

# LESSON PREPARATION

## INTERMEDIATE UNIT FOUR

### VOCABULARY AND EXPRESSION BUILDERS

#### Vocabulary and Expression Builders.

#### Information Technology and Computer Vocabulary

**IT:** I work in information technology.

**Software:** We have new software in the office.

**Wireless:** I have a wireless mouse.

**Installation:** We are installing the new system next year.

**Laptop:** The company bought new laptops for the executives.

**Technology:** We need new technology.

**Updates:** Have you updated the system.

**Screen:** We have a new screen.

**Database:** Our database is out of date.

**DVD:** I have a new DVD player.

**BCC:** (blind carbon copy call BCC) Make sure you send the email BCC to hide other names.

**CC:** (from carbon copy called copy) Send a copy to Jane please.

**Keyboard:** We bought a new keyboard.

**Email Address:** What is your email address?



### SPEAKING ENGLISH

#### Telephone requests

May I speak with the help desk?

Do you have any updates at present?

Have you received my request?

### TECHNIQUE BUILDERS

#### Saying Numbers

New Microsoft Vista Software Releases

Version 1.2329 Beta

Version 1.7785 Production Version

### WRITING BUILDERS

#### Informal

John,

I have been having problems with my email. Can you help me?

George

#### Formal

Dear Ms. Lee,

I have been talking with the tech support team and they have not been able to resolve my email problem.

Thank you Mike

One word    janedoe@email.com

#### Very formal

Dear Managers,

It has been brought to my attention that there are problems with our email system.

The Management

#### For information

- Say email and not mèl. English people will not understand.

- A hyphen is also called a dash.

Peter-jones@email.com

- Underscore is underscore in English.

- All attached    jacksmith@email.com