**U.S.T.H.B /C.E.I.L 2020 /2021**

**Computer Science Department Master 1**

**Second-term English Exam**

**PART 2**

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**1 Complete the following conversation between a help desk technician and a**

**customer.**

Help desk: Hi, help desk here. How can I help you?

Alex: Yes, hi. I’ve got a problem with my email. **(1)** **It seems that I’m not able to send emails from my account.**

Help desk: OK. Can you tell me exactly what happens?

Alex: Sure. When I press ‘send’, I get an error message saying “**(2)** **Mailbox limit exceeded while appending message**”

Help desk: Does it say anything else?

Alex: Well, **(3)** “**Can’t create output** “Oh, and an error code.

Help desk: Ah. **(4)** **Have you tried to delete some old emails from your inbox**?

Alex: Er.... no, I haven’t.

Help desk: Could you do that? And if you still have a problem, just call me again.

Alex: OK. Thanks very much. I will do that.

**2 Complete the following extract from a report with the right phrasal verbs.**

This report **1** **made up with** the delivery services we wish to expand for our clients. Our market research company has already given the information to the marketing department on their recent research. The main points of this information will be **2** **summed up** in a series of short reports for the committee to examine in their own time.

The marketing department has now **3** **made up** a plan of action for increasing our delivery service. The Managing Director has **4** **read over** this carefully and given it his approval. Essentially it presents three suggestions for discussion and **5** **points out**

the reasons why we should consider a slow rather than a rapid expansion.

This report summarizes those reasons and **6** **expand into with** three parts:

(a) it gives more details about the difficulties we have had with recruiting staff,

(b) it **7 shows off** why our delivery service had problems last month,

(c) it briefly **8**..................................the problems caused by rising inflation.

**3 Reorder the following sentences to write a coherent paragraph. Make**

**changes when necessary.**

1. You have to get all the information to help people with their problem.
2. It’s a job where you need to be able to understand how the caller feels.
3. You have to explain in a clear, simple way what people can do to put things right.
4. People expect you to fix their problem right away.
5. I am an IT support technician.
6. I get to install software, maintain servers and advise on the best choice of new hardware.
7. It’s a job where you have to keep calm when you are under pressure.
8. The company provides online support to local businesses and individuals.
9. You have to cope with angry people.
10. The work is not all troubleshooting.
11. I work on the company’s help desk.
12. The job of a help desk technician requires not just technical skills but also ‘soft skills’.
13. You have to work out how to solve the problem technically.
14. People may be pretty frustrated when they phone you.
15. This means taking calls and providing advice on technical problems.
16. I got the job through an agency working for a company.
17. It’s a job where you need to try to solve people’s IT problems.
18. The job of the help desk technician is a demanding job.

**1** e **2** k **3** p **4** h **5** r **6** q **7** o **8** a **9** m **10** f **11** j **12** l **13** c **14** b **15** g **16** n**17** d **18** i

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I am an IT support technician. I work on the company’s help desk. I got the job through an agency working for a company, that provides online support to local businesses and individuals. The job of the help desk technician is a demanding job. It’s a job where you need to try to solve people’s IT problems. This means taking calls and providing advice on technical problems. You have to get all the information to help people with their problem and to work out how to solve the problem technically. You get to install software, maintain servers and advise on the best choice of new hardware. The work is not all troubleshooting it also requires not just technical skills but also ‘soft skills’ too. You have to explain in a clear, simple way what people can do to put things right. It’s a job where you need to be able to understand how the caller feels and to keep calm when you are under pressure. People may be pretty frustrated when they phone you and they expect you to fix their problem right away. You have to cope with angry people.