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) _____ Natasha.
   Khalid: Pleased to (2) _____ you. I'm Khalid Ali.
   Natasha: Pleased to meet you, (3) _____ .

2 Philip: Good morning. (4) _____ your name?
   Ahmed: I'm Ahmed. And (5) _____ are?
   Philip: My name's Philip. (6) _____ to meet you.

3 Tim: Hi everybody, (7) _____ is Ingrid.
   All: Hi!
   Tim: Ingrid, this (8) _____ Ahmed, Linda, Mohammed and Mansoor.
   Ingrid: Nice meeting you (9) _____ .
   Linda: Likewise.
   Tim: (10) _____ to the team and good luck.

Listening **3** 🔲 2 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** 🔊 3 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?
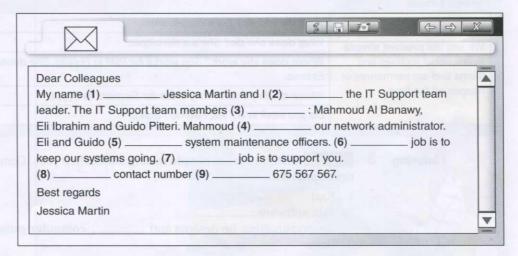Karim: She works for (4) *IBM/Dell*. Her job is to set up new systems.

Language

Present tense of *be*

We use **be** to say who somebody is or what something is.	*I'm Sam.*	*I **am** Sam.*
	You're/We're/They're from the UK.	*You/ We/They **are** from the UK.*
	He's/She's a website developer.	*He/She **is** a website developer.*
	It's in the US.	*It **is** in the US.*
We use **be** to ask personal questions.	*Where **are** you from?*	
	What's his name/job?	*What **is** his name/job?*

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

| database analyst | IT support officer | network administrator |
| network architect | | |

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** 🎧 **5** Listen to three people talking about their jobs. Complete these job descriptions.

1 Karl
   Job: software _____
   Responsibilities: he designs and _____ computer games.
2 Heba
   Job: _____ analyst
   Responsibilities: he _____ computer problems.
3 Wojtek
   Job: database _____
   Responsibilities: he analyses and _____ 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**   🎧 6   Listen and complete this dialogue.

Ahmed: Where (1) _____ you work, Betty?
Betty: I work for Dell in Dubai. What (2) _____ you?
Ahmed: I (3) _____ for HP in Budapest. What do you (4) _____ , Milo?
Milo: I'm a (5) _____ developer. I work (6) _____ Microsoft in Prague.
Betty: Milo, do you (7) _____ Frida?
Milo: Yes, I do. What do you (8) _____ to know?
Betty: Where (9) _____ she work?
Milo: She works with (10) _____ in Prague. She designs websites for (11) _____ .
Ahmed: I see. Right, let's go. The workshop starts in five minutes.

6   🎧 7   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

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

Penelope:	Hi, Don. (1) _____ are you?
Don:	I'm (2) _____ thanks, Penelope. And you?
Penelope:	I'm OK. Bit tired from the flight.
Don:	Right.
Penelope:	(3) _____ workshop (4) _____ 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) _____ at 9.15.
Penelope:	And (6) _____ does it finish?
Don:	It (7) _____ at 4.00 in the afternoon.
Penelope:	Well, I (8) _____ to attend the Microsoft Windows Applications workshop. It (9) _____ at 8.30 am and (10) _____ 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.

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

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

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

Spelling

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.

2 🔊 11 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 🔊 12 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.

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

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: _____
_____
_____
_____
_____
_____

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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.

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.

Dear Mrs Mahmoud,

I am a new employee in Finance. I need help with access to the company network. Please can you organise a training session for me? I am free on Thursday after 2.30. Do I need to come to your office? Do you give certificates after the training? Thank you very much for your help.

Sharifa