**ENGLISH FOR INFORMATION TECHNOLOGY**

**SPEAKING TEST (2022)**

There are two parts in the speaking test. In part 1, each candidate will be asked 5-7 questions about their own experiences of information technology. In part 2, two candidates will ask and answer questions related to information technology situations.

**PART 1:**

**Possible questions:**

|  |  |
| --- | --- |
| **No.** | **Questions** |
| 1 | How do you use IT? |
| 2 | What devices do you use? |
| 3 | What software do you use? |
| 4 | What job would you like to do in the future? (then ask one of these questions)  *What does a database administrator do?*  *What does a helpdesk supervisor do?*  *What does a project manager do?*  *What does a software developer do?*  *What does a support technician do?*  *What does a system analyst?* |
| 5 | Can you tell me a name of a technology company?  What activities do they carry out? |
| 6 | What is the IT organization would you like to work for? Why? |
| 7 | Can you tell me the difference between peripherals and internal hardware? |
| 8 | What can you do to a window? |
| 9 | What do you use computers for? |
| 10 | Which website do you visit most often? |
| 11 | Which browsers do you use? Which is your favourite? Why? |
| 12 | What kind(s) of device(s) do you use to access the internet? |
| 13 | What computing devices do you use in your daily life, (e.g. ATMs)?  (Do you think they are on a network? Is it wired or wireless?  Are these devices secure? What security features do they have (e.g. a PIN)? |
| 14 | What features do you use on a mobile device? (e.g. GPS, maps, camera)  What do you use them for? |
| 15 | How often do you use email? |
| 16 | When do you choose email instead of instant messaging, face-to-face or telephone communication? |
| 17 | What do people use spread-sheets for? |
| 18 | Do you use spread-sheets? What for? |
| 19 | What do you find easy about using them (spread-sheets)?  What do you find difficult about using them? |
| 20 | What database programs do you know? |
| 21 | What do people use databases for? Give examples. |
| 22 | Can you describe …….? (Examiner may choose one of these)   * NAS device? * a touchpad? * a stylus? * a graphics tablet and stylus? * a touch screen? * a projector? * a headset? * a multifunctional printer? |
| 23 | How do you communicate electronically with friends and family? |
| 24 | Which types of communication do you think are better for communicating information?  Which types of communication do you think are better for being friendly? |
| 25 | Which method of communicating do you prefer: face-to-face, by video or by telephone? |
| 26 | What do you think are the advantages of video conferencing over face-to-face meetings? |
| 27 | Do you buy things on the internet? Why (not)? |
| 28 | What are the advantages and disadvantages of internet shopping? |
| 29 | When a company buys new technology, how important do you think it is to train users? |
| 30 | What do you think are the advantages of e-learning over face-to-face learning? |
| 31 | What was the last problem you had with an electronic device? What other problems could happen? |
| 32 | When you have problems with a device, what do you do? How can you find help? |
| 33 | Have you ever called an IT help desk centre? What happened? How was the experience? |
| 34 | Can you talk about steps to solve an IT problem? |
| 35 | In what area of IT would you most like to work in the future? Why? |
| 36 | What technical skills do you have? Where have you used them? |
| 37 | What personal skills do you have? In what situations have you used them? |

**Part 2: Pair work (if offline)**

|  |  |
| --- | --- |
| **STUDENT A** | **STUDENT B** |
| *You are* ***a new employee*** *in a company. Ask your partner about rules in the IT workplace.*   * What time/ start work? * Eat/desk? * Keep/desk/clean? * What devices/ connect? * Where/ read/ rules? | *You are* ***of the company staff****. Your partner is a new employee. Explain these IT workplace rules to him/her.*   * Start work: 8 a.m. √ * ~~Eat at desk.~~ * Keep desk clean. √ * ~~Connect own devices.~~ * [www.basic-comp.com.vn](http://www.basic-comp.com.vn) to read more rules. √ |

Part 2: Give instructions to users (if one candidate)

* Laptop + projector
* Data – old computer – new laptop
* Photos – digital camera – computer
* Change brightness of computer

**Name:** ……………………………………. SPEAKING TEST Date: …………………

Write your answers to your speaking questions

|  |  |
| --- | --- |
| **Q.** | **Answer the questions in part 1:** |
| 1 | I use IT in various way in my daily life. Like I use YT for listening to music and learning, FB for up to date to news all around the world and also chatting with friends and family |
| 2 | Well, my house is full of technology devices. But, on a daily basis, I use my smart phone and laptop the most for working and studying |
| 3 | My major is IT, so I use many kinds of software for learning and creating projects. I use SQL sever for learning and retriving database, Visual Studio code for coding…. |
| 4 | Database admin: look after a computer database  Helpdesk supervisor: supervises the department of a company that pp calls for help with computer problems  Project manager: manage carefully planned piece of work  Developer: developing and creating software make it successful  Support technician: provide help or information to improve computer systen  System analyst: study a company’s computer needs and provide them with suitable software and equipment |
| 5 | One well-known high-tech company is Apple Inc. This company is involved in a wide range of activities in the technology sector, including: software development, hardware manufacturing, retail, cloud services, … |
| 6 | If I had a chance, I would like to work in Viettle Group, as Viettle is a very large and famous telecommunications group in VietNam with million customers. |
| 7 | As far as I can tell, every device that sit inside the case like motherboard, CPU, Ram is hardware itself, and the peripherals is everything that is attached to the computer’case like monitor, keyboard, mouse, speakers…. |
| 8 | Open and close a window by lauching app or a file  Maximise window to make it full-screen display and minimise it to returns the window to its previous size  With scroll bar, you can scroll vertically and horizontally to view the hidden content  Zoom in/out to see clearly the content |
| 9 | Most of time, I use my computer for learning as I can studying online and creating projects. Also, I use computer for relaxing when I can listen to music, watch movies and play online games |
| 10 | I browse Youtube and FB for the most time. Since YT is a platform where I can learn and listen to music. FB is a place where I can share my status and interact with friends |
| 11 | I love using tiktok for entertaining. I can watch short videos from many other user as I can learn from them and also for relax |
| 12 | I use smartphone and laptop to access to the Internet. With gg chrome pre-load, I can access to any platform with my smartphone, that is very come in handy |
| 13 |  |
| 14 | I use gg maps for navigating, since it can help me plan routes and get real-time navigation to reach destinations. I can also search for specific locations and addresses so I can easily go to their, avoid being loss |
| 15 | I’m not quite often write emails, as I personally prefer texting because texting doesn’t require formal greeting |
| 16 | In my opinion, sending emails is standard protocol when you have to contact people, especially with a new client. With a clearly email, you can fully convey your thoughts to people. |
| 17 | As I know, spreadsheet such as MS Excel or GG sheets is to store and organize data in to a logical form, it can help arrange, calculate and sort data in rows and columns |
| 18 | Of course, I do. I use GG sheets for creating function to calculate monthly expense and MS excel for learning SQL |
| 19 | Easy: spreedsheet provide a grid format making it easy to organise and display data, user can perform a wide range of calculations, simple by entering formulas. Easy to customise format cells, adjust fonts, colors, …  Hard: creating complex formulas or understanding advanced functions can be challenging |
| 20 | Some database I could tell is SQL sever, MongoDB, NoSql,… |
| 21 | Companies use database to store customer information, analyse customer behavior. Track expenses to manage transactions and generate financial report  In education, use database to manage student records, enrollment, scores and schedules  In healthcare, use database to store patient records, medical histories, test results, and treatment plans for patient. Analyze data related to diseases, drugs interactions, … |
| 22 | * NAS device: Network attached storage allows files to be stored and retrieved across a computer network * a touchpad: an area on laptop or computer that user touch in to tell computer what to do * a stylus: a device shape like a pen, used for writing on touch screen * a graphics tablet and stylus: a device allows us to draw on it surface, using stylus * a touch screen: a display device allows user to interact with a computer by touching areas on the screen * a projector: a device that makes pictures and videos appear on a screen * a headset: a set of headphones, often with a microphone attached * a multifunctional printer: is designed to have many use like printing, faxing, scanning |
| 23 | I interact with friends and my family through various methods, I connect with them on platforms like FaceBook and Instagram and also Twitter. I use Messengers for face-to-face video calls with my family very often |
| 24 | In my view, Email is wel-suited for conveying detailed information, sharing documents or dicussing formal matters. It’s more organized and professional means of communication.  For being friendly, I suggest that social media like FB, Instagram and SnapChat are excellent for sharing personal updates, photos and connecting with friends and family in friendly manner, also Text Messaging also be used for casual, friendly conversations. |
| 25 | I would like to say, Face-to-face. Since, this is the most personal and direct form of communication, it allowing for performing body language. |
| 26 | The first and foremost benefits would be lower cost, with video conferencing, there’s no need for travel expenses |
| 27 | Of course, I do. We are living in 21th century, and ecommerce is rising and we can buy anything on the world by touching smart phone screen or by few mouse’click. Some e-commerce platform could be listed is Shopee, Lazada, ... |
| 28 | The biggest advantage of shopping online is convenience,  it allows you to shop from your home as you can browse and make purchase at anytime with an internet connection.  You can also compare prices across different website, enabling you find the best deals and discounts.  And you can avoid crowded stores and long checkout lines when shopping offline  Disadvantages:  You might have to pay shipping costs for retailers, and these costs can add up, particularly for heavy items and during delivery, your items could be damaged  When shopping online, you can’t physically examine or try out products before paying, this is important for items like clothing.  Your personal and finance information could be leaked that can be a target for cybercriminals. |
| 29 | Training users when a company adopts new technology is crucial.   * Because without proper training, users may not fully understand hơ to use them, leading to inefficencies of its features. * Proper training reduces errors and issues which may lead to data loss. As well-trained users make fewer mistakes * Work and use features more effectively as you can fully utilise them |
| 30 | Sure, e- learning offer advantages over traditional face-to-face learning.   * E-learning allows learner to study at their own pace and on leaner’s schedule. * Breaks down geographical barriers, learners can learn from anywhere as long as they have internet connection * Reduce costs related to trasportation, and printed materials like textbooks |
| 31 | The nearest problems that I had face up with is my laptop screen gone wrong. The screen can not display anything but a white color. |
| 32 | So I had to go to warrant center as my laptop still under warranty time. After testing, they told me that my laptop screen was broken and they had to replace it with new screen. It’s so lucky that I don’t have to pay any money due to warranty |
| 33 |  |
| 34 | * Identify problem, gather information about the isues, errors messaging, … * Research what problem it is, is it hardware or software problems? * Back up data if neccessary before attempting to resolve the issues * Seek from help from helpdesk center |
| 35 | I would like to work in blockchain technology as I can work on secure and transparent systems for finance, supply chain. |
| 36 | I have learned to work with some programming languages like Java, C#, and I also learn to excel at using MS SQL sever to design and modeling database. |
| 37 | I so confident that I have communication skill and time management skill. As I can convey my ideas clearly to people, my time manament skill is greate since I can set priorities, planning and effective use time and resources |
|  | SPEAKING PART 2 (write a conversation) |
| **A:** |  |
| **B:** |  |
| **A:** |  |
| **B:** |  |
| **A:** |  |
| **B:** |  |
| **A:** |  |
| **B:** |  |
| **A:** |  |
| **B:** |  |

PART 2: CARDS (asking and answering questions)

|  |
| --- |
| **SITUATION 3**  **Card 3A: Imagine you are a technician working in a mobile device company. Your partner is a tourist guide who is looking for a new mobile phone with many functions which are useful for his/her job. Support him/her by asking questions.**  **Clues:**   * Help? * What/use/for? * Functions/need? * Cost, $? * Nokia? Samsung? iPhone? * ……. |

Mobile Device Technician (MDT): Sure thing! I'd be happy to help you find the right phone for your needs. Let's start by discussing what specific functions you're looking for.

MDT: Absolutely, GPS is crucial for your job. Are there any other features you'd like in terms of navigation, such as offline maps or augmented reality assistance?

MDT: Noted. Any other functions you need for your job?

MDT: Great, a good camera and long battery life are important. Do you need any special camera features like low-light performance or wide-angle lenses?

MDT: Got it. How about durability and water resistance? Since you're outdoors a lot, these features can protect your phone from accidents.

MDT: Any other job-specific functions you can think of, or any general preferences like a particular operating system or size?

MDT: Understood. We'll look for a phone that meets these requirements. Any budget constraints, or should I focus on finding the best options regardless of price?

MDT : What kind of brand do you want to buy, with the budget about 15 mil VND, I would highly recommend using iphone 13.

MDT: Alright, I have a good idea of what you're looking for. I'll do some research and come back to you with a few recommendations that fit your needs and budget. Thanks for providing all these details; it'll help me find the perfect phone for you!

|  |
| --- |
| **SITUATION 3**  **Card 3B: Imagine you are a tourist guide who is looking for a new mobile phone with many functions which are useful for your job. Your partner is a technician working in a mobile device company. Tell him/her what you are looking for by answering his/her questions.**  **Clues:**   * Need help; * Smart phone: easy to use, for a tourist guide; * Functions: GPS, Calendar, Internet, Notes, Camera, Video, Voice recording,… * Payment amount: around $700 (~VND 15 million) * Brand: any kind |

Tourist Guide (TG): Hey there, I'm on the hunt for a new mobile phone that can help me with my job. I need something versatile and packed with useful functions. What can you recommend?

Mobile Device Technician (MDT): Sure thing! I'd be happy to help you find the right phone for your needs. Let's start by discussing what specific functions you're looking for.

TG: Well, as a tourist guide, I need a phone that can provide me with GPS navigation, as I often lead tours in unfamiliar locations. So, a reliable GPS is a must.

TG: Offline maps would be great, especially in areas with limited connectivity. AR assistance could also come in handy for pointing out landmarks and historical sites.

TG: I frequently take photos and videos during my tours, so a good camera with image stabilization is important. Also, I need a phone with a long-lasting battery, as I'm often on the go all day.

TG: Low-light performance would be fantastic, especially for those evening city tours. A wide-angle lens would also help capture panoramic views.

TG: That's a good point. A durable, water-resistant phone would be a huge plus.

MDT: Any other job-specific functions you can think of, or any general preferences like a particular operating system or size?

TG: It would be helpful if the phone had a good note-taking app for keeping track of tour details. I don't have a specific OS preference, but a mid-sized phone that's easy to handle with one hand would be ideal.

MDT: Understood. We'll look for a phone that meets these requirements. Any budget constraints, or should I focus on finding the best options regardless of price?

TG: While I'm willing to invest in a quality phone, let's keep it within a reasonable budget range if possible.

MDT: Alright, I have a good idea of what you're looking for. I'll do some research and come back to you with a few recommendations that fit your needs and budget. Thanks for providing all these details; it'll help me find the perfect phone for you!

TG: Thank you so much! I really appreciate your help, and I'm looking forward to finding the right phone to enhance my work as a tourist guide.

EMAIL 3:

From administrator

To Pietr

Date:

Subject: transferring data to a new laptop

Dear Pietr,

First, make sure that both old computer and laptop are on. Then, let plug memory