

Ch 12. IT support

Section 3. Customer service



Learning objectives

- Able to communicate in the workplace, related to how to deal with people who are having difficulties with a particular problem by asking them questions in a calm and professional manner to get to the bottom of the problem.



Act. 1: Speaking

What happen in the cartoon? Why do you think it happens?



Act. 2.1: Listening

Listen to Recording 7.46 and answer the following questions.

- 1 What is Tuka's problem?
a) can't print out b) has lost files c) is not connected to the network
- 2 How does Tuka sound?
a) worried b) angry c) tired
- 3 What is the possible cause of the problem?
a) a hardware upgrade b) a server problem c) a software upgrade
- 4 What is the help desk technician's first suggestion?
a) go to a folder on the server b) go a folder on the desktop
c) go to a folder on the C drive
- 5 What is the help desk technician's second suggestion?
a) He will call back in five minutes. b) He will come down to Tuka's office.
c) He will get help from someone else.



Act. 2.2: Exercise

Complete the technician's sentences

- How can I _____ you?
- I _____ .
- I'm _____ we can find your file.
- _____ go to the search box
- Good _____ .

Now listen to Recording 7.47



Act. 3: Speaking

- Work in pairs.
- Write a short dialogue between an IT help desk technician and a colleague about a software or hardware problem.
- Use phrases that you have learned so far.
- Practice the dialogue.

