Ministerio de Educación Pública

# Self-Study Guide for Business Computing 2020

# Weeks 23-24

LIVEWORKSHEETS

# Self-Study Guide for English Subjects of Technical Education

Self-study is the ability to perform tasks by ourselves, without the presence of the teachers.

El **trabajo autónomo** es la capacidad de realizar tareas por nosotros mismos, sin necesidad de que nuestros/as docentes estén presentes.

| | |
|---|---|
| **High School Name:** | |
| **Sub area:** | English for Communication |
| **Specialty:** | Business Computing |
| **Year:** | |
| **Teacher's name:** | |
| **Student's name:** | |
| **Channel of Communication:** | Institutional email<br>WhatsApp messages<br>Microsoft Teams |
| **Virtual Office Hours:** | |

## 1. Getting ready to work on my self-study guide. Aspects to verify before I start working:

| | |
|---|---|
| **Materials needed / Resources:** | *What do students need for the lesson?*<br>*Suggested materials:*<br>• Notebook, pencil, pen, eraser, highlighters, etc.<br>• Self- study guide #1 for business computing<br>• Computer & Internet access **if possible** |
| **Conditions of the place to work** | • Avoid strong noises<br>• work in a silent well-lit place<br>• Make sure you feel comfortable.<br>• Have all you need on hand |
| **Expected time to work this self-study guide** | • This self-study guide will take you 180 minutes to be completed. |

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**2. The student is ready to start working**

| | |
|---|---|
| **Topic/ Study Unit:** | ***Unit 5: Following instructions from manuals and catalogs*** |
| **Objective/ Linguistic achievement** | • Understanding or using appropriate language for informational purposes.<br>• Comparing equipment used in a job taken from different catalogues.<br>• Identifying different equipment and components in catalogues used in a specific field of study. |
| **Task outline** | **1. Vocabulary Exercise. What is a catalog?**<br><br>**Catalogue**<br><br>A catalog is an ordered or classified list which is made up on any type of objects (coins, goods for sale, documents, among others), also a catalog is a set of publications or objects which are normally classified for sale.<br><br>➢ **Business Services Catalog**<br>A business service catalog maintains information on all services that you currently offer to customers. A service catalog should be a subset of your entire service portfolio, likely because not all services are currently available. A document, an online portal, a website shopping experience, or other forms can all comprise your service catalog.<br>• **Service name**. The name by which the service provider and the service consumer reference the service<br>• **Service description**. A summary of what the service does and the outcomes it helps the consumer achieve<br>• **Service type/category**. How the service has been categorized based on the provider's offerings<br>• **Service levels**. Expected service performance targets the provider intends to achieve<br>• **Service costs**. Expected cost for the consumer to access/use the service<br>• **Service hours**. Time periods when the service provider can provide the service<br>• **Service support**. How the consumer can expect the provider to address any service issues, such as requests or incidents<br><br>➢ **Technical Service Catalog**<br>• **Supporting services**. Business and technical services that support the main service or product<br>• **Service customer**. The customers currently consuming the service<br>• **Service owner**. The businessperson/unit who has been assigned responsibility for the service, such as the product owner or product manager<br>• **Service priority**. The<br>• **Supporting services**. Business and technical importance of the service compared to other services as determined by the organization in terms of revenue and customer classification<br>• **Service escalation**. How the service is supported by different levels<br>• of technical teams and how issues are escalated from one team to another<br>• **Security rating**. The value of security for the information handled by the product or service |

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## The Importance of Having a Manual

- Whether it is how to install a software or how to use our mobile phones or how to run a business, manuals have been a part of our lives.
- In business, the Manual of Operations relay the standards and procedures of the company.
- It is a useful guide for the company to set the standards of the various operations within different departments.

## Classifications of Manual

**1. Product Manual**
This is also called the "Instruction manual". It is a manual that instructs users how to use the product.

**2. Installation Manual**
This is a manual on how to set-up or install the product.

**3. Troubleshoot Manual**
A type of manual used to fix parts of the product.

**4. User Manuals**
A type of manual that focuses on different kinds of users-administrators, maintenance personnel, beginners, managers, or students

**5. Operations Manual**
This is the manual for operations of the company or businesses. It is a set of standards and procedures for operations, work standards, and policies of the company.

**6. Crisis Management Manual**
A manual on how to respond to crisis or tragedies such as earthquake, fire, storms, tsunami, or violence in the work premises.

**7. Audit Manual**
This type of manual is a guide on how to do or make finance reports in relations to accounting and auditing matters.

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## 2. Grammar exercise. Imperative forms

An imperative is formed from the infinitive form of a verb and is normally used to give instructions or orders.

Imperatives are often used for giving instructions as to how to perform a task, either spoken or in written documents or manuals. Imperatives have many uses and are all around us in daily life.

Examples:

- Install the file, then restart your computer.
- Wait your turn.
- Click to accept our terms and then press the 'install' button.
- Do not park here.




**Sequencing vocabulary**

| Ordinal Numbers | Other sequencing words |
|---|---|
| First, | Then, |
| Second, | Also |
| Third, | In addition, |
| Fourth, | Later, |
| Fifith, | After |
| Sixth, | Next, |
| Seventh, | After that, |
| Eighth, | Lastly |
| Nineth, | Finally, |
| Tenth... | |

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**A. Fill in the blanks with the verbs in the box. Then, number the instructions in the correct order. Write the number in the parentheses.**

| put | press | cut | cover |
|---|---|---|---|



**How to use a blender**

( )After that, _____ the jar with the lid.

( )Then, _____ the food into the jar.

( )Finally, _____ the desired speed button to start the blender.

( )First, _____ the food into pieces.

**B. *Look at the pictures of different things people do when they are the last person leaving work. What are they doing? Match the pictures with the phrases at the bottom.***

| | | |
|---|---|---|
| **lose / shut the door** | **close / shut the window** | **close / shut the gate** |
| **switch / turn off the lights** | **lock the safe** | **put the answer phone on** |
| **sign out** | **put the money in the safe** | **set the alarm** |







_____ _____ _____








_____ _____ _____







_____ _____ _____

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## 3. Listening Exercise.

1. Listen to the following person providing instructions and answer the questions.

| Questions | Answers |
|---|---|
| Where is the key to the safe? | |
| Which window is often open? | |
| Why shouldn't you switch the computers off? | |
| How many times does the phone ring before the answerphone comes on? | |
| What is the code for the alarm? | |
| What is next door? | |

1. Listen to the following conversations about people wanting to purchase electronic devices. Check the features of each of them (X).



**Portable DVD player**

- [x] 3-year warranty
- [ ] long battery life
- [ ] well-known brand
- [ ] light weight
- [ ] TV tuner included
- [ ] anti-shock feature
- [ ] big screen
- [ ] two sets of headphones



**Camcorder**

- [ ] 50 percent discount
- [ ] easy to use
- [ ] image stabilizer
- [ ] takes good still photos
- [ ] compact design
- [ ] records to hard drive
- [ ] records to DVD
- [ ] remote control

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**4. Reading exercise. Read the following steps.**

## HOW TO INSTALL A COMPUTER: EXAMPLE RESOURCES





It is cheaper to install a computer by yourself than purchase a computer that is already built. The parts of the computer can be purchased from computer stores that sell used computer parts. Installing a computer by yourself is also advantageous as you will learn how the computer works and you can repair the computer by yourself if ever you have problems with it.

**Materials Needed:**

- CPU
- power supply
- monitor
- Motherboard
- CPU fan
- RAM
- hard drive
- disk drive
- video card
- sound card
- screwdriver
- screws

**Step 1** Before beginning to install your computer, you need to make sure that all the computer parts that you have are compatible with each other.

**Step 2** Now get your motherboard. Be careful in handling the motherboard so as not to damage it. Connect the CPU's pins to the motherboard. Carefully push the motherboard in place.

**Step 3** Next, install the CPU fan on your motherboard. This device cools the computer down to avoid overheating of the computer. Don't install the motherboard yet.

**Step 4** After installing the fan, install the RAM in place on the motherboard. The RAM is the memory of the computer. Gently push the RAM chip inside the slot. There are clips on either side of the RAM slot. Secure the RAM chip in place by using the clips.

**Step 5** Now you have installed the major components. After installing the major components of the computer, install the motherboard inside the computer case. Secure the motherboard in place by using the screws and the screwdriver.

**Step 6** After you have secured the motherboard in place, you can install the power source. The power source has wires connected to it. Connect a wire to the motherboard and to other devices inside the case. You can check the user's manual of the power source to know which cable to connect to a specific device.

**Step 7** Install the hard drive. There is a slot on the computer case designed to hold the hard drive. Make sure that the hard drive is securely in place by using the screws. Get one of the wires connected to the power supply and connect it to the hard drive. You cannot install the hard drive until you have secured the motherboard.

**Step 8** Finally, install the CD-ROM drive. Slide the CD-ROM drive on its slot and connect the power source cable to the CD-ROM drive.

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5. **Writing Exercise. Write the steps for developing a procedure related to your area. Choose any task related to your area.**

First, _____

_____

_____

Second, _____

_____

_____

Third, _____

_____

_____

_____

Then, _____

_____

_____

_____

Next, _____

_____

_____

_____

Finally, _____

_____

_____

_____

_____

| | |
|---|---|
| **Extended Activity** | |
| **Delivery Date:** | |

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