

MEETING PEOPLE

1. Listen and complete the dialogue between host, colleague and visitor.

Daniel: Susan, I'd like _____ meet Miles Henderson from Simtech Ltd.
Susan: _____, Mr Henderson?
Miles: _____. So what _____?
Susan: I'm _____ of our HR department. And you?
Miles: I'm responsible _____ sales and marketing.
Daniel: _____ your first visit _____ Boston, Mr Henderson?
Miles: No, _____ I've been here four times _____.
Daniel: Really? On _____ or business?
Miles: Mostly business.
Susan: How long _____ for your company?
Miles: Oh, I've been with Simtech _____ almost five years now. _____?
When did you _____ your company?
Daniel: I _____ working for Wcel Systems about 10 years _____.

2. Now, complete the following dialogues with adequate expressions.

Dialogue 1

Martin: Excuse me, _____ Jacqueline Turner?
Jacqueline: Yes, that's _____.
Martin: May I _____? I'm Martin Young. How _____?
Jacqueline: _____, _____ Young.
Martin: Can I _____ you to a colleague of _____, Peter Wilson?
Peter, _____ Jacqueline Turner. Jacqueline, _____ Peter.
Peter: Pleased _____, _____ Turner.
Jacqueline: Nice _____, _____. But, _____, call me Jacqueline.
Peter: Then you _____ call me Peter. What _____, Jacqueline?
Jacqueline: I run the Human Resources department at AIG.
Peter: Interesting...
Jacqueline: Well, Peter. I must leave now. It _____ meeting you.
Peter: The _____ was all mine. Bye.
Jacqueline: Bye.

Dialogue 2, Next time they meet

Jacqueline: Hello, Peter, how _____?
Chris: I'm _____?
Frank: I'm _____, too, thanks. I remember that you said you were working on a new project. How's it going?
...

BEING POLITE

1. Reply to the following phrases using adequate expressions or comments.

Sorry, I don't know your name.
Do you fancy another drink? (Negative reply)
How was your flight?
Would you like to look around the company?
Do you prefer red or white wine?
I'm terribly sorry about the delay.
Let me give you a lift. (Negative reply)
Thank you very much for the wonderful dinner.
My sister has had an accident.
See you on Monday. Have a nice weekend.

2. What would you say in these situations?

Today is the 24th December:

Your roommate is 21 today:

Someone said something but you didn't hear very well:

You are in a restaurant and want to get the waiter's attention:

Today is January 1st:

Your friend is going to take his driving test:

Your friend passed the driving test:

Someone sneezes near you:

You are leaving the room and will see your friends again tonight:

A friend who is ill:

You are in a crowded bus. What do you say to other passengers as you move through?

You are in a meeting and have to leave the room to answer an important call. You would say:

You are staying with an English friend. What do you say when you are going to bed

While you're making a toast with a friend you say:

You want to take someone's picture. You say:

COMMUNICATING AT WORK – ON THE PHONE

1. Read the website and email addresses below, using the words in the box. Then listen to three internet addresses and write them down.

hyphen/dash	underscore	dot	at	colon	slash	double slash
1 alan.thompson@hotmail.com						
2 *www.gopher-systems.com						
3 kevin.stevens@afg-consulting.ca						
4 margaret.peterson@zebra.it						
5 www.rent-a-car.com						
6 (your email address)						

2. Listen and complete the following extracts from six telephone conversations.

Dialogue 1

Maria Gomez: _____, Simtech Ltd. _____? (1)

Daniel Goldman: Good morning, _____ the sales department, please? (2)

Maria Gomez: Certainly, sir. One moment, please.

Dialogue 2

Susan Clarke: _____ Susan Clarke. _____ Xcel
Systems. (3) _____ Miles Henderson, please. (4)

Simtech employee: Certainly. Just a moment.

Dialogue 3

Miles Henderson: Hello, _____ Anthony Smart, please? (5)

Anthony Smart: Speaking.

Miles Henderson: Oh, hi Anthony, _____ Miles. (6) _____ tomorrow's
meeting. (7)

Dialogue 4

Susan Clarke: _____, Susan Clarke _____ . (8)

Maria Gomez: Hi Susan, Maria _____ . (9) _____ confirm our meeting
tomorrow. (10)

Dialogue 5

Miles Henderson: Hello.

Mike Smith: Hello, _____ Peter _____ ? (11)

Miles Henderson: I'm sorry, there's no one here called Peter.

Mike Smith: _____ 27453010? (12)

Miles Henderson: No, it's 27453011

Mike Smith: Oh sorry, it looks like I dialled the wrong number.

Dialogue 6

Paul Groves: Accounts department.

Maria Gomez: Hello, _____ Maria Gomez _____ Simtech Ltd. (13)
_____ we haven't received any payment for the last invoice
we sent you. (14)

3. In pairs, role-play the following situations. Take turns to be the caller and receiver.

1. Caller: John Smith, TDI Ltd., Receiver: receptionist, Micro Global
Purpose of call: you want to speak to someone in the marketing department
2. Caller: Dominic Price, Receiver: Franco DeAngelo, sales department
Purpose of call: you need to speak to Mr Gomez about a product order
3. Caller: your own name, position, Receiver: Jack Jones (telephone number: 963128743)
Purpose of call: you want to speak to Anna Carlton (telephone number: 963128744)

CUSTOMER CARE

1. Listen and complete the dialogue.

A: Technical support.
B: Hello Sam, it's Bob here.
A: Hello Bob. What's gone wrong today?
B: Err...yes, well _____ sending emails.
A: _____?
B: Well, when I click on the 'Send' button, the emails just remain in the outbox and don't get sent.
A: _____ closing and opening the programme?
B: Yes, I have. It didn't help one bit.
A: _____ restarting your computer? That might help.
B: I've done that too. No change either. Has something gone wrong with the server again?
A: I don't think so. Everything's working fine for me... Hmm...
_____ somehow altered the settings on your email
programme. Either that or _____ your Internet connection.
B: _____ the connection. I have no problems accessing the internet.
A: Hmm. _____ your settings.
_____ and try to sort it out.
B: Thanks.

2. Which expressions did they use in the dialogue for the following:

Declaring a problem:
Finding out more details:
Diagnosing a problem:
Making a suggestion:
Accepting a suggestion:
Rejecting a suggestion:
Taking action:

7. Now work in pairs and roleplay dialogues using the expressions in 6.

Student A	Student B
You have a problem with your smartphone. You can't make calls. You want to know if it's a virus.	Check if Student A has restarted the phone. You think the cause is the network provider. You suggest taking the phone back to shop.
Student A	Student B
You have a problem with your car. You can't start it. You want to know if it's a problem with your battery.	Check if Student A has checked the battery. You think the cause is the car's electronic system. You suggest calling an authorised mechanic.
Student A	Student B
You have a problem with your digital camera. The flash has stopped working. You want to know if it's a problem with the flash bulb.	Check if Student A has set the flash settings to 'auto'. You think the cause is the camera settings. You suggest reading the documentation.

PHRASAL VERBS

1. Phrasal verbs combine a base verb with a preposition to create a completely new meaning. Replace the verb in *italics* with one of the following phrasal verbs with similar meaning.

check out *set about* *work out*
throw away *note down* *hand over*
shut down *grow up* *run up*
hack into

1. Don't *discard* your credit card receipts; they could help fraudsters.
2. Trying to *penetrate* computer systems is against the law.
3. The typical hacker is a young person who has not *matured* yet.
4. The best way to *begin* hacking into a system is to try to get hold of a password.
5. If someone telephones you and asks for your password, don't *provide* it.
6. Hackers *closed* Hotmail for five hours.
7. Hackers *accumulated* a telephone bill of a million pounds for Scotland Yard.
8. The difficult thing was to *determine* how the website would look.
9. So you won't forget, *record* the ID number the support technician gives you.
10. *Examine* the manufacturer's websites before you phone for help.

2. Now, complete the gaps in the sentences with the appropriate form of these combinations with the preposition 'up'.

back up catch up keep up set up start up update upgrade upload free up

- a) To avoid losing data you should _____ your files regularly.
- b) You can _____ your PC by adding a new motherboard.
- c) Delete some files to _____ space on your hard disk.
- d) She's taking a course to _____ her knowledge of computing.

- e) The computer checks the memory when it _____.
- f) He _____ a website to advertise his travel company.
- g) If you miss a class, you can study the hand-outs to _____.
- h) You can _____ with developments in IT by reading magazines.
- i) Data is _____ from regional PCs to the company's mainframe each night.

3. Now, choose a verb from the box, add an adequate preposition, and make a phrasal verb to complete the sentences below in the correct tenses.

set	plug	log x 2	run	break	boot	click	go	free	hook
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- a) Are you sure you _____ with your ID and password?
- b) Wait a second, my computer is still _____.
- c) This application took a long time to _____.
- d) If you _____ this icon, you can change the screen colour.
- e) You may need a different cable to _____ the printer _____ to the computer.
- f) You will _____ of disk space if you save copies of all your emails.
- g) Someone _____ my computer and stole all my files.
- h) Eliminate some files if you want to _____ some space.
- i) I cannot send any emails because the server _____.
- j) Please remember to _____ after you've finished with a computer that is not yours.
- k) She forgot to _____ her printer and was wondering why it didn't work.

E-COMMERCE

1. Listen to two extracts from a podcast. What is each speaker talking about?

Speaker 1

Speaker 2

Which things do people buy online?

What can you do with online banking?

What are the steps for buying online?

What is the biggest issue with online banking?

Which precautions should online buyers follow?

Which precautions should its users follow?

2. What do you think are the advantages of online shopping and of traditional shopping?

3. Choose the best word to fill the gap from the alternatives given in the box in order to complete this text about e-commerce. There are some words you don't have to use.

hits	cart	page	engine	securely	e-tailing	surfing
users	clicks	bricks	first	last	commerce	procurement

I'm Justin and I run a chain of bookshops specializing in old and rare books. Last year we started an e- (1) operation. It's been very successful. We have about 4,000 unique (2) and last month our home page had over 15,000 (3) Visitors use the site's search (4) to look for book titles or authors. They add items to their shopping (5) and, when they've finished, they pay (6) using a credit card. We send the books out by post so we don't have any (7) mile problems like some companies. Since we started (8) we've had more customers in our traditional (9)-and-mortar shops. People see our site while they are (10) the web and that persuades them to come along.