

IT in the office

Software and other tools for the workplace

Unit 6

In this unit, you will...

- Learn words related to office software.
- Learn vocabulary about complaints.
- Identify the concepts of word processors and spreadsheets.
- Learn how to use comparatives.
- Listen and take notes about problems solved with the IT helpdesk.
- Read about educational apps.
- Learn how to write complaints and deal with them properly.



Warm-up

- * What is the meaning of office software?
- * Do you know the meaning of word processor, spreadsheet, or database? Have you ever used them? What for?
- * Do you know what a complaint is?
- * Have you ever placed a complaint? Why?

"The term, *information at your fingertips*, is to remind people what a broad role the personal computer will be playing. It's not a computation device, it's not a word processing or a spreadsheet device. It's a window onto the world of information."

Bill Gates



Vocabulary 1

office software

Office software consists of applications like a word processor, spreadsheet, email, presentation, database, collaboration, note-taking, and other related software combined for the use of workers in a company.

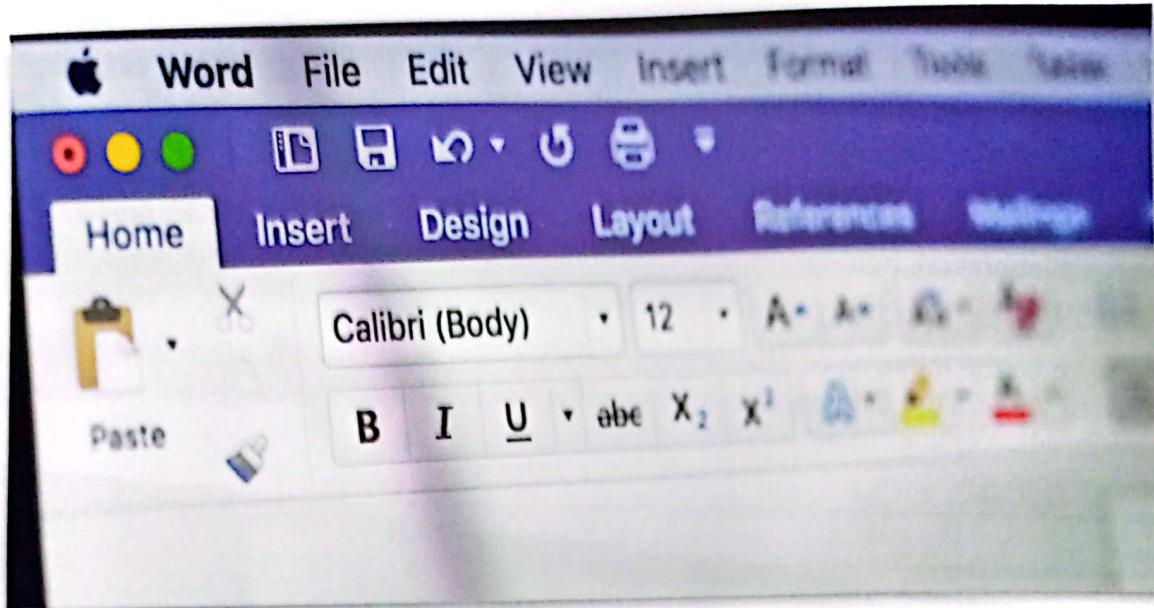
- Do you know the meaning of open-source software? Do you know any examples of open-source software? What is the difference with other software? If you don't know the answer, you can look for information online.
-
-
-



- Office software consists of many different components. Look at the picture and circle all the programs you know.



Reset your Computer



3. One of the programs that you have seen in the previous exercise is a word processor. Word processors have specific vocabulary for their actions. In this exercise, you have to write each word from the box below under its definition.

file insert italics design layout references bold underline

a) It applies a style that makes the text darker.

b) A collection of data stored on a computer with a name.

c) Action of introducing something into a text.

d) Distribution of elements on a page.

e) This function helps you cite sources and create reference lists in common citation styles.

f) It refers to the design of the document.

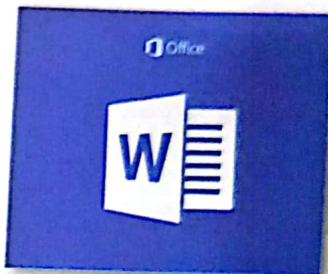
g) To draw a line under selected text to give it extra importance.

h) Font style with slanted letters.

4. Look for eight words linked to word processors in this crossword:

R	X	A	G	H	E	A	Y	U	A	Z	J	B	W
P	M	C	N	T	A	O	P	K	C	D	M	N	Q
H	Y	T	D	P	M	R	A	X	M	P	I	J	P
I	D	Q	V	I	P	R	S	B	X	R	E	F	F
G	V	T	O	J	F	I	T	Y	C	E	G	O	U
H	W	X	S	G	I	G	E	G	E	S	C	N	L
L	V	K	K	H	T	H	W	O	C	S	O	T	D
I	I	P	S	T	E	T	R	D	L	S	P	H	P
G	D	P	P	J	I	C	V	W	I	Q	Y	X	Z
H	R	E	Z	H	Z	L	B	F	C	W	A	T	U
T	A	W	Y	P	Q	I	W	F	K	E	W	P	B
L	G	Q	Z	B	X	C	B	P	P	B	W	O	M
K	Y	D	Z	K	I	K	D	Q	Y	D	C	G	S
Y	B	S	U	T	R	N	O	G	Z	O	M	V	F

- a) _____
 b) _____
 c) _____
 d) _____
 e) _____
 f) _____
 g) _____



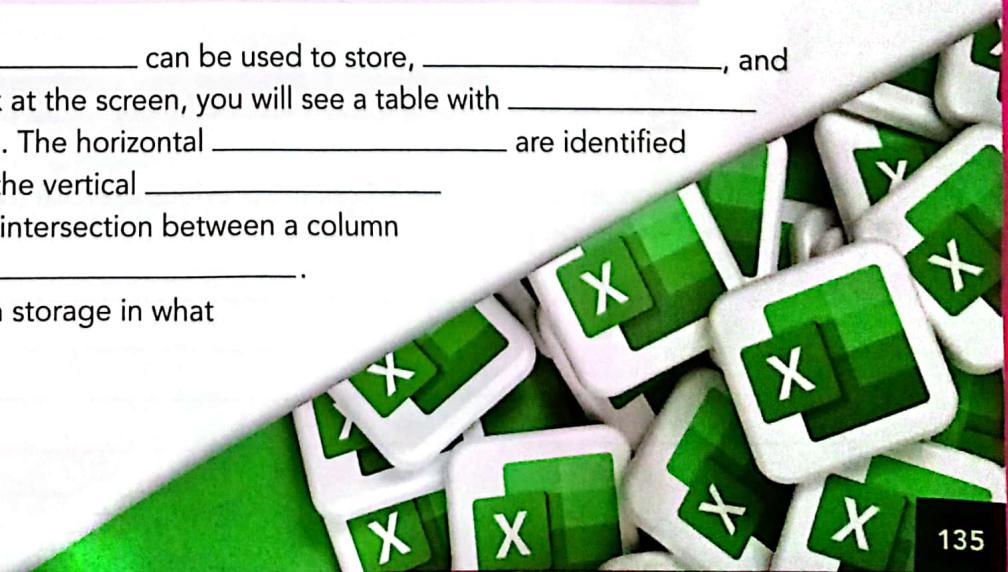
5. Now match the vocabulary you have just found out to its definition.

- a) Pulling something from one place to another one. _____
 b) Selecting an option on an electronic interface. _____
 c) To make copied words appear in another place. _____
 d) To make a specific part of a text stand out. _____
 e) Selecting an option on an interface by means of the right button of the mouse. _____
 f) Particular typeface. _____
 g) The action of making something identical to another thing. _____

6. We are going to explore some vocabulary linked to another program of the office software: the spreadsheet. Complete the text below by filling in the blanks. Some of the words in the box can be used twice.

cell rows (x2) program organise columns (x2)

A spreadsheet _____ can be used to store, _____, and manipulate data. If you look at the screen, you will see a table with _____ and _____. The horizontal _____ are identified by numbers (1, 2, 3...) and the vertical _____ with letters (A, B, C...). The intersection between a column and a row is a box called a _____. A cell is a basic unit for data storage in what is known as a spreadsheet.





Grammar 1

Adjectives ending in -ed or -ing

It is possible to form an adjective by **adding -ing** or **-ed** to the main word. For example, from the word **relax**, we can create two words: **relaxed** and **relaxing**. But... what is the difference between them?

- If we want to describe a feeling, we **add -ed** to the end of the word. For example, we say:
I'm so relaxed!
- If we want to describe an event, we **add -ing** to the end of the word. In this case, we say:
The yoga class is so relaxing!

1. Create adjectives for the following words:

confuse
relax

disappoint
frighten

interest
excite

surprise
delight

worry

-ed

-ing

2. Now put the adjectives you created in the right box.

Used to describe feelings

Used to describe events

3. Write four sentences with the words from the previous exercise (two with **-ed** and two with **-ing**), using the adjectives properly:

- a) _____
- b) _____
- c) _____
- d) _____



Reading

Top educational apps of the year

What a year it's been! After learning to survive in the world of virtual learning, many educators are putting their tech skills and strategies to work in the traditional classroom. These are some of the apps that have been used the most this year:

1. Google Smart Chips

Okay, this one is not a tool, but it sure is a great new update from Google! Now, when you type '@' into a Doc, you'll see a list of recommended people, files, and meetings displayed.

2. Google's Applied Digital Skills

A collection of free, video-based lessons from Google that include engaging digital projects which help secondary school students build future academic and workplace skills.

3. Mote

A creator of audio notes that can also be downloaded, transcribed, and even translated into other languages. This is one of those life-changing tools that can really level up the way you teach.

4. CoSpacesEDU

CoSpacesEDU is an online platform where students of all ages can create 3D scenarios, animate and code their creations, and explore them in virtual or augmented reality.

5. Gather

Did you know that the 'metaverse,' a new technological frontier, is rapidly developing as the latest invention of the internet?

This new virtual world serves as a gathering space for people from all over the world to meet up, talk, work, play, and learn. For educators, this could mean creating a virtual classroom with desks, a whiteboard, and small group spaces. Student avatars move around the virtual room interacting with each other and the teacher through pop-up video calls, screen sharing, and collaborative work.



1. Complete the table with information from the text:

Name of the tech	What is it?	Positive aspects

2. Look for synonyms in the text:

- a) cyber: _____
- b) chat: _____
- c) application: _____
- d) teacher: _____
- e) document: _____
- f) voice clip: _____

3. Say which statements are true and which ones are false:

- a) Smart Chips is a great update from Google. _____
- b) Google's Applied Digital Skills is an app that includes both free and priced videos. _____
- c) Mote is a browser extension that allows users to create voice clips. _____
- d) CoSpacesEDU is an offline application where students can explore augmented reality. _____
- e) Gather is an online platform that is related to the concept of the metaverse. _____

4. Correct those statements that are not true:

- a) _____
- b) _____
- c) _____

5. Answer the following questions related to the text:

- a) Have you ever used any of these apps in class?

- b) In your opinion, which do you think is the best one?

- c) Is technology relevant to language learning? Why?



Reset your Computer



Listening 1

How can I help you?

Track 13

1. How does the IT helpdesk resolve the caller's issue?



2. Circle the words you hear in the listening:

technical support officer

tomorrow

screen

battery

appointment

technician

working

difference

helpline

help

3. Fill in the gaps with information from the audio.

IT Helpdesk: Hello, and _____ for calling our IT _____.

Caller: I have a problem, and I would like to _____ to someone.

IT Helpdesk: Your _____ is important to us. You will have to wait for _____ minutes as you are number _____ in the _____.

4. Say if the following statements are true or false.

a) I just have five apps on the phone. I am not the best with technology, as you may have already noticed... _____

b) Our London office is on Richmond Road. _____

c) We are open from 10:00 a.m. to 6:00 p.m. _____

5. Correct those statements from the previous exercise that are wrong.





Grammar 11

Comparative sentences

When we want to compare two people or things, we use **comparative adjectives**.

Superiority

For adjectives with one or two syllables (if it ends in *-y*), add *-er* to the end of the word and then add *than*.

Simple → *simpler than*

This phone is simpler than the other one.

Friendly → *friendlier than*

Shaila is friendlier than Tom.

For adjectives with two or more syllables, place *more* before the adjective and *than* after the adjective.

Beautiful → *more beautiful than*

Shaila is more beautiful than Tom.

Inferiority

We place *less* before the adjective and *than* after the adjective.

Beautiful → *less beautiful than*

Shaila is less beautiful than Tom.

Equality

We place *as* before and after the adjective.

Beautiful → *as beautiful as*

Shaila is as beautiful as Tom.

We can also create the superlative form of adjectives:

Superlative

For adjectives with one syllable or two syllables (if it ends in *-y*), add *-est* to the end of the word and place *the* before the adjective.

Simple → *the simplest*

This phone is the simplest.

Friendly → *the friendliest*

Shaila is the friendliest.

For adjectives with two or more syllables, place *the most* before the adjective.

Beautiful → *the most beautiful*

Shaila is the most beautiful.

There are some **irregular adjectives**:

Adjective	Comparative	Superlative
good	better than → <i>This phone is better than yours.</i>	the best → <i>This phone is the best.</i>
bad	worse than → <i>This phone is worse than yours.</i>	the worst → <i>This phone is the worst.</i>

And some exceptions to the rule:

Explanation	Adjective	Comparative	Superlative
Adjectives of one syllable ending in vowel + + consonant → double the final consonant.	big	bigger than My house is bigger than yours.	the biggest My house is the biggest.
Short adjectives that end in -y → change -y into -i .	happy	happier than She is happier than him.	the happiest She is the happiest.



1. Complete the table with the comparative form of these adjectives:

Adjective	Comparative
clever	
cute	
easy	
fine	
innocent	
kind	
modern	

2. Complete the table with the superlative form of these adjectives:

Adjective	Superlative
old	
plain	
successful	
talented	
ugly	
wild	
busy	



Unit 6

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3. Complete these sentences with the comparative form of the adjectives in brackets:

- a) Action movies are _____ romantic ones. (exciting)
- b) The class is _____ my living room. (big)
- c) Phones are _____ MP3s. (fast)
- d) Microsoft Office is _____ Open Office. (expensive)
- e) My life is _____ than his. (healthy)
- f) My vocational training course is _____ than theirs. (hard)

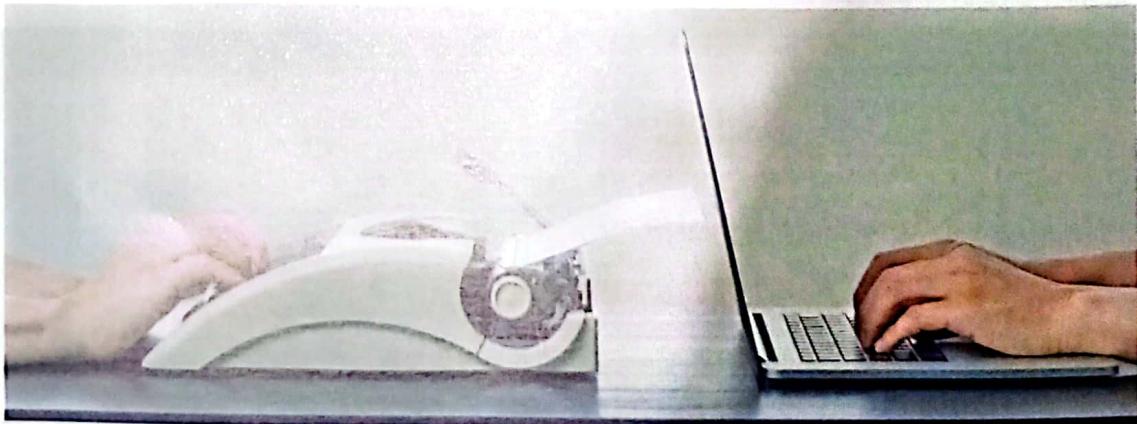
4. Complete these sentences with the superlative form of the adjectives in brackets:

- a) The Nile is one of _____ rivers in the world. (long)
- b) This is _____ program that I have downloaded. (challenging)
- c) This is _____ animal in the world. (dangerous)
- d) This computer is _____ on the market today. (new)
- e) July and August are _____ months of the year. (good)
- f) They say this is _____ app available. (bad)

5. Look at the pictures and write five comparative sentences using these terms.



6. Now, take a look at this photograph and create five superlative sentences.



 Vocabulary 11Complaints

The most important part of making and dealing with complaints is how you start. When communicating by email and face-to-face, this generally means starting with the complaint slowly and indirectly.

Here are different ways in which you can start a complaint:

- *Excuse me, could you please help me?*
- *I'm sorry to bother you, but...*
- *I wonder if you could help me.*
- *I think there has been a misunderstanding.*
- *I know it's not your fault, but...*

If you need to accept responsibility or apologize, you can use the following phrases:

- *I am sorry for the inconvenience.*
- *I/We am really/truly sorry about this accident/misunderstanding.*
- *This was a one-off situation that will not be repeated.*
- *I/We will take measures to prevent these mistakes in the future.*
- *You will receive a full refund.*



1. Write an email of complaint with the sentences below. Put them in the correct order, following the advice in this section and page 105.

- a) I was trying to purchase tickets for the concert when the website stopped working.
- b) I was wondering if you could help me since I'd like a refund.
- c) Thanks in advance.
- d) I am sorry to bother you, but I am having a problem with your website.
- e) My bank has already taken the payment.
- f) Best regards,

2. Now, imagine that you are a helpline employee and you have to write an apology for the complaint you just received:



Listening 11

Dealing with a complaint



Track 14



1. Answer the following questions:

a) What is the customer's main complaint?

b) Were the instructions in English?

c) In which ways is the speaker dealing with the complaint?

2. Complete the following table with information from the audio:

the arrival of the computer

customer number

phone number

order number

3. Are the following statements true or false?

- a) Problems with the purchase started after a couple of weeks.
- b) The computer came without a charger.
- c) The battery was fully discharged.
- d) The instructions were in Chinese.
- e) The order number is #57.
- f) The client wants to discuss potential solutions to the problem.



Writing

written and formal complaints

1. Have a look at the complaint form below and try to complete it by listening again to the Listening on page 144 (Track 14). After that, you can read the text on page 189 if you are unsure.

Personal information

Customer number

Surname

Name

Address

Phone number

Email

Purchase information

Product ordered:

Order number:

Details of the complaint

Compensation claimed

Date and Location

Signature





Speaking

Verbal complaints

Student A – Customer

You are making a complaint because:

You bought a new computer, and it came without a charger.

Student B – IT Helpdesk

The company cannot give you a refund because:

The charger was not included in the price.

Student A – Customer

You are making a complaint because:

You bought a new phone, but it is not the model you wanted to buy.

Student B – IT Helpdesk

The company cannot give you a refund because:

The phone has a scratch on the screen.

Student A – Customer

You are making a complaint because:

You want to change the headphones you bought.

Student B – IT Helpdesk

The company cannot give you a refund because:

The item was bought 4 months ago.

- Now, we are going to role-play working in pairs. You should each play both roles.

One of the students is the customer who wants to complain about an issue, and the other is the IT helpdesk employee who has to refuse the refund.

- Once you have practiced with your partner, it is time to role-play in front of your classmates. This way you can get some new ideas.

ROLEPLAY

Check your progress

► Now it's time to think about what you have learnt and what needs revision. Please, tick (✓) the corresponding box.



	I can do it very well	I'm not sure	I need to improve

I have learnt vocabulary that is connected to office software.

I am able to use and recognise comparative adjectives.

I am able to use and recognise superlative adjectives.

I am able to pick up information when listening to conversations about problems related to help desks.

I can identify the key concepts of word processors and spreadsheets.

I can understand texts about applications.

I can deal with complaints in an oral conversation.

I know how to answer a complaint.

I can write a complaint following a set of instructions.

During the lessons, I have spoken English.

Comments:

COMPARATIVE SENTENCES

Superiority

Adjectives of one syllable or two syllables: **-er** at the end of the word + than.

Safe → safer than

This antivirus is safer than mine.

Small → smaller than

My phone is smaller than that computer.

Adjectives with two or more syllables: **more** before the adjective and **than** after the adjective.

Efficient → more efficient than

This software is more efficient than others.

Inferiority

Less before the adjective and **than** after the adjective.

Efficient → less efficient than

This software is less efficient than others.

Equality

As before and after the adjective.

Efficient → as efficient as

This software is as efficient as the others.

Superlative

Adjectives of one syllable or two syllables: add **-est** to the end of the word + **the** before the adjective.

Safe → the safest

This antivirus is the safest.

Smart → the smartest

My phone is the smartest.

Adjectives with two or more syllables: **the most** before the adjective.

Efficient → the most efficient

This software is the most efficient.





Remember

IRREGULAR ADJECTIVES

Adjective	Comparative	Superlative
good	better than → My computer is better than yours.	the best → My computer is the best.
bad	worse than → The computer I used last week was worse than the one I am using this week.	the worst → This is the worst computer I have ever used!

EXCEPTIONS TO THE RULE

Explanation	Adjective	Comparative	Superlative
Adjectives of one syllable ending in vowel + consonant → double the final consonant	big	bigger than	the biggest
Short adjectives that end in -y → change -y into -i	happy	happier than	the happiest