

**BAHASA INGGRIS MI | ODD SEMESTER A.Y. 2025/2026**

**MEETING 13 / DECEMBER 16, 2025**

**UNIT 3 – IT SOLUTIONS | Sub: Solutions**

Name: \_\_\_\_\_

**PRE-CLASSROOM ACTIVITY (100pts)**

**ACTIVITY 1. INTRODUCTION TO SUBTOPIC**

Exercise 1. 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 problem are.
- Continue this process until something works.
- Think of some possible solutions.
- Try the most likely solution.

**ACTIVITY 2. LANGUAGE AND VOCABULARY**

Take a look at the following explanation about proposing possible solutions.

**Proposing possible solutions**

We can use **should** or **shouldn't** in first conditional sentences for results we think are likely. If we are not sure, we use **might**.

If we add an extra fan, the computer **should** be fine.  
If we don't add an extra fan, the computer **might** overheat.

We can also use **try** + noun/-ing to propose solutions.

Let's **try** an extra **fan**/adding an extra fan.

Exercise 1. Complete these conversations. Use the words in brackets and language from the Language Box above. Add any other words necessary.

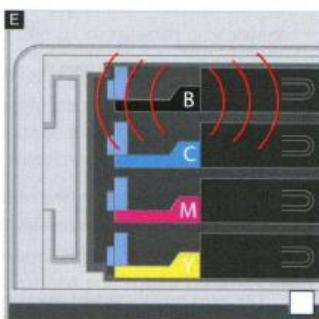
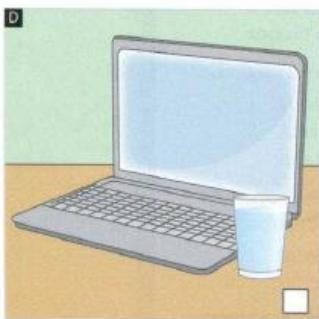
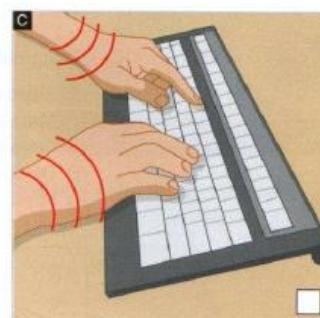
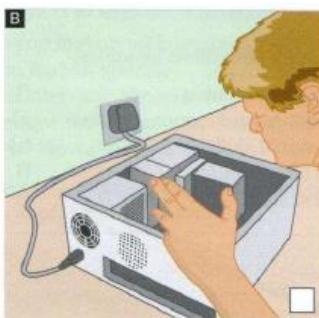
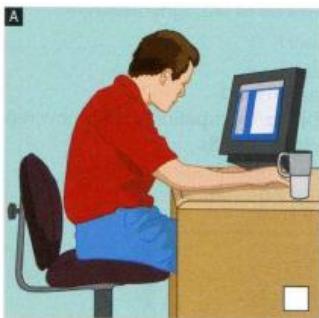
- 1 A: My app hasn't updated to the latest version.  
B: Your phone settings might be wrong. If you \_\_\_\_\_ (change/settings/app/update) soon.
- 2 A: My phone isn't sending or receiving data.  
B: Maybe the network connections are switched off. Try \_\_\_\_\_ (check/network and connections settings).
- 3 A: My phone's running really slowly.  
B: There might be some **bloatware** on it, which you probably don't need. Try \_\_\_\_\_ (remove/it).
- 4 A: I've just got a really high phone **bill**. It's too expensive!  
B: You need to be very careful with some mobile phone data plans, to make sure you don't go over your **usage** limit. If you \_\_\_\_\_ (check/usage/regularly/you/be) OK.

Exercise 2. Complete these definitions with the words in bold from Exercise 1.

- 1 the amount of something that you can use \_\_\_\_\_
- 2 software that some computer and mobile phone companies put on their products as advertising \_\_\_\_\_
- 3 a document showing how much you have to pay for something \_\_\_\_\_

### ACTIVITY 3. VOCABULARY

Match illustrations A-F to dangers 1-6 in the leaflet below. Then match dangers 1-6 to the pieces of advice a-f.



RSI = repetitive strain injury

### Safety at work

#### Dangers X

- 1 backache
- 2 electric shock
- 3 RSI
- 4 trips and falls
- 5 short circuit
- 6 burns

#### Advice ✓

- a) Move the cables.
- b) Don't bend your back while sitting at a desk!
- c) Let it cool down.
- d) Unplug!
- e) Keep your wrists straight.
- f) Don't spill your drink.

**\*\*\* THIS IS THE END OF THE EXERCISE THAT YOU NEED TO DO AT HOME \*\*\***

**\*in-classroom worksheet. Only completes the exercises below in the class\***

### **ACTIVITY 1. SPEAKING**

Work in pairs. You are technicians discussing a problem. Follow the steps below and roleplay the situation. Then swap roles and repeat the activity. Try using the target language from the previous meetings.

- Student A: Explain the problem. (mobile phone works but not data)
- Student B: Ask what Technician 1 has done already.
- Student A: Answer Technician 2's questions. (checked settings, checked battery level)
- Student B: Make a suggestion. (try a different network)

Example of the dialogue:

A: My customer's phone works, but the mobile data doesn't.

B: What have you tried?

A: I **have tried restarted the phone and checked** the settings. Something **might be** wrong but I cannot tell what.

B: Okay. You **should try turning on** airplane mode and then turning it off.

A: Good idea.

B: If that doesn't work, you **should check** the APN.

A: Okay.

B: It might be a network problem. **Try using** a different network.

A: I'll try that. Thanks!

**PRESENT PERFECT**

**GIVING SPECULATIONS**

**PROPOSING POSSIBLE SOLUTIONS**

Write your dialogue here:

### **ACTIVITY 2. WRITING.**

See again the illustration of dangers and advice at work from previous page (Page 2). Use language from the Language box on Page 1.

Example:

*Unplug the computer before working inside it. If you don't, you might get an electric shock.*

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_