Hugo Pelayo
English Course - DAM
January 30 2024

Exercise 4

4 Look at a different database record. Answer
   questions 1-6 from Exercise 2 for the client
   file below.

CLIENT FILE	PRODUCTS	PAYMENTS	BALANCE

Title
Mrs

First Name
Andrea

Surname
Davidson

Company
Danny Bloom

Customer #
253

Account type
business

SERVICE ADDRESS

Address
48 Tassmin Ave.

City
Butler

Region
Allegheny

Post Code
19733

Phone
792 2685

Email
anddav@dannybloom.gnet

Tech rep
Raymond T

Comments
Last service call – 2nd Feb, 2017 – installed new laser printer.
To deliver and install three new computers on Monday, 20th
September, 12.00.
Deliver cable order by 1st October.
Send quote for new laptops to Natasha M, purchasing
department.

BILLING INFORMATION

Job Title
Accountant

Title
Mr

Full Name
Jeremy Carter

Address
56 Parker Street, Butler, 19942
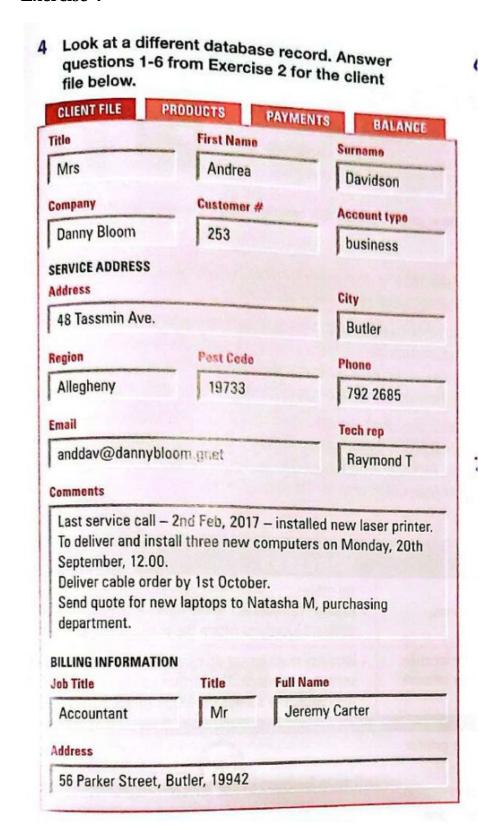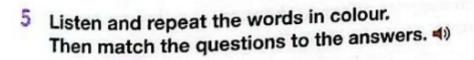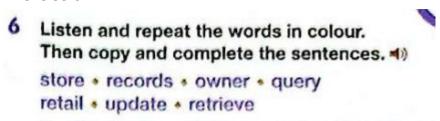
1. What is your company address? **48 Tassmin Ave.**
2. Is it a business account or a private account? **It is a business account.**
3. Where should we send your bills? **56 Parker Street, Butler, 19942.**
4. When can we come to install the new computers? **On Monday , 20th September at 12:00.**
5. When do you require your cable order? **By the 1st October.**
6. Where should I send the quote for new laptops? **To Natasha from purchasing department.**
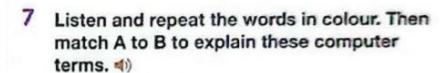
Exercise 5

5 Listen and repeat the words in colour.
Then match the questions to the answers. 🔊

1. What is their **service address**? → d. D. Jones Accounting Services, PO Box 3198, Hartley
2. What is their **post code**? → f. Its BL5 NH3
3. Who is the **tech rep** for Morgan Computers? → e. Frank Bolt
4. What **title** should I use for Jeff Duncan? → b. Dr
5. What **balance** have I got on my account? → c. 438.50 pounds.
6. What is the **billing address** for Select Mobile Phones? → a. 24 Whiting Road, Manley.

Exercise 6

6 Listen and repeat the words in colour.
Then copy and complete the sentences. 🔊

store • records • owner • query
retail • update • retrieve

1. Who is the **owner** of this expensive mobile phone?
2. That app isn't compatible any more. You need to **update** it.
3. I can't help you unless you tell me where you usually **store** these documents.
4. According to our **records**, you placed your last order in March.
5. *Electronics* for *All* is a **retail** business in the center of town.
6. I deleted a file by accident. Is it possible to **retrieve** the documents.
7. You use a **query** to find specific information in your database, such as how many of your customers live in a certain town.

Exercise 7

7 Listen and repeat the words in colour. Then match A to B to explain these computer terms. 🔊

1. Classification means → b. to separate items into specific categories.
2. Null means → c. nothing, it's an object of no worth.
3. A schema is a description → e. the structures and rules to make a database
4. A field is a specific area → f. in a form where you input data.

5. Criteria are parameters → a. you set for a query.
6. Inserting a cross-reference allows you to → d. link to other parts in the same document.