


Describing computers and computer problems

LANGUAGE SKILLS

1 **FIRST**  Complete the second sentence so that it has a similar meaning to the first using the word given. Use between two and five words.

1. That's the memory stick. I put my presentation on it. **WHERE**
That's put my presentation.
2. I bought a wonderful webcam yesterday. **WHICH**
The webcam is wonderful.
3. You met an engineer yesterday. He designs microchips. **WHOM**
The engineer designs microchips.
4. Did you use this laser printer? **THAT**
It this used?
5. Customer Services use headsets. The headsets are a new Samsung model. **WHICH**
The headsets are a new Samsung model.
6. I need to print immediately. **PRINTING**
I need
7. Copying books is illegal. **MAKING**
..... is illegal.
8. I need this picture scanned. **SCAN**
I need this picture.

2 **PET**  Write about 35-45 words for one or both of the following.

- A. You have just bought a new computer. Write an email to an English friend of yours. In your email you should:
 - describe the type of computer (e.g. desktop, laptop, etc.) and the characteristics of the hard disk and RAM
 - describe the input and output devices
 - describe the storage device that you will use and why.
- B. You have a problem with your printer. Write an email to the Customer Service to explain your problem and ask for help. In your email you should:
 - provide all the details about your printer (brand, type, model, etc.)
 - describe the problem
 - ask for help (e.g. substitution, repair, etc.).

Tips for PET writing 2

- Use an informal style
- Remember that your email is being sent to an English friend, so use an English name in the opening greeting: *Hi Jane, / Dear Paul,*
- Write a short introduction: *Thank you for your email / How nice to hear from you / I have great news / I want to tell you about...*
- You can condense your information into a single paragraph, but remember to answer all the three questions, otherwise you will lose marks.
- Remember to end your email in a suitable way: *See you / Write back soon.*