

WARM UP

Discuss with your students the following topics. You can use the tips above:

- Secrets to get the job of your life.
 - o Discover what you really want out of your work and life
 - o Define the perfect job that will fulfill your expectations and maximize your talents.
 - o Look for the companies capable of producing that kind of job and find out if they offer such job.
 - o Evaluate and research those companies and contact them if possible.
 - o If necessary, be willing to take an interim job. Although full time job is not available at the moment, you will be in an exceptional position to get the job when it becomes available.
 - o Get support from somebody. Listen to your family, friends and teachers. They know your strengths and weaknesses.
 - o Don't give up. It is not an easy task to achieve.
- Tricks to get on an interview.
 - o Care for the first impressions. Be aware that the way you dress, sound and move can be definitive indicators for the interviewer.
 - o See from the recruiter's perspective. Learn everything you can from the company culture from websites and press articles, or find someone related to it who can catch you up with the company's philosophy.
 - o Focus on your message: Why are you interested in working here?
 - o Prepare for killer questions like "Where do you want to be in 5 years' time?"
 - o Never ask questions like how much the job pays or "Am I expected to work extra hours?"

WORKING WITH THE TEXT

1.-

a. There are a 70 percent of businesses reporting difficulty filling IT jobs.

b. It's API.

c. It would be recommendable to improve your skills in customer service, relationship building, and strong written communication.

Because IT professionals are (like it or not) going to have to deal with users, communicate between departments, and explain things clearly and simply to people who aren't IT professionals.

d. It's Network Engineer by four times.

e. It's Business Analysts.

f. Companies want Systems Techs who can follow instructions to set things up and keep them running.

2.-

a) False, because you must keep up on the latest trends and developments in the industry to stay marketable and promotable.

b) True.

c) False, because Decision Making is mentioned in the 10 percent in IT Job descriptions.

d) False, it is if you want to work as a technical support.

e) False, according to the text soft skills are a fundamental part of an IT job

f) False, everything's coming up API, it's by far the most highly sought skill from Indeed job posters.

g) False, there are plenty of people who know their way around a network, database or coding language.

h) True.

i) False, IT industry is changing every day, you need study and learn day by day.

j) False, IT professionals are (like it or not) going to have to deal with users, communicate between departments, and explain things clearly and simply to people who aren't IT professionals.

VOCABULARY

1h, 2c, 3a, 4b, 5e, 6f, 7g, 8d

LANGUAGE FOCUS

PRACTICE

1.-

a.- Steven said that that service guaranteed that data had not been changed during transmission from the sender to the receiver.

b.- Augie said he used his laptop to write his articles and to connect to the internet."

- c.- Philip told us we had to type the name of the file we were looking for.
- d.- Jane said to us that those connectors wouldn't allow us to receive stereo audio input.
- e.- Adrian told me to disconnect the CPU fan cable from the connector on the motherboard.
- f.- Joseph asked/ *wanted to know* what an operating system consisted of.
- g.- Elizabeth said she hadn't seen [Always] in the Configuration options.
- 2.-
- a.- Anne accused David of having stolen her flash the day before.
- b.- My cousin promised to fix my computer the following day/ promised that he would fix...
- c.- Jason offered to help me out with Java Script if I wanted to.
- d.- My friend apologized for not having been able to design a better program.
- e.- The teacher warned us not to touch that switch because it was dangerous.
- f.- My classmate suggested designing an eco-friendly video game.
- g.-The technician recommended restarting the system. OR The technician recommended me to restart the system.

REMEMBER

Students should keep in mind that if their working experience is very limited, they should focus on achievements in studies, qualifications, languages spoken, voluntary work... However, if they have some years of working experience, they can concentrate on objectives attained, solution of problems, the development of their careers...

Remind your students they should enclose a cover letter with their CV. It should not be a simple introduction to the CV. They need to get the reader's attention.

Cover Letter:

1. State who you are and explain the aim of the letter.
2. Say why you are interested in working for that company in that particular position.
3. Highlight what your contributions could be.
4. Try to arrange a meeting or appointment.

SPEAKING

- Have you thought of setting up a computer's company? What services would you offer?
 - Selling computers and proprietary software
 - Providing software and hardware solutions

- Programming software
- Customizing already existing solutions
- Implementing networks
- Subcontracting services you cannot provide
 - Security and consulting services
- Providing outsourcing services (a company that contracts with another company to provide services that might otherwise be performed by in-house employees)

ENGLISH IN CONTEXT

1.-

Chelsea: Good morning, how are you today?

Stephen: Very well, thank you.

Chelsea: Is it just the two of you today?

Stephen: Yes, just the two of us.

Heidi: Could we be **seated** in the non-smoking area?

Chelsea: Sure. No problem. How is this?

Heidi: **Perfect**. Thank you. Could I please have a black coffee?

Stephen: Mmmm that sounds good. Can I have the same with a glass of water? I also have a few **questions** about the menu. I don't eat **meat**; do you have many vegetarian breakfast options?

Chelsea: Yes, we actually have a large **selection**. We have French toast, pancakes, oatmeal, omelets, etc. And you can add fruit, fried potatoes, eggs, toast, etc as a **side**.

Stephen: I would like to have the pancakes with **scrambled/ poached/ boiled/over-easy** eggs and a side of fruit.

Heidi: I **would** like a ham and cheese omelet with a side of bacon. I would also like a muffin, but I can't have nuts because I am **allergic** to them. Do you have blueberry muffins?

Chelsea: Yes we do. I will bring that out to you shortly. Can I get you anything else while you **wait/are waiting**?

Heidi: No thank you, I think that is plenty!
(after the meal)

Chelsea: How was everything?

Stephen: **Delicious**! Everything was cooked perfectly! We are in a hurry, can we have the **bill**, please? Can I pay with a credit card?

Chelsea: No problem.

Chelsea: Ok, here is your **receipt**. Thanks for coming; Have a **nice/good** day.

Heidi: You, too!

2.-

Allow students to work in pairs.

3.-

Divide the class into three groups: One third of the students will be waiters and the other two thirds will go to different restaurants to order food.

LISTENING

TRANSCRIPTION

Giving Assistance

Doug: Seagate recovery services, this is Doug, how may I help you?

Sarah: Hi, I purchased an external hard drive from Seagate about a year ago, but I recently dropped it on hard wood floor and now it isn't working properly.

Doug: Ok, did you purchase the warranty?

Sarah: No, I really wish I had.

Doug: That's usually how it goes, isn't it? Well, don't worry just yet, let's see what we can do. Which one did you purchase?

Sarah: It is a 320GB FreeAgent Go and the model number is ST902503FGA2E1-RK.

Doug: Alright, I have to look that up in my computer. In the meantime, can you tell me what problems you have with the drive now?

Sarah: I dropped it the other day, and now when I plug it in, it makes a weird noise.

Doug: Does the light turn on that indicates that it is connected to your computer?

Sarah: Yes, but it doesn't show up when I open My Computer.

Doug: Alright, that means that your computer is not recognizing your drive. Once our technicians look at it they will be able to tell you exactly what the problema is. Ok, I found the model here. Can you tell me the serial number for your drive?

Sarah: sure it's 2FR8HSX7

Doug: Ok, I'm going to repeat that code back to you just to make sure it's correct, 2FR8HSX7

Sarah: that's right.

Doug: I have one more question before we continue; what types of files are on the hard drive? Was it for professional or personal use?

Sarah: It was mostly personal. I have a lot of photos on there along with some of my school related files.

Doug: Ok, I have made a claim on your behalf for your external hard drive model number ST902503FGA2E1-RK serial number 2FR8HSX7. I submitted a description of your problems with the device. Now let me tell you your options: You can send your hard drive to us and our professionals can assess the situation. You will not be charged anything at this point; the only cost to you is postage to send it here. After 7-10 days, one of our representatives will contact

you and tell you what our technicians have found with your hard drive. If it is repairable, we will give you a quote for the cost and you can choose to accept it and pay the quote or decline it. If you decline it, you can pay for extra postage and we can return it to you or we can recycle the device for you.

If the device is unrepairable and we cannot recover your files, the same applies; we can return it to you at your postage cost or we can recycle it for free.

Sarah: well I guess I don't really have many other choices at this point. I can send it in tomorrow and then we'll see what happens.

Doug: Alright, I think that's your best shot at getting your drive back and working. You can find a set of directions on sending your product on our website. If you have any more questions, please don't hesitate to call.

1. She bought her external hard drive from Seagate about a year ago.
2. No
3. She dropped it.
4. It makes a strange noise and is not recognized by My Computer.
5. Her computer is not recognizing the external hard drive.
6. It was used mostly for personal files: photos and school files.
7. Postage cost
8. Once the hard drive has been assessed, it will either be repairable or unrepairable.
9. No, it is free.
10. She decides to send it to Seagate for an assessment.