Working in the IT industry

- introduce yourself and others
- ask and answer personal questions
- talk about scheduled tasks
- use the alphabet and spell out words

Meeting people

Speaking **1** How do you greet people in your country? What do you say when you greet people in English?

Reading **2** Complete these dialogues with the words in the box.

all	is	meet	name's	Nice	this
too	you	Welcome	What's		

1 Natasha: Hi, my (1) _____ Natasha.
  Khalid: Pleased to (2) _____ you. I'm Khalid Ali.
  Natasha: Pleased to meet you, (3) _____ .

2 Philip: Good morning. (4) _____ your name?
  Ahmed: I'm Ahmed. And (5) _____ are?
  Philip: My name's Philip. (6) _____ to meet you.

3 Tim: Hi everybody, (7) _____ is Ingrid.
  All: Hi!
  Tim: Ingrid, this (8) _____ Ahmed, Linda, Mohammed and Mansoor.
  Ingrid: Nice meeting you (9) _____ .
  Linda: Likewise.
  Tim: (10) _____ to the team and good luck.

Listening **3** ▶ 💿 2 Listen and check your answers.

4 Listen again and repeat the dialogues.

Speaking **5** Work in small groups. Practise introductions. Follow the instructions below.

1 Introduce yourself.
2 Introduce a new team member.

Listening **6** ▶🔊3 Listen to this dialogue and choose the correct answers.

Kathryn: Karim, what do you do?

Karim: I'm a (1) *website developer/network administrator*. Who do you work for?

Kathryn: I work for CISCO. I'm a (2) *system analyst/website analyst* there. Where are you from, Karim?

Karim: I'm from Kuwait. I work for Microsoft there. And where are you from, Kathryn?

Kathryn: I'm from the (3) *UK/US* but now I live in Qatar. Do you know where Glenda's from?

Karim: She's from the US.

Kathryn: And what's her job?

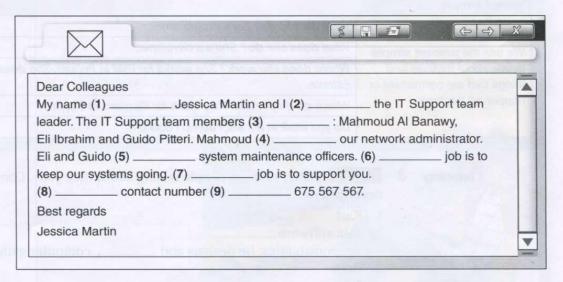Karim: She works for (4) *IBM/Dell*. Her job is to set up new systems.

Language

Present tense of *be*

We use *be* to say who somebody is or what something is.	*I'm* Sam.	*I am* Sam.
	You're/We're/They're from the UK.	*You/ We/They* **are** from the UK.
	He's/She's a website developer.	*He/She* **is** a website developer.
	It's in the US.	*It* **is** in the US.
We use *be* to ask personal questions.	Where **are** you from?	
	What's his name/job?	What **is** his name/job?

7 ▶🔊4 Listen and repeat these words.

I'm, You're, She's, He's, It's, We're, They're/Their

Reading **8** Complete this email with *am, is, are, their, our* or *my*.

> Dear Colleagues
>
> My name (1) _____ Jessica Martin and I (2) _____ the IT Support team leader. The IT Support team members (3) _____ : Mahmoud Al Banawy, Eli Ibrahim and Guido Pitteri. Mahmoud (4) _____ our network administrator. Eli and Guido (5) _____ system maintenance officers. (6) _____ job is to keep our systems going. (7) _____ job is to support you. (8) _____ contact number (9) _____ 675 567 567.
>
> Best regards
>
> Jessica Martin

Writing **9** Write a reply to the email in 8. Introduce yourself and three people in your group.

Speaking **10** Work in pairs. Ask and answer questions about your jobs, companies and nationalities.

Example:

A: *Where are you from?*

B: *I'm from … .*
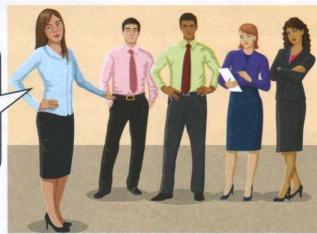
Jobs in IT

Speaking   **1**   Work in small groups. List the IT jobs you know.

Reading   **2**   Read this team introduction. Complete the descriptions 1–4 with the IT jobs in the box.

> Hi! I'm Sylvia. I create usernames and passwords and I set firewalls.
> This is Isabelle. Her job is to plan and design the network. And this is Andrew. His job is to make sure all of the computers work properly. Finally, Mark and Latika. Their area is data processing. We all work for the university. Our offices are in building 8.

database analyst   IT support officer   network administrator   network architect

1   Sylvia is a _____.
2   Isabelle is a _____.
3   Andrew is an _____.
4   Mark and Latika are _____.

Language

Present simple

We use the **present simple** to talk about routines and things that are permanent or happen all the time.	What **do** you **do**? I'm a programmer.
	What **does** she **do**? She's a developer.
	Where **does** she **work**? She **works** for IBM in Poland. She **doesn't work** in Estonia.
	Where **do** they **work**? They **work** for Siemens in Egypt.
	Do you **work** in IT? Yes, I **do**/No I **don't**.

Listening   **3**   🖥 5   Listen to three people talking about their jobs. Complete these job descriptions.

1   Karl
    Job: software _____
    Responsibilities: he designs and _____ computer games.
2   Heba
    Job: _____ analyst
    Responsibilities: he _____ computer problems.
3   Wojtek
    Job: database _____
    Responsibilities: he analyses and _____ electronic data.

Speaking **4** Work in pairs. Ask and answer questions about Karl, Heba and Wojtek.

Example:

A: What does Karl do?

B: He's ... .

Listening **5** 🖫 6 Listen and complete this dialogue.

Ahmed: Where (1) _____ you work, Betty?

Betty: I work for Dell in Dubai. What (2) _____ you?

Ahmed: I (3) _____ for HP in Budapest. What do you (4) _____ , Milo?

Milo: I'm a (5) _____ developer. I work (6) _____ Microsoft in Prague.

Betty: Milo, do you (7) _____ Frida?

Milo: Yes, I do. What do you (8) _____ to know?

Betty: Where (9) _____ she work?

Milo: She works with (10) _____ in Prague. She designs websites for (11) _____ .

Ahmed: I see. Right, let's go. The workshop starts in five minutes.

6 🖫 7 Listen and repeat these questions.

1   Where do you work?
2   What about you?
3   What do you do?
4   What do you want to know?
5   Where does she work?

Writing **7** What is your dream job? Write a job description for the job of your choice.

Job:

Company to work for:

Responsibilities:

Speaking **8** Tell the rest of the group about your dream job. Use your notes to help you.

Example: My dream job is ... . I design/solve/analyse ... .