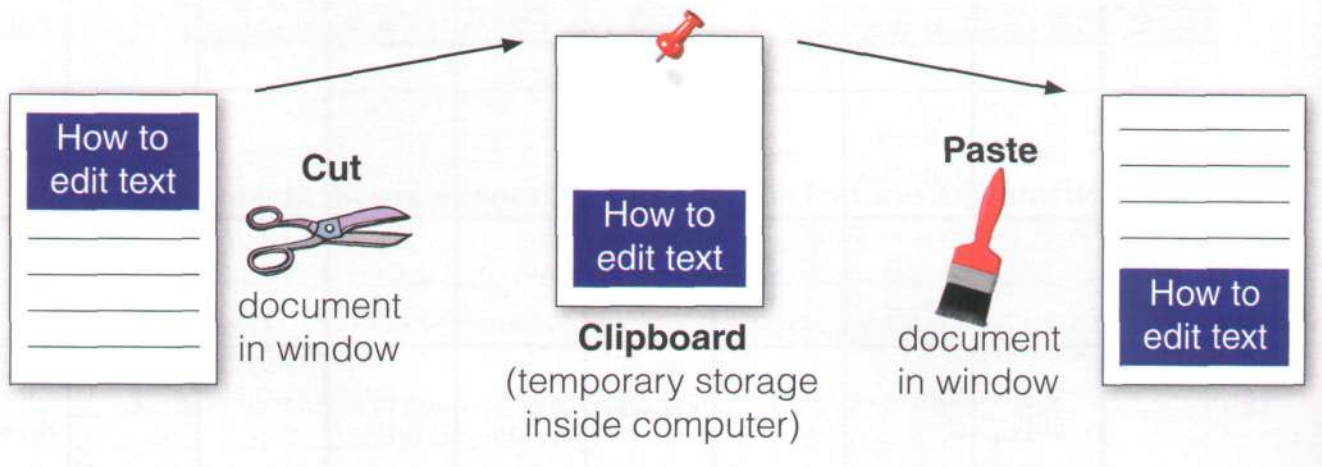
Anna: OK, I've (8) _____. Is that (9) _____ ?

Ben: Yes, that's it. If you make a mistake, you can choose *Undo* from the Edit menu, which will reverse your last editing command.

Anna: Brilliant! Thanks a lot.

Ben: That's OK, it's my pleasure.

Moving text is a process of cutting and pasting, as if you were using scissors and glue



4 Language work: giving and following instructions

A Look at the HELP box and then correct six mistakes in this dialogue.

A: I need a photo for my curriculum vitae. How do I insert one into this Word document?

B: Well, now choose *Insert* on the Menu bar.

A: As this?

B: Yes. From the Insert menu, select *Picture*. As you can see, this displays a drop-down menu with different options: *Clip Art*, *From File*, *From Scanner*, *Chart*, etc. Select *From File* and you'll get a dialog box.

A: OK. I've done that now. What last?

B: OK. Now I navigate your hard drive's contents and find the picture that you want to insert.

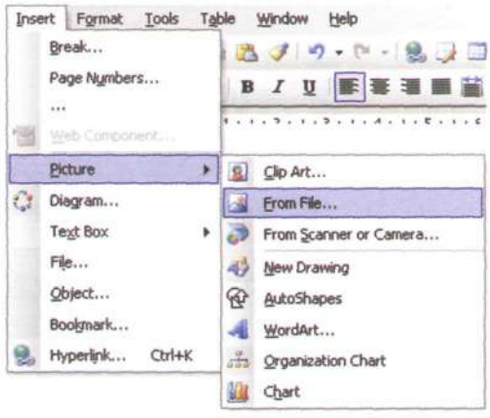
A: Right. I'd like to include this one.

B: OK, good. Now click *Insert* and the photograph will be inserted into your document.

A: Here it is. Is that write?

B: Yes. First, right-click with the mouse and select *Format Picture* to adjust the size and other properties.

A: Brilliant, thanks!



HELP box

Giving instructions

- To give instructions, we use the imperative form of the verb and sequence words such as **first**, **next**, **then**, **after that**, **finally**, etc.

  First, use *the mouse to select the text.*
  Then choose *the Cut command from the Edit menu.*
  Next, choose Paste *from the Edit menu.*
  Finally, check *that the text has appeared in the right place.*

  We can also use the present simple with **you**.

  Now ***you find*** *where you want the text to appear and* ***you click*** *to position the insertion point.*

Following instructions

- If you want to check that you have understood instructions, you can use expressions like:
  Like this?
  Is that right?
- If you want to signal that you are ready to move on to the next step, you can use expressions like:
  OK, I've done that now.
  What next?
- If you want to ask if the process is completed, you can use expressions like:
  Is that everything?
  Anything else?

B Complete these instructions for how to Copy *and Paste* in Word with verbs from the box.

click (x2)	select	position	right-click	drag

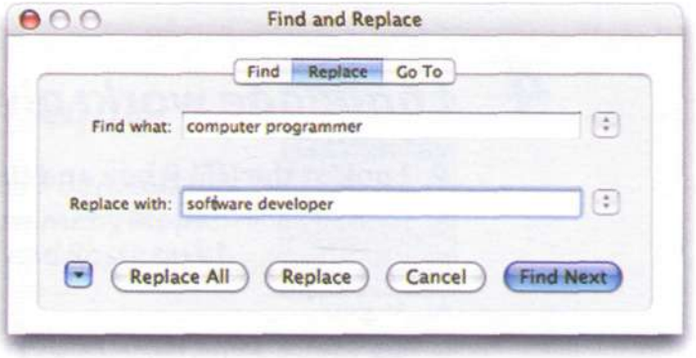
1 First, select the text you wish to copy. To select text, drag the mouse over the portion of the text that you want to copy. This part should then be highlighted.

2 Then click on the *Copy* icon on the Standard Toolbar. This copies the selected text to an invisible clipboard.

3 Next, position the cursor where you want the text to appear.

4 Finally, click the *Paste* icon. This inserts the content of the clipboard at the insertion point. As well as the icons on the toolbar, you can use the keys *Ctrl+ C* for *Copy*, and *Ctrl+V* for *Paste*. These options also come up if you right click the selected text.

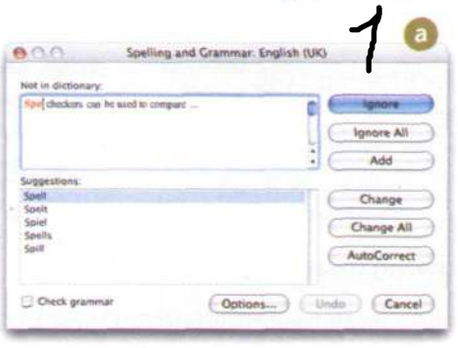
C **Write instructions for using *Find and Replace* based on this dialog box.**

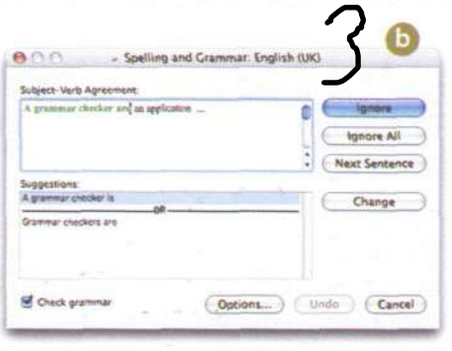


D **Work in pairs. Student A: Give your partner instructions on *Creating a document and saving it on disk*. Student B: Give your partner instructions on *How to insert a picture from the Web into a Word document*. Use words and expressions from the HELP box on page 71.**

5 *WP tools*

A **Scan the descriptions of three WP tools (1–3) – a spell checker, an online thesaurus and a grammar checker – and match them with the dialog boxes (a–c).**





1 Spell checkers can be used to compare words in the program's dictionary to those used in the user's document. The spell checker points out any words it cannot match, notifies the user, and allows them to make any changes; it even suggests possible correct spellings. Like a conventional thesaurus, this database of words contains definitions and suggestions of words with similar and opposite meanings. A word may be spelled correctly but still be wrong (*too* instead of *two*, for instance). This is a good first step at proofing a document because it can find many common errors, but users will still need to proofread documents to ensure complete accuracy.

2 Many word processors include an online thesaurus with which users can look up different words to use in similar instances. Their power comes not from knowing every grammatical rule, but from questioning the writer about certain parts of the text. Some even include information about pronunciation and the history of a word.

3 Grammar checkers are applications that attempt to check more than just spelling. They count words in sentences to flag possible run-on sentences. They look for words that show possible conflicts between verbs and subjects, and they offer advice about corrections. Grammar checkers are a step beyond spell checkers, but they are still not a substitute for a human editor. However, this does not mean that all the words in the document are spelled correctly. They give the writer another chance to think about what he or she has written. The computer can alert writers to problems that wouldn't be obvious to them otherwise.

B **Read the descriptions more carefully. Find three sentences that have been printed in the wrong text and decide where they should go.**

C **Correct the three mistakes in this sentence and decide if they would be found by the spell checker or the grammar checker.**

Mail merge combine a form leter with a database file to create customized copys of the letter.

Unit 15 Spreadsheets and databases

1 Spreadsheet programs

A **In pairs, discuss these questions.**

1 What is a spreadsheet?

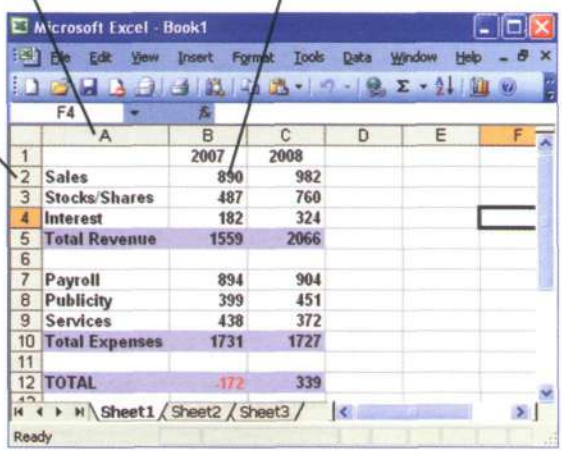
2 What are spreadsheets used for?

B **Look at the worksheet and label a, b and c with *column*, *row* and *cell*. Then answer these questions.**

1 What types of data can be keyed into a cell?

2 What happens if you change the value of a cell?

a row b cell c column



	A	B	C	D	E	F
1		2007	2008			
2	Sales	890	982			
3	Stocks/Shares	487	760			
4	Interest	182	324			
5	Total Revenue	1559	2066			
6						
7	Payroll	894	904			
8	Publicity	399	451			
9	Services	438	372			
10	Total Expenses	1731	1727			
11						
12	TOTAL	-172	339			

This worksheet shows the income and expenses of a company. Amounts are given in $millions. The terms **worksheet** *and* **spreadsheet** *are often used interchangeably. However, technically, a* **worksheet** *is a collection of cells grouped on a single layer of the file. A* **spreadsheet** *refers to both the computer program that displays data in rows and columns, and to the table which displays numbers in rows and columns.*

C **Listen to Lucy Boyd giving a training course on basic Excel and check your answers to A and B.**

D **Listen again and decide whether these sentences are true or false. Correct the false ones.**

1 A spreadsheet displays information in the form of a table with a lot of columns and rows.

2 In a spreadsheet you can only enter numbers and formulae.

3 You cannot change the width of columns.

4 Spreadsheet programs can generate a variety of charts and graphs.

5 Spreadsheets cannot be used as databases.

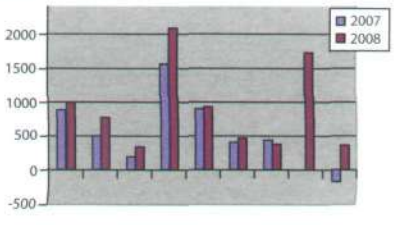
E **Look at the worksheet above and decide whether these sentences are true or false. Correct the false ones.**

1 The value of the cell C12 is the result of applying the formula *C5-C10*.

2 The value of cell B5 is the result of adding the value in cells B2 and B3.

3 If you type the value *800* in C3, the value in cells C5 and C12 will be recalculated.

F **In pairs, discuss the advantages and disadvantages of showing the information above as a graph, rather than as a worksheet.**



Graphic representation of the worksheet above

2 An invoice, a business letter and a fax

A Spreadsheets are also used to generate invoices. Complete the invoice below with words from the box. If you have a spreadsheet program, try to produce a similar invoice.

Quantity	Description	Price	VAT (value added tax)	Product	Grand total	Company

Name: Ruth Atkinson
Address: 38 High Street, Galway
Telephone: 5 742 9165
Date: 16 May 2008

(1) company
Media Market
Fax: 1 662 2367

(2) product	(3) Description	(4) quantity	(5) price	
Ulysses Classic	2GB of RAM, 1TB HD	4	850€	3,400€
Flat LCD screen	Colour 19"	4	170€	680€
Portable Ulysses	2GB of RAM, 250GB HD	2	975€	1,950€
D5 database	DBMS, relational database	1	245€	245€
Antidote JP	Anti-virus, anti-spyware	6	60€	360€
Laser printer CQ	2,400 dpi, PostScript	1	230€	230€
			Sub-total	**6,865€**
		(6) VAT	(21%)	**1,441€**
		(7) Grand total		**8,306€**

B Look at this letter which accompanies the invoice. Complete the letter with phrases from the box.

Yours sincerely	I am writing to	Dear Ms Atkinson	We would be grateful if you could
I am enclosing	Please contact us		

16 May 2008

Ruth Atkinson
38 High Street
Galway

(1) dear mr atkinson ,

(2) I am w riting to confirm that we have sent you four desktop PCs plus screens, two laptops and a laser printer, along with a D5 database, and an anti-virus program for each of the computers. Please allow two weeks for delivery.

(3) i am enclosing two copies of your invoice.

(4) w e w ould be grateful if you could make your payment by cheque or directly to our bank account through the Internet.

We are also delighted to inform you that we are offering our clients an online course called *A paperless office*, free of charge. (5) please contact us if you require any further information.

(6) yours sinceresly ,

Ian Pegg

C **Imagine you are Ruth Atkinson. When you try to use the laser printer, it gives continuous error messages. You are also having problems installing the database. Write a fax to Media Market to complain. Ask for a new printer and an upgraded version of the database. Look at the *Useful language* box to help you.**

FAX MESSAGE

To: Media Market

Fax: 1 662 2367

From: Ruth Atkinson

Subject: Faulty products

Dear Mr Pegg,

Напечатайте что-то...

Number of pages: 1

Please call if you experience any transmission problems.

Useful language

I am writing to complain about ... *... doesn't work* *I am unable to ...*

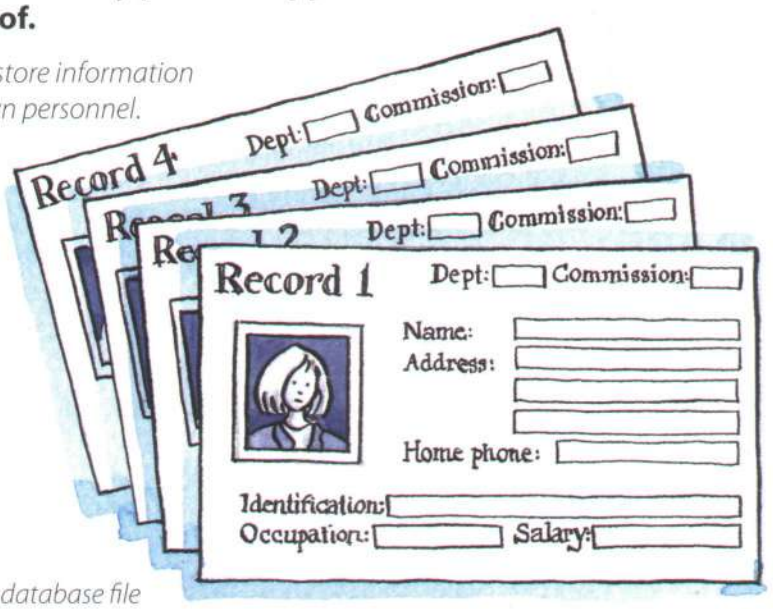
3 Databases

A **In groups, make a list of as many possible applications for databases as you can think of.**

Example: *Companies use databases to store information about customers, suppliers and their own personnel.*

B **Look at the illustration, which represents a database file. Can you identify a *record* and a *field*?**

C **Read the text on page 76 and check your answers to B.**



A representation of a database file

Databases

A **database** is a collection of related data, and the software used in databases to store, organize and retrieve the data is called the **database management system**, or **DBMS**. However, we often use the word *database* to cover both meanings. A database can manage any type of data, including text, numbers, images, sound, video and hyperlinks (links to websites).

Information is entered into the database via **fields**. Each field holds a separate piece of information, and the fields are grouped together in **records**. Therefore, a record about an employee might consist of several fields which give their name, address, phone number, date of birth, salary and length of employment with the company.

Records are grouped together into **files** which hold large amounts of information. Files can easily be **updated** – you can always change fields, add new records or delete old ones. An electronic database is much faster to consult and update than a card index system and occupies a lot less space. With the right software, you can keep track of stock, sales, market trends, orders and other information that can help your company stay successful.

A database program lets you create an **index** – a list of records ordered according to the content of certain fields. This helps you to **search** the database and **sort** records into numerical or alphabetical order very quickly. Modern databases are **relational** – that is, they are made up of related files: customers and orders, vendors and purchases, students and tutors, etc. Two database files can be related as long as they have a common field. A file of students, for example, could include a field called *Tutor ID* and another file with details of the tutors could include the same field. This key field can be used to relate the two files. Databases like Oracle, DB2 and MySQL can manage these relationships.

A database **query** function allows you to extract information according to certain conditions or criteria. For example, if a managing director wanted to know all the customers that spend more than €8,000 per month, the program would search on the name field and the money field simultaneously.

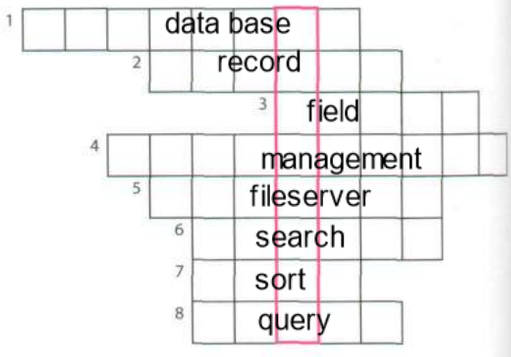
The best database packages also include **network** facilities, which can make businesses more productive. For example, managers of different departments can have direct access to a common database. Most aspects of the program can be protected by user-defined passwords and other **security devices**. For example, if you wanted to share an employee's personal details but not their commission, you could protect the commission field.

D Complete these statements about databases using information from the text.

1 A database management system is used to store related data.
2 Information is entered into a database via database management system.
3 Each field holds separate piece of information.
4 *Updating* a file means changing fields or adding new records or deleting them.
5 Some advantages of a database program over a manual filing system are: index easier sorting
6 Access to a common database over a network can be protected by using security services.

E Solve the clues and complete the puzzle.

1 A collection of data stored in a PC in a systematic way.
2 A unit of a database file made up of related fields.
3 A single piece of information in a record.
4 A _____ database maintains separate, related files, but combines data elements from the files for queries and reports.
5 Some companies have several computers sharing a database over a _____.
6 To look for specific information, for example the name of an employee.
7 To classify records into numerical or alphabetical order.
8 A tool that allows you to extract information that meets certain criteria.



sofgeare

F In pairs, discuss what fields you would include in a database for your music collection.

4 Language work: plurals

A Look at the HELP box and then write the plural of these words.

1 client clioents
2 key keys
3 query queries
4 businessman businessmen
5 fax faxex
6 salary salaries
7 mouse mouses
8 virus viruses

HELP box

Plurals

- In most cases, we form the plural in English by adding **-s**.

  record → *record**s***

- If a word ends in **-s**, **-sh**, **-x** or **-ch**, we add **-es**.

  address → *address**es***
  index → *index**es***

- If a word ends in a consonant + **y**, the **y** becomes **i** and we add **-es**.

  company → *compan**ies***
  facility → *facilit**ies***

- However, if the **y** follows a vowel, we add only **-s**.

  birthday → *birthday**s***

- There are several irregular plural forms:

  man/woman → ***men/women***
  child → ***children***
  analysis → ***analyses***
  formula → ***formulae*** (or ***formulas***)
  criterion → ***criteria***
  mouse → ***mice***

- The **-s** is pronounced as:

  /s/ after one of these sounds: /p/, /t/, /k/, /f/ or /θ/ (e.g. *amounts, hyperlinks*)

  /ɪz/ after one of these sounds: /s/, /z/, /ʃ/, /tʃ/ or /dʒ/ (e.g. *businesses, devices, images*)

  /z/ in most other cases (e.g. *files, fields, customers, columns*)

B Put the plurals into the correct pronunciation column.

databases	passwords
laptops	graphs
orders	switches
taxes	networks
tables	packages
spreadsheets	systems

/s/	/ɪz/	/z/
laptops	taxes	databases
orders	graphs	netw orks
tables	sw itches	packages
spreadshits	systems	
passw ords		

5 Software at home and at work

In pairs, find out as much as you can about the software your partner uses at home or at work. Ask about spreadsheet programs, databases, word processors, videoconferencing, business accounting, email, and web browsers. Look at the *Useful language* box to help you.

Now visit www.cambridge.org/elt/ict for an online task.

Useful language

What kind of spreadsheet program do you use?
What do you use it for?
Do you use it at home or at work?
What's your favourite …?
What features do you like most about it?
How do you …?