

ENGLISH FOR INFORMATION TECHNOLOGY – SPEAKING TEST ANSWER SHEET

PART 1 – INDIVIDUAL QUESTIONS

1. How do you use IT?

I use IT every day for studying, communication, and entertainment. It helps me do research, create assignments, and connect with people around the world. I also use it to learn new skills online, such as coding or design. In short, IT makes my life easier and more efficient.

2. What devices do you use?

I mainly use my laptop, smartphone, and sometimes a tablet. My laptop is for studying and doing projects, while my phone helps me stay in touch and check news or social media. I also use a desktop computer in the lab for programming practice. Each device serves a different purpose in my daily life.

3. What software do you use?

I use Microsoft Office for documents, spreadsheets, and presentations. For programming, I often use Visual Studio Code and sometimes Eclipse. I also use Google Chrome for browsing and Zoom for online classes. These tools are essential for both my studies and communication.

4. What job would you like to do in the future?

I would like to become a software developer because I enjoy solving problems with code. I think it's a creative and challenging job where I can constantly learn new technologies. Developers can build apps or systems that help millions of people. It's also a career with good opportunities for growth.

5. Can you tell me the name of a technology company? What activities do they carry out?

I'd like to talk about Microsoft. It develops computer software like Windows and Office, and also creates devices such as the Surface laptop and Xbox. They provide cloud

services through Azure as well. Microsoft is known for innovation and reliability in the IT world.

6. What IT organization would you like to work for? Why?

I would like to work for Google because it encourages creativity and teamwork. Their working culture is open, and they give employees space to develop ideas. I also admire how Google focuses on artificial intelligence and new technologies. It's a company where I can grow both personally and professionally.

7. Can you tell me the difference between peripherals and internal hardware?

Peripherals are external devices connected to a computer, like a printer, mouse, or keyboard. Internal hardware is found inside the computer, such as the CPU, RAM, and hard disk. Peripherals allow users to interact with the computer, while internal parts process and store data. Both are necessary for a computer system to work.

8. What can you do to a window?

On a computer, I can open, close, resize, maximize, minimize, or move a window. These actions help me manage several programs at once. For example, I often keep a browser window and a code editor open side by side. It makes my work faster and more organized.

9. What do you use computers for?

I use computers mainly for studying, programming, and entertainment. I prepare assignments, search for information, and practice coding. I also use it to listen to music or watch movies when I relax. Computers are essential for both learning and leisure.

10. Which website do you visit most often?

I visit YouTube and Stack Overflow most often. YouTube helps me learn through tutorials and technology news, while Stack Overflow gives me solutions for coding problems. I also use Google every day to search for information. These sites save me a lot of time and help me improve my knowledge.

11. Which browsers do you use? Which is your favourite? Why?

I use Chrome, Edge, and sometimes Firefox. My favourite is Google Chrome because

it's fast, simple, and supports many extensions that improve my productivity. It also syncs bookmarks and history across all my devices. I find it very convenient for both study and entertainment.

12. What devices do you use to access the Internet?

I usually use my smartphone, laptop, and sometimes my desktop computer. My smartphone is for quick access, while my laptop is better for study and work. All of them connect through Wi-Fi, which is very convenient. Having multiple devices helps me stay online anywhere.

13. What computing devices do you use in your daily life (e.g., ATMs)?

I use ATMs to withdraw money and make transactions. I also use my smartphone to shop or pay bills online. These devices are connected through secure networks, often wireless. Most of them use security features like PIN codes or fingerprint authentication to keep information safe.

14. What features do you use on a mobile device?

I often use GPS for navigation, the camera to take photos, and social media apps to stay connected. I also use email, calendar, and note apps to organize my schedule. My phone is like a mini computer that helps me manage everything. It's hard to imagine life without it.

15. How often do you use email?

I use email almost every day for study and communication. I send assignments to teachers and contact classmates about group work. Sometimes, I also use email to apply for jobs or online accounts. It's a professional and reliable way to exchange information.

16. When do you choose email instead of instant messaging, face-to-face, or telephone communication?

I choose email when I need to send formal or detailed information. It's better for work, study, or official communication. For example, I use it when applying for jobs or sending documents. Instant messaging is faster, but email is more professional and organized.

17. What do people use spreadsheets for?

People use spreadsheets to store and analyze data. They are helpful for calculating numbers, creating budgets, or managing lists. For example, companies use Excel to track sales or employee information. It's a powerful tool for both business and personal use.

18. Do you use spreadsheets? What for?

Yes, I often use Excel to manage my monthly expenses and keep track of assignments. It helps me calculate totals and create charts. I also use it for small data projects at school. It's very useful for organizing information clearly.

19. What do you find easy and difficult about using spreadsheets?

Entering and formatting data is easy for me. However, using advanced formulas and functions can be a bit challenging. Sometimes I need to search online to understand complex formulas. Still, I enjoy learning new tricks in Excel.

20. What database programs do you know?

I know Microsoft Access, MySQL, and SQL Server. They are used to create and manage databases efficiently. Each one has its own advantages depending on the project. I mostly practice SQL because it's widely used in the IT industry.

21. What do people use databases for?

Databases are used to store and manage large amounts of information. For example, banks use databases to keep customer records, and schools use them for student data. They help organizations access and update information quickly. Without databases, it would be hard to manage data efficiently.

22. Can you describe...

- *NAS device*: A NAS device is a network storage unit that allows users to share and back up files over a network. It's useful for companies to store large amounts of data securely.
 - *Projector*: A projector displays images or videos from a computer onto a large screen. It's often used in meetings or classrooms for presentations.
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23. How do you communicate electronically with friends and family?

I usually use Messenger, Zalo, or WhatsApp to chat and make calls. I also use social media like Facebook to share updates and photos. Video calls are great when I want to see my family who live far away. Technology really helps us stay connected anytime.

24. Which types of communication are better for information/friendliness?

Email or written messages are better for sharing information clearly. But for being friendly or personal, face-to-face or video calls are best. They allow us to express emotions and body language. Each type has its own advantage depending on the situation.

25. Which method do you prefer: face-to-face, video, or telephone?

I prefer video calls because I can see the other person's expressions. It feels more natural than a phone call but still convenient when we are far apart. I often use Zoom or Google Meet for study groups. It saves time and makes communication more interactive.

26. Advantages of video conferencing over face-to-face meetings?

Video conferencing saves travel time and costs. People can join meetings from anywhere in the world. It's also easier to share documents or screens online. This method became especially popular during the pandemic because it's efficient and safe.

27. Do you buy things on the Internet? Why (not)?

Yes, I buy things online quite often. It's convenient because I can compare prices and find good deals easily. I usually buy electronics, clothes, or books. However, I only use trusted websites to avoid scams.

28. Advantages and disadvantages of online shopping?

Online shopping is fast and comfortable because you can buy from home. You can also find many options and discounts. However, sometimes products look different from the pictures, and delivery can be slow. Security and trust are also important concerns.

29. How important is training when a company buys new technology?

Training is very important because employees need to know how to use new tools

effectively. Without training, they may waste time or make mistakes. Proper training improves productivity and reduces technical problems. It also helps people adapt to changes quickly.

30. Advantages of e-learning over face-to-face learning?

E-learning is flexible—you can study anytime and anywhere. It's great for people who have busy schedules. You can also replay lessons or access many online resources. However, you need discipline to stay focused without a teacher present.

31. What was the last problem you had with a device?

Recently, my laptop suddenly froze while I was coding. I found out that the problem was caused by overheating. I cleaned the fan and used a cooling pad to fix it. Since then, it has worked much better.

32. When you have problems with a device, what do you do?

First, I try simple solutions like restarting or checking the settings. If that doesn't work, I search online for tutorials or troubleshooting guides. Sometimes, I ask a friend who knows more about IT. If the problem is serious, I take it to a technician.

33. Have you ever called an IT help desk?

Yes, once when my Wi-Fi connection wasn't working. The help desk staff was friendly and asked me to reset the router. After following the steps, it worked again. It was a good experience because I learned how to fix it myself next time.

34. Can you talk about steps to solve an IT problem?

First, identify what the problem is and check possible causes. Then, try basic solutions like restarting the device or checking cables. If it still doesn't work, search for help online or call a technician. Finally, test the solution to make sure the issue is fixed.

35. What area of IT would you like to work in? Why?

I'd like to work in cybersecurity because it's an important and fast-growing field. Protecting information from hackers sounds challenging and exciting. I enjoy solving puzzles, and this job requires a lot of logical thinking. It's also meaningful because it helps keep people and organizations safe.

36. What technical skills do you have?

I can program in Java, Python, and C#. I also know how to design databases and create basic websites. Besides that, I can troubleshoot hardware and software problems. These skills help me understand how systems work together.

37. What personal skills do you have?

I'm patient, hardworking, and good at teamwork. I communicate clearly and enjoy helping others. I can stay calm under pressure and manage my time well. These skills are useful not only in IT but in any job.

38. Can you define...

- *Smartphone*: A portable device that combines phone functions with computer features like apps and internet access.
 - *Encryption*: The process of converting data into a secret code to protect it from unauthorized access.
 - *Cookies*: Small data files that websites store on your computer to remember user preferences or login information.
 - *SSL*: A security protocol that encrypts data between a web browser and a server.
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39. In a spreadsheet, what is...

- *Cell*: The smallest unit in a spreadsheet where you enter data.
 - *Formula*: An expression used to perform calculations automatically.
 - *Worksheet*: A single page or sheet within an Excel file where data is stored.
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40. In a database, what is...

- *Table*: A structure that holds related data organized into rows and columns.
 - *Form*: A user-friendly interface for entering or editing data in the database.
 - *Report*: A formatted output that displays information from the database clearly.
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41. In a computer network, what is...

- *LAN*: A local area network connecting computers in a small area, like an office or school.
 - *WAN*: A wide area network covering large distances, like between cities or countries.
 - *Router*: A device that forwards data packets between networks.
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42. What's the difference between LAN and WAN?

A LAN connects computers within a limited area, like a classroom or office. A WAN connects networks across long distances, like the internet. LANs are faster and cheaper to set up, while WANs cover more extensive areas. Both are important for communication.

43. What's the difference between open-source and proprietary software?

Open-source software is free and allows users to modify its source code. Proprietary software is owned by a company and requires a license to use. Open-source offers flexibility, while proprietary ensures professional support. The choice depends on the user's needs.

44. Which do you prefer, open-source or proprietary software? Why?

I prefer open-source software because it's free and customizable. It also helps me learn how software works by viewing the source code. I use tools like Linux and VS Code, which are open source. They're powerful and community-supported.

45. Why do many people like open-source better than proprietary software?

Many people prefer open-source software because it's cost-free and transparent. They can modify it to fit their needs and share improvements with others. It also promotes collaboration among developers worldwide. That's why open-source communities are growing fast.

PART 2 – Pair Work (Concise and Accurate Version)

CONTEXT 1: Workplace Rules

STUDENT A (New employee)

STUDENT B (Company staff)

A: What time do we start work?

B: We start work at 8 a.m.

A: Can we eat at our desk?

B: No, eating at the desk isn't allowed.

A: Do we have to keep our desk clean?

B: Yes, please keep your desk clean and tidy.

A: Can I connect my own devices?

B: No, you can't. Only company devices are allowed.

A: Where can I read the rules?

B: You can read them on our website: www.basic-comp.com.vn.

CONTEXT 2: Buying a Mobile Phone

STUDENT A (Salesperson – wants to buy)

STUDENT B (Technician – gives advice)

B: Hello. How can I help you?

A: Hi. I'm looking for a smartphone.

B: What do you use it for?

A: I use it for calling clients, taking notes, and checking email.

B: What functions do you need?

A: I need GPS, calendar, camera, and sales apps.

B: What's your budget?

A: Around \$600.

B: Do you prefer Nokia, Samsung, or iPhone?

A: Any brand is fine, just good quality.

B: How will you pay — e-wallet, credit card, or cash?

A: By credit card, please.

CONTEXT 3: Talking About Companies

STUDENT A (asks about the company)

STUDENT B (answers with given info)

A: What does your company do?

B: We develop applications for clients.

A: Who are your customers?

B: Individuals, companies, and governments.

A: Do you produce hardware?

B: No, only software.

A: What are your future plans?

B: We plan to develop online multiplayer games next year.

A: What's your company address?

B: 59 King Street, near the city center.

CONTEXT 4: Asking About a Computer

STUDENT A (answers – has specs)

STUDENT B (asks questions)

B: What's your processor speed?

A: Intel Core i5-6600, 3.30 GHz.

B: How much memory do you have?

A: 8 GB RAM.

B: What's your hard drive size?

A: 77.4 GB.

B: What's your screen resolution?

A: 1920 × 1080.

B: What's your device name?

A: DESKTOP-AODNRM1.