
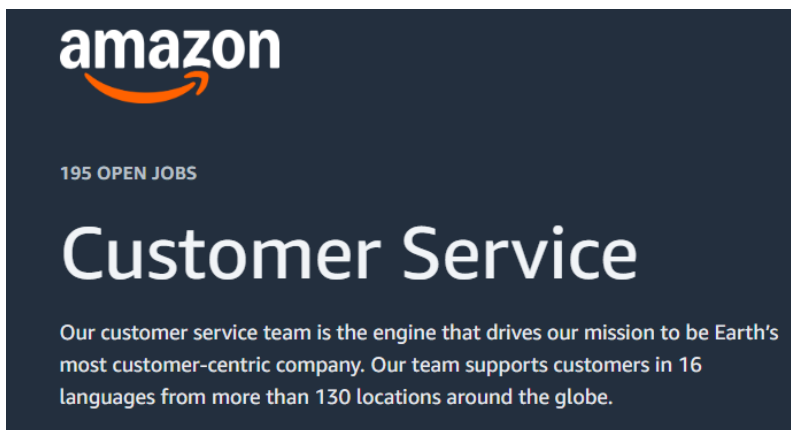




## UNIT 1

### Lesson 1 - Job descriptions

This is  webpage<sup>1</sup>. The company offers 195 open jobs. Would you like to be a customer service associate, the public face of the company?



#### 1. What does a customer service associate do?

a) Before watching this video match the meaning of these words.

[https://drive.google.com/file/d/1hNTm\\_dsAUoy-jScKpqPgux1Fw2xen3o\\_/view](https://drive.google.com/file/d/1hNTm_dsAUoy-jScKpqPgux1Fw2xen3o_/view)

<div>ensure</div>	<div>help</div>
<div>support</div>	<div>find a solution</div>
<div>resolve</div>	<div>verify</div>

<sup>1</sup> Source: <https://amazon.jobs/content/en/teams/customer-service>



**b) Now watch the video and match.**

Resolve	customer questions through phone, chat and/or email.
Support	successful deliveries.
Answer	technical questions about our website, our membership and our devises.
Ensure	customers and drivers.

**2. Complete the responsibilities of an Amazon customer service associate.**

An Amazon customer service associate **answers** ..., ... successful deliveries, ... customers and drivers, and ...

**3. Group work**

**Watch the video “A day in the life of an Amazon service associate” and answer.**

[https://drive.google.com/file/d/183AYVMwb5QM7vI4a\\_xALWL\\_y1s6buBF/view](https://drive.google.com/file/d/183AYVMwb5QM7vI4a_xALWL_y1s6buBF/view)

- a) Where is Anthony from?
- b) How does Marlene start her day?
- c) How many hours does she work?
- d) Does Rafat work in a call centre or from home?
- e) What does an Amazon service associate do?
- f) Does Cassia like pets?



#### 4. Group work

**What about you? Take turns to answer these questions. (If you are not working at the moment or you don't want to talk about yourself, you can invent the answers.)**

- a) Where do you work? / What's your job?
- b) How do you start your day?
- c) How many hours do you work?
- d) Do you work in-office or remote?
- e) What do you do at work?

#### 5. Are you a good fit for these jobs? Search on the Internet to find out what tasks and responsibilities these jobs involve<sup>2</sup>.




The screenshot displays two job listings from a LinkedIn search. The first listing is for a 'Senior Python Developer' at 'Luxoft', located in 'Argentina (Remote)', with a status of 'Actively recruiting'. The second listing is for a 'Senior Backend Developer' at 'mydigitalnomads', located in 'Buenos Aires Province, Argentina (Remote)', with a status of 'Your profile matches this job'. Both listings are marked as 'Promoted'.



---



<sup>2</sup> Source:

<https://www.linkedin.com/jobs/search/?currentJobId=3932909989&keywords=Developer&location=Argentina>



 **Visual Foxpro Developer**  
123 EDI  
Rosario, Santa Fe, Argentina (Remote)  
 Your profile matches this job  
Promoted •  Easy Apply

 **Sr/Ssr React developer**  
Rebase IT  
Argentina (Remote)  
Promoted •  Easy Apply

 **Senior Web Designer**  
Gourmet Marketing  
Argentina (Remote)  
Starting at \$32K/yr  
 Your profile matches this job

- a) **A senior Python developer** designs, develops, and maintains software systems using Python, ...
- b) **A senior backend developer** ...
- c) **A visual FoxPro developer** ...
- d) **A Sr/sr React developer** ...
- e) **A senior web designer** ...

## 6. Group work

**Complete the following paragraphs. Choose from the words provided.**

execute - specialize - designs - test – JavaScript - programming – write -  
operating – maintain - instructions - user-friendly - visual

- a) Mobile app developers design, develop and ..... applications for mobile devices. They use ..... languages and frameworks for different .... systems, and they create ..... interfaces.



- b) Computer programmers .... code and create software applications. They work with .... from software developers and create .... that computers can ....
- c) Web developers design, build and .... websites and web applications. They use HTML, CSS, and ..... and they create user-friendly online experiences. They collaborate with designers to implement .... elements and, also, work with clients to understand their needs. They .... in front-end, back-end development, or both.

## 7. What are you responsible for at work?



You can use the phrase “**responsible for**” to describe your job. Here’s the pattern.

I’m <b>responsible for</b>	the creation and maintenance of data.
	creating and maintaining data.

## 8. This is Rob Frelow<sup>3</sup> who talked at the NDC London<sup>4</sup> on January 23<sup>rd</sup>, 2025.



**Rob Frelow**

StoryGraph Co-founder & Chief AI Officer

<sup>3</sup> Source: <https://ndclondon.com/speakers/rob-frelow>

<sup>4</sup> Source: <https://ndclondon.com/>

The NDC Conferences (Norwegian Developers Conference) delivers high-end events for software developers where participants get access to workshops (Python, Microservices, DevOps, and more) and to conference sessions (JavaScript, Agile, Embedded, Big Data, Serverless, .NET, Design, Artificial Intelligence, Docker, IoT, and Architecture).



**Before we read about him, find out what the StoryGraph is.**

The StoryGraph is ...

**9. Now read about him. What is he responsible for at the StoryGraph?**

Rob is responsible for all of the machine learning and AI that powers The StoryGraph's recommendations, similar books, and more! He's been in the tech industry for over 20 years, specializing in maintaining enterprise-level software deployments.

He is responsible for ...





**10. Group work**

**What do these abbreviations stand for? Do you know them?**

VP	
ASP.Net	
VS	



**11. These people<sup>5</sup> were at the NDC in London too. Pay attention to the grid and ask and answer questions about them.**

 Scott Hanselman, VP, Developer Communities, Microsoft, @shanselman	web developer	Open Source on ASP.Net and the Azure Cloud for Microsoft	building all the tools for Azure (Command-Line, VS Code, Visual Studio)
 Layla Porter, International speaker, @laylacodesit	software developer architect and game studio founder	November North, a micro- game studio	development and production of a first-person game code-named "HorrorTown"
 Jodie Burchell, Data Scientist, @t_redactyl	developer advocate in Data Science	JetBrains	developing products like recommendations systems and analysis platforms
 Dylan Beattie, founder, vocalist, lead guitarist with The Linebrakers, @dylanbeattie	independent consultant		creation of the Rockstar programming language

You can use these questions.

Who is ...?

What's his/her job?

Where does he/she work?

What is he/she responsible for at ...?

<sup>5</sup> Source: <https://ndclondon.com/>



## 12. In-office or remote?

**What are the pros and cons of working in an office or working remote?  
Which one do you prefer? Here are some pros and cons.**

Working in an office	
<b>PROS</b>	<ul style="list-style-type: none"><li>• A workplace with a desk, computer, and other necessary equipment helps create a professional atmosphere.</li><li>• There's a clear separation between work and personal life.</li><li>• You don't have to invest on resources and equipment.</li><li>• Managers can closely monitor progress and offer immediate feedback.</li><li>• Face-to-face collaboration and a structured routine.</li></ul>
<b>CONS</b>	<ul style="list-style-type: none"><li>• It's quite easy to get distracted from work.</li><li>• Commuting is time-consuming and costly.</li><li>• Office work often has fixed work hours.</li><li>• Office gossip can negatively impact productivity and employee morale.</li></ul>

Working remote	
<b>PROS</b>	<ul style="list-style-type: none"><li>• Work hours are more flexible.</li><li>• We save money on fuel, parking fees, public transportation costs and workwear.</li><li>• It allows you to decide when and where to work.</li></ul>
<b>CONS</b>	<ul style="list-style-type: none"><li>• It's difficult to separate work and personal life.</li><li>• Communication is a challenge.</li><li>• Working remotely can be lonely.</li><li>• You can face technical issues.</li></ul>



### Common phrases to express preferences

"I'm more interested in ... than ..."

"I (much) prefer ... to ..."

"I like ... better than ..."





### 13. Group work

**Let's discuss! Do you prefer working in an office or working remote?**


**Here is an example.**

*A: Which do you like better, working in an office or working from home?*

*B: I'm more interested in working in an office than working from home.*

*A: Why?*

*B: Because a workplace with a desk, computer, and other necessary equipment helps create a professional atmosphere.*

14.  **What do employees do at Amazon Entertainment? Watch this video <https://drive.google.com/file/d/1LtbrElcehyticKsaDSnLnkm-XGJnfFu9/view> and do the activities.**

### 15. Group work

**Let's integrate! Complete the grid and then use the information to talk about these people.**

	Origin	Company	In-office-Remote		Tasks Responsibilities	Working hours	First activity of the day
			Works	Prefers			
Susan							
Pedro							
Esteban							
Vivian							
Anthony							

You can use these questions.

- a) Where is Anthony from?
- b) How does Susan start her day?



- c) How many hours does she work?
- d) Does Vivian work in-office or remote?
- e) What is Esteban responsible for?