

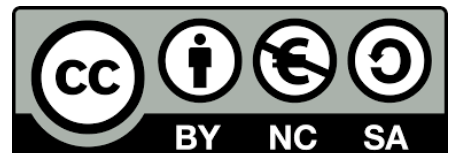


# Business Skills for IT.

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Technical English

1st C-VET Cross-platform application development



## Index

Business Skills for IT.....	3
Software.....	8
Vocabulary and Functional Language.....	12
Grammar Practice.....	16

## Business Skills for IT.

### 1. Learn the vocabulary you need. Write the words in your language.

BUSINESS SKILLS	
apply	layout
brochure	merge
chart	personal preference
clipboard	reminder
configure	sort
correspondence	spreadsheet
customise	table
display	track
enhance	workbook
event	

SOFTWARE	
add-on	licensee
cash flow	module
cloud-based	payroll
copyright	shareware
database	subscription
efficiency	task
encode	third-party program
existing	trial version
fee	utilities
licence	vendor

EXTRA!	
adaptive content	default program
alpha software	freeware
character encoding	pivot table
commercial software	public domain
custom slides	service pack
data analysis	visual presentation

**2.** Read the advert. Then match the skills below to the correct points (1-6) in the advert. ( Audio: Computing\_SB\_CD3\_01)

**BUSINESS IS BEST**  Certification course in business computer skills

If you are looking for a job as an IT Administrative Assistant, our 3-month online *Computer Skills for Business* course will give you the most modern practical business experience.

1. Word processing: generating and editing documents such as reports and brochures, business letters, general correspondence, memos.
2. Preparing PowerPoint presentations: creating and designing presentations, adding different layouts and themes and embedding media.
3. Developing spreadsheets: entering and tracking data, organising data by sorting and filtering, using mathematical formulas, creating tables and charts and working with multiple worksheets.
4. Organising schedules: scheduling events, sharing online calendars and adding reminders.
5. E-mailing: sending and receiving e-mails, opening and sending attachments in different formats and using Cc and Bcc.
6. The Windows environment: organising files and folders and choosing personal preferences for your desktop.

We will help you to compete in today's competitive job market! Contact us on [bestbizness@co-op.com](mailto:bestbizness@co-op.com) or call 1-893-6654 **BUSINESS IS BEST** 

- |                                                                    |                                                                   |
|--------------------------------------------------------------------|-------------------------------------------------------------------|
| a) using e-mail efficiently --> 5 Emailing                         | d) saving and organising documents --> 6. The Windows environment |
| b) doing calculations--> 3. Developing spreadsheets                | e) preparing slideshows--> 2. Preparing PowerPoint presentations  |
| c) creating Word texts in different formats --> 1. Word processing | f) coordinating meetings --> 4. Organizing schedules              |

**3.** A potential client (A) is talking to a business school secretary (B). Choose the correct answers. Then listen to the dialogue and check your answers.( Audio: Computing\_SB\_CD3\_02)

**A:** Hello, I'm calling about the BUSINESS IS BEST certification course I saw advertised on your website/advert.

**B:** Hi, my name's Fred - I'm the course secretary. Do you want to apply for the online course or come to classes?

**A:** If I want to do an online course, when does the next one start?

**B:** They haven't got fixed dates. You can start/come at any time. What interests you about this course?

**A:** I need more business experience so I can get a better job.

**B:** I see. What skills do you specifically need for your work?

**A:** I need to improve my presentations and learn how to design/enter charts in spreadsheets. In addition, I'd like to improve my Word skills. Will the course help me with that, too?

**B:** Yes. You'll learn how to create, edit and save documents/functions and insert charts and tables.

**A:** Sounds good. I need to keep up-to-date, too. These office programs are always adding new features.

**B:** That's true. You seem to have a good basic knowledge. So, I recommend you take the beginner's/advanced course.

**A:** Who should I contact if there are any problems?

**B:** There is a free phone number, you can call if you need help with anything.

**4. Read the dialogue in Exercise 2 again. Then match A to B to form sentences.**

**A**

1. The customer wants to take --> D
2. The course doesn't begin --> C
3. The customer needs to improve --> E
4. The secretary supplies --> A
5. The customer isn't familiar with --> F
6. The secretary doesn't suggest --> B

**B**

- a. information about the course. --> 4
- b. the beginner's course. --> 6
- c. on a particular day. --> 2
- d. an online course. --> 1
- e. his computer skills. --> 3
- f. all the latest program features. --> 5

**5. Working with Vocabulary. Listen and repeat the words in colour. Then choose the best option to complete the sentence. (Audio: Computing\_SB\_CD3\_03)**

1. E-mail correspondence is

a. very important for today's businesses.

b. not used by modern businesses.

2. You can use a **table** to
  - a. write a message.
  - b. compare two devices.
3. Working with a **spreadsheet** helps you
  - a. do calculations.
  - b. save documents.
4. **Brochures** are often used to
  - a. enter data.
  - b. advertise products.
5. A **chart** is a type of
  - a. software.
  - b. diagram.
6. A **workbook** is the type of file
  - a. for entering and storing data.
  - b. used by designers.

**6. Listen and repeat the words in colour. Then choose the correct answers. (Audio: Computing\_SB\_CD3\_04)**

1. The IT department **configured** / **applied** my computer for this special task.
2. If you **track** / **sort** your files into folders, they will be easier to find.
3. Our company **merged** / **customised** those computers especially for a library.
4. Please **enhance** / **display** that table in the presentation so we can see it more clearly.

**7. Listen and repeat the words in colour. The words in colour are in the wrong sentences. Write the sentences correctly. (Audio: Computing\_SB\_CD3\_05)**

1. The advertising department is working on a new ~~reminder~~ for the spring catalogue.  
layout
2. Our public relations manager is planning a big ~~layout~~ for the staff next summer.  
event
3. Please send out a ~~personal-preference~~ to the staff about next week's management meeting.  
reminder
4. When you cut and paste, the data is stored on the ~~event~~.  
clipboard

5. The manager's ~~clipboard~~ is to hold all meetings in the morning.  
personal preference

**8. Decide if the sentences are true or false.**

1. **Correspondence** is only letters we write by hand. --> false
2. Some users like to **display** personal photos on their screens. --> true
3. You **apply** to take a course after you finish the course. --> false
4. An Excel **workbook** is a file with e-mails inside it. --> false
5. **Brochures** often advertise a product --> true
6. The **layout** of information in an advert is unimportant. --> false
7. Data from two different files can be **merged** into one file. --> true

**9. Your Turn. Listen to a conversation between an administrative assistant and her employer. Then complete the administrative assistant's work schedule. (Audio: Computing\_SB\_CD3\_06)**

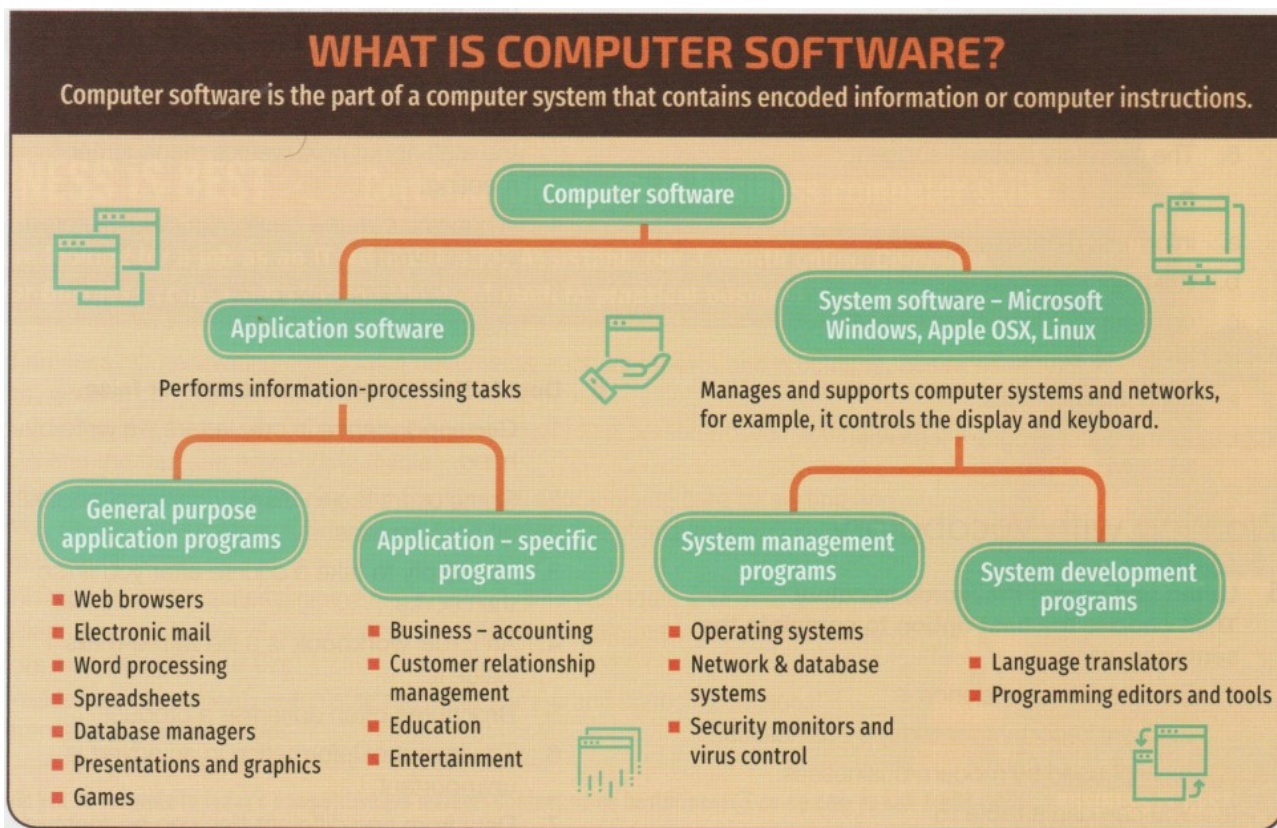
**Work Schedule: Paula**

	Today	Tomorrow	Wednesday
Morning	Work with Janet on her presentation	Organize Mr. Watson's	Software Conference
Afternoon	Send reminders about the conference.	Meet with Mr. Watson	Software Conference



## Software

**10.** Read the infographic. Then answer the questions below. (Audio: Computing\_SB\_CD3\_07)



1. What are the two main types of software? --> System software and application software.
2. What type of software is word processing? --> Word processing is application software.
3. What type of software is Microsoft Windows? --> Microsoft Windows is system software.
4. Which types of programs are able to check for viruses in your computer? --> Programs like security monitors can check for viruses.
5. Education is an example of which type of software?  
|  
|-> Education is an example of application-specific software.

**11.** Listen to the mini-dialogues between a business customer and a software developer and fill in the missing words. Which questions are asked by the customer and which by the developer? (Audio: Computing\_SB\_CD3\_08)

1. **A:** What do you need the software to do for your company?  
**B:** I need a program that will help me manage the cash flow, analyse sales and improve my accounting efficiency.



2.    **A:** How can I try a demo of the software?  
      **B:** You can download a trial version of the software and try it for 30 days. This allows you to familiarise yourself with the programs and see how some of the \_\_\_\_ work.
3.    **A:** Is that software package very expensive?  
      **B:** It isn't cheap. But you can buy the basic package now and purchase add-on modules later for an additional fee.
4.    **A:** Are you looking to integrate this program with any other software?  
      **B:** Yes, I need a program designed by an established company so that it will easily \_\_\_\_ with other software packages in the future.  
              combine
5.    **A:** Will it be difficult for me to move information from my existing software to a new program?  
      **B:** Not really. The information can be transferred overnight and you will be able to use the new software in the morning.
6.    **A:** What support or maintenance can you offer me for this software?  
      **B:** We provide a long list of FAQs on our website or you can e-mail us. Once you purchase the software, you can call our 24-hour helpdesk for assistance.

**12. Read the mini-dialogues again. Decide if the sentences are true or false. Correct the false sentences in your notebook.**

1. The program will help the customer manage the company's money. --> true
2. You can download the complete program to use for 30 days. --> false: not the complete program.
3. You have to buy the whole program now. --> false: not the complete program
4. There is a short delay when you change programs. --> false: The software developer mentions FAQs, email support, and a 24-hour help desk.
5. The software developer mentions three ways in which his company helps customers. --> true

**13. Working with Vocabulary. Listen and repeat the words in colour. Then match the words to the correct definition. (Audio: Computing\_SB\_CD3\_09)**

subscription ● efficiency ● licence ● existing ● fee ● encode

1. a way of doing work with the least waste of time and effort --> efficiency
2. a sum of money paid or charged for a service --> fee
3. put data into a sequence of characters for transmission or storage --> encode
4. an advance payment to receive a product or service regularly --> subscription

5. an official document that allows you to use or own something --> [licence](#)
6. in operation at the current time --> [existing](#)

**14. Listen and repeat the words in colour. Then choose the correct answer.**  
(Audio: Computing\_SB\_CD3\_10)

1. A [database](#) / [task](#) is an organised collection of information in a computer.
2. [Payroll](#) / [Shareware](#) is software that a user can use for free before buying the program.
3. A [licensee](#) / [vendor](#) is a person who has got permission to do something.
4. [Copyright](#) / A [module](#) is a piece of code which is created for different systems.

**15. Listen and repeat the words in colour. Then match A to B to form sentences.**  
(Audio: Computing\_SB\_CD3\_11)

**A**

**B**

- |                                                                                                      |                                                                                |
|------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|
| 1. <a href="#">Utilities</a> inside the computer system software --> <a href="#">d</a>               | a. that allows users to watch films. --> <a href="#">4</a>                     |
| 2. A <a href="#">trial version</a> allows the user --> <a href="#">f</a>                             | b. into and out of a business. --> <a href="#">5</a>                           |
| 3. A <a href="#">third-party program</a> is any additional software --> <a href="#">c</a>            | c. that isn't included in the original software program. --> <a href="#">3</a> |
| a <-- 4. Adobe Flash is a type of <a href="#">add-on</a> software                                    | d. analyse, monitor or help maintain the computer. --> <a href="#">1</a>       |
| 5. <a href="#">Cash flow</a> describes the payments --> <a href="#">b</a>                            | e. instead of on your computer's hard drive. --> <a href="#">6</a>             |
| 6. <a href="#">Cloud-based</a> means storing data and programs on the Internet --> <a href="#">e</a> | f. to try something for free before buying it. --> <a href="#">2</a>           |

**16. Write the words below in the correct columns.**

~~shareware~~ ● ~~payroll~~ ● ~~add-on~~ ● ~~trial version~~ ● ~~vendor~~ ● ~~cash flow~~ ● ~~licensee~~ ● ~~third-party program~~

A person	Additional software	For free	To do with money
<a href="#">vendor / licensee</a>	<a href="#">add-on / third-party program</a>	<a href="#">trial version / shareware</a>	<a href="#">cash flow / payroll</a>

**Tip!)**

The suffixes -er and -or are often used to refer to a person who does an action. A **vendor** is a person who vends (sells).

The suffix -ee is used to refer to a person affected by an action. A **licensee** is a person who received a licence.

## Vocabulary and Functional Language

17. Find six verbs in the cable. Then use the verbs to complete the sentences below.

sort customise merge configure apply enhance

1. If you \_\_\_ something, you will improve its quality.
2. Sometimes IT needs to \_\_\_ hardware and software for a special job.
3. When did you \_\_\_ for the job as a computer technician?
4. If you have a specific business, a technician can \_\_\_ your computer for you.
5. If you want to \_\_\_ words into alphabetical order, the computer will start with A and end with Z.
6. When you \_\_\_ things, you bring them together.

18. Complete the words in each sentence with the missing letters.

1. Some companies can -ra-- the searches you make on the Internet.
2. What do you like to d---la- on your screen?
3. A ch--t shows information in a diagram.
4. How many rows do you need in your t--le?
5. There are often a lot of e--n-s in December.
6. C---res---d--c- is communication by letters or e-mail.
7. I don't want to forget, so please send me a --m--d-r.

19. Circle the correct continuation to show you understand the words in bold.

1. Your **personal preferences** are the....
  - a. history of your searches on the Internet
  - b. things you like or want

2. Page **layout** is often the responsibility of the....
  - a. graphic designers
  - b. sales and marketing department
3. A **spreadsheet** is used to...
  - a. give a price quote
  - b. calculate numbers and organise information
4. A **brochure** is a small magazine that contains...
  - a. pictures and information about a product or service
  - b. shipping dates
5. The **clipboard** stores information until you are ready to...
  - a. credit your account
  - b. put it somewhere else
6. A **workbook** contains many.....
  - a. worksheets
  - b. folders

**20. The words in bold are in the wrong sentences. Write them next to the correct sentences.**

1. Inventors usually apply for a **database** for their inventions. \_\_\_\_
2. A **licence** is a set of program instructions. \_\_\_\_
3. **Copyright** is the movement of money in and out of a business. \_\_\_\_
4. You need a subscription to drive a car. \_\_\_\_
5. A **task** stores information in an organised way. \_\_\_\_
6. If you have got a monthly **cash flow** to a magazine, you will get it every month.  
\_\_\_\_

**21. Match A to B to form phrases.**

**A**

1. Her company has got over 2,000 employees
2. Software programs are

3. In order to enhance your computer's capabilities,
4. This new software will improve
5. Before purchasing this software,

6. This didn't come with the original software,  
7. In order to save disk space,  
8. We're thinking of doing business with another
- d. on the **payroll**.  
e. made up of **modules**.  
f. digital audio, video and image files must be **encoded**.  
g. purchase these **add-ons**.  
h. our company's **efficiency**

**B**

- a. you can use a **trial version** for 30 days.  
b. software **vendor**.  
c. so it's a **third-party program**.

**22. Complete the dialogues with the words below. There are more words than you need.**

utilities ● existing ● trial version ● fee

1. **Ann:** I don't want to buy any new software. I'm happy with the \_\_\_\_ one.

**Ben:** Has it got all the \_\_\_\_ you require?

**Ann:** Yes, and I only pay a small \_\_\_\_ each month.

cloud-based ● licensee ● shaware ● licence

2. **Cathy:** Are you the \_\_\_\_ for this proprietary software?

**David:** Yes, we bought it.

**Cathy:** Did it come with \_\_\_\_?

**David:** Yes. It was \_\_\_\_, so we went online to test it before making the purchase.

**23. Say It! Write the sentences in your language.**

1. I need more business experience so I can get a better job.
2. What do you need your software to do for your company?
3. What support or maintenance can you offer me for this software?
4. Will it be difficult for me to change information from my existing software to a new program?

5. If I want to do an online course, when does the next one start?

6. I'd like to improve my Word skills



## Grammar Practice

Subject Pronouns, Object Pronouns, Possessive Adjectives, Possessive Pronouns, First Conditional.

**24. Circle the correct object pronoun.**

1. Ms Lewis is the managing director. Do you know **him** / **her** / **them**?
2. These headsets are very popular. Many people buy **us** / it / **them**
3. We didn't know about the problem. They didn't tell **you** / **us** / **me**.
4. Mr Carl is very nice. I like **him** / **her** / **you**.
5. I need to prepare a presentation. Can you design **him** / **them** / **it**?
6. Welcome, Al. I'll show **you** / **her** / **us** the office.
7. I don't understand this spreadsheet. Can you help **him** / **me** / **her**?

**25. Complete the sentences with the correct possessive adjective.**

1. Is this your number, sir?
2. I work on the seventh floor. my room number is 708.
3. They've got many shops, but their head office is in London.
4. This company belongs to my brother and me. It was our father's company.
5. I need to talk to Mike. Have you got his mobile phone number?

**26. Rewrite the sentences using possessive pronouns.**

1. This is your laptop.  
this is yours
2. This is my flash drive.  
this is mine
3. Is this her phone?  
is this hers?
4. These are their brochures.  
these are theirs
5. This isn't our device.  
this isn't ours

**27. Circle the correct answer to complete each mini-dialogue.**

1. **A:** Is this your microphone?  
**B:** No, it's not **me** / **my** / **mine**.
2. **A:** Do you work with Martin?  
**B:** No, I don't know **him** / **he** / **his**
3. **A:** Sara is a web designer, isn't she?  
**B:** Yes, **she** / **her** / **hers** designs are great.
4. **A:** Where's the IT department?  
**B:** It's on **you** / **your** / **yours** left when you get out of the lift
5. **A:** They've got a new support technician.  
**B:** Yes, **their** / **theirs** / **them** new support technician is very nice.
6. **A:** Is this George Graham's company?  
**B:** Yes, this company is **he** / **his** / **him**.

**28. Match A to B to form sentences in the First Conditional.**

- | <b>A</b>                              | <b>B</b>                                             |
|---------------------------------------|------------------------------------------------------|
| 1. If you give me the exact address,  | <u>2</u> a. there will be more room.                 |
| 2. If we move the printer,            | <u>5</u> b. It won't be clear enough.                |
| 3. If you don't sort your files,      | <u>4</u> c. we will miss the plane.                  |
| 4. If Linda doesn't hurry, c          | <u>1</u> d. our technician will be there in an hour. |
| 5. If Jack doesn't enhance the chart, | <u>3</u> e. you won't find them.                     |

**29. Mark the correct answer.**

1. I **don't come** / **won't come** to work tomorrow if I'm still ill.
2. If we **want** / **will want** to try this software, we will get a trial version.
3. Our manager won't be happy if there **is** / **will be** malware in the system.
4. We **let you know** / **will let you know** if you get the job
5. If Emma **finds** / **will find** the faulty part, I will tell you
6. If you **don't narrow** / **won't narrow** your search, you'll get too many results.

**30. Complete the sentences with the verbs in brackets. Use the First Conditional.**

1. If you want (want) to talk, I will be in my office.
2. We won't have the meeting on Tuesday if Mrs Ellis isn't (not be) back by Monday.
3. If they don't deliver (not deliver) the hardware on time, we will write a letter of complaint.
4. If Allan calls, I will tell (tell) him that you phoned.
5. If the quality of the product isn't good enough, it won't sell (not sell).
6. We won't buy these projectors if you don't give (not give) us a better price.

**31. Complete the sentences with if or unless.**

1. The computer won't cool unless the fan is working.
2. if there's no reply, I'll leave a message.
3. if you save this draft, you will lose all your work.
4. You won't make a mistake unless you are careful.
5. if the layout is attractive, our customers won't buy the product.
6. if you take the course, you will improve your computer skills.

**32. Complete the sentences with the verbs in brackets. Use the First Conditional.**

1. If Charles comes (come) back in time, he will call (call) you
2. Their order won't arrive (not arrive) by Monday if we don't send (not send) it today
3. If he creates (create) charts, his presentation will look (look) better.
4. They won't use (not use) our computers unless we customise (customise) them.
5. The device won't work (not work) if this part doesn't fit (not fit).
6. Unless that phone is water-resistant, I won't buy (not buy) it.

**33. Write sentences with the words below. Use the First Conditional. Add commas where necessary.**

1. Mrs Evans / need / this document/ I / send / it / to her  
if Mrs Evans needs this document I will it to her
2. the programmer / not understand / our problem / he / attend / the meeting  
if the programmer doesn't understand our problem he won't attend the meeting
3. Mr Davidson / meet / you / at the train station / that / be / convenient  
Mr Davidson will meet you at train station if that is convenient

4. there / not be / enough webcams / I / order / some more

if there aren't enough webcams I will order some more

5. Max / call / you / he / not find / the invoice

max will call you if he doesn't find the invoice

**34. Imagine you work as a computer technician. Complete the sentences in the First Conditional.**

1. If I am late for work, my boss angry

2. I will replace that motherboard if order

3. If there is a lot of spam on the computer, I will install a filter

4. I need to work off-site, I my manager

5. I won't open the computer case unless it is unplugged