

# ENGLISH FOR DIGITAL TECHNOLOGY



  
A WORKBOOK



# English for Digital Technology

## A Workbook



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POLITEKNIK SULTAN IDRIS SHAH  
KEMENTERIAN PENGAJIAN TINGGI

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Publication 2022

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e ISBN 978-967-2860-47-1

Perpustakaan Negara Malaysia

ENGLISH FOR DIGITAL TECHNOLOGY: A WORKBOOK

Mode of access: Internet

e ISBN 978-967-2860-47-1

Published by:

Politeknik Sultan Idris Shah  
Sg. Lang, 45100 Sg Air Tawar,  
Selangor Darul Ehsan

No. Phone: 03 3280 6200

No. Fax : 03 3280 6400

Website: <https://psis.mypolycc.edu.my>

# PREFACE



This workbook is designed to help Digital Technology students in Politeknik Sultan Idris Shah (PSIS) sharpen their English language comprehension. We hope that this workbook can help the students with their English language subject. The workbook comprises the following four chapters:

- Describing Products and Services.
- Describing Processes, Procedures and Giving Instructions.
- Making and Responding to Enquiries.
- Making and Handling Complaints.

We would like to thank Politeknik Sultan Idris Shah for giving us the experience and encouragement in completing this workbook.

# INTRODUCTION

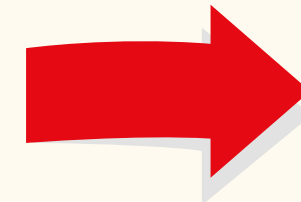
English for Digital Technology – A Workbook, created for the sole purpose of a guide to cater for both lecturers and students of Politeknik Sultan Idris Shah, specifically those who are teaching and taking English for Digital Technology. Multiple exercises and activities compiled together in one book and expanded to all four chapters present in the subject will enhance one's knowledge, understanding and expertise in the field. This compilation would ease one's work without the hassle of finding other sources or alternatives related to English for Digital Technology.

English for Digital Technology – A Workbook, noticing the difficulties faced by lecturers and students to find resources regarding the subject matter due to lack of resources, lecturers who have experience in teaching English for Digital Technology at Politeknik Sultan Idris Shah decided to collaborate and develop a workbook that can be used in class, online and self-study. Hence, this workbook was created. It is hoped that the creation of this book could serve its purpose well as a guide for both the lecturers and students who are teaching and learning English for Digital Technology.

# Contents

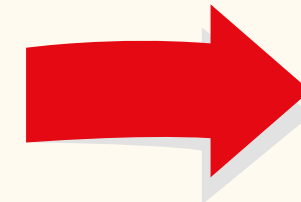


PART 1: Describing Products and Services



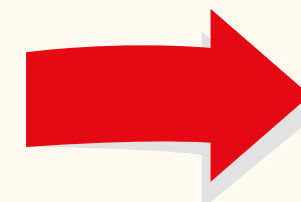
Page 1 - 23

PART 2: Describing Processes, Procedures  
and Giving Instructions



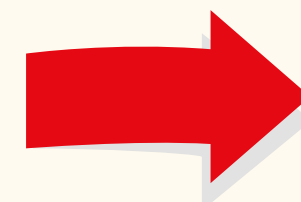
Page 24 - 49

PART 3: Making and Responding to Enquiries

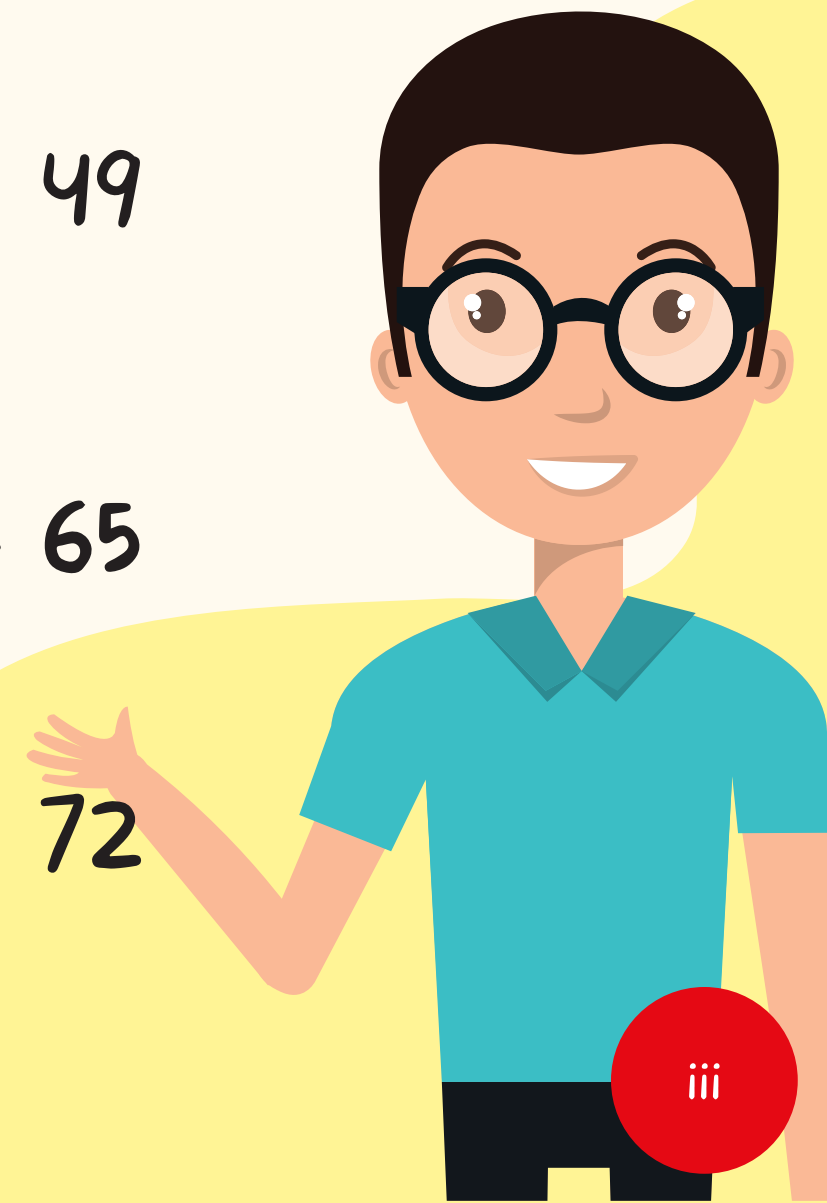


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PART 4: Making and Handling Complaints



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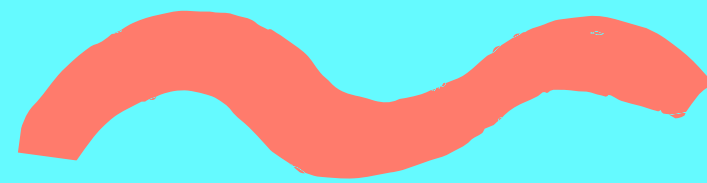
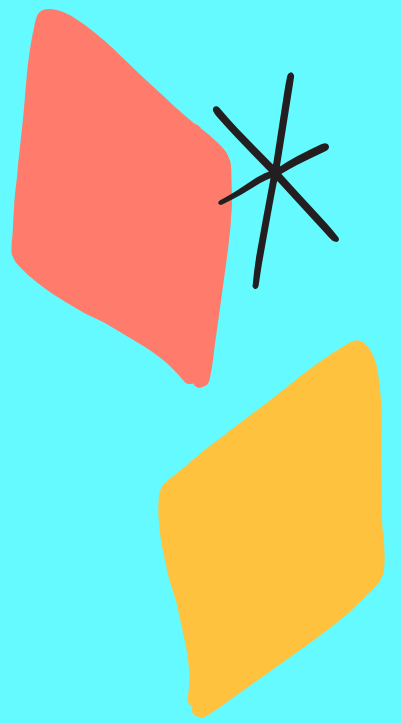


# PART I: Describing Products and Services





# PART I: Describing Products and Services



In this topic, you will explore the difference between products and services as well as physical and digital products. You will discover different aspects of products to describe, be they physical or digital. To enable you to do so, you will be equipped with a variety of useful phrases to use in your product description.



# Let's find out!

What is product?

What makes them different?

Product	Service

Once you have your answers ready, share your findings with your group members.

What is service?

Can you give some examples?

Digital Products	Digital Services



# EXERCISE

Decide whether following are products or services.



product

service



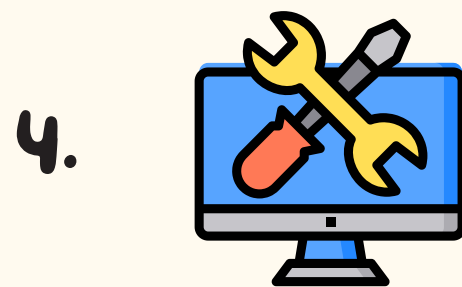
product

service



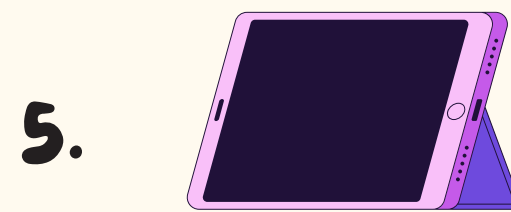
product

service



product

service



product

service



product

service



product

service



product

service

Try the online version of this quiz.

Click this link  
<https://bit.ly/ProductOrService>

or scan the QR code below:



Product or Service?

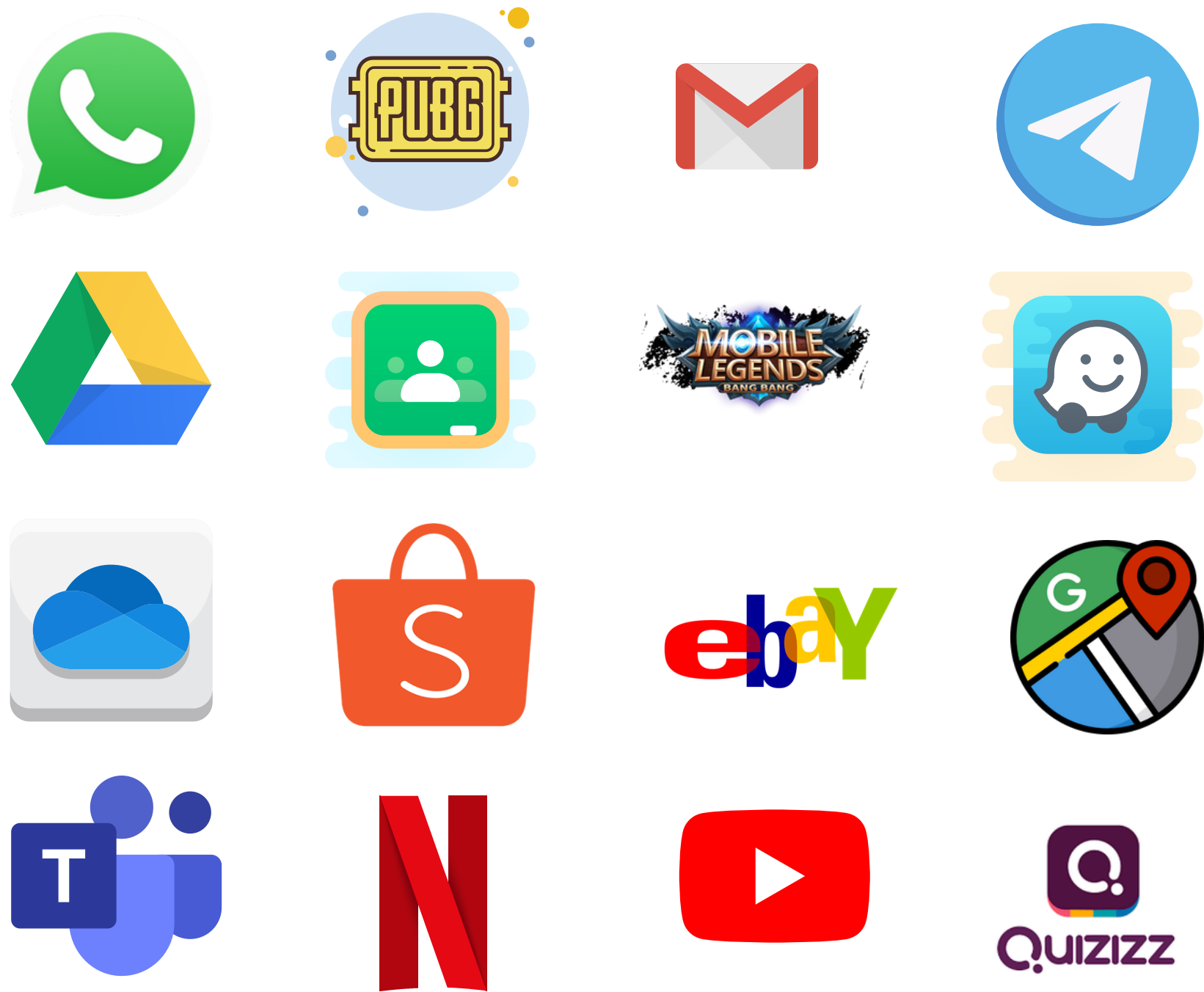
Enter your name:

Remember me?

Start

Powered by Wordwall

In describing a product, it is important to know the name of the app and the type of product it belongs to. How would you categorise the apps given? The first types is done as an example. Can you find out the rest?



App Type	Examples
Communication	Whatsapp, Telegram

Try the online version of this task.

Click this link  
<https://bit.ly/3TD9z7x>

or scan the QR code given



# You can describe digital products in terms of:

## ITS TYPE

- Is it a site?
- Is it a system?
- Is it a software?
- Is it an application?
  - communication app?
  - entertainment app?
  - gaming app?
  - social app?
  - map app?



## ITS FEATURES

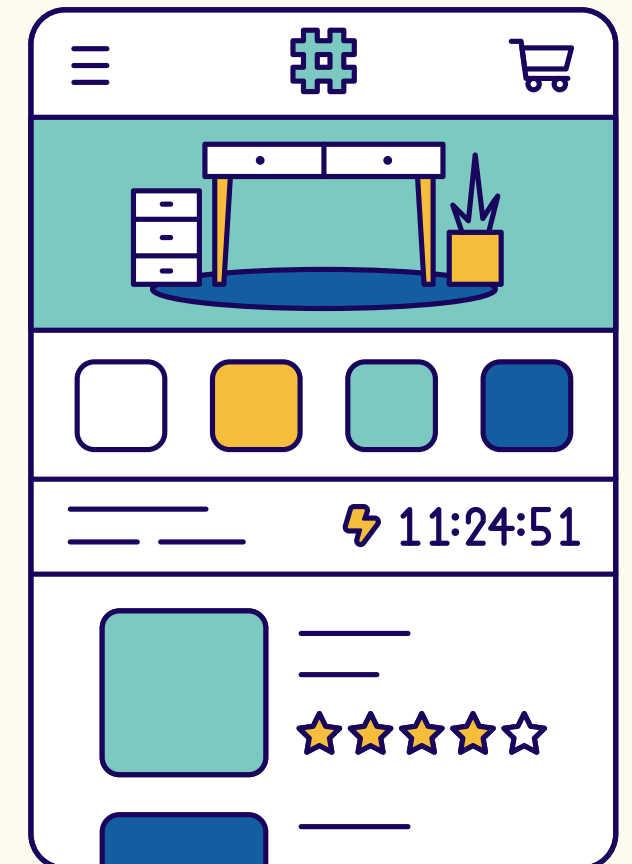
- Its components
  - buttons
    - e.g. Record button
  - menu
    - e.g. Dropdown menu
  - bar
    - e.g. Search bar
  - etc
- Secondary functions
  - video call feature
  - status update feature
  - live streaming feature

## ITS CHARACTERISTICS

- Its difference from a similar app
- Technical requirements
- UI design
- UX design
- Size
- Etc

## ITS FUNCTION

- Primary function
- Its main use
- The main reason it is created



# TASK 1

If you were to describe a mobile application, what are the aspects that will you talk about?

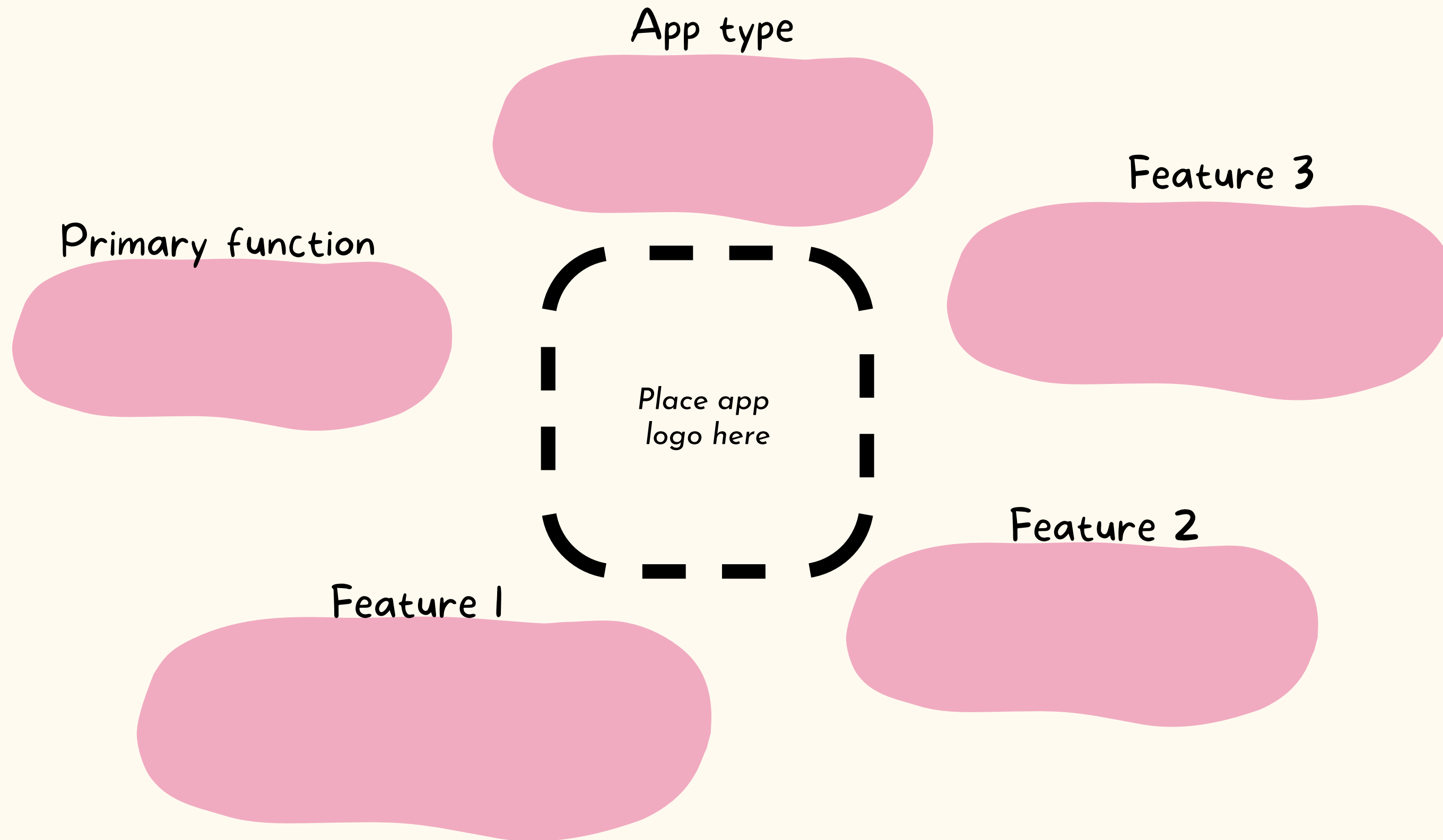


# TASK 2

You are recommending a new smartphone to a friend. What are the aspects of the device would you talk about?



**Task: Choose an application and fill in the following with suitable details.**



# Four ways you can describe app function and features.


## Structure 1

Start with the user and describe what they can do with it.

e.g. Users can share texts, photos and videos through Whatsapp Status Update feature.

e.g. Teachers can organise their lessons better with Google Classroom.

What other words can we use to replace the word 'can'?



## Structure 2

Start with the name of parts/ components of app and describe what users can do with it.

e.g. Status Update tab lets users share texts, photos and videos.

e.g. The camera button lets you snap photos.

What other words can we use to instead of 'lets'?



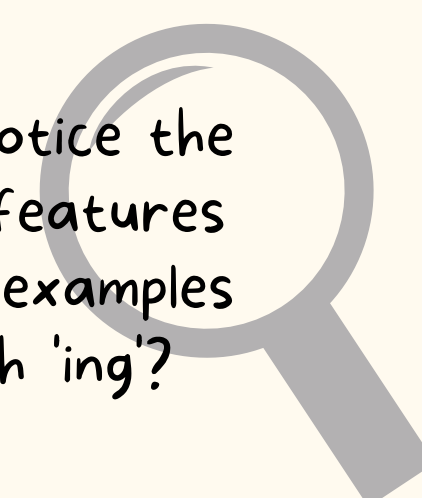
## Structure 3

Start with the name of feature and tell what users can do with it.

e.g. Status updating feature lets users share texts, photos and videos.

e.g. Audio messaging feature allows users to send voice messages to their contacts.

Did you notice the name of features from the examples end with 'ing'?



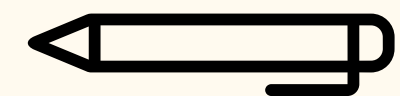
## Structure 4

Start with the benefit.

e.g. Document sharing becomes easy with Whatsapp file sharing feature.

e.g. Location finding can now be done quickly with Google Maps.

\_\_\_\_\_ing becomes easy with Google Classroom.



T\_\_\_\_\_ management is now easy with Planner App.

# Useful phrases for describing app features

- You **can do what** with this app/feature.
  - Users **can communicate easily** through Whatsapp.
  - With Whatsapp, you **can communicate with ease**.
- This app/feature **allows you to do what**.
  - This app **allows** you to **communicate without a hitch**.
- This app/feature **lets you do what**.
  - Whatsapp **lets** you **communicate easily**.
- This app/feature **makes \_\_\_\_\_ing/ion/ment easy**.
  - Whatsapp **makes communicating easy**.

Did you know that 'easily', 'with ease', 'without a hitch' and 'effortlessly' means the same? They are synonymous!

When writing a description, avoid using the same word over and over again. Find synonyms to replace words that are used repeatedly.

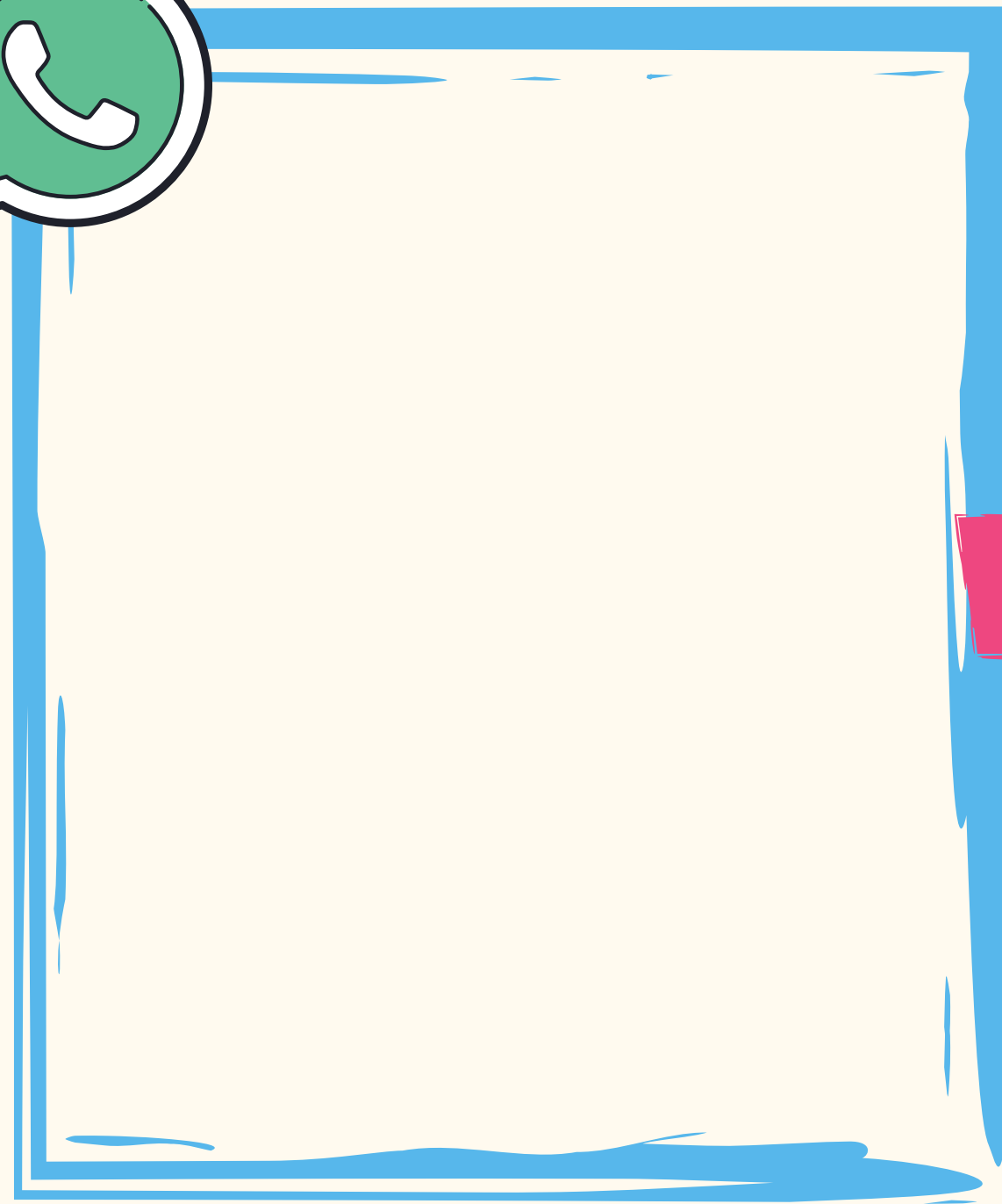


## Practice Complete the following sentences.

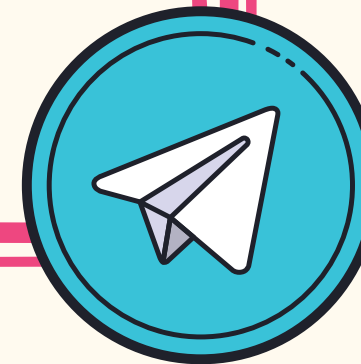
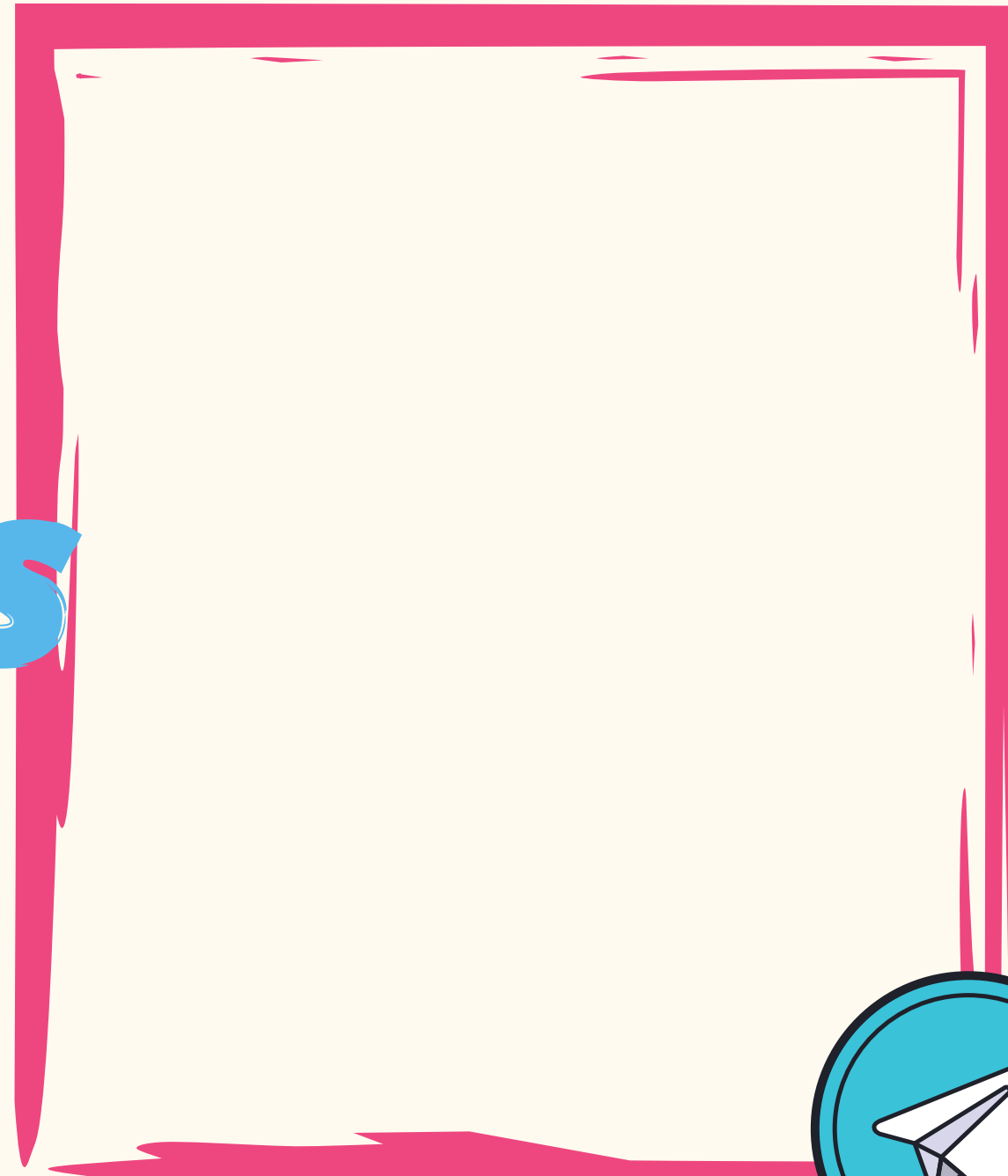
1. Users **can** \_\_\_\_\_ with Google Maps.
2. McDonald's app **allows** you **to** \_\_\_\_\_.
3. Google Classroom **lets** you \_\_\_\_\_.
4. Capcut **makes** \_\_\_\_\_ easy.
5. Canva has features that **allows** you **to** \_\_\_\_\_ effortlessly.
6. You \_\_\_\_\_ share text, photos and videos through the Update feature in Whatsapp almost instantly.
7. Facebook Live \_\_\_\_\_ users to livestream events, performances and gatherings.
8. You \_\_\_\_\_ share audio messages through Whatsapp chat.
9. Whatsapp users \_\_\_\_\_ share live locations to their contacts.
10. Canva also \_\_\_\_\_ you create presentation slides.



What makes Whatsapp and Telegram different? List 5 differences.



**VS**



# A OR AN?

Do you know when to use 'a' or 'an'?  
It actually depends on the PRONUNCIATION  
of the next word's first syllable.

A

Before words that start  
with a consonant sound –  
B C D F G etc

a smartphone

a powerful device

a unique item

Remember that the use of 'a'  
and 'an' depends on the sound,  
not spelling

An

Before words that start  
with vowel sounds –  
A E I O U

an operating system

an expansion card

an hourly rate

1. Google Classroom is \_\_\_ education app.

a

an

2. Keyboard is \_\_\_ input device

a

an

3. Fitbit is \_\_\_ fitness app.

a

an

4. PUBG is \_\_\_ shooting game.

a

an

5. Genshin Impact is \_\_\_ RPG game.

a

an

Try the online version of this exercise.

Click this link  
<https://bit.ly/3FhYh4z>

or scan the QR code given



**Read the two descriptions. Notice the differences in terms of words and phrases used.**

### DESCRIPTION A

Whatsapp is a communication app that has many features. With it, users can communicate, share files and life events easily.

Whatsapp has a chat button. Users can use it to send texts, documents, photos and other files to other users

Besides, it also has status sharing tab. Users can use it to update life events by sharing text, photos and videos.

Users can also make phone calls and videos calls with internet connection. Users can also make group video calls.



Did you notice that in this description, the words 'has' and 'can' are used so many times! Sounds boring, right?

### DESCRIPTION B

Whatsapp is a communication app that comes with a plethora of features that lets users communicate, share files and life events effortlessly.

The features include a chat button that makes it easy for users to send texts, documents, photos and other files to other users.

Besides, it is also equipped with Status sharing tab that allows users to update life events through sharing of text, photos and videos.

Not only that, Whatsapp also enables users to make phone calls and videos calls with internet connection. The latest update allows users to make group video calls.

Description B uses a variety of words that makes it more interesting!



**Let's turn to next page to learn more vocabularies.**

# Useful phrases: Different ways of saying "It has many features."

It has

a lot of features

that enables users to

a range of features

that helps users to

an array of features

that allows users to

a plethora of features

that lets users to

a variety of features

that makes it easy to

a set of features

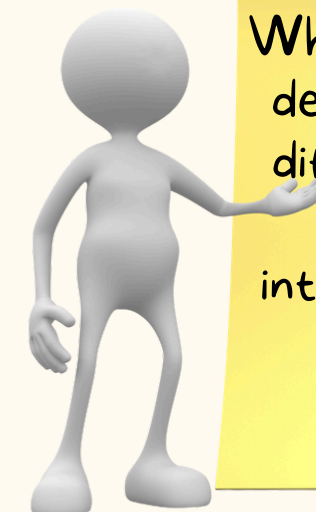
that enables users to

do A,  
do B and  
do C.



The phrases in green colour means the same thing!

What words or phrases have the same meaning with 'has'?



When writing a product description, try to use different vocabularies to make it more interesting. Avoid using the same word repeatedly.

**TASK:** Complete the following sentences with suitable uses of the apps given. The first sentence has been completed as an example.

Whatsapp comes with

an \_\_\_\_\_ of features

that allows users to

chat, share files and update live events.

Google Chrome equips users with

a \_\_\_\_\_ of features

that lets users to

\_\_\_\_\_, \_\_\_\_ and \_\_\_\_\_.

Onedrive is equipped with

a \_\_\_\_\_ of features

that makes it easy to

\_\_\_\_\_, \_\_\_\_ and \_\_\_\_\_.

Google Calendar packs

a \_\_\_\_\_ of features

that enables users to

\_\_\_\_\_, \_\_\_\_ and \_\_\_\_\_.

Shopee app provides users with

a \_\_\_\_\_ of features

that users can use to

\_\_\_\_\_, \_\_\_\_ and \_\_\_\_\_.


Adobe Acrobat Pro ships with

a \_\_\_\_\_ of features

that helps users to

\_\_\_\_\_, \_\_\_\_ and \_\_\_\_\_.

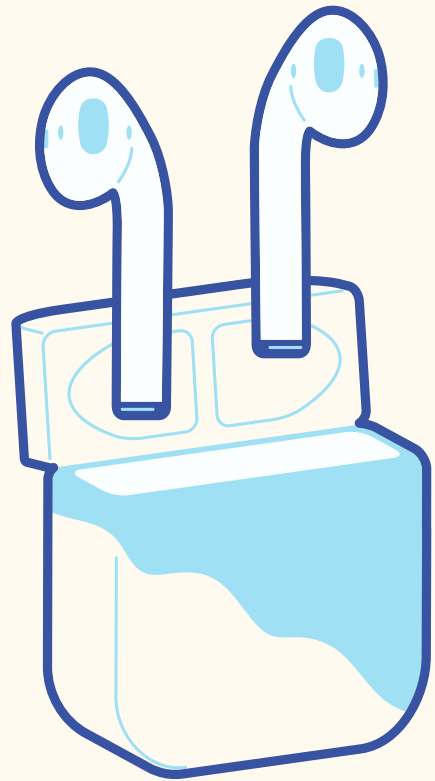
## Writing a summary of app features

When **introducing** an app, you can describe the app in terms of its type and its main function. It is also good to have a **summary** of other features that are available. Let's take a look at this example: 

**Choose a mobile app and write an introduction of the app. Use the phrases you learned to **introduce** the app and to **summarise** its features.**

**EXAMPLE:** Whatsapp is a social app that allows users to communicate with others easily. It comes with a set of features that lets users send media and documents as well as sharing locations to other users.

# You can describe an physical product in terms of:

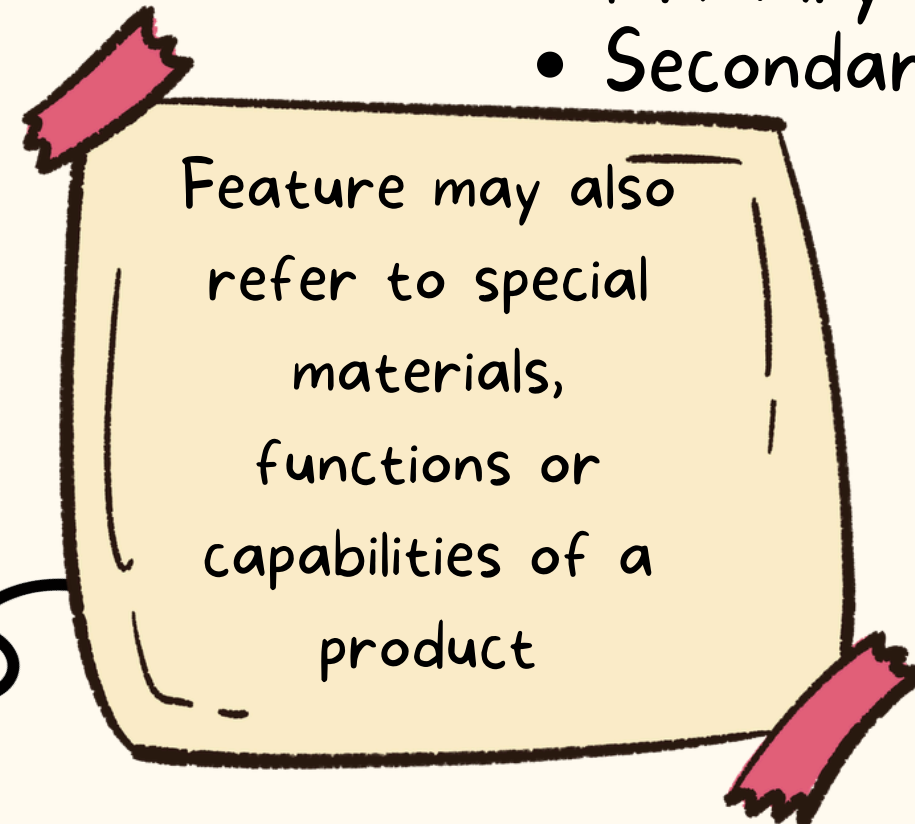
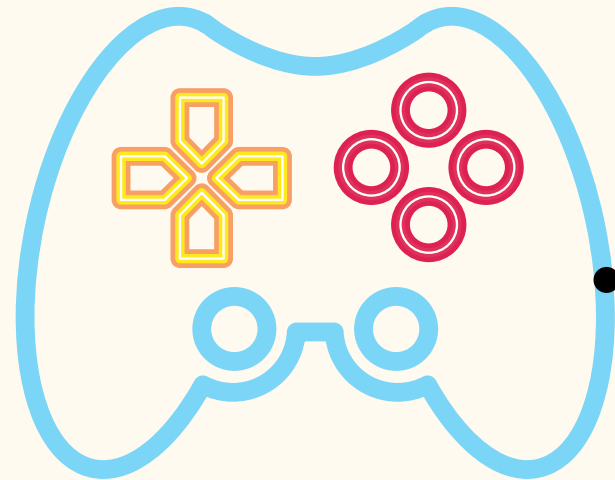


## Its type

- Is it a tool?
- Is it a gadget?
- Is it a machine?
- It is a component?
- Is it an equipment?

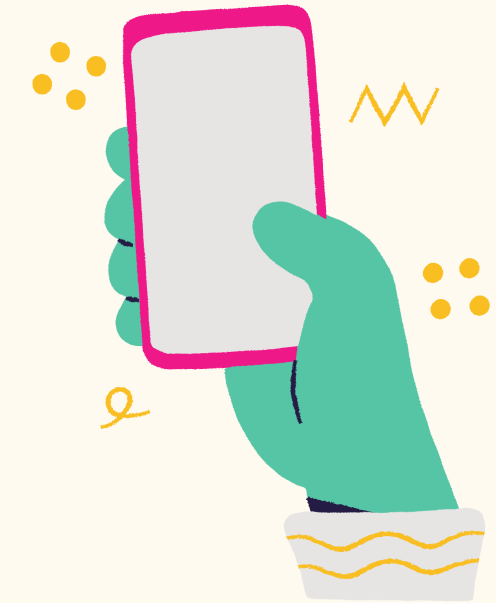
## Its features

- Its parts
  - switches
  - body material
  - screen type
- Its capabilities
  - water resistance
  - non-stick
  - anti-theft
  - etc



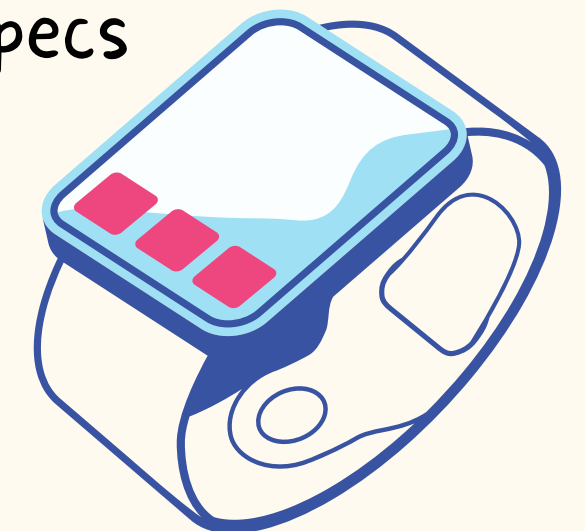
## Its function

- Primary function
- Secondary functions



## Its characteristics

- Model /Brand
- Its difference from similar product
- Technical specs
- Variants
  - colour
  - size
  - weight
- Design



**Task:** You are designing a new smartwatch. What features would you include in your invention? Are there any special functions? Fill in the details of the gadget based on the aspects given.

Product type

[Pink rounded rectangular box for Product type]

Brand and Model

[Pink rounded rectangular box for Brand and Model]

Feature 1

[Pink rounded rectangular box for Feature 1]

Feature 2

[Pink rounded rectangular box for Feature 2]



Feature 3

[Pink rounded rectangular box for Feature 3]

Variants

[Pink rounded rectangular box for Variants]

Write a description of your product here using the phrases you learnt.

[Large empty rectangular area for writing a product description]

Different ways of saying "It has..."

It comes with

It provides users with

It packs

It ships with

It sports

It is equipped with

It features

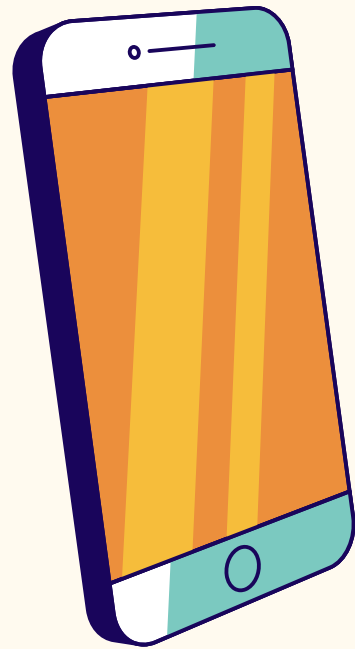
It boasts

It runs on

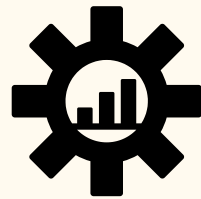
Use these phrases when talking about processor, RAM, battery, engine or any component that gives power to the product.

It is powered by

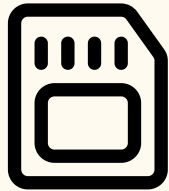
TASK: Use any of the above phrases to describe the features that your smartphone has.



e.g This phone comes with 48 megapixel rear camera.



1.



2.



3.



4.



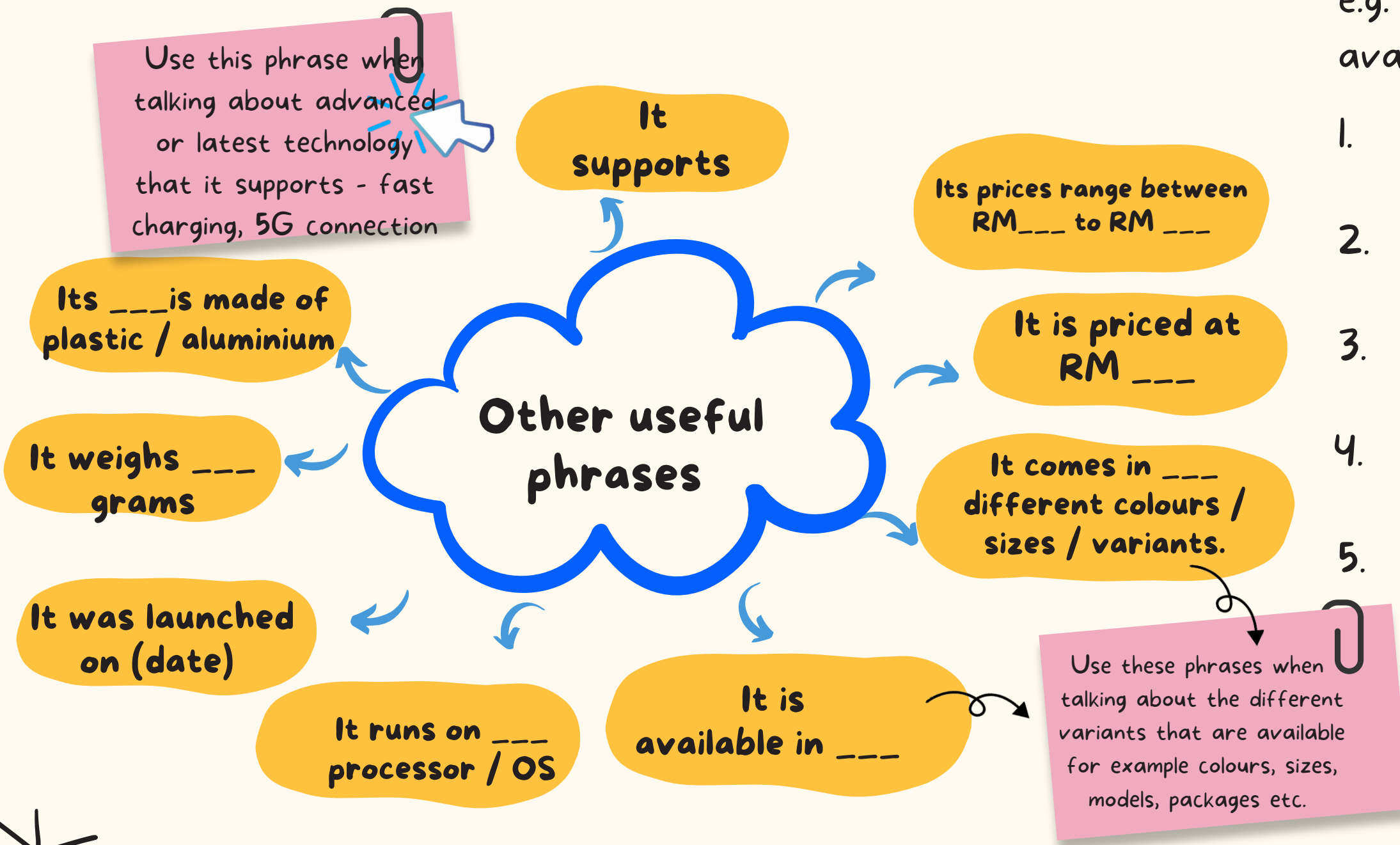
5.

Do you remember all the new words you learned in this page?

Click this link <https://bit.ly/3stkXHg> or scan the QR code given



**TASK:** The following are some more useful phrases you can use to describe a product. Can you use five of them to describe gadgets that you know?



e.g. HwaWay GT Smartwatch is available in three different colours.

- 1.
- 2.
- 3.
- 4.
- 5.

So you think you have mastered all the phrases? Let's test your knowledge.

Click this link <https://bit.ly/3DHIFWV> or scan the QR code given



## INSTRUCTION: Fill in the blanks with correct answers

1. The phone ( \_\_ h \_\_ p \_\_ ) with a 5.3" touchscreen display with a resolution of 1440 pixels by 2560 pixels.
2. The Nobia 8 is ( \_\_ \_\_ w \_\_ r \_\_ d ) by Snapdragon 8 Plus Gen 1 processor.
3. The phone ( \_\_ p \_\_ r t \_\_ ) 64GB of internal storage that can be expanded up to 256GB via a microSD card.
4. As far as the cameras are concerned, this phone ( \_\_ a \_\_ k \_\_ ) a 13-megapixel rear shooter and a 13-megapixel front camera.
5. The Nobia 8 ( r \_\_ n \_\_ ) on Android 7.11.
6. It only ( w \_\_ i \_\_ h \_\_ ) 160.00 grams.
7. The Nobia 8 is powered by 5000 mAh battery and ( s \_\_ p p \_\_ \_\_ t \_\_ ) fast charging.
8. It is ( a \_\_ \_\_ l \_\_ b \_\_ e ) in three different colours - black, blue and gold.
9. It was ( l \_\_ u \_\_ c h \_\_ d ) in September 2020.
10. The prices of this gadget ( \_\_ a \_\_ g \_\_ ) between RM 1300 and RM1700.

For interactive exercise, type this link on your browser - <https://bit.ly/3c99uYu> or scan the following QR code.



To play the game, click the file given and click the three dot icon. After that, click 'Open with' and choose Google Chrome to open the file.

# LET'S PRACTICE

Use these phrases to describe your smartphone.

It comes with

It ships with

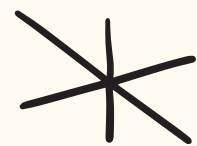
It includes

It provides users with

It is equipped with

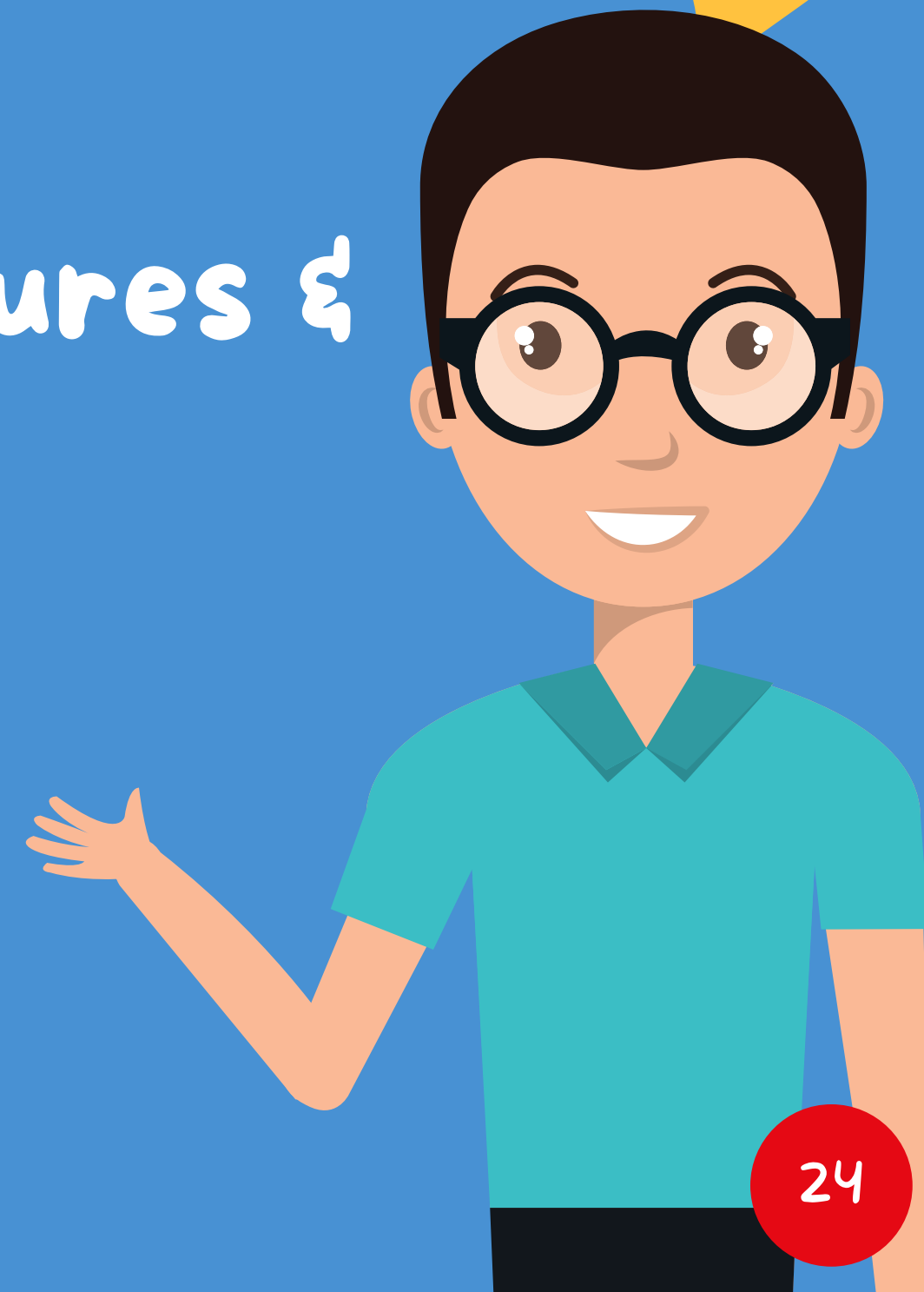
Describe the features of your smartphone using these phrases


It is powered by





# PART 2: Describing Processes, Procedures & Giving Instructions





## PART 2: Describing Processes, Procedures and Giving Instructions

In this topic, you will learn how to differentiate between Processes and Procedures, and how to give instructions. You will also be exposed to language functions such as sequence connectors as well as active and passive voice.

# PROCESS

- A series of actions or steps taken to achieve a particular end.
- A series of tasks that need to be completed in a specific order.
- Answer the question of HOW.

# PROCEDURES

- An established or official way of doing something.
- Step by step instructions for individual tasks.
- The detailed instructions of steps.
- Answer the question of WHAT, WHO & WHEN.

# Process

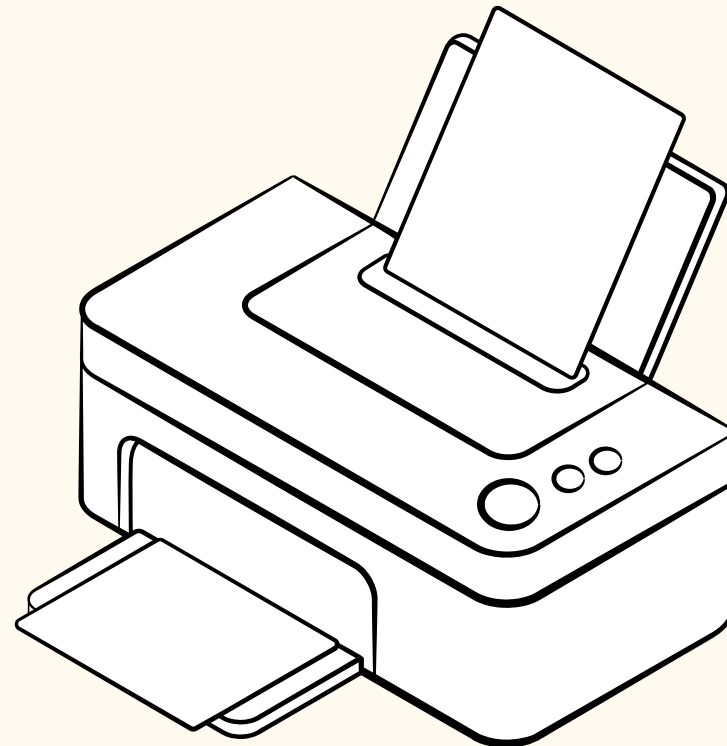
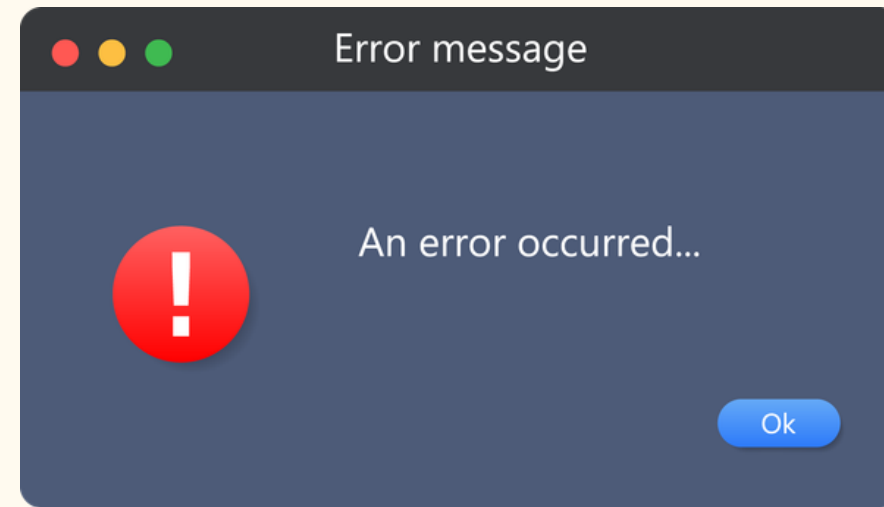
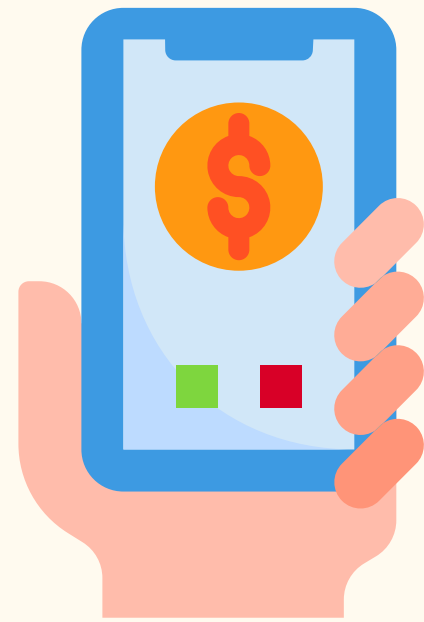
- Driven by achievement of a desired outcome.
- Are operated.
- Focus on satisfying the customer.
- Cause things to happen.

VS

# Procedures

- Driven by completion of the task.
- Are implemented.
- Focus on satisfying the rules.
- Cause people to take action.

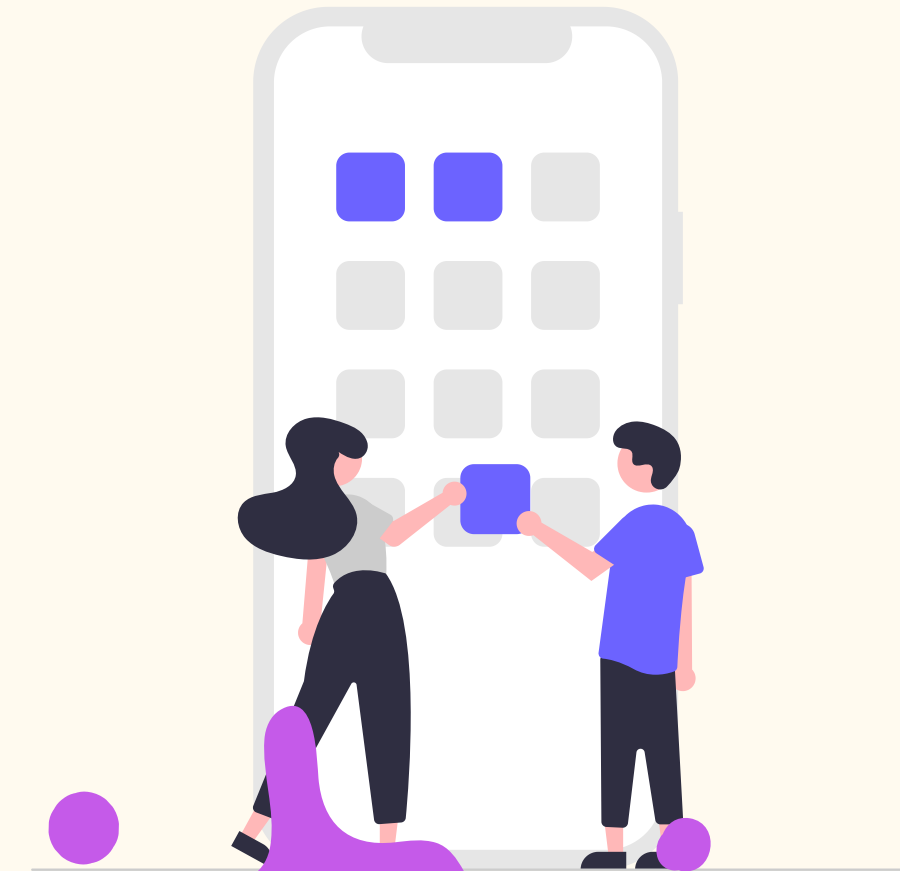
**Instruction: State some processes or procedures related to the following.**



# Instruction: Fill in the blanks with correct answers from the list given.

1. \_\_\_\_\_ the Play Store or App Store to view app types that you need.
2. \_\_\_\_\_ or search for an app that you want to download.
3. \_\_\_\_\_ an app to see details.
4. \_\_\_\_\_ a few user reviews to see if there are any glaring problems with the app before installing it.
5. Tap the \_\_\_\_\_ button to begin the installation process.
6. Tap an app to \_\_\_\_\_ it.
7. \_\_\_\_\_ your notification preferences.
8. Press and \_\_\_\_\_ app icons to move them around your Home screens.
9. \_\_\_\_\_ an icon from your Home screen to the top to remove it.
10. To uninstall the app, press and hold the app icon until the word 'Uninstall' pops out.

Tap   Open   Install   Set   hold  
Browse   Read   press   Drag   Select



Try the online version of this quiz.

Click this link  
<https://bit.ly/3foMwld>

or scan the QR code below:



Recycling is the process of collecting and processing materials that would otherwise be thrown away as trash and turning them into new products. The plastic recycling process consists of 5 steps. Number the stages according to the correct sequence.



The plastics are transformed into a usable products for manufacturers	
Different types of plastics are sorted from each other.	
things such as labels, adhesives, dirt and food residue are cleaned	
The collection of post-consumer materials from homes, businesses, and institutions	
The plastics are broken down into smaller pieces.	

Order fulfillment is the process of receiving goods, then processing and delivering orders to customers. The process consists of 6 steps. Number the stages according to the correct sequence.

## ORDER FULFILLMENT PROCESS



The order is sent to a transportation channel or shipping node to be shipped to the customer.

The items are process before the product picking.

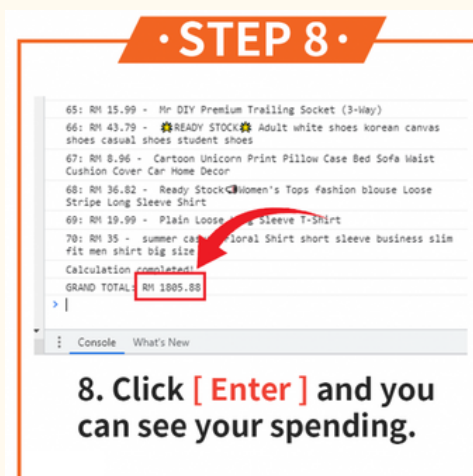
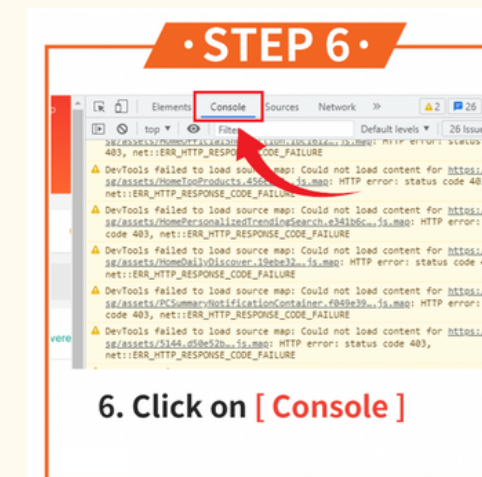
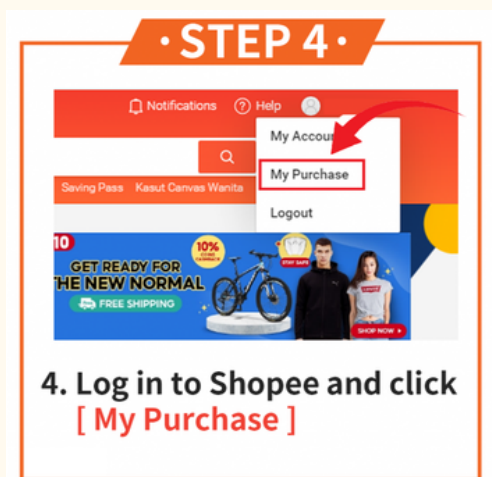
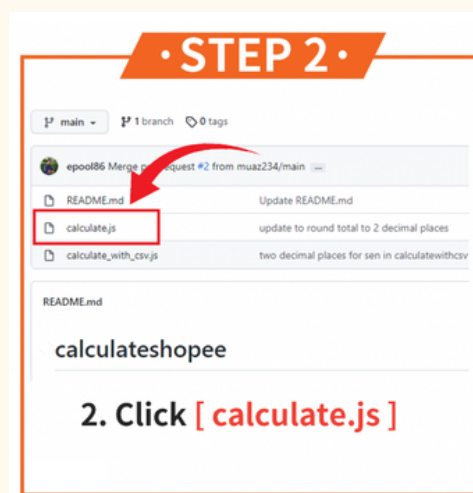
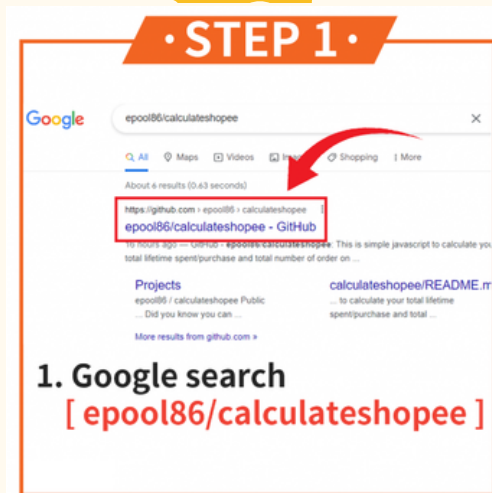
The order fulfillment center will make all preparations to receive the products

The items are stored in the warehouse before shipping.

The selection of the items from the warehouse according to a packing slip's instructions.

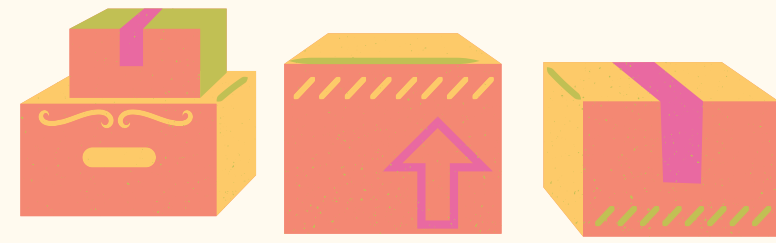
Packing materials are selected. it often include return shipping materials in case the customer wishes to exchange or return the item.

Number the stages according to the correct sequence.



	Click the replication file outline symbol.
	Right click and select the Inspect button.
	Search the specific web that calculate your spending in Shopee platform.
	Proceed by clicking to Console
	Click enter to check your total spending in Shopee platform.
	Click the JavaScript file that contain code for execution on web pages.
	Paste the JavaScript that you have copied earlier.
	Log into Shopee

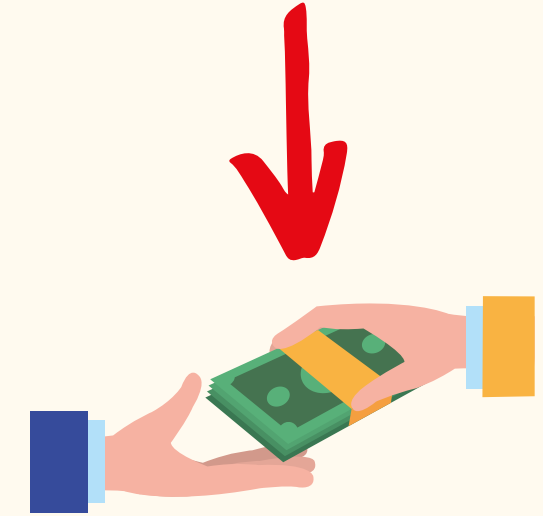
The process of  
ONLINE SHOPPING



1. Choose the goods



2. Add to cart



3. Pay for your order



4. Checking. If the goods  
are available now



5. Preparing the package



6. Paying shipping charges



7. Shipping



8. Receive the goods

**Instruction: Do the following statements agree with the information given regarding the process of online shopping? Circle the correct answer.**

1. Add to cart is a feature that allows customers to choose items to purchase without actually completing the payment	TRUE	FALSE
2. The online shopping platform will never notify the buyer if the goods are not in stock	TRUE	FALSE
3. Click "check out" when once all things are added to cart	TRUE	FALSE
4. COD is the process where the buyers have to pay the items purchased using Debit Card	TRUE	FALSE
5. There are several payments methods when buying products online	TRUE	FALSE
6. Customer will receive the items once they have completed the payment process	TRUE	FALSE
7. Shipping will be completed once the buyer add the item in the shopping cart	TRUE	FALSE

**Instruction: Rearrange the jumbled steps on how to clean under laptop keyboard keys into the correct sequence. the first step has been provided.**



	The putty will form its shape over the keys and seep through the cracks.
1	Buy special cleaning putty. This is usually available cheaply online and in-store.
	Place putty on the keyboard.
	Pull the putty carefully off the keyboard, so as to not break off the keys. Wash off any dirt and crumbs.
	Repeat all over the keyboard for a thorough clean.



Click the following link to play the game.

<https://bit.ly/3od3rVM>

You can also scan the QR code given to play.

Having problem scanning?  
Fret not, simply double click the Quizizz image given.



### Practice link

Click the link to join now.

 waygroundai

# SEQUENCE CONNECTORS

- Sequence connectors are the words that are being used to mark particular orders/steps in certain processes and procedures.
- We use sequence connectors to link ideas from one sentence to the next in order to give the paragraph coherence.
- It helps the readers to follow the flow of the process/procedure.



# Sequence Connectors for describing Processes & Procedures

## Initial Step

- First,
- Firstly,
- To start,
- To begin,
- To begin with,
- In the initial step

## Following Steps

- Secondly,
- Thirdly
- Next,
- After that,
- Subsequently,
- Following this,
- In the subsequent step

## Final Step

- Finally,
- In the final stage,





Create better lessons quicker.



Click the following link to play the game.

<https://bit.ly/3SdPqDB>

<https://bit.ly/3VQu5U3>

<https://bit.ly/3D8076j>

You can also scan the QR code given to play the game.



Based on the image, write the process of setting up a computer using sequence connectors



1

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2

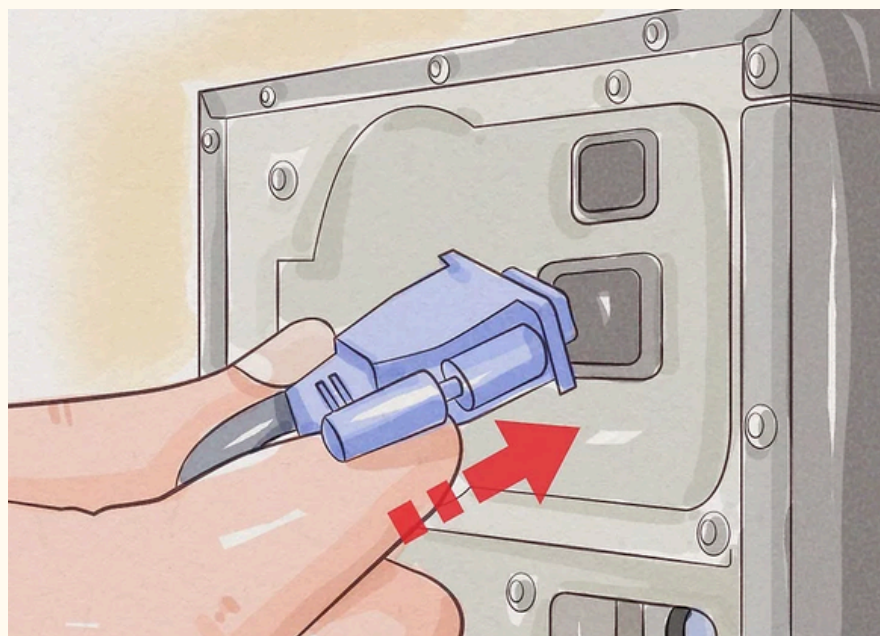
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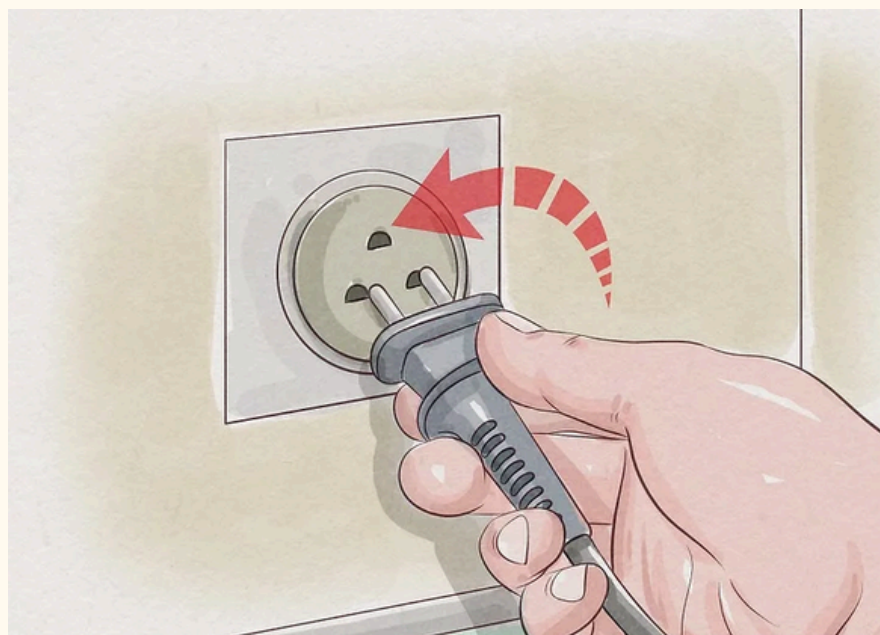
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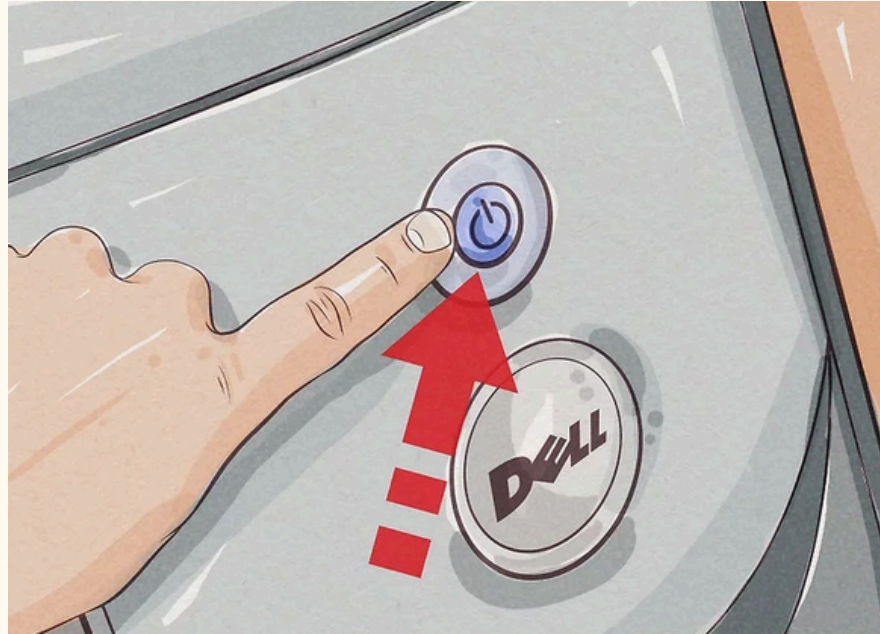
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5

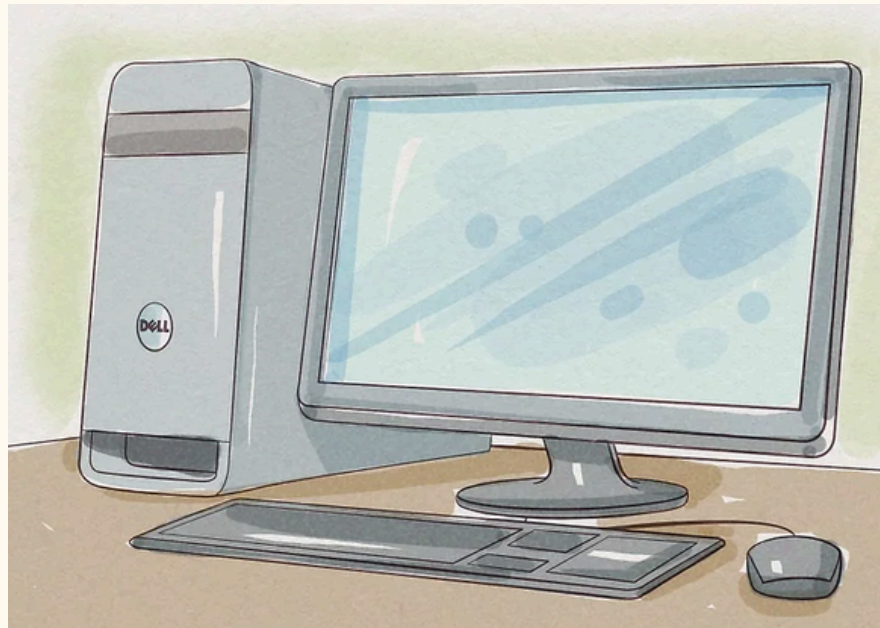
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6

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Based on the image, write the process of setting up a new printer.



1

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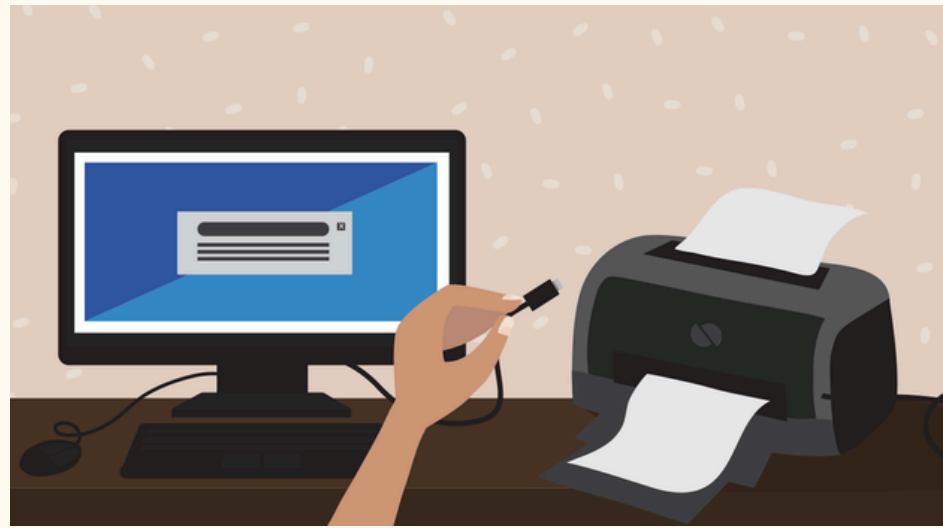
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2

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1

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2

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# ACTIVE VOICE

A form or set of forms of a verb in which the subject is typically the person or thing performing the action and which can take a direct object.

Example:

"The cat was chasing the mouse"

In this sentence, 'the cat' is the subject, 'was chasing' is the verb and 'the mouse' is the object.

# PASSIVE VOICE

a form or set of forms of a verb in which the subject undergoes the action of the verb

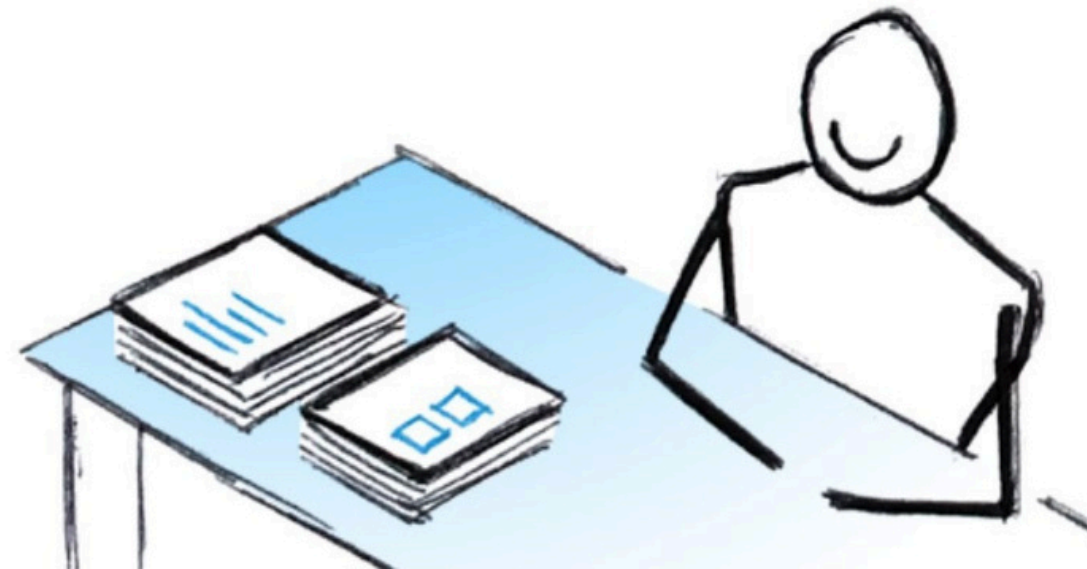
Example:

"The mouse was being chased by the cat"

In this sentence 'the mouse' has become the subject which is having something done to it by the cat.



Create better lessons quicker.



Click the following link to play the game.

<https://bit.ly/3Sgh6l6>

You can also scan the QR code given to play the game.



# GIVING INSTRUCTIONS

Instructions are detailed information on how to do or use something. Instructions can be given verbally, in written form or can be signage. Clear instructions will help to avoid misunderstanding. The following statements are examples of instructions:

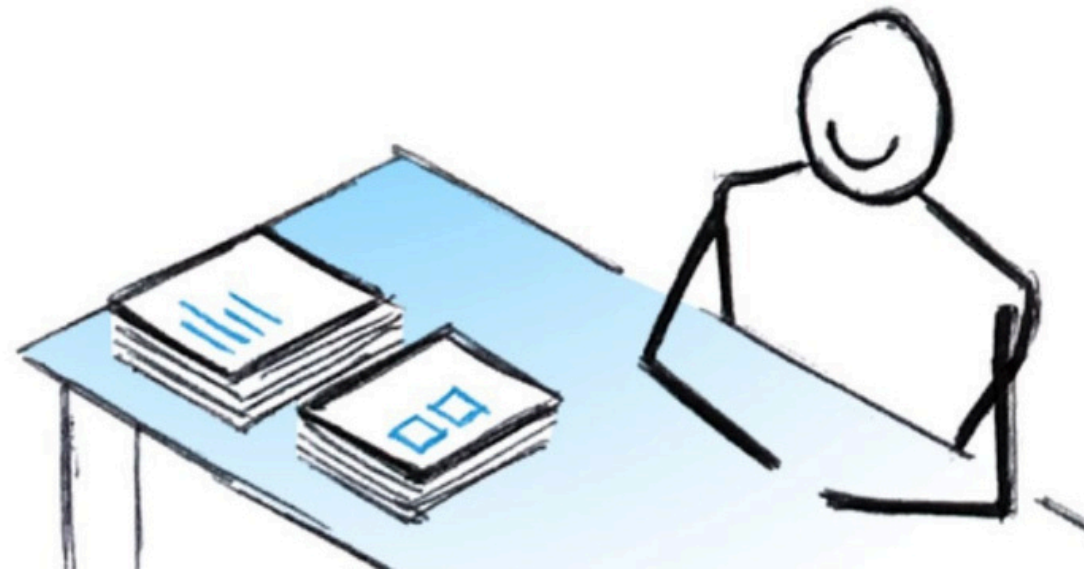
- Read this manual, please.
- Be careful, Don't trip over that mat.
- Turn right at the traffic light.
- Come to the gym with us tomorrow.

**Instruction: Read and identify whether the statements are instructions. Circle True or False.**

1. Stand up straight.	TRUE	FALSE
2. The kit consists of two parts.	TRUE	FALSE
3. Zulkifli, please switch off the light.	TRUE	FALSE
4. The banana cake tastes delicious.	TRUE	FALSE
5. We don't have any rooms available.	TRUE	FALSE
6. Don't exercise if you feel unwell.	TRUE	FALSE
7. When using a chainsaw, you need to use a slow, rocking, up-and-down motion.	TRUE	FALSE



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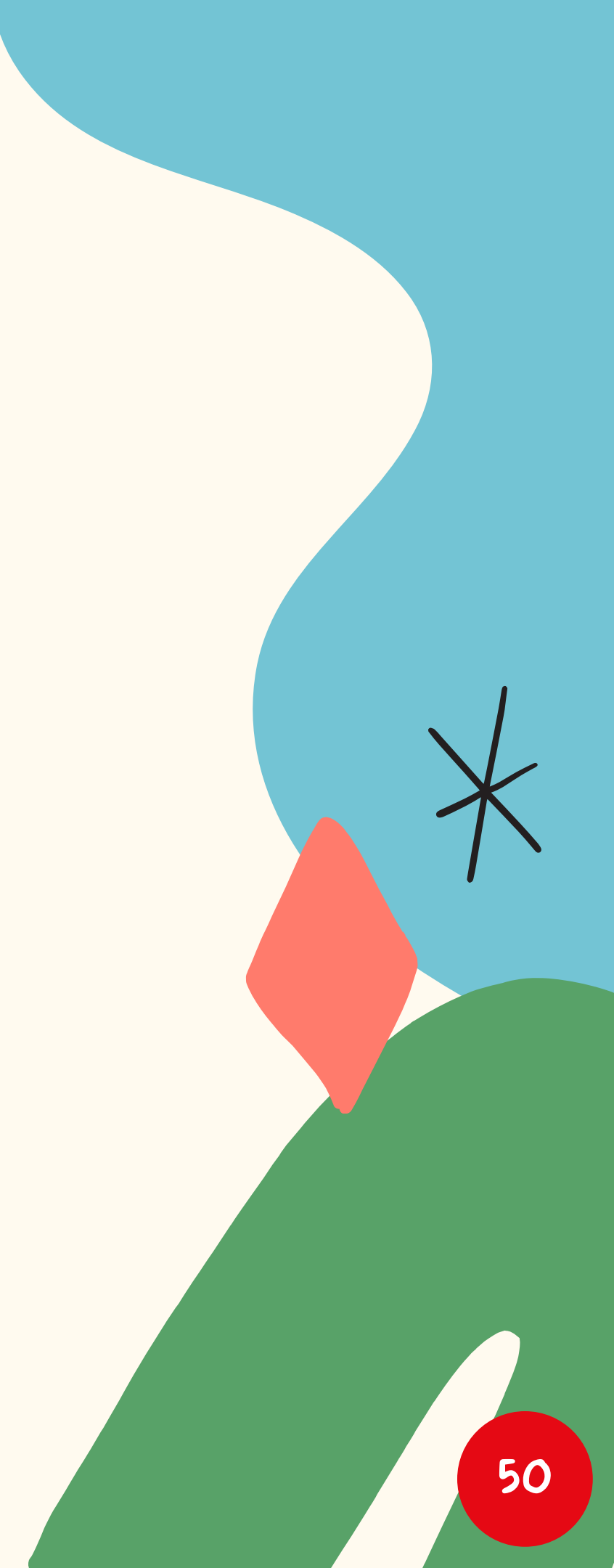
Click the following link to play the game.

<https://bit.ly/3SoNVTq>

You can also scan the QR code given to play the game.



# PART 3: Making and Responding to Enquiries



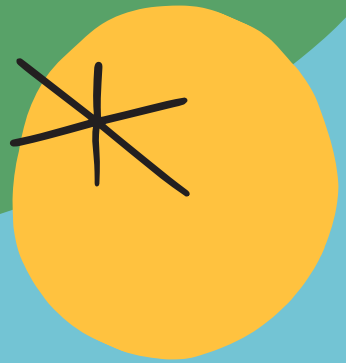


## PART 3: Making and Responding to Enquiries



In this topic, you will learn how to make an enquiry and respond to an enquiry using the appropriate style and tone. Multiple modes and purposes of enquiries can also be explored to ensure a more effective response can be made or given regarding products or services.



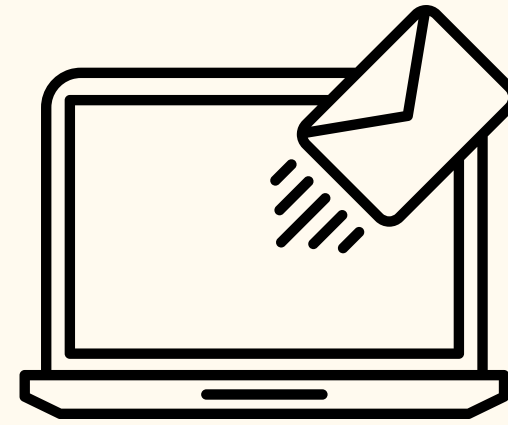


**WHAT IS ENQUIRY?**

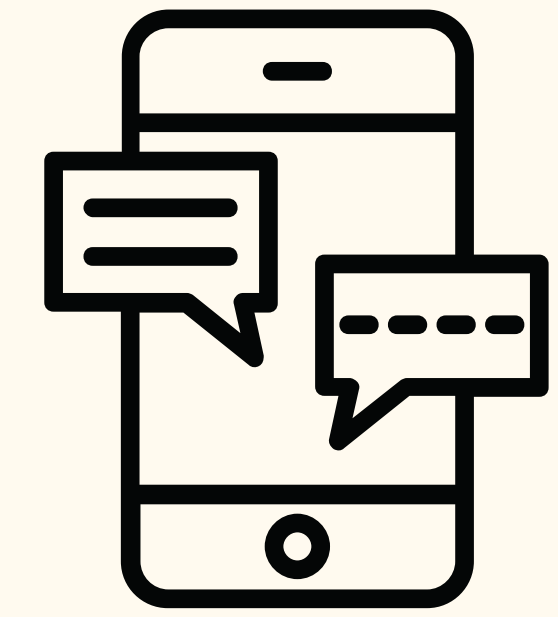


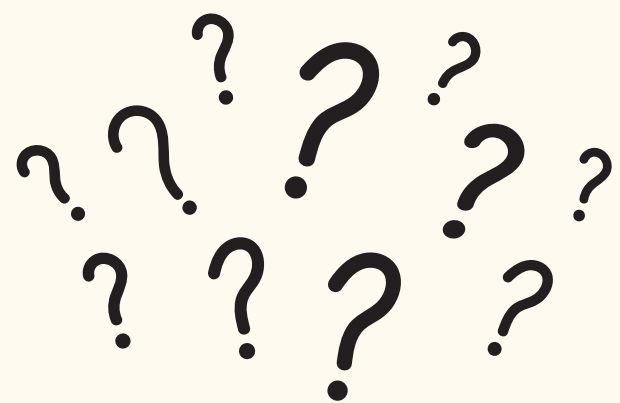
**WHY DO WE MAKE ENQUIRY?**





**Ways to make enquiry**





# HOW TO MAKE AN ENQUIRY



## WH- QUESTIONS

Give examples of wh- questions

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.

## MODALS

Give examples of modals

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.

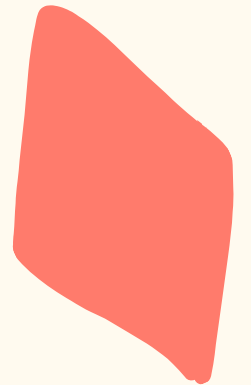
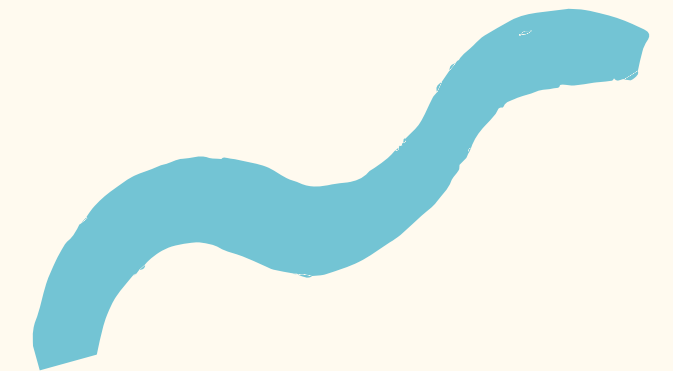
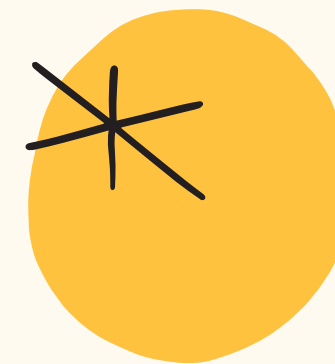
## BE VERBS

Give examples of be verbs

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.

## Complete the sentences with the correct wh- question

1. \_\_\_\_ do you think about the DDR5 RAM?
2. \_\_\_\_ will GPU prices return to normal?
3. \_\_\_\_ can I buy a gaming desktop?
4. \_\_\_\_ told you Intel processors are better compared to AMD processors?
5. \_\_\_\_ was Jim talking to? He was talking to Greg about which CPU cooler to buy.
6. \_\_\_\_ one do you choose? NVIDIA GeForce RTX 3090 or AMD Radeon RX 6900 XT?
7. \_\_\_\_ laptop is this?
8. \_\_\_\_ does this pc keep crashing?
9. \_\_\_\_ do you repair this?



## Create 5 enquiries that you can make regarding the internet using modals

Example: Should I use a VPN?

- 1.
- 2.
- 3.
- 4.
- 5.



# Create 5 enquiries that you can make regarding mobile apps using be verbs

Example: Are there any discounts for the premium version of that application?

- 1.
- 2.
- 3.
- 4.
- 5.



# IDENTIFY WHETHER THE STATEMENT BELOW IS TRUE OR FALSE ON WHY IT IS IMPORTANT TO RESPOND TO ENQUIRIES.

1. Prevent negative reviews or feedbacks	TRUE	FALSE
2. Telling customers what they want to hear	TRUE	FALSE
3. Brand building and a positive reputation	TRUE	FALSE
4. Improve your service and increase sales	TRUE	FALSE
5. Use a variety of vocabularies and jargons when responding	TRUE	FALSE
6. Make your own decisions to solve problems as soon as possible without using the proper channel	TRUE	FALSE
7. Reduce the work a customer must do in order to solve the problem.	TRUE	FALSE

# Rewrite the sentences using the words in the box to make them more polite

could

possible

would

please

kindly

1. Give your response as soon as possible.

---

2. Give me the details.

---

3. Call me.

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4. Repair this for me.

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5. Where can I buy this anti-virus?

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# WRITE ONE POSSIBLE ENQUIRY FOR EACH OF THE PHOTO



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# WRITE ONE POSSIBLE ENQUIRY FOR EACH OF THE PHOTO



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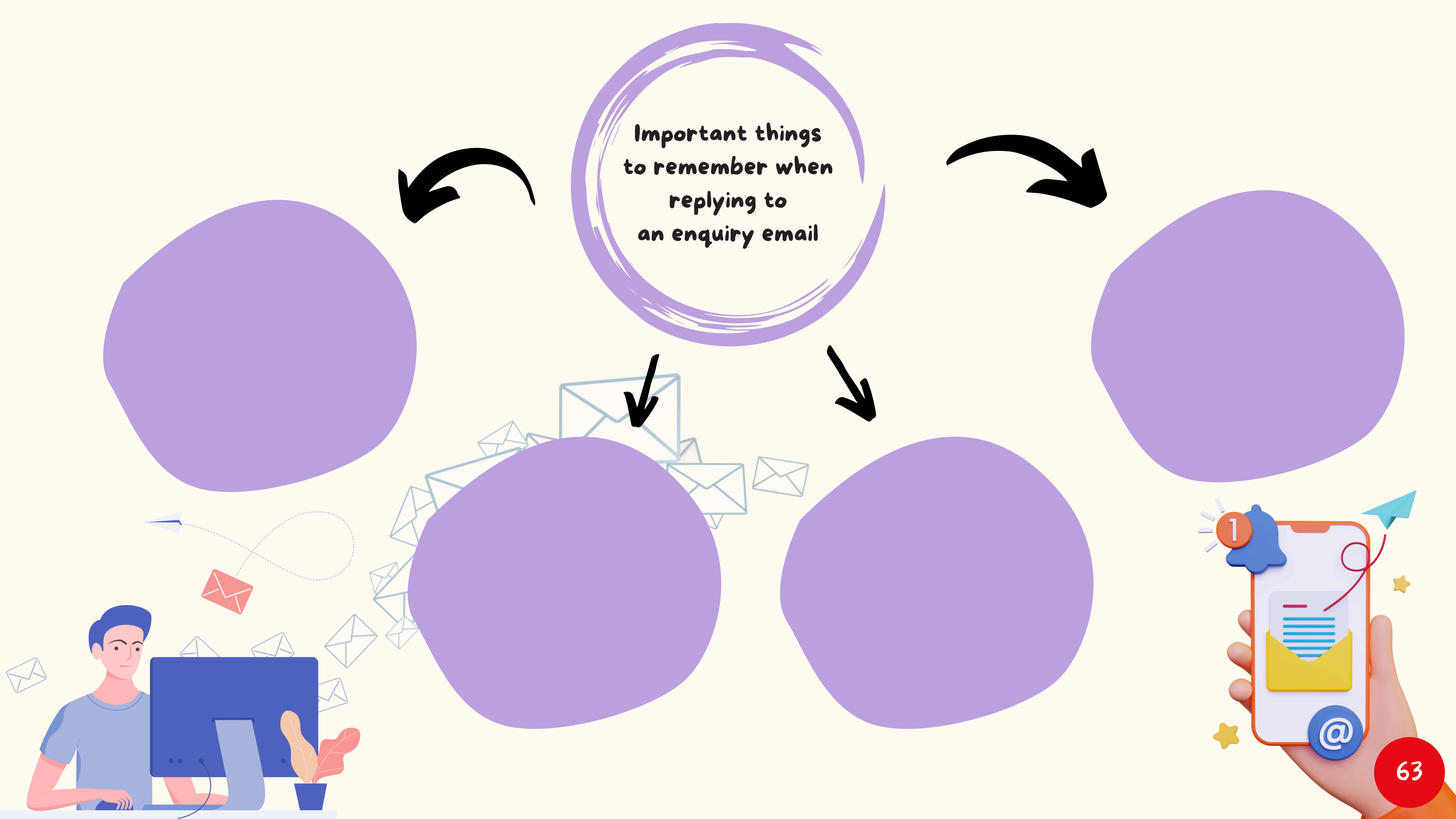
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# In pairs, role-play the situation given

Buying a Gaming Computer	
Customer	Shop Assistant
<ol style="list-style-type: none"><li>1. Ask questions regarding the specifications you want.</li><li>2. Get suggestions on the compatibility of each of the products / components</li><li>3. Ask regarding different brands but have the same specification.</li><li>4. How long does it take to assemble.</li><li>5. Negotiate the price.</li></ol>	<ol style="list-style-type: none"><li>1. Describe each of the products / components and its compatibility</li><li>2. Give your suggestions based on the customer's budget.</li><li>3. Answer every question appropriately.</li><li>4. Attract customers by giving reasonable gifts, free software, or discounts.</li></ol>



**Important things  
to remember when  
replying to  
an enquiry email**



**Create a letter of enquiry regarding a price quotation of subscription of Grammarly for everyone in your company. Include the following details in your letter.**

- Sender's address
- Recipient's name and address
- Date
- Salutations
- Where you learned about the company's product or service that you are requesting
- General information about your company
- Request for price quotation and immediate action
- Formal ending
- Signature
- Full name and position



# BONUS TIPS

- **Be polite and professional.** Since you are not entitled to a response, you need to use a respectful tone to request the required information.
- **Patience is necessary to get a useful response.** Avoid issuing ultimatums to get a response. The other party needs time to respond.
- **Research before enquiring.** If you seek to maximize the chances of getting a response, research to find the right person to address your enquiry. You also need to have background knowledge of what you are asking.
- **After receiving the response, never forget to thank the individual.**
- **Edit and proofread before sending to the recipients.** Poor grammar and spelling mistakes will hardly be answered.

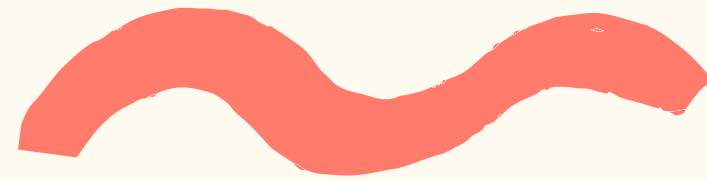


# PART 4: Making and Handling Complaints





## PART 4: Making and Handling Complaints



In this chapter, students will be guided on how to make and properly handle complaints. A complaint can be made either orally or in written form.



## BASED ON THE PICTURE, ANSWER THE FOLLOWING QUESTIONS

1. Have you bought anything that has a defect?
2. Have you ever made any complaint?
3. What do you think is the most effective way to make a complaint?



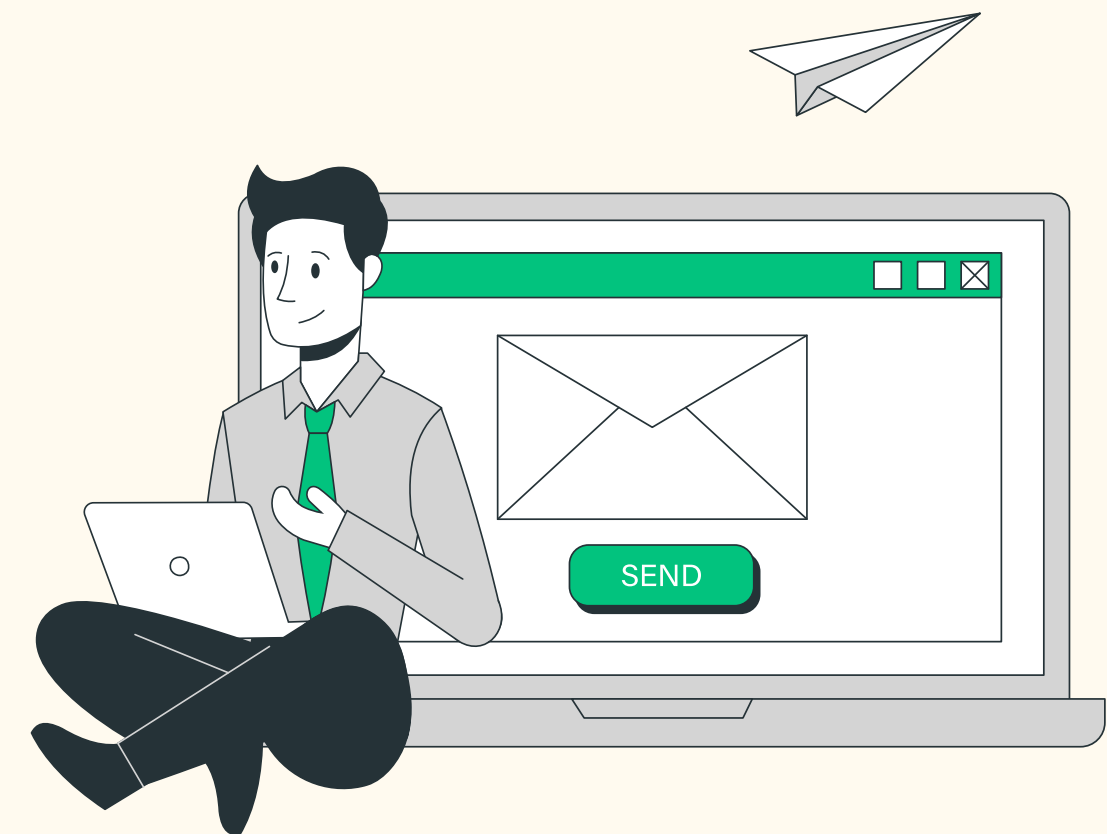
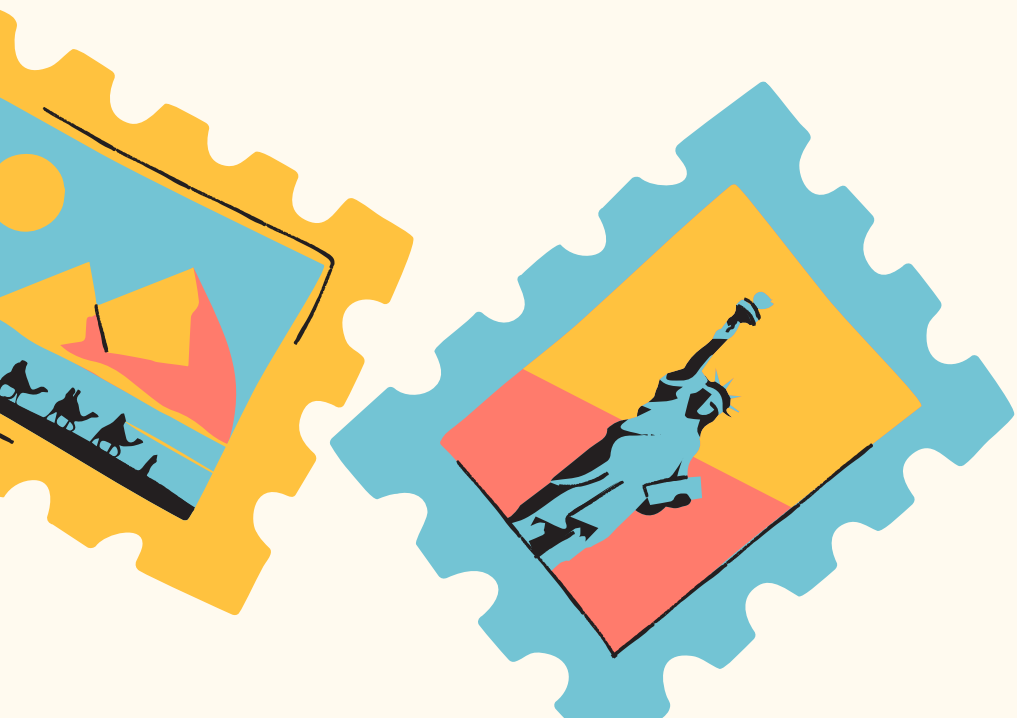
# Answer the Questions

1. Why do people make a complaint?
2. When are complaints made?
3. What are the ways to make a complaint?
4. Where can you lodge a complaint related to products or services?
5. What is the easiest way to make a complaint?  
Why?



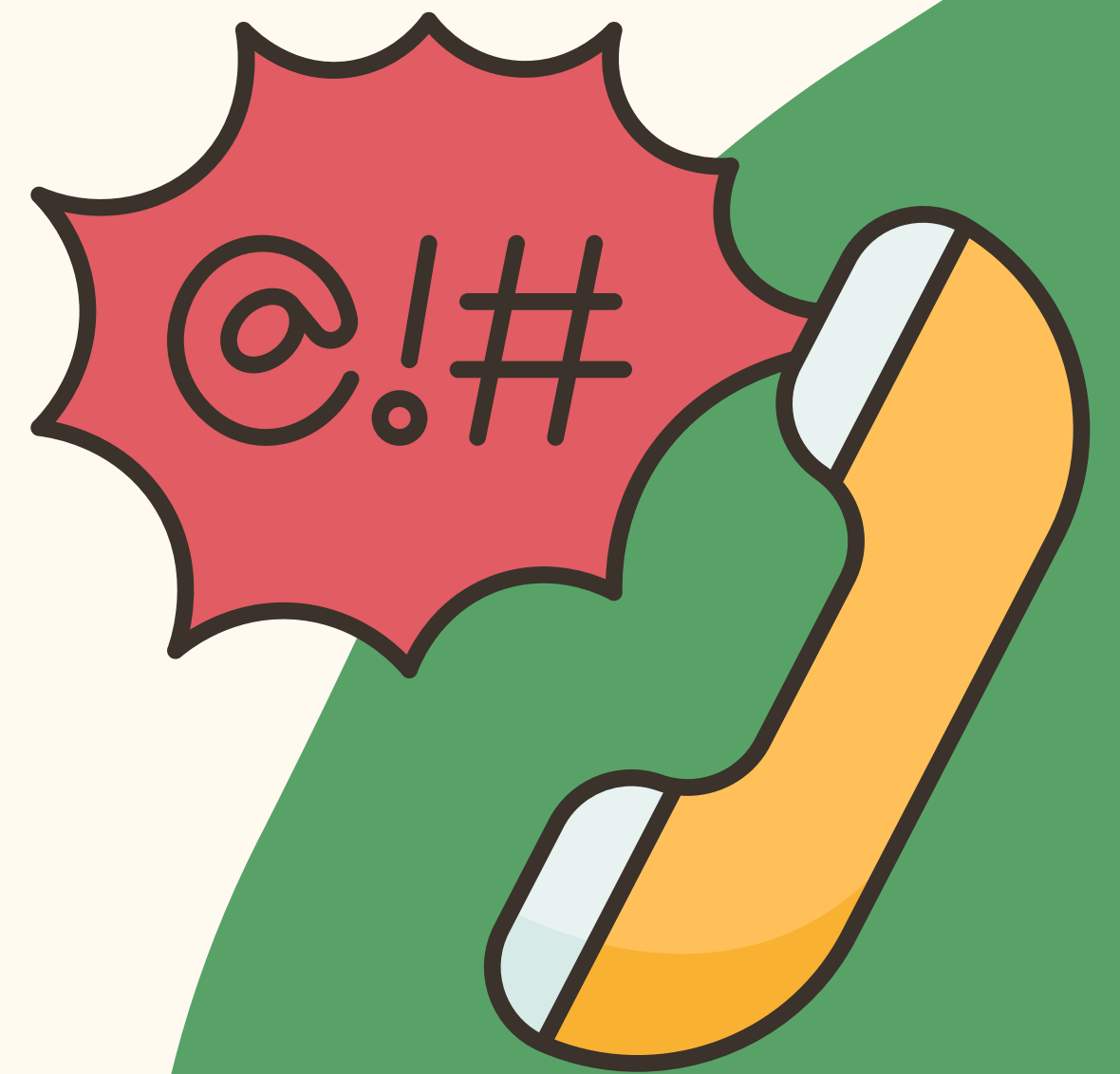
One day, you are experiencing a very slow internet connection. Write an e-mail of complaint to the respective company about the issue you are facing. Include the following details:

- Your personal details
- Internet account number
- Details of the complaint



The telephone is one of the most convenient ways to communicate. We can also make a complaint through the phone, but knowing how to make a complaint and what kind of information to give is very important. Imagine you bought something online, but the product received was incomplete. Create a dialogue between you and the call operator by including the following details:

- Your personal details
- Invoice number
- Brief description of the problem



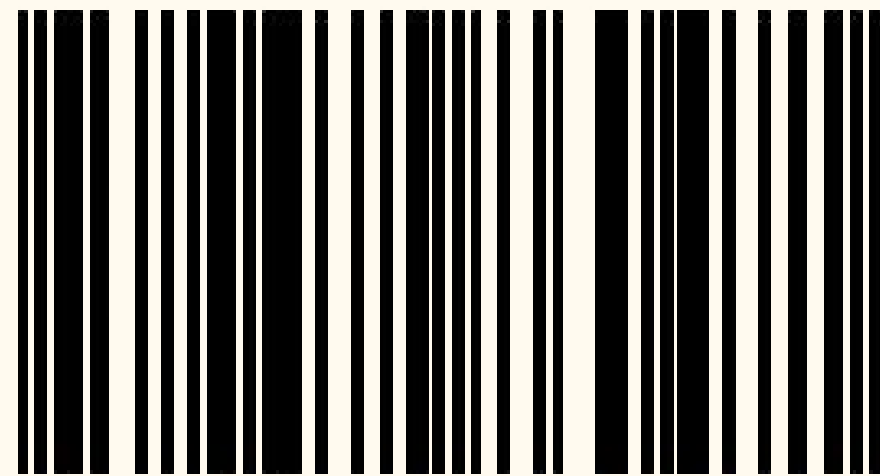
# IDENTIFY WHETHER THE STATEMENT BELOW IS TRUE OR FALSE WHEN MAKING A LETTER OF COMPLAINT.

1. Used to highlight the seriousness of the issue	TRUE	FALSE
2. Has to be very long by including every little details	TRUE	FALSE
3. Documents such as receipt or invoice number has to be attached	TRUE	FALSE
4. Needs to be written emotionally	TRUE	FALSE
5. A copy of the letter should be kept	TRUE	FALSE
6. Has to be written in a polite manner	TRUE	FALSE



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e ISBN 978-967-2860-47-1



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