

To: l.carmichael@rjtechcorp.com

From: p.rossini@worldwidecompsupply.com

Subject: Re: Your Order (#25841)

Dear Ms. Carmichael,

Thank you for choosing **peripherals** from Worldwide Comp Supply. Please ensure the following information is correct:

Category	Quantity	Description
Monitors	24	XR60 flat panel screen (17-inch)
	12	XR90 flat panel screen (24-inch)
Attachments	36	S740 QWERTY keyboard
	30	SL90 optical mouse with scroll wheel
	6	SL90W wireless optical mouse with scroll wheel
Printers	4	P1070 black-and-white laser printer
	4	PI66 photo-quality inkjet printer with a built-in scanner

Congratulations! This order qualifies for eight FREE storage devices. A package of ShurStore 4GB **flash drives** is included in your shipment. Thank you for your business!

Sincerely,
Paul Rossini
Worldwide Comp Supply

Get ready!

1 Before you read the passage, talk about these questions.

- 1 What computer accessories are used to input information?
- 2 What computer accessories are used to display information?

Reading

2 Read the email. Then, mark the following statements as true (T) or false (F).

- 1 ___ The order includes monitors in two different sizes.
- 2 ___ Some of the optical mice are not wireless.
- 3 ___ The customer requested an extra package of flash drives.

Vocabulary

3 Fill in the blanks with the correct words and phrases from the word bank.

Word BANK

wireless flat panel laser printer
peripherals keyboard scroll wheel

- 1 The mouse is _____, so the user doesn't have to plug it in.
- 2 If the _____ breaks, it's difficult to move up and down on the screen.
- 3 Today's _____ monitors are much more popular than the old, rounded ones.
- 4 The student types fifty words per minute on his _____.
- 5 The new _____ produces clear, precise text on each page.
- 6 A monitor and a mouse are types of _____.



4 Place the correct words and phrases from the word bank under the correct headings.

Word BANK

inkjet printer optical mouse
flash drive monitor scanner

Displaying information	Inputting information	Storing information

5 Listen and read the email again. What are some different features that an optical mouse might have?

Listening

6 Listen to a conversation between a representative and a customer. Choose the correct answers.

- What is the main idea of the conversation?
 - A placing a new accessory order
 - B correcting an error in an accessory order
 - C confirming the details of a recent accessory order
 - D reviewing the costs of an accessory order
- What product will the woman receive for free?
 - A extra wireless mice
 - B packages of flash drives
 - C a QWERTY keyboard
 - D a laser printer

7 Listen again and complete the conversation.

Representative: Thanks for calling Worldwide Comp Supply. How 1 _____ you?

Customer: Hi, I'm calling about order number 25841. Some of the order 2 _____.

Representative: 3 _____ to hear that. What's the problem?

Customer: I ordered thirty-six 4 _____. Thirty were regular, and six were wireless.

Representative: I see that on your order confirmation. 5 _____ were in the shipment?

Customer: Well, I received all thirty-six mice. But 6 _____ are wireless.

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

I'm sorry about ...
I ordered ... but ...
I'll throw in ...

Student A: You are a representative. Talk to Student B about:

- his or her accessory order
- an error in the shipment
- how you will resolve the problem

Student B: You are a customer. Talk to Student A about an error in your accessory order.

Writing

9 Use the conversation from Task 8 to complete the order correction request.

Order Correction Request

Customer: _____

Order Number: _____

Description of Problem:
The customer was supposed to receive _____.

Instead, she received _____.

Correction Needed:
We need to _____.

Please describe any special offers you made to the customer: _____.



Thank you for purchasing the Spirtec X900 Desktop Computer! Take a moment to learn about your new computer:

Exterior

- The X900 features a durable metal **case**. This protects it from typical wear and damage.
- Every **port** has a fitted rubber **cover**. These prevent interior dust buildup.

Interior

- Your computer's **power supply** connects to the **motherboard**. This is what drives the X900's powerful **processor**!
- All that power produces heat. That's why your X900 has an efficient **fan** and **heat sink**. These keep internal temperatures at a safe, low level.
- You'll find lots of data storage on the **hard drive**. Also, transfer files with the built-in **CD/DVD drive**.

Get ready!

- 1 Before you read the passage, talk about these questions.

- 1 What features protect the interior of a computer?
- 2 What parts of a computer allow it to function?

Reading

- 2 Read the brochure. Then, mark the following statements as true (T) or false (F).

- 1 ___ The computer's ports are protected from interior dust buildup.
- 2 ___ The computer has a display that shows its internal temperature.
- 3 ___ A CD/DVD drive can be purchased separately.

Vocabulary

- 2 Read the sentence pairs. Choose which word or phrase best fits each blank.

1 cover / processor

- A A _____ prevents a computer from getting dirty.
- B The new _____ is faster than the old one.

2 port / case

- A The computer's _____ protects it from damage.
- B The cable plugs into the _____.

4 Place the correct words and phrases from the word bank under the correct headings.

Word BANK

- heat sink hard drive power supply
motherboard CD/DVD drive fan

Cooling	Routing Energy	Accessing Data

5 Listen and read the brochure again. What parts of a computer prevent it from overheating?

Listening

6 Listen to a conversation between two engineers. Check (✓) the problems with the computer that the engineers identify.

- 1 slow processor
- 2 warm case
- 3 malfunctioning motherboard
- 4 loud fan
- 5 defective heat sink

7 Listen again and complete the conversation.

Engineer 1: Hey, Greta. Have you used the computer in the conference room?
 Engineer 2: No. Is there a 1 _____ with it?
 Engineer 1: Yeah. I think it's 2 _____.
 Engineer 2: Oh, that's not good. What's it doing?
 Engineer 1: Well, the processor is working 3 _____. And the case feels unusually warm.
 Engineer 2: Does it 4 _____ of noise?
 Engineer 1: Now that you mention it, 5 _____ did seem really loud.
 Engineer 2: It sounds like you're right. If I were you, I'd replace the 6 _____.
 Engineer 1: Yeah, it's probably defective. I'd better give that a try.

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

- Is there a problem ...
- If I were you ...
- I'd better ...

Student A: You are an engineer. Talk to Student B about:


- a possible problem with a computer
- why you think the problem exists
- how to solve the problem

Student B: You are an engineer. Talk to Student A about solving a problem with a computer.

Writing

9 Use the conversation from Task 8 to complete the repair request.

Computer Repair Request



Machine: _____

Describe problem: I noticed that the computer _____

 and _____.

I think the problem is _____.

Request: The computer needs _____.