

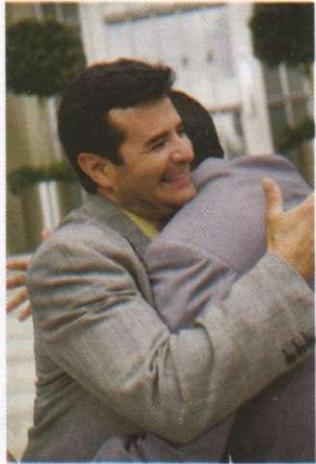
1

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) name's Natasha.
Khalid: Pleased to (2) meet you. I'm Khalid Ali.
Natasha: Pleased to meet you, (3) too.
- 2 Philip: Good morning. (4) What's your name?
Ahmed: I'm Ahmed. And (5) you are?
Philip: My name's Philip. (6) Nice to meet you.
- 3 Tim: Hi everybody, (7) this is Ingrid.
All: Hi!
Tim: Ingrid, this (8) is Ahmed, Linda, Mohammed and Mansoor.
Ingrid: Nice meeting you (9) all.
Linda: Likewise.
Tim: (10) Welcome to the team and good luck.

Listening 3 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  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>I'm Sam.</i>	<i>I am Sam.</i>
	<i>You're/We're/They're from the UK.</i>	<i>You/ We/They are from the UK.</i>
	<i>He's/She's a website developer.</i>	<i>He/She is a website developer.</i>
	<i>It's in the US.</i>	<i>It is in the US.</i>
We use be to ask personal questions.	<i>Where are you from?</i>	<i>What is his name/job?</i>
	<i>What's his name/job?</i>	

7  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) is Jessica Martin and I (2) am the IT Support team leader. The IT Support team members (3) are: Mahmoud Al Banawy, Eli Ibrahim and Guido Pitteri. Mahmoud (4) is our network administrator. Eli and Guido (5) our system maintenance officers. (6) their job is to keep our systems going. (7) is job is to support you. (8) my contact number (9) is 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

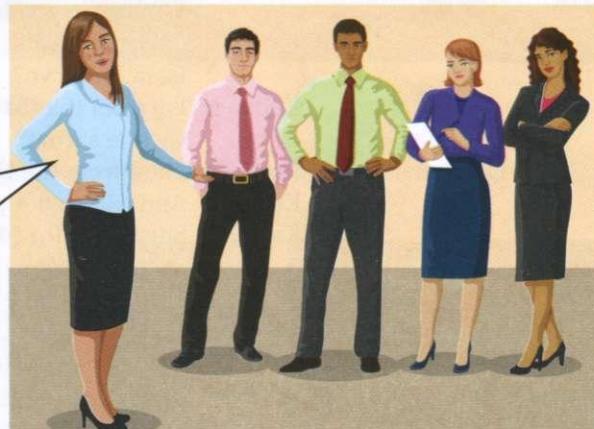
Jobs in IT

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 B.



database analyst
network architect

IT support officer

network administrator

- 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 Listen to three people talking about their jobs. Complete these job descriptions.

- 1 Karl
Job: software developer
Responsibilities: he designs and develops computer games.
- 2 Heba
Job: system analyst
Responsibilities: he solves computer problems.
- 3 Wojtek
Job: database administrator
Responsibilities: he analyses and presents 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 Listen and complete this dialogue.

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

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

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

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

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

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

Betty: Where (9) does she work?

Milo: She works with (10) me in Prague. She designs websites for (11) e commerce.

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

6 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

Schedules

Listening 1 8 Listen to two people at an IT conference. Complete this dialogue.



Penelope: Hi, Don. (1) how are you?
Don: I'm (2) fine thanks, Penelope. And you?
Penelope: I'm OK. Bit tired from the flight.
Don: Right.
Penelope: (3) what workshop (4) do you want to attend today, Don?
Don: I want to go to the CISCO network security workshop.
Penelope: Sounds interesting. What time does it start?
Don: It (5) starts at 9.15.
Penelope: And (6) when does it finish?
Don: It (7) finishes at 4.00 in the afternoon.
Penelope: Well, I (8) want to attend the Microsoft Windows Applications workshop. It (9) begins at 8.30 am and (10) ends at 6.00 pm. But they have two breaks, at 10.30 and 12.45.
Don: That's good.
Penelope: Hope you enjoy your session.
Don: You too. See you around.

Language

Schedules

We use *at* with clock times.

What time does it start/begin/finish/end?	<i>It starts at 9.15. (nine fifteen/quarter past nine)</i>
	<i>It begins at 8.30. (eight thirty/half past eight)</i>
	<i>It finishes at 4.00. (four o'clock)</i>
	<i>It ends at 5.05. (five oh five/five past five)</i>
When do you have a break?	<i>We have a break at 12.45. (twelve forty-five/a quarter to one)</i>

2 9 Listen and repeat these times.

- | | |
|-------------|--------------|
| 1 7.05 | 5 4.35 |
| 2 6.45 | 6 2.15 |
| 3 8 o'clock | 7 12 o'clock |
| 4 10.45 | 8 9.50 |

3  **10** Listen and repeat these sentences.

- 1 It finishes at 5.00.
- 2 It ends at 8.00.
- 3 It starts at 6.00.

Speaking **4** Work in pairs. Ask and answer questions about your daily schedule and breaks. Make notes.

Example:

A: *What time/When do you start work?*

B: *I start at 8.00. What about you?*

A: *I begin at ...*



5 Tell another pair about your partner's schedule.

Example: ... starts work at 8.00 and finishes at 4.00. She has a break at 12.00.

Reading **6** Complete these sentences with the words in the box.

at at in for from

I work in an office (1) in Dubai but I'm (2) from Canada. I work (3) for SAP there. I start work (4) at 8.15, have lunch in a café (5) at 1.30 and finish about 5.00.



Writing **7** Write three sentences about yourself and your daily schedule.

Spelling

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

HTML (HyperText Markup Language)
HTML is a mark-up language used to describe the structure of a web page.

FTP (File Transfer Protocol) a standard network protocol used to copy a file from one host to another.

WLAN (Wireless Local Area Network) A type of local-area network that uses high-frequency radio wires to communicate between nodes.

Listening 2 Listen and complete this dialogue.

Andrei: Bob, can you (1) _____ me, please?
Bob: Sure.
Andrei: I don't understand this acronym. What does it (2) _____ for?
Bob: Let me see. 'W3'. I'm not sure. Maybe WWW, the World Wide Web.
Andrei: OK. What does P2P stand for?
Bob: (3) _____ stands for person-to-person.
Andrei: OK. What does IP (4) _____?
Bob: It means Internet Protocol.
Andrei: How do you (5) _____ 'Protocol'?
Bob: p - r - o - t - o - c - o - l.
Andrei: Thanks.
Bob: You're welcome.

3 Listen to the letters and repeat them.

a h j k
b c d e g p t v z
f l m n s x z
i y
o
q u w
r

Z /zed/ in British English and /zee/ in American English.

Speaking 4 Work in pairs. Make a list of acronyms. Ask and answer questions.

Example:

A: *What does HTML*

stand for/mean?

B: *It stands for/means*



Business matters

- Writing** 1 You are at a training workshop. The trainer asks all the trainees to complete the form and introduce themselves. Complete this form about yourself.

Participant Information	
Name:	Date:
DOB:	Place of residence:
Contact: Phone	Email
Interests:	
IT job you want and why:	

- 2 Work in pairs. Swap your profiles and introduce your partner.
3 Write an email message to introduce yourself to the employees in the company using the profile below or your own information.

You are a new employee in a company. Your position is a network administrator. You are responsible for setting up firewalls, security levels, wireless connection, usernames and passwords.

- Speaking** 4 Work in pairs. Student A: you are the IT help desk coordinator, Mrs Mahmoud. Turn to page 68. Student B: you are Sharifa. Turn to page 78. Complete the task. Swap the roles.

