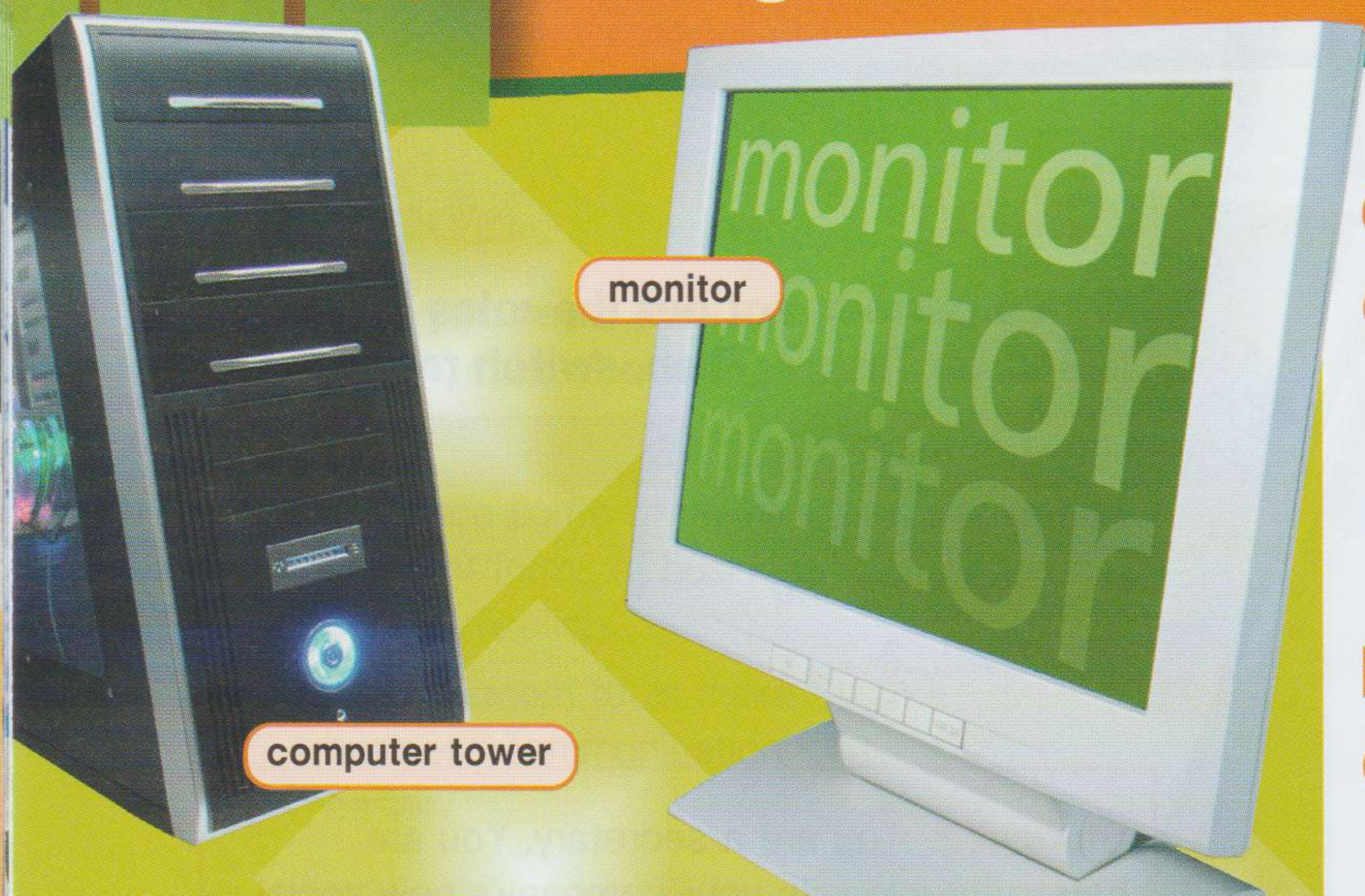


11 Using computers



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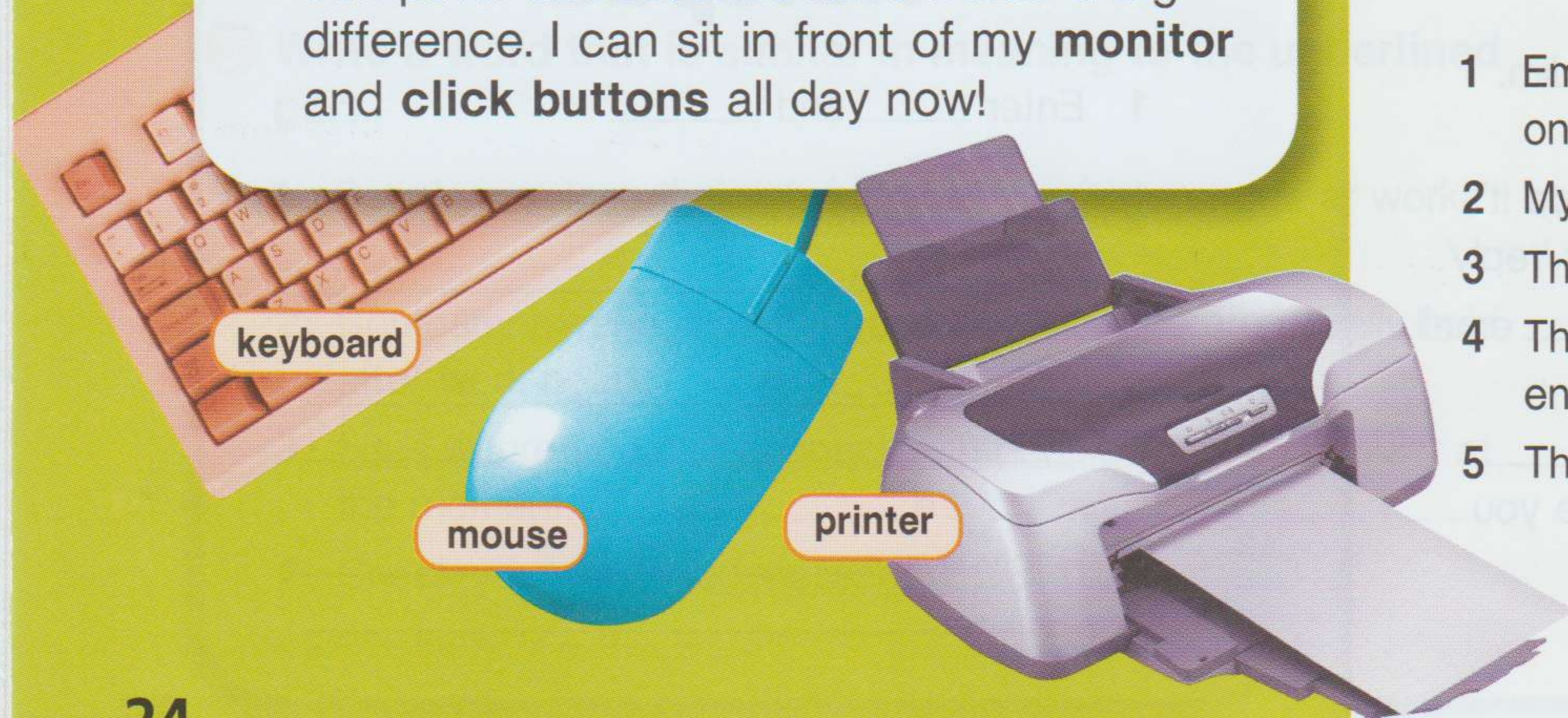
Secrets of a Secretary

By: Joanne Wilkins

I sit down at my desk at work, I turn on my **computer tower** and it beeps as it **boots up**. Then, I reach over and turn on the **printer**. These computer operations are easy and familiar for most people. What most people are *not* familiar with is the discomfort of using a computer left-handed. For years, computer **accessories** have been designed for right-handed people. But not anymore.

I recently purchased a left-handed **keyboard**. The **numeric keypad** and the arrow keys are on the left side instead of the right. This new keyboard makes it much easier to **type** with both hands. As a result, my typing speed has increased.

I also bought the new "lefty-friendly" **mouse**. It's made to fit a lefty's hand, so there's less wrist strain and fewer awkward movements. My new left-handed computer accessories have made a big difference. I can sit in front of my **monitor** and **click buttons** all day now!



Get ready!

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

- 1 What are the different parts of a computer?
- 2 What do people use computers for?

Reading

2 Read the secretary's blog. Then, choose the correct answers.

- 1 What is the blog mainly about?
A getting new equipment at work
B how to use a computer better
C how to be able to type faster
D computer equipment for left-handed people
- 2 Which new products does the blogger use?
A a keyboard and mouse
B a keypad and computer tower
C a monitor and keyboard
D a mouse and printer
- 3 What is a benefit of the mouse described?
A faster movements
B less wrist strain
C increased typing speed
D the buttons are on the left

Vocabulary

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

Word BANK

boot up numeric keypad printer
click monitor

- 1 Email allows you to send documents with just one _____.
- 2 My eyes hurt from staring at this _____.
- 3 This computer takes so long to _____.
- 4 The _____ makes it much easier to enter numbers.
- 5 The _____ just ran out of ink.

4 Match the words (1-5) with the definitions (A-E).

- 1 ___ computer tower 3 ___ type 5 ___ monitor
 2 ___ keyboard 4 ___ mouse

- A a computer display device
 B to enter data into a computer using a keyboard
 C the box that contains the operating parts of a desktop computer
 D many keys that allow you to type on a machine or computer
 E a mobile device that helps you select functions on a computer

5 Listen and read the blog again. How can you adapt your computer if you are left-hand?

Listening

6 Listen to a conversation between a customer and a sales representative. Mark the following statements as true (T) or false (F).

- 1 ___ The woman is left-handed.
 2 ___ The man recommends sale items.
 3 ___ The woman decides not to buy the mouse.

7 Listen again and complete the conversation.

Sales Rep: SimpleClicks. This is Ron speaking. How can I help you?

Customer: Hi. I'm interested in some products I saw on your website.

Sales Rep: Okay. Which ones are you interested in?

Customer: Well, I saw that you have some computer accessories for 1 _____ - _____ people.

Sales Rep: Yes, it's a new range.

Customer: I need to order a left-handed 2 _____ and mouse.

Sales Rep: Sure thing. A lot of our left-handed 3 _____ say those have been 4 _____ - _____ for them.

Customer: Yeah, I'm a secretary, so I'm 5 _____ all day.

Sales Rep: Now, are you satisfied with your current printer and monitor?

Customer: Oh, yes. They 6 _____ .

Salesman: Well, if you change your mind we are having a sale on several models.

Customer: Just the mouse and keyboard 7 _____ , thanks.

Speaking

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

USE LANGUAGE SUCH AS:

Which ones are you interested in?

I saw that you have ...

I would like to order ...

Student A: You are a sales representative at a computer supplies company. Help Student B with his or her purchase.

Student B: You want to order some computer accessories. Call a company to place an order.

Writing

9 Use the conversation from Task 8 to fill out the customer order.

Customer Order

Name: _____

Address: _____

Item	Price	Total

Total: _____