**UNIT 1**

**Lesson 1 - Job descriptions 12/08**

**This is  webpage[[1]](#footnote-1). The company offers 195 open jobs. Would you like to be a customer service associate, the public face of the company?**

**Interfaz de usuario gráfica, Texto, Sitio web

El contenido generado por IA puede ser incorrecto. **

1. **What does** **a customer service associate do?**
2. Before watching this video match the meaning of these words.

[**https://drive.google.com/file/d/1hNTm\_dsAUoy-jScKpqPgux1Fw2xen3o\_/view**](https://drive.google.com/file/d/1hNTm_dsAUoy-jScKpqPgux1Fw2xen3o_/view)

help

ensure

support

find a solution

resolve

verify

1. **Now watch the video and match.**

|  |  |
| --- | --- |
| Resolve | customer questions through phone, chat and/or email. |
| Support | successful deliveries. |
| Answer | technical questions about our website, our membership and our devices. |
| Ensure | customers and drivers. |

1. **Complete the responsibilities of an Amazon customer service associate.**

An Amazon customer service associate **answers customer questions through phone, chat and/or email**, **resolves technical questions about our website, our membership and our devices,** **ensures successful deliveries** and, **supports customers and drivers.**

1. **Group work**

**Watch the video “A day in the life of an** **Amazon service associate” and answer.**

[**https://drive.google.com/file/d/183AYVMwb5QM7vI4a\_xALWL\_\_y1s6buBF/view**](https://drive.google.com/file/d/183AYVMwb5QM7vI4a_xALWL__y1s6buBF/view)

1. Where is Anthony from? (He is from) Washington.
2. How does Marlene start her day? She takes care of her horse. / In the stable / Marlene starts her day in the stable. / She starts her morning/day at the stables.
3. How many hours does she work? 8 hours a day ~~working~~ / She works (around) 8 hours a day. / She spends 8 hours working.
4. Does Rafat work in a call centre or from home? Home / Rafat works at home. / In his home / ~~Your~~ His workspace is in ~~your~~ his home. / He works remotely.
5. What does anAmazon service associate do? AnAmazon service associate takes calls, assists customers and works on projects. / They make Amazon the best place to work. / He/ She solves customer problems.

Solving problems, assisting customers and taking calls.

1. Does Cassia like pets? Yes / Yes, she does. / Yes, she likes pets.

at home – at school – at the hospital – at the airport

remotely – from home

remote work

quickly – remotely

1. **Group work**

**What about you? Take turns to answer these questions. (If you are not working at the moment or you don´t want to talk about yourself, you can invent the answers.)**

1. Where do you work? / What´s your job? I work as a housekeeper at Ecosan.
2. How do you start your day? I start my day at 7 AM drinking coffee.
3. How many hours do you work? I work 8 hours.
4. Do you work in-office or remote? In-office
5. What do you do at work? Basically, I send documentation by mail and assist the workers in the factory.
6. **Homework 26/08 - Are you a good fit for these jobs? Search on the Internet to find out what tasks and responsibilities these jobs involve[[2]](#footnote-2).**

Interfaz de usuario gráfica, Texto, Aplicación, Chat o mensaje de texto

Descripción generada automáticamente

Interfaz de usuario gráfica, Texto, Aplicación

Descripción generada automáticamente

Interfaz de usuario gráfica, Texto, Aplicación, Chat o mensaje de texto

Descripción generada automáticamente

1. **A senior Python developer** **designs**, **develops**, and **maintains** software systems using Python, **…**
2. **A senior backend developer …**
3. **A visual FoxPro developer** …
4. **A Sr/Ssr React developer …**
5. **A senior web designer …**
6. **Group work**

**Complete the following job descriptions. Choose from the words provided**.

execute - specialize - designs - test – JavaScript - programming – write - operating – maintain - instructions - user-friendly – visual

1. Mobile app developers design, develop and test applications for mobile devices. They use programming languages and frameworks for different operating systems, and they create user-friendly interfaces.
2. Computer programmers write code and create software applications. They work with designs from software developers and create instructions that computers can execute
3. Web developers design, build and maintain websites and web applications. They use HTML, CSS, and JavaScript and they create user-friendly online experiences. They collaborate with designers to implement visual elements and, also, work with clients to understand their needs. They specialize in front-end, back-end development, or both.
4. **What are you responsible for at work?**

**** You can use the phrase **“responsible for**” to describe your job. Here´s the pattern.

|  |  |
| --- | --- |
| I´m **responsible for** | the creation and maintenance of data. |
| creating and maintaining data. |

1. **This is Rob Frelow[[3]](#footnote-3) who talked at the NDC London[[4]](#footnote-4) on January 23rd, 2025.**

Cabeza y torso de un hombre con una gorra negra

El contenido generado por IA puede ser incorrecto.

**Before we read about him, find out what the StoryGraph is.**

The StoryGraph is …

1. **Now read about him. What is he responsible for at the StoryGraph?**

**Texto

El contenido generado por IA puede ser incorrecto.**

He is responsible for …

1. **Group work**

**What do these abbreviations stand for? Do you know them?**

|  |  |
| --- | --- |
| VP |  |
| ASP.Net |  |
| VS |  |

1. **These people[[5]](#footnote-5) were at the NDC in London too. Pay attention to the grid and ask and answer questions about them.**

|  |  |  |  |
| --- | --- | --- | --- |
| Scott Hanselman, VP, Developer Communities, Microsoft, @shanselman | web developer | Open Source on ASP.Net and the Azure Cloud for Microsoft | building all the tools for Azure (Command-Line, VS Code, Visual Studio) |
| Layla Porter, International speaker, @laylacodesit | software developer architect and game studio founder | November North, a micro-game studio | development and production of a first-person game code-named “HorrorTown” |
| Jodie Burchell, Data Scientist, @t\_redactyl | developer advocate in Data Science | JetBrains | developing products like recommendations systems and analysis platforms |
| Dylan Beattie, founder, vocalist, lead guitarist with The Linebrakers, @dylanbeattie | independent consultant |  | creation of the Rockstar programming language |

You can use these questions.

Who is …?

What´s his/her job?

Where does he/she work?

What is he/she responsible for?

1. **In-office or remote?**

**What are the pros and cons of working in an office or working remote? Which one do you prefer? Here are some pros and cons.**

|  |  |
| --- | --- |
| **Working in an office** | |
| **PROS** | * A workplace with a desk, computer, and other necessary equipment helps create a professional atmosphere. * There´s a clear separation between work and personal life. * You don´t have to invest on resources and equipment. * Managers can closely monitor progress and offer immediate feedback. * Face-to-face collaboration and a structured routine. |
| **CONS** | * It´s quite easy to get distracted form work. * Commuting is time-consuming and costly. * Office work often has fixed work hours. * Office gossip can negatively impact productivity and employee morale. |

|  |  |
| --- | --- |
| **Working remote** | |
| **PROS** | * Work hours are more flexible. * We save money on fuel, parking fees, public transportation costs and workwear. * It allows you to decide when and where to work. |
| **CONS** | * It´s difficult to separate work and personal life. * Communication is a challenge. * Working remotely can be lonely. * You can face technical issues. |

** Common phrases to express preferences**

“I´m more interested in … than …”

“I (much) prefer … to …”

“I like … better than …”

1. **Group work**

**Let´s discuss! Do you prefer working in an office or working remote?**

**Here is an example.**

*A: Which do you like better, working in an office or* *working from home?*

*B: I´m more interested in working in an office than working from home.*

*A: Why?*

*B: Because a workplace with a desk, computer, and other necessary equipment helps create a professional atmosphere.*

1. ** What do employees do at Amazon Entertainment? Watch this video** [**https://drive.google.com/file/d/1LtbrEIcehyticKsaDSnLnkm-XGJnfFu9/view**](https://drive.google.com/file/d/1LtbrEIcehyticKsaDSnLnkm-XGJnfFu9/view) **and do the activities.**
2. **Group work**

**Let´s integrate! Complete the grid and then use the information to talk about these people.**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Company** | **Job title** | **In-office-Remote** | | **Responsibilities** | **Working hours** | **First activity of the day** |
| **Works** | **Prefers** |
| Susan |  |  |  |  |  |  |  |
| Pedro |  |  |  |  |  |  |  |
| Esteban |  |  |  |  |  |  |  |
| Vivian |  |  |  |  |  |  |  |
| Anthony |  |  |  |  |  |  |  |

You can use these questions.

1. Where does Susan work?
2. What´s her job?
3. Does she work in-office or remote?
4. What is she responsible for?
5. How many hours does she work?
6. How does she start her day?

1. Source: <https://amazon.jobs/content/en/teams/customer-service> [↑](#footnote-ref-1)
2. Source: <https://www.linkedin.com/jobs/search/?currentJobId=3932909989&keywords=Developer&location=Argentina> [↑](#footnote-ref-2)
3. Source: <https://ndclondon.com/speakers/rob-frelow> [↑](#footnote-ref-3)
4. Source: <https://ndclondon.com/>

   The NDC Conferences (Norwegian Developers Conference) delivers high-end events for software developers where participants get access to workshops (Python, Microservices, DevOps, and more) and to conference sessions (JavaScript, Agile, Embedded, Big Data, Serverless, .NET, Design, Artificial Intelligence, Docker, IoT, and Architecture). [↑](#footnote-ref-4)
5. Source: <https://ndclondon.com/> [↑](#footnote-ref-5)