



ENGLISH FOR INFORMATICS 1

BY

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MEETING 15

TOPIC: IT SUPPORT STAFF

TOPIC:

GIVING AND ASKING FOR SUGGESTIONS BY PHONE.
GIVING AND ASKING FOR SUGGESTIONS BY EMAIL.

LEARNING OBJECTIVES:

BY THE END OF THE LESSON, THE STUDENTS ARE EXPECTED TO BE ABLE TO
USE APPROPRIATE ENGLISH TO:

- MAKE A PHONE CALL ABOUT ASKING AND GIVING SOLUTIONS USING APPROPRIATE MODALS AND EXPRESSIONS.
- WRITE AN EMAIL ABOUT ASKING AND GIVING SOLUTIONS USING APPROPRIATE MODALS AND EXPRESSIONS.

Material: Module Unit 7, page 75-80

LOOK AT THE PICTURE. WHY DOES THE MAN LOOK UPSET? WHAT SEEMS TO BE THE PROBLEMS? WHAT DO YOU SUGGEST?

| Possible Problems | Possible Solutions |
|-------------------|--------------------|
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In order to state possibilities of any situations, we usually use the words “may, might, and must”. Study the table below:

| Modal of speculation and deduction | |
|--|--|
| We use the modal verbs may , might , and could to speculate about possible reasons and causes. | Example: I'm not sure what the problem is. It might be a software problem. Could it be a hardware issue? |
| We use must when we are sure that something is true and can't if we are sure that something is not true. | Example: It shouldn't do that: it must be a fault. The server can't be busy! No one's using the website. |

Look at the example:

I cannot connect to the network. I wonder why.

→ *The server might not be working.*

My wireless mouse does not work. I can't see the cursor on the monitor.

→ *The battery may be run out.*

EXERCISE 9: SAY WHAT YOU THINK THE PROBLEM IS IN THESE SITUATIONS.

1. My computer won't switch on. There have been many reports in the newspaper about viruses recently.
2. I can't find the file I need. I'm sure it's not on the server. I've looked everywhere.
3. Mehmet, the support technician, isn't at his desk. He often has to help people at their desks.
4. I left my mobile phone on for three days without recharging. I'm sure the battery will be flat by now. It usually only lasts a day.
5. I'm not sure what the problem is. I've checked the cables and they're fine.
6. I can't connect to the internet. I should check whether the network cables are plugged in.

Imagine that you are an IT support Staff. What are the steps you will do to fix a problem? Below are list of the steps in solving a problem. Put them in to correct order:

Exercise 10: Put these steps in solving an IT problem in the correct order.

- ☐ Decide which of the possible solutions is the most likely.
- ☐ If that doesn't work, try another solution.
- ☐ Check what the symptoms of the problems are.
- ☐ Continue the process until something works.
- ☐ Think of some possible solutions.
- ☐ Try the most likely solution.

Do you still remember about the job description of IT Support Staff? What are they? One of them is that s/he should be able to solve problems of her/his customers. The customer usually ask for the solutions in two ways: via phone and via email.

Study the listening activities (exercise 4, 5, and 8) on meeting 12 where there are conversation between an IT Support Staff/Helpdesk/Technician via phone.

Study the expressions used in making a phone call.

In pairs, practice them by using the situations provided in the exercise 13.

Do NOT forget to use “might, may, must” you have learned before.

Exercise 13: Work in pairs. Practice a phone call to the company IT help desk. Pay attention to the telephone manners (greeting, introducing yourself, stating your purposes, and so forth). Use modals and expressions that you have learned previously.

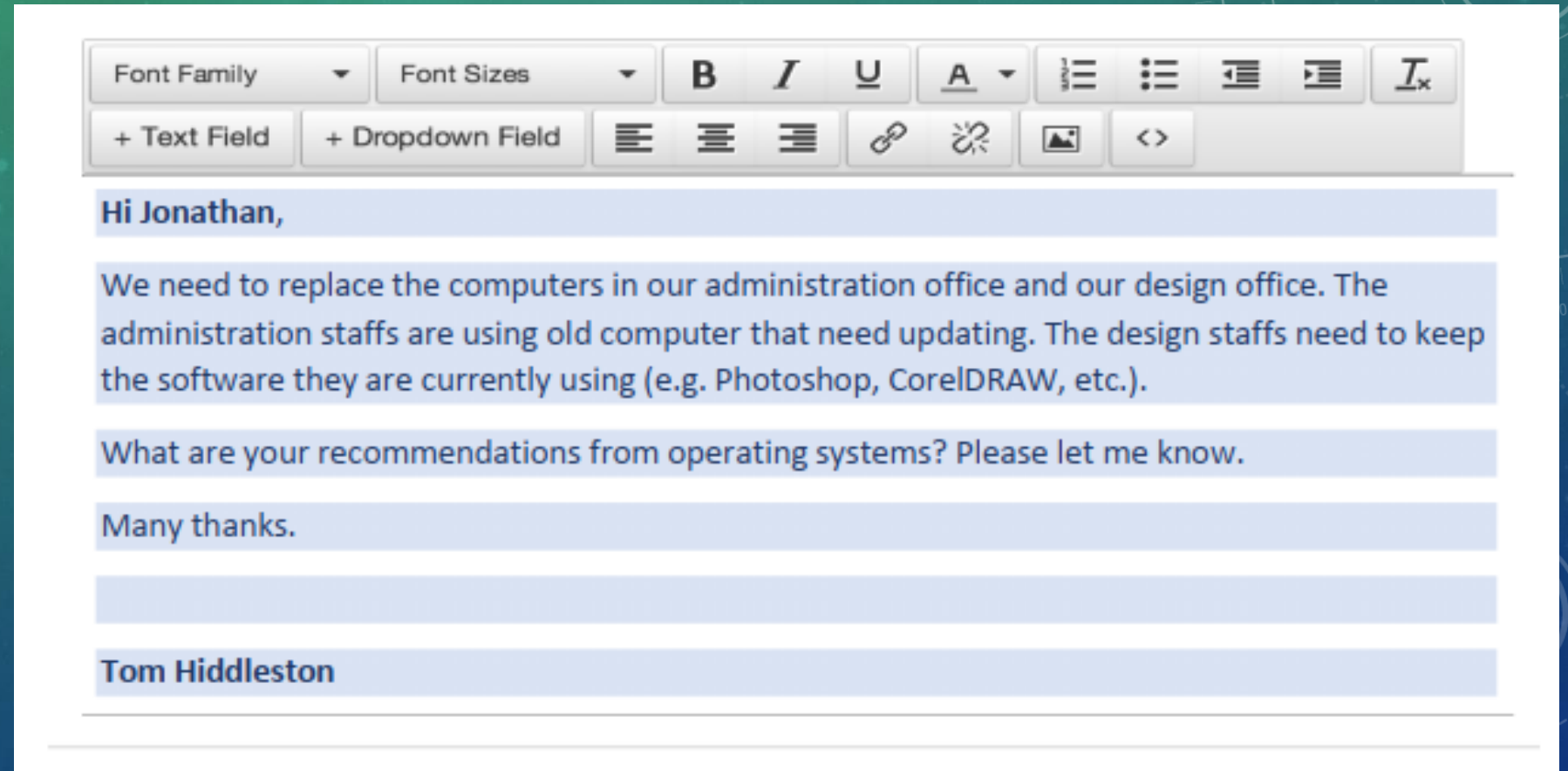
| STUDENT A | STUDENT B |
|--|---|
| Call the IT help desk. You cannot access email server. Ask for help. You changed your password last week. | Help Student A with the problem. The mail server asks for username and password. Has student A used the wrong password? |
| Help student B with the problem. At the moment the internet connection is down. Try again later. | Call the IT help desk. You cannot access the Internet at the moment. Ask for help. |
| Call the IT help desk. You can't print out on network. Ask for help. | Help student A with the problem. There is a new default printer. |
| Help student B with the problem. Change screen resolution? | Call the IT help desk. The opened page is too large for the screen. |

However, another way when an employee (in this email, a manager) has a problem is by writing an email to the IT support staff/ help desk officer.

Study the email.

What problems may Tom be having?

What are the possible solutions?



The screenshot shows an email composition interface. At the top is a toolbar with various formatting options: Font Family, Font Sizes, Bold (B), Italic (I), Underline (U), Text Color (A), Bulleted List, Numbered List, Decrease Indent, Increase Indent, and Link (Ix). Below the toolbar are two buttons: '+ Text Field' and '+ Dropdown Field'. The email body contains the following text:

Hi Jonathan,

We need to replace the computers in our administration office and our design office. The administration staffs are using old computer that need updating. The design staffs need to keep the software they are currently using (e.g. Photoshop, CorelDRAW, etc.).

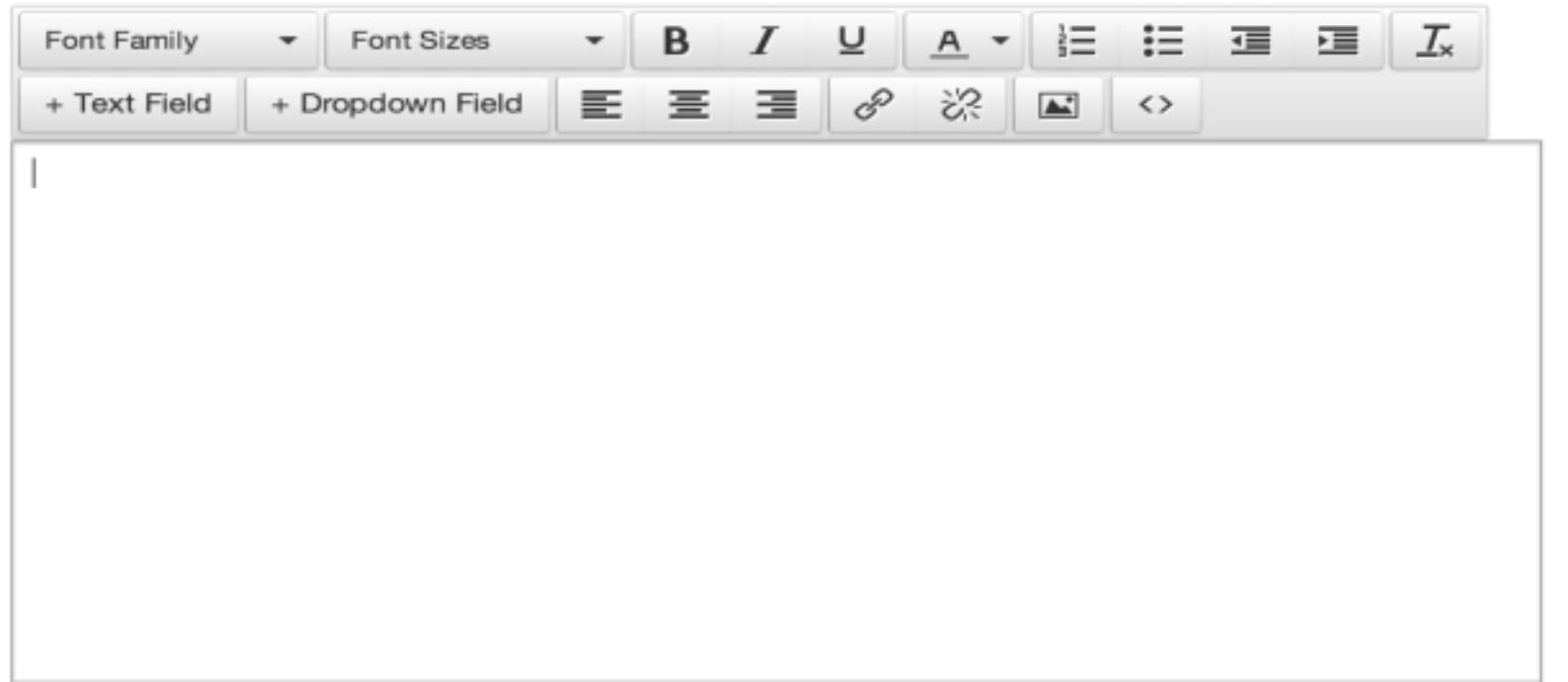
What are your recommendations from operating systems? Please let me know.

Many thanks.

Tom Hiddleston

If you were Jonathan, write the reply mail and write the solutions.

Exercise 15: Write an email to your manager giving your recommendation.



The image shows a rich text editor interface. The toolbar at the top includes the following elements from left to right: a 'Font Family' dropdown, a 'Font Sizes' dropdown, buttons for Bold (B), Italic (I), Underline (U), and Text Color (A with a color picker), followed by buttons for Bulleted List, Numbered List, Decrease Indent, and Increase Indent, and a 'Text Color' button (I with a color picker). Below the toolbar are two buttons: '+ Text Field' and '+ Dropdown Field'. To the right of these are three alignment buttons (Left, Center, Right), a link button (chain icon), an unlink button (chain with slash icon), an insert image button (picture icon), and a source code button (code icon). Below the toolbar is a large, empty text area with a vertical cursor at the top left.

ASSIGNMENT: STUDY AND DO EXERCISE 12

Expressing reasons and purpose

We can use the following forms to express reason and purpose

| | |
|---------------------------------|--|
| For + noun phrase | I should update my OS for its new features. |
| So that + clause | I should update my OS so that I can use its new features. |
| To + infinitive (verb 1) | I should update my OS to use its new features. |
| Because + clause | I should update my OS because it has new features. |

Exercise 12: Work in pairs or small groups. Match 1-6 with a-f then complete the gaps with *for, so that, to, or because*.

- | | |
|--|--|
| 1. Back up everything | a. _____ enter the BIOS. |
| 2. Put the DVD in the drive | b. _____ that the computer |
| 3. Press "F2" while rebooting the computer | restarts from the operating system DVD. |
| 4. During the installation process, the computer will ask you some questions | c. _____ use the different partitions for different purpose. |
| 5. You might want to partition the hard drive | d. _____ safety. |
| 6. Change the boot drive to the optical drive | e. _____ that the process can start. |
| | f. _____ it needs to know some. |