ESL Session Series

Session 8: Technology and Communication

Hello Student!

This session will help you practice:

- Technology vocabulary
- Explaining technical problems
- Phone and email communication
- Using digital devices
- Understanding instructions
- Writing emails

Section 1: Conversation Practice

How to do this:

1. Read each conversation phrase
2. Practice saying it clearly and naturally
3. Try using hand gestures or facial expressions

Explaining Technical Problems

Example: "My computer won't turn on." 💻

Try saying it like:

- "The internet connection is very slow today."
- "I can't log in to my email account." Your Practice: _____ Tutor's tip: _____

Getting Technical Help

Example: "Could you help me set up my new phone?" 📱

Try saying it like:

- "Can you show me how to download this app?"
- "I don't understand how to connect to the Wi-Fi." Your Practice: _____ Tutor's tip: _____

Phone Conversations

Example: "Hello, may I speak to John, please?" ☎️
Try saying it like:

- "Hi, this is Maria calling about the appointment tomorrow."
- "Could you please take a message for her?" Your Practice: _____ Tutor's tip: _____

Making Arrangements by Text

Example: "Are you free to meet at 2pm tomorrow?" 📲
Try saying it like:

- "Let's meet at the coffee shop on Main Street."
- "I'll be about 15 minutes late. Sorry!" Your Practice: _____ Tutor's tip: _____

Section 2: Technology Vocabulary

How to do this:

1. Learn the words and their meanings
2. Practice pronouncing each word
3. Use the words in sentences

Devices

- **smartphone** - a mobile phone that can connect to the internet and run apps
- **laptop** - a portable computer that you can use on your lap
- **tablet** - a portable device with a touchscreen
- **desktop** - a computer that stays in one place
- **printer** - a device that makes paper copies of digital documents
- **scanner** - a device that makes digital copies of paper documents
- **keyboard** - the part of a computer with letters and numbers
- **mouse** - a device used to move the cursor on a computer screen

Internet Terms

- **website** - a collection of web pages on the internet

- **browser** - a program used to access the internet
- **download** - to copy data from the internet to your device
- **upload** - to copy data from your device to the internet
- **password** - a secret code used to access accounts
- **username** - a name you use to identify yourself online
- **link** - a connection to another web page or website
- **search engine** - a website used to find information on the internet

Communication Tools

- **email** - electronic messages sent via the internet
- **text message** - a short message sent from one phone to another
- **video call** - a call where you can see the other person
- **social media** - websites and apps for sharing and networking
- **chat** - exchange of typed messages in real-time
- **attachment** - a file sent with an email
- **notification** - an alert that informs you about something
- **contact** - person's information stored on your device

Match the technology word with its definition:

1. A device you can carry and use to access the internet _____
2. A secret code to protect your accounts _____
3. A program used to view websites _____
4. To get files from the internet to your computer _____
5. A call where you can see the person you're talking to _____

Your Practice: _____
Tutor's tip: _____

Section 3: Dialogues About Technology

How to do this:

1. Practice these dialogues with your tutor
2. Pay attention to your intonation
3. Try to use appropriate technical terms

Getting Help with a Computer

Customer: Excuse me, I'm having a problem with my laptop. ↗

Support: I'd be happy to help. What seems to be the issue? ↗

Customer: It's running very slowly, and some programs won't open. ↘

Support: How long have you had this laptop? ↗

Customer: About two years. ↘

Support: When did you first notice the problem? ↗

Customer: It started about a week ago. At first, it was just a little slow, but now it's much worse. ↘

Support: I see. Have you tried restarting your computer? ↗

Customer: Yes, I've tried that, but it didn't help. ↘

Support: Let me take a look. I think you might need to update your software and remove some unused programs. ↘

Customer: OK. How long will that take? ↗

Support: It should take about 30 minutes. ↘

Customer: That's fine. Thank you for your help. ↗ ↘

Making a Phone Call

Receptionist: Good morning, TechSolutions, how can I help you? ↗

Caller: Good morning. May I speak with Sarah Johnson, please? ↗

Receptionist: May I ask who's calling? ↗

Caller: This is Michael Chen from ABC Company. ↘

Receptionist: One moment please, let me see if she's available. ↘

(After a pause)

Receptionist: I'm sorry, Mr. Chen, but Ms. Johnson is in a meeting right now. Would you like to leave a message? ↗

Caller: Yes, please. Could you ask her to call me back regarding the website project? My number is 555-123-4567. ↘

Receptionist: I'll make sure she gets your message as soon as she's out of her meeting. ↘

Caller: Thank you very much. Goodbye. ↗ ↘

Receptionist: You're welcome. Have a nice day. Goodbye. ↗ ↘

Your Practice: _____

Tutor's tip: _____

Section 4: Instructions for Using Devices

How to do this:

1. Learn common instruction words

2. Practice following step-by-step instructions

3. Try to explain instructions to someone else

Common Instruction Words

- **turn on/off** - to start or stop a device

- **press** - to push a button

- **click** - to push a computer mouse button

- **tap** - to touch a screen briefly

- **swipe** - to move your finger across a touchscreen

- **scroll** - to move up or down a page

- **select** - to choose an option

- **enter** - to type information

- **save** - to store information

- **exit** - to leave a program or application

Practice with Instructions

Read and explain these instructions:

How to Take a Photo with a Smartphone

1. Turn on your phone by pressing the power button.

2. Swipe to unlock the screen.

3. Tap on the camera app icon.

4. Hold the phone steady and frame your subject on the screen.

5. Tap the shutter button to take the photo.

6. To view your photo, tap on the small preview in the corner of the screen.

7. To exit the camera app, swipe up from the bottom of the screen or press the home button.

How to Send an Email

1. Open your email app or website.

2. Click or tap on "Compose" or "New Email."

3. Enter the recipient's email address in the "To" field.

4. (Optional) Enter email addresses in the "CC" or "BCC" fields to send copies.

5. Type a subject in the "Subject" line.

6. Write your message in the main area.

7. (Optional) To attach a file, click or tap the attachment icon and select your file.

8. Click or tap "Send" when you're ready.

Your Practice: Choose one set of instructions and explain it in your own words

_____

_____

_____

Tutor's tip: _____

Section 5: Email Vocabulary and Format

How to do this:

1. Learn the parts of an email

2. Understand formal vs. informal email language

3. Practice writing appropriate email greetings and closings

Parts of an Email

- **To** - the recipient's email address

- **CC** - Carbon Copy, other people who receive the email

- **BCC** - Blind Carbon Copy, hidden recipients

- **Subject** - the topic of the email

- **Greeting** - how you address the recipient

- **Body** - the main message

- **Closing** - how you end the email

- **Signature** - your name and contact information at the end

Formal vs. Informal Email Language

Formal Email Language (for work, professors, officials)

- Greetings: Dear Mr./Ms./Dr. [Last Name], Dear Sir/Madam

- Body: Please find attached..., I am writing to inquire about..., I would like to request...

- Closings: Sincerely, Regards, Best regards, Yours faithfully

Informal Email Language (for friends, family, close colleagues)

- Greetings: Hi [First Name], Hello, Hey there

- Body: Just wanted to let you know..., I was wondering if..., Thanks for...
- Closings: Thanks, Cheers, Take care, Best, See you soon

Match these email phrases with Formal (F) or Informal (I):

1. Dear Professor Smith _____
2. Hey Alex _____
3. I am writing to apply for the position advertised _____
4. Just checking in about tomorrow _____
5. Yours sincerely _____
6. Take care _____
7. I would appreciate your prompt response _____
8. Let me know what you think _____

Your Practice: _____
Tutor's tip: _____

Section 6: Reading Practice: Using Technology

How to do this:

1. First listen to your tutor read
2. Then read out loud, sentence by sentence
3. Pay attention to punctuation and technology vocabulary

Technology is a big part of our daily lives. Most people use different devices and apps every day to work, learn, and communicate with others. ↘

Smartphones are probably the most common devices. They are small computers that fit in your pocket. With a smartphone, you can make calls, send messages, take photos, and use the internet. Many people check their phones first thing in the morning and last thing at night. ↗ ↘

Computers are also very important. Some people use desktop computers, which stay in one place. Others prefer laptops, which are portable and can be used anywhere. Tablets are somewhere between smartphones and laptops - they have bigger screens than phones but are lighter than most laptops. ↘

The internet connects all these devices. It allows us to access websites, send emails, watch videos, and share information. To use the internet, you need a connection like Wi-Fi or mobile data, and a web browser like Chrome, Safari, or Firefox. ↘

Social media platforms like Facebook, Instagram, and Twitter help people stay connected with friends and family. You can share photos, write updates about your life, and comment on other people's posts. ↗ ↘

Email is still one of the most important ways to communicate, especially for work and school. You can send messages to anyone with an email address, and you can attach files like documents, photos, or videos. ↘

Technology changes quickly, and new devices and apps appear all the time. It's important to learn how to use the tools that are most helpful for you. Don't be afraid to ask for help if you don't understand something! ↗ ↘

Reading Questions:

1. Name three types of devices mentioned in the text. _____
2. What are two things you can do with a smartphone? _____
3. What do you need to access the internet? _____
4. Name two social media platforms mentioned. _____
5. Why is email important according to the text? _____

Tutor's tip: _____

Section 7: Writing Practice: Compose an Email

How to do this:

1. Write an email for one of the situations below
2. Include all parts of an email (greeting, body, closing, signature)
3. Use appropriate formal or informal language

Choose one of these situations:

- Write to a friend about a new technology you're using
- Write to a teacher about a technical problem with your assignment
- Write to a company to ask about a product you want to buy
- Write to apply for a job you saw advertised online

Your Email:

To: _____

Subject: _____

_____

Tutor's tip: _____

Wrap-Up: For Next Time

Words I Want to Learn:

_____

_____

Things to Practice:

_____

_____