Communication Habits, Emergency Calls, Smartphone Applications & Introduction to Internet Habits (E8.4 & E8.5)

Akıllı telefon uygulamalarının (smartphone apps) kullanım amaçlarını, avantajlarını (pros) ve dezavantajlarını (cons) karşılaştırır (E8.4.R1, E8.4.SP1). · Acil durum çağrıları (emergency calls), müşteri hizmetleri (call center) görüşmeleri ve telefon notlarını (memos) doğru sıralamayla kurgular (E8.4.L2, E8.4.SI1, E8.4.W1). · Unit 5 (The Internet) temasına giriş yaparak temel internet terimlerini (log in/out, upload/download, attachment, browser) ve internet kullanım alışkanlıklarını ifade eder (E8.5.L1, E8.5.SI1).

HATIRLAYALIM

- Smartphone apps help us find our way, translate texts, pay bills and do online shopping.
- Phone memos include: To (receiver), From (caller), Date/Time, Contact Number and Message.
- Unit 5 Internet terms: sign up, log in/out, upload, download, attachment and web browser.

1 EŞLEŞTİRME

Match the telephone and Internet phrases on the left with their meanings on the right.

1. Hold on / Hang on a minute
2. Put someone through
3. Attachment

a) Connect the caller to another person
b) Wait on the phone for a short time
c) A file or photo sent together with an email

2 TABLOYU TAMAMLA

Read the secretary's note in the visual and complete the phone memo table below.

OFFICE PHONE MEMO — 15 DECEMBER, 14:20

To: Mr. Parker	From: Sarah Miller	Note / Message
Manager (In a meeting)	Tel: 0555-340-8810	Urgent project update
Not available now	Client from London	Call back before 4 p.m.

Memo Section	Question Cue	Information
To (Receiver)	Who is the message for?	
From (Caller)	Who called the office?	
Main Message	What does she want?	

3 KISA CEVAP

Look at the 112 Emergency Operator card in the visual and write **two key details** the caller must give immediately.

112 EMERGENCY SERVICE CALL PROTOCOL

Operator's Question	Required Caller Details
«112 Emergency. What is your emergency?»	1) Type: Fire / Car Accident / Medical
Stay calm and speak clearly!	2) Location: Exact street & building address

4 ÇOKTAN SEÇMELİ

According to the smartphone screen in the visual, which application should Emre use to **find his way in traffic**?

SMARTPHONE APPLICATIONS MENU

MapGo	QuickTranslate	EasyPay	ShopNow
GPS & Traffic Route	40 Languages	Mobile Banking	Online Store
Find your way fast	Instant dictionary	Pay bills securely	Buy clothes & books

(A) MapGo (Navigation App)
(B) QuickTranslate (Dictionary App)
(C) EasyPay (Mobile Banking App)
(D) ShopNow (Online Store App)

5 DOĞRU MU, YANLIŞ MI?

Write D (True) or Y (False) for the statements about communication and the Internet.

	D	Y
«Addiction» and «eye strain» are two disadvantages (cons) of smartphones.	☐	☐
«Upload» means saving a file from the Internet onto your own computer.	☐	☐
People call 112 Emergency Service in case of a fire, car accident or medical emergency.	☐	☐
Customers call a call center to make a complaint or return a broken product.	☐	☐

6 BOŞLUK DOLDURMA

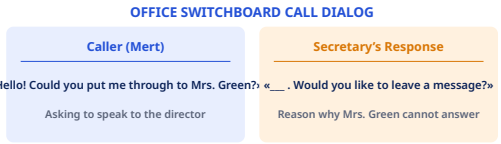
Complete the sentences with the suitable words from the box.

bad | recipe | sign | modem

1. If you don't have an account on this website, click « _____ up» to register first.
2. I can't hear you well because it's a _____ line; I'll call you back soon.
3. When there is no connection sign on your PC, check the _____ and cables.

7 ÇOKTAN SEÇMELİ

Look at the call dialog in the visual. Which sentence best completes the secretary's response?



(A) My battery is completely full today.
(B) I never use a search engine at home.
(C) Please check your modem and cables.
(D) I'm afraid her line is engaged right now.

8 SIRALAMA

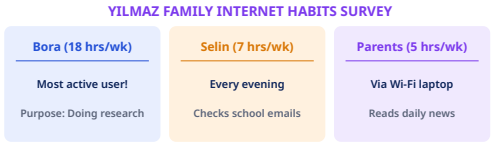
Put the phone conversation in the visual into the correct chronological order from 1 to 4.



☐ Secretary: Would you like to leave a message for him?
☐ Caller: Yes, please tell him to call me back at 555-0192. Thank you!
☐ Caller: Hello, this is Kevin calling. May I speak to Dr. Carter, please?
☐ Secretary: Hang on a minute, I'll check. I'm sorry, he isn't available now.

9 ÇOKTAN SEÇMELİ · DÜŞÜN

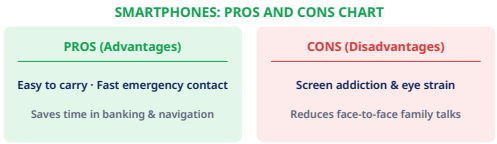
According to the family Internet chart in the visual, **which question** does NOT have an answer on the card?



(A) Who uses the Internet most in the family?
(B) How much does their monthly Internet bill cost?
(C) For what purpose does Bora go online?
(D) How often does Selin check her emails?

10 ÇOKTAN SEÇMELİ

According to the Pros & Cons chart in the visual, which option is a **disadvantage (con)** of smartphones?



(A) Easy to carry everywhere in your pocket
(B) Quick access to emergency help
(C) Reduces face-to-face communication in the family
(D) Saves time while paying monthly bills

11 ŞİFRELİ KELİME

Write the English words for the clues and find the secret device used to connect to the Net.

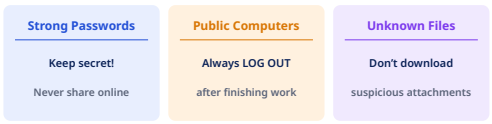
A short phone note left for someone unavailable (4 letters) ☐☐☐☐
Connected to the Internet; opposite of offline (6 letters) ☐☐☐☐☐☐
Save a file from the Net to your device (8 letters) ☐☐☐☐☐☐☐☐
Electronic mail sent via the Internet (5 letters) ☐☐☐☐☐
A text sent to a friend on a smartphone (7 letters) ☐☐☐☐☐☐☐

Turuncu kutulardaki harfler yukarıdan aşağıya:

_____

12 AÇIK UÇLU · DÜŞÜN

Look at the Online Safety banner in the visual and write two rules for safe Internet habits in English.



_____
_____
_____