


> **Getting Started:** Vocabulary (page 117)

- 1 **Read the advert.** Decide if the sentences below are true or false. Then correct the false sentences in your notebook. 

See the latest trends in computer hardware and software at the EIT Trade Exhibition.

All the latest hardware products
PCs: desktops, laptops and tablets
Smartphones, smartwatches and much more.

Hundreds of software companies offering IT solutions and apps for:

banking	health
business and retail	manufacturing
education	hospitality and leisure

New this year: computer apps for the automobile industry.

EIT
TRADE EXHIBITION

25th-27th November, Olympia Convention Centre Details at: info@EIT.com




- The trade exhibition is only for computer hardware.
- The products exhibited include different types of computers.
- The exhibition is only for banking and businesses.
- There are computer products for schools, hospitals and factories.
- You will find examples of the newest equipment at the trade exhibition.

Tip!

In technology, we sometimes use abbreviations instead of words.

PC = personal computer
IT = information technology

- 2 **Three people are getting information at the trade exhibition information desk. Listen to the mini-dialogues and choose the correct answers.** 

- A: Good ¹ morning / evening. Can I help you?

B: Yes, I'm looking for the Banking Plus exhibit.

A: That's exhibit number ² 218 / 28.

B: Thank you.
- A: Excuse me. Can you tell me where exhibit 345 is?

B: Let me check. It's an exhibit of apps for the automobile industry. It's over there with the ³ blue / red sign.

A: I see it, thanks.
- A: I'm interested in software for ⁴ education / business.

B: Just a moment ... OK, you want exhibit numbers 107, 159 and 96. Here's a map to help you.

A: Thank you.

B: You're welcome. Enjoy the ⁵ day / exhibition.

- 3 **Practise the mini-dialogues in Exercise 2 with a partner. Pay attention to the expressions in colour.**

- 4 **Read the mini-dialogues in Exercise 2 again. Then decide which mini-dialogue each sentence relates to.**
- Speaker A wants to see several related exhibits.
 - Speaker A already knows the number of the exhibit he wants to see.
 - Speaker B gives Speaker A something.
 - Speaker B wants to see a specific company's exhibit.
 - Speaker A identifies his area of interest.

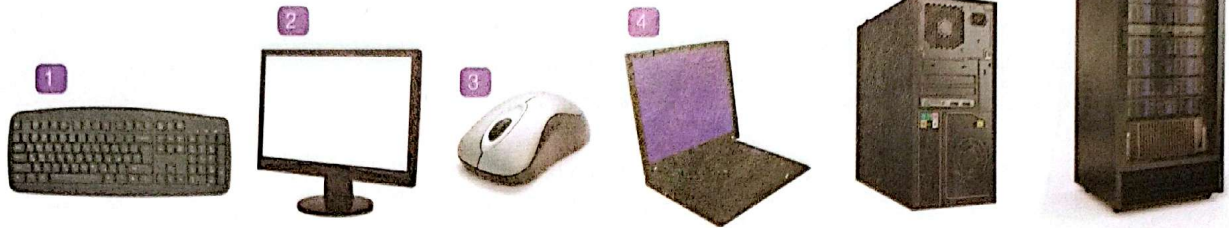
Tip!

When we say a number with three digits, we usually say *two hundred and thirty one*, but when we say a room or exhibit number, we say *two-three-one* or *two-thirty-one*.

Working with Vocabulary

5 Listen and repeat. Then match the words to the pictures. 🎧

monitor • mouse • system unit • keyboard • server • laptop



6 Listen and repeat the words in colour. Then copy and complete the sentences. 🎧

software • apps • hardware • data

- is another word for *information*.
- are programs you can use on your smartphone.
- means the physical parts of a computer.
- is another word for computer programs.

7 Listen and repeat the words in colour. Then match the business sectors in A to the statements in B. 🎧

A

- health
- transport
- education
- manufacturing
- banking
- business and retail
- hospitality and leisure

B

- "We've got laptops in my school."
- "I've got an online clothes shop."
- "You can see financial information online."
- "This hospital uses the latest technology."
- "We make mobile phones on our production line."
- "This is our newest car!"
- "Customers can reserve rooms on our website."

8 Listen and repeat. 🎧

- | | |
|--------------|-----------------------------------|
| 10 – ten | 80 – eighty |
| 20 – twenty | 90 – ninety |
| 30 – thirty | 100 – one hundred |
| 40 – forty | 500 – five hundred |
| 50 – fifty | 1,000 – one thousand |
| 60 – sixty | 1,500 – one thousand five hundred |
| 70 – seventy | |

9 Write the numbers in your notebook. 🎧

- five hundred and sixty-three
- eight hundred and seventy-one
- one thousand and twenty
- four thousand and thirteen
- one thousand, four hundred and thirty-four
- seven thousand, six hundred and ninety-one

10 Write the numbers in words in your notebook. 🎧

- | | |
|-------|----------|
| 1. 29 | 4. 113 |
| 2. 65 | 5. 297 |
| 3. 84 | 6. 1,379 |

Your Turn

Three people are getting information at the trade exhibition information desk. Listen to the conversations. Then write the correct number for each exhibit in your notebook. 🎧



Working in IT

> **Getting Started: Vocabulary** (page 117)

1 **Read the profiles.** Then copy and complete the sentences below with the correct name. 🗣️

Charlene

My name's Charlene and I'm a helpdesk technician. I'm responsible for solving IT problems over the phone. I usually work as part of a team. I am skilled in problem solving and I'm good with people.



Brian

My name is Brian. I work in a computer factory in Scotland. We make and test computer hardware. I also work two nights a week repairing computers in people's homes or businesses.



Francesca

I'm Francesca and I'm a support technician. I work for a big IT company in Glasgow. Our company provides basic support for our clients and tests new software products on the market. I'm skilled at assembling computer networks for businesses and schools.



1. puts computer systems into businesses.
2. solves IT problems on the telephone.
3. tests hardware.
4. sometimes works at night.
5. repairs computers.
6. works closely with a group of other people.

Tip!

When we talk about skills, we often use an adjective and preposition:
good at, responsible for.

- 2 **Listen to the dialogue** and number the sentences in the correct order in your notebook. 🗣️
- a. Nice to meet you, too.
 - b. Good morning, I'm Chloe, and this is Brian.
 - c. Can you answer some questions for our survey?
 - d. I'm pleased to meet you.
 - e. Sure. What would you like to know?

- 3 **Match the questions in A to the responses in B.** Then listen to the continuation of the dialogue and check your answers. 🗣️

A

1. What's your job?
2. What does your job involve?
3. What skills do you need for your job?

B

- a. You must be good at problem solving.
- b. I'm a software tester.
- c. I test new software for the automobile industry.

- 4 **Practise the dialogue** in Exercises 2 and 3 with a partner. Pay attention to the expressions in colour.

Working with Vocabulary

5 Listen and repeat the words in colour. Then choose the correct answer. 🎧

1. I **test** / **troubleshoot** problems over the telephone.
2. My laptop is broken. Can you **repair** / **install** it?
3. You can **upload** / **download** the instructions from the Internet.
4. We use about 50 parts when we **maintain** / **assemble** a new computer.
5. Your PC will go faster if you give it a **startup** / an **upgrade**.

6 Listen and repeat the words in colour. Then match the words in A to the words in B to form expressions. 🎧

- | A | B |
|-------------------|--------------------|
| 1. solve | a. a webpage |
| 2. operate | b. problems |
| 3. design | c. the connections |
| 4. give | d. support |
| 5. input | e. data |
| 6. check | f. a machine |



7 Copy and complete the sentences with the expressions from Exercise 6.

1. We need a graphic designer to for our new company.
2. We to users in businesses, offices and at home.
3. My job is to help over the phone.
4. If the monitor doesn't work, at the back of the system unit.
5. It takes time to into the computer.
6. They on the production line.

8 Listen and repeat the jobs in colour. Then decide which job matches each description. 🎧

network administrator ♦ helpdesk technician ♦ web designer ♦ software tester ♦ programmer
support technician ♦ data entry operator

1. This person writes software for computers.
2. This person helps clients with IT problems over the telephone.
3. This person manages the day-to-day running of a computer network.
4. This person fixes software and hardware problems.
5. This person tests new products before they are in the shops.
6. This person develops and designs webpages.
7. This person puts information into a computer.

9 Complete the job advert with the words below.

installing ♦ helpdesk technician ♦ assemble ♦ troubleshoot ♦ repairing ♦ giving support

JOBS SEARCH

HOME CONTACT INFO FIND JOBS POST JOBS

Blue Diamond Online Services Ltd

POSITION OF ¹.....

You will be responsible for ²..... for all our IT products and services. You will need to answer questions, identify and ³..... problems, and provide technical assistance via the telephone. You should also be competent at ⁴..... hardware and ⁵..... computer software. Candidates must also be able to ⁶..... a PC. Good technical knowledge and minimum one year's experience required.

CLOSING DATE 22nd MARCH. Contact: IT Manager, Mr. John Campbell

🗨 Your Turn

Imagine you and your partner are business people attending a computer trade exhibition. Introduce yourselves and ask and answer questions about your jobs.

Student A: Use the information on page 84.

Student B: Use the information on page 92.





Vocabulary Builder

Learn the vocabulary you need. Write the words in your language in your notebook.

> before page 4

COMPUTERS AND DEVICES

apps	laptop	server
data	monitor	software
hardware	mouse	system unit
keyboard		

BUSINESS SECTORS

banking	hospitality and leisure
business and retail	manufacturing
education	transport
health	

NUMBERS

ten	eighty
twenty	ninety
thirty	one hundred
forty	five hundred
fifty	one thousand
sixty	one thousand five hundred
seventy	

> before page 6

IT

assemble	install	test
check	maintain	troubleshoot
design	operate	upgrade (n)
download	repair	upload
give	solve	
input	startup	

JOBS

data entry operator	software tester
helpdesk technician	support technician
network administrator	web designer
programmer	

Extra!

client	responsible	support
company	role	team
over the phone	skill	

Remember: Do all activities in your notebook.

Vocabulary and Functional Language

1 Complete the sentences with the words below.

data • laptop • system unit • apps • mouse
software • monitor • keyboard

1. You use a to put information into a computer.
2. The main part of a desktop computer is the
3. Computer programs are called
4. There is more and more on the Internet every day.
5. A computer looks like a television.
6. You move the cursor around with your
7. A is a computer suitable for use while travelling.
8. are computer programs that perform special functions.

2 Circle the word that doesn't belong.

1. **banking:** money ■ finance ■ invention
cheque
2. **hospitality and leisure:** tourism ■ engineer
travel ■ hotel
3. **manufacturing:** production line ■ machine
factory ■ entertainment
4. **business and retail:** department store
holiday ■ customer ■ shopping
5. **transport:** cars ■ design ■ vehicle ■ aeroplane
6. **education:** consumer ■ school ■ teacher
university
7. **health:** hospital ■ computer game ■ clinic
medicine

3 Circle the correct answer.

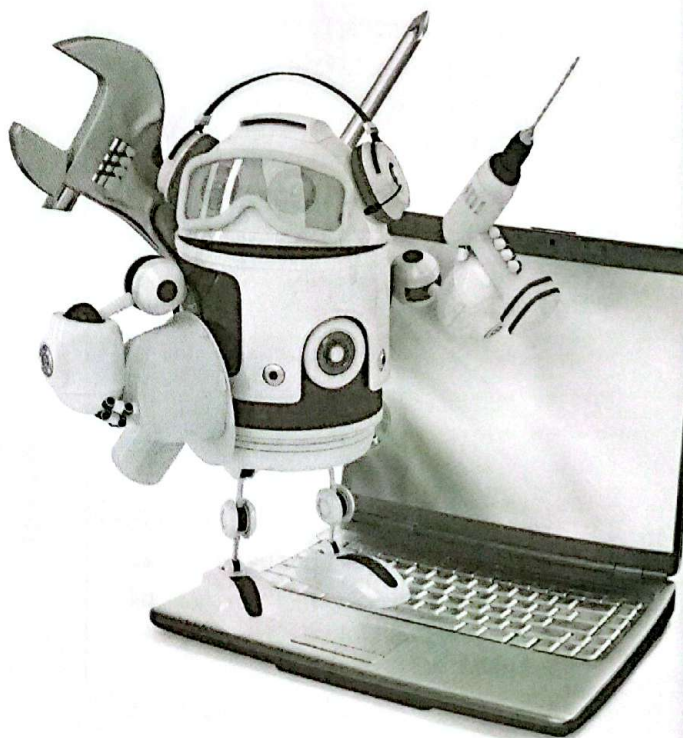
1. $8 + 11 = \dots$
a. ninety-one b. nineteen
2. $22 + 45 = \dots$
a. sixty-seven b. sixty-six
3. $100 - 55 = \dots$
a. fifty-five b. forty-five
4. $19 + 8 = \dots$
a. twenty-seven b. twenty-five
5. $29 + 71 = \dots$
a. ninety b. one hundred
6. $65 - 33 = \dots$
a. forty-two b. thirty-two

4 Write the numbers in words.

1. 348
2. 652
3. 713
4. 1,938
5. 8,527

5 Circle the correct response.

1. Where is your server located?
a. On the biggest computer on our network.
b. On our web page.
2. Can you assemble the computer yourself?
a. Yes. I can find the data we need.
b. Yes. This manual shows you how.
3. Can you install more memory in my computer?
a. I can install new software.
b. Let me check it first.
4. What are you testing?
a. A new program.
b. Don't download that app!
5. Who maintains your hardware?
a. An IT company in the city.
b. A programmer.
6. Do you want us to repair your computer?
a. Yes, please. It's not working.
b. Just a moment.



6 Circle the correct answer.

1. Sally is artistic and she **designs** / **operates** beautiful websites.
2. Does your grandmother know how to **give** / **operate** a computer?
3. We need a person in the company to **install** / **solve** problems.
4. These companies **input** / **give** support to their customers.
5. This **upgrade** / **startup** will improve your computer's performance.
6. In this department, people **assemble** / **input** data into the main computer.
7. Can you please help me to **install** / **operate** a new version of this software onto my laptop?
8. **Startup** / **Upgrade** is a term that describes the process of preparing the computer for operation.
9. Sam's job is to **troubleshoot** / **design** software problems and find solutions.
10. She **downloaded** / **uploaded** the pictures from her digital camera to her computer.

7 Match A to B to form jobs. Then write the correct job next to the definitions below.

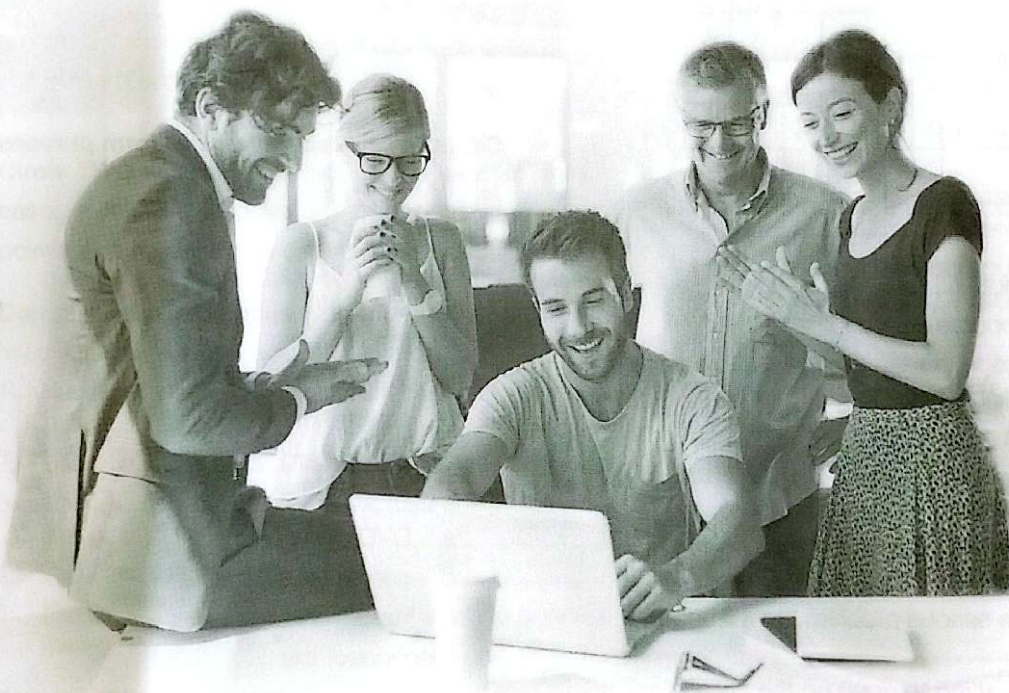
A

1. software
2. data entry
3. network
4. support
5. web
6. helpdesk

B

- a. designer
- b. technician
- c. tester
- d. operator
- e. technician
- f. administrator

1. develops and creates attractive webpages
2. provides technical support and advice, usually over the phone
3. puts information into a computer program
4. manages an organisation's data management network
5. checks programs to see that they work properly
6. helps computer users in the company or outside the company



Say It!

Number the sentences in the correct order to create a dialogue.

- a. I help people with their computer problems over the phone.
- b. You must be good at problem-solving.
- c. What does your job involve?
- d. What's your job, Joe?
- e. Hello, I'm Sara.
- f. I'm a helpdesk technician.
- g. Nice to meet you, Sara. I'm Joe.

