

Duration : 18<sup>th</sup> – 21<sup>st</sup> April

**MODULE 5 : MEDIA AND COMMUNICATION**

**FAMILY OF SITUATIONS** : Using language to explore the utilities of modern communication/

**REAL LIFE SITUATION** : Hitches and complaints : Facing difficulties with phones and gadgets, complaining about the quality of service.

**EXPECTED OUTCOMES** : By the end of these lessons the learners should use language to complain and request assistance when facing difficulties with their phones, identify solutions to stated problems, answer specific communication problems, identify and match words related to modern communication complaints.

**CATEGORY OF ACTIONS** : Speaking, reading.

**SPEAKING** : Talk about modern communication related problems.

- **What problems do you often have with communication services ?**
  - Bad customer service
  - Can't connect to Wifi
  - Connection is slow
  - Battery doesn't last
  - Reception is poor
  - The volume is slow
  - Frequent loss of network : network not available
  - Too many publicity messages
  - Airtime keeps disappearing
- **What do you do when you have problems ?**
  - When i have problems with my phone i**
    - Call the customer service/or helpline : after sale service for assistance
    - Take the phone /device/tool to a technician or to communication expert.

**READING** : Read Bobo's blog post on page 188/189 about common problems people encounter with smart phones and choose the best answer to complete the sentences in exercise 3 page 190.

- a) The biggest complaint most people have is that : they can't always connect to the internet
- b) **Battery drain means** : the battery is running out of power.
- c) **A hardware problem is a problem** : with the phone itself.

- d) **When the touchscreen becomes unresponsive**, the phone freezes and won't work.
- e) **Rebooting your phone might help** if the touchscreen doesn't work properly.
- f) **It is frustrating if your phone** drops connections.

#### ESSENTIAL KNOWLEDGE :

#### VOCABULARY :

- **Definitions : Words and expressions related to modern communication complaints.**
  - **Hitches** : all the problems that we can face when using communication services and tools which are temporal and can be solved after some time.
  - **Complaints** : a report about a problem/ difficulty/ grievance/ concern that you face.
  - **Rebooting** : to switch / put off the phone and restart / put it on again.
  - **A bug** : a problem or a fault in a computer or a computer program.
  - **Glitch** : a small problem that stops something from working correctly.
  - **Longer life batteries** : Batteries that keep charge/ that last for long.
  - **Persistent** : something that does not stop.
  - **Touchscreen** : a device that permits the user to communicate by touching the screen.
  - **Flickering screen** : when the screen keeps going on and off, not steady, shaking.
  - **A call center/ customer service** : a service that you call for communication hitches or problems.

#### GRAMMAR

##### I. USING IMPERATIVES : GIVING SIMPLE INSTRUCTIONS ON HOW TO USE COMMUNICATION TOOLS AND GADGETS.

- Imperative refers to the form of verb which is usually used for giving orders.

##### EXAMPLES :

- \* Dial 905 for assistance.
- Move the cursor
- Click here
- Charge your battery regularly
- Press the power button on.
- Connect your phone to the internet.
- Pick up the call
- Call back
- Text your friend
- Listen to the news etc

**NB : Here the verb remains in the infinitive and the subject of the sentence is not mentioned but implied.**

##### II. USING QUESTION TAGS TO TALK ABOUT MODERN TECHNOLOGY .

Study the dialogue below and say what you notice about the verbs.

Mike : It is very difficult to use a computer, isn't it ?

Bole : Yes it is.

Mike : You don't have a smartphone, do you ?

Bole : No, I don't. My parents said that I don't need a phone now.

Mike : True, some students use phones in the wrong way, don't they ?

Bole : Yes, they do. It distracts them from their books.

WHAT IS QUESTION TAG ?

- Question tags are short questions that come after sentences. We use question tag to ask if something is true, or to ask people to agree with us.

HOW DO WE FORM QUESTION TAGS ?

- We make question tags with :
  - Auxiliary verbs : to be, to do, to have
  - Modal verbs : can, could, must, shall, should, will, would, might
  - Personal pronouns : I, you, he, she, it, we, they

RULES GOVERNING QUESTION TAGS

1. **Positive statements have negative tag**  
Eg. It is very difficult to use a computer, isn't it ? Yes it is.
2. **Negative statements have positive tags**  
Eg. You don't have a smartphone, do you ? No I don't
3. **With statements having no auxiliary or modal verbs, we use the auxiliary 'to do' conjugated in the same tense as the verb in the statement.**  
Eg. Some students use phones in the wrong way, don't they ? Yes they do.
4. **If the subject of the statement is : everybody, anyone, no one, no body, neither, some one we use the personal pronoun « they »**  
Eg : Every one can use this gadget here, can't they ? Yes they can
5. **If it is an order or a command, the subject is « you » and the verb is « will ».**  
Eg. Switch off your phone, will you ? Yes I will.

NB : - Negative tags are usually contracted Eg. « Isn't it ? » Not « is not it ? »

\_ « I am not » is contracted as « aren't I ? »

## EVALUATION

### I. Complete the sentences below with question tags

- 1) Your computer scratched during the power cut, ..... ?

- 2) I am downloading some music from the net,..... ?
- 3) He sent you an email,..... ?
- 4) Sule can't connect to the internet, ..... ?
- 5) Everybody must listen to the news on the television..... ?
- 6) Call the customer service for assistance, ..... ?
- 7) Bindi has bought a new laptop, ..... ?

**II. DO VOCABULARY EXERCISE 9 PAGE 212**