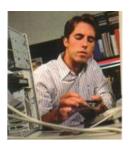# Exploring an IT company

1. Start up

Discuss with a partner. Include the following information. Take notes and be prepared to present your information in front of the class.   (5-10')

➢ Personal data (name, place to live, age …) ➢ Hobbies ➢ Working place - What kind of work does your company do? - What are your company's main business activities? - How many people work for your company? - Where is your company located? ➢ His/her experience with English (Language Teaching).	***useful words*** *to design* *to assemble* *to repair* *to sell* *to specialize in* *to be located in*

Task: Introduce your partner to the class.   **(1-2')**

2. IT International

Read IT International's company profile and answer FAQs.

IT International

IT International – A Multinational Telecommunications and Information Technology Company

IT International is a multinational telecommunications and information technology company. Although the headquarters are in Munich, over 50 per cent of our revenue is generated outside Germany. We have an international focus and subsidiaries in 30 countries, including Asia (several in China as the fastest growing market), Africa, the United States and some European countries. More than half of our 180,650 employees work abroad.

We supply network access, communication services, fixed and mobile networks and telephones, including smart phones. We also focus on services and IT solutions for the energy, health care and automotive sectors.

Our business activities are determined by the principle of providing our customers with excellent products and services at a fair price.

FAQs

1. What is IT International?
2. Where is IT International located?
3. Where are the company's subsidiaries?
4. What is special about China?
5. How many people work for IT International?
6. What are the company's business activities?
7. What is IT International's business philosophy?

....

....

....

....

Tommy, 17, Munich nearby the Pep store
Native tongue: Vietnamese

Reading, hanging out with friends in the city
More on the quiet side

has wanted to be a developer since 8th grade bc his uncle inspired him

E-scooter Versicherung, Zahnzusatz

Viele Großunternehmen

münchen Bayerische

3. Working with words

a. Copy the grid below and then match the match the words (a-h) to the correct explanation (1-10) to make a vocabulary list. There are two explanations too many.

a)	headquarters	1.	a person who works for a company
b)	revenue	2.	to concentrate on
c)	subsidiary	3.	the total annual income of a company
d)	employee	4.	to offer
e)	access	5.	a company which is owned by a larger company
f)	focus on	6.	a way into something
g)	determine	7.	to be concerned with motor vehicles
h)	provide	8.	in or to a foreign country
		9.	to decide something firmly
		10.	a place from which something is controlled

b. Now find the words in the text which match the two remaining explanations.

c. Complete the table with other words from the text which you did not know. Use a dictionary to help with the explanations.

4. A visitor

a. Listen to the dialogue at the reception of IT International headquarters and decide who the visitor is and why he is there.

b. Complete the sentences from the dialogue. Who says them: the receptionist (r) or the visitor (v)?

Wie kann ich mein Englisch verbessern?

Nicht alle Menschen lernen gleich.

Manche können am besten durch Lesen und Schreiben lernen, andere durch Zuhören und Sprechen. Manche bevorzugen es, alleine zu lernen, andere lernen lieber in einer Gruppe. Da die meisten nicht eindeutig einem Lernstil zuzuordnen sind, sollte man seine Lerngewohnheiten variieren.

Stellen Sie fest, wie Sie persönlich am besten Ihre Englischkenntnisse verbessern können, indem Sie die folgenden Möglichkeiten Englisch zu lernen nach Wichtigkeit ordnen:
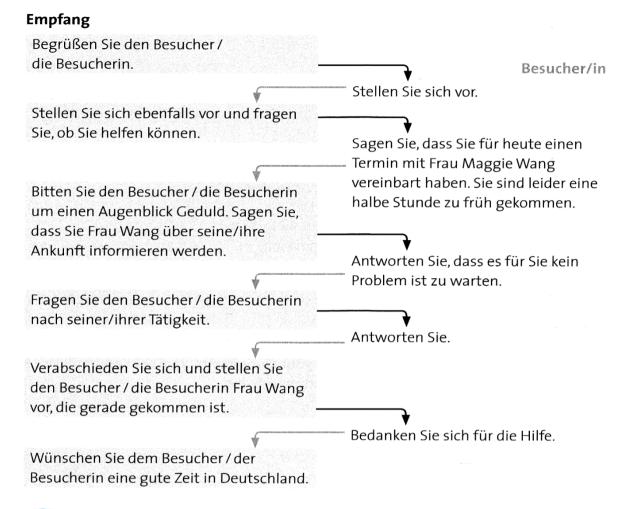
- Englische Gebrauchsanweisungen lesen
- Englische Wortschatzlisten lernen
- Englischsprachige Filme ansehen
- Kreuzworträtsel auf Englisch lösen
- Englische Computermagazine lesen
- Ins englischsprachige Ausland gehen
- Mit Freunden per Email auf Englisch kommunizieren
- Englische Bücher lesen
- Internationale Freundschaftsklubs besuchen
- Im Internet auf englischsprachigen Seiten surfen
- Englischsprachige Radiosender hören
- In der Schule mit dem Partner nur Englisch sprechen
- Witze auf Englisch erzählen
- Mit englischsprachigen CD-ROMs arbeiten

		r	v
1	How can I … you?	☐	☐
2	I have an … with Ms Wang but I'm ... I'm a few minutes early.	☐	☐
3	... to Munich, Mr. Matthews.	☐	☐
4	I´ll … Maggie … that you're here.	☐	☐
5	If you could just … a moment, I'm … she'll be here soon.	☐	☐
6	I don't … waiting.	☐	☐
7	Pleased to … you.	☐	☐
8	I hope you … your stay in Munich.	☐	☐

5.   Role-play: welcoming a visitor

Work with a partner to do the role-play. Use the language from <u>exercise 4.</u>

Empfang

Begrüßen Sie den Besucher /
die Besucherin.

Besucher/in

Stellen Sie sich vor.

Stellen Sie sich ebenfalls vor und fragen
Sie, ob Sie helfen können.

Sagen Sie, dass Sie für heute einen
Termin mit Frau Maggie Wang
vereinbart haben. Sie sind leider eine
halbe Stunde zu früh gekommen.

Bitten Sie den Besucher / die Besucherin
um einen Augenblick Geduld. Sagen Sie,
dass Sie Frau Wang über seine/ihre
Ankunft informieren werden.

Antworten Sie, dass es für Sie kein
Problem ist zu warten.

Fragen Sie den Besucher / die Besucherin
nach seiner/ihrer Tätigkeit.

Antworten Sie.

Verabschieden Sie sich und stellen Sie
den Besucher / die Besucherin Frau Wang
vor, die gerade gekommen ist.

Bedanken Sie sich für die Hilfe.

Wünschen Sie dem Besucher / der
Besucherin eine gute Zeit in Deutschland.

6.   A tour of the company

Maggie Wang is telling the new interns what they will be doing during a tour of the company.
Copy the timetable below and then listen and complete it.

Time	Tour Item

Additional questions:

- What are the departments responsible for?
  - ➢ Marketing

....

....

> ➤ Order Processing

....

> ➤ Customer Service

....

....

> ➤ Research and Development

....

....

....

- What does every participant get after the tour?

....

- Now decide which of the departments these people work in.

I am Maria Gomez.
My job is to help sell the
company's products by finding out what
the customers want. I arrange meetings and
develop creative ways to promote our prod-
ucts. This includes contests, promotional
tours and visiting trade fairs.

Hello, my name is
Christian Götz. I do
experiments to find innovative
solutions for our company
to sell.

My name is Jayanthi Thamburaja.
When a customer places an order, I
put all the details into the computer and
make sure the customer gets the
product on time.

Hello. I am Albin
Schmitt. I help customers
who have problems with our
products. I specialize in answering
difficult technical questions.

- Add all additional departments you can think of.

Sales

....

....

....

0a_Exploring an IT company

7.   Describing jobs and departments

a. Read the phrases which describe typical responsibilities and duties of IT jobs.

1   I work in an office / a firm / a workshop / a factory / on site.

2   We work with customers / subsidiaries / suppliers /etc.

3   We install / test computers / devices / IT systems.

4   My main duties include ...

5   I am sometimes on call.

6   My department is responsible for marketing / administration / customer service /etc.

7   I mostly work with ...

8   We help/advise customers.

9   I work fixed hours / shifts / nights *1* a 37-hour week / flexitime

10 Ms/Mrs/Mr ... is in charge of the department

11 I do lots of overtime

12 The department specializes in organizing research / customer training / taking care of foreign visitors /etc.

b. Read the text and then use the information and the language from exercise 7 to write a profile of your own job.

Hi, I'm Tobi Mathews and I am an IT specialist from the sub-sidiary in Manchester. I'm here for a six-month placement at IT International in Munich. My role as an IT specialist may vary in England depending on the specific work environ-ments. In my company I work from Monday to Friday. I test, install and maintain computer and IT systems, LAN and WLAN networks and troubleshoot hardware and network-related issues. In recent years my responsibilities have broadened and now include IT security problems, monitoring software programs and maintaining or repairing all peripherals and removable storage devices. I also diagnose faults and provide technical advice for customers or solve technical problems by phone or in person. I work fixed hours and have a 37-hour-week.
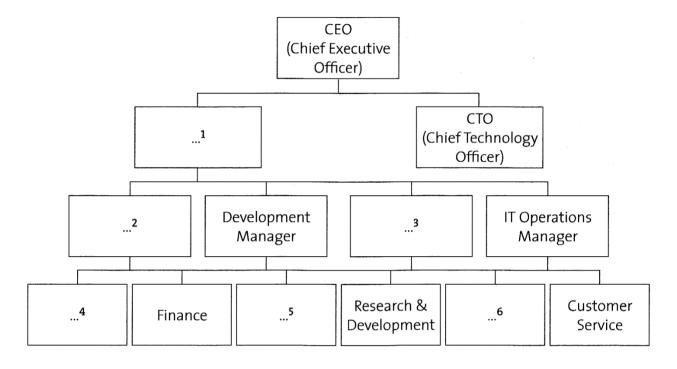

- **Write your profile on an extra piece of paper. Give detailed information about what you exactly do.**

- **Do not just copy the profile above. Use the phrases from the unit.**

- **Make a draft before you start writing.**

- **Leave space for correction.**

- **Take care of a proper form and handwriting.**

- **The profiles will be corrected and marked!**

8. An organization chart

a. Listen to the presentation and complete IT International's organization chart.

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                    ┌─────────────────┐
                    │      CEO        │
                    │ (Chief Executive│
                    │    Officer)     │
                    └────────┬────────┘
             ┌───────────────┴──────────────┐
      ┌──────┴──────┐              ┌─────────┴────────┐
      │     ...1    │              │      CTO         │
      │             │              │ (Chief Technology│
      │             │              │    Officer)      │
      └──────┬──────┘              └────────┬─────────┘
     ┌───────┴───────┐              ┌───────┴────────┐
┌────┴───┐   ┌───────┴─────┐  ┌─────┴────┐   ┌───────┴──────┐
│  ...2  │   │ Development │  │   ...3   │   │ IT Operations│
│        │   │   Manager   │  │          │   │   Manager    │
└───┬────┘   └──────┬──────┘  └────┬─────┘   └──────┬───────┘
┌───┴───┬─────────┐ │    ┌─────────┴──┬──────┐  ┌───┴────┬─────────┐
│ ...4  │ Finance │...5│ │ Research & │ ...6 │  │Customer│
│       │         │    │ │Development │      │  │Service │
└───────┴─────────┴────┘ └────────────┴──────┘  └────────┴─────────┘
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b. Listen again and answer the questions.

➤ Who are the company's CIO and CTO?

....

➤ What does CIOs have to be good at?

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➤ What is the CEO responsible for?

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➤ What does the CTO deal with?

....

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