

Name _____

Section _____

www.dell.com

An EFL lesson based on the web site

Intermediate

3 class periods

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Dell Computer Corporation, headquartered in Austin, Texas, is the No. 1 computer systems company in the world. This lesson consists of plain-English situations to be matched with site links, a PET-style reading section, and a task requiring students to configure and "order" hardware online.

What should I do?

Go to www.dell.com and answer the following questions on your worksheet:

1. (a) In what year was Dell founded? _____
(b) By whom? _____
(c) Where are the company's headquarters? _____

2. Match the following situations with the appropriate links.

Example:

Situation	Link
I'm the director of IT at a college and I want to find out which is the most appropriate computer system for my college	Education

Situation	Link
(a) I'd like to know something about the history of Dell.	
(b) Where can I find information about warranty plans?	
(c) I ordered a Dell computer three weeks ago but I haven't yet received it. Where can I find out the status of my order?	
(d) Where are the Press Releases?	1. 2.
(e) I want information about Dell's newest PCs for home use.	
(f) I work for a hospital, which needs a new computer system.	
(g) Can I get software for big company computer systems?	
(h) Where can I find the right computer system for the city government of San Francisco, California?	

(i) Does Dell have a special page for the UAE?	
(j) For LAN and WAN connections	

3. Some of the categories and expressions listed below under **Medium and Large Business** are correct; others are written incorrectly or do not exist. You will have to read the page carefully to mark the correct ones with a .

- | | |
|--|---|
| <input type="checkbox"/> Notebooks | <input type="checkbox"/> Serving |
| <input type="checkbox"/> Power Rangers | <input type="checkbox"/> Customer Service |
| <input type="checkbox"/> Employee Purchase Program | <input type="checkbox"/> Servers |
| <input type="checkbox"/> Attitude | <input type="checkbox"/> Desktops |
| <input type="checkbox"/> Workstations | <input type="checkbox"/> Customer Survey |
| <input type="checkbox"/> Total Solutions | <input type="checkbox"/> Real solutions |
| <input type="checkbox"/> Storage | <input type="checkbox"/> Premiere logout |
| <input type="checkbox"/> Producing TLO | <input type="checkbox"/> Powerfully solutions |

4. Next, we'd like you to configure and "order" a computer online. First, select and click on

Choose A Country

United Arab Emirates  

Then click on **Desktops**. At the next page, choose the **Entry-level** computer and click on the blue link. Next page: click on [Product Highlights](#). Next, [Configure & Buy](#). On the next page you'll see another selection of computers. Again, choose the least expensive one and click on [Configure & Buy](#) once again. On the next page, select the following options and place them in the boxes:

Component	Choose this option from the drop-down box!
Chassis	SFF Small Form Factor Chassis
Base Unit	1.30 GHz
Floppy drive	3.5"
Memory	256 Mb
1 st Hard Drive	20 gb 7200 rpm
Monitor	17" Ultrascan
CD-Rom	24x Slimline CDROM
Speakers	Internal Dell
Network card	Integrated 3com
Modem	Dell 56.6K
Keyboard	Enhanced Quietkey
Mouse	Dell/Logitech 2-button
Operating System	Windows 2000 professional
Any other options?	NONE—do not choose any other options

Click on **add to basket**.

What is your final price? \$ _____

10 points out of 50 for this item, assuming your answer is within \$50 of the correct answer.

ANSWER KEY

1. (a) 1984
(b) Michael Dell
(c) Austin, Texas

2.

Situation	Link
(a) I'd like to know something about the history of Dell.	About Dell
(b) Where can I find information about warranty & service plans?	Services
(c) I ordered a Dell computer three weeks ago but I haven't yet received it. Where can I find out the status of my order?	Order status
(d) Where are the Press Releases?	1 About Dell 2. Newsroom
(e) I want information about Dell's newest PCs for home use.	Home & Home Office
(f) I work for a hospital, which needs a new computer system.	Healthcare
(g) Can I get software for big company computer systems?	Medium & Large Business
(h) Where can find the right computer system for the city government of San Francisco, California?	State & Local Government
(i) Does Dell have a special page for the UAE?	Choose a country/region
(j) For LAN and WAN connections	Networking

3.

- | | |
|---|--|
| <input checked="" type="checkbox"/> Notebooks | <input type="checkbox"/> Serving |
| <input type="checkbox"/> Power Rangers | <input type="checkbox"/> Customer Service |
| <input checked="" type="checkbox"/> Employee Purchase Program | <input checked="" type="checkbox"/> Servers |
| <input type="checkbox"/> Attitude | <input checked="" type="checkbox"/> Desktops |
| <input checked="" type="checkbox"/> Workstations | <input type="checkbox"/> Customer survey |
| <input type="checkbox"/> Total Solutions | <input checked="" type="checkbox"/> Real Solutions |
| <input checked="" type="checkbox"/> Storage | <input type="checkbox"/> Premiere logout |
| <input type="checkbox"/> Producing TLO | <input type="checkbox"/> Powerfully solutions |

4. \$1,148. Student incurs a suggested 10-point loss if answer is not in this neighborhood.
5. Student should attach a printed page from the survey.