LESSON 7 - READING –TUTOR'S HANDOUT

Exercise 1: Read the following text and answer questions using NO MORE THAN THREE WORDS.

Subject: Re: URGENT Order No. 67329-LP
Hi, Ulf
Sorry I was out when you called.
I checked with the customer and you were right. It was shipping problem and there were two boxes. The first box was crushed and dented and three beakers were damaged. The second box was delivered late, but all four beakers were in good condition. We replaced the damaged beakers and the customer was happy.
The shipping agent is paying for the damage. Thanks a lot,
Simone

1. Who is Simone writing to?

2. What was the order number?

3. Was the delivery ontime?

4. How many beakers were delivered?

5. How many beakers were damaged?

Exercise 2: Read the following text and answer questions using NO MORE THAN THREE WORDS.

Listed below are some cell phone problems which are very common and by maintaining caution can help you to overcome them.

Cracked Display Screen: Most screens of your smartphone are made up of glass. The reason for this is that glass provides a much better clarity than fiber or plastic. And as we all see, the screens are very much bigger in size than the earlier keypaded handsets. An accidental drop from even a not so high place can crack the screen of your handset, replacement of which can prove expensive and time consuming. To avoid this you should keep your device in a protective cover which can easily absorb the impact of the drop.

Freezing Frequently: This has become a very common fault due to various reasons. The reasons are less free storage, excessive use of apps or sometimes low specs and configuration for frequent hanging.

Slow processing: This is most of the times due to the same reason as freezing. Less free space in internal memory or excessive use of apps is sometimes also due to virus infection. It is recommended to use apps like clean master in android handsets for optimal performance.

Note: If the fault is related to hardware, you merely haveto clean or replace the parts, while if the fault is related to software, you will have to hard reset or flash your device.

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Exercise 2: Read the following text and answer questions using NO MORE THAN THREE WORDS.

1. What device is being written about?

2. How many problems mentioned?

3. What should be used to protect the display screen?

4. What may be harmful to the device if used excessively?

5. What should you do if the hardware is faulty?

Exercise 3 : Read the following text and fill in the blank with NO MORE THAN TWO WORDS/ A NUMBER.

Strange Noises

Is your machine making a strange whirring noise? It might be a fan dying. Computers accumulate dust over time, and when fans get clogged, they can slow down, decreasing their effectiveness and making an unpleasant grinding sound.

Another common computer problem is the dreaded "click" of a dying hard drive — one of the most potentially destructive PC problems there is. If you hear a rapid clicking or clunking noise inside your computer, it's best to get a backup plan in place, if you don't already have one — chances are your hard drive is close to dying and taking all your valuable data with it. Then again, it may be a loose component or screw inside the machine. Either way, don't ignore it.

Overheating

Dying fans, poor ventilation, or even heavy use can create computer problems as the PC heats up. Most computers are designed to shut down when things get too hot, as a precaution against permanent hardware damage, but it can be pretty alarming when a machine just switches off seemingly out of nowhere.

Overheating can cause all sorts of other computer problems. Overheating can cause mouse glitches, strange performance in software, or lockups, while an overheating video card can cause the display to momentarily fail.

1.There are two problems mentioned in the passage. The first one is (1)……., and the second one is (2)……

2. Strange noises may result from a dying (3) ……as there is more and more dust overtime. It could be due to dying (4)……..if there is a rapid clicking inside the computer. Also, a loose component or screw inside the machine may cause the problem

3. To prevent (5) ……in the hardware, computer wil shut down if the machine is too hot

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