

# **UNIT 1: THE DIGITAL WORLD; WORKING IN IT**



## USEFUL VOCABULARY UNIT 1

### COMPUTER AND DEVICES

- Apps
- Data
- Hardware
- Keyboard
- Laptop
- Monitor
- Mouse
- Server
- Software
- System unit

### INFORMATION TECHNOLOGY

- 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
-

## READING AND LISTENING

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

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
- Business and retail
- Education
- Health
- Manufacturing
- Hospitality and leisure

New this year: computer apps for the automobile industry.

25<sup>th</sup>—27<sup>th</sup> November, Olympia convention Centre

### Exercise

1. The trade exhibition is only for computer hardware. **FALSE**  
The trade exhibition is only for computer hardware and software
  2. The products exhibited include different types of computers. **TRUE**
  3. The exhibition is only for banking and business. **FALSE**  
The exhibition is only for banking, business and retail, education, health, manufacturing and hospitality and leisure.
  4. There are computer products for schools, hospitals and factories. **TRUE**
  5. You will find examples of the newest equipment at the trade exhibition. **TRUE**
2. Three people are getting information at the trade exhibition information desk. Listen to the mini-dialogues and choose the correct answer.
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.  
A: Thank you.  
B: You're welcome. Enjoy the 5) **day / exhibition**.

**3. Read the mini-dialogues in exercise 2 again. Then decide which mini-dialogue each sentence relates to.**

1. Speaker A wants to see several related exhibits. **3**
2. Speaker A already knows the number of the exhibit he wants to see. **2**
3. Speaker B gives Speaker A something. **3**
4. Speaker B wants to see a specific company's exhibit. **1**
5. Speaker A identifies his area of interest. **3**

## VOCABULARY

**4. Match the words to the pictures.**

Monitor / Mouse / System unit / Keyboard / Server / Laptop



a. Monitor



b. Mouse



c. Laptop



d. Keyboard



e. System unit



f. Server



5. Complete the sentences with the following words.

Software / Apps / Hardware / Data

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

LISTENING

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



a. 240

b. 94

c. 176

d. 167

## READING

7. Read the following profiles. 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.

### Exercise

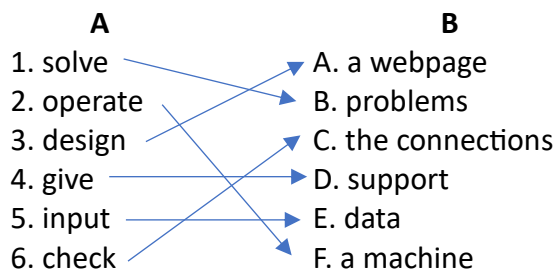
1. **Francesca** puts computer systems into business.
2. **Charlene** solves IT problems on the telephone.
3. **Brian** tests hardware.
4. **Brian** sometimes works at night.
5. **Brian** repairs computers.
6. **Charlene** works closely with a group of other people.

## VOCABULARY

8. Choose the correct answer to complete the sentences.

1. I **test / troubleshoot** problems over the phone.
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**.

9. Match the words in A to the words in B to form expressions.



**10. Complete the sentences with the expressions from exercise 10.**

1. We need a graphic designer to [design a webpage](#) for our new company.
2. We [give support](#) to users in businesses, offices and at home.
3. My job is to help [solve problems](#) over the phone.
4. If the monitor doesn't work, [check the connection](#) at the back of the system unit.
5. It takes time to [input data](#) into the computer.
6. They [operate a machine](#) on the production line.

**11. 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. → [Programmer](#)
2. This person helps clients with IT problems over the telephone. → [Helpdesk technician](#)
3. This person manages the day-to-day running of a computer network. → [Network administration](#)
4. This person fixes software and hardware problems. → [Support technician](#)
5. This person tests new products before they are in the shops. → [Software tester](#)
6. This person develops and designs webpages. → [Web designer](#)
7. This person puts information into a computer. → [Data entry operator](#)

**12. Complete the job advert with the words below.**

[installing](#) / [helpdesk technician](#) / [assemble](#) / [troubleshoot](#) / [repairing](#) / [giving support](#)

**JOBS SEARCH**

**HOME**

**CONTACT INFO**

**FIND JOBS**

**Blue Diamond Online Services**

**POSITION OF 1) [helpdesk technician](#)**

You will be responsible for 2) [giving support](#) for all our IT products and services. You will need to answer questions, identify and 3) [troubleshoot](#) problems, and provide technical assistance via the telephone. You should also be competent at 4) [repairing](#) hardware and 5) [installing](#) computer software. Candidates must also be able to 6) [assemble](#) a PC. Good technical knowledge and minimum one year's experience required.

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



## GRAMMAR

### PRONOUNS

Personal pronouns		Possessive adjectives	Possessive pronouns
SUBJECT (Before a verb as a subject)	OBJECT (After verbs or prepositions)	Followed by nouns	Not followed by nouns
I	Me	My	Mine
You	You	Your	Yours
He	Him	His	His
She	Her	Her	Hers
It	It	Its	—
We	Us	Our	Ours
You	You	Your	Yours
They	Them	Their	Theirs

#### 13. Personal pronouns. Complete with the correct subject or object pronoun.

- I'm Sally and this is Ron, my husband. **we** live near Newcastle.
- My aunt's coming to stay next week. I hope **she** brings **me** a present.
- Would **you** like anything for dessert, Madam?
- I bought this laptop last week and now **it** doesn't work.
- John has quit this job. **he** is thinking of starting a business.
- My name is Matthew and **I** am going to be your guide for today.
- Ladies and gentlemen, could **you** all listen for a minute?
- Listen, here's my number. Call **me** if you need any help.
- Where do you want these bags? Shall I put **them** over here?
- Don't worry, he's a bit strange sometimes. Just ignore **him**.
- We're going for something to eat. Do you want to come with **us**?
- Where is Joanne? Have you seen **her** today?

#### 14. Change the underline part using the correct object pronoun.

- The teacher always gives them homework.
- I am reading the book to her.
- The boys are riding them.
- My father is writing a letter to him.
- I don't know it.
- Sally is going to see her.
- Open it, please.
- Can you tell them the way to the airport?



**15. Complete the sentences using the correct possessive adjective into the gaps.**

1. She brushes **her** teeth three times a day.
2. We are checking **our** luggage in. Can I call you back in five minutes?
3. He's almost bald, so he never combs **his** hair.
4. Do you open **your** eyes under the water?
5. How old is **your** sister?
6. Look at my puppy. **His** fur is soft.
7. Is this **your** number, sir?
8. I work on the seventh floor. **My** room number is 708.
9. They've got many shops, but **their** head office is in London.
10. This company belongs to my brother and me. It was **our** father's company.

**16. Complete with the correct possessive pronoun into the gap in the second sentence in each question to give it the same meaning as the sentence before it.**

1. This is your room and that is her room. This is your room and that is **hers**.
2. Shall we watch the match at their house or our house? Shall we watch the match at their house or **ours**?
3. That's George's car and this is my car. That's George's car and this is **mine**.
4. Her birthday is on the 12<sup>th</sup> and his birthday is on the 13<sup>th</sup>. Her birthday is on the 12<sup>th</sup> and **his** is on the 13<sup>th</sup>.
5. Is the party at our place or their place? Is the party our place or **theirs**?
6. My dessert was the ice cream and your dessert was the mousse. My dessert was the ice cream and **yours** was the mousse.

**VERB TO BE IN PRESENT**

AFFIRMATIVE	NEGATIVE	INTERROGATIVE
I am	I am not / I'm not	Am I?
You are	You are not / You aren't	Are you?
He is	He is not / He isn't	Is he?
She is	She is not / She isn't	Is she?
It is	It is not / It isn't	Is it?
We are	We are not / We aren't	Are we?
You are	You are not / You aren't	Are you?
They are	They are not / They aren't	Are they?

**17. Complete the sentences with the correct form of the verb to be in affirmative.**

1. You **are** at the trade exhibition.
2. I **am** the head of IT.
3. We **are** in London.
4. London **is** in England.
5. The convention centre **is** at City Tower.
6. I **am** a software tester.
7. Adam **is** a helpdesk technician.

**18. Write the words in the correct order to form questions.**

1. you / are / at / school / ?  
**Are you at school?**
2. a banker / your / is / mother / ?  
**Is your mother a banker?**
3. your / is / Valencia / from / friend / ?  
**Is your friend from Valencia?**
4. at / are / friends / you / work / and / your / ?  
**Are you and your friends at work?**

**THERE IS VS THERE ARE**

1. There is + singular countable noun / uncountable noun
  - There is some water in the fridge.
2. There are + plural countable noun
  - There aren't any flowers on the table.

**19. Complete the sentences with the correct form of there is or there are. It can be in affirmative, negative or interrogative.**

1. Don't go to the kitchen. **There is** water on the floor.
  2. **There are** two restaurants here. They've got delicious food.
  3. We eat in the kitchen because **there isn't** a dining room.
  4. **Is there** any fruit in the fridge?
  5. I walk to school because **there aren't** any buses.
  6. **There are** over 2,000 bridges in New York.
  7. **Is there** a train from London to Paris?
  8. **There aren't** any cars in Copenhagen. There are people walking.
  9. **There isn't** any water in the river because of the drought.
  10. **Are there** many museums in Berlin?
-

## PRESENT SIMPLE

### Form

- Affirmative → subject + verb (\* 3<sup>rd</sup> person of singular -s)
- Negative → Subject + do not/does not + verb infinitive
- Interrogative → Do/Does + subject + verb infinitive ...?

### Uses

1. Permanent situations and repeated actions (routines)
  - I go to the gym every Monday
2. Permanent truths or laws of nature
  - Water boils at 100°
3. Reviews, sports commentaries, dramatic narrative
  - The player has the ball, kicks and scores!
4. Timetables/programmes (future meaning)
  - The train leaves tomorrow at ten.

### \*Spelling rules (3<sup>rd</sup> person singular)

1. Most verbs take -s in the third person singular
2. Verbs ending in -ss, -sh, -ch, -x and -o takes -es → kiss – kisses
3. Verbs ending in a consonant + y drop the -y and take -ies → study – studies
4. Verbs ending in a vowel + y takes -s only → play – plays

Time words/phrases → always, usually, on Mondays/Tuesdays..., in the morning, in the afternoon, in the evening, every day, every week, at night, at the weekend...

\*\*Adverbs of frequency → they show us how often something happens. They are the following:

Always (100%)	Usually (75%)	Often (50%)
Sometimes (25%)	Rarely/Seldom (10%)*	Hardly ever (5%)*
Never (0%)*	*Negative meaning → they are never used with “not”	

We use adverbs of frequency:

Before the main verb	After the verb to be.
They <b>often</b> visit their grandfather at the weekend.	She is <b>never</b> late for school

## PRESENT CONTINUOUS

### Form

- Affirmative → Subject + verb to be in present (am, are, is) + main verb -ing
- Negative → Subject + verb to be in present + not + main verb -ing
- Interrogative → Verb to be in present + subject + main verb -ing ...?

### Uses

1. Actions happening at or around the moment of speaking
  - We are learning English now.
2. Temporary situations
  - I am staying with my grandmother these days.
3. Changing or developing situations
  - He is getting fatter and fatter
4. Fixed plans for the near future
  - I'm seeing Greg on Monday

### Spelling rules

1. Most verbs take **-ing**
2. Verbs ending in -e drop the -e and add **-ing** → make – making
3. Verbs ending in a stressed vowel between two consonants double the consonant and add **-ing** → stop – stopping
4. Verbs ending in -l double the -l and add **-ing** → travel – travelling
5. Verbs ending in -ie drop the -ie and add **-y + -ing** → lie – lying

Time words/phrases → now, at the moment, at present, these days, tomorrow, tonight, next week, today...

### **20. Complete the sentences with the verb in present simple and the adverb of frequency in the correct position.**

1. Our teacher, Mrs. Jones, **is never** (be / never) late for lessons.
  2. I **don't often clean** (not clean / often) my bedroom.
  3. My brother **hardly ever helps** (hardly ever / help) me with my homework.
  4. I **am sometimes** (be / sometimes) bored in the maths lessons.
  5. **Do you usually watch** (you / watch / usually) football on TV?
  6. Tony and you **never play** (play / never) computer games with me.
  7. The school bus **always arrives** (arrive / always) at half past eight.
  8. You **are usually** (be / usually) at the sports centre on Sunday.
-

**21. Put the verbs in brackets into the present simple or the present continuous.**

1. A: Where **are Jim and Ben** (Jim and Ben/be)?  
I **need** (need) to talk to them.  
B: They **are** (be) at the sports centre.  
They **are playing** (play) basketball with their friends.
  2. A: **Is David watching** (David/watch) TV right now?  
B: No, he **is doing** (do) his History project.
  3. A: Sophie **looks** (look) very tired.  
B: Yes, she **is** (be) really busy these days. She **is studying** (study) hard for her final exams.
  4. A: **Do you know** (you/know) where Judy is?  
B: I **think** (think) she's at the bowling alley.
  5. A: How often **does Lucy go** (Lucy/go) to the ice rink?  
B: She **skates** (skate) three times a week.
  6. A: **Do you want** (you/want) to come over and watch a DVD?  
B: Sorry, I can't. I **am going** (go) to the amusement park with some friends.
  7. A: **Is Peter** (Peter/be) a good basketball player?  
B: Yes, but he **does not play** (not/play) very often.
  8. A: **Do you regret** (you / regret) moving to the countryside?  
B: No, I **love** (love) it here. I **go** (go) for a walk in the forest every day. In fact, I **want** (want) to buy a camera so I can start taking photos of nature.
-