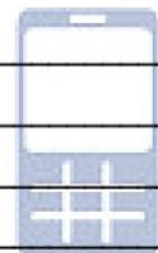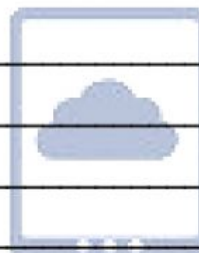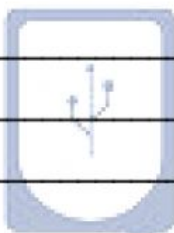**Activity 1: Study this chart.**

Asking for and giving advice

We use **should/would** + infinitive without *to* to give advice.	I/You/He/She/It/We/They **should/shouldn't** (should not) ... .
	What **should** I **do**? You **should buy** a flash drive. You **shouldn't get** a server.
	I/You/He/She/It/We/They **would/wouldn't** (would not) ... .
	What **would** you **recommend**? I'd (would) **recommend** a flash drive. I **wouldn't** (would not) **recommend** a server.

Activity 2: Read and listen to this dialogue. A colleage, Tim, is asking an IT expert, Sandy, what storage device to buy. Give Tim a piece of advice using "should."
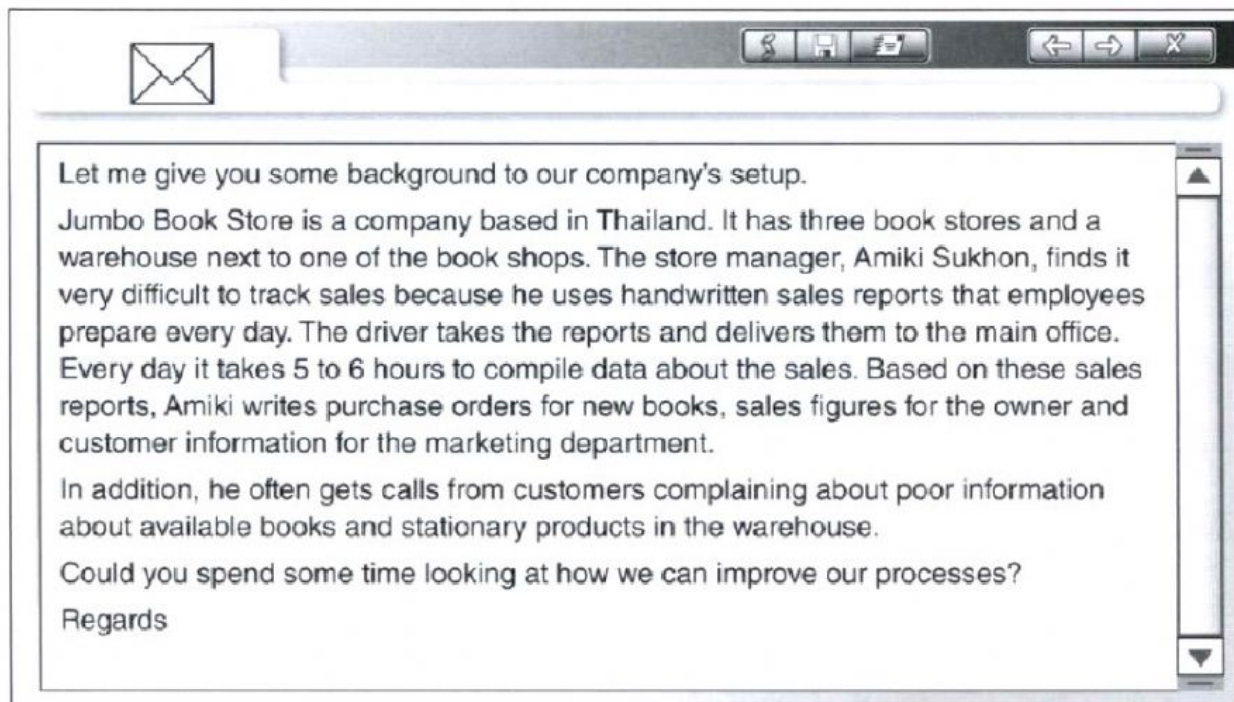
[T = Tim; S = Sandy]
T: Sandy, could you give me some advice on storage devices?
S: Sure. How can I help?
T: I'm a bit worried about my computer at home.
S: Right.
T: I've got lots of music and photos on my computer and I think I should back them up.
S: I know what you mean.
T: What should I buy?
S: I'd recommend an external hard drive. That's what I've got at home. How much can you spend?
T: $200.
S: That should be fine. You should be able to get something good for that. Oh, one thing: I'd really recommend you get one that backs up automatically from your computer when it is connected.

Activity 3: Read part of this email from the owner of Jumbo Book Store.

Let me give you some background to our company's setup.

Jumbo Book Store is a company based in Thailand. It has three book stores and a warehouse next to one of the book shops. The store manager, Amiki Sukhon, finds it very difficult to track sales because he uses handwritten sales reports that employees prepare every day. The driver takes the reports and delivers them to the main office. Every day it takes 5 to 6 hours to compile data about the sales. Based on these sales reports, Amiki writes purchase orders for new books, sales figures for the owner and customer information for the marketing department.

In addition, he often gets calls from customers complaining about poor information about available books and stationary products in the warehouse.

Could you spend some time looking at how we can improve our processes?

Regards

Activity 4:

1. What types of information does Jumbo Book Store communicate between its employees?
_____

2. How do the employees exchange information in the company?
_____

3. What documents does Amiki prepare?
_____

_____

4. How much time does it take to compile the data?
_____

5. Why do the customers complain?
_____

6. What are the benefits the book store will have with a database?
_____

_____