

B

- 1 Dear Ms Atkinson
- 2 I am writing to
- 3 I am enclosing
- 4 We would be grateful if you could
- 5 Please contact us
- 6 Yours sincerely

C

Possible answer

I am writing to complain about two products we received from your company last week.

The laser printer gives continuous error messages when we try to print out our documents. For some unknown reason, the printer doesn't work at all. In addition, I am unable to install the database program successfully on the hard drive. We find this unacceptable.

Please send us a new printer and an upgraded version of the database. We would also accept a full refund of the cost.

Yours sincerely,

R. Atkinson

3 Databases

A

Possible answers

To keep records or mailing lists with names, addresses, phone numbers, salaries, departments, etc.; to keep track of stock, sales, orders, bills and other financial information; to store and find information about patients in a hospital or general medical practice; to keep records of students/pupils at college/school; to store data about a music collection, with artist names, song titles, video clips, etc.; to catalogue books, CDs and DVDs in a library, or to record the books that readers borrow.

B

In the illustration there are four separate *records*. Each record has eight *fields* (name, address, etc.). The photograph may be another field.

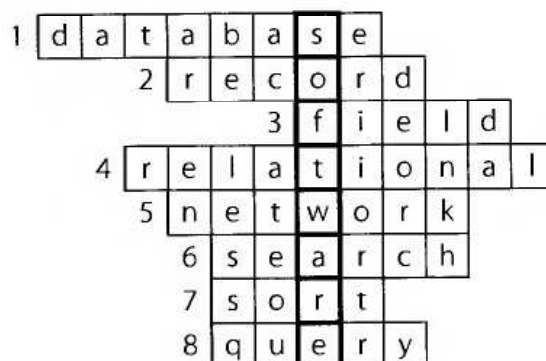
C

Students check their answers to B.

D

- 1 A database management system is used to **store, organize and retrieve information from a database**.
- 2 Information is entered on a database via **fields**.
- 3 Each field holds a **separate piece of information**.
- 4 *Updating* a file means **making changes, adding new records or deleting old ones**.
- 5 Some advantages of a database program over a manual filing system are: **it is much faster to consult; it occupies much less space; records can be easily sorted; information can be easily updated; computer databases can be shared by a lot of users over a network**.
- 6 Access to a common database over a network can be protected by using **user-defined passwords and other security devices**.

E



F

Possible answer

Track	Artist	Album	Release Date
1. Position in your eyes	✓	http://www.rockwell.co.uk	12 Jan 2006
2. Help that	✓	http://www.rockwell.co.uk	12 Jan 2006
3. There's a song	✓	http://www.rockwell.co.uk	12 Jan 2006
4. I do it for you	✓	http://www.rockwell.co.uk	12 Jan 2006
5. Any time you want	✓	http://www.rockwell.co.uk	12 Jan 2006
6. Bring me flowers	✓	http://www.rockwell.co.uk	12 Jan 2006
7. Dreams of Paris	✓	http://www.rockwell.co.uk	12 Jan 2006
8. Your smile	✓	http://www.rockwell.co.uk	12 Jan 2006
9. I wish you were	✓	http://www.rockwell.co.uk	12 Jan 2006