www.dell.com
An EFL lesson based on the web site
Intermediate
3 class periods
© 1998 by Scott South
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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?
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 ☑.

- ☐ Notebooks
- ☐ Power Rangers
- ☐ Employee Purchase Program
- ☐ Attitude
- ☐ Workstations
- ☐ Total Solutions
- ☐ Storage
- ☐ Producing TLO
- ☐ Serving
- ☐ Customer Service
- ☐ Servers
- ☐ Desktops
- ☐ Customer Survey
- ☐ Real solutions
- ☐ Premiere logout
- ☐ 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

Go

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

Click on **8 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.

<table>
<thead>
<tr>
<th>Situation</th>
<th>Link</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a) I'd like to know something about the history of Dell.</td>
<td>About Dell</td>
</tr>
<tr>
<td>(b) Where can I find information about warranty &amp; service plans?</td>
<td>Services</td>
</tr>
<tr>
<td>(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?</td>
<td>Order status</td>
</tr>
<tr>
<td>(d) Where are the Press Releases?</td>
<td>1 About Dell 2. Newsroom</td>
</tr>
<tr>
<td>(e) I want information about Dell’s newest PCs for home use.</td>
<td>Home &amp; Home Office</td>
</tr>
<tr>
<td>(f) I work for a hospital, which needs a new computer system.</td>
<td>Healthcare</td>
</tr>
<tr>
<td>(g) Can I get software for big company computer systems?</td>
<td>Medium &amp; Large Business</td>
</tr>
<tr>
<td>(h) Where can find the right computer system for the city government of San Francisco, California?</td>
<td>State &amp; Local Government</td>
</tr>
<tr>
<td>(i) Does Dell have a special page for the UAE?</td>
<td>Choose a country/region</td>
</tr>
<tr>
<td>(j) For LAN and WAN connections</td>
<td>Networking</td>
</tr>
</tbody>
</table>

3.

- Notebooks
- Power Rangers
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- Attitude
- Workstations
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- Serving
- Customer Service
- Servers
- Desktops
- Customer survey
- Real Solutions
- Premiere logout
- 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.