Word Processing

Unit 7



AGENDA



❖-Learning about word processing;
❖-Introduce design concepts to enhance flyer aesthetics;
❖-Use future simple tense and present continuous in the future form to describe the process.

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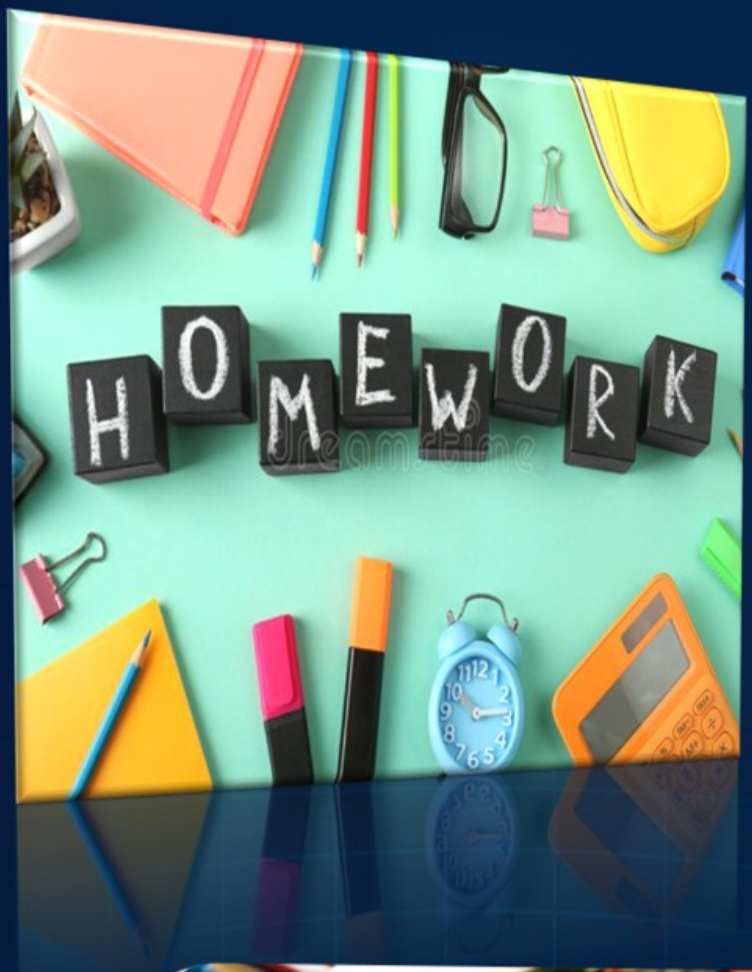
Checking home task





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Talk about these questions

1. When do people use word processing programs?

2. What kinds of word processing programs are there?



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Try to remember the computer shortcuts by reviewing them together in a group of 4-5 and you'll have 5 minutes to write these shortcuts down or finding more of them by googling in a group. Then, the members of the group read turn by turn/ one by one until the last group who tells the shortcuts is a winner.

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Lead-in:

Display

Ctrl +A ------ Select All
Ctrl + X ------ Cut
Ctrl + C------ Copy
Ctrl + V ------ Paste
Ctrl + P ------- Print window
Ctrl + B -----Bold selection
Ctrl + N ------ New document
Ctrl + Z ----- Undo last action
Ctrl + K ----- Insert link
Ctrl + U ----- underline
Ctrl + F ------- Open find box
Ctrl + H ----- Find and replace
Ctrl + W ----- Close
Alt + Tab ----- Switch Apps
Alt +F4 ------ Close apps
Ctrl +Esc ------ Open start menu

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Enhance your vocabulary

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https://quizlet.com/668845997/test

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Fill in the blanks with the correct words and phrases

Choose the word that is closest in meaning to the underlined part.

1 The style you use for this document makes it hard to read.

A macro B formatting C compatibility

2 To write a business letter, use the appropriate document pattern.

A word processing B compatibility C template

3 She did not think that her typing command was saving her any time.

A formatting B macro C template

compatibility document font format layout
macro spell check word processing program

1 Use a macro to type out phrases that you use a lot.
2 My file won't open in other programs due to a compatibility problem.
3 Instead of writing by hand, use a word processing program.
4 This file is in a format that doesn't open in TypeWrite.
5 Save each document with a different name so you have a copy of each.
6 The letter's layout is wrong. The heading is in the wrong place.
7 Increase the font size to make the file easier to read.
8 Most word processors offer spell check to help you find mistakes.

INTRODUCING TypeWrite 4.0

You need the perfect **word processing program**. And the new TypeWrite 4.0 is our best version yet. Write bold, striking **documents.** Use our many stylish **fonts**. Change your **layout** with a single click. Browse the new customizable **templates**. Customize toolbars for easier **formatting.**

It's more than a new look. TypeWrite 4.0 eliminates most **compatibility** issues. Now dozens more file **formats** work with TypeWrite. And TypeWrite 4.0 allows up to 500 **macros**, so save time as you type! TypeWrite 4.0 also features the most accurate **spell check** to date.

Read the advertisement for a new word processing program. Then, mark the following statements as true (T) or false (F).

1 F Macros determine the layout of a document.

2 F TypeWrite 4.0 features customizable fonts.

3 T Not all file formats work with TypeWrite 4.0

Listen to a conversation between IT professional and a computer user. Choose the correct answers.

1. What is the dialogue mostly about?

A how to open a file
B common word processing errors
C types of word processing programs
D ways to change file formats

2 What solution does the IT Professional suggest?

A buy the TypeWrite program
B download the file and try again
C get the file in a different format
D ask the client to send a program



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Listen again and complete the conversation

IT Professional: Technical Support, can I help you?
User: Yes, I have a 1) _____ problem.
IT Professional: Okay. What seems to be wrong?
User: I have a file from a client, but it won't 2) _____.
IT Professional: What kind of file is it? And what program are you using?
User: It's in '.tpw' 3) _____. I use Typing Suite.
IT Professional: Oh, that's a TypeWrite file. It isn't 4) _____ with Typing Suite.
User: Oh no. I need that 5) _____.
IT Professional: Have the client send it as a ".txt" file. That opens in most 6) _____.
User: Great, thanks!

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Grammar Focus: Future Simple and Present Continuous in the future

The future simple tense is used to talk about actions or events that will happen in the future.

The present continuous tense can also be used to talk about future plans or arrangements

S +will + base form of the verb

Positive (+)	Negative (-)	Question (?)
I will finish typing the document tomorrow.	I will not finish typing the document tomorrow.	Will you finish typing the document tomorrow?

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The present continuous tense can also be used to talk about future plans or arrangements.

S + am/is/are +V+ing

- *She is editing the article tomorrow.*
  We are reviewing the draft in the morning. (This statement describes the task that is already planned or arranged in the context of word processing)

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Choose the correct tense (Future Simple or Present Continuous) for each sentence.

1.By next week, I _____ (will complete / am completing) the document formatting.
2. Tomorrow at 3 PM, she _____ (is editing / will edit) the final draft of the report.
3. They _____ (will add / are adding) the table of contents after lunch today.
4. I _____ (am proofreading / will proofread) the article before sending it to the editor this evening. 5 Next Monday, our team _____ (is discussing / will discuss) the changes to the word processing guidelines. 6. He _____ (will save / is saving) the file as soon as he finishes typing.

Answers: ***1. will complete; 2. is editing; 3. are adding; 4. will proofread; 5. is discussing; 6. will save.***

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Class Activity

The class will be divided into 2 groups. Within 5 minutes the first group needs to make up sentences for future simple tense and the second group for present continuous with future form. The group members will read their sentences one by one until there are no more sentences left.



Key Elements of Eye-Catching Flyer Design

1. Headline;
2. Visuals;
3. Copy;
4. Color and Typography;
5. Call to Action (CTA)

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Hands-on Practice

Practice formatting, editing, and designing documents.

- Open a New Document;
- Set Document Properties (Name the document. Set margins and orientation);
- Insert and Format Text (Format the title using different font styles, sizes, and colors to make it stand out);
- Add Event Details (e.g., bullet points, bold for headings);
- Choose and Insert Images (e.g., event photos, logos);
- Add Decorative Elements (Use shapes, lines, or clip art from the software's gallery to enhance the flyer's design);
- Preview and Adjust (Make adjustments to spacing, alignment, or sizing if necessary).

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Group Project Work

Applying learned skills

- Exchange flyers with classmates for feedback.

- Provide constructive criticism on design elements, clarity of information, and overall effectiveness.

- Present the revised flyer design to the class, highlighting changes made based on peer feedback.

- Discuss the design choices and improvements made during the process.

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The image of a probable flyer



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Solving the problem



Use these expressions:

-Do you have the correct ...?

- Did you check the ...?
- Why don't we try ... ?
- How about the ...?
- Is it ... ?

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Home Assignment

Design your logo for your future company.



Any questions?



Thank you for your attention

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Email

Unit 8

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Objectives:

1. Familiarize with the format of emails;

2. Practice drafting professional responses to emails, demonstrating proper tone and content based on the message received;

3. Compose a concise email.

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Discuss the questions

1. How is email helpful to people and businesses?

2. What are some problems with email?

Enhance your vocabulary

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https://quizlet.com/668845997/test

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Racing



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Match the words (1-5) with the definitions (A-E).

1 E attachment
2 C domain name
3 D password
4 B email client
5 A SMTP server

A a computer that sends email
B a program that saves, sends and receives email
C words/letters used to identify companies and addresses
D letters/numbers that let a person access something
E a file that is sent with an email

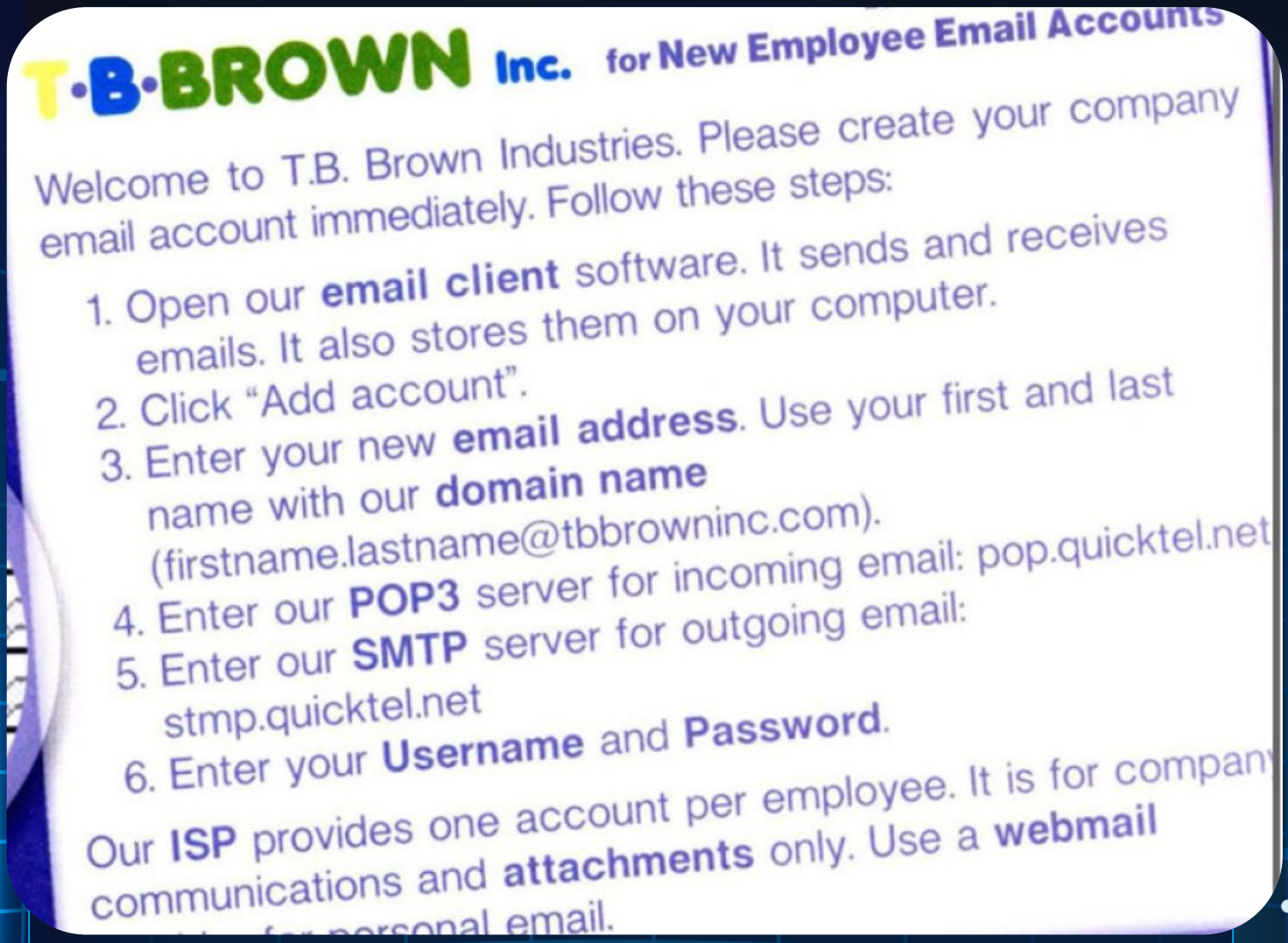
Choose the word that is closest in meaning to the underlined part.

1 That company that provides access to the Internet has very good service.
A ISP B email address C username

2 I use an email service available on web browsers, so my emails are not saved on my computer.
A POP3 B webmail C ISP

3 Enter your code that identifies you on a computer and press "enter".
A username B webmail C POP3

4 Most people use a method to receive emails from a server to get their email.
A email address B POP3 C webmail



T·B·BROWN Inc. for New Employee Email Accounts

Welcome to T.B. Brown Industries. Please create your company email account immediately. Follow these steps:

1. Open our **email client** software. It sends and receives emails. It also stores them on your computer.
2. Click "Add account".
3. Enter your new **email address**. Use your first and last name with our **domain name** (firstname.lastname@tbbrowninc.com).
4. Enter our **POP3** server for incoming email: pop.quicktel.net
5. Enter our **SMTP** server for outgoing email: stmp.quicktel.net
6. Enter your **Username** and **Password**.

Our **ISP** provides one account per employee. It is for company communications and **attachments** only. Use a **webmail** for personal email.

Read the excerpt from the employee handbook guide at T.B. Brown Inc. Then, mark the following statements as true (T) or false (F).

1 T The company uses a POP3 server to receive email.

2 F The company provides webmail for all employees.

3 F All employees have multiple company email accounts.

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Listen to a conversation between a QuickTel employee and a customer. Choose the correct answers.

1. What are the speakers mostly talking about?

A. how to create a new email address
B. why a customer is not pleased with QuickTel
C. when to enter a username and password
D. what's wrong with the customer's email

2. Which of the following is NOT a potential cause of the customer's problem?

A. username
B. password
C. POP3 settings
D. webmail account



Listen again and complete the conversation

Employee: Thanks for calling QuickTel. How may I help you?
Customer: Well, I'm a new customer, and my 1) _____ isn't receiving mail.
Employee: Okay. Do you have the correct 2) _____ and 3)_____?
Customer: Yes. Those work fine.
Employee: Okay, do you have a 4) _____ account or an email client? There are some common mistakes with those.
Customer: An 5)_____ ? Does that matter?
Employee: New customers often make mistakes with the 6) _____ settings. The correct server is POP.QuickTel.net.
Customer: Oh, that's it. I have POP.QuickTel.com. Thanks.



Answers: 1) word processing 2) open 3) format 4) compatible 5) information 6) programs

Go through each guideline listed in Mr. Khabirov's email. Discuss why each guideline is important for effective communication within the company.

Subject: Guidelines for Using Email Effectively at Company Brown. Inc

Dear Team,
I hope this message finds you well. As part of our efforts to enhance communication efficiency and clarity at Brown.inc, I would like to provide you with some guidelines on how to use email effectively. Clear and professional communication via email is crucial in our daily operations, so please take a moment to review the following recommendations:

Use Clear and Informative Subject Lines:

♣ Always use a concise and descriptive subject line that summarizes the content of your email. This helps recipients prioritize and understand the context at a glance.

Be Mindful of Tone and Language:

♣ Maintain a professional tone in all communications. Avoid using informal language, emojis, or abbreviations that may be unclear or misinterpreted.

Keep Emails Brief and to the Point:

♣ Respect your colleagues' time by keeping emails concise and focused on the main message. Use paragraphs and bullet points to break down information if necessary.

Proofread Before Sending:

♣ Always proofread your emails for grammar, spelling, and clarity before hitting "Send." This helps to maintain professionalism and avoid misunderstandings.

Reply Promptly and Acknowledge Receipt:

♣ Respond to emails in a timely manner, even if it's to acknowledge receipt and indicate when a detailed response will follow. This shows respect for the sender's time.

Use Email Signatures:

♣ Include a standardized email signature at the end of your messages. This typically includes your full name, job title, contact information, and any relevant links or disclaimers.

Consider Confidentiality and Security:

♣ Exercise caution when discussing sensitive information via email. Use encryption or secure channels if necessary, and be mindful of company policies on data protection.

Use Reply vs. Reply All Appropriately:

♣ Use "Reply All" only when all recipients need to see your response. Avoid unnecessary email clutter by replying directly to the sender when the response is not relevant to all.

File and Organize Emails Efficiently:

♣ Maintain organized email folders to store and retrieve messages easily. Use meaningful labels or categories to categorize emails by project, client, or topic.

Follow Up as Needed:

♣ If you're waiting for a response or action from someone, don't hesitate to follow up politely after a reasonable period. This helps to keep workflows moving smoothly.

These guidelines are designed to help streamline communication and ensure that our emails are effective tools for collaboration and information exchange. If you have any questions or need further clarification on these guidelines, please don't hesitate to reach out.

Thank you for your attention to these recommendations. Let's continue to work together to maintain clear and efficient communication across Brown.inc company.

Best regards,
Mr. Khabirov
Project Manager at Brown.inc

Read again the provided email and learn the format of it

Subject: [Brief and Clear Subject Line]

Dear [Recipient's Name],
[Opening greeting or polite introduction]

[Body of the email, which includes the main message, details, and any necessary information]
[Closing remarks, such as a call to action, request for feedback, or next steps]

[Closing greeting (e.g., Best regards, Sincerely, Regards)]
[Your Name]
[Your Position]
[Company Name]
[Contact Information]

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Analyze the letter. What's wrong with it? Find 5 grammar mistakes in this letter

Dear Team,
I hope you're all doing good. I wanted talking about how important it is to have a strong networking setup in our company. Networking really helps us communicate better and work more efficiently together.
To make sure everything run smoothly, we should thinking about upgrading our current network equipment. This will reduce downtime and make us more productive.
Also, using secure protocols and keeping everything maintained will keep our data safe from any problems.
We'll also organize training sessions to help everyone get used to the new network systems. This make it easier for us to use the networking tools well and do our work better.
Thank you for helping out with this. If you have any questions or ideas, please let me know.
Best regards,
Mr. Alisherov

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Analyze the letter. What's wrong with it?

Subject: Important Networking Update

Dear Team,

I trust you are well. Networking is crucial for our company. It helps us work together.

We need to upgrade our network hardware. Don't you think so? Secure protocols and regular maintenance are also important.

Training sessions will happen to help everyone with the new network systems. This will help us use networking tools.

Any questions, please ask.

Best regards,

Mr. Anvarov

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Rewrite parts of the emails to reflect a more suitable tone



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Arrange these jumbled sentences into a proper email format



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Fill in the email. Make up a name for the user.

Dear _____,

Thank you for sending the document, but _____. Your file is in the wrong _____. My word processing program is _____. It isn't _____ with the program you're using which is TypeWrite

Please send me the file in a .txt format. It _____ most programs.

Regards,



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Speaking

USE LANGUAGE SUCH AS:

My email address isn't receiving mail.

Do you have the correct username and password?

Does that matter?

Student A: You are a QuickTel employee. A customer has a problem with his or her email. Find the problem. Ask Student B:

- username
- password
- POP3 server

Student B: You are a customer. Answer Student A's questions.



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Your next assignment

Choose one of the situations and write an email asking to solve a problem.

Email Self-Check Checklist:

1. **Subject Line**
2. **Recipient**
3. **Opening**
4. **Body**
5. **Politeness and Tone**
6. **Closing**
7. **Attachment (if applicable**

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You've been great!



Thank you for your attention

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