

Listening Unit 5

1.

1. software developer
2. helpdesk supervisor
3. project manager
4. support technician
5. database administrator
6. system analyst

2.

Support technician

3.

1. ☒
2. ☐
3. ☒
4. ☒
5. ☒
6. ☐



4.

1. generally Robert checks emails
2. normally Robert has emails waiting for him
3. from time to time Robert visits people at their desks
4. Occasionally Sales people have problems
5. usually Robert attends meetings
6. hardly ever Robert visits other companies

5.

1. What does your company do?
2. Who are your customers?
3. Does your company produce any hardware?
4. What are your future plans?
5. Do you want to come

6.

| | Lateefa | Ivan |
|---|--|---|
|  | Ask a technician to install software Work from home | Install apps he wants Do personal emails |
|  | Do personal phone calls Install apps she wants or update software | Do personal phone calls Work from home |

7.

1. Upgrading to a new version of windows
2. Computers won't run the new windows well because they are too old
3. Buying more memory
4. The computers already have their memory full
5. Replacing four computers for now and the other four later
6. Ulrik's suggestion was chosen