

1) Summaries: Look through the following six summaries. What do you think of them? Did you find any mistakes? Then look at the last two summaries and make corrections where necessary.

I am writing you to express my dissatisfaction with the rabbit food your company produces.

Since I started to feed my pet rabbit Whiskas food she started to behave very energetically, especially during night-time. In your advertisements you promote the healthiness of the food, however, I have serious doubts about its suitability for dwarf rabbit pets as it repeatedly became the cause of hyperactivity and consequently insomniac states followed by exhaustion.

I would recommend you to provide more specific information about what the rabbit food contains so that the pet owner might decide on its suitability for his pet.

I would like to thank you for a great job you do as a brewer, I visit your restaurant almost every week and every time I could enjoy an excellent pint of beer.

However I would like to complain too. My experience spoils the fact, that whenever I come, waiters simply look like they do not care about customers. It culminated last week: I had ordered a potato pancake, but what I got really scared me – a piece of greasy pancake on a napkin, without vegetables and even without a knife or fork.

Please, could you instruct staff at principles of dining? I think it could improve experience of your customers.

I am writing to express my dissatisfaction with a faulty product , I have recently received. My number of order is 5478-666.

On 6 June 2006 I obtained Devill Ultrabook XPS 666 with a missing keyboard. I tried to start the computer , but it wrote the following error: "Keyboard not found. Press F1 to continue." It seems like manufacturing defect. This fault put me in a difficult situation, as i had to emergently change my plans.

I am sending the faulty product back. Could I please ask you to look into these matters and send me a flawless one?

I am writing to complain about the faulty installation of shower.

Mr Donald from your company came to install new shower and sink on Friday, 22 October. The next day, I discovered that the mechanism for changing temperature of water is stuck and it is really hard to turn with it. This problem put me in difficult situation, as our family is not able to use bathroom properly. I would appreciate if you could order someone to fix it.

I look forward to hearing from you shortly.

On 15 March 2014, I rent a Peugeot 306 at Trnava in your rent center.

Unfortunately, your product has not performed well because of breaks. I am disappointed because the breaks doesn't work. Following this problem I have suffered los for 20 000€.

To resolve the problem, I would appreciate your money refunded for everything I have destroyed. I look forward to your reply and a resolution to my problem . Please contact me at the above address or by phone at +421 907 514 419.

I recently purchased tablet made by your company and there are some problems which are affecting usage of this product.

The tablet was purchased yesterday and after bringing it home I turned it on and everything seemed working perfectly until I noticed that display is blinking every few seconds and also colors are being changed to negative. I have been told that restart can fix some similar issues but unfortunately all of my attempts ended up not being successful.

According to these problems I am requesting a replacement tablet.

2) Look at the following excerpts from this week's *Discovering Computers* article and focus on the underlined parts; explain why the underlined parts are written the way they are.

Jack Kilby of Texas Instruments invents the integrated circuit, which lays the foundation for high-speed computers and large-capacity memory. Computers built with transistors mark the beginning of the second generation of computer hardware.

COBOL, a high-level business application language, is developed by a committee headed by Dr. Grace Hopper.

IBM offers Microsoft Corporation cofounder, Bill Gates, the opportunity to develop the operating system for the soon-to-be announced IBM personal computer. With the development of MS-DOS, Microsoft achieves tremendous growth and success.

Several companies introduce computers using the Pentium processor from Intel. The Pentium chip contains 3.1 million transistors and is capable of performing 112,000,000 instructions per second.

Intel introduces the Pentium II processor with 7.5 million transistors. The new processor, which incorporates MMX technology, processes video, audio, and graphics data more efficiently and supports programs such as movie editing, gaming, and more.

Wikipedia, a free online encyclopedia, is introduced. Additional wikis begin to appear on the Internet, enabling people to share information in their areas of expertise. Although some might rely on wikis for research purposes, the content is not always verified for accuracy.

MySpace, an online social network, is founded. MySpace allows users to share information, photos, and videos, as well as stay in touch with their friends and make new friends. MySpace eventually grows to nearly 200 million users, making it one of the more popular and successful online social networks.

Apple introduces the iPhone and sells 270,000 phones in the first 2 days. iPhone uses iTouch technology that allows you to make a call simply by tapping a name or number in your address book. In addition, it stores and plays music like an iPod. Also, Apple sells its one billionth song on iTunes.

Mozilla releases the latest version of its Web browser, Firefox 4, which allows users to run Web applications outside of the Web browser interface. It also enables users to synchronize their Web browsing preferences easily with an online service so that they can access the Web from anywhere.