

Name : Shinta Maimunah Heril'in

NIM : 361955401060

1. Shinta as technician

Heril as customer

(Heril looks confused at SMH Computer then Shinta greet him)

Shinta : Hello! Could I help you?

Heril : Hi, miss. I'am Heril. My father tell me that I could setting up a computer in here.

Shinta : Of course. Let me help you for setting up computer. First, what operating system that you want? Windows or Mac?

Heril : How about Windows?

Shinta : Good choice. I suggest you for use this operating system. You just charge this computer first and set several personalize and then you could use it.

Heril : Could you describe the component of this computer, miss?

Shinta : Sure. This computer have central processor unit or CPU, motherboard, memory, graphic processing unit or GPU, power supply unit or PSU, storage unit, and operating system.

Heril : Motherboard? What's that?

Shinta : Yes, motherboard is the main printed circuit board or PCB in general purpose computers and other expandable systems. You want to know the component in this motherboard?

Heril : Sure. I'm surious now.

Shinta : OK, wait. I'll take the imitation of motherboard.

(a few minute later)

Shinta : This is imitation of motherboard. The long slot orange one and white one then another white one and orange one, this slot called DIMM memory. Looking at the left side, this were the connector, the first socket from the bottom is audio socket for connect the audio devices, second socket is ethernet connector for connect to a network, and last socket is USB port for connect external devices like mouse, printer, etc. If you have a hard drive you can connect to SATA socket at the bottom right corner.

See the green orange slot with different length, this is graphic card socket for connect VGA on the motherboard. Oh I'm forget, the main of motherboard is the large thing at middle of motherboard is CPU socket that make electrical connections between microprocessor in the PC. Wah I'm describing too much, hehe. Any question, Heril?

Heril : Emmm, no no no miss. That's quite clear. I'm also understand

Shinta : Really?

Heril : Yeah. It's so simple hahaha. Thank you miss, I'll use this PC as good as possible and thank you so much for your knowledge.

Shinta : With pleasure good girl

2. A. If you have a problem with your computer hardware, call the **support** technician.
- B. I **check** my emails twice a day to see if anyone has sent me a message
- C. First, **diagnose** the problem. Then solve it.
- D. In our company we **provide** support to users of all kinds of operatings systems
- E. Make sure you read the **agenda** before the meeting so that you know what we'll talk about.
- F. I travel a lot in my role as salesperson because my company has many **clients** in different countries.
- G. Password must be eight or more **characters** long, including both letters and numbers.
- H. I am usually at my desk but I **occasionally** go out to visit supplier