



Reading Activity

1A. Match the technical terms from the text (1–8) with their correct definitions (A–H).

- | | |
|---|---|
| <input type="checkbox"/> 1. URL | a) A guarantee provided by the seller |
| <input type="checkbox"/> 2. Navigation menu | b) The bottom section of a webpage |
| <input type="checkbox"/> 3. Search box | c) The main page of a website |
| <input type="checkbox"/> 4. Footer | d) The web address of a site |
| <input type="checkbox"/> 5. Warranty | e) A tool used to find specific content |
| <input type="checkbox"/> 6. Motherboard | f) The main circuit board of a computer |
| <input type="checkbox"/> 7. Live chat | g) A real-time messaging tool for customer support |
| <input type="checkbox"/> 8. Homepage | h) A list of links to different sections of a website |

The screenshot shows a web browser window with the address bar displaying www.technova-refurb.com. The website has a navigation menu at the top with links: Home, Refurbished Products, Repair Services, Warranty, and Contact Us. The main content area contains the following text:

Welcome to TechNova, an online marketplace for refurbished smartphones and laptops. Our homepage shows today's best offers.

Each product page includes specifications, battery condition and warranty information. You can use the search box to compare models by price or operating system.

Our technicians test every device. If necessary, they replace the motherboard or install the latest software version.

Scroll down to read customer reviews in the footer section. If you need help, use the live chat application or fill in the contact form.

1B. Read the webpage and mark the sentences as T (True) or F (False).

- | | |
|---|--|
| <input type="checkbox"/> A. The homepage includes customer reviews. | <input type="checkbox"/> D. The search box helps users compare models. |
| <input type="checkbox"/> B. The motherboard is tested before shipping. | <input type="checkbox"/> E. Warranty information is provided on product pages. |
| <input type="checkbox"/> C. The footer section is at the top of the page. | |

1C. Read again and answer the questions.

- What is the URL of the website?
- Where can users find customer reviews?
- Which tool allows customers to compare models?
- What two contact options are mentioned?

2. Read the conversation and tick ☒ in the correct column for each job.

Martha: Okay, let's look at the list for the kitchen renovation.

Bob: Well, the faucet is leaking. I can fix the faucet myself; I have the tools.

Martha: Good. But what about the walls? They look terrible.

Bob: I hate painting. Let's have the walls painted by a professional painter.

Martha: Agreed. Oh, and the fridge light is broken.

Bob: That's easy. I will change the bulb.

Martha: One last thing—the window glass is cracked.

Bob: That's dangerous. We must get the window replaced by the glass company.

Martha: What about the new smart alarm system we bought?

Bob: The wiring is too complicated. We need to have the security system installed by an electrician.

Martha: Okay. And the new Wi-Fi router arrived today.

Bob: No problem. I can set up the network myself in ten minutes.

Job / Task	Bob will do it himself	They will have it done
1. Fix the faucet		
2. Paint the walls		
3. Change the fridge bulb		
4. Replace the window		
5. Install the security system		
6. Set up the network		



Listening Activity

3. Listen to the recording and tick ☒ the actions required. (T12.9.1)

- | | |
|--|---|
| 1. <input type="checkbox"/> get the hard drive formatted | 6. <input type="checkbox"/> get the battery replaced |
| 2. <input type="checkbox"/> have the windows cleaned | 7. <input type="checkbox"/> get the smartphone fixed |
| 3. <input type="checkbox"/> have the antivirus software upgraded | 8. <input type="checkbox"/> have it serviced |
| 4. <input type="checkbox"/> get the Internet installed | 9. <input type="checkbox"/> get these devices refurbished |
| 5. <input type="checkbox"/> have the screen changed | 10. <input type="checkbox"/> have the programmes tested |



Reading Activity

4. Read the forum and categorize the expressions in bold.

www.tech-forum.com

Topic: My phone screen is shattered!
Posted by: Dave_Rave - Tuesday, 09:30 AM

Guys, I dropped my new phone on the pavement. The screen is destroyed. The service center wants \$200 to fix it! Should I just buy a refurbished one instead?

by Jenny_Cool - Tuesday, 09:35 AM
You are kidding! That is so expensive! You should definitely look at the prices on TechNova before you pay that much.

by Tech_Tom - Tuesday, 09:42 AM
I couldn't care less if a phone is brand new or refurbished. As long as the battery works and the screen is clear, I'm happy.

by Eco_Sarah - Tuesday, 10:05 AM
I'm mad about the idea of refurbishment! It stops electronic waste from going to landfills.

by Gamer_X - Tuesday, 10:15 AM
Hurray! I finally found someone with the same problem. I actually learned how to replace the screen myself using a YouTube video. It cost me \$20 for the parts.

by Skeptical_Sam - Tuesday, 10:30 AM
I can't believe it! Are you saying you fixed it yourself for only \$20? I thought you needed special tools to do that!

by Lazy_Larry - Tuesday, 11:00 AM
 To be honest, **it doesn't make any difference to me.** I usually just keep using the phone with the broken screen until it stops turning on.

by Happy_Helen - Tuesday, 11:15 AM
That's incredible! I didn't know you could buy parts that cheap. I am definitely going to try repairing my old tablet.

Expressions of Surprise	Expressions of Happiness	Expressions of Interest	Expressions of Indifference
1.	1.	1.	1.
2.		2.	2.



Writing Activity

5. Answer the questions about Refurbished Technology (Fixing Old Devices). (K.E12.9.W2)

FOR (Good Points)

1. Money: Why is buying a used phone good for your wallet?

.....

2. Nature: Why is fixing an old computer good for the planet?

.....

AGAINST (Bad Points)

3. Breaking: What is the risk of buying an old device?

.....

4. Warranty: Do used phones always have a guarantee?

.....



Writing Activity

6. Read the scenario and complete the sentences. (K.E12.9.W1)

Scenario: You are an office manager away at a conference. You hear about broken office equipment. Write an email to your assistant, Jamie, asking him to get these items repaired by professionals.

Items to address:

- The air conditioner (needs servicing).
- The main meeting room screen (needs replacing).
- The office carpet (needs deep cleaning).

New Message

To: Jamie

From:

Hi Jamie, I hope everything is going well at the office. I heard we have some maintenance issues. Since I am away, I need a favor.

Could you please (1)..... (AC)?

Also, we can't have the meeting with a broken monitor, so (2) (screen).

Finally, before the clients arrive on Monday, (3) (carpet).

Thanks!

A ☺ 📎 ☆ 🔍 🗑️ ⋮

Send



Speaking Activity

7. Use the speech card below and talk about the influence of technology on social life.



Speech Card

Technology and Social Interaction



1. Introduction to Digital Life

Hello! Today, I would like to talk about (how technology changes our lives / social media influence).

In today's world, technology plays an important role in(our daily life / communication / relationships)

2. Positive Effects

One advantage of technology is

It allows people to (stay connected / share information / communicate quickly).

Another benefit is

3. Negative Effects

However, technology can also

Sometimes it leads to (misunderstandings / addiction / less face-to-face interaction).

Because of this,

4. Finding a Balance

To improve our social life, we should

(limit screen time / prioritize real meetings).

We shouldn't (ignore the people next to us).