STUDENT'S BOOK

Burlington Professional Modules

COMPUTING & INFORMATION TECHNOLOGY

Oliver Taylor

Includes:
- Writing Guide
- Vocabulary Builder

Burlington Books

Burlington Professional Modules: COMPUTING & INFORMATION TECHNOLOGY Student's Book

by Oliver Taylor

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STUDENTS SHOULD NOTE THAT THEY MUST NOT WRITE IN THIS BOOK.

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1 The Digital World

> Getting Started: Vocabulary (page 117)

1 Read the advert. Decide if the sentences below are true or false. Then correct the false sentences in your notebook.

See the latest trends in computer hardware and software at the EIT Trade Exhibition.

All the latest hardware products
PCs: desktops, laptops and tablets
Smartphones, smartwatches and much more.

Hundreds of software companies offering IT solutions and apps for:

banking	health
business and retail	manufacturing
education	hospitality and leisure

New this year: computer apps for the automobile industry.

EIT
TRADE EXHIBITION

25th-27th November, Olympia Convention Centre Details at: info@EIT.com

1. The trade exhibition is only for computer hardware.
2. The products exhibited include different types of computers.
3. The exhibition is only for banking and businesses.
4. There are computer products for schools, hospitals and factories.
5. You will find examples of the newest equipment at the trade exhibition.

Tip!
In technology, we sometimes use abbreviations instead of words.
PC = personal computer
IT = information technology

2 Three people are getting information at the trade exhibition information desk. Listen to the mini-dialogues and choose the correct answers.

1. A: Good [1] *morning / evening*. Can I help you?
   B: Yes, I'm looking for the Banking Plus exhibit.
   A: That's exhibit number [2] *218 / 28*.
   B: Thank you.

2. A: Excuse me. Can you tell me where exhibit 345 is?
   B: Let me check. It's an exhibit of apps for the automobile industry. It's over there with the [3] *blue / red* sign.
   A: I see it, thanks.

3. A: I'm interested in software for [4] *education / business*.
   B: Just a moment ... OK, you want exhibit numbers 107, 159 and 96. Here's a map to help you.

3 Practise the mini-dialogues in Exercise 2 with a partner. Pay attention to the expressions in colour.

4 Read the mini-dialogues in Exercise 2 again. Then decide which mini-dialogue each sentence relates to.

a. Speaker A wants to see several related exhibits.
b. Speaker A already knows the number of the exhibit he wants to see.
c. Speaker B gives Speaker A something.
d. Speaker B wants to see a specific company's exhibit.
e. Speaker A identifies his area of interest.

Tip!
When we say a number with three digits, we usually say *two hundred and thirty one*, but when we say a room or exhibit

A: Thank you.

B: You're welcome. Enjoy the [5] *day / exhibition*.

number, we say *two-three-one* or *two-thirty-one*.

Remember: Do all activities in your notebook.

Working with Vocabulary

5 Listen and repeat. Then match the words to the pictures.

monitor • mouse • system unit • keyboard • server • laptop

6 Listen and repeat the words in colour. Then copy and complete the sentences.

software • apps • hardware • data

1. ..... is another word for *information*.
2. ..... are programs you can use on your smartphone.
3. ..... means the physical parts of a computer.
4. ..... is another word for computer programs.

7 Listen and repeat the words in colour. Then match the business sectors in A to the statements in B.

A

1. b health
2. f transport
3. a education
4. E manufacturing
5. c banking
6. 6 business and retail
7. g hospitality and leisure

B

a. 3 "We've got laptops in my school."
b. 7 "I've got an online clothes shop."
c. 5 "You can see financial information online."
d. 1 "This hospital uses the latest technology."
e. 4 "We make mobile phones on our production line."
f. 2 "This is our newest car!"
g. 6 "Customers can reserve rooms on our website."

8 Listen and repeat.

10 – ten	80 – eighty
20 – twenty	90 – ninety
30 – thirty	100 – one hundred
40 – forty	500 – five hundred
50 – fifty	1,000 – one thousand
60 – sixty	1,500 – one thousand five hundred
70 – seventy	

9 Write the numbers in your notebook.

1. five hundred and sixty-three
2. eight hundred and seventy-one
3. one thousand and twenty
4. four thousand and thirteen
5. one thousand, four hundred and thirty-four
6. seven thousand, six hundred and ninety-one

10 Write the numbers in words in your notebook.

1. 29	4. 113
2. 65	5. 297
3. 84	6. 1,379

Your Turn

Three people are getting information at the trade exhibition information desk. Listen to the conversations. Then write the correct number for each exhibit in your notebook.

Working in IT

> *Getting Started: Vocabulary (page 117)*

1 Read the profiles. Then copy and complete the sentences below with the correct name.

Charlene

My name's Charlene and I'm a helpdesk technician. I'm responsible for solving IT problems over the phone. I usually work as part of a team. I am skilled in problem solving and I'm good with people.

Brian

My name is Brian. I work in a computer factory in Scotland. We make and test computer hardware. I also work two nights a week repairing computers in people's homes or businesses.

Francesca

I'm Francesca and I'm a support technician. I work for a big IT company in Glasgow. Our company provides basic support for our clients and tests new software products on the market. I'm skilled at assembling computer networks for businesses and schools.

1. ..... puts computer systems into businesses.
2. ..... solves IT problems on the telephone.
3. ..... tests hardware.
4. ..... sometimes works at night.
5. ..... repairs computers.
6. ..... works closely with a group of other people.

Tip! When we talk about skills, we often use an adjective and preposition: *good at, responsible for.*

2 Listen to the dialogue and number the sentences in the correct order in your notebook.

a. Nice to meet you, too.
b. Good morning, I'm Chloe, and this is Brian.
c. Can you answer some questions for our survey?
d. I'm pleased to meet you.
e. Sure. What would you like to know?

3 Match the questions in A to the responses in B. Then **listen to the continuation of the dialogue** and check your answers.

A	B
1. What's your job?	a. You must be good at problem solving.
2. What does your job involve?	b. I'm a software tester.

3. What skills do you need for your job?
c. I test new software for the automobile industry.

4 Practise the dialogue in Exercises 2 and 3 with a partner. Pay attention to the expressions in colour.

Remember: Do all activities in your notebook.

Working with Vocabulary

5 Listen and repeat the words in colour. Then choose the correct answer.

1. I test / troubleshoot problems over the telephone.
2. My laptop is broken. Can you repair / install it?
3. You can upload / download the instructions from the Internet.
4. We use about 50 parts when we maintain / assemble a new computer.
5. Your PC will go faster if you give it a startup / an upgrade.

6 Listen and repeat the words in colour. Then match the words in A to the words in B to form expressions.

A	B
1. B solve	a. a webpage
2. F operate	b. problems
3. A design	c. the connections
4. D give	d. support
5. C input	e. data
6. E check	f. a machine

7 Copy and complete the sentences with the expressions from Exercise 6.

1. We need a graphic designer to ..... for our new company.
2. We ..... to users in businesses, offices and at home.
3. My job is to help ..... over the phone.
4. If the monitor doesn't work, ... at the back of the system unit.
5. It takes time to ..... into the computer.
6. They ..... on the production line.

8 Listen and repeat the jobs in colour. Then decide which job matches each description.

network administrator • helpdesk technician • web designer • software tester • programmer
support technician • data entry operator

1. This person writes software for computers.
2. This person helps clients with IT problems over the telephone.
3. This person manages the day-to-day running of a computer network.
4. This person fixes software and hardware problems.
5. This person tests new products before they are in the shops.
6. This person develops and designs webpages.
7. This person puts information into a computer.

9 Complete the job advert with the words below.

installing • helpdesk technician • assemble • troubleshoot • repairing • giving support

JOBS SEARCH | HOME CONTACT INFO FIND JOBS POST JOBS

Blue Diamond Online Services Ltd

POSITION OF [1] .....

You will be responsible for [2] ..... for all our IT products and services. You will need to answer questions, identify and [3] ..... problems, and provide technical assistance via the telephone. You should also be competent

Your Turn

Imagine you and your partner are business people attending a computer trade exhibition. Introduce yourselves and ask and answer questions about your jobs.

technical assistance via the telephone. You should also be competent at [4] ..... hardware and [5] ..... computer software. Candidates must also be able to [6] ..... a PC. Good technical knowledge and minimum one year's experience required.

CLOSING DATE 22nd MARCH. Contact: IT Manager, Mr. John Campbell

your jobs.

Student A: Use the information on page 84.

Student B: Use the information on page 92.

Writing Tasks, page 102 | *Workbook, page 4*

2 Parts of a Computer

> *Getting Started: Vocabulary (page 118)*

1 Read the website page. Then decide which computer each person below should buy.

THIS MONTHS BEST BUYS from ComputersRUs

VISO Digiton PC

General Purpose Desktop **SPECIAL PRICE: €1,249**

Processor: Intel Core i5
RAM: 8GB
Storage Capacity: 1TB
Screen Size: 26 inches
Includes: keyboard, monitor and optical mouse

REVIEWS: ●●●●●

heidi G: This PC has got everything you need. Sufficient memory for lots of photos, videos and music. Great for virtual reality gamers.

PCMac1: It's a good computer at a cheap price. I really like the large screen, as there's space to open lots of tabs.

scribe16: This processor is great – useful for fast downloading. The extra USB ports are also very useful. Easy to upgrade.

IPSS SilverEdge 1600

All-in-one Laptop Computer **THIS MONTH ONLY: €699**

Processor: Rockchip 88C
RAM: 4GB
Storage Capacity: 50GB
Screen Size: 11.6 inches
Includes: mouse

REVIEWS: ●●○○○

soniaA: This computer is exactly what I need – fast, quiet and small. It's really quick to start up, so you can use it immediately. I love it!

igo15: Easy to operate, but the graphics capabilities are really basic and the screen is far too small. Useless for playing games.

JamieY: This laptop is difficult and expensive to repair – don't buy it!

1. Eva is a graphic designer. She needs to see multiple webpages at the same time.
2. Carl's favourite free-time activity is playing computer games.
3. Zoe is a student. She needs to take her computer with her to school.
4. Tina is a journalist. She needs to upload and download a lot of media files.

Tip!

We use *bytes* to describe storage capacity on a computer or mobile phone.

MB = megabyte
GB = gigabyte
TB = terabyte

2 A shop assistant (A) is talking to a customer (B). Complete the dialogue with the sentences below. Then listen to the dialogue and check your answers.

Do you want to use it for downloading music or films? • **Can I help you, sir?**
What do you need to use it for? • It's on special offer this week.

A: [1] .....
B: Yes. I want to buy a laptop.
A: What sort of laptop are you looking for?
B: I need a small, light computer. I often go on business trips.
A: [2] .....
B: I need it for Word documents and Excel.
A: [3] .....
B: No, I don't, but I need to use the Internet a lot.

A: OK. I think this laptop is what you are looking for. It's light, but it's also fast.
B: How much is it?
A: It's €600. [4] ..... I recommend it.
B: Yes, it's exactly what I need, and it's a good price. What colours does it come in?
A: Blue, black or white.
B: OK. I'd like a blue one, please.

Remember: Do all activities in your notebook.

3 Practise the dialogue in Exercise 2 with a partner. Pay attention to the expressions in colour.

4 Read the dialogue in Exercise 2 again. Who mentions each of the things below – the salesman, the customer or both?

1. travelling
2. the names of some computer programs
3. downloading music or films
4. using the Internet
5. the laptop not being heavy
6. three colours

Working with Vocabulary

5 Listen and repeat. Then match the words to the parts of the computer.

hard drive • motherboard • RAM chip
USB port • sound card • heat sink and fan
DVD drive • processor (CPU)

Tip!
A compound noun is made up of two

6 Match the computer components in Exercise 5 to the definitions below.

1. This is the computer's *brain*.
2. This is the main storage space for data.
3. This allows the computer to have audio.
4. This is also called a memory module.
5. This stops the processor from getting too hot.
6. This contains the main components of a computer.
7. This reads and writes disks.

7 Listen and repeat. Then match the opposites.

A	B
1. cheap	a. slow
2. heavy	b. advanced
3. little	c. useless
4. quick	d. expensive
5. basic	e. narrow
6. quiet	f. loud
7. useful	g. light
8. wide	h. large

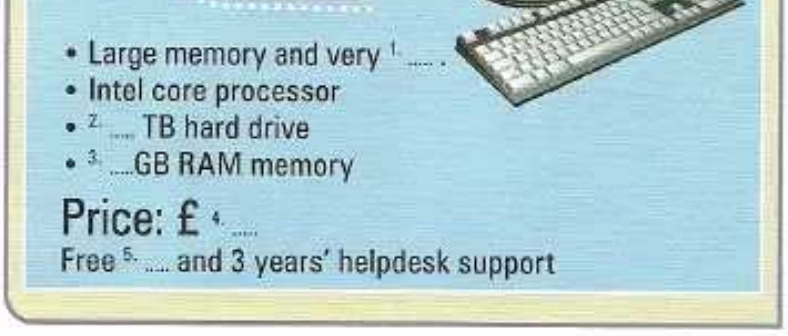
8 Copy and complete the sentences with words from Exercise 7.

1. I haven't got enough money for this computer. It's too ..... for me.
2. My old computer was quite loud, but this one is really ..... .
3. Modern computers are quite ..... , not like the old heavy ones.
4. A more ..... computer model has got better quality hardware.
5. My motherboard doesn't work! The whole PC is ..... now.

Your Turn

A salesman is talking to a customer at the computer shop. Listen to their conversation and complete the advert.

or more words which together form a single noun. They can be written as one word, two words or sometimes two words with a hyphen.
mother + board = motherboard
sound + card = sound card
ink + jet = ink-jet printers



Assembling a Computer

> *Getting Started: Vocabulary (page 118)*

1 Read the computer manual instructions. Then answer the questions below.

HOW TO ASSEMBLE THE COMPUTER:

1. Unscrew and remove the two side panels of the computer case.
2. Screw the motherboard into place inside the computer case.
3. Open the CPU socket and insert the CPU into the motherboard.
4. Place the heat sink and the fan on the motherboard and attach them with the clips.
5. Insert the RAM module into its slot.
6. Screw the hard drive into place. Then connect its power cable to the motherboard.
7. Insert the sound card and video card into their slots and screw them in.
8. Screw the side panels back onto the computer case.
9. Plug in all the power and data cables. Turn on the computer and check it works!

1. How many side panels are there?
2. Where do you insert the CPU?
3. What do you use to attach the heat sink and fan?
4. What do you connect the hard drive to?
5. What must you do to put the sound card in place?

Tip!
To give instructions, we often use the imperative.
Remove *the side panel.*
Insert *the sound card.*

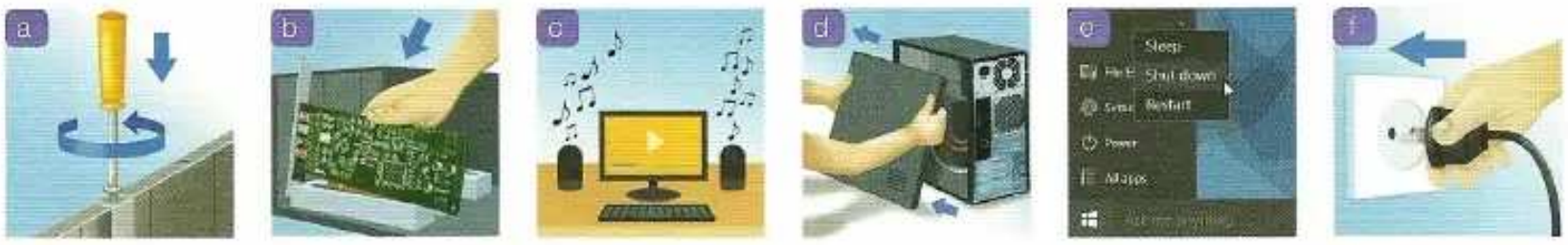
2 Peter is speaking to a helpdesk technician. Read the dialogue and choose the correct answer. Then listen to the dialogue and check your answers.

A: Hello, I'm Peter Collins at PR Solutions.
B: Hi, Peter. How can I help?
A: I need to install some [1] *software / hardware* on my computer.
B: What do you want to install?
A: A new sound card.
B: OK. That's easy. Are you ready? First, turn off and unplug the [2] *computer / printer*.
A: OK. I've turned it off. Now what?
B: Now, remove the [3] *panel / cable*. Remove the old card. Then, insert the new sound card into the sound card slot – can you see it?
A: Just a minute. OK. It's in the slot.
B: Great. Now, screw the sound card into place. There's one [4] *screw / socket*.
A: Yes, I've got it. OK. What should I do next?
B: Plug in the computer and turn it on. Now, check the sound card is working. Have you got some [5] *music / pdf files* on the computer?
A: Yes. It's working. I can hear it.
B: Good. Finally, put the panel back on the computer and screw it shut. Can I help you with anything else today?
A: No thanks, that's all. Goodbye.

3 Practise the dialogue in Exercise 2 with a partner. Pay attention to the expressions in colour.

4 **Read the dialogue in Exercise 2 again. Then write the letters of the pictures in the correct order.**

First ..... Second ..... Third ..... Fourth ..... Fifth ..... Sixth .....



Remember: Do all activities in your notebook.

Working with Vocabulary

5 **Match each ordinal to the correct word. Then listen and repeat.**

third • sixth • second • tenth • first
seventh • fourth • ninth • fifth • eighth

1st	5th	8th
2nd	6th	9th
3rd	7th	10th
4th		

6 **Listen and repeat. Then match each word to the correct picture.**

cable • clip • side panel • case • front panel
power supply • socket • switch • slot

7 **Listen and repeat. Then match the opposites.**

A	B
1. connect	a. turn off
2. turn on	b. unscrew

8 **Choose the best continuation for each sentence.**

1. Before you remove the panels,
   a. make sure you disconnect the cable.
   b. connect all the cables.
2. In order to open the door of the room,
   a. detach the card.
   b. insert the card in the slot here.
3. There's nothing to watch on TV,
   a. so I'm going to turn it on.
   b. so I'm going to turn it off.
4. Before you take the side panel off,
   a. you have to unscrew it.
   b. you have to screw it on.
5. Before you put the new sound card in,
   a. you have to attach the old sound card.
   b. you have to remove the old sound card.
6. Never touch anything inside the computer
   a. if it's unplugged!
   b. if it's plugged in!

9 **Copy and complete the sentences with the words below.**

unscrew • switch • cable • power supply
plug in • turn it off

1. Don't forget to plug the computer into the ..... .
2. You can connect the monitor to the computer using this ..... .
3. When you've finished using the computer, make sure you ..... .
4. Before you remove the motherboard, you have to ..... it.
5. ..... the laptop cable before you turn it on.
6. This is the main ..... to turn the computer on and off.

Your Turn

Student A: You call a helpdesk technician to ask for help installing a new hard drive in your computer. Use the information on page 84.

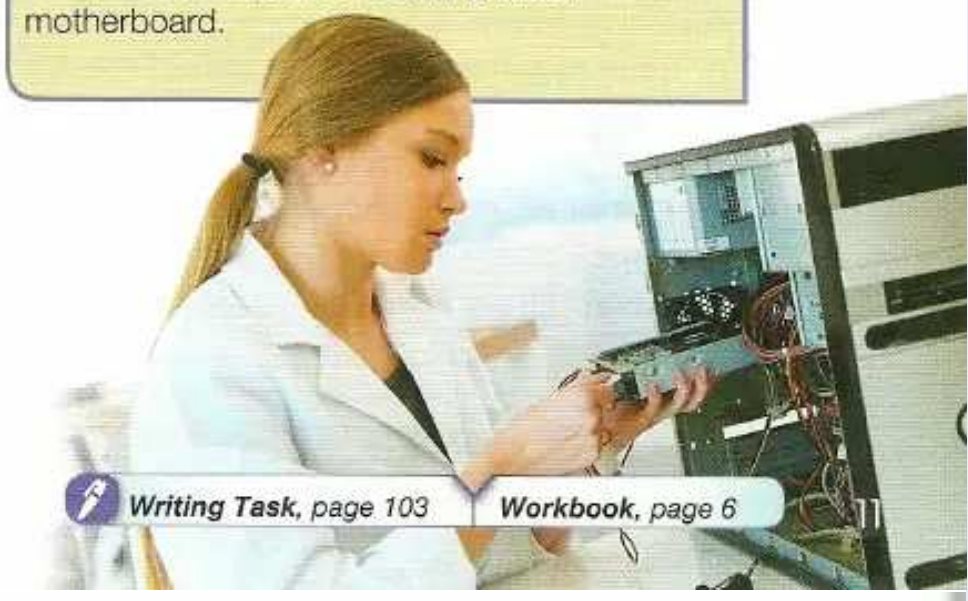
Student B: You are the helpdesk technician. Use the information on page 92.

Swap roles to discuss installing a new

3. plug in — c. disconnect
4. screw — d. remove
5. insert — e. unplug
6. attach — f. detach

Tip!
The prefixes *un*, *dis* and *de* change the meaning to the opposite of the original word.

motherboard.



Writing Task, page 103 | *Workbook, page 6*

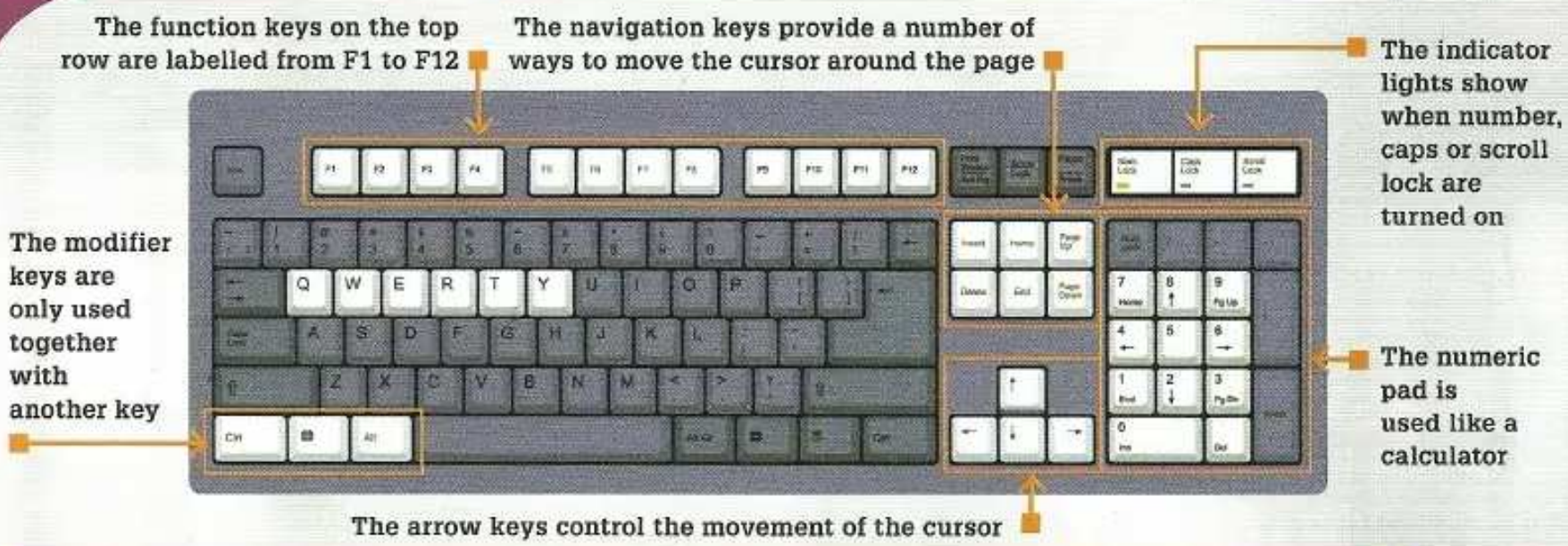
3 Hardware: The Keyboard

> *Getting Started: Vocabulary (page 119)*

1 Read the page from a computer manual. Decide if the statements below are true or false. Then correct the false sentences in your notebook.

The Keyboard Layout

The "QWERTY" keyboard is the most common type of keyboard. It gets its name from the order of the letters in the top row. Here is the basic layout:



The basic typing keys are labelled with a character (a letter, number or punctuation symbol). Pressing a key produces its character on the screen.

1. The keys on a keyboard include only symbols and numbers.
2. There are five arrow keys which move the cursor.
3. Modifier keys work on their own.
4. The keyboard has got mathematical symbols.
5. More than one set of keys can control the cursor.

2 An IT worker (A) is answering a call from a colleague (B). Listen to the dialogue and complete it with the missing words.

A: Hello, this is Tim in IT.
B: Hi, Tim. This is Sara. I'm calling from the [1] ..... floor. I've got a problem with my keyboard.
A: Good morning, Sara. Is it a standard keyboard or a wireless keyboard?
B: It's a [2] ..... one and the *delete* key is stuck. I've deleted a whole page of text!
A: Oh dear! So first, make sure you've saved all your work. OK, now unplug the keyboard from your PC. Next, turn it over and [3] ..... it gently.

B: What? Are you sure?

A: Yes – if the keys have got dirt inside them, they sometimes get stuck.

B: OK … now what?

A: Now plug the keyboard in again. Press the [4] ..... key and see what happens.

B: Alright. Hey, it's working! Thanks.

A: Great!

B: Tim, wait a minute. Now the *s* key isn't working. I'm pressing the key, but the symbol doesn't appear on the monitor.

A: Alright, I'll come and take a look. We'll try [5] ..... some of the keys.

B: Thanks. I'm in Room 312.

3 Practise the dialogue in Exercise 2 with a partner. Pay attention to the expressions in colour.

Remember: Do all activities in your notebook.

4 Read the dialogue in Exercise 2 again and answer the questions.

1. In which department does Tim work?
2. What complaint has Sara got?
3. What does Tim think is causing the problem?
4. Is Sara's keyboard working by the end of the conversation?

Working with Vocabulary

5 Listen and repeat the words in colour. Then match the keys in A to the correct action in B.

A

1. arrow keys
2. caps lock key
3. delete key
4. escape key
5. return or enter key
6. shift key
7. tab key

B

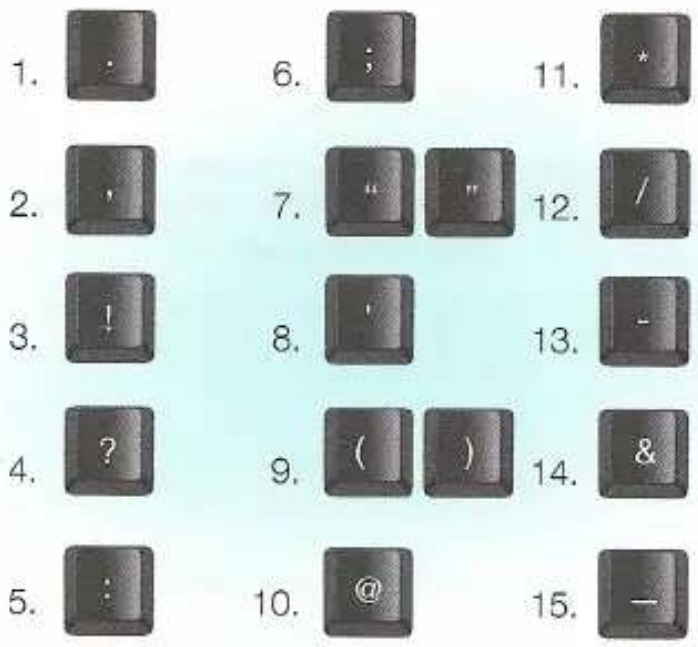
a. changes the text to capital letters
b. starts a new line
c. advances the cursor to the next tab stop
d. changes one letter to a capital or punctuation mark, or gives another option
e. move the cursor up, down, right or left
f. removes letters or words
g. cancels the current process or program running

6 Listen and repeat the words and phrases in colour. Then decide if the sentences are true or false.

1. The space bar is smaller than the other keys.
2. The control and alt keys perform actions when pressed with different letters.
3. The backspace key deletes one position forward from the cursor.

7 Listen and repeat. Then match the names to the punctuation marks.

full stop • *at* symbol • slash • question mark
colon • semicolon • *and* symbol • apostrophe
quotation marks • comma • brackets • asterisk
hyphen • exclamation mark • underscore



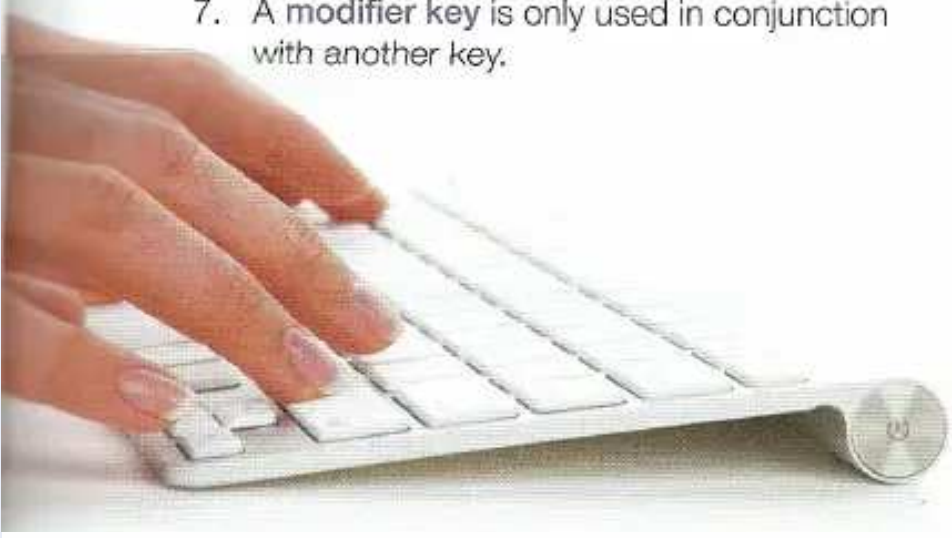
8 Listen and repeat the words and phrases in colour. Then use the diagram in Exercise 1 to choose the correct word or phrase in each sentence.

1. The letter *H* is in the middle of / under the keyboard letters.
2. The *caps lock* key is below / above the *shift* key.
3. The *B* key is between / over the *V* key and the *N* key.
4. The number keys are beside / on the arrow keys.
5. The *shift* key is behind / next to the *Z* key.

Your Turn

An IT worker and a colleague are talking about a computer problem. Copy the report. Then listen to their conversation and complete the report.

4. The **numeric pad** consists of maths symbols as well as numbers.
5. The 12 **function keys** take you directly to different commands.
6. The **command key** is also called the control key.
7. A **modifier key** is only used in conjunction with another key.



IT TECHNICIAN REPORT

DATE: 3/4/18

TIME: 10.00 am

CALLER: [1] ..... from Marketing

PROBLEM: The [2] ..... aren't working. Indicator lights and [3] ..... still working. Possible problem with the [4] ..... or might need a new [5] ..... .

PRIORITY: ☑ Urgent ☐ Not urgent

Hardware: Peripherals

> *Getting Started: Vocabulary (page 119)*

1 Read the inventory of peripherals. Then answer the questions. 🔊

Johnston's and Co.: Computer Hardware Inventory

Type 2: Peripherals

Projectors	*4 – but projector in Room 78 not working*
Printers	
Laserjet 6000	*32*
DS 90 All-In-One	*12*
Deskjet 1550	*6 – order half a dozen more from supplier*
Scanners	
FUMI MR 2000	*4 – enough? check with design department*
Headsets	*60 – received double order return one box of 30 to supplier*
Webcams	*15*
Keyboards	
standard	*38*
wireless	*12*
Monitors	
standard	*28 – 5 broken monitors*
large	*31*
Microphones	*none*
Speakers	*6 pairs – order 1 new pair for meeting room*
Mouses	
standard	*13 (now obsolete)*
wireless	*46*

1. How many projectors are available

2 Two IT assistants are taking an inventory of computer peripherals. Match each question in A to the correct response in B. Then listen to the dialogue and choose the correct numbers. 🔊

A

1. Which scanners have we got?
2. Why have we got so many new headsets?
3. Have we got enough webcams?
4. Do we need more microphones for the call centre?
5. What about the mouses? I ordered a couple of boxes last month.

B

a. The supplier sent us a big box instead of a small one. We should return [1] *50 / 40* to the supplier.
b. Really? There are only [2] *3 / 5* left in the box now.
c. [3] We've got *3 / 4* Xerox scanners, but no Kodak scanners.
d. No, we've only got a couple left. We need to order [4] *10 / 12* for the office.
e. Yes, we need to order [5] *16 / 17* urgently.

3 Copy and complete the chart using the information from Exercise 2.

Computer Hardware Inventory
TYPE 2: PERIPHERALS

Item	Quantity in stock	Action required
Scanners: Xerox	1.	–
Scanners: Kodak	2.	–
Headsets	–	3.

for the workers to use?

2. There are too many of one item. Which one?
3. What is wrong with some of the monitors?
4. Which piece of equipment is missing completely?
5. Why isn't Johnston's going to order any more standard mouses?

Headsets		
Webcams	4.	5.
Microphones	–	6.
Mouses	7.	–

4 Practise the dialogue in Exercise 2 with a partner. Pay attention to the expressions in colour.

Tip!

When talking about quantities, we sometimes use expressions instead of numbers.

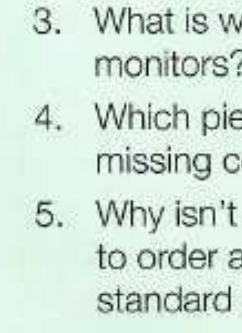
a dozen = twelve
half a dozen = six
a couple = two

Remember: Do all activities in your notebook.

Working with Vocabulary

5 Listen and repeat. Then match the words to the pictures.

scanner • speakers • projector • microphone • stylus pen
webcam • headset • printer • gaming controller



6 Listen and repeat the words and phrases in colour. Then copy and complete the sentences.

flash drive • barcode scanner • remote control • touch screen • USB charger

1. It's got a ..... , so you don't need to use a mouse.
2. I can't reach the switch; please pass me the ..... .
3. If you've got a ..... , you can charge your phone on my computer.
4. We need a ..... to read all the shop's product prices.
5. Hand in your homework to your teacher on a ..... .

7 Listen and repeat the words and phrases in colour. Then match the sentences in A to B.

A	B
1. That model is obsolete.	a. Mine is full.
2. Can you please order a new flash drive for me?	b. There are 97 in this box!
3. The fax machine is broken.	c. They don't make or use it any more.
4. We're overstocked with mouses.	d. We didn't bring enough to the trade exhibition.
5. We need to reorder with that supplier.	e. It's not receiving information again.
6. We've run out of USB chargers.	f. I can't see the words properly.
7. The printer has run low on ink.	g. We last ordered with them three months ago.

8 Read the e-mail to the IT department. Complete the sentences with words from the exercises above.

Send | Options... | Help

Dear Zoe,

Thanks for your help and cooperation with the annual inventory:

All of the 1. b t hardware is going to be replaced over the next 12 months.

In addition, the sales staff need two new 2. u s s for their presentations to their customers.

We have ordered a box of 3. e s and 4. c h s to improve sound quality for the help desk.

We have to replace the colour 5. r r in the art department because it is 6. k and it costs too much to fix.

The webcams we ordered last month haven't arrived, so we are going to 7. e r them.

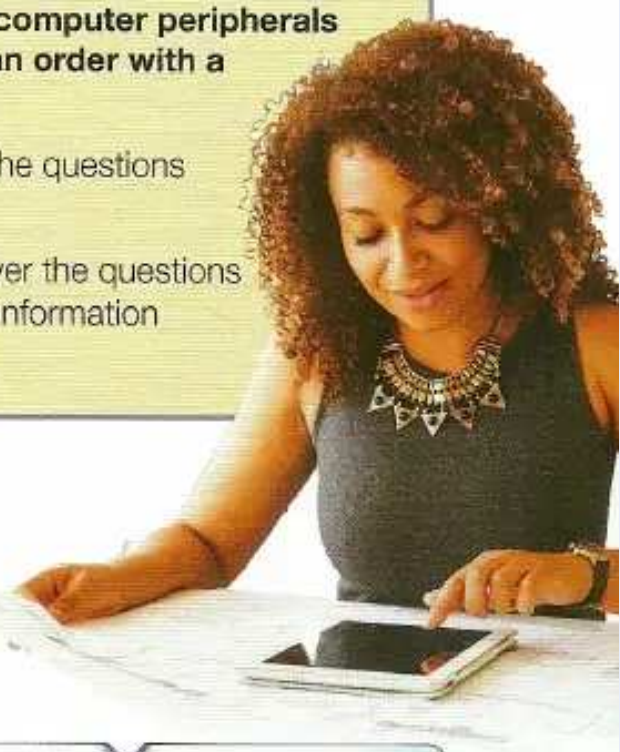
John Worth
IT Manager

Your Turn

You are IT sales assistants checking an inventory of computer peripherals before placing an order with a supplier.

Student A: Ask the questions on page 84.

Student B: Answer the questions according to the information on page 92.



Writing Task, page 104 | *Workbook, page 8*

4 Ordering Computer Supplies

> *Getting Started: Vocabulary (page 120)*

1 Read the advert. Then decide if the sentences below are true or false.

MEDIA PLANET
HARDWARE SOLUTIONS

COMPUTER PRODUCTS AT THE BEST PRICES!

CHECK OUT OUR SPECIAL OFFERS!

For the month of May, Media Planet is offering some very attractive prices!

- Hard drives from £44
- Processors from £49
- We offer the best quality products.
- Place an order with us, and we will send the goods to you by fast delivery to arrive the next day.

2 Read the dialogue between a customer (A) and a supplier (B) and choose the correct response. Then listen to the dialogue and check your answers.

1. **A:** It's Anne from Highbury College, ICT department. I'd like to place an order, please.
   B: a. I'll check if we have any.
   b. Certainly. What exactly do you need?
2. **A:** We're running low on microphones.
   B: a. What quantity do you need?
   b. Yes, we sell speakers.
3. **A:** About 20. What's the price per unit?
   B: a. Each unit is £10.
   b. I'm afraid I've only got three boxes in stock.
4. **A:** Have you got any good quality headsets? The ones we've got at the moment keep breaking.
   B: a. We've got a driver in your area this afternoon.
   b. We have some good Sound Ex ones – our customers love them.
5. **A:** I'll take 40, please. How much discount

Order a large quantity of computer hardware, and we will give you a special discount.

We accept up to five payments for orders over £500.

Only until Friday **25% off** all motherboards!

1. Media Planet is offering special prices for the month of May.
2. Media Planet sells excellent products.
3. You receive the goods on the same day you order them.
4. When you order a lot of hardware, you pay less money for each item.
5. You always have to pay all the money when you order.
6. Until Friday, there is a 25% discount on all products.

can you give me?

B: a. We can give you a 10% discount.
b. Delivery is free.

6. A: How long will delivery take?
B: a. We'll send out the order today and it will be with you by tomorrow.
b. We've sold all of those.

3 Practise the dialogue in Exercise 2 with a partner. Pay attention to the expressions in colour.

4 Read the dialogue in Exercise 2 again. Then choose the correct answer.

1. The customer needs about *10 / 20* microphones.
2. Each microphone costs *£10 / £20*.
3. The customer isn't happy with the *hardware / headsets* in her college.
4. The customer orders *40 / more than 40* headsets.
5. The delivery will arrive *today / tomorrow*.

Working with Vocabulary

5 Listen and repeat the words in colour in A. Then match them to their meanings in B.

A

1. price
2. quality
3. payments
4. give a discount
5. out of stock
6. goods

B

a. sums of money to pay over time
b. items
c. having no more, completely sold out
d. offer for less money
e. how good something is
f. how much you pay for something

6 Listen and repeat the words in colour. Then copy and complete the invoice using the words below.

VAT • Subtotal • Price per unit • Invoice Quantity • Delivery date • Payment date

PC LAND COMPUTER HARDWARE SUPPLIES

7 Listen and repeat the words in colour. Then use them to complete the mini-dialogues.

A account • postage and handling charge it

Customer: Do I need to pay for [1] ..... ?
Salesperson: No. That's included in the price.
Customer: Can I [2] ..... ?
Salesperson: Yes, madam, if you've already got an [3] ..... with us.

B cash • shipping • credit card • cheque

Salesperson: There's a small charge for [1] ..... the item direct to your home.
Customer: That's fine. What's the final total?
Salesperson: £375. Do you want to pay by [2] ..... ?
Customer: No, I haven't got my cheque book, and I certainly haven't got £375 in [3] ..... ! Could I pay by [4] ..... ?
Salesperson: Sure.

Your Turn

Sue is placing an order for computer supplies. Copy the form. Then listen to the conversation

Remember: Do all activities in your notebook.

Date: 16/2/2017

[1] ..... Number: 045637

TO: Hartington's IT Department

ITEM	[2]	[3]	TOTAL
Speakers	20	£21	£420
Microphones	21	£10	£120
Keyboards	6	£35	£210

[4] ..... :	£750
+[5] ..... : 20%:	£150
TOTAL	£900
Discount: 10%:	-£90
FINAL TOTAL:	£810

[6] ..... : 17th February

[7] ..... : 30 days from delivery

COMMENTS: Special delivery!

and fill in the missing information.

To: IT Global
Account Number: 10034
Invoice Number: jan0736

Item	Quantity	Price per unit	Total
[1]	10	£[2]	£[3] .....
Wi-Fi mouses	25	£[4]	£550
Keyboards	6	£40	£240
		Subtotal	£[5] .....
		+VAT: 20%	£228
		TOTAL:	£1368
		Discount: 10%	– £136.80
Delivery date: 5th January		FINAL TOTAL:	£[6] .....

Tip!

VAT = Value Added Tax. VAT is a tax added to the purchase price. In the US, it is called *sales tax*.

Recommending Computer Hardware

> *Getting Started: Vocabulary (page 120)*

1 Read the webpage from an online shop. Then decide which computer (A, B, C or D) matches each question below.

Monitors | Printers | Computers | Peripherals

A **Top-of-the-range PRO-MAX desktop PC**

Includes 27" monitor, plus speakers.
User-friendly, suitable for study and home use
Capacity: 500 GB
Memory: 4 GB
OS Windows 10

B **Toshiba – Satellite laptop**

Light and portable, this is also the most powerful laptop on the market for under €600
Ideal for busy travelling professionals
15.6" slimline screen
Inbuilt 13 megapixel camera
Capacity: 1 TB
Memory: 4 GB
OS Windows 10 Pro

2 A sales assistant in a computer shop (A) is helping a customer (B). Listen to the dialogue and complete it with the words below.

a fax, too • only €75 • printers • the office

A: Good morning. I see you're interested in these [1] ..... .

B: Yes, can you recommend a good wireless printer? I want something for [2] ..... , simple but powerful.

A: Ink-jet printers are generally the best.

B: What's the best model?

A: There are good reports about the Colour Max. They're very dependable.

B: OK. Why is this white one so cheap?

A: It's just a printer. The others are more expensive because they're all-in-one printers. They've got scanners and photocopiers. Some of them have got [3] ..... .

B: We don't need a fax, but the other things would be useful. That grey Delux LI has got really good reviews. But it's much bigger than the others.

A: That's because it can print on A3 paper. Do you use A3 in the office?

B: No, never.

C **Compact all-in-one computer (HP)**

24" LED high-resolution monitor
Ideal for watching HD multimedia and films
Inbuilt speakers and webcam with superfast Intel® Pentium® processor
Capacity: 500 GB
Memory: 6 GB
OS Windows 10
(DVD/CD drive not included)

D **Apple iMac**

Compact all-in-one computer with an excellent widescreen display
High-resolution 24" screen
Popular with designers and other creative professionals
Ergonomic mouse included
Capacity: 150 GB
Memory: 8 GB
OS Apple OSX

Which computer ...

1. has got the most memory?
2. has got the largest storage?
3. has got a webcam as part of the computer?
4. is good for doing artistic work?
5. has got the biggest screen?

A: So **I suggest you buy something like this.** It's got a built-in scanner and photocopier and it does double-sided printing. It's much more slimline than the other models.

B: And it's [4] ..... !

3 Practise the dialogue in Exercise 2 with a partner. Pay attention to the expressions in colour.

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

A

1. The customer asks for
2. According to the sales assistant, the best printers are
3. All-in-one printers have got
4. The customer mentions the Delux LI because of its
5. The customer doesn't use

B

a. good reviews.
b. ink-jet printers.
c. A3 paper.
d. a recommendation.
e. scanners and copiers.

Tip!

The ® symbol follows the name of a product or company that is legally registered. The name will always have a capital letter: Intel ®, Pentium ®

Remember: Do all activities in your notebook.

Working with Vocabulary

5 Listen and repeat the words in colour in A. Then match them to their definitions in B.

A	B
1. portable	a. built to be strong
2. superfast	b. using a small space
3. dependable	c. easy to carry around
4. compact	d. not likely to fail
5. sturdy	e. very speedy

6 Listen and repeat the words in colour. Then choose the correct answers to complete the reviews.

Review

The computer has got a great [1] flexible / wide screen (27") monitor – ideal for graphics programs and gaming. It is [2] slimline / simple to use and 100% [3] secure / top-of-the-range because of its modern security system.

8 Listen and repeat the words in colour. Then use them to complete the text.

user-friendly • powerful • complicated
ergonomic • reliable

Technology Q&A

QUESTION: My 80-year-old grandmother wants a computer. She's never used one before. Can someone advise me?

ANSWER: She needs something that is [1] ..... – it's no use buying her a computer that is too [2] ..... to use.

Look for something that is simple to use and [3] ..... – you don't want a computer that gives her problems all the time.

She won't need a [4] ..... computer because

Review

The [4] **all-in-one** / **built-in** printer-scanner-photocopier is a [5] **practical** / **high-resolution** solution for travelling or for offices with limited space.

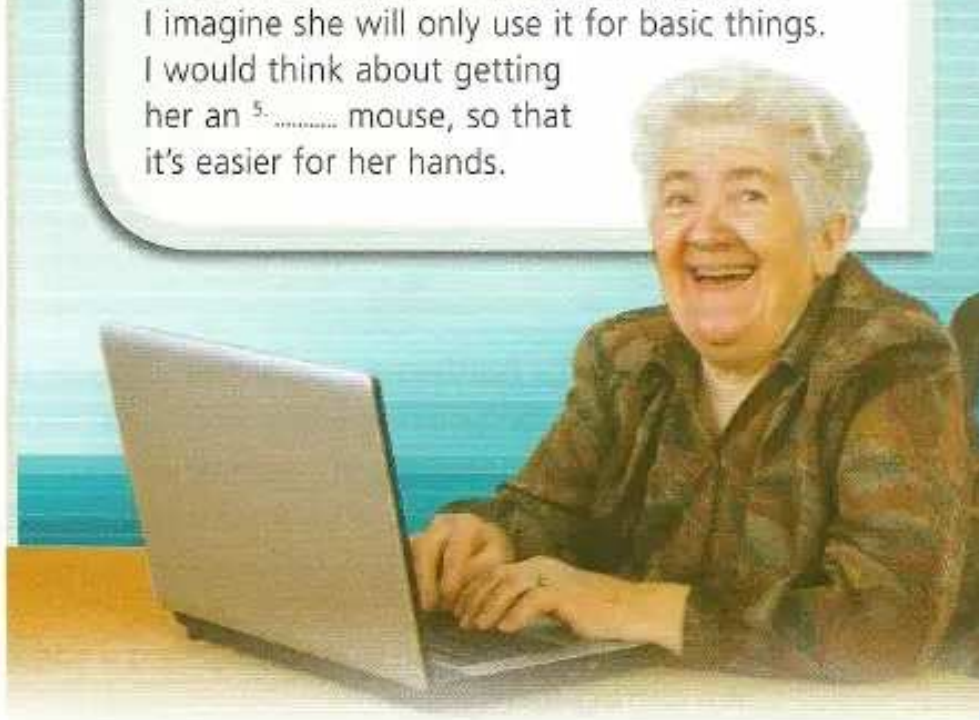
Tip!

Most countries still measure screens in inches and not centimetres. For example: 17". The measurement is diagonal from corner to corner of the screen.

7 Copy and complete the review below with the words not used in Exercise 6.

REVIEW

Nice and [1] ..... for working everywhere! The new [2] ..... tablet (0.5 cm) has got [3] ..... Wi-Fi, for Internet connection on the go. Its [4] ..... screen is perfect for doing graphics work. It really is a [5] ..... model.



9 Which adjectives in Exercises 5-8 can describe the items below?

A laptop: *sturdy, portable*,

A printer:

A mouse:

A smartwatch:

Your Turn

Student A: You are a sales assistant in a computer shop. Use the information on page 85 to recommend a laptop.

Student B: You are a customer who wants to buy a laptop. Ask the sales assistant questions to complete the information on page 93.

Writing Task, page 105 | *Workbook, page 10*

5 Troubleshooting

> *Getting Started: Vocabulary (page 121)*

1 Read the webpage. Then copy and correct the mistakes in the sentences below by changing the words in bold.

FAQs Frequently Asked Questions ▶ Most common computer problems have got simple solutions.

1. **What can I do if the power button doesn't start the computer?**
Check the power cord is connected to the computer correctly. Make sure the power supply is working by plugging in another electrical appliance to test it.

2. **What can I do if a program won't run or runs slowly?**
First, make sure you save everything. Close the program and then reopen it. If that doesn't work, shut down the computer and restart it. If that doesn't work, reinstall the program.

3. **What can I do if my computer freezes?**

Press and hold the *Control*, *Alt* and *Delete* keys at the same time. Choose "Log off" from the menu on the screen, then restart the computer.

4 What can I do if I get a *No Signal* message on my monitor?
Make sure you haven't got a loose connection. Disconnect and reconnect the monitor cable. Check the screws are tight. You may need to replace your monitor cable.

5 What can I do if there is no sound on my computer?
Check the volume control in the control panel and the software you are using. Check that the mute box is not selected. If you are using external speakers, make sure they are turned on and connected to the correct audio or USB port.

1. Check the **hardware** supply is working by trying it out with another device that works with electricity.
2. If a **virus** isn't running fast enough, you might have to install it again.
3. If your computer doesn't react at all, you can solve the problem using three **messages**.
4. Try adjusting the **fan** if the monitor cable isn't connected properly.
5. A problem with **images** can sometimes be related to the speakers' connection.

2 A helpdesk technician (A) is answering a call from a customer (B). Listen to the dialogue and choose the correct answers.

A: Hello, it's Tom here. Who am I speaking with, please?
B: Hello Tom, it's Jim Curtis. I've got a problem with my [1] *settings / speakers*. They were fine this morning. Now, I want to watch a [2] *video / film*. I can see it, but I can't hear anything.
A: OK. It's usually a good idea to check cables for a loose connection before you do anything else.
B: Wait a minute. I'll look ... all the connections are fine.
A: That's good. Are you watching an [3] *offline / online* video?
B: Yes, I am.
A: Have you tried checking the volume control under the video clip?
B: Yes, it's on [4] *10 / 0*.
A: What about the volume icon at the bottom of your monitor? Can you see that?
B: Yes, I can.
A: Click on it and tell me where the little green line is.
B: It's at the [5] *bottom / top*.
A: That means the volume is turned off. You should always make sure you check the volume control in the software you're using.
B: Oh, yes, I see. Thanks for your help.
A: You're welcome.

Remember: Do all activities in your notebook.

3 Practise the dialogue in Exercise 2 with a partner. Pay attention to the expressions in colour.

4 Read the dialogue in Exercise 2 again. Then answer the questions.

1. Why is Jim calling the helpdesk?
2. What is Jim trying to do?
3. What three places must Jim check?
4. What is the solution to Jim's problem?

Working with Vocabulary

5 Listen and repeat the words in colour. Then copy and complete the sentences.

no signal message • volume control • control panel
mute box • loose connection • power button

1. You use the ..... to switch the computer on.
2. You use the ..... to turn the sound up or down.

8 Choose the correct answer.

1. The reason you can't hear anything is because you have selected the ..... .
   a. control panel
   b. power button
   c. mute box

3. I think there's a ..... in the switch. Sometimes it works and sometimes it doesn't.
4. Go to the ..... and click on the sound icon, then click on *internal speaker*.
5. If you select the ..... , you won't be able to hear anything.
6. A ..... means the computer is not connected to the monitor.

6 Listen and repeat the words in colour. Then choose the correct words.

1. You have to **log off / press and hold** the *Control key* and *P* to print.
2. To **reinstall / restart** the computer, try pressing the power button again.
3. Before you open the computer case, **make sure / reconnect** to switch off the power supply.
4. Every so often, the computer **freezes / reopens**. It just stops in the middle of what you're doing.
5. The graphics card is broken. You'll have to **replace / shut down** it.

Tip!

The prefix *re-* before a verb often means *again*.
***re**connect* the cable = connect the cable again
***re**install*, ***re**place*, ***re**open*

7 The words and phrases in bold are in the wrong sentences. Write the sentences correctly in your notebooks.

1. You should **reinstall** your e-mail account when you're finished.
2. My computer went for repair and now I must **reconnect** some programs.
3. Now, the fan isn't working. I have to **shut down** the case.
4. Check the cable and then **log off** the mouse to the keyboard.
5. At the end of the week, please **reopen** all the computers in the office.

2. If you want the music louder, turn it up using the ..... .
   a. loose connection
   b. volume control
   c. *no signal* message
3. Before you close the file, ... you save all the changes you have made.
   a. make sure
   b. shut down
   c. reconnect
4. The monitor wasn't working, so we ..... it with a new one.
   a. reinstalled
   b. replaced
   c. reopened
5. If you ..... these three keys, you will be able to shut down the computer.
   a. press and hold
   b. log off
   c. restart

Your Turn

An office worker is calling a helpdesk technician to discuss a computer problem. Listen and complete the technician's notes in your notebook.

DATE: 16th May
CLIENT: Browne's Department Store
PROBLEM: [1] ..... on monitor.
NOTES: Client checked the [2] ..... of the monitor's cables. Client disconnected and [3] ..... the cable. Cable is [4] ..... .
POSSIBLE PROBLEM: A [5] ..... inside the computer or monitor.
SOLUTION: Technician to call at the office [6] ..... .

Doing Repairs On-site

> *Getting Started: Vocabulary (page 121)*

1 Read the work plan. Then copy and correct the false sentences below.

Work plan Mon 14th – Fri 18th

Client: *Central Library*
Contact: *Jill, in reception*
Location: *27 King Street (opposite the post office)*

2 A manager (A) is explaining a new employee's (B) work plan. Number sections A-C in the correct order to form a dialogue. Then listen to the dialogue and check your answers.

A B: Sure. Which anti-virus software should I use?
A: Use McAfee. Insert the disc, then follow the instructions on the screen.
Then on Tuesday morning, you have to go to the department store on Albion Street.
B: OK. What's the problem there?
A: They lost some data and they need to recover it.

Time: Monday morning from 9 am to 11.30 am
Job: * Install new printer and scanner.
* Show Jill how to activate printer from different computers.

Client: Fairport Sports Centre
Contact: Harry Smith, Admin department
Location: 4 Main Street (next to the train station)
Time: Monday afternoon 12 to 3 pm; Tuesday 1 to 5 pm
Job: * Show Harry how to move documents from the backup system to the main system.
* Run an anti-virus scan on all computers in the centre.

Client: Bradpool Manufacturers
Contact: Mr Norris
Location: 17 Industrial Park (Look for F Block. At the main entrance go straight on. You'll find Mr Norris' office at the end of the corridor, on the left.)
Time: Wednesday, 8.30 am
Job: * Install the new client data software.
* Show Mr Norris and his team how to input data correctly.

1. The Central Library is next to the post office.
2. The job at the library is scheduled for Monday afternoon.
3. The technician will be working at the sports centre for three days.
4. Mr Norris' office is on the right, at the end of the corridor.
5. On Wednesday, the job is to install new hardware.

Remember: Do all activities in your notebook.

B: What's the best solution for that?

B A: Open the data backup system and copy the lost information onto their system.
B: Right. How do I access their backup system?
A: The password is written on your work plan. Is everything clear?
B: Yes, I think so.

C A: John, here's your work plan for this week. You'll be working off-site. On Monday morning, I want you to go to the post office.
B: OK. Where is it exactly? I don't remember.
A: It's opposite the school. Their computers are very slow. It's probably a virus. Can you do a virus scan and remove any viruses that are slowing down the system?

3 Practise the dialogue in Exercise 2 with a partner. Pay attention to the expressions in colour.

4 Read the dialogue in Exercise 2 again. Then copy and complete the table.

John Weston: Work plan 17th-21st January		
TIME	PLACE	JOB
Monday	1.	2.
3.	department store Albion St	4.

Tip!

We use the preposition *in* for months and parts of the day, *on* for days and dates, and *at* for exact times or *at* the weekend, *at* night.

Remember to use capital letters for days and months.

Working with Vocabulary

5 Listen and repeat the words in colour. Then copy and complete the sentences.

anti-virus software • back up • lose
follow instructions • password • recover

1. It's important to ..... when you assemble a computer. That way, you won't make any mistakes.
2. Make sure you ..... your data every day, in case you get a virus.

8 Listen and repeat the words and phrases in colour. Then match each sentence to the correct picture.

1. Room 333 is opposite the toilet.
2. Go straight.
3. Turn left.
4. Turn right.
5. Room 333 is on your left.
6. Room 333 is on your right.
7. Room 333 is at the end of the corridor.

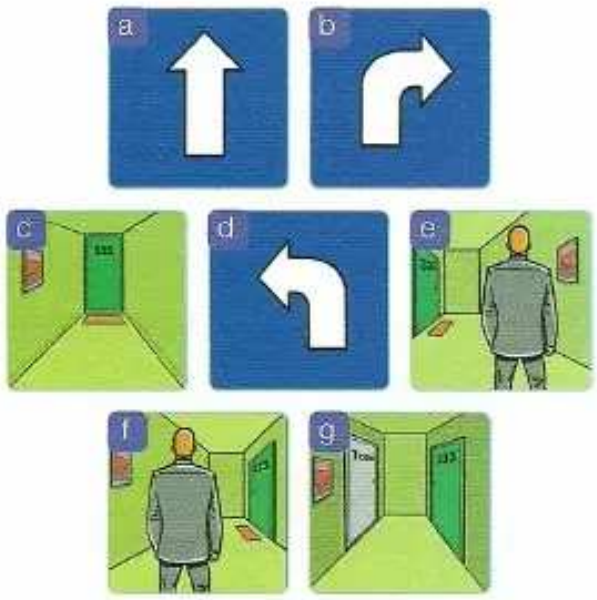
3. You need to install ..... to protect the system.
4. Invent a new ..... with 10 letters and numbers.
5. If the computer crashes when you're working on something, you may ..... all your information.
6. The file has probably been deleted, but let me see if I can ..... it.

6 Listen and repeat the words in colour. Then choose the correct answer.

1. When I work **off-site** / **on-site**, I have to drive to different places.
2. Let's use the **stairs** / **lift**. The meeting is on the 30th floor.
3. The keys are ready for you to collect from the hotel **reception** / **ground floor**.
4. Pay for your car parking at the **entrance** / **exit** when you leave.

7 Listen and repeat. Then match the words to the pictures.

sports centre • shopping centre • airport
factory • train station • library • post office
department store



9 Match A to B to form sentences.

A

1. You need to run a virus ..... .
2. My office is at the end of the ..... .
3. The office building is on your ..... .
4. I'll meet you outside the sports ..... .
5. My sister works at the post ..... .
6. The library is next to the train ..... .
7. Just insert the disc and follow the ..... .
8. At the end of the day, make sure you do a ..... .

B

a. left
b. office
c. instructions
d. corridor
e. backup
f. station
g. centre
h. scan

Your Turn

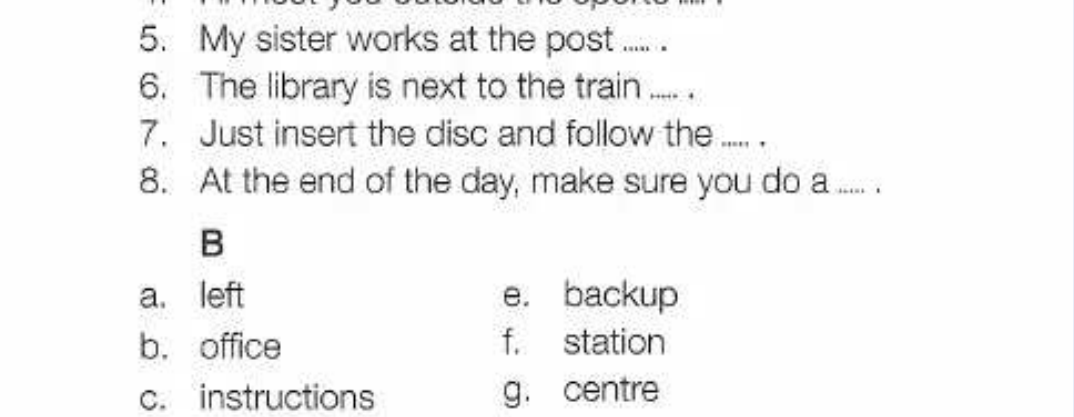
You work in the repair department of an ICT company.

Student A: Ask and answer questions to complete the work plan. Use the information on page 85.

Student B: Ask and answer questions to complete the work plan. Use the information on page 93.

Writing Task, page 106 | *Workbook, page 12*

6 IT Helpline



> *Getting Started: Vocabulary (page 122)*

1 **Read the notice.** **Then match the sentences below to the correct instructions from the notice.**

COMPUSET SERVICES Telephone Etiquette Tips

When you answer the phone, remember to:

a. state your name and the name of the company clearly.
b. greet the caller in a friendly but professional manner.
c. answer the phone quickly. Avoid letting it ring more than three times.
d. make sure you put the call through to the correct extension.
e. take clear messages and include the caller's name and telephone number.
f. give the messages to the appropriate person as soon as possible.
g. be patient and helpful with the customer at all times.

1. The callers shouldn't wait for a long time.
2. The callers should know who they are talking to.
3. Write down who is leaving a message and how to contact them.
4. Don't make a mistake when you are putting calls through.
5. Deliver messages quickly.
6. Be courteous when you speak to callers.

Tip! When you introduce yourself on the phone, you can say *Melanie speaking*. It is not correct to introduce yourself by saying *I'm Melanie*.

2 **An employee in a computer shop (A) is talking to a customer (B) on the phone. Number sections A-C in the correct order to form a dialogue. Then listen to the dialogue and check your answers.**

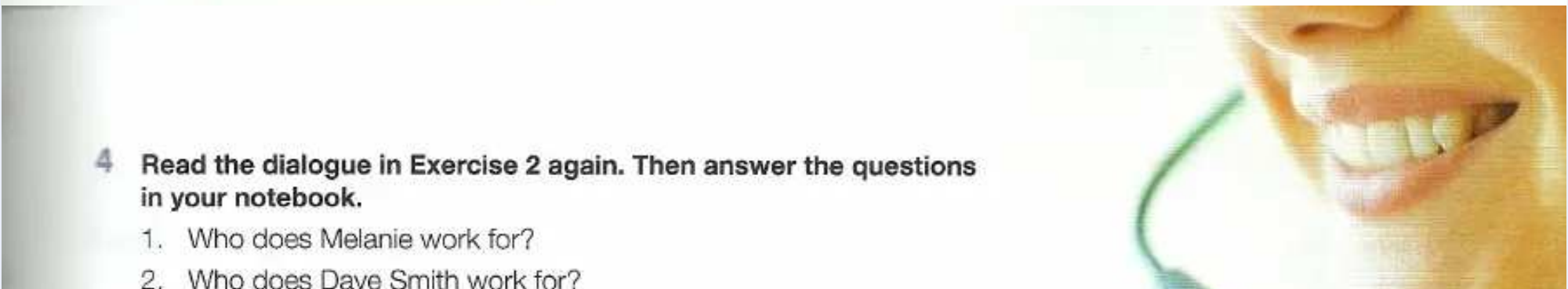
A **B:** Yes, it's 15480.
A: Just a moment, Mr Smith, I'll just check for you. Please stay on the line.
B: Sure.
A: Thank you for waiting. Yes, we've got 10 of those in stock.

B **A:** Good morning, Compuset helpline. Melanie speaking. How may I help you?
B: Hello, it's Dave Smith here from CopyShop. Can you tell me if you've got any of the X300 RAM chips in stock?
A: Have you got the item number, please?

C **B:** Great. I'll come in later this week.
A: Can I help you with anything else today?
B: Yes. Unfortunately, we had a problem with the latest software update you sold us.
A: Oh, I'm sorry to hear that, Mr Smith. I'll put you through to a support technician.

3 **Practise the dialogue in Exercise 2 with a partner. Pay attention to the expressions in colour.**

Remember: Do all activities in your notebook.



4 **Read the dialogue in Exercise 2 again. Then answer the questions in your notebook.**

1. Who does Melanie work for?
2. Who does Dave Smith work for?

3. What item is Dave interested in buying?
4. What has Dave got a problem with?

Working with Vocabulary

5 Listen and repeat the words in colour. Then choose the correct answer.

1. Her presentation was very professional. She did a *bad / good* job.
2. The shop must be *open / closed*. There's no reply.
3. I *will / won't* be careful when I input the data.
4. She must be *busy / free*. The line is engaged.
5. There's a caller *outside / on the phone* waiting to speak to you.
6. Can you please speak up? I can't *see / hear* you very well.

6 Listen and repeat the words in colour. Then copy and complete the sentences.

put you through • extension number • repeat
dial a number • state • wrong number
contact

1. Sorry, what did you say? Can you ..... that, please?
2. Your mother rang an hour ago – you need to ..... her immediately.
3. One moment, please, I'll ..... to Mr Wright now.
4. This is not St Ann's Hospital. You've got the ..... .
5. To ..... abroad, put an 01 before the number.
6. From Monday, my new ..... will be 8015.
7. When you answer a phone call, ... the name of the company.

7 Listen and repeat the words in colour. The words in colour are in the wrong sentences. Write the sentences correctly in your notebook.

1. I need to speak to Betty on the line. It's really important.
2. Can you ask Mrs Ford to avoid tomorrow? I'm too busy to talk to her today.
3. I've got a client as soon as possible who wants to speak to the manager.
4. Try to remind speaking too loudly on the phone.
5. Can you ring back Ms Burns to prepare the invoice for Dell's Computer Shop?

Tip!

ASAP = as soon as possible
The abbreviation is also pronounced as a word – 'asap'.

8 Match A to B.

A

1. If there's no reply from his office phone,
2. Miss Scott is on the line for you.
3. Avoid letting the phone ring a lot.
4. They've tried to contact you several times,
5. Before you dial the number,
6. His line is engaged,

B

a. he's probably working off-site.
b. so I'll phone him later.
c. so call them as soon as possible.
d. press 9 for an outside line.
e. She needs to place an order.
f. Answer it quickly.

Your Turn

Two receptionists are answering the phone to clients. Copy the chart. Then listen and tick the correct columns.

Pam	Ann	
		1. answers with the name of the company
		2. offers assistance
		3. asks for the caller's name and phone number
		4. ends the conversation courteously

Taking Messages

> Getting Started: Vocabulary (page 122)

1 Read the memo and the telephone messages. Then decide who each statement below refers to. 🔊

Employees Schedules

3rd February

Mrs Jacobs – working out of office at Tech City Computers

Mr Bradford – unavailable from 15:00-16:00

Mr Patel – technical problem with his phone – transfer his calls to extension 232

Mrs Gladstone – will be out of the office for lunch (12:45-14:00)

Mrs Anderson – in meetings with IT project managers all day. Take messages, don't interrupt.

Message for: Mrs Gladstone
Time: 13:45 From: Mr Wright
Message: Would like a meeting this week to start planning the TELCOR tech project.

Message for: Mr Bradford
Time: 15:14 From: Linda at PR Solutions
Message: Urgent! Please call me. We've run out of sound cards and need to re-order.

Message for: Mrs Anderson
Time: 14:02 From: Jason Moore
Message: Needs a technician to visit the IT department at the hospital ASAP please.

1. This person's phone isn't working.
2. This person is not working in the office today.
3. This person works in a hospital.
4. This person needs to order something.
5. This person wants to have a meeting soon.
6. This person isn't receiving calls for one hour this afternoon.
7. This person has got meetings and can't receive phone calls.

2 An assistant (B) is talking to a client (A). Listen to the dialogue and complete it with the missing words. 🔊

A: Can I speak to Chloe Burns in [1] ..... support, please?

B: Just a moment, **I'll put you on hold ... . I'm sorry. I'm afraid that Chloe is unavailable at the moment.** She's in a meeting with a [2] ..... . **Can I transfer you to Bill Jones** from the same department?

A: No, I'd rather speak to Chloe directly.

B: OK, I understand.

A: **Could you ask her to return my call, please?** We've got a problem with our [3] ..... program. **We need a solution urgently.**

B: Let me write down your name and [4] .....

A: It's Steve McGough.

B: **Can you spell your last name, please?**

A: Yes, of course. It's M-C-G-O-U-G-H. And my [5] ..... number is 061 209 922.

B: OK. **Let me check that.** It's 061 209 992?

A: No, it's 922 at the end. 061 209 922.

B: 061 209 922. OK. And the message is to call you urgently about a software problem.

A: That's right.

B: **I expect her to be free at around 1.00.**

3 Practise the dialogue in Exercise 2 with a partner. Pay attention to the expressions in colour.

4 Read the dialogue in Exercise 2 again. Then decide if the sentences below are true or false. Correct the false sentences in your notebook.

1. Chloe can't take the call right now.
2. Steve McGough wants to speak to Bill Jones.
3. Steve wants Chloe to ring him back.
4. Steve's problem can be solved next week.
5. The receptionist wrote the telephone number incorrectly the first time.

Tip!

When we say a telephone number, we say each digit separately. We can also say 'oh' instead of 'nought' or 'zero'.

829 7403 = eight-two-nine-seven-four-oh-three.

Remember: Do all activities in your notebook.

Working with Vocabulary

5 Listen and repeat the phrases in colour. Then choose the correct phrase to complete each sentence.

on holiday • out of town • in a meeting

1. I'm afraid Mrs Philips isn't in the office. She's ..... at an IT conference.
2. I'm sorry, but Miss Lyons is busy. She's ..... with the software developers. As soon as they finish, I'll tell her you phoned.
3. I'm afraid Mr Brown isn't here. He's ..... in the Alps for two weeks. He'll be back on the 20th.

hang up • cut off • take down

4. Just a moment, I'll get a pen and ..... your full name and mobile number.
5. I'm sorry we got ..... earlier. My battery ran out.
6. Just a moment. I'll see if Mr Jeffries is in his office or out on-site – please don't ..... .

take a message • leave a message
put you on hold

7. I'll see if Miss Hart can take your call. Can you please wait a moment while I ..... ?
8. Mrs Banks isn't on-site today – can I ..... ?
9. Could I ..... for Tony? Please tell him I'll be out this afternoon testing the new software at the sports centre.

6 Listen and repeat the words in colour. Then copy and complete the sentences.

spell that • interrupt • return your call
line is busy • out of the office

1. When someone is speaking on the phone, it means their ..... .
2. How do you ..... – is it J-U-D-Y or J-U-D-I?
3. I'm sorry to ..... your meeting, but you have a call from your daughter. She says it's important.
4. Mrs Rose isn't at her desk; she's ..... .
5. Mr Davies is busy at the moment. Shall I ask him to ..... later today?

7 Listen and repeat the words in colour in A. Then match them to their definitions in B.

A

1. unavailable
2. transfer
3. deal with
4. urgent
5. expect

B

a. needs immediate attention
b. believe that someone or something will arrive soon
c. pass a call on to someone else
d. take action to do something
e. can't be contacted

8 Choose the correct answer.

MESSAGE FOR MR TRAVIS

Will Samuels called this morning while you were [1] **on holiday / in a meeting**. He [2] **left / took** a message saying that he has lost half of his client data and he needs an [3] **urgent / unavailable** solution. I told him you would [4] **hang up / deal with** his problem as soon as possible and that you would [5] **return / transfer** his call after your meeting. I [6] **cut off / took down** his mobile number in case you haven't got it. It's 093-425555.

Your Turn

Student A: You are the receptionist at Silikon Web Design. You are answering the phone. Use the flow chart on page 86.

Student B: You are calling Silikon Web Design to speak to Jerry Gold. Use the flow chart on page 94.

7 Customer Service

Getting Started: Vocabulary (page 123)

1 Read the guidelines. Then decide which department each caller on the right should be transferred to.

To... all staff
Send
Subject: Answering phone requests

A&B COMPUTER SERVICES

Employee Guide for Answering Phone Requests

Customer satisfaction is very important. All employees should be able to give general information about opening times and the services we offer.

When a customer calls with an enquiry, make sure you put them through to the correct department.

- For quotes, purchases and order enquiries: **Sales and Marketing Department, ext. 320**
- For software or hardware problems: **IT Maintenance Department, ext. 321**
  Note: If the line is busy, make an appointment for a technician to get back to the caller.
- For financial matters such as invoices, problems with pricing and contracts: **Accounts Department, ext. 322**
- Callers interested in employment: **Human Resources Department, ext. 323**
- Complaints about damaged or incorrect products: **Customer Relations Department, ext. 324**

Todd Nelson
Customer Relations
World of Computers

1. "The contract says £15 per barcode scanner, but you have charged me £17 each."
2. "My PC keeps turning off by itself."
3. "I saw a job for a software tester on your webpage."
4. "We ordered 12 CPUs last week but still haven't received them."
5. "We've received our order of 20 microphones, but four are broken."

2 A receptionist is answering calls. Listen to the mini-dialogues and complete them with the missing words.

1 A: Thank you for calling World of Computers. How can I help you?
B: Hello. I'm interested in purchasing a number of laptops or tablets. We need them for our [1] ..... .
A: Please hold the line. I'll put you through to our [2] ..... department. What's your name, please?
B: It's Mrs Simpson.

2 A: Good morning. May I ask what the problem is, please?
B: Yes, I think I've been overcharged for the scanners we ordered.
A: I'm sorry about that. What's your [3] ..... number, please?
B: It's [4] ..... .
A: OK, hold on and I'll put you through to the accounts department. They'll be with you shortly.

3 A: Hello. I'm calling because I've got a problem with one of the heatsinks you [5] ..... us.
B: I'm sorry to hear that. Can you describe the problem, please?
A: When I start the computer, it doesn't turn on.
B: Oh, I see. Please hold the line and I'll put you through to the IT maintenance department.
I'm sorry the line is busy right now. Let me take your name and number. I'll get a [6] ..... to get back to you.

3 Practise the mini-dialogues in Exercise 2 with a partner. Pay attention to the expressions in colour.

Remember: Do all activities in your notebook.

Tip!

The prefix *over* means too much or more than usual.
***over**charge*, ***over**heat*, ***over**load*

4 Read the dialogues in Exercise 2 again. Then copy and complete the sentences.

1. The first caller wants to buy laptops and computers
2. The second caller wants to check something on his ordered
3. The third caller complains about ..... .
4. The receptionist takes the ..... of the third caller.

Working with Vocabulary

5 Listen and repeat the departments in colour. Then decide which department matches each speech bubble below.

3 sales and marketing department
4 accounts department
1 IT maintenance department
2 customer relations department
5 human resources department

1. We managed to fix your hard drive but unfortunately, you need a new motherboard.
2. Your satisfaction is very important to us. I'm very sorry to hear there was a problem with our service.
3. I can give you a reduction in price if you buy a larger quantity.
4. Please give me the invoice number and I'll check what the prices were.
5. I'm planning a staff training programme for all our new employees.

Tip!

Instead of saying the full name of a position or department, we often use the first letters of each word.
HR = Human Resources

6 Listen and repeat the words in colour. Then copy and complete the sentences.

hold the line 4 • get back to you • damaged 5
1 discuss it • 3 charge • 6 opening times • satisfied 2

1. I think we should ..... in more detail at our next team meeting.
2. We want all our customers to be ..... with the service we give.
3. They're asking how much we ..... for technical support.
4. I'm sorry, the line is busy. I'll ask her to ..... as soon as possible.
5. The company will replace the ..... item for free.
6. Our ..... are from 9 in the morning until 8 in the evening.
7. Don't hang up – ..... and I'll put you through to the correct department.

7 Listen and repeat the words in colour in A. Then match them to their definitions in B.

A

1. customer number F
2. quote D
3. enquiry A
4. overcharge B
5. shipping date E
6. complaint C

B

a. a request for information
b. charge too high a price for a product or service
c. a statement that something is unsatisfactory
d. the estimated cost for a job or service
e. the date a customer's order leaves the supplier
f. a reference assigned to each customer by a supplier

Your Turn

Listen to a conversation between a worker in the IT maintenance department and a customer in a computer shop. Then complete the call log in your notebook.

TECH CITY *Call Log*	Date: 19/11/2017
Employee Name: Anna Parker	
Department: IT maintenance	
Caller's Name: 1.	Company: CompuWorld
Address: 29 Pine Ave. Springfields.	

Call description: The caller is having problems with the client [2] ..... we installed. They can't access [3] ..... .

A technician will visit [4] ..... . The shop is open from [5] ..... in the morning.

Customer Complaints

> *Getting Started: Vocabulary (page 123)*

1 Read the online complaint form. Then copy and correct the false sentences below.

HOME | COMPLAINTS

Name: John Higgins

E-mail: jhig78@metromail.net

Telephone: 0113-559-2009

Time: 09 | 43 | AM

Date: 12th June, 2017

Submit Now

Comment: I am writing to complain about the disappointing service I received from your company. You sent me a motherboard that was missing a part. This caused us a serious problem because we couldn't use our main PC for sales. As a result of this, we lost a considerable amount of business.

When I made a complaint to an employee at Customer Services, she was rude and refused to offer compensation.

I am sure you understand that I will be looking for a new supplier.

John Higgins
CompuNet

1. F John Higgins is writing to the computer company about a software problem.
2. F The motherboard he received was making a noise.
3. F CompuNet was not affected by the problem.
4. F A representative of the company spoke nicely to him.
5. F John Higgins plans to work with the company in the future.

Tip!

Adjectives ending in *-ing* describe the thing that causes the sensation or feeling. Adjectives ending in *-ed* describe the feeling.
*The service was disappoint**ing**.*
*I was disappoint**ed** by the service.*

2 A customer relations representative (A) is speaking to a customer (B). Read the mini-dialogues and choose the TWO possible responses. Then listen to the mini-dialogues and check your answers.

1. **A:** Can you give me more details, please?
   B: a. Yes, the CPU has a defect.
   b. I ordered it on your website a week ago.
   c. Yes, I agree.
2. **A:** I apologise for the inconvenience.
   B: a. Well, I hope this won't happen again.
   b. That's OK. I appreciate your help.
   c. We've lost business.
3. **A:** I want a refund!
   B: a. Our opening times are nine to five.
   b. I'll ask my manager.
   c. I'm sorry, we can't give you your money back.
4. **A:** Will you correct the mistake right away?
   B: a. We'll replace the part immediately.
   b. We'll deal with it now.
   c. We're sorry about that.
5. **A:** Our order still hasn't arrived!
   B: a. Thank you for your order.
   b. Our records say it was delivered to you on Friday.
   c. I'll look into that and call you right back.

money back.

3 Practise the mini-dialogues in Exercise 2 with a partner. Pay attention to the expressions in colour.

Remember: Do all activities in your notebook.

Working with Vocabulary

4 Listen and repeat the words in colour. Then choose the correct answer.

1. Thank you for calling. I'll be happy to **refuse** / **assist** you again in the future.
2. I don't know what to do. What do you **suggest** / **return**?
3. I can't remember exactly what you ordered. I'll **check my records** / **make a claim**.
4. The order hasn't arrived yet. It must be **under warranty** / **lost in the post**.

5 Listen and repeat the words in colour. Which pairs of sentences have got a similar meaning?

1. a. The prices on the invoice are too high. Yes There must be an **error**.
   b. The prices on this invoice are incorrect.
2. a. They **credited our account** after they had overcharged us. Yes
   b. They put us through to the accounts department because they had overcharged us.
3. a. You sent us **the wrong item**. Yes
   b. I hadn't ordered the item you sent us.
4. a. We'll replace the tablet **at our expense**. Yes No
   b. We'll pay for replacing the tablet.
5. a. The equipment you sent us is **missing a part**. No
   b. You've sent us more parts than we need.
6. a. This keyboard has got a **defect**, so it will have to be replaced. Yes
   b. This keyboard will have to be replaced because there's something wrong with it.

6 Listen and repeat the words in colour. Then copy and complete the sentences.

3 **faulty part** 5 **making a noise** • **refund** 1
2 **compensation** 4 **losing business** • **doesn't fit** 6

1. If the product is in its original box, I can give you a full ..... .
2. I want ..... for the inconvenience you have

7 Read the sentences. Which are said by a customer? Which are said by a customer relations representative?

1. R Of course. We'll credit your account.
2. C You can return the items by post at our expense.
3. R Is this product under warranty for a year?
4. C We'll have to open the computer to see if there's any damage inside.
5. R I'm very angry. I'm going to make a claim.
6. C I apologise for the error. We'll send you the correct items immediately.
7. R When I opened the box, I saw that the camera was missing a part!
8. C We refuse to pay because we received incorrect items.

8 Read the complaint record. Complete the sentences with the words and phrases below.

3 **refused** 2 **return** • 6 **make a claim** • **refund** 4
5 **compensation** • **under warranty** 2

ESP IT SERVICES *Complaint Form*	
Date: 22/12/17	**Store:** Denby
Product warranty expired: June 2017	

Customer Timothy Moors tried to [1] ..... a smartphone saying it had a defect. It looked like it had been dropped because the screen was also damaged.

The customer bought the product from us over a year ago in June 2016, so it is no longer [2] ..... .

I was very polite with Mr Moors, but I [3] ..... to give him a [4] ..... or offer him [5] ..... .

The customer was not satisfied and said he would [6] ..... with Head Office. I gave him the contact details.

Sam Smith

Sales Assistant

Your Turn

Student A: You are a customer calling

2. I want ..... for the inconvenience you have caused me.
3. We finally found what was causing the problem. It was a ..... .
4. There's a lot of competition in this area, so our company has been ..... .
5. Check that fan. It's ..... .
6. This part ..... where it's supposed to.

Student A: You are a customer calling customer services with a complaint. Turn to page 86 and answer Student B's questions.

Student B: You are a customer relations clerk. Turn to page 94. Ask questions to fill in the customer complaint form. Then apologise to the customer and suggest a suitable solution to the problem.

Writing Tasks, page 107 | *Workbook, page 16*

8 Scheduling Meetings

> Getting Started: Vocabulary (page 124)

1 Read the e-mail. Then copy and complete the chart. ◄))

Dear All,

A product demonstration will take place on Friday, 22nd February in the video conference room on the fifth floor. A representative from Star Computing Ltd will be demonstrating their range of new laptops and tablets with stylus pens.

The presentation starts at 10 o'clock sharp, and will end at around 12 o'clock. We will have a ten-minute break with light refreshments.

The rep will give a short PowerPoint presentation and then show us the individual products in detail. You will have an opportunity to try them. Participants will receive a pack containing product information and a free USB stick.

Thanks,
Jenny Berquist
IT Admin Assistant

Type of meeting:	1.
When:	2.
Where:	3.
Meeting presenter:	4.
Contents of pack:	5.

2 An administrative assistant (A) is scheduling a meeting with the head of sales and marketing (B). Listen to the dialogue and choose the correct answers. ◄))

A: This is Katie from [1] Marketing / Administration. Can I speak to Alice Walker, please?

B: Alice speaking. Hi, Katie, what can I do for you?

A: Hi, Alice. I'm trying to schedule a meeting with all the [2] technicians / software testers. Do you remember – I mentioned it to you last month?

B: Yes, I remember. When is the meeting going to take place?

Tip!

We can divide the day into smaller sections, using the terms mid-morning and mid-afternoon.

3 Practise the dialogue in exercise 2 with a partner. Pay attention to the expressions in

to take place?

A: We'd like to hold the meeting on 3rd March. I want to check the [3] date / time with you first. Are you free on the 3rd?

B: Let me check my calendar. No, I'm afraid that won't work. I've got previous commitments on that day.

A: I see. Would 5th March be convenient for you? At three in the afternoon?

B: The afternoon is difficult for me. A mid-morning meeting would be better, if possible.

A: Most of the software testers will be tied up at a conference. I'm afraid that's impossible.

B: Well the [4] morning / afternoon isn't ideal, but I can rearrange a few things, so I'll be there.

A: Great! I'll get back to you [5] later / again with more details.

Remember: Do all activities in your notebook.

colour.

4 Read the dialogue in Exercise 2 again. Then decide if the sentences are true or false. Correct the false sentences in your notebook.

1. Only Katie and Alice are going to be at the meeting.
2. Katie wants to check if the date is convenient for Alice.
3. The morning of 3rd March is convenient for Alice, but not the afternoon.
4. Most of the software testers are available on the morning of the 5th.
5. Katie gives Alice all the information about the meeting.

Working with Vocabulary

5 Match A to B to form phrases. Then listen and repeat.

A	B
1. tied	a. a meeting
2. hold	b. arrangements
3. give	c. up
4. make	d. a presentation
5. check	e. place
6. take	f. your calendar

6 Listen and repeat the words in colour. Then choose the correct response.

1. Is Friday mid-afternoon convenient for you?
   a. No, I'm afraid I'll be tied up all day.
   b. I'll get back to you later with more details.
2. Can you confirm the date for the meeting with the software testers?
   a. Monday morning isn't so good for us.
   b. Just a moment, I'll check the calendar.
3. Have you made a list of all the participants?
   a. Yes, all the members of the customer relations department.
   b. Yes, a projector, a microphone and 12 pairs of headsets.
4. Are you free on Wednesday afternoon at 13:00?
   a. I'm sorry. I already have something planned.
   b. The meeting room has been reserved.
5. Unfortunately, I'm busy all day on the 30th.
   a. Let's look for another date that is convenient for us both.
   b. We'll have to cancel the order.

7 Listen and repeat the words in colour. Then copy and complete the sentences

sharp • equipment • break • pack
light refreshments • video conference

1. At eight o'clock, I have a ..... scheduled with the IT company in Miami.
2. The meeting will start at one o'clock ..... . You mustn't be late.
3. We've prepared some ..... – coffee, tea, cake and fruit.
4. The only ..... I'll need at the software conference is my laptop.
5. Participants will receive a ..... containing all the information from the smartphone presentation.
6. We'll have a short ..... at half past two.

8 Copy and complete the sentences. Use the words in bold to help you.

1. You can't **schedule** two meetings for the same person at the same ..... .
2. When people are **tied up**, it means they are ..... .
3. If a meeting starts at 9.00 **sharp**, it won't start ..... .
4. **Light refreshments** include things like ..... .
5. When a time is **convenient** for you, it means that you are ..... .
6. You have a **break** when you want to ..... working for a few minutes.

Your Turn

The manager of a computer company is calling a senior marketing representative to schedule a meeting. Listen to their

6. It's important you attend the meeting with Electrastore Parts.
   a. You'll learn a lot of essential information.
   b. Don't worry if you can't come.
7. Has the meeting with the programmers been scheduled?
   a. Yes, I'll make alternative arrangements.
   b. Not yet, I have to check when Ms Carson is available.
8. I'm sorry, I have a previous commitment in the morning.
   a. Great, I look forward to seeing you then.
   b. Don't worry. We can rearrange for another day.

conversation. Then complete the e-mail that the manager sends to the participants.

Send | Options... | Help

Dear All,

I'm happy to inform you that we have scheduled a meeting for the CompuTechno annual conference. The meeting will take place on Thursday, [1] ..... . It will start at [2] ..... and end at [3] ..... . It will take place at the business centre at the [4] ..... Hotel on Queen Street (opposite the [5] .....).

Please confirm your attendance.

Thanks,
Jeff

Rescheduling Meetings

> Getting Started: Vocabulary (page 124)

1 Read the page from an IT manager's diary and his notes. Then answer the questions.

12TH MAY
16:30 - Meeting with programmers in my office
Move earlier – to 10.00

14TH MAY
IT Conference
Cancel my participation

15TH MAY
09:15 - Meeting with helpline workers in video conference room
Reschedule for 12th May

16TH MAY
10:00 - Meeting with Mrs Marks at Media Store, opposite the post office
Reschedule –what suits her?
14:00 - Meeting with programmers at Op Tech
Postpone to the 20th

Hi Shelly,
My plans have changed. Please reorganise my schedule according to my notes in red.
Michael

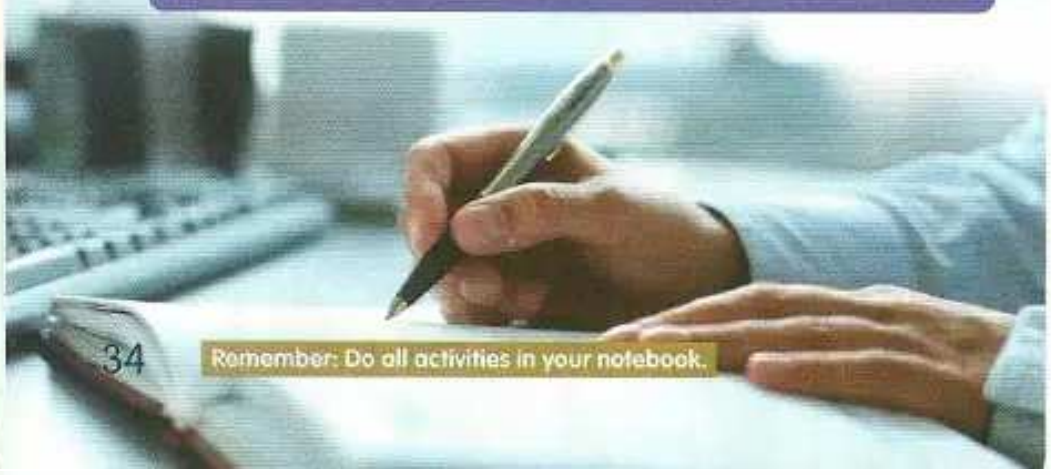
2 Two administrative assistants are rescheduling a meeting. Read the dialogue and choose the best response. Then listen to the dialogue and check your answers.

1. **A:** Hello! Is that Mrs Brody? This is Mark Brown, Geraldine Marsden's administrative assistant at Compusafe.
   B: a. Hello, Mark. What are you doing?
   b. Hello, Mark. What can I do for you?
2. **A:** Well, unfortunately Mrs Marsden is ill, so she won't be at work for three days.
   B: a. Oh, I'm sorry to hear that.
   b. Oh, I apologise for that.
3. **A:** The problem is, she won't be able to make it to the meeting you arranged for tomorrow. Can we reschedule it?
   B: a. Certainly. Are you working in the office tomorrow?
   b. Certainly. Let's look at the calendar.
4. **A:** What date is convenient for you? How about Tuesday, 5th January?
   B: a. I won't be available on that day. I'll be busy with staff training.
   b. A morning meeting would be better.
5. **A:** I see. Mrs Marsden will also be free on Wednesday, 6th January. Would that suit you?
   B: a. Is the video conference room free?
   b. I've got a staff meeting in the afternoon, but I'm free in the morning.

1. Which item won't Michael attend?
2. Which appointment will be on the same day but at a different time?
3. Which appointment will be at a later date?
4. Which appointment will be a few days earlier than planned?
5. Which appointment hasn't got an alternative date yet?

Tip!

It is common for computers and businesses to use the 24-hour clock. To change the time to the 12-hour clock, subtract 12 from the hours. *20-12 = 8 pm*



Remember: Do all activities in your notebook.

6. **A:** Great! Will 11 o'clock in the morning be OK?
   B: a. Yes, I'll write it in my diary.
   b. Thanks, she's feeling better.

3 **Practise the dialogue in Exercise 2 with a partner. Pay attention to the expressions in colour.**

4 **Read the dialogue in Exercise 2 again. Then copy and correct the sentences below by changing the words in bold.**

1. Mrs Marsden will stay at home for **two weeks**.
2. Mrs Marsden will attend the meeting **on Tuesday**.
3. **Tuesday, 5th January** is convenient for everyone.
4. Mrs Brody has got **a sales meeting** scheduled for the afternoon of 6th January.
5. They decide to reschedule the meeting for **11.00 pm**.

Working with Vocabulary

5 **Listen and repeat the words in colour. Then choose the correct answer.**

1. I can't make the web designers' meeting on Tuesday. Can we ..... the meeting, please?
   a. arrange b. reschedule
2. We don't need to meet because we've already discussed everything. Let's ..... the meeting.
   a. switch b. cancel
3. Katie will be in the office on the 29th. Would that ..... you?
   a. suit b. reorganise
4. I won't be able to ..... in the auto apps conference because of a previous commitment.
   a. postpone b. participate

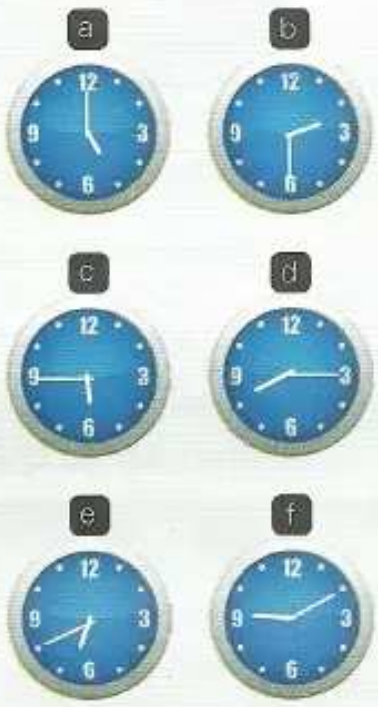
6 **Listen and repeat the words and phrases in colour. Then match A to B to form sentences.**

A

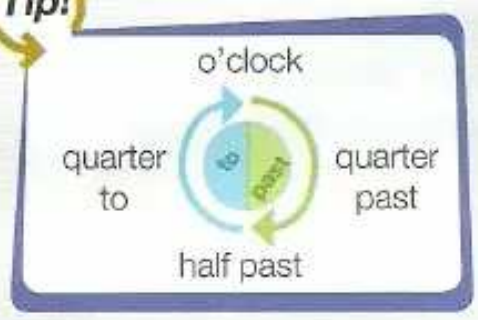
1. Let's look for an alternative date ...
2. Michael is on the phone and needs directions because ...
3. Diana Michaels is held up in a traffic jam because ...
4. Mr Kelly had to leave the office urgently because ...
5. Greg came for his appointment with the

7 **Listen and repeat the phrases in colour. Then match the clocks to the correct times.**

1. It's half past two.
2. It's quarter past eight.
3. It's five o'clock.
4. It's quarter to six.
5. It's ten past nine.
6. It's twenty to seven.



Tip!



8 **Look at the clocks and write the times.**

1. It's 10:15
2. It's 15:40
3. It's 17:10
4. It's 12:30
5. It's 17:50
6. It's 16:35

9 **Complete the text messages with the words below.**

appointment • feels ill • postpone
held up in a traffic jam • reorganise
running late • arrange

James, I apologise for the inconvenience

network administrator on the wrong day because ...

6. We'll have to start the meeting at 2.30 instead of 2.00 because ...

B

a. his daughter **felt ill**.
b. his assistant **got the dates mixed up**.
c. that's convenient for everyone.
d. he has **got lost** again!
e. the head of our software department is **running late**.
f. there was an accident on Central Road.

James, I apologise for the inconvenience, but can we [1] ..... the software testing from Tuesday to Wednesday, please?

Sorry I'm [2] ..... for our meeting. I'm [3] ..... on the main road into town.

I've left you a list of meetings I've got this week. Can you please [4] ..... my schedule to fit these meetings in?

Your dentist called. She's very sorry, but she has to cancel your [5] ..... today as she [6] ..... . Please call to [7] ..... a new one.

Your Turn

You and your partner want to schedule a business meeting. Find a date and time that suits both of you. If a particular date or time is not convenient, tell your partner why.

Student A: Check the diary on page 86.

Student B: Check the diary on page 95.

Writing Tasks, page 108 | *Workbook, page 18*

9 Smartphones

> *Getting Started: Vocabulary (page 125)*

1 Read the article. **Decide which part of the article, A, B, C or D, mentions the points below. There may be more than one correct answer.**

Which smartphone should I buy?

A. CHILDREN When buying a smartphone for a child, make sure you can control online shopping, limit gaming options and set child-safe surfing. Another useful feature is an internal GPS monitoring system to track

2 A customer (A) and a sales assistant (B) are talking. Number sections A-D in the correct order to form a dialogue. Then listen to the dialogue and check your answers.

A B: If you want a smartphone for downloading, playing games, etc. it's better to get one of the more expensive models. This Timewise Mercury is great value.

A: What other disadvantages has the budget smartphone got?

B: The camera isn't as good as on an expensive model. The images are lower

feature is an internal GPS monitoring system to track your children's location.

B. TEENAGERS Teenagers love taking lots of photos, especially selfies, so they will want a high-quality camera. They will probably prefer a compact, slimline phone to fit into a pocket. Of course, a long battery life is important, because teenagers spend a lot of time connected.

C. ACTIVE SPORTSPEOPLE Make sure you choose a phone that can handle the action! Get a high-resolution camera with zoom control and an internal GPS with mapping software. Look for a good protective case that has got several resistance features: water-resistant, dust-resistant and shatterproof.

D. BUSINESS PEOPLE Make sure that your model can be supported remotely by your company's IT department. The device should be able to run common office apps such as task management, note-taking and document viewing. Don't forget – your device needs a good speakerphone so that phone meetings can be effective.

1. preventing damage to your phone
2. how thick the phone is
3. ability to find out where someone is
4. making conference calls
5. using the phone to take photos

Tip!
GPS = Global Positioning System. It is used to determine location and speed.

Remember: Do all activities in your notebook.

expensive model. The images are lower resolution and the lens and sensors are lower quality.

B A: Can you help me, please? Why is this smartphone cheaper than that one?
B: This one is a budget model. That one is a top-of-the-range phone. It's got all the latest features.

C A: That's good to know. The camera is what I use most.
B: Also, the battery in a budget smartphone doesn't last as long as in the more expensive models. The battery life is less than eight hours. The others last more than ten.
A: OK. Thank you for the information.

D A: What are the main differences between them?
B: The main advantage of budget smartphones is the lower price. They've got the same basic functions, but they haven't got as many extra features.
A: Can you still get a good Internet connection on the cheaper ones?
B: Yes, no problem.
A: What about downloading films?

3 **Practise the dialogue in Exercise 2 with a partner. Pay attention to the expressions in colour.**

4 **Read the dialogue in Exercise 2 again. Then decide if the sentences are true or false. Correct the false sentences in your notebook.**

1. Budget smartphones don't cost as much as other smartphones.
2. Budget smartphones have got as many features as more expensive models.
3. Downloading films on budget smartphones is as good as on more expensive models.
4. The quality of cameras in expensive models is better than budget phones.
5. Batteries in budget phones last longer than in expensive smartphones.

Working with Vocabulary

5 **Listen and repeat the words in colour in A. Then match them to their definitions in B.**

A

1. lens
2. child-safe
3. office apps
4. remotely

6 **Listen and repeat the words in colour. Then choose the correct answer.**

1. A budget model is a … smartphone.
   a. more expensive b. cheaper
2. The photos from my phone's high-quality camera are … .
   a. inferior b. superior
3. A water-resistant device won't be damaged if it … .
   a. gets wet b. falls on the floor
4. Use a GPS monitoring system to help you … .
   a. locate a person b. identify a person
5. An example of a smartphone feature is its … .
   a. price b. screen size
6. If it's dropped, a shatterproof screen will …
   a. not break
   b. break into many pieces

7 **Listen and repeat the words in colour. Then complete the advert.**

mapping software • good value • zoom control
dust-resistant • protective case • battery life

ITEM DEALS ELECTRONICS TICKETS MOTORS CLASSIFIED

5. speakerphone
6. device

B

a. a phone with a loudspeaker and a microphone
b. a piece of glass that collects light
c. from a distance
d. secure for children to use
e. an object or machine made for a specific purpose
f. software that helps you do work tasks

mobile phones TVs

FOR SALE NEC7 PHONE

This top-of-the-range smartphone is only one year old and has hardly been used. It's got a long [1] ....., so it's ideal for playing games. The camera has got built-in [2] ..... for close-up and distance photos. It has [3] ..... for anyone who likes to travel a lot and it is [4] ....., so you can take it on bike rides or hikes without worrying about damage. For only €99 it's very [5] ....., and I'll also include a free [6] ..... in the deal.

Your Turn

A customer is speaking to a sales assistant in a smartphone shop. Listen to their conversation. Then complete the advert for the XT75 smartphone.

ARE YOU LOOKING FOR A HIGH-QUALITY SMARTPHONE?

Our XT75 smartphone is a [1] ..... model that has got all the latest features.

- ✔ [2] ..... camera
- ✔ large screen: [3] ..... inch
- ✔ [4] ..... screen – will never break!
- ✔ [5] long .....
- ✔ [6] .....: extra battery till the end of the month

Smartphone Apps

> Getting Started: Vocabulary (page 125)

1 Read the app descriptions and the speech bubbles. Decide which app each person is referring to.

APPS FOR MOBILE DEVICES

Snapchat is a multimedia messaging app for smartphones. It lets you chat with your friends and share photos, videos and drawings. What makes it different from other messaging apps is that messages disappear soon after the recipient has seen them.

Google Maps helps you navigate your way around, as well as find the best places in town and the quickest routes to get to them.

WhatsApp Messenger allows you to keep in touch with friends and family. It uses your phone's Internet connection to send and receive messages, photos, videos and voice messages. Users can create groups whose members can share group chats.

Twitter allows you to express your ideas in a maximum of 140 characters. You can follow famous people, get breaking news and join conversations. You can also tweet photos and videos to your

1. Look! I've got a hundred followers!
2. According to this, it means 'meals served all day'.
3. One minute it's there, and the next, it's gone.
4. It was great seeing you and chatting after such a long time.

join conversations. You can also tweet photos and videos to your followers.

Skype allows you to talk face-to-face with your family and friends anywhere in the world for free. You can also send messages and call mobiles or landlines at very low rates even if your contacts aren't on Skype.

Google Translate helps you to read signs and menus in foreign languages. Simply take a photo of the text you don't understand, and the app will translate it into your own language. Ideal for tourists and business travellers.

5. I'll message the group to tell them to meet at the bus station.

6. It's OK. We're close. Look! The restaurant is about five minutes' walk from here.

2 A shop assistant (A) is helping a customer (B). Use the sentences below to complete the dialogue. Then listen to the dialogue and check your answers.

OK, what next? • Oh, that's strange, I thought it was connected. What's that? • I think so. • Hi, what seems to be the problem?

A: 1. .....

B: I can't open any of the apps on my smartphone.

A: What happens when you try to open an app?

B: Well, I tap on the icon and the 'activate' box appears. When I tap on 'activate', it says I have no connection.

A: That's because your smartphone isn't connected to the Internet.

B: 2. .....

A: Have you selected an Internet connection?

B: 3. .....

A: Let's have a look. Go to the home screen, find the 'settings' icon and tap on it.

B: 4. .....

A: Now, select 'wireless and network settings' and see if the Internet is switched on.

B: Yes, look. 'Mobile networks' is ticked.

A: Let me see. Yes. Here's the problem. The 'packet data' box isn't ticked.

B: 5. .....

A: It allows you to have an Internet connection. You must tick it to activate it.

Tip!

The suffix *less* often means *without*.
*wire**less*** = without wires
*colour**less**, taste**less**, end**less**, use**less***

Remember: Do all activities in your notebook.

3 Practise the dialogue in Exercise 2 with a partner. Pay attention to the expressions in colour.

4 Read the dialogue in Exercise 2 again. Then answer the questions.

1. What help does the customer need?
2. What happens when the customer taps on 'activate'?
3. Where can you find the "settings" icon?
4. Which box hasn't got a tick in it?

Working with Vocabulary

5 Listen and repeat the words in colour in A. Then match A to B to form sentences.

7 Listen and repeat the words in colour. The words in colour are in the wrong sentences. Write the sentences correctly in your notebook.

1. Can you appear this word into English, please?
2. An error message will tap if you make a mistake.
3. Does this app tweet us to create groups for messaging?
4. My friends and I use Instagram to allow our photos.
5. If the message contains more than 140 characters, you can't navigate it.
6. This app helped me activate through the city.
7. Share this and it opens the wireless and network settings.

A

1. How many followers
2. I get breaking news all day,
3. To set up a packet data box connection,
4. Leave a voice message,
5. I prefer having a face-to-face
6. It's easy to keep in touch with people

B

a. select Mobile Networks.
b. have you got on Twitter?
c. conversation on Skype.
d. when you've got these apps.
e. and I'll listen to it later.
f. so I don't watch the news on TV.

6 Listen and repeat the words in colour. Then copy and complete the sentences.

settings • recipient • landline • low rates
free • foreign language • characters

1. You don't have to pay for this app – it's ..... .
2. Is the number of ..... in an SMS limited?
3. If you are paying ....., it means you are getting a cheap deal.
4. Your home telephone is called a ..... .
5. A ..... is someone who received something.
6. I was born in England, so French is a ..... to me.
7. To change the clock display on your phone, go into ..... .

Tip!

Some words have got the same spelling and pronunciation – but have different meanings.

free = available or *free = at no cost*

8. After you install the app, translate it with your password.

8 Which sentences are logical? Correct the illogical sentences in your notebook.

1. When you meet someone face-to-face, you see them.
2. You can read a voice message on your phone.
3. You can translate a text from one language to another.
4. You usually use a landline phone outside a building.
5. You navigate in order to reach a destination.
6. If you're allowed to do something, you mustn't do it.

Your Turn

Student A: You have got three problems with your smartphone. Ask the shop assistant for help. Use the information on page 87.

Student B: You are a sales assistant in a smartphone shop. A customer has got three problems with their smartphone. Use the information on page 95 to give advice.

Writing Task, page 109 | *Workbook, page 20*

10 E-mailing

> *Getting Started: Vocabulary (page 126)*

1 Read the e-mail. Then decide if the sentences below are true or false. Correct the false sentences in your notebook.

To: All Staff
Cc:
Subject: System viruses and spam

Dear Staff,

Many members of staff have reported getting a lot more spam and junk e-mail in their inboxes recently. Some people have also been opening attachments that contain viruses. We are in the process of updating our e-mail program to make it more secure.

To protect our system from viruses, please follow these simple instructions:

1. Do not:
   a. reply to an e-mail from an unknown sender. If you are not sure, please forward it to the IT department.
   b. open an attachment unless you are certain of its origin. Again, if you are unsure, forward it to the IT department.
   c. click on a link embedded in an e-mail unless you recognise it and it looks relevant to you.
2. Our updated e-mail program will have a filter option so that all junk or spam e-mails will go into a special folder.
3. Please run your antivirus program twice a week to check for any viruses or malware.

Thank you,
IT Department

1. In the past, members of staff got less junk e-mail than they do now.
2. The company is going to install a new e-mail program.
3. You may reply to an e-mail from a sender you don't recognise.
4. If you're not sure whether an e-mail is spam, send it to the IT department.
5. The IT department requests that the staff run an antivirus program every week.

2 An IT helpdesk technician (A) is talking to an employee (B) to check about a suspicious e-mail she received. Listen to the dialogue and choose the correct answers.

A: Hello, IT department, Ralph speaking. How can I help you?

B: Hi Ralph, this is Elizabeth from sales. I've received an e-mail from a company I don't know. I'm not sure if it's [1] *safe / spam* or not.

A: Do you know the sender? Why do you think it might be spam?

B: It's from China and we do have contacts with [2] *companies / businesses* in China. However, I'm not familiar with this one.

A: Has it got an attachment?

B: Yes. It's a Word document.

A: Have you [3] *opened / checked* the attachment?

B: Not yet. The e-mail says it's a list of the [4] *products / pictures* they want a price quote for. If it's a client, I need to compose a reply as soon as possible.

A: I'd better check this for you before you reply. Would you please forward the e-mail to me?

B: OK. Thank you, but can you please check it [5] *quickly / tomorrow*? If it's not junk, I need to deal with it.

Remember: Do all activities in your notebook.

3 Practise the dialogue in Exercise 2 with a partner. Pay attention to the expressions in colour.

4 Read the dialogue again and answer the questions.

1. Why does Elizabeth call the IT department?
2. What type of document is attached?
3. What does the sender request?

Tip!
In e-mails, the letters Cc and Bcc stand for – Carbon Copy and Blind Carbon Copy

7 Match A to B to form sentences.

A

1. You can set up a filter
2. Your inbox is an electronic folder

4. Why does Elizabeth think the e-mail might not be spam?
5. What does Ralph decide to do?

Working with Vocabulary

5 Listen and repeat the words in colour in A. Then match them to their definitions in B.

A

1. e-mail client
2. spam
3. embed
4. carbon copy
5. HTML format
6. mark as read
7. save draft

B

a. place an image or video into a webpage
b. text for web pages with different fonts, sizes and colours
c. what you do to show that an e-mail has been opened
d. what you do to save your e-mail before sending it
e. electronic junk mail
f. an additional copy sent to someone else
g. an app that allows you to manage all your e-mails

6 Listen and repeat the words in colour. Then choose the correct answers to complete the sentences.

1. To open your e-mail account, put in your username / subject and then your password.
2. Please add this invoice as an unknown sender / attachment to the e-mail and send a blind carbon copy / signature to the sales manager.
3. Forward / View this e-mail to the Accounts department and ask them to keep it in the client's malware / folder.
4. A lot of inbox / junk is coming into my e-mail. The filter / starred system isn't working well.
3. You send blind carbon copies when you don't want
4. If your e-mail is from an unknown sender,
5. Remove all the malware
6. To view the attachment,
7. The subject in an e-mail
8. If an e-mail is starred,
9. The signature at the bottom of an e-mail

B

a. which stores incoming e-mails or text messages.
b. tells the recipient what the e-mail is about.
c. it will remind you to look at it later.
d. and your computer will be faster.
e. can contain the sender's name and contact information.
f. click on it and it will open in its program.
g. everyone to know who the e-mail is going to.
h. to sort the contents of your e-mails.
i. it could be junk.

Your Turn

Listen to a conversation between two employees. Which tips does Sally give to John?

1. create folders and sort e-mails into these folders
2. leave all your e-mails in the inbox
3. forward suspicious e-mails to the IT department
4. open junk mail to see who it's from
5. set up your own filters for junk mail

Searching the Internet

> Getting Started: Vocabulary (page 126)

1 Read the tips below. Then choose the search phrases that will give you better results.

DOING AN EFFECTIVE INTERNET SEARCH

The most popular or relevant websites for your search will usually appear on the first search page in the first 20 hits.

1 To narrow your search results, add descriptive keywords like: **timetable** **train** **Madrid** **Paris**

2 Type specific words in the search box that could appear in the website. For example, don't use the term **office equipment**, if you mean **business laser printer**.

3 You don't need keywords like *a, an, the* – search engines omit them in their searches.

4 To find quick answers on the first search page:
a. For the weather in a city: **Weather Sydney Australia**
b. For the definition of a word: **define antagonistic**
c. For a currency exchange rate: **10 dollars: euros**
d. For simple calculations: **45-8=** or **164/42=**

5 Search engines will recognise certain symbols:
a. A **plus sign (+)** indicates a list of words listed together in one site: +printer +laser +inkjet
b. A **hyphen (-)** before a word excludes it from the search: +printer +laser -fax
c. **Quotation marks (" ")** around a phrase limits the search to webpages with the same words in exactly the same order: "dell laptop computer"

6 Use the Advanced Search tools in **Settings** to further narrow your search by language, date or country.

1. a. Veleta height
   b. mountains height Spain
2. a. What is the price of a touch screen laptop?
   b. price "touch screen" laptop
3. a. smartphone apps for weather
   b. smartphone +apps +weather –iphone
4. a. sales job in a phone company
   b. "sales job, phone company"
5. a. *define computer network*
   b. What is the definition of computer network?
6. a. Mobile phone charges
   b. monthly charges mobile phone

2 A worker (A) is asking a colleague (B) for help to search for train times in England. Listen to the dialogue and fill in the missing words. 🔊

A: I'm doing research for a conference I'm going to in England. I can't find the online train timetable from Heathrow to London and then to Stratford. I'm already looking at the [1] ..... search result. Can you help me please, Andie?

B: Sure, Rebecca. You usually get the best results from the first page. Maybe you need to narrow your search. What keywords have you used?

A: I've tried: *trains London Stratford*. The results just give me lists of trains and city information.

B: Ok, try this. Type the same words but put quotation marks around them. You may want to add the word [2] ..... .

A: And I want the timetable specifically for this month.

B: Do an advanced search. Click on [3] ..... , Advanced Search and then choose *past month*.

A: OK, great! Got it! Now I need to know what to take. Can I find a quick weather report for London?

B: That's easy. Type in the search box: *weather London*.

A: Perfect, no rain this weekend. Now, how do I find the [4] ..... for 500 euros to sterling?

B: Just type in *500 euros: sterling* and you'll get the rate of the day in the first results box.

A: Thanks a lot, Andie. You've given me some really useful [5] ..... !

Remember: Do all activities in your notebook.

3 Practise the dialogue in Exercise 2 with a partner. Pay attention to the expressions in

6 Listen and repeat the words in colour. The words in colour are in the wrong sentences.

colour.

4 Read the dialogue in Exercise 2 again. Number the tips that Andie gave Rebecca in the correct order. Then match the tips to the information that Rebecca needs.

Tips

a. Do an advanced search.
b. Use quotation marks.
c. Type the amount of currency you want to change.
d. Type *weather London*.

Information

1. what to take
2. train timetable
3. exchange rate
4. train timetable this month

Working with Vocabulary

5 Listen and repeat the words in colour. Then choose the best option to complete the sentence.

1. If you **combine** words and symbols,
   a. the Internet won't recognise them.
   b. your search may be easier.
2. Try typing in the **term** "high-quality speakers"
   a. to get the best product.
   b. and you'll find the cheapest products.
3. **Custom** computers are
   a. built for people who want specific parts inside.
   b. made only for playing games.
4. In the first 20 **hits**,
   a. the user will find quotation marks.
   b. the user can usually find what he / she is looking for.
5. You should **narrow your search**
   a. if you can't find the information you need.
   b. if your computer is slow.
6. The **cache** memory stores recent information so that
   a. the user can access it quickly at a later time.
   b. the user can search the Internet.
7. A **site map** details the website's content, so
   a. it allows the user to join a chat room.
   b. it is like an interactive table of contents.

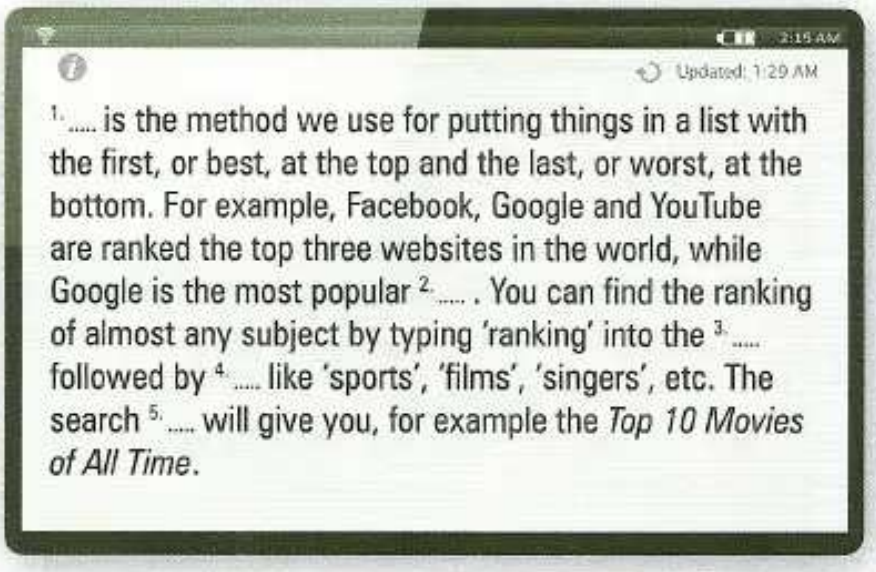
Write the sentences correctly in your notebook.

1. The **hyperlink** is the software used to find information on the web.
2. The Internet is the most popular **browser** of information today.
3. A **research** is a word, phrase or image that sends you to another website.
4. As you surf the net, a **source** of the sites you visit is stored on your computer.
5. **History** allows the web searcher to narrow his or her searches by using different filters.
6. When you look for information on the Internet, you are doing **URL**.
7. **Advanced search** is another name for an address on the World Wide Web.

Tip!
URL stands for Uniform Resource Locator.

7 Listen and repeat the words in colour. Then complete the text with the words below.

results • search engine • ranking
search box • keywords


Updated: 1:29 AM

[1] ..... is the method we use for putting things in a list with the first, or best, at the top and the last, or worst, at the bottom. For example, Facebook, Google and YouTube are ranked the top three websites in the world, while Google is the most popular [2] ..... . You can find the ranking of almost any subject by typing 'ranking' into the [3] ..... followed by [4] ..... like 'sports', 'films', 'singers', etc. The search [5] ..... will give you, for example the *Top 10 Movies of All Time*.

Your Turn

You and your partner want to do some research for a business trip you plan to take next month. Choose a city and discuss how to search for the following information:

1. the weather
2. different options for travelling to the city
3. fun activities to do while there
4. the currency of the country and the exchange rate to another currency

Make a list of possible keywords to locate each type of information.

Workbook, page 22

11 Business Skills for IT

> Getting Started: Vocabulary (page 127)

1 Read the advert. **Then match the skills below to the correct points (1-6) in the advert.**

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 or call 1-893-6654 **BUSINESS IS BEST**

a. using e-mail efficiently
b. doing calculations
c. creating Word texts in different formats
d. saving and organising documents
e. preparing slideshows
f. coordinating meetings

2 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.

A: Hello, I'm calling about the BUSINESS IS BEST certification course I saw advertised on your [1] *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 [2] *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 [3] *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 [4] *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 [5] *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.

3 Practise the dialogue in Exercise 2 with a partner. Pay attention to the expressions in colour.

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

A

1. The customer wants to take
2. The course doesn't begin
3. The customer needs to improve
4. The secretary supplies
5. The customer isn't familiar with
6. The secretary doesn't suggest

B

a. information about the course.
b. the beginner's course.
c. on a particular day.
d. an online course.
e. his computer skills.
f. all the latest program features.

Working with Vocabulary

5 Listen and repeat the words in colour. Then choose the best option to complete the sentence.

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.

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.

7 Listen and repeat the words in colour. The words in colour are in the wrong sentences. Write the sentences correctly in your notebook.

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

8 Decide if the sentences are true or false.

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

Your Turn

Copy the work schedule into your notebook. Then listen to a conversation between an administrative assistant and her employer. Then complete the administrative assistant's work schedule.

Work Schedule: Paula

	Today	Tomorrow	Wednesday
Morning			Software Conference
Afternoon			Software Conference

4. Please enhance / display that table in the presentation so we can see it more clearly.

Software

> *Getting Started: Vocabulary (page 127)*

1 Read the infographic. Then answer the questions below.

WHAT IS COMPUTER SOFTWARE?

Computer software is the part of a computer system that contains encoded information or computer instructions.

Computer software

Application software

Performs information-processing tasks

- **General purpose application programs**
  - Web browsers
  - Electronic mail
  - Word processing
  - Spreadsheets
  - Database managers
  - Presentations and graphics
  - Games
- **Application – specific programs**
  - Business – accounting
  - Customer relationship management
  - Education
  - Entertainment

System software – Microsoft Windows, Apple OSX, Linux

Manages and supports computer systems and networks, for example, it controls the display and keyboard.

- **System management programs**
  - Operating systems
  - Network & database systems
  - Security monitors and virus control
- **System development programs**
  - Language translators
  - Programming editors and tools

1. What are the two main types of software?
2. What type of software is word processing?
3. What type of software is Microsoft Windows?
4. Which types of programs are able to check for viruses in your computer?
5. Education is an example of which type of software?

2 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?

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 [1] ..... 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 [2] ..... work.
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 [4] ..... with other software packages in the future.
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 [5] ..... and you will be able to use the new software in the morning.

3. **A:** Is that software package very expensive?

   B: It isn't [3] ..... . But you can buy the basic package now and purchase add-on modules later for an additional fee.

6. **A:** What support or maintenance can you offer me for this software?

   B: We provide a long list of FAQs on our [6] ..... or you can e-mail us. Once you purchase the software, you can call our 24-hour helpdesk for assistance.

3 ***Practise the mini-dialogues in Exercise 2 with a partner. Pay attention to the expressions in colour.***

Remember: Do all activities in your notebook.

4 **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.
2. You can download the complete program to use for 30 days.
3. You have to buy the whole program now.
4. There is a short delay when you change programs.
5. The software developer mentions three ways in which his company helps customers.

Working with Vocabulary

5 **Listen and repeat the words in colour. Then match the words to the correct definition.**

subscription • efficiency • licence
existing • fee • encode

1. a way of doing work with the least waste of time and effort
2. a sum of money paid or charged for a service
3. put data into a sequence of characters for transmission or storage
4. an advance payment to receive a product or service regularly
5. an official document that allows you to use or own something
6. in operation at the current time

6 **Listen and repeat the words in colour. Then choose the correct answer.**

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.

Tip!

The suffixes *-er* and *-or* are often used to

7 **Listen and repeat the words in colour. Then match A to B to form sentences.**

A

1. Utilities inside the computer system software
2. A trial version allows the user
3. A third-party program is any additional software
4. *Adobe Flash* is a type of add-on software
5. Cash flow describes the payments
6. Cloud-based means storing data and programs on the Internet

B

a. that allows users to watch films.
b. into and out of a business.
c. that isn't included in the original software program.
d. analyse, monitor or help maintain the computer.
e. instead of on your computer's hard drive.
f. to try something for free before buying it.

8 **Copy the chart into your notebooks. Then 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	To do with money	For free

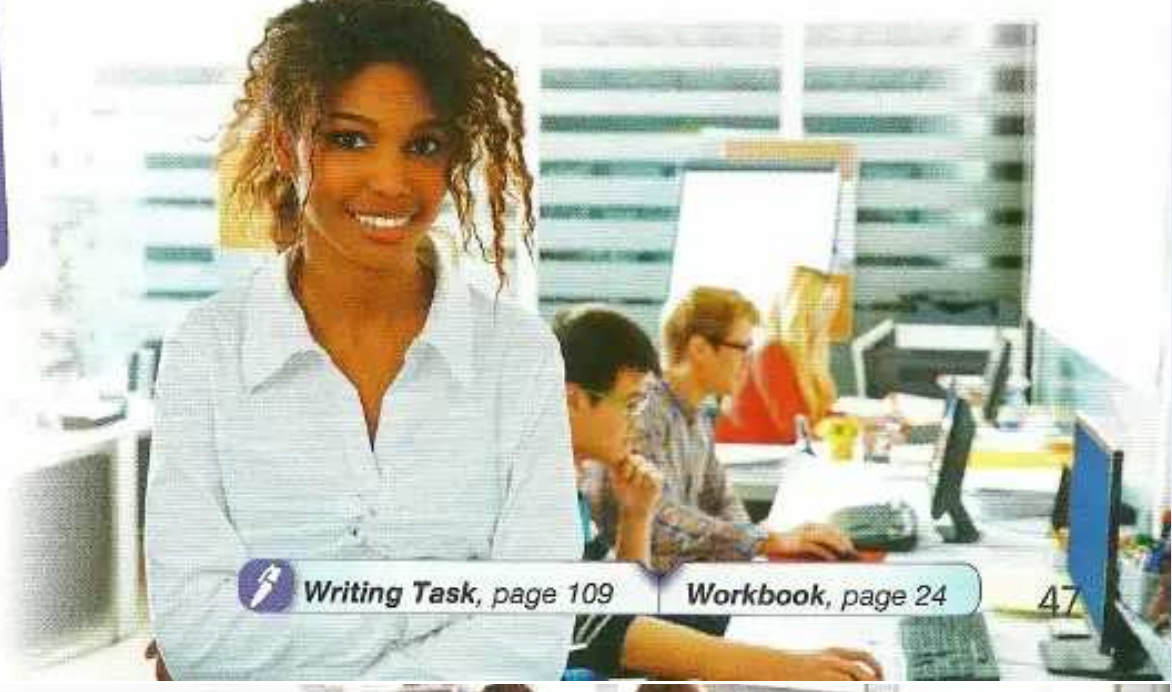
Your Turn

Student A: You are a vendor trying to sell some software to a customer. Follow the flowchart on page 87 and act out the conversation.

Student B: You are a customer interested in buying some software from a software vendor. Use the information and follow the flowchart on page 95 and act out the conversation.

refer to a person who does an action. A vend**or** is a person who vends (sells).

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



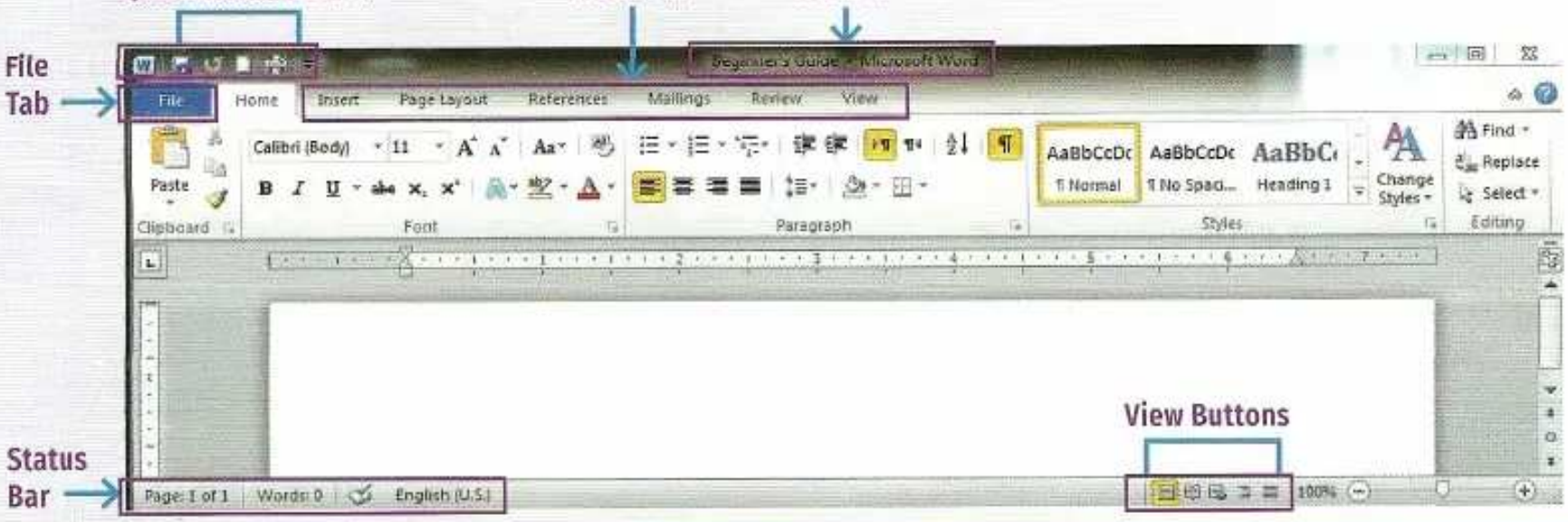
Writing Task, page 109 | Workbook, page 24

12 Word Processing

> Getting Started: Vocabulary (page 128)

1 Read the beginner's guide for Word. Then answer the questions below.

MS Office Word 2012 Here is the basic start window for Word. Let's look at its various parts.



Quick Access Toolbar: This small bar is located just above the **File tab** and provides Word's most frequently used commands. You can adapt it to your personal preferences.

Title Bar: This bar at the top of the window shows the program and current document title.

File Tab: This tab is where you manage your files and the data about them. You can open or save files, create new documents, print a document and see recently opened files.

Menu Bar: This bar displays the headings for each menu. Commands are grouped under each of these menu headings according to function.

Status Bar: This displays information about the active document, eg the total number of pages and words in the document and the language.

View Buttons: The group of five buttons lets you choose how you want to view your document.

1. What do you press if you want to find a document you recently finished?
2. What does the quick access toolbar contain?
3. Where is the current document title displayed?
4. How many different document views can you switch between?
5. What do you look at to see what page of your document you are on?

2 Listen to the dialogue between a secretary (A) and an IT technician (B). Then fill in the missing words.

A: Sandra, can you help me, please? I need to write a new company document.

B: No problem. What kind of document do you need?

A: I need to make a new [1] ..... letter template.

B: So click File on the toolbar and then New. Now, choose the Business [2] ..... folder, then Letter.

A: OK. Now, I have to add the first and last [3] ..... from this letter. I want them to repeat on every letter I send.

B: That's easy to do. Select the paragraphs you want to copy. Click the icon Copy from the Tool Bar or use the shortcut Ctrl + c on your keyboard.

A: OK, I did it.

B: Now, place your cursor where you want the paragraphs to go and click Paste or Crtl + v.

A: I also need to add the company logo in the header and the company [4] ..... at the bottom.

B: Click on Insert on the toolbar and then select Header. Paste the logo there. To add the address, click on Footer and copy / paste again.

A: Done! But, the font is too [5] ..... . I need to decrease the size from 14 to 10.

B: Do that in Format – Font. You can use this template every time you want to send out a letter.

A: That's so useful. That's all, thanks a lot.

Remember: Do all activities in your notebook.

3 **Practise the dialogue in Exercise 2 with a partner. *Pay attention to the expressions in colour.***

4 **Read the dialogue in Exercise 2 again. Fill in the missing instructions. Then match the instructions to the tasks below.**

Instructions:

1. Go to ..... on the toolbar ➜ select ..... ➜ choose ..... , then ..... .
2. Select your text ➜ click ..... on the toolbar ➜ place the cursor in new position ➜ click ..... or press ..... .
3. Click on ..... on the toolbar ➜ choose ..... ➜ ..... your logo.

Task:

a. inserting a logo at the top of a page

b. inserting text from one document to another

c. creating a template

Working with Vocabulary

5 **Listen and repeat the words in colour. Match the words to the icons.**

screenshot • page border • cut • landscape
format painter • page break • header • columns

6 **Listen and repeat the words in colour. Then**

7 **Listen and repeat the words and phrases *in colour. Then copy and complete the sentences.***

find and replace • redo • indent • portrait
copy and paste • footer • undo

1. The ..... function allows you to duplicate some text onto another document.
2. If you press Ctrl + f, you can ..... a word.
3. We often display the page number in the ..... .
4. Some users like to ..... a few spaces at the beginning of a paragraph.
5. When we make a mistake, the ..... function allows us to cancel the previous command.
6. If you want to print an image vertically down the page, you will use the ..... mode.
7. ..... is a function performed to cancel an *undo* function.

8 **Which pairs of sentences are both correct?**

1. a. You can use the format painter to copy fonts from a previous text to the one you're writing now.
   b. If you like the way a document looks, you can copy the formatting onto another document by using the format painter.
2. a. The header is the text at the top of a computer document.
   b. The header is information in the vertical margin.
3. a. Page borders show us where the page ends.
   b. Texts will not extend past the edge of the page borders.
4. a. A user can personalise the quick access toolbar.
   b. The quick access toolbar allows users to perform certain functions quickly.

match A to B to form sentences.

A

1. The status bar gives
2. The title bar shows
3. The quick access toolbar makes
4. Go to the file tab
5. The view buttons change
6. The menu bar contains

B

a. when you need to open, print or save files.
b. the on-screen appearance of the document or presentation.
c. the program and the title of the document.
d. dropdown menus for different applications and functions.
e. information about the current document or program.
f. it easy to use popular commands.

perform certain functions quickly.

5. a. You use the cursor to indent in the document.
   b. The tab key will move the cursor to the place of the indent.

Your Turn

Listen to the conversation between office workers making changes on a Word document. Copy and complete the sentences.

1. The ..... asked Jane to make changes to the document.
2. Jane finds the document in the ..... .
3. She presses *Save As* to change ..... .
4. Jane doesn't want to delete the ..... .
5. The logo will appear in ..... .

Image Editing

> *Getting Started: Vocabulary (page 128)*

1 Read the comments on a graphic artist's work. Then complete the sentences below.

Give more contrast between the bikes and the dirt.

Crop trees from the background and add in blue sky.

Insert more people standing in the background.

Sharpen and resize the second driver. He's too small. I need to see the camera on his helmet.

Adjust the brightness of the upper right corner. It's too bright. Dim it.

Zoom in on the first driver. Add focus to emphasise him. I want to see his face – he's winning!

Retouch the photo. It needs to be sharper and clearer to attract our clients more!

Insert a digital camera into the first man's helmet.

Insert our logo on the first bike.

1. Background: Insert ..... .
2. Make the man on the second bike ..... .
3. ..... the upper right corner.
4. Add logo to ..... .
5. Emphasise the ..... of the first driver.

2 Read the sentences. Then write who says each sentence, the client or the graphic designer.

1. Have you got any comments on the first draft?
2. I need to review the advert before Friday. Can you send it to me by Thursday afternoon, please?
3. If I retouch his face, it will look clearer.

4. I need the logo to be more obvious, with bold colours and a large font.
5. I can apply some effects to make the image look better.
6. Also, the sign at the front of the picture is too small for people to read.
7. Can you adjust the size of the building to make it bigger, please?
8. What would you like me to change?

3 A client (A) is discussing his advert with a graphic designer (B). Use expressions from Exercise 2 to complete the dialogue. Then listen to the dialogue and check your answers.

A: 1. .....
B: Well, I really like the image you've chosen, but it needs some editing.
A: 2. .....
B: I think it would look better if the sky were more interesting.
A: I can insert more clouds in the background.
B: 3. .....
A: I can zoom in on it and enlarge the size of the writing.
B: 4. .....
A: *I can make it stand out so everyone will recognise it.*
B: 5. .....
A: OK. I'll e-mail you a draft by Thursday morning so you can send me any comments.

Remember: Do all activities in your notebook.

4 Practise the dialogue in Exercise 3 with your partner. Pay attention to the sentences in colour.

Working with Vocabulary

5 Listen and repeat the words in colour. Then copy and complete the sentences.

adjust • draft • retouch • brightness
effects • contrast • shadow • layers

1. This is only the first ..... – we can change it.
2. Today, graphic programs offer wonderful ..... .
3. ..... is how light or dark an object is.
4. There isn't enough ..... between the two objects.
5. I can ..... the photo to improve it.
6. The graphic artist used three ..... on top of each other to create this poster.
7. If you ..... the size of that image, you will see the writing more clearly.
8. You need to remove that ..... over the woman's face.

6 Listen and repeat the words in colour. Then read the sentences and decide if they are logical or illogical.

1. If a particular object in an advert is important, you **emphasise** it.
2. The **brush** tool applies colour like a drawing tool.
3. When you **blur** the lines, they are in focus.
4. The picture gets bigger when you **zoom out**.
5. When you **dim** a light, it's less strong.

7 Listen and repeat the words in colour. Then choose the correct option to complete the instruction.

1. Resize .....
   a. the colour on the page.
   b. the picture. It's too small.
2. Rotate .....
   a. the image by 30°.
   b. the colours of the image.
3. Zoom in .....
   a. to see the details.
   b. to get more light.
4. Crop .....
   a. the image to emphasise the product.
   b. this because it's too light.
5. Enlarge .....
   a. the focus on the page.
   b. the font size.
6. Sharpen .....
   a. the image in the front.
   b. the size of the font.

8 Match A to B to form sentences.

A

1. The first draft
2. *Enlarge* means
3. The background is
4. Shadows

6. The **background** is located behind someone or something.

Tip!

Some words can be different parts of speech. The words *contrast*, *brush* and *blur* are both verbs and nouns. The word *dim* is both a verb and an adjective.

5. You crop something
6. *Contrast* means

B

a. to remove irrelevant details.
b. usually requires more work.
c. the area behind the main object.
d. a difference between two things or people.
e. to make something bigger.
f. depend on the direction of light.

Your Turn

Student A: You are the client and you need the graphic designer to make changes to an advert. Look at the advert on page 88, find at least three things you want to change and discuss with the designer.

Student B: You are the graphic artist. Discuss with the client the changes he / she wants to make to the advert on page 96. Make suggestions for changes. List the things that you agree to do.

Writing Task, page 110 | *Workbook, page 26*

13 Spreadsheets

> *Getting Started: Vocabulary (page 129)*

1 Read the spreadsheet list of purchased hardware below. Then answer the questions below.

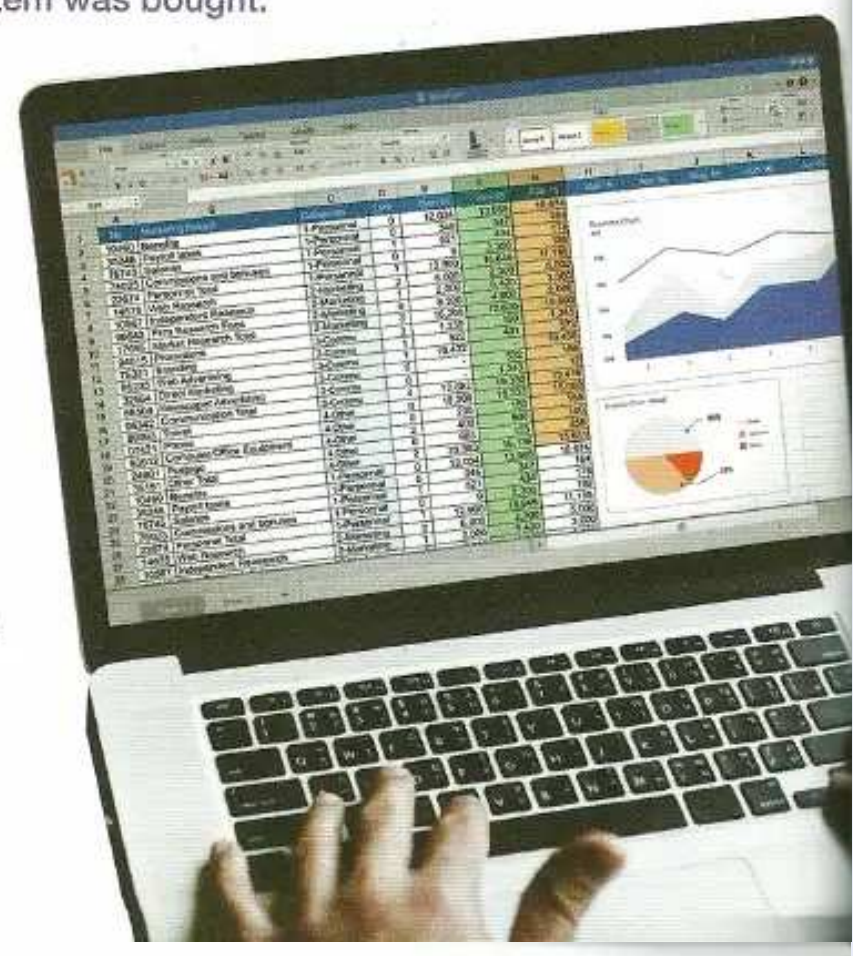
	A	B	C	D	E	F	G	H	I
1	Name of Part	Model #	Quantity	Company	City/Country	Date Purchased	Price	Warranty/Months	Total Purchase
2	Monitor	4763-223	16	LCD Inc	Vietnam	1.5.14	350	36	5,600
3	Monitor	5735-221	12	MTF	Taiwan	1.2.16	315	36	3,780
4	Monitor	573-L3	18	DFM	Taiwan	1.3.12	250	24	4,500
5	HDMI Cables	EN-304	34	Encid	Taiwan	15.5.12	17.5	0	595
6	Power Cables	EN-333	25	Encid	Taiwan	15.5.13	12.99	0	324.75
7	Network Cables	EN-5568	45	Encid	Singapore	15.5.14	8.45	0	380.25
8	**Total**								**15,180**

1. Which model of monitors is the most expensive?
2. How many models of network cables did the company purchase?
3. Which type of cables are the cheapest to replace?

4. What was purchased from a company in Vietnam?
5. From which country were the power cables bought?
6. Which monitors were bought first?
7. How many months' warranty do the 5735-221 monitors have?

2 A manager (B) is showing a new employee (A) how to use a spreadsheet. Listen to the dialogue and choose the correct answer.

A: Can you please explain how to calculate the final purchase price using a spreadsheet?
B: Sure. Multiply the number of [1] *items / parts* we purchased in column C, by the price in column G.
A: Do you have to write a formula into each individual cell?
B: No, you can just copy and paste the [2] *price / formula* from one cell into another.
A: I need the list order to start with the first date an item was bought.
B: No problem. Put the earliest date in the top row, and then [3] *type / sort* it in chronological order.
A: Can you group these figures according to product type?
B: Yes, the spreadsheet is able to do that for you.
A: I need all the same products grouped together – descending from the first date purchased.
B: So you can use a formula that sorts by two [4] *categories / groups*.
A: How do I calculate the total number of products from any two columns?
B: I'll show you how to write a formula in a new column that will [5] *automatically / quickly* calculate that for you.



3 Practise the dialogue in Exercise 2 with a partner. Pay attention to the sentences in colour.

 Remember: Do all activities in your notebook.

4 Read the dialogue in Exercise 2 again. Decide if the statements below are true or false. Correct the false sentences in your notebook.

1. The manager said to add together all the prices to get the final purchase price.
2. The new employee needs to write the formula into each cell.
3. It is possible to sort a list by more than one category.
4. The new employee wants all products of the same type placed in one group from the last date purchased.
5. The manager explains how to use a formula to find a total.

Working with Vocabulary

5 Listen and repeat the words in colour. Then match the words to the pictures.

line graph • bar chart • pie chart
scatter chart • flow chart

1. 2.

7 Listen and repeat the words in colour. Then choose the correct answer.

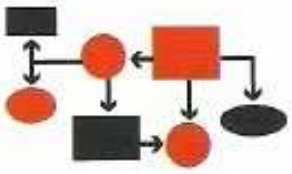
1. If you want to separate something into equal parts, you will multiply / divide it.
2. When you clear / fill a box, you are inserting something into it.
3. The sum / cell is the total number of items.
4. Average / Autosum means the typical or normal amount in a group.
5. Subtract / Add means to take away an amount in order to calculate the difference.

8 Copy and complete the sentences with the words below.

add • worksheet • multiply • cell • autosum clear • scatter chart

1. ..... is a function in a spreadsheet that gives you the total of all the numbers you select in a column.
2. If you want to increase a number five times, you will ..... it by five.
3. The first ..... in a spreadsheet is always labelled A1.

3.



4.

5.

6 Listen and repeat the words in colour in A. Then match them to their meanings in B.

A

1. worksheet
2. format
3. ascending
4. group together
5. purchase price
6. descending
7. according to

B

a. the amount you pay for a product
b. going from the highest to the lowest
c. the way information is arranged on a computer
d. another name for a spreadsheet
e. put similar items in the same category
f. as indicated by
g. going from the lowest to the highest

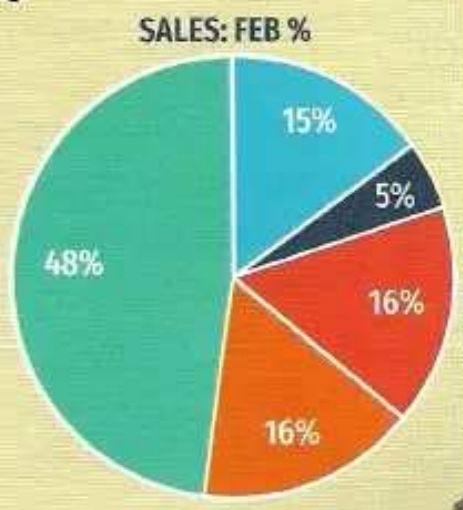
4. A ..... shows the distribution of all the pieces of data.
5. When you ..... two or more numbers together, you get the total.
6. A ..... is a file that displays data in rows and columns.
7. ..... means *to empty or take something away*.

Your Turn

Copy the pie chart into your notebook. Then listen to a conversation between an accountant and a sales director. Label the pie chart using the words below. Then answer the question.

scanners • laptops • monitors
projectors • printers

Which new item is Lena's department going to sell?



Databases

> *Getting Started: Vocabulary (page 129)*

Tip! A database management system (DBMS) is a collection of programs that allows users to store, update and extract information from a database.

1 Read the database record. Then decide if the sentences below are true or false. Correct the false sentences in your notebook.

Products | Customer Info | Payment

Title:	Mr	Address:	54 Central Ave, 3rd floor, Room 203	
First Name:	Jeffrey	City:	Lipfield	Region: Kent
Surname:	Brandon	Post Code:	TN5 4TS	
Position:	IT Manager	Country:	England	Billing address same ✓
Company:	CMP Limited	Work Phone:	0423-8470873	
Customer:	342	Mobile:	0423-4673975	
Account Type:	business	E-mail:	cmpsupport@cmpltd.com	

Tech Rep:	Helen J
About the Company:	Small retail sportswear company, has 15 desktop computers.
Comments:	Last service call: 30th June. Updated e-mail server / replaced 2 disc drives / installed new operating system and installed new printer server. Next service call due: 15th July.

Test User

1. Mr Brandon works for a furniture company.
2. His billing address is the same as his business address.
3. His business is located in Oxford.
4. Jennifer is his tech rep.
5. The tech rep last visited the company on 30th June.
6. The tech rep installed a new printer server on the last visit.

2 A technician (A) is speaking to a new client (B). Match the technician's questions to the client's answers. Then listen to the dialogue and check your answers.

A

1. What is your company's address?
2. Is it a business account or private account?
3. Where should we send your bills?
4. When can we come to install the new computers?
5. When do you require your cable order?
6. Where should I send the quote for new laptops?

B

a. On Tuesday afternoon at around 2.00 would be convenient.
b. To the purchasing department e-mail: purchase@cmpltd.com.
c. Business.
d. By the end of the week, if possible.
e. It's 76 Robinson Street.
f. To the same address.

3 Practise the dialogue in Exercise 2 with a partner. Pay attention to the questions in colour.

Remember: Do all activities in your notebook.

4 Look at a different database record. Answer questions 1-6 from Exercise 2 for the client file below.

CLIENT FILE | PRODUCTS | PAYMENTS | BALANCE

Title	First Name	Surname
Mrs	Andrea	Davidson
Company	**Customer #**	**Account type**
Danny Bloom	253	business

SERVICE ADDRESS

Address	City
48 Tassmin Ave.	Butler

6 Listen and repeat the words in colour. Then copy and complete the sentences.

store • records • owner • query
retail • update • retrieve

1. Who is the ..... of this expensive mobile phone?
2. That app isn't compatible any more. You need to ..... it.
3. I can't help you unless you tell me where you usually ..... those documents.
4. According to our ..... , you placed your last order in March.
5. *Electronics for All* is a ..... business in the centre of town.

Region	Post Code	Phone
Allegheny	19733	792 2685

Email	Tech rep
anddav@dannybloom.gnet	Raymond T

Comments

Last service call – 2nd Feb, 2017 – installed new laser printer.
To deliver and install three new computers on Monday, 20th September, 12.00.
Deliver cable order by 1st October.
Send quote for new laptops to Natasha M, purchasing department.

BILLING INFORMATION

Job Title	Title	Full Name
Accountant	Mr	Jeremy Carter

Address

56 Parker Street, Butler, 19942

Working with Vocabulary

5 Listen and repeat the words in colour. Then match the questions to the answers.

Questions:

1. What is their **service address**?
2. What is their **post code**?
3. Who is the **tech rep** for Morgan Computers?
4. What **title** should I use for Jeff Duncan?
5. What **balance** have I got on my account?
6. What is the **billing address** for Select Mobile Phones?

Answers:

a. 24 Whiting Road, Manley.
b. Dr
c. £438.50
d. D. Jones Accounting Services, PO Box 3198, Hartley.
e. Frank Bolt
f. It's BL5 NH3.

6. I deleted a file by accident. Is it possible to ..... the documents?
7. You use a ..... to find specific information in your database, such as how many of your customers live in a certain town.

7 Listen and repeat the words in colour. Then match A to B to explain these computer terms.

A

1. **Classification** means
2. **Null** means
3. A **schema** is a description of
4. A **field** is a specific area
5. **Criteria** are parameters
6. Inserting a **cross-reference** allows you to

B

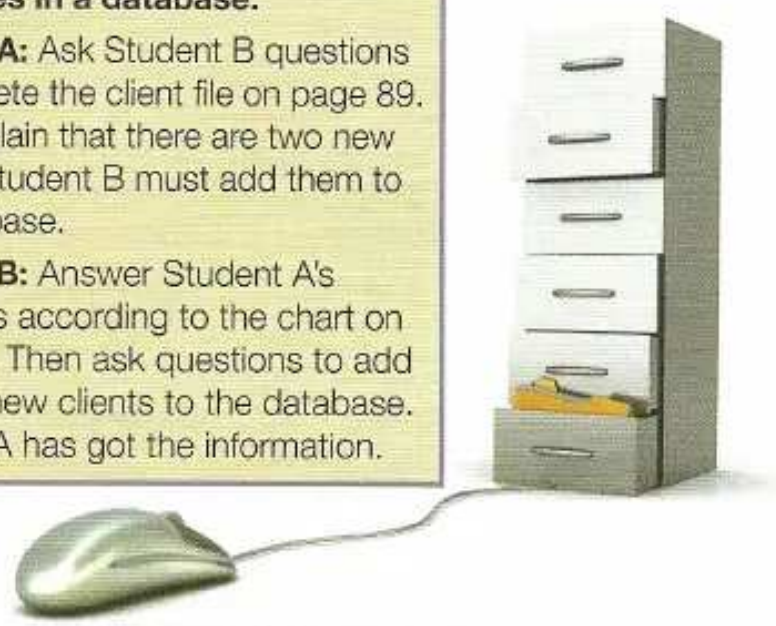
a. you set for a query.
b. to separate items into specific categories.
c. nothing, it's an object of no worth.
d. link to other parts in the same document.
e. the structure and rules used to make a database.
f. in a form where you input data.

Your Turn

You and your partner are updating some files in a database.

Student A: Ask Student B questions to complete the client file on page 89. Then explain that there are two new clients. Student B must add them to the database.

Student B: Answer Student A's questions according to the chart on page 97. Then ask questions to add the two new clients to the database. Student A has got the information.



Writing Task, page 111 | *Workbook, page 28*

14 Building a Network

> Getting Started: Vocabulary (page 130)

1 Read the tutorial. Then read the sentences below and replace the words in bold to correct the false sentences.

OPTIONS TO BUILD A SMALL NETWORK

Small businesses with more than 15 or 20 workstations that must be connected to each other and to the Internet need to install a network.

A network requires a central hard drive and printer, a backup system, and also a secure e-mail and Internet connection. A secure network protects internal and external communications between your business and customers. It also helps your employees to stream media easily and safely, and to share documents and files.

Today's modern businesses need high-speed capabilities. You must have a secure local area network (LAN). A digital subscriber line (DSL) connection using telephone lines may be sufficient, but a fibre optic connection will give you faster and easier Internet access for landlines, wireless connections and remote access.

	ETHERNET	WIRELESS
Advantages	• Easy to set up. • Faster than DSL or wireless connections. • Suitable for large businesses.	• No cables. • Laptops can connect to the Internet from different locations within the wireless range.
Disadvantages	• Cables must run through the whole location. • Expensive initial investment to buy network equipment and cables.	• Wireless must be set up carefully for maximum security and range. The further you are from the router, the slower the Mbps speed.

1. A network needs a hard drive, **Ethernet** and a printer.
2. A network allows **customers** to share files.
3. Modern businesses run faster with a **DSL** connection.
4. An Ethernet network is **slower** than a wireless one.
5. If your desk is **close to** the wireless router, your connection will be slower.

Tip! Mbps: megabits per second, a measure of data transfer speed

2 An IT technician (A) is calling a network company tech support (B) for assistance. Put the dialogue in the correct order. Then listen to the dialogue and check your answers.

A
A: Yes. I thought I'd connected the printers to the network, but the network couldn't locate the printer on the third floor. I've checked the cable and it's definitely connected.
B: OK. You may have to install the printer driver from the Windows installation CD or from the Internet.
A: How do I do that?

B
B: In the *Control Panel*, go to *View devices and printers*. Click on *Install the printer driver*. Select the *printer manufacturer and model*, click on *Next* and then click *Windows Update*. Wait while Windows checks for additional drivers.
A: And if it can't find the driver, what should I do?
B: Click *Windows Update*. Usually it will download and update the drivers automatically.

C
A: Hello, is this tech support for the GMD Networks?
B: Yes, it is. My name is John. How can I help you?
A: Last week, we bought the GMD-14C Ethernet network with high-speed fibre optic connection. Unfortunately, I can't get one of our printers to connect to it.
B: Oh, I see. Did you go to the *Control Panel* to identify all the available printers?

Remember: Do all activities in your notebook.

3 Practise the dialogue in Exercise 2 with a partner. Pay attention to the sentences in colour.

4 Copy and complete the sentences below with the correct words from the dialogue.

1. The business bought a .... network.

7 Listen and repeat the words in colour. Decide which sentences are correct.

1. A transmission is any information sent over a communications line.
2. A router is a device designed to receive, analyse and move incoming data to another network.

2. To find which printers are connected to the network, check in the ..... .
3. If the printer doesn't work, check that the ..... is connected.
4. A printer driver can be installed from a ..... or from the ..... .
5. Wait while Windows updates and checks for other ..... .

Working with Vocabulary

5 Listen and repeat the words in colour. Match the words to their definitions.

A

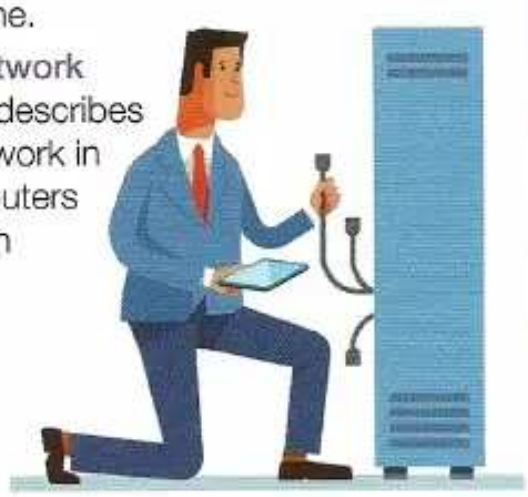
1. high-speed
2. investment
3. stream (media)
4. remote access
5. internal

B

a. located inside something
b. the ability to log onto a network from a distant location
c. something you put money or effort into for the future
d. deliver audio and video content over the Internet in a continuous fashion
e. very fast

6 Listen and repeat the words in colour. Choose the correct answer.

1. It isn't difficult to set up / locate a small network at home.
2. A workstation / topology is a diagram that shows how network equipment is connected.
3. A backup system / digital subscriber line (DSL) gives home users and small businesses fast access to the Internet through a landline.
4. A local area network (LAN) / packet describes a computer network in which the computers are connected in close proximity.



3. Fibre optics are network cables that contain electricity.
4. When the wireless range isn't wide enough, the user can't get a connection.
5. Ethernet is a computer intended for individual users.
6. An internet service provider (ISP) is a company that provides subscribers with access to the Internet.

8 Complete the mini-dialogues in your notebook with the words below.

backup system • range • topology
remote access • locate • set up • workstation

1. **A:** I see that you've got a new [1] ..... in your office.
   B: Yes and I've also got [2] ..... at home so that I can read my work e-mails.
2. **A:** I couldn't [3] ..... you yesterday. Where were you?
   B: We went out and our phones were out of [4] ..... .
3. **A:** Dennis, I'd like you to [5] ..... this network. Follow this [6] ..... diagram. Please also add another laptop onto the network for my office.
   B: OK, Mr Brown. Do you also need me to create a [7] ..... for extra security?

Your Turn

Listen to the conversation between a supervisor and an IT person. Then decide if the sentences are true, false or doesn't say.

1. The IT technician is going to set up a local area network.
2. The client needs to buy an Ethernet system.
3. The supervisor recommends good quality equipment.
4. The new business has already got an Internet service provider.
5. The IT technician has already given the topology diagram to the client.
6. The IT technician will install a printer.

Network Equipment

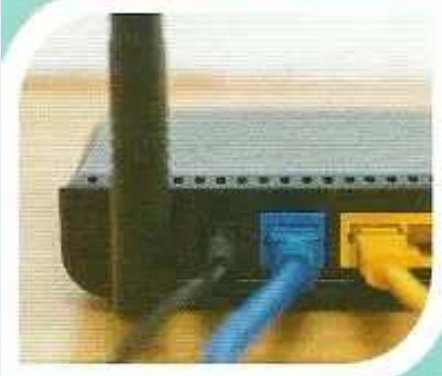
Getting Started: Vocabulary (page 130)

Getting Started: Vocabulary (page 130)

1 Read the equipment requirements. Then choose the correct answer below.

What do you need to build a business network?

Various factors will dictate which equipment you need when building a new network. A topology displays in detail what is required for sharing resources, accessing data, going online and communicating successfully. It is best to purchase business grade equipment for reliable communications between all aspects of the network.



1. **Cables** connect computers, network devices and peripherals to each other.
2. **Switches (or Hubs)** are hardware devices that filter and forward packets of data through the network.
3. **Adaptors** are physical devices that allow one piece of hardware to be connected to another.
4. **Routers** manage traffic across network devices and provide Internet via the Transmission Control Protocol (TCP) or Internet Protocol (IP). They can also link multiple networks across distances using a wide area network (WAN).
5. **Firewalls** are a security system to protect against any unauthorised users trying to access your network. A firewall uses previously determined security rules to monitor incoming and outgoing traffic.
6. **A wireless access point (WAP) or a wireless router** allows employees and visitors to connect to the same network without the use of cables.

1. To help you plan a new network, ...
   a. go online.
   b. use a topology diagram.
2. When building a new business network, you need to .....
   a. share your resources.
   b. buy business grade equipment.
3. Both a hub and a switch .....
   a. move pieces of data across the network.
   b. save pieces of data from the network.
4. Networks far apart from each other .....
   a. can be linked by a router.
   b. can be linked by an adaptor.
5. Network access via a firewall is .....
   a. limited.
   b. extended.
6. A WAP .....
   a. requires cables.
   b. doesn't require cables.

2 Match A to B to create a dialogue between two IT technicians. Then listen to the dialogue and check your answers.

A

1. Whose network are we setting up today?
2. Have you already drawn up the topology diagram for the job?
3. **I think a local area network should be fine for this company.**
4. OK, and did you configure the computers especially for them?
5. **I see they need 20 workstations,** adaptors, switches and routers. **How many metres of cable will we need?**
6. **What time will you be ready to leave?**

B

a. No, it won't be, because their offices are 10 kilometres from the factory. We need to install a wireless access point.
b. **Yes I did, and I've spoken to them about the need for a** firewall.
c. **Give me another half an hour to check that I've got all the equipment.**
d. We're going to the Welfast Clothing Company in the industrial area.
e. I think about 200 metres, but **I'll take more, just in case.**
f. Yes, I have. **Here's the list of devices and peripherals we need to supply.**

Remember: Do all activities in your notebook.

3 **Practise the dialogue in Exercise 2 with a partner. Pay attention to the sentences in colour.**

4 **Read the dialogue in Exercise 2 again. Which of the tasks below have the IT technicians already done?**

1. prepare a topology
2. configure the company's computers
3. install a wireless access point
4. make a list of the devices needed
5. check the length of the cables needed
6. take the equipment to the factory

Working with Vocabulary

5 **Listen and repeat the words and phrases in colour. Then copy and complete the sentences.**

traffic • hub • incoming
wide area network (WAN) • firewall
unauthorised • Internet protocol (IP) address

1. In order to prevent other people from getting into your network, you need a ..... .
2. If someone gets into your system without permission, that is ..... access.
3. The ..... is a number used to indicate a device's location.
4. ..... is the term for information travelling around the network.
5. The data we receive is called ..... information.
6. If computers are connected in different countries, they operate through a ..... .
7. A ..... connects and sends information to computers and network devices.

6 **Listen and repeat the words and phrases in colour. Then match A to B to form sentences.**

A

1. A subnetwork is part of a
2. Connecting via broadband Internet is
3. Business grade equipment is
4. When you've got a wireless access point,
5. You should reboot your computer

B

a. better quality than devices we buy for home use.
b. after installing a new program.
c. larger network, like the Internet.
d. you don't need a cable to connect to the network.
e. much faster than through a landline.

7 **Listen and repeat the words and phrases in colour. The words in colour are in the wrong sentences. Write the sentences correctly in your notebook.**

1. A gateway is a hardware device that filters and forwards packets of data.
2. Authorised information is data we send.
3. When different departments use the same *printer and photocopier, those are called* adaptors.
4. The switch is a set of rules that controls communication between all computers on the Internet.
5. With a code or password, employees are outgoing to get into the system.
6. The entry point into a network is called the transmission control protocol (TCP).
7. Shared resources are hardware devices that allow computers, peripherals and the network to connect.

8 **Choose the correct answer.**

1. For fast Internet, you need to install *traffic / broadband*.
2. A network can operate in different cities because of the *WAN / TCP*.
3. The *firewall / hub* protects the network.
4. Printers and scanners are *shared resources / subnetworks* on the 5th floor.
5. People don't usually buy *business grade / incoming* equipment for a home network.

Your Turn

You are a network technician preparing a topology for a small business.

Student A: Ask Student B questions to complete the missing information in the Work Order Form on page 89. Then answer Student B's questions.

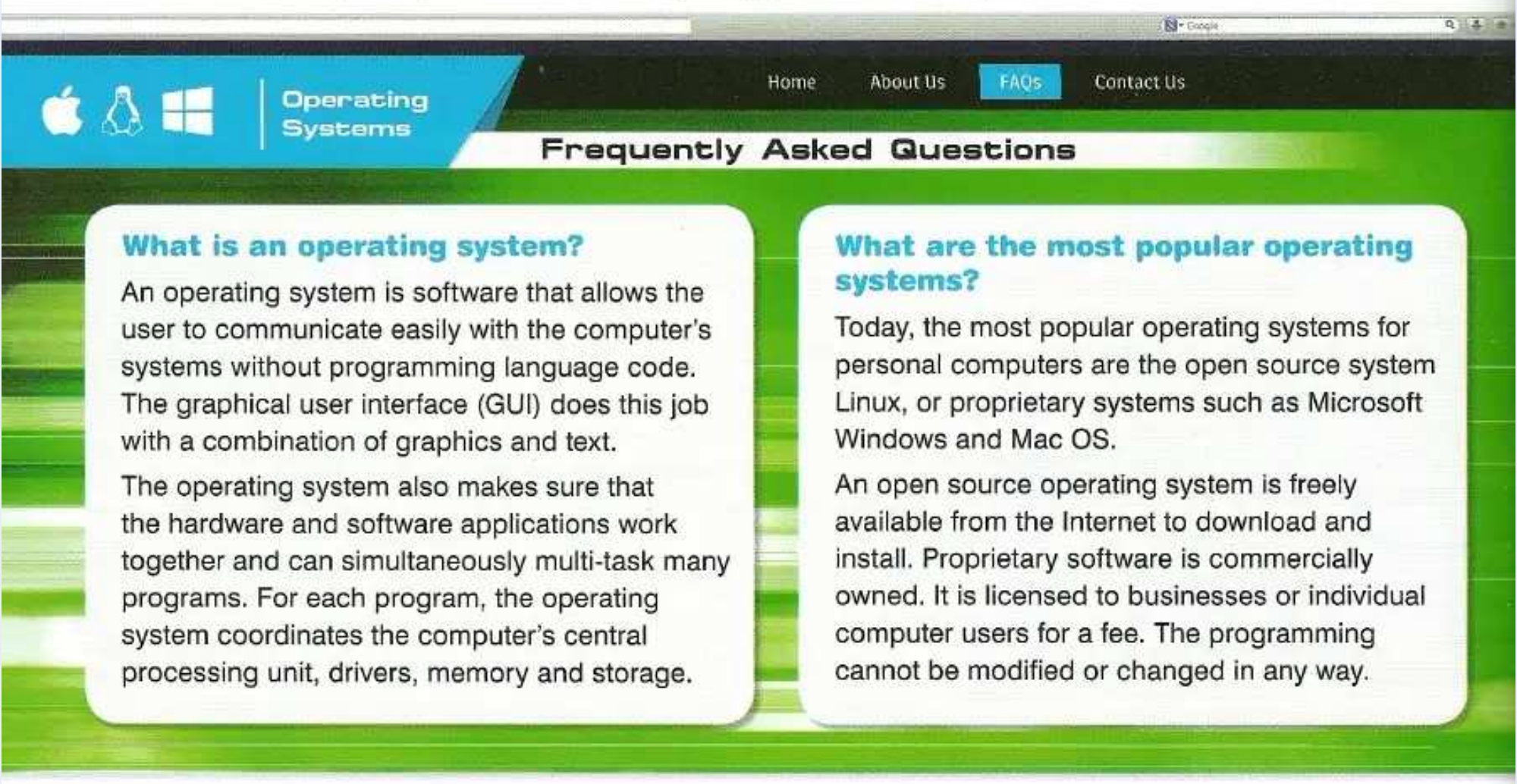
Student B: Ask Student A questions to complete the missing information in the Work Order Form on page 97. Then answer Student A's questions.

Writing Task, page 118 | Workbook, page 30

15 Operating Systems

> Getting Started: Vocabulary (page 131)

1 Read the Frequently Asked Questions (FAQs) page. Then complete the sentences below.



Operating Systems

Home | About Us | FAQs | Contact Us

Frequently Asked Questions

What is an operating system?

An operating system is software that allows the user to communicate easily with the computer's systems without programming language code. The graphical user interface (GUI) does this job with a combination of graphics and text.

The operating system also makes sure that the hardware and software applications work together and can simultaneously multi-task many programs. For each program, the operating system coordinates the computer's central processing unit, drivers, memory and storage.

What are the most popular operating systems?

Today, the most popular operating systems for personal computers are the open source system Linux, or proprietary systems such as Microsoft Windows and Mac OS.

An open source operating system is freely available from the Internet to download and install. Proprietary software is commercially owned. It is licensed to businesses or individual computer users for a fee. The programming cannot be modified or changed in any way.

1. With an operating system, users don't need to enter ..... .
2. The operating system uses ..... to show things visually.
3. An operating system enables many ..... to work at the same time.
4. Open source operating systems are available on the ..... .
5. Proprietary software ..... be changed.

2 A computer technician (B) is discussing operating systems with a client (A). Listen to the dialogue and fill in the missing words.

A: I can't decide between Windows and Linux. Which operating system do you think is more suitable for this business?

B: Well Sam, Linux is a free open source system. Windows is [1] ..... and owned by Microsoft, so it costs money.

A: This business hasn't got a large budget. Exactly how much does the Windows system cost?

B: Newer Windows systems can cost up to [2] ..... to start with. Then it's more expensive to upgrade, or if you want to add more users.

A: That's a lot. Is it true that there can be security and stability issues with both systems?

B: Linux is considered stable. It's easier to fix problems. A community of developers from around the world can quickly respond to any issues you have.

A: But, I've heard it's more complicated to install.

B: A bit. Linux [3] ..... sets of bundled software to run it. But that also means you can modify it to your specific needs.

needs.

A: But most users are already [4] ..... with Windows, aren't they?

B: Indeed. I think everyone knows the Windows interface.

A: Thanks for your advice. I think I'll choose Windows as it's got a simpler interface. It may cost more, but it will be easier to find [5] ..... to support the business as its needs grow.

Remember: Do all activities in your notebook.

3 Practise the dialogue in Exercise 2 with a partner. Pay attention to the sentences in colour.

4 Read the dialogue in Exercise 2 and answer the questions.

Which operating system ..... ?

1. doesn't cost any money
2. was developed by a professional company
3. requires an additional budget for upgrades
4. is simpler to install
5. can be adapted for your requirements

Working with Vocabulary

5 Listen and repeat the words in colour. Choose the correct word for each definition.

1. stays the same, doesn't change
   a. entire b. stable
2. a type of software that has got a copyright and cannot be changed
   a. open source b. proprietary
3. accessible to everyone
   a. freely available
   b. commercially owned
4. to make available for general viewing or purchase
   a. release b. modify
5. several products combined into one package
   a. issues b. bundled software

6 Listen and repeat the words in colour. Replace the words in bold with the words below.

developers • multi-task • budget • storage

1. Think about the **money you have got to spend** before you put in a new network.
2. The operating system controls the **place for keeping data** in the computer.
3. Larry Page and Sergei Brin were the **creators** of the search engine Google.
4. Before UNIX, computers weren't able to **do two or more things at the same time**.

7 Listen and repeat the words in colour. Then use them to complete the Fact File below.

development • graphical user interface (GUI)
coordinate • command line
programming language code

FACT FILE

Today, almost every computer uses a [1] ..... operating system which has got windows, icons and menus.

The operating system has to [2] ..... the hardware and software in a computer so that they can communicate.

In the [3] ..... of software programs, programmers use a special set of instructions which is called the [4] ..... .

In the first computers, the user had to write instructions for the computer into the [5] ..... .

8 Match the questions in A to the answers in B.

A

1. Which operating system are you going to choose?
2. Do you have to pay for helpdesk support?
3. Did you get that software for free?
4. Are you having a problem with the new software?
5. Have we got enough money to upgrade the system?
6. What is the advantage of that software?

B

a. I can modify it to my needs.
b. Windows is too expensive, so I'm using the open source system Linux.
c. Yes. We've received a budget to make all the necessary improvements.
d. No, it's free for an entire year.
e. No, it's commercially owned.
f. Yes, and I need to download a specific program to solve the issue.

Your Turn

Copy the chart and tick (✓) the correct columns – Windows (W), Linux (L) or both (B). Then listen to two users talking about operating systems and check your answers.

	W	L	B
1. Has got less malware			
2. Simpler to operate			
3. Not possible to make changes			
4. Many programs available			
5. Free online support			
6. Used by Google, Facebook and Twitter			

Installing an Operating System

> Getting Started: Vocabulary (page 131)

1 Read the instruction manual. Then decide if the sentences are true or false. Correct the false sentences.

INSTALLING THE LINUX DISTRIBUTION OPERATING SYSTEM

Preparing your computer:

1. Check your computer for the minimum recommended requirements.

Minimum computer requirements:

- 700 MHz processor
- RAM of 512 MB or more
- 5 GB of hard-drive space
- 1024 x 768 screen resolution
- Either a CD / DVD drive or USB port

2. Back up your data files.

3. If you've already got Windows on your computer, you will usually only have one large drive: the C drive. You should do a disc-partition to set up a second drive in order to install Linux separately. You may already have some programs that will only run on Windows.

4. There is no single version of Linux. Most distributors take the Linux kernel and combine it with additional bundled software such as a graphics interface, a desktop environment and a web browser.

5. You can check if the hardware on the computer is compatible with the Linux system by downloading Linux ISO to a USB flash drive. Then reboot your computer from the USB drive and try to run Linux from it.

1. A 400 MHz processor is big enough to install Linux.
2. Your data is safe when you install a new system.
3. You can install Linux and Windows in the same disc drive.
4. Several versions of Linux are available to install.
5. You have to restart your computer to see if Linux is compatible with it.

2 A support technician (A) is helping a caller (B) to install the Linux operating system. Match the technician's questions in A to the caller's responses in B. Then listen to the dialogue and check your answers.

A

1. Have you ever installed an operating system before?
2. Did you download it to a DVD or USB?
3. Don't forget to back up your Windows system and also your data files. How much free space have you got? You need at least 5 GB.

4. **Did you download the 32-bit or the 64-bit version?** The program you install must be the same version as your computer.
5. **The next step is to restart the computer.** Press the F10 key so you can reboot from the USB.

B

a. I've checked. It's a 32-bit computer, so I've got the right version.
b. No, I haven't, so please can we check it step-by-step?
c. To my USB – I've already partitioned my existing hard drive.
d. OK, it's restarting now.
e. I won't forget. I've allocated 10 GB of free space on my D drive.

Tip! Bit is short for *binary digit*.

Remember: Do all activities in your notebook.

3 Practise the dialogue in Exercise 2 with a partner. Pay attention to the sentences in colour.

4 Read the dialogue again and complete the caller's notes.

Linux Setup Instructions

1. *Before downloading the software, ... the hard drive.*
2. *Make sure to ..... the data files.*
3. *Allocate at least ..... of free space on the other drive.*
4. *Download the correct ..... .*
5. *..... the computer before running the program.*

Working with Vocabulary

5 Listen and repeat the words in colour. Match the words in A to their definitions in B.

A

1. partition
2. requirements
3. component
4. step-by-step
5. allocate
6. run

B

a. assign different parts of something for a particular purpose
b. one stage at a time
c. needs
d. function, operate

7 Listen and repeat the words in colour. The words in colour are in the wrong sentences. Write the sentences correctly in your notebook.

1. You can install a distro to correct a problem with a software program.
2. The **kernel** is the number of pixels that appear on your monitor.
3. **Infrastructure** is a distribution of software available for the public.
4. Each piece of data is a **screen resolution**.
5. The **environment** is the central program with complete control of the operating system.
6. The **patch** is the fundamental architecture of a system.
7. A desktop **segment** is a set of tools that makes it easier for you to use your computer.

8 Match A to B to form sentences.

A

1. Short for *binary digit*, a bit
2. A piece of code called a *patch* is necessary
3. You need to partition the hard drive
4. You can change the screen resolution
5. The kernel directs
6. You should go step-by-step

B

a. if you want to install something correctly.
b. can have a value of 0 or 1.
c. to fix a software problem.
d. if you want to run multiple systems on your computer.
e. if the picture on the monitor isn't clear.
f. many basic functions of the operating system.

Your Turn

e. separate

f. a part of something

6 Listen and repeat the words in colour. Then copy and complete the sentences.

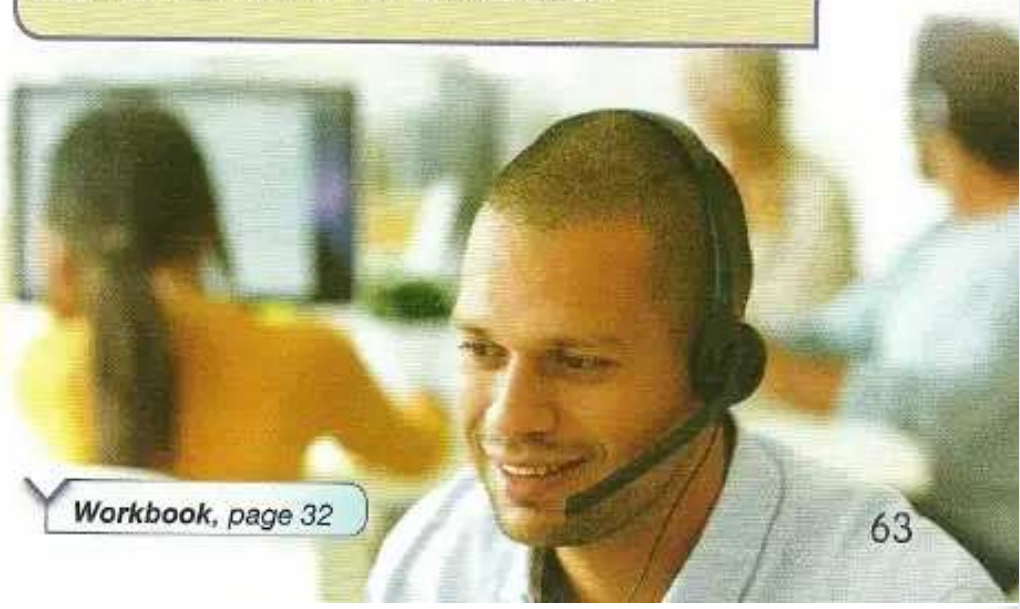
BIOS (basic input / output system)
pre-installed • crash • bit • prerequisite

1. When you buy a new computer, it has usually got a ..... operating system.
2. Errors in the operating system can sometimes cause a computer to ..... .
3. The function of the ..... is to boot up the computer's operating system.
4. A single unit of information is called a ..... .
5. A power supply is a ..... for a computer to work.

Your turn

Student A: You are calling an IT support line for help to install Linux on your computer. Follow the flow chart on page 90 and act out the conversation.

Student B: You are a helpdesk technician giving support over the phone. Follow the flow chart on page 98 and act out the conversation.



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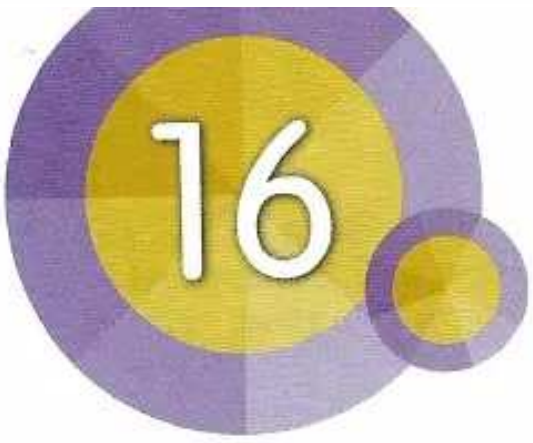


16 Video and Sound

> *Getting Started: Vocabulary (page 132)*

1 Read the adverts. Then answer the questions on the right.

A

Lensek CMD-LT245
POCKET-SIZED HANDHELD DIGITAL CAMERA

3x (24-72mm) optical zoom lens: manual and autofocus
3.0-inch touch monitor that tilts easily for selfies

INCLUDES:
- 10 GB external memory card
- editing software that supports input and output formats: AVI, MOV, MP4, MP4 Video and others

Full HD video capabilities
20 Megapixel 1" sensor
8-hours lithium-ion battery life

B

FUTURE TECHNOLOGY THAT FITS IN YOUR POCKET

VPK

Which device or devices ...?

1. work/s with multiple devices
2. come/s with software
3. allow/s you to hear from all directions
4. will operate without you touching it
5. would you use for correspondence

2 A computer shop manager (A) is discussing technology products with an employee (B). Listen to the dialogue and choose the correct answer.

A: James, which innovative products do you think we should sell in the shop? Did you get any ideas from the [1] *website / e-mail* I sent you?

B: Well, Mr Bradley, I've read good reviews about this new pocket-sized digital camera – the SLX 350. It's got a touch screen, a great [2] *lens / video* and lots of storage space. It includes useful software which is compatible with most devices.

A: Isn't that a bit outdated? Doesn't everyone use their mobile phone as a camera nowadays?

B: Hmm, yes, that's true, some phone [3] *texts / images* can be just as good. How about a

C

more up-to-date product like the virtual keyboard?

A: How is a virtual keyboard useful?

B: It's completely portable and it fits in your [4] *pocket / case*. It's great for people who travel.

A: That is an interesting product. How does it work?

B: You can turn any flat surface into a touch keyboard workspace because it projects by laser. You just connect it to your smartphone or tablet. There's no need for any extra [5] *electricity / equipment*.

A: That's an option. I'll check what the selling price is.

3 Practise the dialogue in Exercise 2 with a partner. Pay attention to the sentences in colour.

Remember: Do all activities in your notebook.

4 Read the dialogue in Exercise 2 again. Then answer the questions.

1. What suggestions does Mr Bradley want from James?
2. Were users of the digital camera happy with it? How do you know?
3. Why doesn't Mr Bradley want to sell the digital camera?
4. Why is the virtual keyboard suitable for travelling?
5. What do you need to use with the virtual keyboard?

Working with Vocabulary

5 Listen and repeat the words in colour. Then match the words to the pictures.

charging cradle • hands-free • 360 degrees
virtual projection keyboard (VPK) • beam
flat surface • dongle • pocket-sized

7 Listen and repeat the words in colour. Then choose the correct answer.

1. How is a rechargeable battery different from others?
   a. You can plug it into a power supply to restore its energy.
   b. We sell it to all our customers for technology devices.
2. Can we pair this device with a smartphone?
   a. Yes. You can use it instead of your phone.
   b. Yes. It can connect to any type of phone.
3. Why are lithium-ion batteries popular?
   a. They are sensitive to high temperatures.
   b. They are light, stable and energetic.
4. What is infrared?
   a. It's a warm light that we cannot see.
   b. It's a strong red light.
5. I'd like to buy a handheld device.
   a. Is this one the right size for you?
   b. We can customise your PC to suit your needs.

8 Answer the questions using words from Exercises 5-7.

1. How can we describe a small piece of recorded music?
2. What do we call the light that shines out of a device?
3. If you want something small enough to fit in your hand, what do you ask for?
4. What device plugs into a computer and

6 **Listen and repeat the words in colour in A. Then match them to their meanings in B.**

A	B
1. playback	a. controlled by spoken commands
2. dual	b. a segment of recorded sound
3. audio clip	c. ability to do something
4. output	d. consisting of two parts
5. voice activated	e. move at an angle
6. capability	f. data generated by a computer
7. tilt	g. the replaying of previously recorded sound

4. What device plugs into a computer and enables the use of certain software?
5. What do we call a device that is able to follow audio instructions?

Your Turn

Copy the advert into your notebook. Then listen to a conversation about a smartpen and complete the advert.

THE PEN THAT DOES EVERYTHING

Livescribe Echo 2GB Smartpen

Wherever you are – at work or at school – use the Echo Smartpen to record and save your words and ideas.

- Records everything you hear, say and [1] ..... .
- Tap on your notes for instant recording or [2] ..... .
- Connects to a [3] ..... or mobile device.
- Allows you to [4] ..... into different languages.
- Holds [5] ..... hours of audio or thousands of pages of written text.
- Contains one [6] ..... battery.

Gaming

> Getting Started: Vocabulary (page 132)

1 **Read the article. Then decide which part of the article, A, B, C or D, mentions the information on the right. There may be more than one correct answer.**

Gaming for Beginners

Online games are found all over the world on modern gaming platforms, including PCs, consoles and mobile devices, or via social networking sites.

A There are many different types of games including first person shooters, strategy games and massive multiplayer online role-playing games (MMORPG). Many of these games are played internationally and players often use a fake identity to play within the game's online community.

B Virtual and augmented realities enrich a gamer's experience. With fast, real time, online streaming, players are transported into a world of virtual reality. With the right equipment, players are able to navigate interactive communities and environments. Augmented reality depends on mobile devices such as laptops,

1. You need a mobile device to play these types of games.
2. Gamers can choose from a variety of games.
3. You need the correct hardware to play certain games.
4. Purchase games from authorised retail vendors.
5. You can play with people from different countries.
6. You should check the market before you buy a game.

2 **Different gamers are calling a gaming support line for help. Match the gamers' questions in A to the answers in B to form mini-dialogues. Then listen to the mini-dialogues and check your answers.**

A

1. How do I make the characters move faster in virtual reality games? They move too slowly on my PC.
2. What is the minimum Internet speed for fast streaming in HD?
3. My QR scanner isn't reading the QR codes

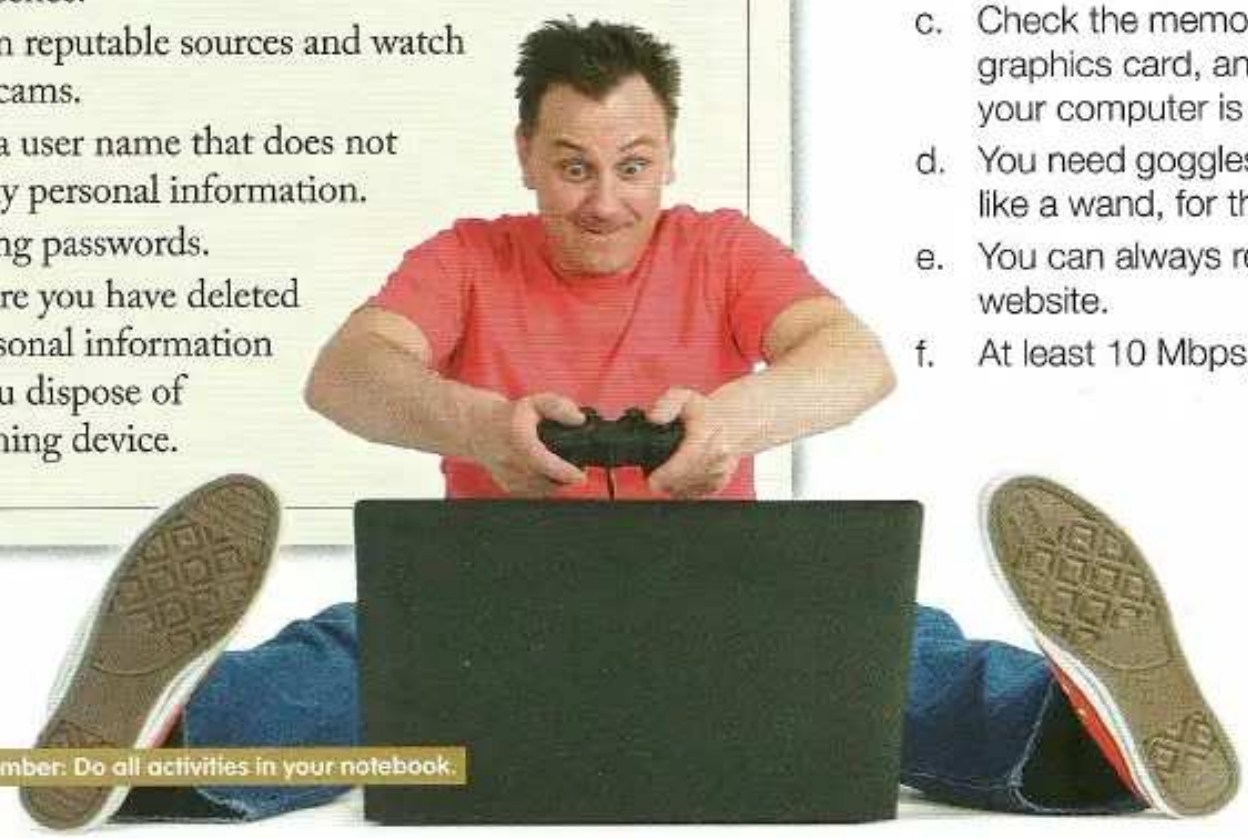
smartphones and tablets to interact in the real world.

C Online games can involve spending a lot of money. So do some research!

- Check your equipment. You may need gadgets such as a flight stick, a motion controller or wand, a gaming mouse and goggles with voice control.
- Try a demo before purchasing a game.
- Read game reviews.

D Gaming can be dangerous, so play safe.

- Make sure your anti-spyware software and firewall are running.
- Only use authorised versions of games for which you have a licence.
- Buy from reputable sources and watch out for scams.
- Choose a user name that does not reveal any personal information.
- Use strong passwords.
- Make sure you have deleted your personal information when you dispose of your gaming device.



3. How can I move from one environment to another?
4. Are goggles and motion controls essential for all your games?
5. I've just purchased your latest augmented reality game. What accessories do I need?
6. How can I find answers to any questions I've got?

B

a. There's a built-in QR scanner in our software, so be sure to use that one.
b. Many of the simpler games don't need more than a computer and a keyboard.
c. Check the memory capacity on your graphics card, and see that the Windows on your computer is compatible.
d. You need goggles and a motion controller, like a wand, for that game.
e. You can always refer to the FAQ's on our website.
f. At least 10 Mbps, but 20 Mbps is better.

Remember: Do all activities in your notebook.

3 Practise the mini-dialogues you made in Exercise 2 with a partner. Pay attention to the sentences in colour.

4 Read the mini-dialogues again. Then copy and complete the sentences.

1. In order to make the characters move faster, the gamer must make sure there is enough ....., and that the Windows is ..... .
2. You need a minimum of ..... for fast streaming in HD.
3. In order to move from one environment to another, use the ..... included in the software.
4. You don't need sophisticated equipment for ..... .
5. For certain augmented reality games, you need devices such as ..... .

Working with Vocabulary

5 Listen and repeat the words in colour. Then decide which sentences are correct. Copy and correct the false sentences.

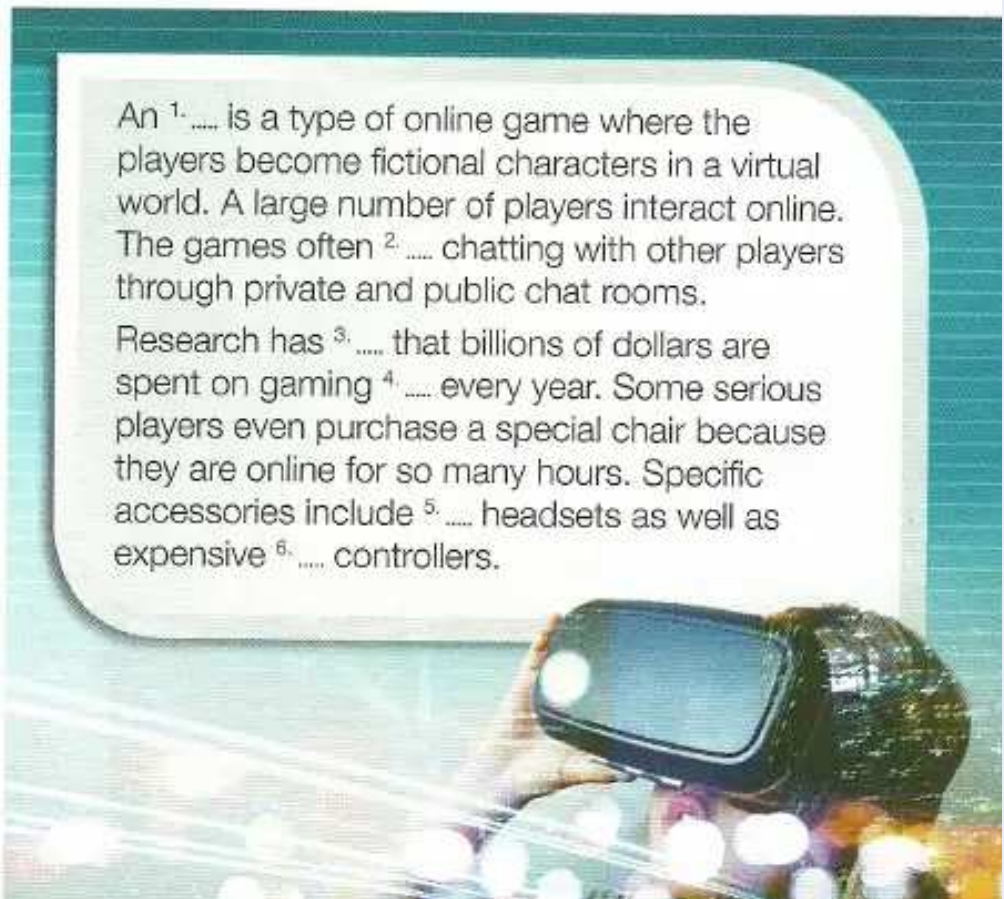
1. If something is reputable, it has got a bad

7 Listen and repeat the words in colour. Complete the text with the words below.

involve • motion • gadgets • revealed
MMORPG • virtual reality

An [1] ..... is a type of online game where the players become fictional characters in a virtual world. A large number of players interact online. The games often [2] ..... chatting with other players through private and public chat rooms.

Research has [3] ..... that billions of dollars are spent on gaming [4] ..... every year. Some serious players even purchase a special chair because they are online for so many hours. Specific accessories include [5] ..... headsets as well as expensive [6] ..... controllers.



reputation.

2. Something **fake** isn't real.
3. When you **enrich** something, you improve its quality.
4. You **dispose of** something that you need.
5. A **scam** is a dishonest way to make money.
6. **Anti-spyware software** is installed in a computer in order to collect information about the user.

6 Listen and repeat the words in colour. Choose the correct answer.

1. For this game, you need to wear **goggles** / a **wand**.
2. Have you read the **social networking site** / **review** about the new strategy game?
3. An **augmented reality** / A **first person shooter (FPS)** game is a type of action video game that is played from the point of view of the player character.
4. The new **gaming platforms** / **flight sticks** have got much better graphics than older consoles.

Tip!

Virtual reality is an artificial computer-generated simulation of a real-life environment. Augmented reality inserts computer-generated features into existing reality.

8 Match A to B to form sentences.

A

1. You use a fake identity
2. For more realistic control, players use a flight stick
3. The wand is
4. Augmented reality puts
5. A social networking site is

B

a. digital elements into the real world.
b. when you don't want people to know who you are.
c. a place on the Internet where you can communicate with people.
d. to simulate flying.
e. a game controller that you hold in one hand.

Your Turn

Student A: You have got three questions about a computer game. Ask the support technician for help. Use the information on page 90.

Student B: You are a support technician in a computer games shop. A customer has got three questions about a new game. Use the information on page 98 to answer the questions.

Writing Task, page 112 | *Workbook, page 34*

17 Website Hosting

> *Getting Started: Vocabulary (page 133)*

1 Read the advert for a web hosting company. Then answer the questions on the right.

1. What does the web hosting company promise your business?
2. How will the web hosting company make sure your website can be accessed easily?
3. Which applications need to combine with your website to give you good results?
4. How will you know about the activity on your website?
5. How will customers know that they can rely on your website?
6. How does the web hosting company guarantee to keep a customer's personal data private?

2 A client would like to create a website for his business.

WEB

YOUR WEBSITE IS THE FACE OF YOUR BUSINESS!

It's worth investing time and money to create an effective advertising platform that will serve your business now and in the future.

Allow our experienced web designers to create your customer portal with a beautiful online store for your business. We guarantee to maximise the number of hits you receive.

IN DESIGNING THE RIGHT TOPOGRAPHY FOR YOUR BUSINESS, WE:

- implant keywords to give high SEO (search engine optimisation) across multiple search engines.
- incorporate social media seamlessly into your website to promote your brand across the whole web. Social share buttons will enable you to share content easily.
- provide social proof comments to make your business credible to other visitors.
- monitor users' activities with real-time analysis and get immediate feedback from your website interactions.
- integrate the full G Suite with all your favourite Google features when you register your domain with us.
- place a trust logo on your site to allow customers to view your trusted state and your business credentials.
- make your payment gateway 100% secure. Credit card numbers and customer information will be masked and all hosting is also PCI compliant.

SIT BACK AND WATCH AS YOUR WEBSITE TRAFFIC INCREASES!

2 A client would like to create a website for his business. Match what the client says in A to the web designer's responses in B. Then listen to the dialogue and check your answers.

A

1. How can I maximise traffic to my site?
2. How can the site ensure my customers' information is kept safe?
3. We want our customers to feel safe when they pay with a credit or debit card.
4. How can we give our customers support if they've got questions or technical problems?
5. I want visitors to be able to LIKE us easily and often.
6. I'd like my site to include reviews from existing customers.

B

a. It's important to include a secure payment gateway process. We'll make sure your payment gateway is PCI compliant.
b. We can incorporate social share buttons to link to popular social media sites.
c. That's a good idea. We'll incorporate social proof reviews to increase your sales.
d. We'll embed a range of keywords so that you get good SEO across multiple search engines.
e. It's possible for us to mask your customer's personal and financial details for a secure interface.
f. We can develop a Live Chat feature and a free helpline to help your customers.

Tip!

PCI (Payment Card Industry) is an organisation that protects people against credit card and debit card fraud.

Remember: Do all activities in your notebook.

3 Practise the dialogue in Exercise 2 with a partner. Pay attention to the sentences in colour.

4 Read the questions and responses in Exercise 2 again. Then choose the correct answer.

1. Choosing the correct keywords will *help your customers select products / generate more visits to your website.*
2. A secure payment gateway process makes sure *customer data is not revealed / sales are increased.*
3. The Live Chat feature *answers customers' questions / gives customers reviews.*
4. Visitors can easily link to sites like Facebook and Pinterest to *post comments /*

6 Listen and repeat the words and phrases in colour. Then match the questions in A to the answers in B.

A

1. What is the domain name of your company?
2. Why is positive social proof important for business owners?
3. Is this software compliant with the latest standards?
4. What does web hosting mean?
5. What is SEO (search engine optimisation)?

B

a. It's a service that allows you to publish your website online.
b. Yes. It meets the specifications that are needed.
c. It helps convince customers to purchase their

chat with each other.

5. Other people's online experiences can help a customer *solve technical problems / make a purchase.*

Working with Vocabulary

5 Listen and repeat the words in colour. Then match the words in A to their meanings in B.

A

1. brand
2. mask
3. customer portal
4. G suite
5. incorporate
6. seamlessly
7. website traffic

B

a. to include something
b. continuously, without any interruptions or problems
c. a type of product usually sold under a special name
d. to keep something from being known
e. the number of visits a website receives
f. a collection of Internet services developed by Google
g. a secure website that enables businesses to share specific data with clients

c. It helps convince customers to purchase their product.
d. It's a process of improving search engine rankings.
e. www.targetforme.com

7 Listen and repeat the words and phrases in colour. Then use them to complete the mini-dialogues.

feedback • trust logo • payment gateway • PCI worth • credible • social share buttons • increase

1. **A:** Is it [1] ..... improving our website?
   B: Yes, it will [2] ..... your sales.
2. **A:** How can I give [3] ..... about a company?
   B: Use the [4] ..... – *Facebook*, *Twitter* and *Pinterest*.
3. **A:** I want to know if this website is safe. Where do I look?
   B: Here's their [5] ..... . This tells us that the company is [6] ..... .
4. **A:** If the [7] ..... is secure, why does the website need to be [8] ..... compliant?
   B: To ensure that there is a safe environment for processing, storing or transmitting credit card information.

Your Turn

Listen to a market researcher and an e-customer talking about the e-customer's website experience. Copy and complete the survey form according to the e-customer's answers.

WEB SURVEY >>

1. Why did you choose our site?
2. What did you purchase?
3. How long did you browse the site?
4. Was the payment process safe and easy to use? Yes / No
5. Did you use our free helpline? Yes / No
6. Did you leave feedback? Yes / No

Remember: Do all activities in your notebook.

IaaS: Infrastructure as a Service delivers computer infrastructure as a service. This includes servers, software, data-centre space and network equipment.

PUBLIC VERSUS PRIVATE CLOUD

A public cloud is owned and operated by a third-party provider which gives services to multi-users. Public clouds are ideal for small and medium-sized businesses. Since the infrastructure cost is shared by a number of users, the service is cheap. A private cloud is infrastructure operated solely for a single organisation. It provides an increased level of control and security and the ability to customise storage and networking components. Therefore, it is suitable for large businesses.

A: Are there any other [5] ..... to having a cloud account?

B: Yes, it frees up data storage space on your servers and increases your available bandwidth.

A: Should we choose a public or [6] ..... cloud solution?

B: The public cloud is much more affordable, but you do get an additional level of security with a private cloud.

3 **Practise the dialogue in Exercise 2 with a partner. Pay attention to the sentences in colour.**

4 **Read the dialogue in Exercise 2 again. Which of the following advantages to cloud computing are mentioned by the IT consultant?**

1. The business can get new software quickly.
2. The costs only include services used by the business.
3. You don't have to worry about viruses

8 **Listen and repeat the words in colour. Then choose the correct answer.**

1. If you find an ideal solution, it is *perfect* / *useless*.
2. Computer security prevents *authorised* / *unauthorised* users from entering the system.
3. Dependency on something means you *can* / *can't* do without it.
4. If a decision is solely yours, *someone else* / *no one else* can decide.

Cloud Computing

> *Getting Started: Vocabulary (page 133)*

1 **Read the Internet article.** **Then complete the sentences on the right.**

WHAT IS CLOUD COMPUTING?

Cloud computing, often referred to as "the cloud", provides on-demand computing resources over the Internet. In other words, storing and accessing information and programs on the Internet instead of on your computer's hard drive.

ADVANTAGES:

- Elasticity – scale up or down quickly and easily according to your needs
- Pay only for what is used
- Self-service access available for all the IT resources needed
- System managed by the service provider

DISADVANTAGES:

- Dependency on service providers
- Dependency on reliable Internet connection
- Potential security risks

CLOUD COMPUTING LEXICON

SaaS: Software as a Service provides the user with cloud-based applications which a third-party owns and operates. Payment can be per usage, by subscribing or even free.

PaaS: Platform as a Service provides infrastructure on which software developers can develop new applications.

1. When cloud computing, you use programs on ....., not on ..... .
2. When cloud computing, customers use and pay for resources according to ..... .
3. When cloud computing, the user depends on ....., as well as on ..... .
4. Users of SaaS get ....., but users of PaaS can create their own ..... on infrastructure which is provided.
5. Using a public cloud is not expensive because the ..... .
6. Using a private cloud is more secure because the service is provided to ..... .

2 **A small business owner (A) and an IT consultant (B) are discussing cloud computing. Listen to the dialogue and fill in the missing words.**

A: Why should we switch to using [1] ..... for our business?

B: Well, you can get rapid access to innovative business applications and programs.

A: Would it cost the business more [2] ..... ?

B: No, you only pay for the server resources you use.

A: What is the maximum free storage space I'm allowed?

B: This depends on the [3] ..... you decide to use. Many of them offer no storage limit.

A: Can I change the amount of space according to my [4] ..... ?

B: Yes, you can scale up and down as your business demands.

3. You don't have to worry about viruses affecting your software.
4. Storage space is flexible.
5. Servers are operated by the suppliers.
6. A private cloud is more secure than a public cloud.

Working with Words

5 Match A to B to form words or phrases. Then listen and repeat.

A	B
1. self-	a. user
2. third-	b. service
3. on-	c. per usage
4. payment	d. party
5. multi-	e. demand

6 Copy and complete the sentences below with the words and phrases from Exercise 5.

1. You don't pay a monthly fee. It's a ..... system.
2. ..... means that a lot of people are connected to a system.
3. There are no workers to assist you. It's ..... .
4. The two companies called in a ..... to help them with an important decision.
5. It's a good company. They provide ..... service 24 hours a day.

7 Listen and repeat the words in colour. Then decide which sentences are logical.

1. One of the advantages of working with wireless equipment is that you are free to move around.
2. If you manage a business, you are responsible for it.
3. All companies want to decrease the number of clients visiting their website.
4. A business' needs are the things that are required to operate it.
5. In computer networks, bandwidth is the amount of data that can be carried from one point to another at a specific time.
6. When you scale down the size of something, it becomes bigger.
5. A risk is a situation that *doesn't / might* involve danger.
6. If you find software that is suitable for your business, you *should / shouldn't* consider buying it.
7. If an item is affordable, you *have got / haven't got* the budget to buy it.
8. You scale up something when you want to *reduce / enlarge* the size of it.

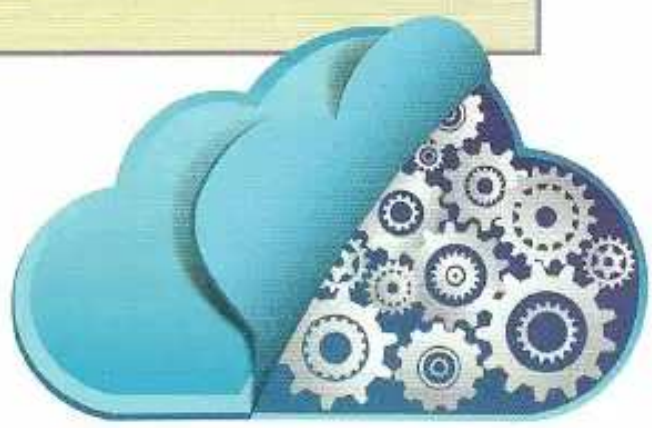
9 Copy and complete the sentences. Use the words in bold to help you.

1. If something is **affordable**, you ..... pay for it.
2. When something is **ideal** for you, you don't need to look for anything ..... .
3. When you put your money at **risk**, you might ..... it.
4. A **self-service** restaurant hasn't got any ..... .
5. If you **decrease** the number of your employees, you won't have as ..... as you had before.
6. **Payment per usage** means you don't pay a ..... fee.

Your Turn

Student A: You are the owner of a medium-sized business. You are asking a representative of a cloud computing company some questions. Use the topics on page 90 to ask the questions. Then decide whether to use a private or a public cloud.

Student B: You are a representative of a cloud computing company. Answer the client's questions. Use the information on page 99.



Writing Task, page 113 | *Workbook, page 36*

18 Online Safety

> *Getting Started: Vocabulary (page 134)*

1 Read the online advice page. Then decide which tips on the right are mentioned in the article.

How to Stay Safe Online

BLOGS ADVICE CONTACT

With more and more people completing transactions online, digital safety has become an important factor. Today, more than ever, you must take precautions to ensure your personal information is safe from hackers and thieves.

1 PASSWORD PROTECTION:

- Never share your passwords with anyone or include them in e-mails.
- Password protect all sensitive files on your computer.
- Use a sentence that is at least 12 characters long to create a strong password.

2 SOCIAL MEDIA:

- Protect against identity theft. Don't make your personal information public.
- Adjust your privacy settings to limit who can see your profile. If you don't want to risk everyone seeing your photos, don't post them online at all.
- Don't make your holiday plans and live photos public. Thieves will know when your house is empty.

3 E-MAIL:

- DON'T open, click on a link or reply to an e-mail if you don't know who sent it to you.
- Use filters to block unwanted e-mails such as:
  i. Phishing – fake or fraudulent e-mails to trick users into sharing their personal information like credit card details, user names and passwords.
  ii. Bulk e-mails – e-mails sent to millions of people. They may contain links or downloads with viruses or spyware which can corrupt your computer.

4 SAFETY FOR CHILDREN:

- Use parental control options to block undesirable websites, videos and content.
- Monitor your children's use of social media and browsing.
- Instruct young children and teens about online safety. Teach them not to 'make friends' with everyone. People may hide behind a false identity.

Tips:

1. Don't give your passwords to other people.
2. Use a different password for each account.
3. Use privacy control. Only let certain people view your personal details.
4. Report spam to your e-mail client.
5. Use filters to reduce spam.
6. Check your children's use of the Internet and social media.

2 Two colleagues are discussing Internet security. Choose the correct answer. Then listen to the dialogue and check your answers.

A: Hi, Katie. My daughter was surfing the web last night and I noticed some undesirable content that I didn't want her to see. I need to block certain [1] *e-mails / websites*. Do you know how I can do this?

B: It's easy, Wendy. You can set up your PC to monitor what your children are viewing. It will also keep them away from certain games and sites. You can even set limits on how much time they spend online.

A: You mean I can actually [2] *limit / decide* what sites the browser finds?

B: Sure. Almost all browsers and social media websites have Parental Controls or Privacy Settings.

A: Where do I find the Parental Controls on Google? How do I [3] *set / do* them?

B: In your browser, go to Search Settings on the right-hand side of the screen. Under "SafeSearch filters", check the box next to "Turn on SafeSearch". Then at the bottom of the page, click "Save".

A: How does this help?

B: When someone does a search in their browser, this filters the search results and eliminates undesirable videos and websites.

A: Is it completely [4] *safe / sure*?

B: It's not 100% accurate. However, it helps protect children from most of the [5] *relevant / inappropriate* search results.

Remember: Do all activities in your notebook.

3 Practise the dialogue in Exercise 2 with a partner. Pay attention to the sentences in colour.

4 Read the dialogue in Exercise 2 again.

8 Listen and repeat the words in colour. Which pairs of sentences have got a similar meaning?

1. a. You should delete an e-mail that seems suspicious.

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

A

1. Wendy
2. Katie
3. A SafeSearch filter
4. Many social media sites

B

a. may not eliminate all inappropriate material.
b. didn't know that parents can limit online access.
c. have got parental controls.
d. recommends filtering search results.

Working with Vocabulary

5 Match A to B to make expressions. Then listen and repeat the expressions.

A	B
1. identity	a. settings
2. parental	b. public
3. make	c. protect
4. privacy	d. theft
5. password	e. control

6 Copy and complete the sentences below with the expressions from Exercise 5.

1. Think twice before you ..... your private information ..... .
2. Using ..... , you can adjust what different people see on your Facebook page.
3. ..... is a very serious crime.
4. ..... your account with a combination of letters, numbers and symbols.
5. Fathers and mothers should think about putting ..... onto the family PC.

7 Listen and repeat the words in colour. Then choose the correct answer.

1. A hacker / profile contains a person's personal information.
2. Using another person's credit card without permission is fraudulent / undesirable.
3. It's important to ensure / hide your children are safe on social networking sites.
4. A firewall can trick / block unauthorised users from accessing a network.
5. Do you think parents should post / monitor their children's access to the Internet?
6. Viruses can corrupt / risk the information on your computer files.

b. If you don't know the source of an e-mail, throw it out.

2. a. Phishing messages look like they come from a reputable company.
   b. Reputable companies send messages as a way of getting more customers.
3. a. Adware collects information about users' Internet activities.
   b. Adware analyses which websites a user visits.
4. a. Thieves can use your credit card details to purchase products from websites.
   b. Most people use their credit cards to purchase online today.
5. a. Companies often send out bulk e-mails.
   b. To get to all their clients, companies send out thousands of e-mails at the same time.

9 Match A to B to form sentences.

A

1. You could meet undesirable people
2. A hacker can change
3. Fake e-mails can trick users into
4. Learn how to hide your online identity
5. You can post a helpful reply
6. You risk losing your privacy

B

a. giving away vital information.
b. on social networking sites.
c. when you share too much personal information.
d. on this forum.
e. and be anonymous on the web.
f. information on your computer system.

Your Turn

Listen to the conversation between a bank employee and a client. Copy and complete the chart. Then tick (✓) the correct columns.

Who ... ?	Client	Bank Employee
1. reported the scam		
2. was suspicious because of the logo		
3. knew about the phishing		
4. wanted to prevent this from happening again		
5. will adjust the filters		

Protecting Your Business

> Getting Started: Vocabulary (page 134)

1 Read the e-mail. Then choose the correct answers to the questions on the right according to the text.

To: IT Managers
From: Sam Brown: Network Administrator
Subject: Company Cyber Security Meeting

Following last week's cyber attack attempts, we all need to reassess security to protect our business. Please read the agenda points below before our meeting. It is essential that ALL managers attend.

1. Establish better network security: Buy new antivirus software with 'real-time' protection to make sure we are better protected against viruses, spyware and other malicious codes. Check which new vendors regularly provide patches and updates to their software.

2. Secure our network: Check the firewall and encrypting information. Make sure the WiFi is secure and hidden. To safeguard from unauthorised access, implement password protection on the router.

3. Establish stronger security policy for all employees: Consider implementing multi-factor authentication for employees to gain entry to sensitive data. Administrative privileges should be limited to IT managers only. Make sure all employees are aware of the penalties if they violate the business' cyber security rules.

4. Research new backup system: Install a more innovative program to perform daily backup which also includes an effective recovery solution. An alternative backup for storing copies off-site or on the cloud is also essential.

5. Redesign policy on payments: Check our authentication system with the bank and credit card companies before we open our e-commerce site. It is imperative we use the most trusted validation tools and anti-fraud services.

Tip!
Multi-factor authentication combines two or more independent credentials: something the user knows, such as a password or a secret question; something the user has got, such as a bank card; and biometric verification.

1. Sam Brown is insisting that ..... .
   a. IT managers participate in the meeting
   b. all employees read the agenda
2. Sam Brown believes that the company needs to ..... .
   a. update its antivirus software
   b. replace its antivirus software
3. The company has got cyber security rules ..... .
   a. which allow employees to see all data
   b. which employees mustn't violate
4. The company would like a backup program which ..... .
   a. provides a way to recover data
   b. stores data on the cloud
5. The company is planning to ..... .
   a. sell products online
   b. redesign their products

2 An IT security advisor (A) is giving security advice to a business owner (B). Number sections A-C in the correct order to form a dialogue. Then listen to the dialogue and check your answers.

A
B: Yes. How else can we make sure our network is completely secure?
A: You should consider installing a VPN – a virtual private network. It offers a much better level of security.
B: How does that work?
A: It works as a private network, even though you are using a public network.

B
A: Hi, Mathew. What seems to be the problem?
B: Well Jack, last month we had a serious security breach even though we had installed new anti-virus software.
A: When did you last download an update?
B: Oh! I'm not sure.
A: You need to check for software updates at least once a month.

C
B: OK, I'll get the IT staff to check that.
A: Is there anything else that you're concerned about?
B: Yes, some employees have complained that sometimes they can't access all the programs they need.
A: It sounds like we need to reassess the firewall settings. I'll adjust the settings for you. Have you got any other questions?

3 Practise the dialogue in Exercise 2 with a partner. Pay attention to the sentences in colour.

Remember: Do all activities in your notebook.

4 Read the dialogue in Exercise 2 again. Then decide whether the sentences are true, false or the text doesn't say.

1. Mathew's company has got new anti-virus software.
2. Mathew updated his new anti-virus software last month.
3. Employees now get increased access to more programs.
4. Adjusting the firewall settings will prevent the employees from accessing programs.
5. Jack recommends reducing risk by using a private network.

Working with Vocabulary

5 Listen and repeat the words in colour. Then replace the words in bold with the words in colour.

safeguarded • gain entry to • establish
agenda • attempted

1. We weren't able to **get into** the factory.
2. The manager wanted to **create** a new department.
3. Hackers **tried** to get into the bank's network.
4. Before the meeting, we received the **list of the topics to discuss**.
5. Make sure your computer is **protected** from malware.

6 Listen and repeat the words in colour. Then match A to B to form sentences.

A

1. A cyber attack on a government
2. E-commerce is a business transaction
3. If we encrypt all the customer data,
4. Malicious code is used to
5. Special data recovery software
6. Tools are a set of basic accessories
7. A VPN (Virtual Private Network) is a private network

B

a. for software developers.
b. can help you find deleted files.
c. damage data, files and computing systems.
d. over the Internet.
e. built over a public infrastructure.
f. it will be protected.
g. can cause chaos.

7 Listen and repeat the words in colour. Then use them to complete the dialogues.

1. real-time protection • aware of
multi-factor authentication

A: Is your network secure?

B: Yes. I am [1] ..... the problem, so I've got some good [2] ..... .

A: Have you considered using [3] ..... ?

B: Yes, I have, but I've decided not to do that at the moment.

2. penalty • reassess • breach • sensitive

A: We had a data [4] ..... last week, so our company is very [5] ..... about security. I can't give you my password.

B: What's the [6] ..... for doing this?

A: The manager will [7] ..... my contract and I could find myself without a job.

8 Choose the correct answer.

1. This is *sensitive / trusted* information, so please don't discuss it with anyone.
2. Releasing this information is considered a security *tool / breach*.
3. You need to *safeguard / attempt* your network against unauthorised entry.
4. What is the *penalty / agenda* for coming late to work?
5. Hackers were able to *gain entry to / establish* the accounting system.

Your Turn

Student A: You are a security administrator. Ask your security advisor to help you solve some problems. Use the chart on page 91 to tell him / her your problems and record the solutions.

Student B: You are an IT security advisor. Provide solutions for your client using the information on page 99.

Writing Task, page 114 | Workbook, page 38

19 Applying for a Job

> Getting Started: Vocabulary (page 135)

1 Read the job advert. Then decide if the sentences below are true or false. Copy the phrases that gave you the answers into your notebook.

A growing manufacturing company is looking for a
SYSTEM ADMINISTRATOR ASSISTANT
to be responsible for installation, configuration and support of all business computer systems.

Responsibilities include:
* installing, updating and maintaining servers and operating systems
* configuring hardware and peripherals
* performing daily backup operations
* creating and updating user accounts
* providing technical support to staff

Job requirements:
* computer science certificate
* minimum three years' previous experience
* excellent problem-solving skills
* system administration certification in Linux and Microsoft
* ability to work under pressure
* ability to work overtime
* excellent people skills

Send CV to **jobs@manunet.com**

The system administrator assistant ... .

1. will purchase peripherals for the company
2. will make sure all the company data is backed up
3. will be responsible for troubleshooting
4. needs to have a university degree in computer science
5. needs to have training from specific vendors
6. does not need work experience
7. will only work conventional hours
8. will need to interact with colleagues

2 The Human Resources Director (A) is interviewing a candidate (B) for the job of system administrator assistant. Listen to the dialogue and choose the correct answers.

A: Good afternoon. I'm Harry Brink, the director of Human Resources.

B: [1] *Nice / Pleased* to meet you, Mr Brink. I'm Caroline Rand.

A: [2] *Have a seat / Come in*, Caroline. I've got a few questions for you. Can you tell me about your educational background?

B: I've got a vocational diploma in computing and information technology and I've just completed a course from MITOPEN Courseware in [3] *operating systems engineering / programming*.

A: What is your experience installing and configuring operating systems?

B: I gave technical support to [4] *staff / customers* at Grants for two years. After that, I became the assistant IT administrator.

A: Why did you leave?

B: They moved their offices to another [5] *city / country* and I couldn't move at that time.

A: So, why do you think you are a good candidate for this job?

B: Well, I'm hard-working, responsible, willing to work in a team and I know how

6. *important / essential* it is to keep up with fast-growing technologies.

A: Well, thank you for coming to meet me. I'll be in touch.

B: Thank you. It was nice meeting you.

Remember: Do all activities in your notebook.

3 Practise the dialogue in Exercise 2 with a partner. Pay attention to the sentences in colour.

4 Read the dialogue in Exercise 2 again. Then copy and complete the sentences.

1. Harry Brink is ..... .
2. Caroline has got a vocational diploma in ..... .
3. Before Caroline left Grants, she worked as ..... .
4. Caroline wasn't able to continue working at Grants because ..... .
5. Caroline describes herself as ..... .

Working with Vocabulary

5 Listen and repeat the words and phrases in colour. Then use them to complete the sentences.

vocational training • people skills
certification • secondary school • team
educational background • experience
fast-growing technologies • overtime
under pressure

1. Some people prefer working alone, not in a ..... .
2. What is your ..... ? Did you study at university?
3. We gave the job to Patricia Rose because she had a lot of ..... in handling customer complaints.
4. I'm working late. I'll have to do some ..... .
5. Mr Ross makes sure to get updates and information on ..... .
6. It isn't easy to work ..... , especially when you're a new employee.
7. You will give technical support to our customers, so you need patience and good ..... .
8. I've got ..... as a Network System Technician from the Electronics Technicians Association.
9. I finished ..... when I was 18. Then I did ..... in electronics.

6 Listen and repeat. Then write four pairs of words with opposite meanings in your notebook.

outgoing • insecure • hard-working
organised • relaxed • lazy • responsible
confident • shy • highly skilled • nervous
knowledgeable

7 Choose the correct answer.

1. Amanda is *hard-working / confident*. She's at the office from 7 am to 7 pm every day.
2. It's my first day at this job. I'm so *lazy / nervous*!
3. Is Dan *responsible / knowledgeable*? Does he always finish his projects on time?
4. Tim is an excellent software tester. He's very *organised / relaxed*.
5. Chloe isn't a good marketing representative. She's too quiet and *outgoing / shy*.
6. You can't offer such a low salary to a *nervous / highly skilled* candidate.
7. Lisa is showing me how to search for statistics. She's very *knowledgeable / insecure* about the Internet.

Your Turn

Listen to a radio presentation on interviewing tips. Which tips does the presenter mention?

1. the importance of arriving on time
2. how to dress for an interview
3. how to greet the interviewer
4. how to answer questions
5. what documents to bring
6. organising your documents
7. which questions to ask the interviewer
8. the importance of smiling

Tip!

The words below belong to the same word family. How do you say these words in your language?

employment • employer • employee
interview • interviewer • interviewee

Interviewing

> Getting Started: Vocabulary (page 135)

1 Read the interview form. Then answer the questions below.

INTERVIEW FORM

Name: Caroline Rand Telephone: 056837492

Address: 45 East New Union Rd, Bradford E-mail: CRand@qnet.uk

Education: ☑ secondary school ☐ university

☑ vocational computing and information technology, operating systems engineering

Skills: knowledge in Windows and Linux operating systems, HTML, C++

Languages: English (native), German (intermediate)

Work experience: Computer support technician – 2 years Grants Company LTD.

Assistant IT administrator – 6 months Grants Company LTD.

Interviewer: Harry Brink Date: 10th August

Suitability for position: hardworking, knowledgeable about subject, diligent, fast learner

Schedule a second interview: ✓ Yes ___ No

Starting Salary: £18,000

1. In which city does Caroline live?
2. Did she study at university?
3. What computer languages does she know?
4. What languages does she speak?
5. How many interviews at the company has she had so far?

2 Harry Brink (A) is interviewing Caroline Rand (B) a second time. Listen to the dialogue and fill in the missing words.

A: Hello, Caroline. It's nice to see you again. Please [1] ..... .

B: Thank you. I'm glad to be here.

A: As I told you on the phone, we'd like to offer you the job, but I want to go over a few [2] ..... .

B: Sure.

A: This job will require working at least three evenings a week. How do you feel about that?

B: It's [3] ..... . I can be flexible about my time.

A: Good to know. Have you got any questions for me?

B: I'd like to ask, what salary can I expect?

A: Well, the starting salary is £18,000 per annum and you'll work a 40-hour week. There may be overtime if we have serious technical problems.

B: That seems fair. What about holiday time?

A: You get 22 days annual holiday leave and 10 days of paid sick leave. You also get [4] ..... insurance and

retirement benefits.

B: I'd like to ask you about opportunities for advancement. Do you send employees on courses?

A: We expect our staff to keep up-to-date on changes in the field, so we encourage our staff to take certain courses.

B: It sounds like a perfect job for me.

A: Good. So will you be able to start on [5] ..... at 9.00?

B: Yes, that will be fine. I'm looking forward to it. Thank you, Mr Brink.

3 Practise the dialogue in Exercise 2 with a partner. Pay attention to the sentences in colour.

Remember: Do all activities in your notebook.

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

A	B
1. £18,000	a. holiday time
2. 40	b. number of hours per week
3. 22 days	c. starting time on first day
4. 10 days	d. salary per year
5. 9.00	e. paid sick leave

Tip!
In English, we say you *go **for** a job interview.*

Working with Vocabulary

5 Listen and repeat the words in colour. Then use them to complete the sentences.

temporary • permanent

1. I'm looking for a ..... job. I want to work in the same place for a few years.
2. This job is probably for three months. It's only a ..... job.

retirement benefits • starting salary

3. The ..... is €9 per hour.
4. What are the ..... at your new job?

hire • retire • fire

5. I really want this job. I hope they'll ..... me.
6. Mr Anderson has worked in the IT department for 40 years. He's going to ..... next week.
7. I'm worried the company will ..... me for sleeping at my desk.

shifts • schedule • recruit

8. Does your company ..... many students?
9. The desktop support technicians provide 24/7 support, so they work in 12-hour ..... .
10. Every Friday, the staff get their ..... of hours for the following week.

6 Listen and repeat the words in colour. Then use them to complete the sentences.

7 Listen and repeat the words in colour. Then match the words in A to their definitions in B.

A

1. sensitive
2. diligent
3. easy-going
4. creative
5. energetic

B

a. has got original ideas
b. pleasant and relaxed
c. hard-working
d. active, dynamic
e. is aware of other people's feelings and behaviour

8 Read the sentences and choose the correct answer.

1. Are you flexible about your hours?
   a. No, I don't want to work shifts.
   b. No, I don't want a temporary job.
2. Tom is very ambitious.
   a. He's also a fast learner!
   b. He's not interested in a career.
3. Two support technicians were fired.
   a. Were they too flexible?
   b. Were they temporary workers?
4. My starting salary is low.
   a. Well, at least there aren't any retirement benefits.
   b. Well, at least the work isn't hard and the hours are easy.
5. It's great they hired Melanie as a web designer.
   a. Yes, she's really creative.
   b. Yes, she's sensitive.

Your Turn

Student A: You are the head of IT and are interviewing a candidate for a job as a software tester. Ask questions to complete the interview form on page 91. Then discuss work hours, salary and benefits.

Listen and repeat the words and phrases in colour. Which sentences are true for you?

1. I'm very ambitious. I want a good career.
2. I'm not very flexible about hours. I can only work for certain hours.
3. I'm very industrious. I work hard and get a lot done.
4. I'm a fast learner. I don't need a lot of explanations.
5. I'm not very good at multi-tasking. I can't do more than one thing at a time.

work hours, salary and benefits.

Student B: You are applying for a job as a software tester. Answer the interviewer's questions. Use the personal information on page 99. Then ask questions about work hours, salary and benefits to complete the chart.

Writing Task, page 115 | *Workbook*, page 40

20 Preparing a CV

Getting Started: Vocabulary (page 136)

1 Read the tips for preparing a CV. Then answer the people's questions below.

Tips for writing a CV

- Do not write a CV by hand – use a computer.
- Make sure that your headings are clear.
- Use the spell-check on your computer.
- The headings you should include are: Personal details, Education, Work experience, Languages, Skills and References.
- **Personal details:** Include name, home address, date of birth, phone number and e-mail address. Other details you can include are your gender and nationality.
- **Education:** Include all relevant courses. State where you studied. Always start with the most recent place you studied.
- **Work experience:** Write your most recent place of work first. Give an accurate job description. You can also include any part-time work that you have done.
- **Languages:** Mention any foreign languages you speak.
- **Skills:** List computer skills or any other skills that are relevant to the job.
- **References:** Ask two people if they would be prepared to give you references – one should be from a place where you studied and the other should be from a place where you worked.

Janet

1. How many headings should I include in my CV?

Bruce

4. Should I include my hobbies and sports?

Alice

2. Is it a good idea to mention part-time work I've done?

Adam

Diane

3. I speak French, but knowledge of foreign languages doesn't appear in the job requirements. Should I mention being fluent in French?

5. Who should I get to write a reference for me?

2 Match the information below to the correct heading on the CV.

1. 2012-2013: Network Administrator, Davidson's Electronics. .....
2. dana3@jmail.com .....
3. Date of Birth: 26th August, 1992. .....
4. 2010: Certificate in Network Administration – Computer Training School. .....
5. Installing, configuring and administering network technologies. .....

Tip! A CV is also called a résumé.

Remember: Do all activities in your notebook.

Working with Vocabulary

3 Listen and repeat the words in colour. Then read the sentences and choose the correct answer.

1. What are your career objectives?
   a. I hope to be a web designer.
   b. I hope to finish school next year.
2. What is your date of birth?
   a. It was last week – 20th May.
   b. 20th May, 1993.
3. Are you fluent in any other languages?
   a. Yes – in German and Russian.
   b. I've taken a beginner's course in French.
4. What is your current job?
   a. I've taken a course in information technology.
   b. I work as a computer programmer for AAI Computer Games.
5. What computer skills have you got?
   a. I've got a good knowledge of hardware and software applications.
   b. I bought a new computer last month.
6. Have you got any references?
   a. I am very outgoing.
   b. Yes, they are listed on my CV.
7. What personal details do you need?
   a. Include any programming courses you've taken.
   b. Include your address and phone number.
8. What is your job description?
   a. I provide technical assistance to customers by phone.
   b. I work on Monday and Friday.

5 Copy and complete the sentences with words from Exercises 3 or 4.

1. Miguel isn't married. I don't know if he's ..... or ..... .
2. I can perform computer repairs but I have never had any ..... in computers.
3. When I graduated from university, I received a ..... .
4. Your gender, marital status and nationality are ..... .
5. Solving technical problems is my main responsibility in my ..... .
6. You must be ..... in English in order to apply for a job as a software tester here.

Your Turn

Jason is being interviewed for a job. Listen to the interviewer and Jason discussing his CV. Choose the correct answer.

1. Jason has worked in the IT department of Rightprice Supermarkets for … .
   a. two years
   b. four years
2. Jason provides support to … .
   a. the company's customers
   b. the company's workers
3. Jason has got experience in … .
   a. installing software
   b. programming software
4. Jason's qualifications include a … .

b. I work on Mondays and Fridays.

4 Listen and repeat. Then copy and complete the chart with the words or phrases.

graduate • married • single • gender • male
certificate • divorced • Bachelor's degree
female • formal training • marital status

Personal Details	Education

a. Bachelor's degree in computer sciences
b. Computer Technician Certification

5. Jason wants to work … .
   a. part-time
   b. full-time

Writing a CV

1 Read the covering letter and the CV. Then choose the correct answer below.

From: Rebecca Webber
To: pgrander@jobs.mizo.net
Subject: IT support

Dear Ms Grander,

I'm writing in reference to the position of IT support as advertised on Job4U.uknet.uk. Please find my CV attached.

If you require further information, please do not hesitate to contact me.

I look forward to hearing from you.

Yours sincerely,
Rebecca Webber

CURRICULUM VITAE

Personal details:

Name: Rebecca Webber
Date of birth: 16th June, 1995
Telephone number: 01738 367683
E-mail address: ReWeb@ynet.uk

Education:

2013-2014: Cyber Security courses, Coursara
2012-2013: Business Technology Management courses, Coursara

2010-2012: Computer Management Certification, two years, Institute of Technology

Work experience:

2014-present: IT Business Support, Preston Trades
Responsibilities: troubleshooting via telephone, e-mail, and remote support tools to diagnose technical issues, assisting in maintaining operating systems, applications, networks, servers and peripherals

Languages: English (native), German (advanced)

Skills: MS Office, HTML, JavaScript

References: Samuel Robins
Head of IT, Preston Trades
23 Centre Ave
Manchester
01748 498633

1. What is the purpose of a covering letter?
   a. to give basic information about a person
   b. to say what job a person is applying for
   c. to recommend a place of work
2. What is the purpose of a CV?
   a. to say why a person wants a job
   b. to give a job description
   c. to give information about a person's qualifications for a job
3. What is NOT one of Rebecca's responsibilities at Preston Trades?
   a. identifying technical issues
   b. maintaining servers
   c. support for mobile phones

Tip!
It is common today to send a covering letter and CV by e-mail.

Remember: Do all activities in your notebook.

2 Answer the questions according to the CV and covering letter in Exercise 1.

1. Who is Rebecca sending the CV to?
2. Where did she see the advert?
3. When was Rebecca born?
4. Where did she study?
5. Is Rebecca working now?
6. How many languages does she speak?

3 Look at the CV in Exercise 1 again. What two things are missing from the CV? Use the tips for writing a CV on page 80 to help you.

Tip!
When writing a covering letter, write *To Whom It May Concern* when you don't know the name of the person you are writing to.

Your Turn

Imagine you are applying for one of the jobs in the adverts below. Write your CV and covering letter in the Workbook, pages 106 and 107.

A

IT Operations Specialist

for international engineering firm

Must have at least 3 years' experience in maintaining corporate applications, Linux servers, LAN, WAN and Security. Shift work at weekends.

Contact: JeffC@DBS.com

B

Web Developer

required for online marketing firm

Creating and managing sites, including familiarity with MySQL and PHP.

Contact: support@MARCfirm.uk

C

Helpdesk Support

required for local university

Part-time job. Must have knowledge of MS Windows and good people skills.

Contact: ITJobs@net.ac.uk

D

IT Operations Support

needed for local government

Provide technical support for servers and applications. Great benefits.

Contact: govjobs@gov.uk

E

Web Designer

for Sports Town

Experience in B2C websites. Expert in HTML, CSS, JavaScript and knowledge of browser workings.

Contact: DanC@sportstown.net

Workbook, page 42

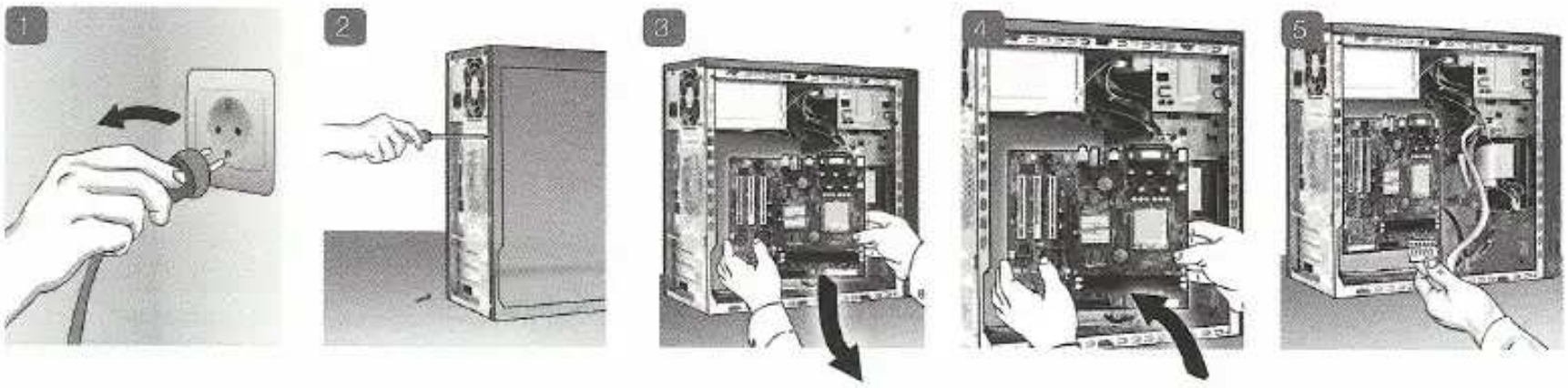
Pairwork: Student A

1 From page 7

2 From page 11

1 **You need help removing an old hard drive and installing a new one. Ask your partner for help.**

2 **Help your partner to remove an old motherboard and install a new one. Follow the diagrams below to give instructions.**



3 From page 15

Inventory Questions

- *Types of printers? How many?*
- *Enough microphones and headsets?*
- *More webcams needed?*
- *No wireless keyboards? Why?*
- *So many mouses? Why?*

 Remember: *Do all activities in your notebook.*

4 From page 19

Summer Offers

HOME PRODUCTS SPECIALS ABOUT US

TOP-OF-THE-RANGE X56 LAPTOP

500 GB

CHARACTERISTICS:
Slimline
Powerful and superfast

REVIEWS: ◉◉◉◉○

PRICE: €699

PRACTICAL STUDYTOP LAPTOP

300 GB

CHARACTERISTICS:
Compact, reliable and economical
High-resolution, wide screen

REVIEWS: ◉◉◉○○

PRICE: €535

5 From page 23

Thursday

Job Location: Simpson's + Co

Directions: Go past train station – their office building is on the right.

Problem: Computers running slowly

Job: Check for viruses. Reinstall anti-virus system.

Friday

Job Location: .....

Directions: .....

Problem: ..... on computer network

Job: Recover information from .... onto computer system.

Notes: Mrs Carter ..... .

Remember: *Do all activities in your notebook.*

Pairwork: Student A

6 From page 27

Student A: Greet the caller and give the name of the company.

Student B: Reply and ask to speak to Jerry Gold.

Student A: Try to put the call through. Then say Jerry Gold is unavailable and give a reason:
out on-site or on the other line or at lunch

Student B: Ask Student A if you can leave a message.

Message for Jerry Gold:

.....

.....

.....

Student B: Ask Student A if you can leave a message.

Student A: Say yes and take the message.

7 From page 31

CUSTOMER INFORMATION
Name of Company: Magic Electrics
Customer Number: ME357
Name of Contact Person: Jake Ronalds
Invoice Number: 007865
Product: Intel Pentium processor
Under Warranty Until: one year after delivery date
Customer's Complaint: Yesterday we received a processor with defects. The cooling system doesn't work.

8 From page 35

***Remember:** Do all activities in your notebook.*

9 From page 39

Problem 1: You want to create more space on your smartphone. You don't know how to do it.
Problem 2: The sound on your smartphone isn't working. You can't hear your phone ringing.
Problem 3: You want to install the latest version of an app because the old one has stopped working.

11 From page 47

Student A: Find out from the customer what his / her software needs are.

Student B: Explain to the software vendor what you need the software to do for your company.

Student A: Find out if the buyer needs the software for a long time.

Student B: Explain your future plans. Ask about a demonstration.

Student A: Tell the client about the free demo and explain to him / her how to get it.

Student B: Ask the software vendor about support and maintenance.

Student A: Explain the assistance your company gives.

Student B: Thank the software vendor for his / her help.

Remember: *Do all activities in your notebook.*

Pairwork: Student A

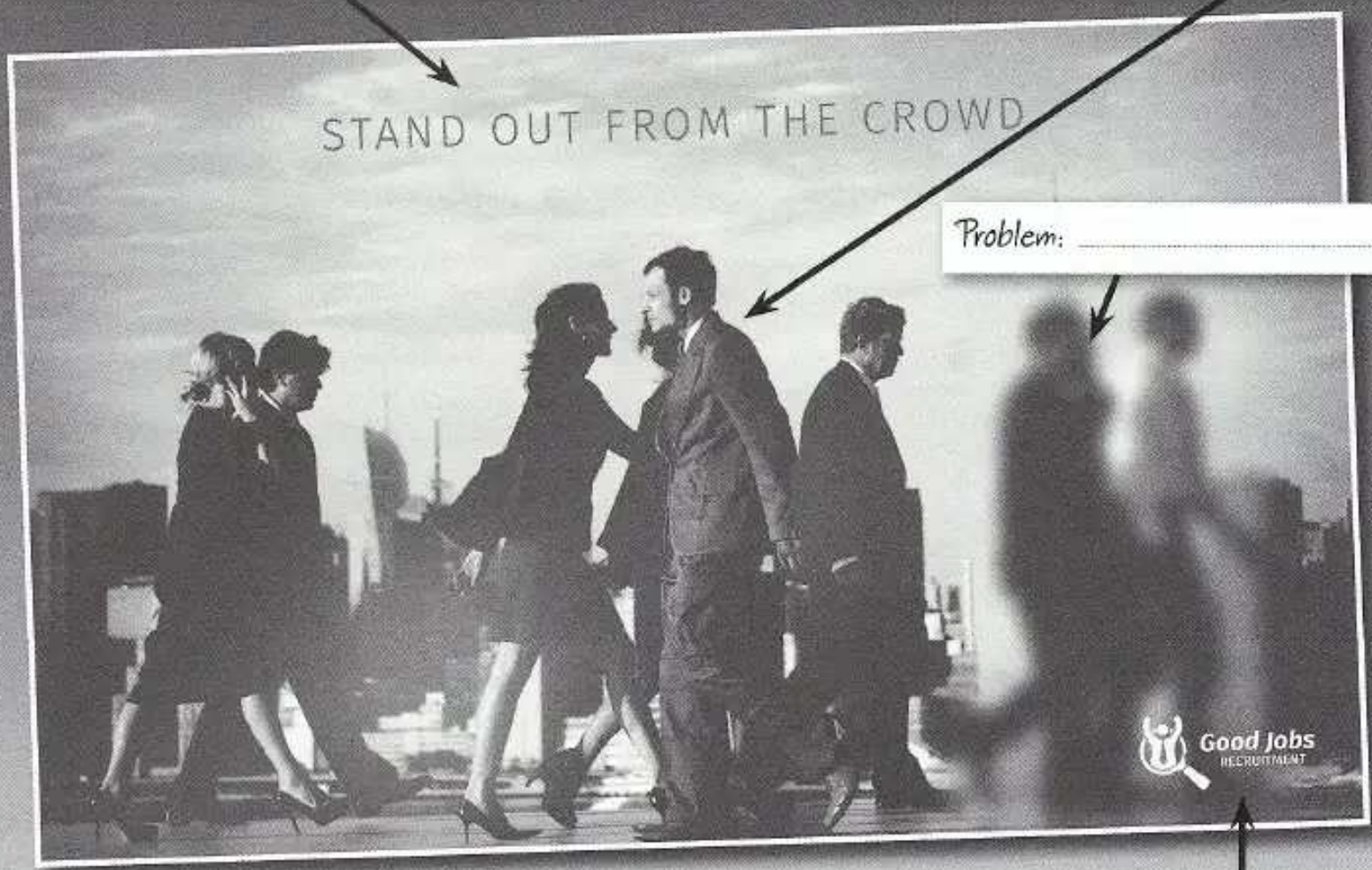
12 From page 51

Client's instructions

The image needs some editing.
I need to see advert before Friday.

Problem: .....

Problem: .....



Problem: .....

Problem: .....

 Remember: *Do all activities in your notebook.*

13 From page 55

CLIENT FILE

Account number	Customer (Company)	Contact person	Address	Telephone	Date of last invoice
B 349	Baxter & Co		25 Mill Street	7632916	24/9/16
	Davis Computers	Pat Marsh	16 Kelly Lane		31/7/16
J 905	Jobs for All	Fred Calvin [Manager]		6644991	3/3/17
L 617		Tom Sands	4 Compo Village	4545456	
	Trinity Hospital		Medical City		16/4/17

New client
MICROCOMP
Tel: 7634231
Contact: Pete Murray [owner]
Address: 26 Market Place
Acc #: M 667
Date of last invoice: 28/10/17

New client
St. Helen's Girls School
Tel: 2327875
Contact: Kate Downs [Headmistress]
Address: 12 Oxley Street
Acc #: S 345
Date of last invoice: 03/10/17

14 From page 59

Work Order Form

Name of client: *ESSEM Electronics*
Address:
Telephone number: *01711 453 2194*
Number of floors: *1*
LAN WAN

EQUIPMENT REQUIRED:
Number of workstations: *30* Number of routers: *1*
Number of hubs: Length of cables:

Date and time for installation:

Remember: *Do all activities in your notebook.*

15 From page 63

Student B: Greet the client on the phone and introduce yourself. Ask the client what he / she needs.

Student A: Tell the technician you are having difficulties installing the Linux operating system.

Student B: Reassure the client and ask where he / she tried to download the system.

Student A: Answer the technician and tell him what you've done so far.

Student B: Find out how much free space the client has got.

Student A: Answer the technician about the free space on your drive.

Student B: Ask the client what bit version his / her computer is.

Student A: Answer the technician and explain what version your computer is.

Student B: Explain how to re-start the computer from the BIOS.

Student A: Tell the technician the installation was successful. Thank him / her for his / her help.

16 From page 67

Question 1: You've just bought a virtual reality game called *Gamer* and you want to know which accessories are necessary to play that game.

Question 2: You need to know the minimum requirements to fast stream in HD for the game.

Question 3: You aren't sure if you have the right version of Windows for the game to run.

17 From page 71

- the reason for using cloud computing
- the cost
- storage space
- additional advantages
- public or private

***Remember:** Do all activities in your notebook.*

18 From page 75

Your problems	Possible solutions
1. viruses	
2. recovering data	
3. unauthorised access	
4. secure network	
5. accessing programs	

19 From page 79

Job Information	
Position:	Software tester
Hours:	Monday-Friday 09:00-17:00
Starting salary:	£23,600 per annum
Holiday leave:	20 days a year
Paid sick leave:	10 days a year

INTERVIEW FORM

Name: .....

Address: .....

Telephone: .....

E-mail: .....

Education: ☐ secondary school ☐ university ☐ vocational .....

Skills: .....

Languages: .....

Work experience: .....

.....

Personality: .....

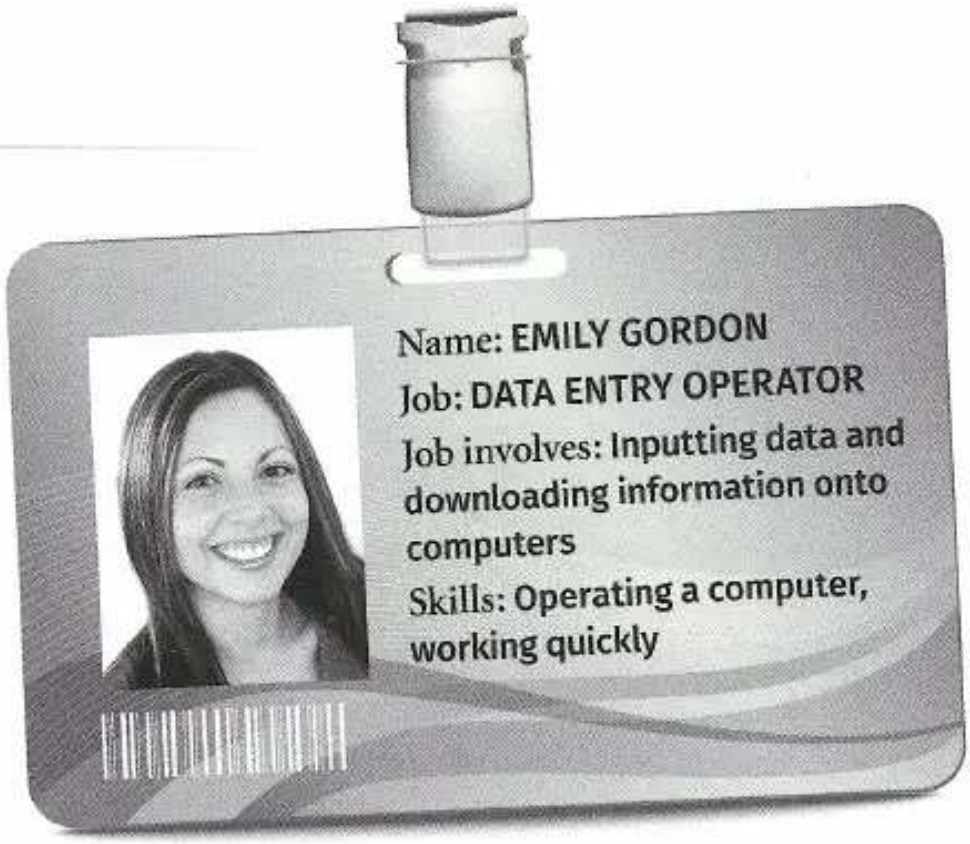
.....

Interviewer: Date: ..... Position: .....

Second interview: ☐ Yes ☐ No

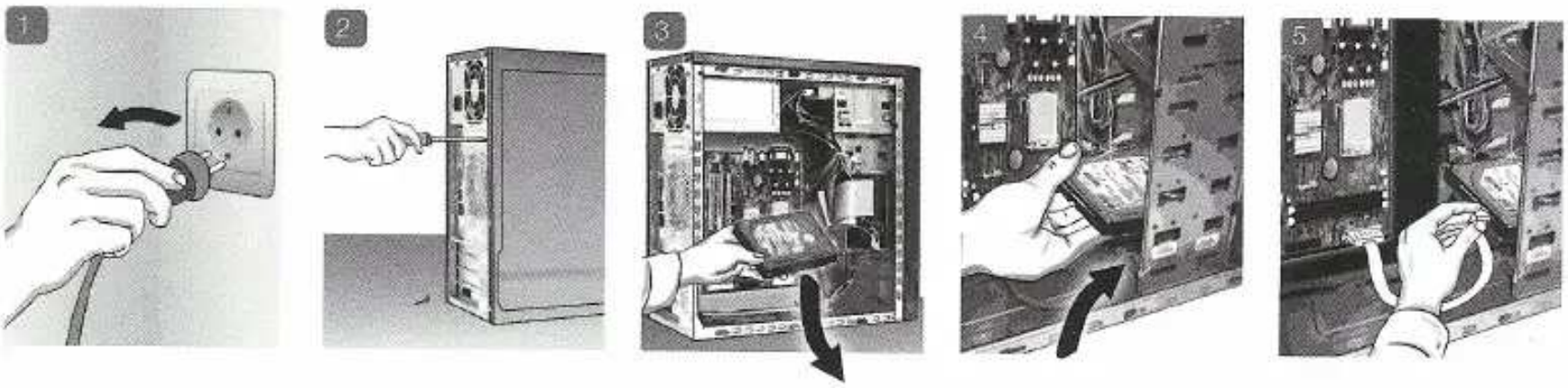
Pairwork: Student B

1 From page 7



2 From page 11

1 Help your partner to remove an old hard drive and install a new one. Follow the diagrams below to give instructions.



2 You need help removing an old motherboard and installing a new one. Ask your partner for help.

3 From page 15

Notes from inventory

- *Printers: Quick Jet – 26*
  PhotoSmart – 11
- *Standard Microphones – 15 – enough*
- *Headsets – 4– need to order a box of 10*
- *Webcams – 7 – should be enough for this month*
- *Wireless keyboards – none, waiting for order from supplier*
- *Mouses: standard – 13 – enough*

wireless – 60 – overstocked, supplier sent double order

 Remember: Do all activities in your notebook.

4 From page 19

TOP-OF-THE-RANGE X56 LAPTOP	PRACTICAL STUDYTOP LAPTOP
..... GB	..... GB
Characteristics:	Characteristics:
Reviews:	Reviews:
Price: €	Price: €

5 From page 23

Thursday

Job Location: .....

Directions: .....

Problem: Computers ..... .

Job: ..... .

Reinstall ..... .

Friday

Job Location: Post Office

Directions: It's opposite the library.

Problem: Lost information on computer network.

Job: Recover information from back-up system.
Reinstall data onto computer system.

Notes: Mrs Carter has got the password.

Pairwork: Student B

6 From page 27

Student A: Greet the caller and give the name of the company.

↓

Student B: Reply and ask to speak to Jerry Gold.

↓

Student A: Try to put the call through. Then say Jerry Gold is unavailable and give a reason:
out on-site or on the other line or at lunch

↓

Student B: Ask Student A if you can leave a message.

↓

Student A: Say yes and take the message.

7 From page 31

CUSTOMER COMPLAINT FORM

Name of Company:

Customer Number:

Name of Contact Person:

Invoice Number:

Product:

Product Under Warranty: ☐ Yes ☐ No

Customer's Complaint:

SOLUTIONS:

- ☐ correct the invoice and credit the customer
- ☐ offer a price reduction
- ☐ offer a discount for next order
- ☐ replace the item
- ☐ send a technician

- collect the item for repair
- offer compensation

 Remember: *Do all activities in your notebook.*

8 From page 35

9 From page 39

Problem 1: open settings → tap storage → tap each option (apps, images, videos, audio files, etc.) delete files you don't need

Problem 2: main menu → tap phone icon → type*#7353 → read menu → tap 'speaker' → activate

Problem 3: go to app store → download latest version → tap icon → tap upload, wait → follow instructions on screen → activate

11 From page 47

Student A: Find out from the customer what his / her software needs are.

↓

Student B: Explain to the software vendor what you need the software to do for your company.

↓

Student A: Find out if the buyer needs the software for a long time.

↓

Student B: Explain your future plans. Ask about a

TRANMORE'S SOFTWARE REQUIREMENTS

- *Your company is an electrical repair shop.*
- *New software needs to*
  i) take payments
  ii) track progress of each customer's job
  iii) record and monitor changing stock levels
  iv) maintain a customer database

Student B: Explain your future plans. Ask about a demonstration.

↓

Student A: Tell the client about the free demo and explain to him / her how to get it.

↓

Student B: Ask the software vendor about support and maintenance.

↓

Student A: Explain the assistance your company gives.

↓

Student B: Thank the software vendor for his / her help.

- *Want software for a minimum of 3 years*
- *Want to try a demo sample for 30 days*
- *In the future will need additional modules to expand into retail market*
- *Need 24/7 support helpline*

Remember: *Do all activities in your notebook.*

Pairwork: Student B

12 From page 51

Photo editing solutions

Solution: .....

Solution: .....

Solution: .....

Solution: .....

 Remember: *Do all activities in your notebook.*

13 From page 55

CLIENT FILE

Account number	Customer (Company)	Contact person	Address	Telephone	Date of last invoice
B 349	Baxter & Co	Ellen Baxter	25 Mill Street	7632916	24/9/16
D 221	Davis Computers	Pat Marsh	16 Kelly Lane	2499155	31/7/16
J 905	Jobs for All	Fred Calvin [Manager]	33 George Blvd	6644991	3/3/17
L 617	The Laser House	Tom Sands	4 Compo Village	4545456	26/5/17
S 301	Trinity Hospital	Matron Bell	Medical City	6034455	16/4/17

14 From page 59

Work Order Form

Work Order Form

Name of client
Address: *17 Mayfair St, Sydenham*
Telephone number:
Number of floors:
LAN ✓ WAN

EQUIPMENT REQUIRED:

Number of workstations: Number of routers:
Number of hubs: *2* Length of cables: *250 metres*

Date and time for installation: *16th February, 10.00 am*

Remember: *Do all activities in your notebook.*

Pairwork: Student B

15 From page 63

Student B: Greet the client on the phone and introduce yourself. Ask the client what he / she needs.

Student A: Tell the technician you are having difficulties installing the Linux operating system.

Student B: Reassure the client and ask where he / she tried to download the system.

Student A: Answer the technician and tell him what you've done so far.

Student B: Find out how much free space the client has got.

Student A: Answer the technician about the free space on your drive.

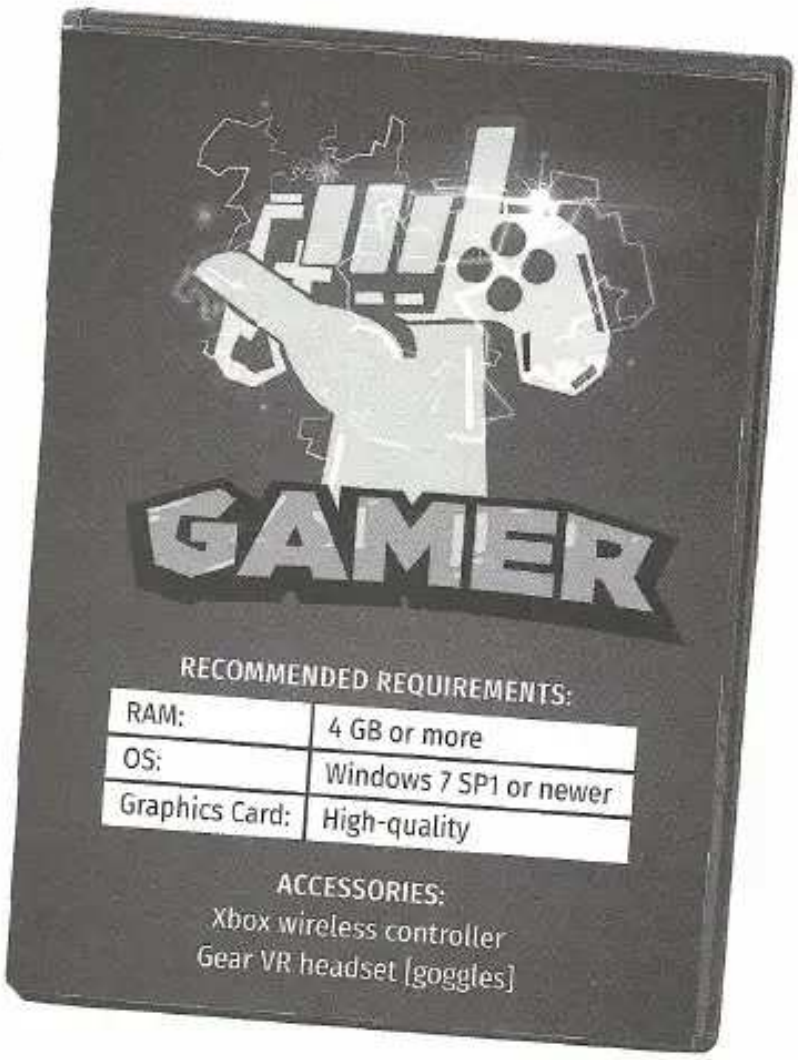
Student B: Ask the client what bit version his / her computer is.

Student A: Answer the technician and explain what version your computer is.

Student B: Explain how to re-start the computer from the BIOS.

Student A: Tell the technician the installation was successful. Thank him / her for his / her help.

16 From page 67



Remember: *Do all activities in your notebook.*

17 From page 71

- access to business applications
- payment per usage
- unlimited storage space
- elasticity
- advantages and disadvantages of public and private clouds: cost, security, control

18 From page 75

Problems	Possible solutions
1. viruses	1. new anti-virus software, software updates
2. recovering data	2. backup
3. unauthorised access	3. password protection, multi-factor authentication
4. secure network	4. VPN network
5. accessing programs	5. firewall settings

Job Information	
Position:	Software tester
Hours:	
Starting salary:	
Holiday leave:	
Paid sick leave:	

INTERVIEW FORM

Name: Daniel Grey

Address: 18 East Circle Drive, Westford

Telephone: 04-729-1156

E-mail: dg24@jmail.com

Education: ☑ secondary school ☐ university ☑ vocational Software testing certification

Skills: C++, Java

Languages: English (native), French (advanced level)

Work experience: 2 years, Selby Video Games

Personality: hard-working, works well with other people, energetic, organised

Remember: Do all activities in your notebook.

Writing Guide

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Writing Guide

1 A business card

1 Read the business card and answer the questions.

1. Whose business card is this?
2. What is her position?
3. What is her mobile phone number?
4. Where is her office?

2 Write a business card. Use the Writing Plan on page 86 of the Workbook.

1 An e-mail introducing a new employee

1 Read the introduction e-mail and answer the questions.

To: All Employees
From: Laura Fields
Subject: New Employee: Roy Barnes

Dear All,

As of today, we have got a new employee in the company. His name is Roy Barnes and he will be working as a support technician. He is 23 years old and he is from Yorkshire. His previous position was with an electronics company near Leeds.

I'm sure we all wish Roy good luck in his new position.

Best wishes,

Laura Fields
Human Resources Assistant

1. Who is the e-mail to?
2. What is Laura's position?
3. What is Roy's new position?
4. Where has Roy worked?

2 Write an e-mail introducing a new employee. Use the Writing Plan and the Useful Language on page 87 of the Workbook.

 Remember: *Do all activities in your notebook.*

2 An e-mail requesting a quote

1 Read the e-mail requesting a quote and answer the questions.

To: hidboffice@mail.com
From: computop@mail.net.uk
Subject: Quote request

Dear Sir,

Our company is looking for reliable suppliers of computer parts. We would be grateful if you could send us a quote for the items listed below:

20 motherboards (type G-41)
35 hard drives (type AAC)
40 computer cases

40 computer cases
15 CPUs (model JD-150)

Our payment terms are 30 days after delivery date and the delivery date must be no later than Friday, 6th August.

Sincerely,
Robert Clark
Head of IT

1. What is Computop looking for?
2. Which sentence states the request?
3. What additional information does the writer include?
4. Who wrote the e-mail?

2 Write an e-mail requesting a quote for at least four items. Use the Writing Plan and the Useful Language on page 88 of the Workbook.

Remember: Do all activities in your notebook.

3 An e-mail providing ordering instructions

1 Read the e-mail providing ordering instructions and answer the questions.

To: Paul_warehousemanager@hi-tech.net.uk
From: it_department@hi-tech.net.uk
Subject: March Inventory

Dear Paul,

We have just completed the IT department's March inventory. Please see the attached file with the exact quantities. As you can see, 12 of the monitors are obsolete so I haven't

file with the exact quantities. As you can see, 12 of the monitors are obsolete so I haven't included them in the final total.

We're overstocked with microphones so we don't need to order any of these. We've run out of webcams for the helpdesk technicians. Please order another box of 20 of the IBIS model. At the moment, we are upgrading the graphics department and we haven't got enough stylus pens. So please order ten of the ProFine XS300 model. As usual, we are running low on black ink for the HD inkjet500 printers. You need to reorder a box of 30 urgently.

Would you please let me know when these items are delivered?

Many thanks,

Daniella Ellis

IT Manager

1 attachment IT inventory_March.xls

1. What is the position of the person the e-mail is addressed to?
2. Which item is no longer used?
3. What are there too many of?
4. Which item is needed immediately?

2 Write an e-mail providing ordering instructions. Use the Writing Plan and the Useful Language on page 89 of the Workbook.

4 A reply to a quote request

1 Read the e-mail replying to a quote request and answer the questions.

To: anna.olsen@quickphoto.mail.uk

From: jevans@topcomp.net.uk

Subject: Quote for Computer Supplies

Dear Ms Olsen,

Thank you for your recent request regarding prices for computer supplies. Our prices are as follows:

20 headsets – £300

30 Webcams – £480

10 gaming controllers – £180

40 flash drives – £200

As a new customer, we are offering you a 12.5% discount on these prices. As requested, the goods can be sent to your offices by express delivery. We accept the 30-day payment terms as outlined in your request for a quote.

The earliest delivery date possible is five days after you confirm your order.

We look forward to receiving your confirmation of the order and to doing business with you in the future.

Sincerely,

Jack Evans

1. What type of shop is providing the quote?
2. Which delivery has the customer requested?
3. What does the e-mail say about payment terms?
4. What is the earliest delivery date possible?

2 Write an e-mail replying to a quote request for computer supplies. Use the Writing Plan and the Useful Language on page 90 of the Workbook.

5 An e-mail providing directions for a technician's visit

1 Read the e-mail giving directions and answer the questions.

To: Ms Green
From: Peter Rollins
Subject: Technician's visit – 11th October

Dear Ms Green,

I'd like to confirm your technician's visit at 9.00 on 11th October in our department store.

The store is situated on Rose Street. When you enter the store, you will see two lifts on your right. Our offices are on the fourth floor. Turn left when you get out of the lift. My office is at the end of the corridor, on your right.

I look forward to seeing you then.

Peter Rollins

Shop Manager

1. When is the technician's visit?
2. Where is the store?
3. On which floor is Peter Rollins' office?
4. How do you get from the lift to his office?

2 Write an e-mail confirming a technician's visit and giving directions to the location. Use the Writing Plan and the Useful Language on page 91 of the Workbook.

6 A message

1 Read the message below and answer the questions.

MESSAGE FOR: Neil Chester
Time: 11:25 **From:** Jack Sherman

Jack wanted to speak to you but you were unavailable. He didn't get the software he ordered. He would like you to call him as soon as possible. His number is 086347981.

Grace Hopkins

1. Who is the message for?
2. Who is the caller?
3. What is the problem?
4. What action should the person take?
5. Who wrote the message?

2 Write a message for a support technician. Use the Writing Plan and the Useful Language on page 92 of the Workbook.

 Remember: *Do all activities in your notebook.*

7 A letter of complaint

1 Read the letter of complaint and answer the questions.

Creston Department Store,
Linton
3rd November, 2017

Dear Sir / Madam,

We ordered six barcode scanners and 20 headsets on 21st October. The invoice number is 33947. Unfortunately, the goods arrived later than agreed, we only received 16 headsets and one of the barcode scanners is damaged.

Please look into this matter as soon as possible.

I look forward to hearing from you soon.

Thank you,

Richard Evans
Office Manager

1. What did the department store order?
2. What is the invoice number?
3. What were the problems?
4. What does Mr Evans request?

2 Write a letter of complaint. Use the Writing Plan and the Useful Language on page 93 of the Workbook.

7 A response to a letter of complaint

1 Read the response to a letter of complaint and answer the questions.

Speedy Hardware Supplies
Building 2, Moreton Industrial Estate,
Moreton
7th November, 2017

Dear Mr Evans,

Thank you for your letter of 3rd November. We apologise for the inconvenience and are sending you the missing four headsets and a new barcode scanner to replace the damaged one.

We also regret the late arrival of the goods and are pleased to offer you a 10% discount on your next purchase from our company. We appreciate your business and look forward to providing you with the best service in the future.

Sincerely yours,

Lucy Peterson
Customer Service
Speedy Hardware Supplies

1. Who is the letter from?
2. Which letter does she refer to?
3. What has she done to deal with the problem?
4. What does she offer Mr Evans for future business?

2 Write a response to a letter of complaint. Use the Writing Plan and the Useful Language on page 94 of the Workbook.

Remember: *Do all activities in your notebook.*

8 An e-mail requesting a meeting

1 Read the e-mail requesting a meeting and answer the questions.

To: Programming Department
From: Ben Sanders
Subject: Meeting – 5th April

Dear All,

I would like to schedule a meeting to present the company's plans for next year's new products. We'd like to hold the meeting on Tuesday, 5th April, from 10.00 till about 12.00, in the first-floor conference room. I hope this is convenient for you all. Please confirm your participation or let me know if you cannot attend the meeting.

Regards,

Ben Sanders
Head of Programming

1. What is the topic of the meeting?
2. When is the meeting?
3. Where is it?
4. Do the employees of the programming department need to reply to the e-mail?

2 Write an e-mail requesting a meeting with the IT department. Use the Writing Plan and the Useful Language on page 95 of the Workbook.

8 An e-mail declining an invitation to a meeting

1 Read the e-mail declining an invitation to a meeting and answer the questions.

To: Ben Sanders
From: Ray Carter
Subject: Re: Department Meeting – 5th April

Dear Ben,

I've just received your mail regarding the meeting on Tuesday, 5th April. Unfortunately, I've got a previous commitment that day which I cannot cancel. Can we reschedule for the following day – Wednesday, 6th April? I apologise for the inconvenience.

Ray Carter

1. Who is the e-mail from?
2. Why can't he attend the meeting?
3. When does he suggest rescheduling the meeting?
4. What does he apologise for?

2 Write an e-mail declining an invitation to attend a meeting. Use the Writing Plan and the Useful Language on page 96 of the Workbook.

Remember: *Do all activities in your notebook.*

9 A product description

1 Read the promotional material and answer the questions.

The new Maxi 343 is one of the best smartphones in the shops today. It includes all the regular features you expect to find in a smartphone, such as a camera, speakerphone, GPS monitoring system and office apps. The main advantage of the Maxi 343 is its long battery life – one of the most important things that phone users look for. In addition, unlike most other smartphones in the same range, the Maxi 343 is not at all expensive.

1. What is the name of the product?
2. What features has it got?
3. Which advantage of the product is mentioned?
4. How does its price compare to other smartphones?

2 Write a product description for a smartphone you'd like to have. Use the Writing Plan and the Useful Language on page 97 of the Workbook.

11 An e-mail recommending software

1 Read the e-mail and answer the questions.

To: lucy.ander@lintonbro.mail.uk
From: evemcmill@softw.net.uk
Subject: Your request for information

Dear Ms Anderson,

Thank you for your e-mail regarding software for your accounts department. We are happy to offer our new program, SimpleAcc.

SimpleAcc is a new accounting program which makes accounting in small businesses much easier. It is user-friendly, has got a wide range of applications and its spreadsheets are very advanced. It contains all your accounting information, and allows you to check all your records and control your cash flow quickly and easily.

It is possible to buy the basic SimpleAcc program and purchase add-on modules later, according to the needs of your business. We have also got a 24-hour helpline which offers technical support.

For more information, please call me on 047 85456627.

I look forward to hearing from you,

Eve McMillan
Sales Department
Software World

1. Who is the e-mail from?
2. Why is she sending the e-mail?
3. What is the name of the program she is offering?
4. What does the program do?
5. What support does she offer?

2 **Write an e-mail in response to a request for software. Use the Writing Plan and the Useful Language on page 98 of the Workbook.**

Remember: *Do all activities in your notebook.*

12 An e-mail commenting on an image

1 **Read the e-mail commenting on an advert image and answer the questions.**

To: TomMich@art4u.net
From: Alicex@sporten.broadnet.net
Subject: Image for advertising campaign

Dear Tom,

Thank you for the image that you sent us, advertising our new range of trainers. If possible, I would like you to make some changes.

Unfortunately, the photo isn't very clear. Can you retouch it and make it sharper? In addition, could you please add focus to the runner in front? It is important that we see the expression on his face. Lastly, I'm not happy with the company logo. I'd like you to use bold colours and enlarge the font so that it is more obvious.

If you need to discuss any of the above points, please contact me any time.

Regards,

Alice Fox
Marketing Manager
Sporten

1. What is the image advertising?
2. Why is Alice writing to Tom?
3. What is Alice's general comment about the photo?
4. Why isn't Alice happy with the logo?

2 **Write an e-mail to a graphic artist commenting on an image for an advert. Use the Writing Plan and the Useful Language on page 99 of the Workbook.**

13 An e-mail containing requirements for a database

1 Read the e-mail to a database designer containing requirements for a database and answer the questions.

To: nwal@computek.net
From: lhenry@LIA.co.uk
Subject: Brief for database

Dear Mr Walters,

Following our discussion, here is the brief for the new database for our marketing department. This database must be able to record information regarding product types, quotes to customers and sales figures. We should be able to access this information quickly and easily. In addition, it must allow us to cross-reference customers and products. When we talked on the phone, I forgot to ask you to include a function that allows us to get a customer profile based on all previous enquiries, quotes, sales and complaints. After you create the schema, we will study the database and give you feedback.

I hope the above is clear. If you have any further questions, please call me.

Regards,

Liz Henry
Sales and Marketing
LIA Electronics

1. What kind of database does Liz want Mr Walters to build?
2. What kind of information must it contain?
3. What does Liz say about accessing information?
4. What did Liz forget to ask Mr Walters when they discussed the database on the phone?

2 Write an e-mail to a database designer containing requirements for a new database for the customer relations department of your company. Use the Writing Plan and the Useful Language on page 100 of the Workbook.

Writing Guide

14 An e-mail discussing network specifications

1 Read the e-mail with specifications for setting up a network and answer the questions.

To: alittlej@emr.net
From: clivebar@itsol.com
Subject: Specifications for Network

Dear Anne,

As discussed, here are my specifications for setting up our network. We have to use a wireless network because we would like to avoid the cost of installing cables in our offices. The network will serve 30-40 workstations and 10 printers and they are all within a 30-metre range of the router. It is essential that we have a reliable security system. Can you please send me a topology diagram, a list of the equipment needed and the cost?

Please contact me if you require more information.

Regards,
Clive Barton

1. Why is Clive writing to Anne?
2. Why does Clive want a wireless network?
3. How many workstations and printers are there?
4. What does Clive request?

2 Write an e-mail with specifications for a small business network. Use the Writing Plan and the Useful Language on page 101 of the Workbook.

16 A review of a computer game

1 Read the game review and answer the questions.

Wizarding Empires ◉◉◉◉○

HOME REVIEWS SPECIALS ABOUT US

Wizarding Empires is an exciting, new first-person strategy game that you can play on your console. The player has to choose which of the main characters he or she will be in order to build the best empire. You need goggles and a motion hand-held controller to play. Wizarding Empires is full of exciting action and it is difficult to stop playing it! The only disadvantage of the game is its price – it is very expensive. In short, it is a great game and I really recommend it.

1. What is the name of the game?
2. What is the objective of the game?
3. What equipment do you need in order to play the game?
4. What is the disadvantage of the game?

2 Write a review for a computer game that you know. Use the Writing Plan and the Useful Language on page 102 of the Workbook.

 Remember: *Do all activities in your notebook.*

17 An e-mail giving specifications to a website host

1 Read the e-mail giving specifications to a website host and answer the questions.

To: jredwood@webmasters.co.uknet
From: ricktom@kiddywear.net
Subject: Website hosting

Dear Ms Redwood,

Our company is interested in creating a website and your website hosting services were recommended to us. I would be grateful if you could give me some additional information.

Our company markets children's clothes and we would like to create an online store. It is very important that you can guarantee a high SEO across multiple search engines. We'd also like to incorporate social media to increase brand promotion. In addition, can you include social proof comments? Finally, it is essential that our payment gateway be 100% secure.

We would also appreciate any other suggestions that you might have. Please can you send us your recommendations and quote as soon as possible?

I look forward to hearing from you.

Regards,

Richard Thomas
Head of Marketing and Sales
KiddyWear

1. Why is Richard writing to Ms Redwood?
2. What does Richard's company sell?
3. What type of website does Richard want?
4. How does he want to ensure his website gets many visitors?
5. What does he say regarding customer payment?

2 Write an e-mail giving information to a website host for a company that sells sportswear and wants to create a website. Use the Writing Plan and the Useful Language on page 103 of the Workbook.

Writing Guide

18 A memo about company cyber security

1 Read the memo about company cyber security and answer the questions.

To: All Members of Staff
From: Ed Robinson, IT dept
Subject: Company Cyber Security Policy

Dear All,

As you may know, we have recently installed new, updated antivirus software with "real-time" protection in all our computers. This seems like a good time to remind you all of our security policy.

Our company handles a lot of sensitive data. You cannot access this data unless you have got administrative privileges. If you need particular data and cannot access it, ask your manager for help.

In addition, you must not use social media networks or conduct personal e-mail correspondence on work computers. Finally, you must not give your personal password to any of your colleagues.

If you have any further questions, please contact me.

Ed Robinson

1. Who is Ed Robinson?
2. What is the purpose of the memo?
3. Who can access sensitive data?
4. What does he say about the use of social media?

2 Write a memo regarding company cyber security. Use the Writing Plan and the Useful Language on page 104 of the Workbook.

 Remember: *Do all activities in your notebook.*

19 An e-mail requesting information about a job

1 Read the e-mail requesting job information and answer the questions.

To: Ian Hunter, Smart Comp
From: Ted Harris
Subject: IT Support Technician

Dear Mr Hunter,

I am writing in response to the advertisement for an IT Support Technician on JobFinder.com.

I am interested in applying for the position, but would like some further information. Does the job involve night shifts? Are you willing to consider applications from people who have got a Computer Technician Certification but not a university degree?

I look forward to hearing from you.

Yours sincerely,

Ted Harris

1. Where did Ted read about the job?
2. Is Ted thinking about applying for the job?
3. Is Ted worried about working unconventional hours?
4. Has Ted got a university degree?

2 Write an e-mail requesting more information about a job. Use the Writing Plan and the Useful Language on page 105 of the Workbook.

Remember: *Do all activities in your notebook.*

Vocabulary Builder

1 Vocabulary Builder

Learn the vocabulary you need. Write the words in your language in your notebook.

> *before page 4*

COMPUTERS AND DEVICES

apps
data
hardware
keyboard
laptop
monitor
mouse
server
software
system unit

BUSINESS SECTORS

banking
business and retail
education
health
hospitality and leisure
manufacturing
transport

NUMBERS

ten
twenty
thirty
forty
fifty
sixty
seventy
eighty
ninety
one hundred
five hundred
one thousand
one thousand five hundred

> before page 6

IT

assemble
check
design
download
give
input
install
maintain
operate
repair
solve
startup
test
troubleshoot
upgrade
upload

JOBS

data entry operator
helpdesk technician
network administrator
programmer
software tester
support technician
web designer

Extra!

client
company
over the phone
responsible
role
skill
support
team

***Remember:** Do all activities in your notebook.*

2 Vocabulary Builder

Learn the vocabulary you need. Write the words in your language in your notebook.

> before page 8

PARTS OF A COMPUTER

DVD drive
fan
hard drive
heat sink
motherboard
processor (CPU)
RAM chip
sound card
USB port

ADJECTIVES

advanced
basic
cheap
expensive
heavy
large
light
little
loud
narrow
quick
quiet
slow
useful
useless
wide

> before page 10

ORDINALS

first
second
fifth
sixth
ninth
tenth

third
fourth
seventh
eighth

PARTS OF A COMPUTER

cable
case
clip
front panel
power supply
side panel
slot
socket
switch

VERBS

attach
connect
detach
disconnect
insert
plug in
remove
screw
turn off
turn on
unplug
unscrew

Extra!

cache
desktop case
disc controller
drive bay
expansion cards
I/O Adapter
Network Attached Storage (NAS)
optical drive
tower case

***Remember:** Do all activities in your notebook.*

3 Vocabulary Builder

Learn the vocabulary you need. Write the words in your language in your notebook.

> *before page 12*

KEYBOARD

alt key
arrow keys
backspace key
caps lock key
command key
control key
delete key
escape key
function keys
modifier key
numeric pad
return or enter key
shift key
space bar
tab key

PUNCTUATION SYMBOLS

and symbol
apostrophe
asterisk
at symbol
brackets
colon
comma
exclamation mark
full stop
hyphen
question mark
quotation marks
semicolon
slash
underscore

PREPOSITIONS / PREPOSITIONAL PHRASE

above
between
on

behind
below
beside
in the middle of
next to
over
under

> before page 14

PERIPHERALS

barcode scanner
flash drive
gaming controller
headset
microphone
printer
projector
remote control
scanner
speakers
stylus pen
touch screen
USB charger
webcam

ORDERING

broken
obsolete
order
overstocked
reorder
run low on
run out of

Extra!

joystick
laser pointer
letter keys
memory stick
page down
page up
QWERTY
short cut
touchpad

4 Vocabulary Builder

Learn the vocabulary you need. Write the words in your language in your notebook.

> before page 16

ORDERING

delivery date
give a discount
goods
invoice
out of stock
payment date
payments
price
price per unit
quality
quantity
subtotal
VAT

PAYMENTS

account
cash
charge it
cheque
credit card
postage and handling
shipping

> before page 18

ADJECTIVES

all-in-one
built-in
compact
complicated
dependable
ergonomic
flexible
high-resolution
portable
powerful
practical
reliable
secure
simple
slimline
sturdy
superfast
top-of-the-range
user-friendly
wide screen

Extra!

accessible
compatible
convenient
delivery fee
place an order
reduction
shortage
sophisticated
spare parts
special offer
specialised
stocktaking
supply chain
warehouse

 Remember: *Do all activities in your notebook.*

5 Vocabulary Builder

Learn the vocabulary you need. Write the words in your language in your notebook.

> ***before page 20***

TROUBLESHOOTING

control panel
loose connection
mute box
no signal message
power button
volume control

VERBS

freeze
log off
make sure
press and hold
reconnect
reinstall
reopen
replace
restart
shut down

> before page 22

TROUBLESHOOTING

anti-virus software
back up
follow instructions
lose
password
recover

PLACES AROUND TOWN

airport
department store
entrance
exit
factory
ground floor
library
lift
off-site
on-site
post office
reception
shopping centre
sports centre
stairs
train station

DIRECTIONS

at the end of the corridor
go straight
on your left / right
opposite
turn left / right

Extra!

assist
at the traffic lights
breakdown
corrupt files
cross the road
debugging
diagnose
maintenance
manual
performance
problem solving
recovery
reset
take the first left / right

Remember: *Do all activities in your notebook.*

6 Vocabulary Builder

Learn the vocabulary you need. Write the words in your language in your notebook.

> before page 24

PHONE CALLS

as soon as possible
avoid
be careful
caller
contact
dial a number
engaged
extension number
on the line
professional
put you through
remind
repeat
ring back
speak up
state

no reply
wrong number

> *before page 26*

ANSWERING CALLS AND TAKING MESSAGES

cut off
deal with
expecting
hang up
in a meeting
interrupt
leave a message
line is busy
on holiday
out of the office
out of town
put you on hold
return your call
spell that
take a message
take down
transfer
unavailable
urgent

Extra!

bad connection
call back
calling on behalf of
clearly
end a conversation
get through
interference
line is free
offer assistance
speak a little more slowly
take a call
voicemail
Would you mind

7 Vocabulary Builder

Learn the vocabulary you need. Write the words in your language in your notebook.

> *before page 28*

DEPARTMENTS

accounts department
customer relations department
human resources department
IT maintenance department
sales and marketing department

CUSTOMER SERVICE

charge
complaint
customer number
damaged
discuss it
enquiry
get back to you
hold the line
opening times
overcharge
quote
satisfied
shipping date

> *before page 30*

COMPLAINTS

assist
at our expense
check my records
compensation
credited our account
defect
doesn't fit
error
faulty part
losing business
lost in the post
make a claim
making a noise
missing a part
refund (n)
refuse
return
suggest
the wrong item
under warranty

Extra!

broken
customer satisfaction
disappointed
displeased
dissatisfaction
feedback
file a lawsuit
financial director
inappropriate
lose business
managing director
research and development department
treatment

Remember: *Do all activities in your notebook.*

8 Vocabulary Builder

Learn the vocabulary you need. Write the words in your language in your notebook.

> *before page 32*

ARRANGING A MEETING

attend the meeting
break
busy
light refreshments
make arrangements
pack

check your calendar
confirm
convenient
equipment
free
give a presentation
hold a meeting
participants
previous commitment
schedule
sharp
take place
tied up
video conference

> *before page 34*

RESCHEDULING

alternative date
appointment
arrange
cancel
feel ill
get lost
got the dates mixed up
held up in a traffic jam
leave … urgently
participate
postpone
reorganise
reschedule
running late
suit
switch

TIME

half past
o'clock
quarter past
quarter to
ten past
twenty to

Extra!

absent
adjourn
boardroom
chairperson
conference call
confirm
delay
instead
make it
minutes
punctual
verify
vote
wrap up

 Remember: *Do all activities in your notebook.*

9 Vocabulary Builder

Learn the vocabulary you need. Write the words in your language in your notebook.

> *before page 36*

SMARTPHONE FEATURES

SMARTPHONE FEATURES

battery life
budget model
child-safe
device
dust-resistant
feature
good value
GPS monitoring system
high-quality
lens
mapping software
office apps
protective case
remotely
shatterproof
speakerphone
water-resistant
zoom control

> *before page 38*

SMARTPHONE APPS

activate
allow
appear
breaking news
characters
face-to-face
followers
foreign language
free
keep in touch
landline
low rates
navigate
packet data
recipient
settings
share
tap
translate
tweet
voice message

Extra!

airplane mode
android
charger
contacts
display
iOS
lock code
memory expansion
reception
ringtone
selfie mode
SIM card
speed dial
swipe
voice dialing
WiFi hotspot

Remember: *Do all activities in your notebook.*

10 Vocabulary Builder

Learn the vocabulary you need. Write the words in your language in your notebook.

> before page 40

E-MAILING

attachment
blind carbon copy (Bcc)
carbon copy (Cc)
e-mail client
embed
filter (n)
folder
forward
HTML format
inbox
junk
malware
mark as read
save draft
signature
spam
starred
subject
view
unknown sender
username

> before page 42

INTERNET SEARCHING

advanced search
browser
cache
combine
custom
history
hit
hyperlink
keyword
narrow your search
ranking
research
results
search box
search engine
site map
source
term
URL

Extra!

back arrow
blacklist
bookmark
discussion group
domain name
e-mail bounces
e-mail server
filter (v)
list-unsubscribe
POP (Post Office Protocol)
refine
search operators
search settings
search tools
sign in
worm

 Remember: *Do all activities in your notebook.*

11 Vocabulary Builder

Learn the vocabulary you need. Write the words in your language in your notebook.

> *before page 44*

BUSINESS SKILLS

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

> *before page 46*

SOFTWARE

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

Extra!

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

Remember: *Do all activities in your notebook.*

12 Vocabulary Builder

Learn the vocabulary you need. Write the words in your language in your notebook.

> *before page 48*

WINDOW

file tab
menu bar
quick access toolbar
status bar
title bar
view buttons

HOME MENU

copy and paste
cut
find and replace
format painter

PAGE LAYOUT

columns
indent
landscape
page border
portrait

QUICK ACCESS TOOLBAR

redo
undo

INSERT

footer
header
page break
screenshot

> *before page 50*

IMAGE EDITING

adjust
background
blur
brightness
brush
contrast
crop
dim
draft
effects
emphasise
enlarge
layers
resize
retouch
rotate
shadow
sharpen
zoom in
zoom out

Extra!

alignment
colour palette
composition
compression
exposure
highlighting
letterhead
line spacing
orientation
page setup
pixel
saturation
spell / grammar checker
tint

 Remember: *Do all activities in your notebook.*

13 Vocabulary Builder

Learn the vocabulary you need. Write the words in your language in your notebook.

> *before page 52*

SPREADSHEETS

according to
add
ascending
autosum
average
cell
clear
descending
divide
fill
format
group together
multiply
purchase price
subtract
sum
worksheet

CHARTS AND GRAPHS

bar chart
flow chart
line graph
pie chart
scatter chart

> *before page 54*

DATABASES

balance
billing address
classification
criteria
cross-reference
field
null
owner
post code
query
record
retail
retrieve
schema
service address
store
tech rep
title
update

Extra!

active cell
array
cell reference
entity
function / formula bar
index
key
normalisation
range
value
view

14 Vocabulary Builder

Learn the vocabulary you need. Write the words in your language in your notebook.

> *before page 56*

BUILDING A NETWORK

backup system
digital subscriber line (DSL)
Ethernet
fibre optics
high-speed
internal
Internet Service Provider (ISP)
investment
local area network (LAN)
locate
packet
range
remote access
router
set up
stream media
topology
transmission
workstation

> *before page 58*

NETWORK EQUIPMENT

adaptors
authorised
broadband
business grade
firewall
gateway
hub
incoming
Internet protocol (IP) address
outgoing
reboot
shared resource
subnetwork
switch
traffic
transmission control protocol (TCP)
unauthorised
wide area network (WAN)
wireless access point

Extra!

bridge
data link
hostname
media access control
multiplexer
network address translation (NAT)
network interface
network interface card
port
range extender
repeater
transceiver