

Reading 4 Complete the service reports for the IT support team. Use the information in the three tickets and the words in the box.

Check file install move resend run
saved version version viruses

1

Service Report	
Date	6.05
Name	Bolek
Fault diagnosis questions	1 What (1) _____ of Office do you have? 2 What is the version of the (2) _____ ?
Possible solutions	1 If you have newer version, (3) _____ an Office patch. 2 Ask the sender to save the file in an older version and (4) _____ it.

2

Service Report	
Date	17.06
Name	Sara
Fault diagnosis questions	1 Have you (5) _____ the file? 2 Are there any messages about (6) _____ in the attachment?
Possible solutions	1 (7) _____ the attachment changes. 2 Look for the file in Internet Temporary Files.

3

Service Report	
Date	14.07
Name	Sylvia
Fault diagnosis questions	1 What (8) _____ of Office do you have? 2 Have you checked the Recycle Bin? 3 Have you (9) _____ disk defragmenter recently?
Possible solutions	1 If the file is in the Recycle Bin, (10) _____ it to a folder in My Documents. 2 If the file isn't in the Recycle Bin, install undeleted software.

Speaking 5 Work in pairs. Practise three phone conversations between the IT support team and Bolek, Sara and Sylvia. Use the information in the three tickets in 1 and the service reports.

Example:

A: Good morning. How can I help you?

B: My name is Bolek and I have a problem with opening a file.