

English Oral

- ★ Technician
- ❖ Caller

- ★ Good morning, Fnac offers a sales service.
- ❖ Hello, I'm having a problem with my computer, it won't turn on. The screen remains black but the indicator lights on my computer tower turn on for a while and turn off quickly and my computer stop.
- ★ Okay, can you tell me the make and model of your computer?
- ❖ Yes, so ... it's ... an HP OMEN 24LGT14_0010nf
- ★ Ok, thank you. please wait a little while I look at the problems already encountered with these machines. Have you checked the connections on the back of your tower? Is it properly connected to your graphics card?
- ❖ Yes, I'm looking at this right now. Oh, a cable is plug out, it must be my son again who had to touch my computer!! I plug it into the graphics card.
- ★ When it has done restart your computer.
- ❖ It is done, I restart it. Oh well it's good, it restarts!!
- ★ Ok good.
- ❖ Oh no. The computer shut down and the screen remain black.
- ★ Well, the power cable of your tower is it good?
- ❖ I will check it. ... Yes, yes, it's good.
- ★ I think it is on the computer tower.
- ❖ Okay.
- ★ Do you feel like looking inside your tower computer?
- ❖ I don't know, why not if it not too complicated.
- ★ No, no, it's just to see inside of your computer tower.
- ❖ Why not.
- ★ In first, when you are in front of your computer, can you open the left side of your tower?
- ❖ Yeah, it's good.
- ★ Right, now, do you know where the graphics card is located?
- ❖ Aaah, it's where I plug in the cable outside?!
- ★ Yes, it's that, can you tell me if there are a cable plug in front of the graphics card?
- ❖ There is a cable!
- ★ Good ...
- ❖ Wait! It doesn't fit very well! It's look like that the graphics card are not very well connected on the motherboard.
- ★ Aie, ok.
- ❖ Is the cause of my problem?
- ★ Maybe, it's possible.
- ❖ But I don't want to touch at this!
- ★ Yeah, so I think it's necessary to have a technical intervention.
- ❖ But I need my computer!
- ★ I understand. Please wait a minute, I will try to get you a computer for the time of the technical support.
- ❖ Oh, thank you.
- ★ So, I suggest you go to your nearest Fnac store with your computer and your power cable as well as the proof of purchase. If your product is still under warranty, you will not have to pay anything but otherwise you will be asked for €50 in order to advance the logistic costs. I will make you a paper that you will have to present at the reception of your Fnac store. It will be marked that they will have to lend you a computer if it's necessary to spend it for repair. Do you have any other questions about your product?
- ❖ No, thank you. But how I will receive the paper?
- ★ By e-mail. I just spend it to you.
- ❖ Ok, I receive it, it's good thank you.
- ★ Well, I wish you a plaisent day, Sir.
- ❖ Thank you too.
- ★ Good-Bye Sir.