



WORKBOOK

Burlington Professional Modules

COMPUTING & INFORMATION TECHNOLOGY

Oliver Taylor

Includes:

- Vocabulary Practice
- Functional Language Practice
- Optional Grammar Practice
- Writing Plan Pages

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VOCATIONAL: COMPUTING WB

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Burlington Professional Modules: COMPUTING & INFORMATION TECHNOLOGY Workbook

by Oliver Taylor

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Vocabulary and Functional Language

1 Complete the sentences with the words below.

data • laptop • system unit • apps • mouse
software • monitor • keyboard

1. You use a to put information into a computer.
2. The main part of a desktop computer is the
3. Computer programs are called
4. There is more and more on the Internet every day.
5. A computer looks like a television.
6. You move the cursor around with your
7. A is a computer suitable for use while travelling.
8. are computer programs that perform special functions.

2 Circle the word that doesn't belong.

1. **banking:** money ■ finance ■ invention cheque
2. **hospitality and leisure:** tourism ■ engineer travel ■ hotel
3. **manufacturing:** production line ■ machine factory ■ entertainment
4. **business and retail:** department store holiday ■ customer ■ shopping
5. **transport:** cars ■ design ■ vehicle ■ aeroplane
6. **education:** consumer ■ school ■ teacher university
7. **health:** hospital ■ computer game ■ clinic medicine

3 Circle the correct answer.

1. $8 + 11 = \dots$
a. ninety-one b. nineteen
2. $22 + 45 = \dots$
a. sixty-seven b. sixty-six
3. $100 - 55 = \dots$
a. fifty-five b. forty-five
4. $19 + 8 = \dots$
a. twenty-seven b. twenty-five
5. $29 + 71 = \dots$
a. ninety b. one hundred
6. $65 - 33 = \dots$
a. forty-two b. thirty-two

4 Write the numbers in words.

1. 348
2. 652
3. 713
4. 1,938
5. 8,527

5 Circle the correct response.

1. Where is your server located?
 - a. On the biggest computer on our network.
 - b. On our web page.
2. Can you assemble the computer yourself?
 - a. Yes. I can find the data we need.
 - b. Yes. This manual shows you how.
3. Can you install more memory in my computer?
 - a. I can install new software.
 - b. Let me check it first.
4. What are you testing?
 - a. A new program.
 - b. Don't download that app!
5. Who maintains your hardware?
 - a. An IT company in the city.
 - b. A programmer.
6. Do you want us to repair your computer?
 - a. Yes, please. It's not working.
 - b. Just a moment.



6 Circle the correct answer.

1. Sally is artistic and she **designs / operates** beautiful websites.
2. Does your grandmother know how to **give / operate** a computer?
3. We need a person in the company to **install / solve** problems.
4. These companies **input / give** support to their customers.
5. This **upgrade / startup** will improve your computer's performance.
6. In this department, people **assemble / input** data into the main computer.
7. Can you please help me to **install / operate** a new version of this software onto my laptop?
8. **Startup / Upgrade** is a term that describes the process of preparing the computer for operation.
9. Sam's job is to **troubleshoot / design** software problems and find solutions.
10. She **downloaded / uploaded** the pictures from her digital camera to her computer.

**Say It!**

Number the sentences in the correct order to create a dialogue.

- a. I help people with their computer problems over the phone.
- b. You must be good at problem-solving.
- c. What does your job involve?
- d. What's your job, Joe?
- e. Hello, I'm Sara.
- f. I'm a helpdesk technician.
- g. Nice to meet you, Sara. I'm Joe.

7 Match A to B to form jobs. Then write the correct job next to the definitions below.**A**

1. software a. designer
2. data entry b. technician
3. network c. tester
4. support d. operator
5. web e. technician
6. helpdesk f. administrator

B

1. develops and creates attractive webpages
2. provides technical support and advice, usually over the phone
3. puts information into a computer program
4. manages an organisation's data management network
5. checks programs to see that they work properly
6. helps computer users in the company or outside the company



2 Vocabulary and Functional Language

1 Circle the correct answer.

1. A **USB port / processor** allows devices to be connected to each other.
2. The **heat sink / motherboard** connects all the different parts of the computer.
3. The **processor / DVD drive** performs the instructions of a computer program.
4. If the computer gets hot, you should check the **RAM chip / heat sink and fan**.
5. Has your computer got a **hard drive / sound card**? I can't hear the music.

2 Find eight adjectives in the wordsearch. Then use the adjectives to complete the mini-dialogues.

v	p	a	d	l	j	f	y	n	w	s
s	d	b	a	s	i	c	u	a	t	p
q	u	i	c	k	h	k	s	r	x	n
u	d	c	s	w	c	f	e	r	m	z
h	j	y	t	b	h	m	f	o	s	k
t	l	a	r	g	e	q	u	w	r	w
s	n	z	r	n	a	r	l	o	u	d
h	e	a	v	y	p	g	s	j	k	t

1. **A:** How much does that computer cost?
B: £500.
A: That's not!
2. **A:** Which course are you interested in?
B: I'd like to take a course in Photoshop.
3. **A:** Is that a new laptop?
B: Yes. My old one is too I can't carry it to class.
4. **A:** How long will it take to repair the computer?
B: It's not a serious problem, so it'll be
5. **A:** Are you going to open up the computer?
B: Yes, because the old fan makes a noise.
6. **A:** Do you use all the apps on your phone?
B: Yes, I find them very
7. **A:** Where do you work?
B: In the office building at the corner of Maple and Brook Streets.
8. **A:** Can you put the computer here?
B: No, it won't fit. The space is too

3 Match A to B. Pay attention to the words in bold.

A

1. This laptop is very **light**.
2. Our web designs are **expensive**.
3. My old computer is **useless**,
4. Our data entry operator is **slow**,
5. This component is too **wide**.
6. It's **quiet** in the office today,
7. You need all these **little** parts,
8. The technology we use is very **advanced**,

B

- a. It can't go into the motherboard.
- b. You can carry it to school.
- c. but he's a good worker.
- d. because the technicians are at a computer exhibition.
- e. so I want to buy a new one.
- f. so you'll get the most sophisticated hardware.
- g. but we've got many happy customers.
- h. so be careful not to lose them.

4 Circle the correct answer to form phrases.

1. Turn on a
 - mouse
 - TV
 - keyboard
2. Insert a
 - tablet
 - smartphone
 - sound card
3. Plug in a
 - DVD drive
 - computer
 - hard drive
4. Disconnect the
 - monitor from the computer
 - processor from the computer
 - fan from the computer
5. Attach
 - the heat sink to the motherboard
 - software to the laptop
 - a processor to the keyboard
6. Remove a
 - keyboard from the computer
 - monitor from a computer
 - hard drive from a computer

5 The words in bold are in the wrong sentences. Write them next to the correct sentences.

- Will you please **unscrew** the computer before you leave?
- You need to **turn off** the sound card into place.
- You must **unplug** the monitor to the computer.
- In order to remove the motherboard, you must **connect** it.
- Detach** the computer before you put in any hardware.
- Do I need to **screw** the fan from the heatsink in order to clean it?



6 Circle TWO words connected to the word in bold.

case: side panel ■ socket ■ front panel

power supply: switch ■ cable ■ heat sink

7 Complete the sentences with the words below.

clips ■ cable ■ slot ■ socket ■ switch

- You must insert the sound card into this
- Use this to turn on the computer.
- The hold the heat sink in its place.
- You can plug the lamp into this
- The isn't long enough to connect the computer to the TV.

8 Look at the sign below. Then complete the sentences with ordinal numbers.

	floor 9	Smartphone Accessories
	floor 8	BEI Retail Computers
	floor 7	A&P Electronics
	floor 6	MIG Mobile Phones
	floor 5	Ace Web Designers
	floor 4	Laptop Repairs
	floor 3	REM Technology
	floor 2	Software Solutions
	floor 1	T&T Education Software

- The electronics company is on the floor.
- Go to the floor for REM Technology.
- You can find web designers on the floor.
- To buy a new computer, go to the floor.
- On the floor, they solve software problems.
- Are you looking for a new phone? Go to the floor.
- You can get your laptop fixed on the floor.
- You need computer programs for your school. Go to the floor.

Say It!

Complete the mini-dialogues with the sentences below. There is one extra.

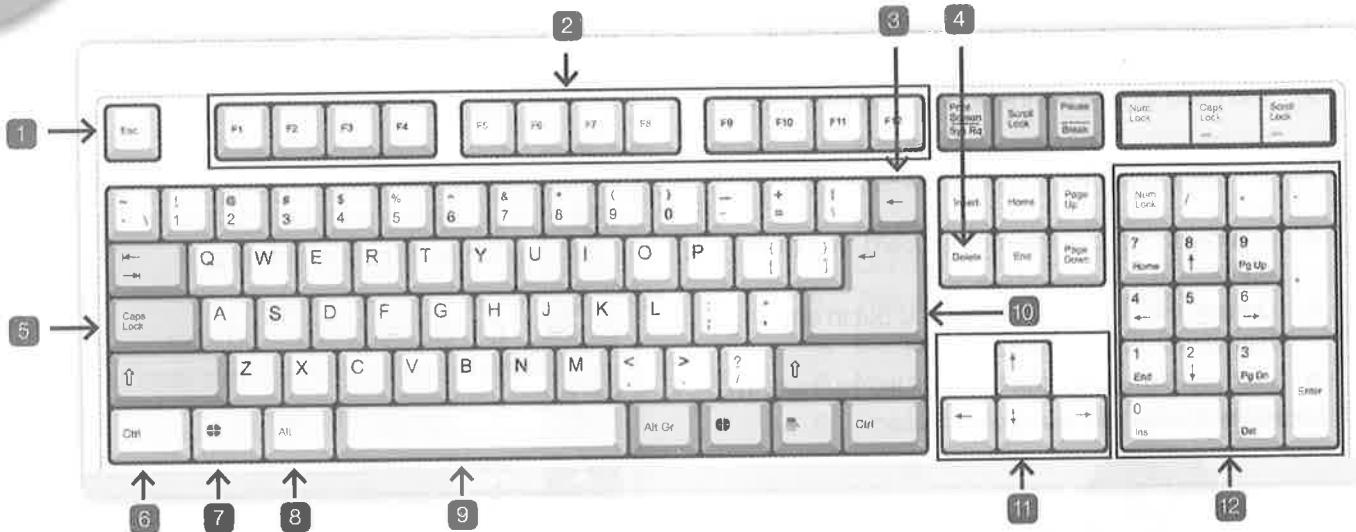
How can I help? ♦ Good. Now put the panel back on the computer.

What do you need to use it for? ♦ It's on special offer this week.

- A:** Check the new sound card is working.
B: Yes, it is.
A:
- A:**
- B:** For Word documents and PowerPoint.

- A:**
- B:** Can you help me install a new sound card in my computer?
- A:** How much is it?
B:
- B:** It's only £280.

3 Vocabulary and Functional Language



1 Write the correct phrase next to the number.

command key ♦ backspace key ♦ arrow keys
delete key ♦ escape key ♦ caps lock key
numeric pad ♦ function keys ♦ control key
space bar ♦ return key ♦ modifier key

1.
2.
3.
4.
5.
6.
7.
8.
9.
10.
11.
12.

2 Answer the questions with the phrases below.

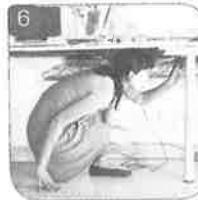
alt key ♦ tab key ♦ arrow keys ♦ delete key
shift key ♦ space bar ♦ function keys

Which key or keys do you press ... ?

1. to move the cursor in different directions
.....
2. to make a space
.....
3. to type single capital letters
.....
4. for functions, eg *Help*
.....
5. to correct a mistake
.....
6. to move the cursor to the next tab stop
.....
7. to change the function of other pressed keys
.....

3 Complete the sentences about the pictures with the words below. There may be more than one possible answer.

below ♦ under ♦ next to ♦ over
between ♦ behind ♦ beside
in the middle of ♦ above ♦ on



1. The table is the room.
2. The shelf is the desk.
3. The mouse is the keyboard and the book.
4. The plane is flying the city.
5. The man is sitting the woman.
6. The woman is the desk.
7. The laptop is the notebook.
8. The screen is the keyboard.
9. The man is the air-conditioner.
10. The coffee is the table.

4 Write the name of the correct punctuation mark needed in each sentence with the words below. There are more words than you need.

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

1. Where do you live....
2. Tim is usually here at 8.00.... but he's late today.
3. johnferry...instep.com
4. They close the office at 4.00....
5. That's great.... I'm so excited.
6. Thomas Jackson Computer Company
7. It's cold in here,... said Polly.
8. Each student must bring his her laptop to class.
9. Where is David...s phone?
10. We've got twenty....three webcams.

5 Match the phrases to the pictures.

- | | |
|-------------------|--------------------|
| 1. flash drive | 4. barcode scanner |
| 2. touch screen | 5. USB charger |
| 3. remote control | |



Say It!

Match the sentences in A to the responses in B.

A

1. Have we got enough microphones?
2. Now plug the keyboard in.
Press the space bar and see what happens.
3. I've got a problem with my mouse.
4. I can't see any USB chargers on the shelf.
5. The escape key on my keyboard is stuck.
6. Which printers have we got?

6 Match the words in A to the clues in B.

A

1. microphone
2. projector
3. headset
4. scanner
5. speakers
6. webcam
7. printer
8. gaming controller
9. stylus pen

B

- a. You put this over your ears to hear music.
- b. You put paper into this.
- c. Sound comes out of these.
- d. This small camera is on the computer.
- e. You can record your voice with this.
- f. This projects images onto a screen.
- g. You use this to put printed documents or photos into your computer.
- h. You can write on a screen with this.
- i. You can use it to control games.

7 Complete the dialogue with the words below.

reorder ♦ ordered ♦ overstocked ♦ broken
run out of ♦ obsolete ♦ run low on

A: There aren't any microphones on the shelf.
We've ^{1.} them.

B: I ^{2.} 20 last week, but they haven't arrived. I'll call the supplier and ^{3.}

A: We are ^{4.} with headsets.
Would you please send 10 back to the supplier? And please check the webcams.
I don't want us to ^{5.} them.

B: OK. What about these digital cameras?

A: This model is ^{6.} Nobody uses it anymore. Oh, one more thing – the projector in the conference room is ^{7.} Would you please ask the technician to repair it?

B

- a. Ten model A printers and six model B.
- b. But I ordered a couple of boxes last week.
- c. Alright. Good – it's working now.
- d. Is it a standard or wireless?
- e. No. We need to order some urgently.
- f. If the keys have got dirt inside, they sometimes get stuck.

4 Vocabulary and Functional Language

1 Write the correct word or phrase under each picture.

payments • price • invoice • payment date



2 Match A to B to form sentences. Pay attention to the words and phrases in bold.

A

1. Pay cash and
2. We couldn't order those headsets
3. I only need one,
4. They haven't got any speakers,
5. We only sell
6. A box of 10 costs £24,
7. The price the sales assistant gave you

B

- a. so the **price per unit** is £2.40.
- b. the best **quality** peripherals.
- c. we will **give you a discount**.
- d. doesn't include **VAT**.
- e. so the **delivery date** won't be next week.
- f. because they're **out of stock**.
- g. not a large **quantity**.

3 Circle the correct response.

1. Can I charge it?
 - a. Yes. Can you please tell me the number of your account?
 - b. Yes. The price includes VAT.
2. What comes after the subtotal in an invoice?
 - a. The quantity ordered.
 - b. VAT.
3. Can I pay by cheque?
 - a. Yes. The payment date is 30 days from delivery.
 - b. I'm sorry, we only accept cash or credit cards.
4. What goods are we expecting this week?
 - a. Keyboards and monitors.
 - b. Business and retail.
5. Does the price include postage and handling?
 - a. The price per unit is £4.50.
 - b. It will cost more if we're shipping the goods outside the US.



4 Circle TWO correct answers.

1. A maths problem can be ...
 - a. complicated
 - b. simple
 - c. user-friendly
2. This new laptop is ...
 - a. secure
 - b. portable
 - c. practical
3. We've got ... TV.
 - a. a wide-screen
 - b. an all-in-one
 - c. a high-resolution
4. That company only sells ... products.
 - a. built-in
 - b. top-of-the-range
 - c. dependable
5. Is this printer ... ?
 - a. superfast
 - b. flexible
 - c. reliable
6. Our new computer chairs are ...
 - a. ergonomic
 - b. sturdy
 - c. compact
7. This system is That's its big advantage.
 - a. complicated
 - b. user-friendly
 - c. flexible
8. Our ... PC cases fit in small spaces.
 - a. slimline
 - b. compact
 - c. powerful

5 Circle the correct answer to show you understand the word in italics.

1. We need to make our network more secure for **better protection** / **home use**.
2. It's *compact*. You need **very little** / **a lot of** space for it.
3. You **can** / **can't** remove the parts. They're *built-in*.
4. This is an *all-in-one* printer with a **scanner, copier and fax** / **no other functions**.
5. One of the components which makes a computer **powerful** is its **fan** / **processor**.

**Say It!****Read the sentences and circle the correct response.**

1. Can you recommend a good scanner?
 - a. The other scanner is more expensive.
 - b. These scanners are generally the best.
2. What quantity do you need?
 - a. We'll send out the order today.
 - b. I'll take one white one and three blue ones.
3. What's the price per unit?
 - a. They are £50 each before the discount.
 - b. I'll give you a 15% discount.
4. We're running low on USB chargers.
 - a. I'll order some more.
 - b. They aren't good quality.
5. I'd like to place an order, please.
 - a. It will be with you by tomorrow.
 - b. Certainly. What do you need exactly?
6. What's the best model?
 - a. This model has received really good reviews.
 - b. We've got three different models.

5 Vocabulary and Functional Language

1 The phrases in bold are in the wrong sentences. Write them next to the correct sentences.

1. Check the cables for a **mute** box.
.....
2. You can turn off the sound in the **control panel**.
.....
3. Press the **loose connection** to start the computer.
.....
4. Turn up the **power button** when you can't hear.
.....
5. Go into the **no signal** message to change the date and time.
.....
6. I called the technician because my computer had a **volume control**.
.....

2 Tick the pairs of sentences with a similar meaning. Pay attention to the words in bold.

- ... 1. a. We **replaced** the broken fan.
b. We repaired the broken fan.
- ... 2. a. My computer often **freezes**.
b. My computer stops working every so often.
- ... 3. a. **Shut down** the computer at the end of the day.
b. Turn off the computer when you go home.
- ... 4. a. **Reconnect** the computer after inserting the sound card.
b. Unplug the computer after inserting the sound card.
- ... 5. a. **Make sure** that all the programs are working.
b. Check to see that all the programs are working.

3 Complete the sentences with the words below.

log off ♦ restart ♦ reopen ♦ reinstall
press and hold

1. You might have to a computer if you didn't assemble it correctly.
2. If a software program isn't working, try to it.
3. Before you , make sure you've saved all your work.
4. the shift and alt keys to change languages.
5. You can press the control, alt and delete keys to the computer.

4 Circle TWO correct answers.

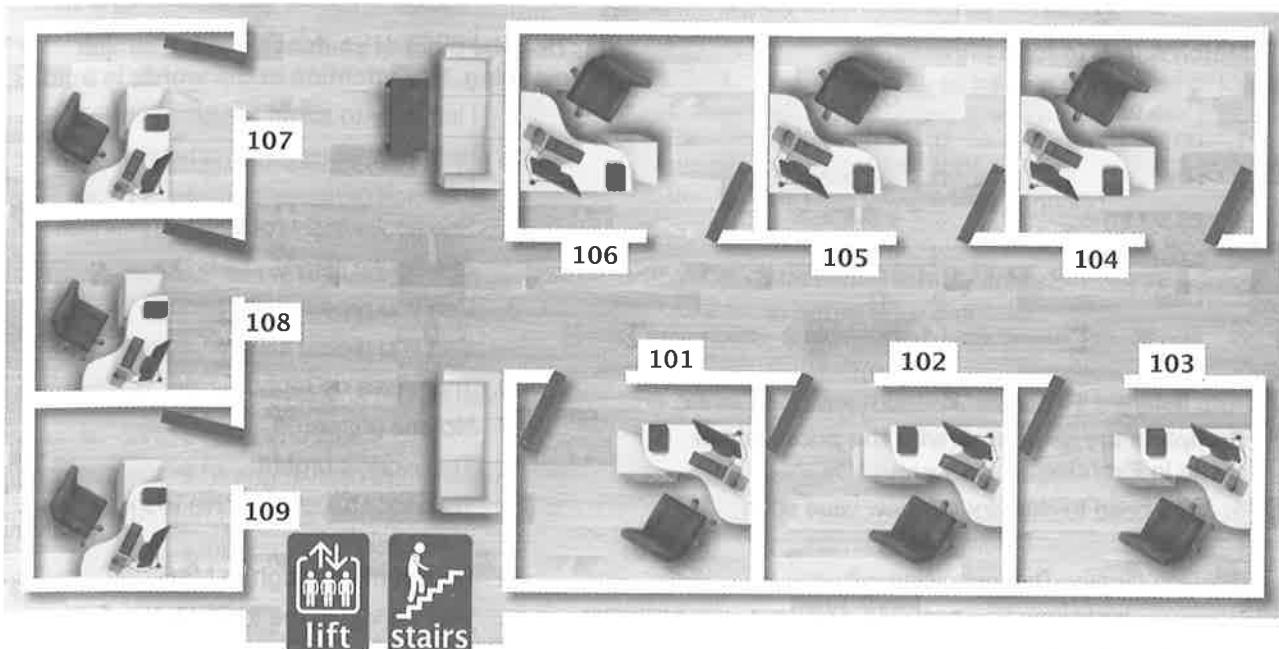
1. Go down to the ... and ask the woman at the desk to help you.
 - a. reception
 - b. post office
 - c. ground floor
2. You often go to the ... when you travel.
 - a. sports centre
 - b. airport
 - c. train station
3. You can buy clothes, shoes and many other things at the
 - a. library
 - b. department store
 - c. shopping centre
4. This building has got four
 - a. exits
 - b. entrances
 - c. stairs
5. You can take the ... to go up to the second floor.
 - a. lift
 - b. factory
 - c. stairs
6. Dave is working ... today.
 - a. on your left
 - b. on-site
 - c. off-site

5 Circle the correct answers to complete the dialogues.

1. Ann: Can I use your computer?
Larry: Sure. Do you know the ¹ **password** / **no signal** message?
Ann: Yes. When did you last ² **back up** / **freeze** the system, Larry?
Larry: Last week. Why?
Ann: I left a document on your desktop. I hope I didn't ³ **lose** / **restart** it.
Larry: Don't worry. I can ⁴ **log off** / **recover** it for you.
2. Nat: Does it take a long time to ⁵ **make sure** / **shut down** your computer?
Kate: Yes, it does.
Nat: I think your computer's got a virus.
Kate: Oh no! Can you do a virus scan for me?
Nat: Sure. What ⁶ **anti-virus software** / **password** do you use?
Kate: I think I need a different one. Show me how to download a new one.
Nat: It's easy. Just ⁷ **follow the instructions** / **press and hold**.



6 Look at the floor plan and complete the sentences with the words below.



opposite ♦ on your left ♦ go straight ♦ turn left
at the end of the corridor ♦ on your right ♦ turn right

- When you leave room 103,
and go straight to the stairs.
- Room 106 is room 101.
- When you get out of the lift,
and you'll see room 107 on your left.
- Rooms 103 and 104 are
- When you leave room 102, room 103 is
- When you get out of the lift, room 109 is
- When you leave room 107,
and go straight to the lift.



Say It!

Write the sentences in your language.

- Can you do a virus scan and remove any viruses that are slowing down the system?
.....
- Here's your work plan for this week.
.....
- It's usually a good idea to check cables for a loose connection before you do anything else.
.....
- How do I access their backup system?
.....
- What's the best solution for that?
.....
- Who am I speaking with, please?
.....
- Insert the disc, then follow the instructions on the screen.
.....
- What about the volume icon? Can you see that?
.....

6 Vocabulary and Functional Language

1 Match A to B to form phrases.

- | A | B |
|---------------|-------------------|
| 1. on | a. a meeting |
| 2. dial | b. a message |
| 3. as soon as | c. a number |
| 4. take | d. the line |
| 5. deal | e. up |
| 6. speak | f. possible |
| 7. in | g. with |

2 Complete the sentences with the phrases you made in Exercise 1.

1. You need to download a new virus scan!
2. Don't worry. The technician will the problem.
3. Can you please? I can't hear you.
4. Do you want me to for you on my phone?
5. Mrs Wells is She'd like to ask you a few questions.
6. Mr Ellis is busy at the moment. Can I?
7. Ms Jones is right now. I'll tell her that you called.

3 Complete the word or phrase in each sentence with the missing letters.

1. I've tried calling twice, but Mr Trevor is busy. Can you please r m him to call me?
2. Wait just a minute while I check. Please don't h u
3. I won't be able to call you during the flight, but I'll c t t you as soon as I arrive.
4. The item is un I e at the moment because we're out of stock.

4 Tick the pairs of sentences with a similar meaning. Pay attention to the words in bold.

- 1. I left early to **avoid** the heavy traffic.
I left early so as not to drive in heavy traffic.
- 2. She spoke in a **professional** manner.
She spoke clearly.
- 3. Can you **repeat** that, please?
Can you please say that again?
- 4. There was **no reply**.
No one answered.
- 5. This work is **urgent**.
You don't have to do this work immediately.
- 6. He **put me through** to Mr Brody.
He connected me to Mr Brody.

5 Complete the sentences with the words below.

extension number ♦ state ♦ be careful ♦ caller wrong number

1. The wanted to speak with the network administrator.
2. Do you know Mr Hanson's?
3. to take clear messages with all the necessary details.
4. When answering the phone, the name of the company first and then your own name.
5. I'm afraid you've reached the



6 Circle the best continuation for each sentence.

Pay attention to the words in bold.

1. Mr Owens is **out of town** right now.
 - a. He's on holiday.
 - b. He's having lunch.
2. Mrs Rollins has just gone **out of the office**.
 - a. I'll put you through to her.
 - b. She'll be back in an hour.
3. Mr Jenkins' **line is busy**.
 - a. Can I take a message?
 - b. You've got the wrong number.
4. Please don't **interrupt** us for the next hour.
 - a. We're making coffee.
 - b. We're having a video conference.
5. Please don't **put me on hold**.
 - a. This is urgent.
 - b. I'll wait.
6. I was talking to a customer and we were **cut off**.
 - a. I'm afraid there's something wrong with my phone.
 - b. I can't hear very well.
7. I am **expecting** a very important call from Mrs Parker.
 - a. Please take a message when she calls.
 - b. Please let me speak to her as soon as she calls.

7 Match the sentences in A to the responses in B. Pay attention to the words in bold.

A

1. Would you like to **leave a message**?
2. Can I please speak to Mr Hunt?
3. Can you **spell that**, please?
4. Mr Matthews' line is **engaged**.
5. Mrs Sheldon is **on holiday** till 31st August.
6. Mrs Evans is busy right now, but I'll ask her to **return your call**.

B

- a. One moment, please. I'll **transfer** your call.
- b. OK, I'll **ring back** later.
- c. I see, so can you please **take down** my name and number?
- d. Yes, please. Can you say that Brad Taylor from MEC called?
- e. OK. Thank you very much.
- f. Yes, it's K-A-U-R.



Say It!

Complete the dialogue with the sentences below.

I'm afraid that he is unavailable at the moment.

How may I help you?

Could you ask him to return my call, please?

Can you spell your last name, please?

I'll put you through to the support technician.

A: Good afternoon. Convoy Computers, Sarah speaking.

1.

B: It's Helen Shelby from Kings College. We've got a problem with our network.

A: Just a moment. 2.

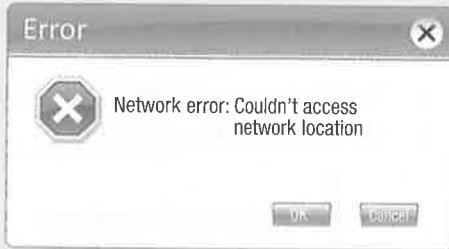
B: OK, thank you.

A: Ms Shelby, I'm sorry. 3.

B: 4. It's urgent.

A: Of course. Let me take down your name and number. 5.

B: Yes. It's S-H-E-L-B-Y.



7

Vocabulary and Functional Language

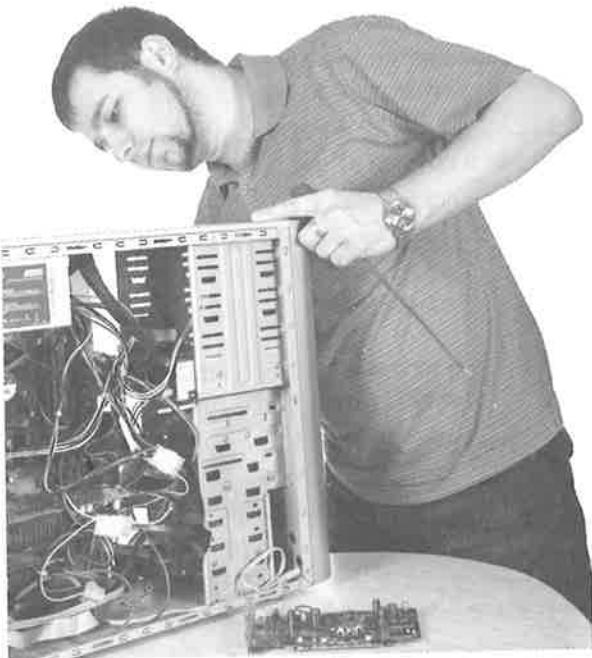
1 Match the departments in A to their responsibilities in B.

A

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

B

3. a. repairs equipment
5. b. finds new employees
2. c. manages a company's money
1. d. sells and advertises products
4. e. gives help to customers and deals with their problems



2 Match A to B to form sentences. Pay attention to the words in bold.

A

1. Our order didn't arrive
2. We couldn't assemble the computer
3. We corrected the invoice
4. The IT department sent back the screen
5. We didn't buy the headphones

B

5. a. because they had **defects**.
4. b. because it was **damaged**.
2. c. because it was **missing a part**.
3. d. because there was an **error**.
1. e. because it got **lost in the post**.

3 Complete the sentences with the words below.

charge ♦ doesn't fit ♦ hold the line ♦ discuss it make a claim ♦ making a noise ♦ get back to

1. Mr Evans phoned and left his number. He wants you to him.
2. I can't give you an answer right now. I'll with Ms Jenkins and we'll see how to deal with it.
3. How much did the web designer for designing your website?
4. Can you please while I transfer your call?
5. The fan is There's something wrong with it.
6. Can you help me? This part into the slot.
7. We decided not to because the company paid us for all the damage.

4 Circle the correct answer to show you understand the words in bold.

1. Our office suppliers **overcharged** us.

- a. We should pay £100, and not £120.
b. We should pay £120, and not £100.

2. Leisters Engines sent us a **faulty part**.

- a. It didn't work.
b. It was just what we needed.

3. Mr Shipton was not **satisfied** with our service.

- a. He wants to work with us again.

- b. He never wants to work with us again.

4. Mr Larson gave us a **quote** for the laptops and projectors.

- a. We paid £10,350.

- b. It will cost us £10,350.



5 The words in bold are in the wrong sentences. Write them next to the correct sentences.

1. Their **enquiries** are Monday to Friday, 9.00-6.00. opening times
2. The **customer number** is 15th October. shipping date
3. My **wrong item** is B536. customer number
4. You sent us the **shipping date** – you sent us model A31 instead of B31. wrong item
5. I've made a list of all your **opening times** and I'll contact you as soon as I get the answers. enquires

6 Circle the correct answer to show you understand the words in bold.

1. When you **return** something, you
 - a. keep it
 - b. send it back
2. When you **assist** someone, you
 - a. help them
 - b. pay them
3. When you **refuse** to do something, you say you
 - a. will do it
 - b. won't do it
4. When you **suggest** something, you
 - a. give advice
 - b. get advice
5. When you make a **complaint**, you say
 - a. you'd like a discount on in the price of a product
 - b. you're not satisfied with a product or service

7 Match A to B to form sentences. Pay attention to the words in bold.

A

1. If the part is **under warranty**,
2. If we **lose business** because of this,
3. If you **check your records** and find a mistake,
4. If you are not completely **satisfied**,

B

- 3. a. we will **credit your account**.
4. b. you will get a **refund**.
2. c. we will ask for **compensation**.
1. d. we will repair it **at our expense**.

Say It!

Number the sentences in the correct order to create a dialogue.

4. a. Yes. My customer number is NA71095. We ordered the products on 12th June.
6. b. Thank you.
1. c. May I ask what the problem is, please?
5. d. OK. Let me take your name and number. I'll check and get back to you.
3. e. I'm sorry about that. Can you give me more details, please?
2. f. Yes. Our order still hasn't arrived.



8 Vocabulary and Functional Language

1 Complete the sentences with the words below.

- 1** 3 reorganise • scheduled • alternative date
postpone • check your calendar • cancel
- The meeting is **2** for 10th June, but Mike won't be able to make it then.
 - Can you come to a meeting on 3rd July? Please and let me know.
 - There will be more people than I thought, so I will have to all the seating arrangements.
 - Please the meeting in Berlin. I'm going to Italy instead of Germany.
 - The 4th July doesn't work for Peter, so we'll the meeting to 6th July.
 - Ms Evans will be on holiday during the month of August, so we'll have to find an to meet.

2 Complete the words in the sentences below.

- I didn't have the correct e....., so it was difficult for the participants to see and hear my presentation.
- Everyone was tired, so we took a b..... for 10 minutes.
- Is four o'clock a c..... time for you?
- I want to c..... the time of the meeting. It's at 10.00, isn't it?
- How many p..... are taking part in the conference?

3 Match the words in A to their definitions in B.

A

- appointment
- running late
- suit
- reschedule
- arrange
- participate

B

- change to a different time or date
- take part in
- a meeting time
- organise
- be convenient for
- not keeping to schedule

4 Write the correct phrase under each picture.

held up in a traffic jam • leave urgently • feel ill
get lost • get the dates mixed up



leave urgently



get the dates mixed up



held up in a traffic jam



feel ill



get lost

5 Circle the correct answer to show you understand the words in bold.

- Mrs Anderson is **free** now.
 - She can't take your call.
 - She can take your call.
- The meeting began at 11 o'clock **sharp**, as scheduled.
 - It began on time.
 - It began early.
- We had some **light refreshments** in the afternoon.
 - We had coffee and sandwiches.
 - We went for a walk in the park.
- What did you get in the conference **pack**?
 - A laptop and a projector.
 - Product information, advertising material, a pen, paper and a gift.
- We're having a **video conference** with our Japanese clients this afternoon.
 - We're going to call them at 4.00.
 - They are meeting us at our office at 4.00.
- We **switched** the date of the meeting from 15th September to 17th September.
 - The meeting will be on 15th September.
 - The meeting will be on 17th September.

6 Complete the e-mail with the words below.

gave a presentation • took place • made arrangements • busy • previous commitment
attended the meeting • hold a meeting • tied up

To: Sam Barton, Assistant Manager
From: Janet Price
Subject: Yesterday's meeting

The sales and marketing presentation ¹ took place in the large conference room. We started at 12.00, and after Sam welcomed the guests, Jeremy ² gave a presentation about our new software. More than 30 people ³ attended the meeting Sandra ⁴ made arrangement to have sandwiches delivered for lunch. Unfortunately, Pete Smith was ⁵ tied up and only arrived at the end because of a ⁶ previous commitment with an important client.

At the end, there was a decision to ⁷ hold a meeting on Monday at 11.00. We need to discuss plans for further presentations. We'd like you to attend if you're not ⁸ busy

Janet

7 Write the time under each clock. Then match the clocks to the sentences below.

a



b



c



d



e



f



- b 1. Dina's train left five minutes ago. Her watch says 10.50. What time was her train?
 e 2. The conference didn't end at 5.00. That was half an hour ago. What's the time now?
 d 3. The presentation will take half an hour. It started at 9.45. What time will it end?
 a 4. Steve has got 10 minutes to get to his appointment. It's 12.20 now. What time is his appointment?
 f 5. The lunch break was from 1.30 till 2.00, but it started 10 minutes late. What time will it end?
 c 6. Paul is running late for a meeting at 9.30. He's got 15 minutes to get there. What's the time now?

Say It!

Write the sentences in your language.

- I'm afraid I won't be available on that day.
- Can we reschedule it?
- Would 10th May be convenient for you?
- A mid-afternoon meeting would be better, if possible.
- I can rearrange a few things, so I'll be there.
- I've got previous commitments on that day.
- I'm trying to schedule a meeting.
- She'll also be free on Monday.

9 Vocabulary and Functional Language

- 1** Match A to B to form phrases. Then complete the sentences below with the phrases you made.

A

1. mapping
2. good
3. child-
4. battery
5. protective
6. water-
7. zoom
8. budget

B

6. a. resistant
8. b. model
7. c. control
2. d. value
1. e. software
3. f. safe
4. g. life
5. h. case

1. You can work online for hours because of the long 4
2. You should buy this laptop. I think it's really 2 for the money.
3. Take your watch off before you go into the pool. It isn't 6
4. Timmy's parents won't let him buy anything online, so his smartphone is 3
5. You can buy a 5 if you don't want your smartphone to get damaged.
6. Good 1 is useful if you want to travel to foreign countries.
7. If you're looking for a phone that costs under £200, try our
8. The on this new model allows you to take excellent photos.

- 2** Complete the words in the sentences with the missing letters.

1. A good **feature** of this smartphone is the size of its screen.
2. If you want to take good-quality photos on your smartphone, you can buy a n that attaches to it.
3. Turn up the p k h e so that everyone will be able to hear.
4. You can control all of those electronic appliances o l y.
5. This d i c is for professional photographers.
6. The screen is a t t r f, so it won't break if you drop it.



- 3** Circle the correct answers to complete the mini-dialogues.

1. Customer: I'd like a phone for my son.
Salesperson: Would you like us to set it so that it's ¹ **breaking news / child-safe?**
Customer: Yes, and please add a ² **GPS monitoring system / battery life.**
2. Woman: I work for a big company. Can you recommend a phone that will support a lot of ³ **office apps / protective cases?**
Salesperson: Sure. This one is expensive, but it's a ⁴ **child-safe / high-quality** smartphone. It can support all the ⁵ **features / speakerphones** you need.
3. Salesperson: What type of ⁶ **voice message / device** do you need?
Customer: I work in the desert, so I need a phone which is ⁷ **dust-resistant / water-resistant.**

- 4** Find seven verbs in the wordsearch. Then use the verbs to complete the sentences.

t	r	a	n	s	l	a	t	e	h	v
v	b	x	m	l	a	d	w	h	p	t
d	e	t	o	f	t	k	e	a	a	t
n	a	v	i	g	a	t	e	p	h	y
o	b	p	r	x	p	l	t	p	k	a
f	s	e	p	k	h	e	c	e	h	j
z	c	r	m	e	o	s	h	a	r	e
m	q	a	c	t	a	y	z	r	s	l
a	l	l	o	w	z	r	w	o	b	l

1. The boss asked Frank to the letter from Italian to English.
2. During the event, participants can their comments and impressions.
3. the icon gently and the app will open.
4. Does this app me to get the latest sports results?
5. If you use the zoom control, the image will bigger.
6. The GPS helped us our way across the city.
7. You can your holiday photos with your friends.

5 Circle the correct answer. Pay attention to the words in bold.

1. Mr Thomas is busy right now.
 - a. You can leave him a **voice message**.
 - b. You can speak to him **face-to-face**.
2. My smartphone isn't working.
 - a. Let's **keep in touch**.
 - b. Call me on my **landline**.
3. Try my mobile phone company.
 - a. My whole family enjoys their **low rates**.
 - b. They haven't got many **followers**.
4. How much did you pay for that?
 - a. I didn't. It was **free**.
 - b. It **appeared** on the Internet.
5. Natalie wants to work in the Far East.
 - a. She asked me what **packet data** was.
 - b. She's learning two **foreign languages**.
6. I can't open the apps on my smartphone.
 - a. Try to **navigate** with this program.
 - b. Check the **settings**.
7. Just tap the screen.
 - a. It will **activate** the system.
 - b. It **translates** words from English to many other languages.

6 Match the questions in A to the answers in B. Pay attention to the words in bold.

A

1. How do you communicate with your cousins in the US?
2. What does this app do?
3. Why can't I get WiFi on my phone?
4. Did you deliver the parcel?
5. Why didn't this tweet go through?

B

4. a. No, I didn't, because the **recipient** wasn't at home.
5. b. Maybe there were too many **characters**.
2. c. It gives me **breaking news** as it happens.
3. d. Maybe the **packet data** box isn't ticked.
1. e. We speak **face-to-face** on Skype once a week.



Say It!

Match the sentences in A to the responses in B.

A

1. Select 'wireless and network settings' and see if the Internet is switched on.
2. What is the disadvantage of the budget smartphone?
3. Why aren't the apps working?
4. What happens when you try to open an app?
5. Why is the top-of-the-range phone better than the budget model?
6. Have you selected an Internet connection?

B

- a. I think so.
- b. It's got all the latest features.
- c. The 'packet data' box isn't ticked.
- d. When I tap on 'activate', it says I have no connection.
- e. It is. 'Mobile networks' is ticked.
- f. The camera isn't as good as on an expensive model.

10 Vocabulary and Functional Language

1 Complete the words in each sentence with the missing letters.

1. Go to your **i n b o x** when you want to check your mail.
2. Users can easily find e-mails if they are **s t a r r e d**.
3. With a good **g u i d e**, you can stop 90% of the rubbish that comes in with your e-mails.
4. Type in your **u s e r n a m e** before your password.
5. S **u b j e c t** often contains a lot of advertising.
6. Unfortunately, a lot of **r u b b i s h** comes into my e-mail.
7. When you **s o n d** an e-mail, you are sending it on to someone else.
8. **W i l d** software can damage your computer system.
9. A user's **g r a n u l e** contains his or her name, address and telephone numbers.

2 Match A to B to form phrases. Then complete the sentences below with the phrases you made.

A

1. unknown
2. blind
3. save
4. mark
5. e-mail

B

5. a. client
3. b. the draft
2. c. carbon copy
1. d. sender
4. e. as read

1. If you **3**, you can check and change that e-mail later.
2. To keep your inbox folder easy to manage, you can **add a 4** button.
3. When you send a **2**, only you know who all the recipients are.
4. Be careful when you open an e-mail from an **1**.
5. An **5** allows you to read, organise and reply to messages as well as send new messages.

3 Match the questions in A to the answers in B. Pay attention to the words in bold.

A

1. Why is this **attachment** so heavy?
2. Which documents should be in **HTML format**?
3. What is the purpose of **carbon copy**?
4. How do you **embed** images into your e-mails?
5. Why do I need different **folders** in my inbox?
6. How do I save something to **view** it later?
7. Why should the **subject** of my e-mail be short and concise?

B

5. a. You can use a "Read It Later" app.
1. b. It's got a lot of photos in it.
2. c. The texts that need bold, italics or highlighting.
6. d. So that you can keep e-mails about the same subject together.
7. e. So that the recipient can quickly identify what the e-mail is about.
4. f. You can drag and drop them into the e-mail message.
3. g. It's a way to give information to people who are not the main recipients.

4 Write the correct word or phrase in the graphic below.

1 search box 5 hyperlink 4 URL 2 keywords 3 results

SearchWeb

extreme sports

All | Images | Videos | News | More

9,040,000 (0.54 seconds)

Extreme Sport
<http://extremesport.com>

Extreme sports (also called adventure sport) is a popular term for activities that have a high level of danger. They often involve speed, height, physical exertion and special equipment. Extreme sports include: **caving, longboarding, BMX, mountaineering, parachuting ...**

List of extreme sports
www.extremesports.com/list
Base jumping is an extreme activity ...

5 Circle the correct answer.

1. Some companies need **cache / custom** computers for their workers.
2. **Ranking / Research** helps you find out the best and the worst from a list.
3. Fifty years ago, books were the main **search box / source** of information.
4. Some examples of web **browsers / results** are Google Chrome, Firefox, Internet Explorer and Safari.
5. The **history / hyperlink** of your Internet searches remains in your computer.
6. If you are interested in this product, do some **hits / research** to find out more about it.
7. Texting is a **keyword / term** that means text messaging.

6 Tick the incorrect sentences and correct them. Pay attention to the words in bold.

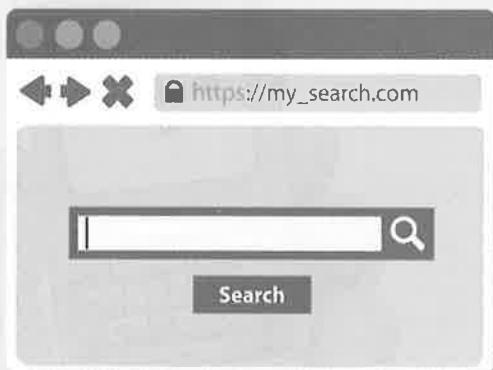
- ✓ 1. Using the **advanced search** on Google will save you time and give you more relevant results.
-
- ✗ 2. A **site map** will help you navigate a city. **GPS**
-
- ✓ 3. On the Internet, articles about celebrities get thousands of **hits** every day.
-
- ✓ 4. In order to get information quickly, **narrow your search**.
-
- ✗ 5. It's **easily** difficult for the Internet to find the topic when users **combine** words and symbols.
-
- ✗ 6. A **search engine** is a type of hardware **software**
-
- ✗ 7. You can keep data in a **cache**.
-



Say It!

Read the sentences and choose the correct response.

1. Do you know the sender?
 - a. It's from China.
 - b. I'm not familiar with this one.
2. I've received an e-mail from a company I don't know.
 - a. I'd better check this for you before you reply.
 - b. You need to send a reply as soon as possible.
3. I'm not getting the results I want.
 - a. Type the same words but put quotation marks around them.
 - b. You usually get the best results from the first page.
4. I want some specific information.
 - a. Do an advanced search.
 - b. Type in the search box.
5. I can't find what I want and I'm already on the tenth page.
 - a. Use the plus sign.
 - b. Maybe you need to narrow your search.



11

Vocabulary and Functional Language

- 1 Find six verbs in the cable. Then use the verbs to complete the sentences below.



1. If you **enhance**..... something, you will improve its quality.
2. Sometimes IT needs to **configure**..... hardware and software for a special job.
3. When did you **apply**..... for the job as a computer technician?
4. If you have a specific business, a technician can **Customise**..... your computer for you.
5. If you want to **sort**..... words into alphabetical order, the computer will start with A and end with Z.
6. When you things, you bring them together.

- 2 Complete the words in each sentence with the missing letters.

1. Some companies can ..t. r a ..c..h the searches you make on the Internet.
2. What do you like to d ..s..p l a y. on your screen?
3. A ch ..a..t shows information in a diagram.
4. How many rows do you need in your t ..a..b..l..e?
5. There are often a lot of e ..v..e..n..t..s in December.
6. ..r ..e..s...d...n...c...e is communication by letters or e-mail.
7. I don't want to forget, so please send me a m d r.

r e m i n d e r



- 3 Circle the correct continuation to show you understand the words in bold.

1. Your **personal preferences** are the
 - a. history of your searches on the Internet
 - b. things you like or want
2. Page **layout** is often the responsibility of the
 - a. graphic designers
 - b. sales and marketing department
3. A **spreadsheet** is used to
 - a. give a price quote
 - b. calculate numbers and organise information
4. A **brochure** is a small magazine that contains
 - a. pictures and information about a product or service
 - b. shipping dates
5. The **clipboard** stores information until you are ready to
 - a. credit your account
 - b. put it somewhere else
6. A **workbook** contains many
 - a. worksheets
 - b. folders

- 4 The words in bold are in the wrong sentences. Write them next to the correct sentences.

1. Inventors usually apply for a **database** for their inventions. **Copyright**.....
2. A **licence** is a set of program instructions. **task**.....
3. **Copyright** is the movement of money in and out of a business. **cash-flow**.....
4. You need a **subscription** to drive a car. **licence**.....
5. A **task** stores information in an organised way. **database**.....
6. If you have got a monthly **cash-flow** to a magazine, you will get it every month. **subscription**.....

5 Match A to B to form sentences. Pay attention to the words in bold.

A

1. Her company has got over 2,000 employees
2. Software programs are
3. In order to enhance your computer's capabilities,
4. This new software will improve
5. Before purchasing this software,
6. This didn't come with the original software,
7. In order to save disk space,
8. We're thinking of doing business with another

B

5. a. you can use a **trial version** for 30 days.
8. b. software **vendor**.
6. c. so it's a **third-party program**.
1. d. on the **payroll**.
2. e. made up of **modules**.
7. f. digital audio, video and image files must be **encoded**.
3. g. purchase these **add-ons**.
4. h. our company's **efficiency**.

6 Complete the dialogues with the words below. There are more words than you need.

utilities • existing • trial version • fee

1. Ann: I don't want to buy any new software. I'm happy with the ¹.....existing..... one.

Ben: Has it got all the ².....utilities..... you require?

Ann: Yes, and I only pay a small ³.....fee..... each month.

cloud-based • licensee • shareware • licence

2. Cathy: Are you the ⁴.....licensee..... for this proprietary software?

David: Yes, we bought it.

Cathy: Did it come with ⁵.....shareware..... ?

David: Yes. It was ⁶.....cloud-based....., so we went online to test it before making the purchase.

Say It!

Write the sentences in your language.

1. I need more business experience so I can get a better job.
2. What do you need your software to do for your company?
3. What support or maintenance can you offer me for this software?
4. Will it be difficult for me to change information from my existing software to a new program?
5. If I want to do an online course, when does the next one start?
6. I'd like to improve my Word skills.



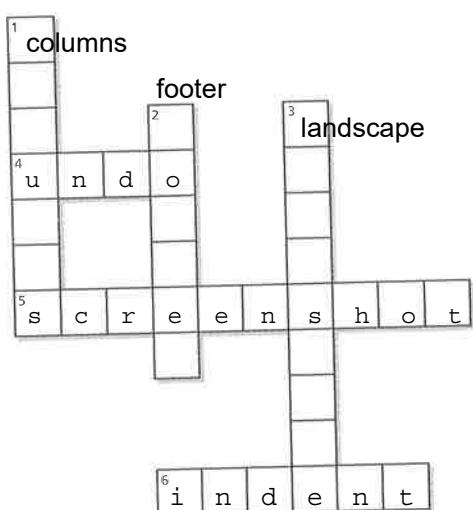
12 Vocabulary and Functional Language

1 Match A to B to form phrases. Then complete the sentences with the phrases you made.

- | A | B |
|-----------------|----------------|
| 1. page | 5. a. tab |
| 2. format | 6. b. buttons |
| 3. find and | 7. c. break |
| 4. copy and | 8. d. bar |
| 5. file | 9. e. toolbar |
| 6. view | 10. f. replace |
| 7. quick access | 11. g. painter |
| 8. title | 12. h. paste |

1. You can easily apply the format of one document to another by using the
2. The 8..... tells us the name of the document.
3. The 6..... let you change the appearance of the document.
4. A 1..... tells the printer to start a new page.
5. From the 5..... , you can access open, save, close and properties.
6. Use the 7..... to find your most commonly used functions.
7. 4..... allows you to move text and images from one document to another.
8. Using the 3..... , you can search for a word and insert another word instead of it.

2 Complete the puzzle according to the clues.



Across →

4. If you make a mistake, click on
5. An image on a computer or mobile phone screen is called a
6. If you the first word, you will see that paragraph clearly on the page.

Down ↓

1. We often print lists of words in
2. If you want to see the page number at the bottom of the page, put it in the
3. When the printer prints an image horizontally, you are getting a view.

3 The words in bold are in the wrong sentences. Write them next to the correct sentences.

1. Use the scissors symbol to **redo** something out of the text. **cut**
2. The **menu bar** at the bottom of the screen shows information about your document. **status bar**
3. We can make the **header** decorative – not only lines. **page borders**
4. If you undo something accidentally, use the **cut** command to cancel the undo. **redo**
5. When in **status bar** orientation, the page is taller than it is wider. **portrait**
6. Go to the **portrait** to look for the many functions the program offers. **menu bar**
7. You can put the title of the article into the **page borders**. **header**

4 Circle the correct answer.

- The man on the right is too large. Please **resize**, **enlarge** him.
- How many **layers** / **effects** of colour did they use to produce this image?
- When you **zoom in** / **zoom out**, the image becomes bigger.
- Is this the first **shadow** / **draft** of the brochure?
- There are some trees in the **background** / **contrast**.
- The image is too bright. Could you **emphasise** / **dim** it?

5 Complete the sentences with the words below.

crop ♦ enlarge ♦ brightness ♦ rotate ♦ blur
retouch

- We use the tool to soften the edges of an image.
- Try to **rotate** the logo by 20 degrees.
- You need to the top of the photo to emphasise the product.
- The client isn't happy with this image. I need to it for him.
- The of an image is connected to the intensity of light.
- It's easy to an image when it is too small.

6 Complete the word or phrase with the missing letters.

sharpen

- If an image isn't clear, you sh en it.
- We need more of a on s contrasts between the two cars on the page.
- To get further away from an image, you o o t. **zoom out**
- To balance an image, you may need to darken or lighten the h a w. **shadow**
- Special art e c s can give your effects image the appearance of a painting.
- brush** s h is a tool that allows you to paint like a real paintbrush.
- You can a u t the size of an image adjust according to the space you've got.

Say It!**Match A to B to form sentences.****A**

- I'll e-mail you a draft by Wednesday morning,
- Place your cursor where you want the paragraphs to go
- I need the logo to be more obvious,
- You can use this template
- Can you adjust the size of the building

B

- a. every time you want to send out a letter.
- b. with bold colours and a large font.
- c. to make it bigger, please?
- d. so you can send me any comments.
- e. and click Paste or Ctrl + v.

13 Vocabulary and Functional Language

1 The sentences below are incorrect. Correct them without changing the word in bold.

1. The **sum** of nineteen and six is thirteen.
.....
2. If you **divide** twenty by five, you get a hundred.
.....
3. If you **subtract** five from thirty, you get thirty-five.
.....
4. If you **multiply** nine by three, you get three.
.....
5. If you **add** five hundred to one thousand, you get two.
.....
6. The **average** of two, eight and eleven is nine.
.....

2 Complete the sentences with the words below.

cells ◆ fill ◆ purchase price ◆ grouped together ◆ according to

1. Tom didn't pay the full **purchase preice** because he got a discount.

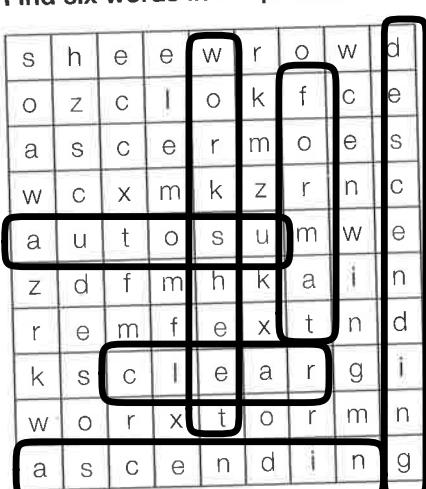
2. A spreadsheet is made up of **cell** going down and across.

3.**According to**..... this spreadsheet, the company did very well last month.

4. Natalie has to **fill** in the spreadsheet before the end of the day.

5. It is easier to find things if they are **grouped together**

3 Find six words in the puzzle. Then complete the sentences with the words you found.



1. A list from the highest to the lowest is in **descending** order.
2. A **worksheet** is a file of rows and columns that help sort data.
3.**ascending**..... means going from the smallest to the biggest.
4. If you press this key, the computer screen will **clear**
5. You have to change the **format** of this text to bold.
6. If you need to know the total of a column of numbers, **autosum** can do it for you.

4 Match the chart in A to its definition in B.

A

1. pie chart
2. bar chart
3. line graph
4. scatter chart
5. flow chart

B

- ...3 a. a drawing to show how much or how quickly something changes
- 5 b. a chart that shows progression of a process
- 2 c. a chart with columns to show different amounts
- 1 d. a chart consisting of a circle divided into parts to show amounts
- 4 e. a chart that compares pairs of numerical data



5 Circle the correct answer to show you understand the words in bold.

1. I need to **retrieve** a lost file.
 - a. This guide explains how to get the file back.
 - b. This guide explains how to manage your files.
2. Did you **update** the program?
 - a. Yes, we bought a better program.
 - b. Yes, it's got some new features now.
3. Where can information be **stored**?
 - a. In the hard drive.
 - b. In the fan.
4. Have you got **records** of all the information?
 - a. Yes, there are tables with all the information.
 - b. Yes, I found some interesting information.
5. What is the new **schema** going to change?
 - a. The look of our spreadsheets.
 - b. The manager's personal preferences.
6. What's the **service address**?
 - a. It's Professor Ed Knightly.
 - b. It's 37 St James Street, Brenton.

6 The words in bold are in the wrong sentences. Write them next to the correct sentences.

1. When you search for information using a search engine, you perform a search **classification**. query
2. **Query** refers to something that is without value. null
3. **Cross-reference** is a system of putting things into groups. clasification
4. This company has got specific **retail** for its workers. critiria
5. A **null** computer business sells directly to customers. retail
6. The **field** on this page tells the reader to go to the back of the book. cross-reference
7. You can find the customer's address if you look in the correct **criteria**. field

Say It!

Match the sentences in A to the responses in B.

A

1. When can we come to install the new computers?
2. Do you have to write the formula into each individual cell?
3. When do you require your headset order?
4. Where should we send your bills?
5. I need the list order to start with the first date an item was bought.
6. Can you group these figures according to the product type?
7. What is your company's address?

7 Complete the mini-dialogues with the words below.

post code • owner • billing address
balance • tech rep • title

1. A: What does a **tech rep** do?
B: He or she provides technical and network support to customers.
2. A: What **title** should I use for Lucy Thomas?
B: Professor.
3. A: Can you please tell me your **post code** ?
B: It's NB3RC8.
4. A: What's your **billing address** ?
B: It's PO Box 57843.
5. A: What is the **balance** on our account?
B: It's £275.
6. A: Who is the **owner** of this company?
B: Angela Carter.



B

4. a. 56 Tower Building, Roland Street.
5. b. Put the earliest date in the top row and then sort it in ascending order.
7. c. To the Accounts Department, PO Box 926.
2. d. No, just copy and paste it from one cell to another.
3. e. By the end of the month, please.
1. f. Friday morning would be perfect.
6. g. Yes, the spreadsheet is able to do that for you.

14 Vocabulary and Functional Language

- 1 Match A to B to form phrases. Then complete the sentences with the phrases you made.

A

1. Internet
2. high-
3. fibre
4. set
5. backup
6. remote
7. local area

B

- a. optic
- b. system
- c. service provider
- d. speed
- e. access
- f. network
- g. up

1. If you're working off-site, you need in order to log on to your company's network.
2. Companies that occupy a small area can manage with a
3. When choosing our , we checked the speed of the connection, the price and the support it offered.
4. Companies must have Internet in today's business world.
5. If you a computer network, you'll be able to manage your business operations more easily.
6. A cable sends data by using light.
7. In order to make sure you don't lose your data, you must have a

- 2 The words in bold are in the wrong sentences. Write them next to the correct sentences.

1. To get a better signal, you can extend your **WiFi router**.
2. **Topology** describes passing information from one person or place to another.
3. A **workstation** is the way a computer connects to the Internet using a telephone line.
4. A **packet** is a device that forwards information between computer networks.
5. **Ethernet** is the way in which the devices on the network are arranged.
6. An office has usually got a **range** for each employee.
7. **Transmission** is the standard way to connect computers to a network.
8. A **digital subscriber line** is a segment of data sent from one computer or device to another over a network.

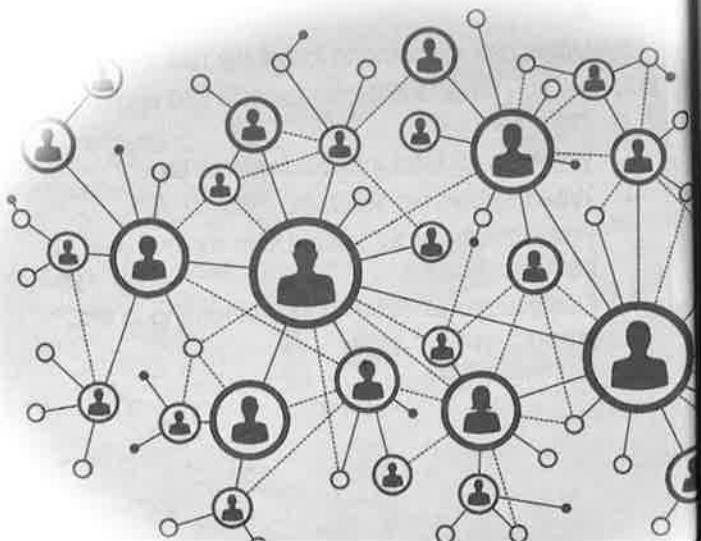
- 3 Circle the correct answer. Pay attention to the words in bold.

1. What does to **stream media** mean?
 - a. You can download as many films as you want.
 - b. It's an audio or video file sent over the Internet and played immediately.
2. Were you able to **locate** the spreadsheet?
 - a. Yes, it was in the wrong folder.
 - b. Yes, it has got all the information.
3. Did this project require a big **investment**?
 - a. Yes, we spent a lot of time and money.
 - b. Yes, it was an interesting project.
4. Did the company do an **internal** investigation?
 - a. No, the police investigated.
 - b. Yes, the police investigated using IT experts.

- 4 Write the correct word or phrase next to its definition.

authorised + subnetwork + shared resource wide area network + business grade transmission control protocol

1. This is part of a bigger network.
2. This equipment is of a high quality and will last longer.
3. This is a network that covers many kilometres.
4. This person or company has got permission to use particular software.
5. This peripheral is used by many workers.
6. This controls how computers send packets of data to each other.



5 Match A to B to form sentences.

A

1. **Adaptors** are devices that connect
2. **Reboot** means to restart the computer
3. **Outgoing** mail will leave your computer
4. A **hub** connects
5. An **IP address** is
6. **Broadband** is fast because
7. **Wireless access points** allow employees to be connected

B

- a. different network devices together.
- b. to a network anywhere in the office building.
- c. a number given to every device that is part of a network.
- d. using hardware, not software.
- e. a single cable can carry a large amount of data at once.
- f. pieces of equipment and make them compatible.
- g. when you press 'send'.



Say It!

Complete the dialogues between the technicians and customers. Use the phrases below.

1 printer to connect to it ♦ from the Internet available printers ♦ Ethernet network locate the printer

A: We've got an ¹....., but I can't get the ².....

B: Did you go to the Control Panel to identify all the ³.....?

A: Yes, I did. The network couldn't ⁴.....

B: You may have to install the printer driver from the Windows installation CD or ⁵.....

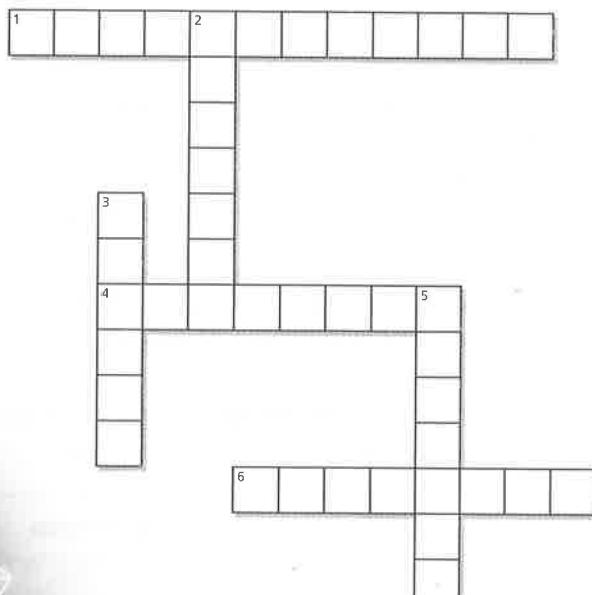
6 Complete the puzzle according to the clues.

Across →

1. when a person hasn't got permission
4. data we receive
6. protects the network

Down ↓

2. data moving on a network
3. a device that filters and forwards packets
5. allows entry into another network



15 Vocabulary and Functional Language

1 Complete the words and phrases with the missing letters.

- If the software is ... r ... p r a ... y, you must pay for it.
- G a i a u r i te e uses the computer's graphics so that the user doesn't have to know command languages.
- We have waited the e r e afternoon for the tech rep.
- Pete works for a big company as a software d l o r.
- A c mm d l e interface is a way for people to interact with computers.
- B led s w e is often included with the purchase of a computer.

2 Tick the logical sentences. Pay attention to the words in bold. Then correct the illogical sentences using the words below.

programmers • flash drive • fee

- Commercially owned companies give their customers software for free.
- The operating system coordinates hardware and software so that they work well together.
- Helpdesk technicians work on the development of a product.
- Programmers use a special programming language code to create software programs.
- A USB charger is used for storage.
- You may modify software if you want to use it for a specific purpose.

3 Solve the clues and find the hidden word. Then use the word to complete the sentence below.

- everyone can have access
- to do two or more things at the same time
- free software
- the sum of money you can spend
- to bring something out
- works well and doesn't change

In business, there are to solve every day.

4 Circle the correct answer.

- Adjust the distro / screen resolution in order to improve the display quality.
- You need many different components / kernels to set up a network.
- The company didn't allocate / partition enough money for the event.
- Technicians often correct a software problem with a patch / crash.
- You need to install that slowly, prerequisite / step-by-step.
- A good company will meet the customer's requirements / environment.

5 Complete the sentences with the words below.

BIOS • distro • bit • run • pre-installed segments • infrastructure

- The Linux is an operating system made from a software collection.
- A is the smallest unit of data in a computer.
- A company's IT includes all the IT devices and products.
- Most computers contain software when we buy them.
- The is a program that the computer uses to start up.
- Data can be divided into different
- We've the computer program, but nothing happens.

6 Complete the sentences with the missing words.

- The e..... usually refers to the software and hardware in a particular computer system.
- Knowing the alphabet is a p..... to working on a keyboard.
- You need to p..... your hard drive if you want to install another operating system.
- A k..... is the central part of the computer's operating system.
- When a computer c....., it suddenly stops working.



7 Complete the speech bubbles with the phrases below.

on the development • the budget for it • have you allocated • freely available open source materials • release some new software



Say It!

Match the sentences in A to the responses in B.

A

1. How much free space have you got?
2. Have you ever installed an operating system before?
3. The next step is to restart the computer.
4. I've heard it's more complicated to install.
5. Which operating system do you think is more suitable for this business?
6. Exactly how much does the Linux system cost?

B

- a. A bit. It requires sets of bundled software.
- b. It's free.
- c. I've allocated 40 GB on my D drive.
- d. That depends on how much you want to spend.
- e. OK, it's working now.
- f. No, so don't go too fast. Take it step-by-step.

16 Vocabulary and Functional Language

- 1 Match A to B to form phrases. Then complete the sentences with the phrases you made.

A	B
1. pocket-	a. surface
2. voice	b. batteries
3. flat	c. sized
4. charging	d. free
5. hands-	e. activated
6. lithium-ion	f. cradle

1. A projector can show the film on any

2. provide the power for many devices today.

3. If the battery is low, put the device into the

4. Speak clearly – that Bluetooth speaker is

5. When driving a car, it's a good idea to use a device.

6. Fifty years ago, mobile phones were big and not

- 2 Complete the word or phrase in each sentence with the missing letters.

1. A r a r a e battery can be used again and again.
2. Examples of t p t devices are monitors, projectors, speakers, headphones and printers.
3. n f r e is invisible to the human eye, but we can feel the heat.
4. An a i c p is a short piece of recorded sound.
5. When you p i Bluetooth with your tablet, you will see the Bluetooth icon.
6. T t the camera down to get a more interesting photo.
7. A smartphone has got many more p b l t e s than a mobile phone.

- 3 The words in bold are in the wrong sentences. Write them next to the correct sentences.

1. Handheld means having two parts.
2. The full rotation of a circle is **virtual projection keyboard**.
3. A **playback** is a piece of hardware that joins two devices.
4. A **360 degrees** device is compact and portable.
5. A **dongle** is a light shining in one direction.
6. A **beam** can make any table into a workspace.
7. The band listened to a **dual** of its first recording.

- 4 Find eight words in the chain. Then use the words to complete the sentences below.



1. A is an important part of gaming hardware.
2. Do your research and read the
3. your gaming experience with new technologies.
4. Next month, this magazine is going to the latest computer games.
5. Do you use a identity when you play games?
6. Game playing can a lot of time if you're a serious player.
7. companies will only sell you the real product.
8. A gaming system allows players to interact with the system through body movements.



5 Circle the correct answer.

1. A ... is a type of action game which often involves combat.
 - a. first-person shooter
 - b. wand
2. ... can be played by many players at the same time.
 - a. An MMORPG
 - b. A gadget
3. Facebook is the biggest ... on the Internet.
 - a. social networking site
 - b. gaming platform
4. To keep your computer clean, you need to install ...
 - a. virtual reality
 - b. anti-spyware software
5. The new ... have got much better graphics resolutions than older generation consoles.
 - a. reviews
 - b. gaming platforms

**Say It!****Match the sentences in A to the responses in B.****A**

1. What is the minimum Internet speed for fast streaming in HD?
2. I've read good reviews about this virtual keyboard.
3. How can I find answers to any questions I've got?
4. What accessories do I need?
5. Which innovative products do you think we should sell in the shop?
6. That's an interesting product. How does it work?

B

- ... a. How about virtual keyboards?
- ... b. At least 15 MB.
- ... c. Just pair it to your smartphone.
- ... d. Refer to the FAQs on our website.
- ... e. Make sure you've got goggles and a flight stick.
- ... f. That's an option. I'll check the selling price.

6 Complete the mini-dialogues with the words and phrases below. There are more words than you need.

goggles ♦ fake ♦ gadgets ♦ virtual reality

A: I love ¹ games. They make me feel like I'm in another world.

B: What ² do you need to play these games?

A: I use a headset with ³ and a handheld controller.

dispose of ♦ augmented reality ♦ flight stick
social networking site

A: Will I be able to use my old ⁴ with this ⁵ game?

B: No. I suggest you ⁶ your old equipment if you want to play more advanced games.

gaming platform ♦ scam ♦ reviews ♦ reputable

A: Are you sure this is a ⁷ company?

B: Yes, I read ⁸ about it on the Internet. I'm careful where I buy after that terrible ⁹ last year.

17

Vocabulary and Functional Language

1 Circle the correct answer.

1. If you want to tell your friends about a website, use the **customer portal** / **social share buttons**.
2. Has the company received **feedback** / **web hosting** on the new product?
3. Is it **worth** / **compliant** paying so much money for that smartphone?
4. The **social proof** / **payment gateway** must be secure.
5. To make sure it's a good company, look for the **trust logo** / **website traffic**.
6. A **domain** / **brand** is a name that gives your website an identity.
7. Product reviews are one example of **PCI** / **social proof**.
8. **SEO (search engine optimisation)** / **G suite** is an activity that improves search engine rankings.

2 Complete the words in the sentences below. Use the words in bold to help you.

1. The software was produced **according to** our regulations. It is c..... with our standards.
2. The film s..... **combines** actors **with** computer-generated creatures.
3. I want you to **include** these elements in the brochure and please i..... our logo.
4. Is that a **reliable** company? How do you know the owners are c.....?
5. We are producing a new b..... What do you think we should call the **product**?
6. Our sales **went up** last month. They i..... by 12%.



3 Tick the logical sentences. Then correct the illogical sentences using the words below. Pay attention to the words in bold.

Google ♦ customers' personal information visits ♦ have a website

- 1. Don't use your credit card if the company doesn't follow **PCI** standards.
- 2. If you want to write a comment on the Internet, you need a **web hosting** service.
- 3. All types of apps are part of the **G suite**.
- 4. Companies need to **mask** their contact information.
- 5. A buyer can log on to a **customer portal** to see their invoice.
- 6. **Website traffic** is the number of reviews a website gets.

4 Find seven words in the puzzle. Then complete the sentences with the words you found.

a	f	f	o	r	d	a	b	l	e
m	d	c	a	i	d	e	a	l	c
a	c	r	f	s	o	l	e	l	y
n	a	m	f	k	a	g	e	s	k
a	d	v	a	n	t	a	g	e	y
g	l	g	v	k	a	b	l	e	s
e	y	d	e	c	r	e	a	s	e

1. Is there an to having a switch rather than a hub?
2. Sandy works from 8.00 to 6.30. She wants to her worktime by two hours a day.
3. I the IT department of this company.
4. Alan is the person for designing our website.
5. That computer is now that it's on sale.
6. He is responsible for organising this conference.
7. The network is at if we don't put in a firewall.

5 Match A to B to form sentences. Pay attention to the words in bold.

A

1. Their business isn't doing well,
2. After the last theft,
3. If your company is having difficulties making an important decision,
4. If you're going to do a lot of Internet research,
5. There's a big café in the building
6. They set up a network
7. Several employees complained that they couldn't download information quickly enough,

B

- a. you need WiFi **on-demand**.
- b. you may need to bring in a **third-party**.
- c. according to the customer's **needs**.
- d. so they are going to **scale down** next month.
- e. we installed more **security**.
- f. so the IT department increased the office's **bandwidth**.
- g. and it is **self-service**.

6 Tick the pairs of sentences with similar meanings. Pay attention to the words in bold.

- 1. a. **Payment per usage** describes a flexible method of payment.
b. Users pay a fixed fee in this method of payment.
- 2. a. If we want to supply all these computer parts, we must **scale up** our production.
b. We must produce more in order to supply all this hardware.
- 3. a. **Multi-user** computer systems can be used by more than one person at a time.
b. This system allows the user to use several computers at the same time.
- 4. a. Jeremy didn't get the job because he wasn't **suitable**.
b. Jeremy wasn't the right person for the job, so he didn't get it.
- 5. a. We must reduce the company's **dependency** on this one supplier.
b. Our company must get more products from this supplier.

Say It!

Complete the mini-dialogues with the phrases below.

1 social media sites • live chat feature and a free helpline • social share buttons

A: How can we give our customers technical support?
B: We can develop a ¹ to help your customers.

A: Will visitors be able to LIKE us easily?
B: We can incorporate ² to link to popular ³



2 storage space • server resources • bandwidth • scale up and down

A: Would it cost my business more if I switch to using cloud computing?
B: No. You only pay for the ¹ you use.

A: Can I change the amount of space according to my needs?
B: Yes, you can ² as your business demands.

A: What are the other advantages to having a cloud account?
B: It frees up ³ on your servers and increases your available ⁴



18 Vocabulary and Functional Language

1 Circle TWO correct answers.

Which of the following ... ?

1. are criminals
 - a. hacker
 - b. adware
 - c. thief
2. can cause harm
 - a. profiles
 - b. phishing messages
 - c. identity theft
3. provide security
 - a. bulk e-mails
 - b. parental control
 - c. privacy settings
4. should be done to stay safe online
 - a. block spam
 - b. make your personal details public
 - c. password protect

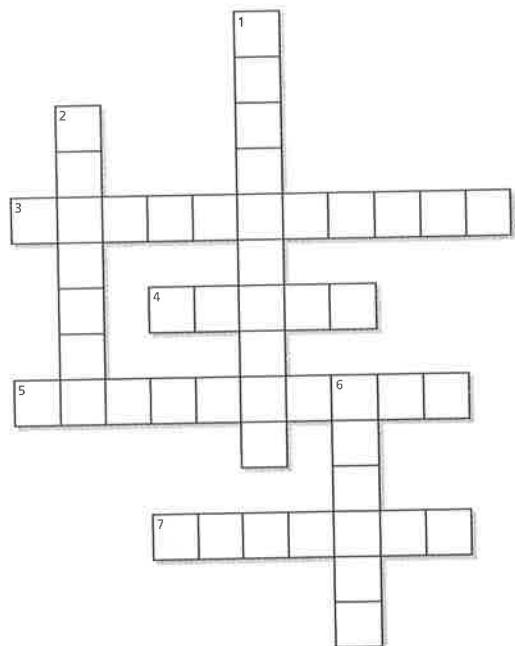
2 Complete the puzzle according to the clues.

Across →

3. Many parents block their children from ... activities online.
4. A scam is when someone tries to ... you.
5. Unauthorised access to a company's files is
7. You cannot usually open a file that is

Down ↓

1. If an e-mail looks ..., don't open it.
2. Do you think parents should ... their children's Internet activities?
6. Most companies ... their files are backed up at the end of the day.



3 The words in bold are in the wrong sentences. Write them next to the correct sentences.

1. Some companies send **profiles** to tell their customers about an event.
2. **Adware** can happen if you don't keep your personal information private.
3. You don't **post** losing money if you buy from a reputable company.
4. Registered users create **bulk e-mails** on social networking websites.
5. Gamers often **risk** their real identity when playing games online.
6. **Identity theft** is offered to customers who don't want to pay for software.
7. People sometimes **hide** a question on a forum when they need advice.

4 Complete the correct word or phrase next to its definition.

1. the act of getting back something lost
r.....
2. to start something such as a company
e.....
3. something that causes data theft
m..... c.....
4. to examine or think about something again
r.....
5. a violation
b.....
6. doing business over the Internet
e.....
7. reveal, make known
m..... p.....



5 Circle the correct continuation. Pay attention to the words in bold.

1. An **agenda** tells us
 - a. the time and place of the meeting
 - b. what we will discuss at the meeting
2. There is a **penalty** if you
 - a. reschedule your visit
 - b. don't pay on time
3. The passwords are **encrypted** in order to
 - a. enrich the program
 - b. provide full security
4. **Real-time protection** should
 - a. protect your computer from all viruses
 - b. update your database
5. **Cyber attacks** use damaging codes and malware to
 - a. install important information
 - b. change computer data
6. In order to **gain entry to** the system, you must
 - a. have the correct password
 - b. have a third-party program

6 Complete the sentences with the words and phrases below.

virtual private network • safeguarded
attempted • tools • sensitive
multi-factor authentication • aware of

1. To get money out of my bank, I need – my bank card and a password.
2. We weren't the problem until we tried to get into the Internet.
3. Hackers to steal data from our customers.
4. These are documents, so please don't make them public.
5. If the system isn't , it may be accessed by unauthorised users.
6. Companies use a to communicate confidentially over a public network.
7. I used these drawing to create the poster.

Say It!

Write the sentences in your language.

1. Is there anything else that you're concerned about?
2. It's not 100% accurate.
3. When did you last download an update?
4. It sounds like we need to reassess the firewall settings.
5. You need to check for software updates at least once a month.
6. You can set up your PC to monitor what the children are viewing.
7. A VPN network offers a much better level of security.
8. I'll adjust the settings for you.



19 Vocabulary and Functional Language

1 The words in bold are in the wrong sentences. Write them next to the correct sentences.

1. I work with a great **certification** of colleagues.
2. Louise works **experience** two evenings a week.
3. Tim is getting **team** in cloud computing next month.
4. Ed didn't get the job because he didn't have his **overtime**.
5. He's worked in IT for 10 years, so he's got a lot of **vocational training**.

2 Complete the words and phrases with the missing letters.

1. My sister is very friendly. She's got good p p e s s.
2. Tim needs a holiday. He's always u e p ss e at work.
3. Working in computers, we get used to f t-g ing te o o es.
4. My s o a y c o is called Greenvalley School.
5. According to Miss Smith's e c t a b c g d, she studied computer science at university.

3 Complete the puzzle according to the clues.

Across →

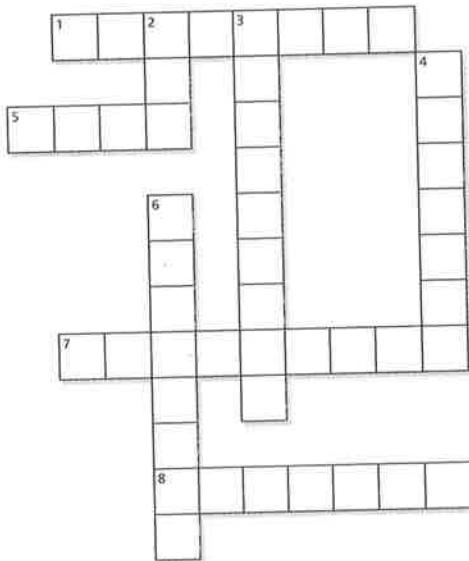
1. uncertain about your abilities
5. doesn't like to work hard
7. knows where everything is
8. worried, tense

Down ↓

2. doesn't make friends easily
3. sure of yourself and your ability to do something
4. calm, doesn't get tense
6. makes friends easily, feels comfortable with other people

4 Circle the correct answer. Pay attention to the words in bold.

1. Leo is a **responsible** member of the company.
 - a. He manages the IT department.
 - b. He hasn't got enough experience.
2. I don't think James is **knowledgeable**.
 - a. He isn't able to help our customers.
 - b. He doesn't like to work after hours.
3. This candidate is **highly skilled**.
 - a. I think she should take a course.
 - b. I think we should give her the job.
4. Sarah is **hard-working**.
 - a. She works long hours and does her job well.
 - b. She has taken several vocational courses.



5 Match the words in A to their definitions in B.

A

1. retire
2. shift
3. schedule
4. recruit
5. temporary
6. starting salary
7. fire
8. permanent

B

- a. the amount of money you get when you begin working
- b. a list of planned activities
- c. tell an employee to leave the job
- d. the time when one group of workers is working
- e. stop working when you get old
- f. take on new workers
- g. something that is not for a limited time
- h. something that only lasts for a certain amount of time

6 Complete the dialogue with the words below.

good at multi-tasking • energetic • fast learner • retirement benefits • ambitious • hire • flexible

A: So, why do you think we should ¹ you?

B: Well, first of all, I'm a ² Secondly, I'm ³ I can do several things at the same time.

A: Excellent! Would you say you are ⁴ ?

B: Yes, I definitely want to get ahead and succeed in my job. I'm also very ⁵ — once I start working, I hardly ever get tired.

A: Well, that's very impressive. If we give you the job, can you be ⁶ regarding the starting date?

B: Of course. I can start whenever you say.

A: In that case, the job is yours. Let's just discuss the working conditions, starting salary and your ⁷

7 Which adjective best describes each speaker?

creative • easy-going • diligent • sensitive • industrious

1 "Other people's feelings are very important to me."

3 "I always come up with unusual and imaginative ideas."

2 "I don't mind working extra hours after my shift has ended."

4 "I never get angry with other people."

5 "I take care and put effort into my work."

Say It!

Match the sentences in A to the responses in B.

A

1. Can you tell me about your educational background?
2. Why did you leave?
3. Have you got any questions for me?
4. What opportunities are there for advancement? Do you send employees on courses?
5. Why do you think you're a good candidate for this job?
6. There may be overtime if we have serious technical problems.

B

- a. Well, I'm creative, responsible and very industrious.
- b. I can be flexible about my time.
- c. I've got a diploma in information technology.
- d. I'd like to ask what salary I can expect.
- e. We do, because we expect our staff to keep up-to-date on changes in the field.
- f. The company closed its office here.

20 Vocabulary and Functional Language

1 Match A to B.

- | A | B |
|---------------------|-------------------------------|
| 1. computer skills | a. female |
| 2. date of birth | b. home address, phone number |
| 3. gender | c. Word, Excel, PowerPoint |
| 4. marital status | d. data entry operator |
| 5. current job | e. 25th May, 1997 |
| 6. personal details | f. single |

2 Complete the dialogues with the words below.

certificate ◆ job description
formal training ◆ married ◆ fluent

1. A: Lisa O'Donnell has read the 1. and she says she would like the job.

B: Good. Has she got any 2.

A: Well, she's got a 3. in web development from Tech Courses International.

B: Is she 4. in any foreign languages?

A: Yes. She speaks French.

B: OK, and what's her marital status?

A: She's 5. with two children.

divorced ◆ personal details ◆ references
male ◆ Bachelor's degree ◆ graduated
career objectives

2. A: What are Taylor Stuart's 6. ?

B: Taylor Stuart, 7. , born 20th March 1986, lives in Yarmouth.

A: I see. Is he married?

B: No, he's 8.

A: OK. Why do you think he's a good candidate?

B: First of all, according to his 9. , he wants to move into a management position. He 10. from York University, and he's got a 11. in information technology. In addition, he's got excellent 12. from his last job.

3 Solve the clues and find the hidden word. Then answer the question below.

- Peter and Lily are both s
- Sue's last boss gave her a good r
- She is f in English and French.
- Luke is going to g from university this year.
- Please send in your personal d
- What is your date of b ?

Hidden word:

Where would you find the hidden word on a CV?

- under educational background
- under work experience
- under personal details

4 Complete the charts with the words below.

price ◆ running late ◆ VAT ◆ invoice ◆ hits
topology ◆ router ◆ postpone ◆ Ethernet
arrange ◆ quantity ◆ research ◆ cancel
URL ◆ keywords ◆ remote access

Searching the Internet	Rescheduling Meetings

Ordering Supplies	Building a Network

5 Circle the word or phrase that doesn't belong.

1. spam ■ junk ■ shareware ■ malware
2. portable ■ nervous ■ compact ■ ergonomic
3. solve ■ disconnect ■ turn off ■ unplug
4. error ■ comma ■ asterisk ■ slash
5. password ■ username ■ power supply ■ signature
6. wand ■ subtotal ■ gadget ■ flight stick
7. view buttons ■ query ■ file tab ■ menu bar
8. solely ■ corrupt ■ fraudulent ■ suspicious

6 Circle the correct answer to form a phrase.

- | | |
|-----------------|------------------|
| 1. function | 4. connect |
| a. spreadsheet | a. payrolls |
| b. keys | b. peripherals |
| c. pie chart | c. recipients |
| 2. check your | 5. e-mail |
| a. calendar | a. followers |
| b. good value | b. search engine |
| c. stairs | c. client |
| 3. press the | 6. keep in |
| a. extension | a. touch |
| b. side panel | b. shadow |
| c. power button | c. average |

7 Match A to B to form phrases.**A**

1. delivery
2. cash
3. video
4. screen
5. stream
6. business

B

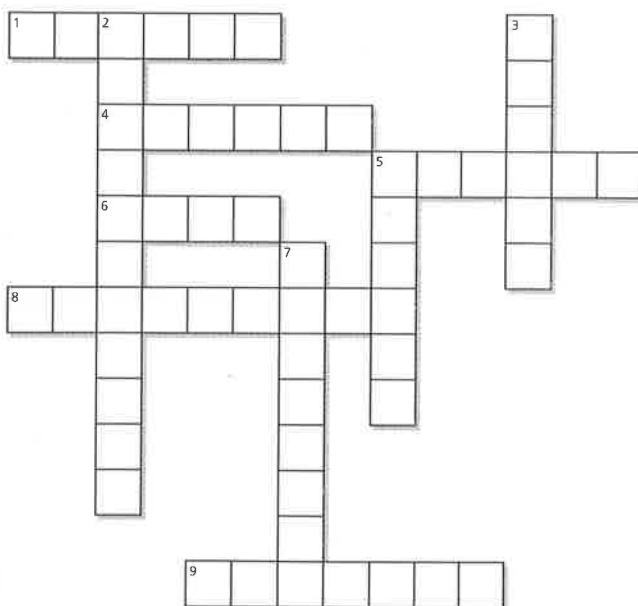
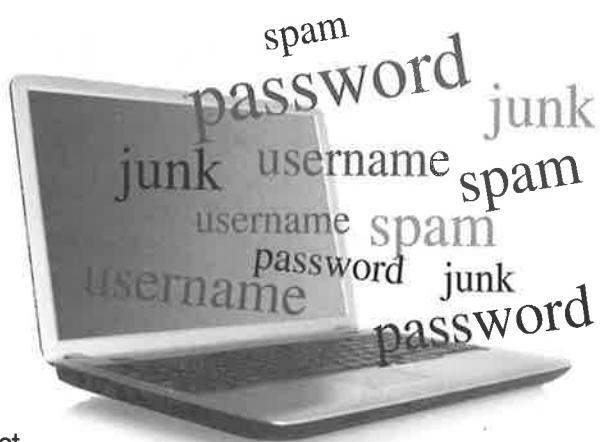
- a. media
- b. grade
- c. date
- d. conference
- e. resolution
- f. flow

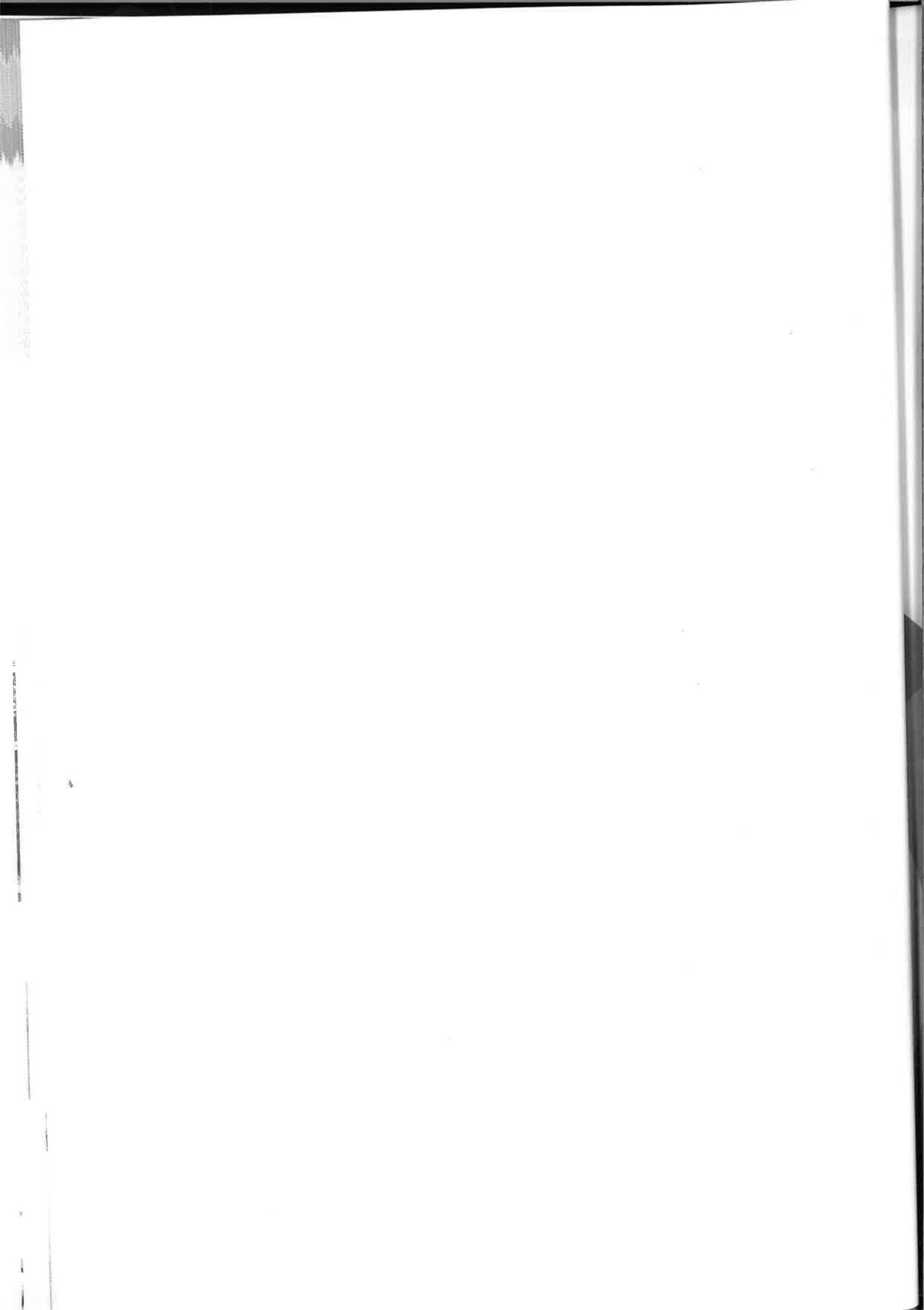
8 Complete the puzzle according to the clues.**Across →**

1. safe
4. to change something
5. doesn't work
6. something that takes you to different floors in a building
8. going up
9. to make something bigger

Down ↓

2. the opposite of easy
3. what you put a plug into
5. the amount of money you've got to spend
7. a system that protects your network





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1 Grammar Practice

to be

Affirmative	Negative	Interrogative	Short Answers
I am / I'm	I am not / I'm not	Am I ... ?	Yes, I am. / No, I'm not.
You are / You're	You are not / You aren't	Are you ... ?	Yes, he is. / No, he isn't.
He is / He's	He is not / He isn't	Is he ... ?	Yes, we are. / No, we aren't.
She is / She's	She is not / She isn't	Is she ... ?	Uses for descriptions to give information
It is / It's	It is not / It isn't	Is it ... ?	
We are / We're	We are not / We aren't	Are we ... ?	
You are / You're	You are not / You aren't	Are you ... ?	
They are / They're	They are not / They aren't	Are they ... ?	

Watch Out!

they = people and things

1 Circle the answer that doesn't belong.

- | | | |
|-----------------|---------------------------|-------------------|
| 1. he: | a. Mr Roberts | c. Mum |
| | b. a boy | |
| 2. we: | a. you and I | c. Claire and I |
| | b. my friends | |
| 3. it: | a. an app | c. IT department |
| | b. e-mails | |
| 4. they: | a. a support technician | |
| | b. Anna and John | |
| | c. tablets | |
| 5. she: | a. Ms Bell | c. mother |
| | b. data | |
| 6. you: | a. your office | c. Claire and you |
| | b. the programmer and you | |

2 Complete the sentences with *am, is or are*.

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



3 Write the sentences in the negative. Use the words in brackets.

1. He is from France. (Spain)
2. She is a data entry operator. (web designer)
3. I am Julie. (Linda)
4. You are at the bank. (hospital)
5. It is hardware. (software)

4 Complete the questions.

1. Rose a network administrator?
2. you from Spain?
3. they new employees?
4. your name Chad?
5. he from England?

5 Write the words in the correct order to form questions.

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

6 Answer the questions in Exercise 5. Use short answers. Make the answers true for you.

1.
2.
3.
4.

have got

Affirmative	Negative	Interrogative	Short Answers
I have got / I've got	I haven't got	Have I got ... ?	Yes, I have. / No, I haven't.
You have got / You've got	You haven't got	Have you got ... ?	Yes, he has. / No, he hasn't.
He has got / He's got	He hasn't got	Has he got ... ?	
She has got / She's got	She hasn't got	Has she got ... ?	
It has got / It's got	It hasn't got	Has it got ... ?	
We have got / We've got	We haven't got	Have we got ... ?	
You have got / You've got	You haven't got	Have you got ... ?	
They have got / They've got	They haven't got	Have they got ... ?	

Uses

to talk about possession
to talk about characteristics

7 Circle the correct answer.

1. The company **has got / have got** new offices.
2. We **has got / have got** all the data.
3. Tom and Sue **has got / have got** the books.
4. The office **has got / have got** new computers.
5. I **has got / have got** a good job.
6. You **has got / have got** a meeting with the network administrator.

8 Write the sentences in Exercise 7 in the negative.

1.
2.
3.
4.
5.
6.

9 Complete the sentences with the correct form of **have got**.

1. I a smartphone.
2. Jeremy (not) that app.
3. We a nice office.
4. You (not) meetings today.
5. Lesley and Ben a meeting today.
6. The trade exhibition (not) many visitors today.

10 Complete the questions with **Have ... got** or **Has ... got**.

1. you a new phone?
2. your family a house?
3. you and your friends any animals?
4. your friends jobs?
5. your mum a long name?
6. your friend a laptop?

11 Answer the questions in Exercise 10. Make the answers true for you.

1.
2.
3.
4.
5.
6.

12 Circle the correct answer.

1. Sonia **is / has got** British.
2. Mr Jackson and Mr Scott **are / have got** big offices.
3. Lisa **isn't / hasn't got** a job.
4. I **am / have got** a support technician.
5. **Is / Has got** this your phone number?
6. Melissa **isn't / hasn't got** a drink.
7. My friends and I **aren't / haven't got** an invitation to the exhibition.



2 Grammar Practice

Present Simple

Affirmative	Negative	Interrogative	Short Answers
I learn	I don't learn	Do I learn ... ?	Yes, I do. / No, I don't.
You learn	You don't learn	Do you learn ... ?	Yes, she does. / No, she doesn't.
He learns	He doesn't learn	Does he learn ... ?	
She learns	She doesn't learn	Does she learn ... ?	
It learns	It doesn't learn	Does it learn ... ?	
We learn	We don't learn	Do we learn ... ?	
You learn	You don't learn	Do you learn ... ?	
They learn	They don't learn	Do they learn ... ?	

Time Expressions

every morning / day, once / twice a month / year, on Mondays

Adverbs of Frequency

always, often, frequently, regularly, usually, sometimes, rarely,
never

Use

to talk about general facts and habits

Watch Out!

like – likes

watch – watches

go – goes

try – tries

Note: ✓ He doesn't like
✗ NOT: He doesn't likes

1 Complete the sentences with the verbs in brackets. Use the Present Simple affirmative.

- I (drink) coffee every morning.
- Mr Hartfeld (work) for a computer company.
- The web designers usually (stay) late.
- Sue never (finish) her work on time.
- We (meet) with the head of our department once a week.
- The managing director often (fly) to London for conferences.

2 Circle the correct answer.

- I rarely / sometimes eat at the cafeteria because I don't like the food there.
- Ms Darcy starts work at 9.00 usually / every morning.
- Dan works here once a week / twice a week – on Mondays and on Wednesdays.
- Amelia says this is an excellent app. She often / never uses it.
- I always / usually just have a sandwich or salad for lunch in my office, but I sometimes / never go out for lunch. I like the restaurant opposite our office.



3 Write the words in the correct order to form sentences. Use the Present Simple affirmative.

- always / at 9.00 / start / I / my workday
- software / every day / the / test / they
- the hard drive / always / you / to the motherboard / connect
- often / films / she / download
- turn off / in the evening / they / the computers

4 Write the sentences in the negative.

- The network administrators work all night.
- We repair old laptops.
- Mr Campbell works for REM Electronics.
- This company produces desktop motherboards.
- I buy lunch at the cafeteria.
- She drives her car to work.

- 5 Complete the sentences with the verbs below. Use the Present Simple affirmative or negative.**
not work • talk • use • not drink • have

- I tea. I prefer coffee.
- We usually meetings in the conference room on the second floor.
- Rachel for us anymore. She left her job three months ago.
- Betty on the phone all day. She's a helpdesk technician.
- You a USB port to plug in an external hard drive.

- 6 Complete the questions with do or does.**

- you want a cold drink?
- Keith work in the repair department?
- people usually turn off their PCs at night?
- When the helpdesk open in the morning?
- What hardware we need for the trade exhibition?
- Where the web designer sit?

- 7 Match the questions in Exercise 6 to the answers below.**

- a. No, he doesn't.
- b. On the 2nd floor, room 205.
- c. A laptop and a power supply.
- d. No, thank you.
- e. Yes, they do.
- f. At 10.00.

- 8 Write a question for each answer. Pay attention to the words in bold.**

- ?
Yes. You connect the heat sink to the motherboard.
- ?
Ms Gill buys hardware from our company.
- ?
He works in the IT department.
- ?
No. We don't work on Saturday.
- ?
I finish work at 4.00.

- 9 Complete the sentences with the verbs in brackets. Use the correct form of the Present Simple.**

- Where the programmers (sit) in the building?
- you (need) a new sound card?
- They (not repair) computers in this department.
- Katie and I (design) websites for our clients.
- The fan (stop) the computer from getting hot.
- Mr Tate (not recommend) that expensive laptop.
- What software your company (sell)?

Imperative

Go straight.

Let's

Let's meet at 2 pm.

Don't leave your bag here.

Use

Use

to make a suggestion

to give a direct order

- 10 Complete the sentences with the verbs below. Use the correct form of the imperative.**

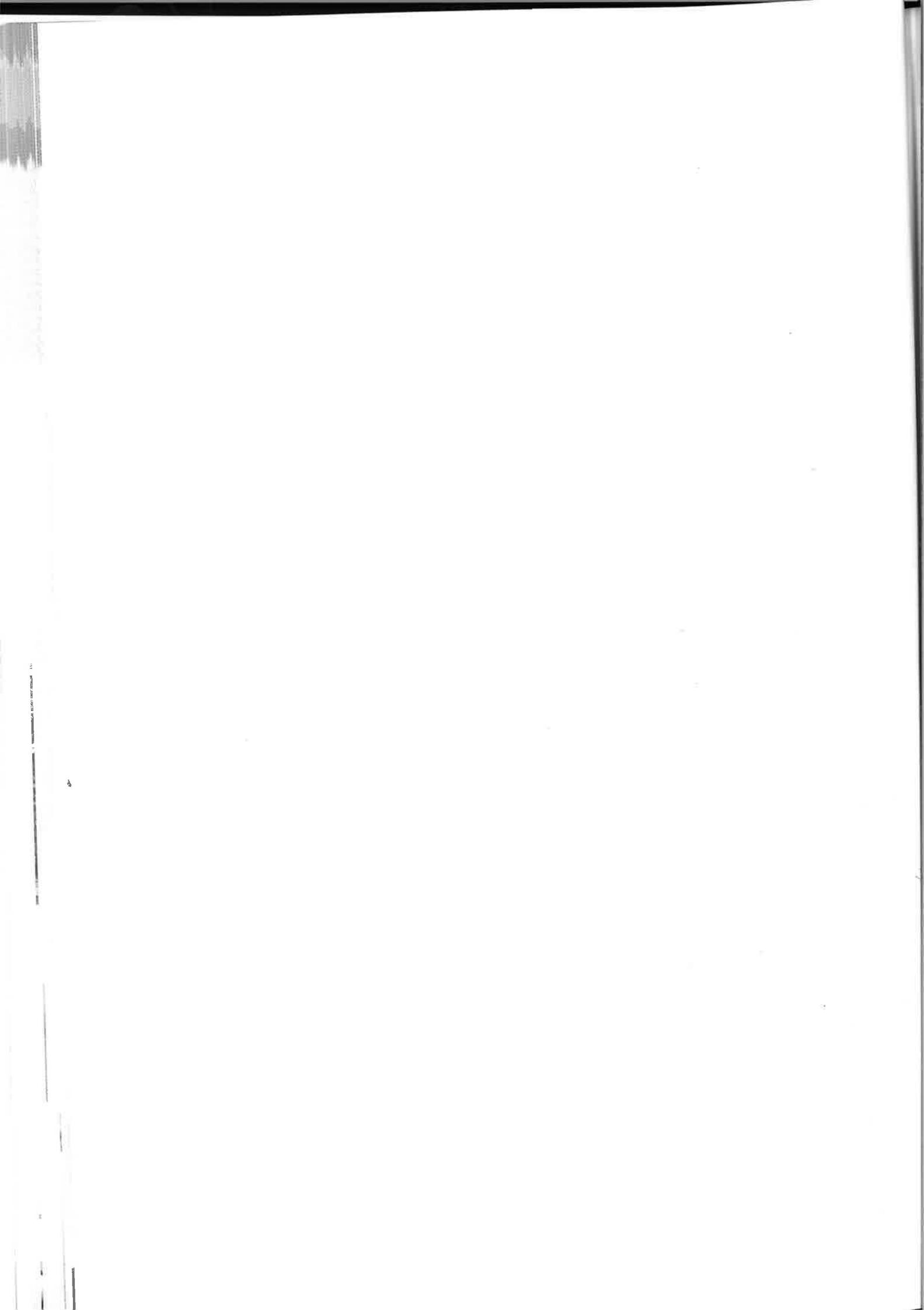
not assemble • offer • remove • not use
insert • not enter

- the plug from the power supply.
- this keyboard. It isn't working.
- visitors a drink.
- the sound card into its slot.
- the room right now.
- the computer until you've got all the parts.

- 11 Make suggestions for the following situations. Use Let's.**

- You and your friends are hungry.
Let's have lunch in the cafeteria.
- The meeting is on the second floor and there are many people in the lift.
.....
- You and some other employees want to know the name of the programmer.
.....
- Your computers aren't working well.
.....
- You started work at 8.30 and it's 6.30 now.
.....







4 Grammar Practice

Comparative Adjectives

Short Form	Long Form
cheaper than	more expensive than

Irregular Adjectives

good – better bad – worse far – farther / further

Uses

to compare one person, thing or group with another person, thing or group

Watch Out!

short – shorter
nice – nicer
big – bigger
easy – easier

1 Write the comparative form of the adjectives below.

1. small
2. sturdy
3. thin
4. old
5. good
6. dependable
7. safe
8. powerful

2 Complete the sentences with the comparative form of the adjectives in brackets.

1. Jane is (friendly) the other people in the office.
2. Palmer's prices are (low) Dempsey's prices.
3. My computer is (light) Sam's computer.
4. The new program is (complicated) the old one.
5. Repairing computers is (interesting) selling peripherals.

3 Write sentences using the comparative form of the adjectives in brackets.

1. The train station is 100 m from our office. The bus station is 500 m from it. (far)
2. The wireless mouses cost £7.50 each. The standard mouses cost £5.00 each. (cheap)
3. You must send Mr Bell's order today. You can send the other orders tomorrow. (important)
4. My old laptop had a 12" screen. My new one has got a 14" screen. (wide)

4 Write sentences about the pictures with the words in brackets and the comparative form of the adjectives below.

cheap ♦ short ♦ expensive ♦ modern ♦ early ♦ big



(the photocopier / the printer)



(Mike's desk / Jane's desk)



(the e-mail / the letter)



(Dixon's offices / Parker's offices)



(the small headset / the big headset)

Dobson & Company
Invoice
Name: _____
Address: 25 Glen Rise Close
Sum: £150
Delivery date: 16th May

Smith & Sons
Invoice
Name: _____
Address: 25 Glen Rise Close
Sum: £120
Delivery date: 22nd May

(Dobson & Company's delivery date / Smith and Sons' delivery date)

Superlative Adjectives

Short Form

the cheapest

Long Form

the most expensive

Irregular Adjectives

good – best bad – worst far – farthest / furthest

Use

to compare three or more people, things or groups and say that one of them stands out in some way

Watch Out!

short – shortest
nice – nicest
big – biggest
easy – easiest

5 Write the superlative form of the adjectives below.

1. wide
2. difficult
3. bad
4. easy
5. practical
6. good
7. fat
8. useful
9. far
10. sad

6 Complete the sentences with the superlative form of the adjectives in brackets.

1. This is (ergonomic) chair in the office. Sit in it and see how you feel.
2. I'm looking for (reliable) scanner in your shop.
3. We bought (expensive) computers in the shop for our office.
4. Can you give me (quiet) office?
5. Mr Barnes gives (good) customer service in our company.
6. Kate is (hard) worker in the office.



7 Complete the sentences with the superlative form of the adjectives below.

busy ♦ cold ♦ interesting ♦ hot

good ♦ complicated

1. Tom's office is the only office in the building without an air-conditioner. In the summer, it's office in the building.
2. Louise is a great manager. In fact, she's manager in the company.
3. Yesterday was day of the year. It was -22° C.
4. I prefer not to use this program. It's one we have.
5. Susan is of all the web designers. She never has time to go out to lunch with us.
6. Mr Greene is man I know. He knows so much about so many different topics.

8 Circle the correct answer.

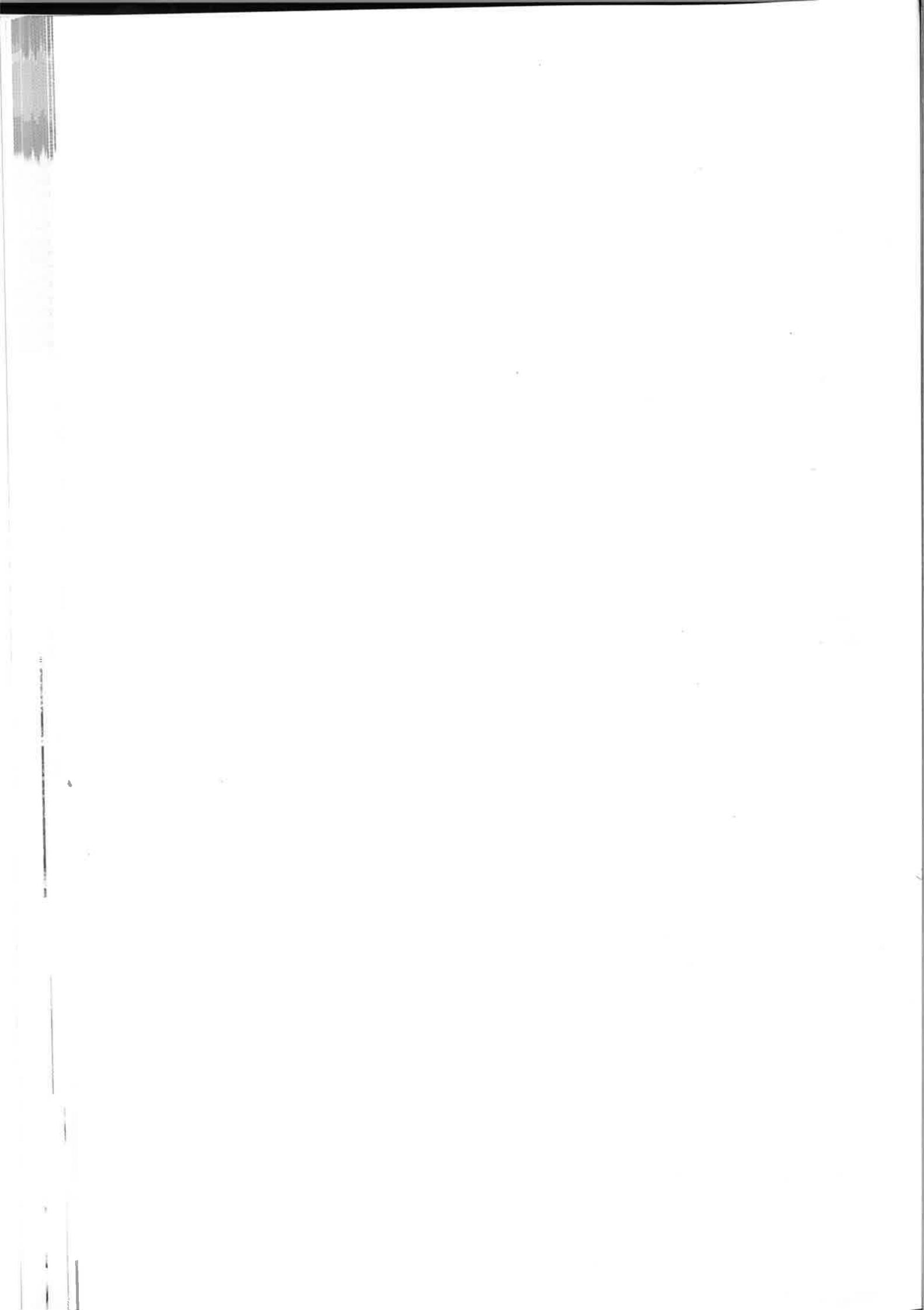
1. We will give the job to the **more professional** / **most professional** person.
2. Writing invoices is **more useful** / **most useful** than cleaning your desk right now.
3. Where is the **nearer** / **nearest** computer repair shop?
4. Katie's work is **better** / **best** than Jack's work.
5. I work in the **noisier** / **noisiest** part of the building.

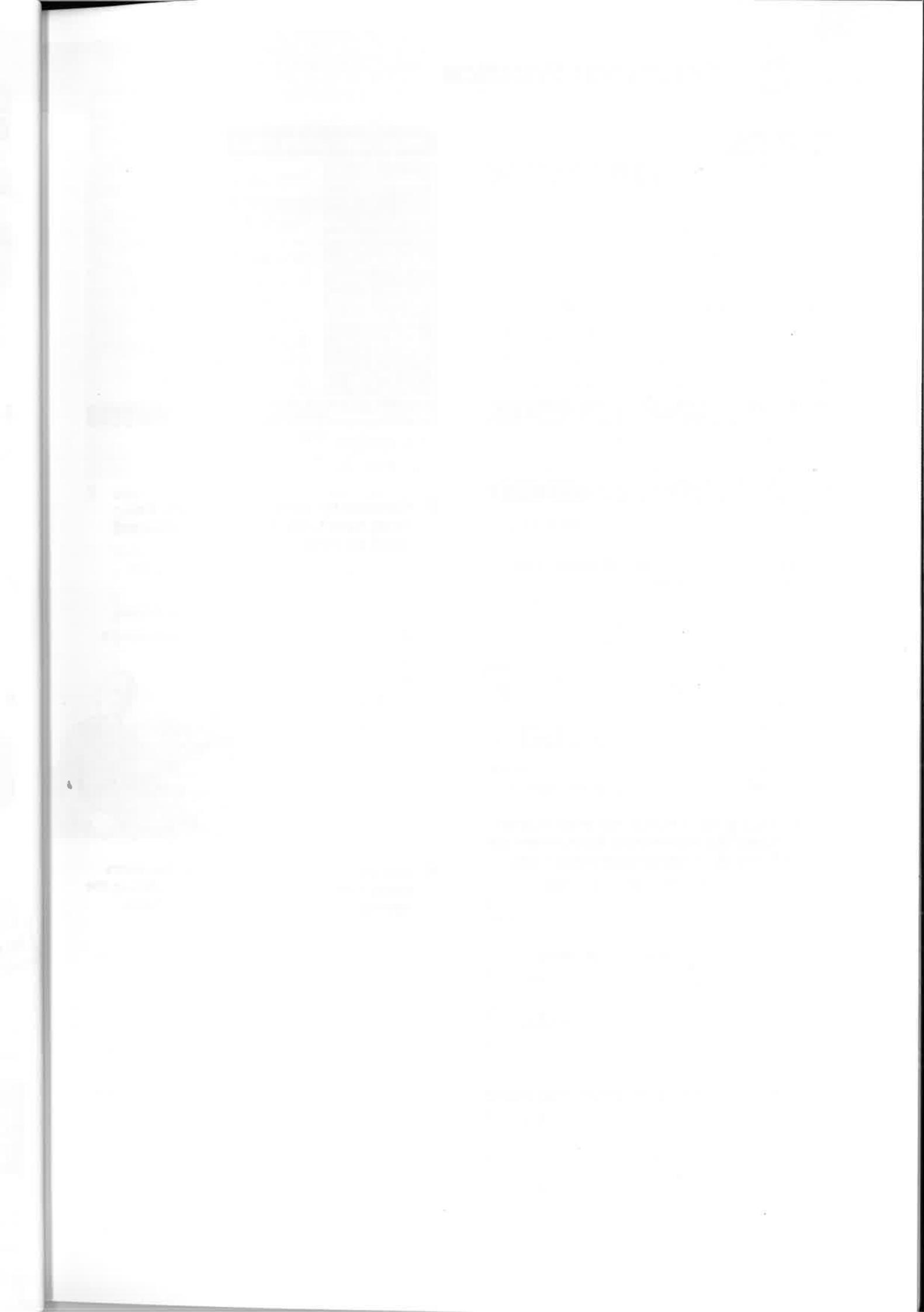
9 Write six sentences comparing the printers in the chart. Use the comparative and superlative forms of the adjectives below.

	Quickprint	Printmaster	Starprint
Size (cm)	40x36x26	35x32x22	60x55x52
Weight (kg)	7.2	6.5	20.9
Pages per minute	28	22	31
Cost	£97	£89	£350

small ♦ big ♦ expensive ♦ cheap ♦ slow ♦ heavy

1.
2.
3.
4.
5.
6.





6 Grammar Practice

Past: to be

Affirmative	Negative	Interrogative
I was	I wasn't	Was I ... ?
You were	You weren't	Were you ... ?
He was	He wasn't	Was he ... ?
She was	She wasn't	Was she ... ?
It was	It wasn't	Was it ... ?
We were	We weren't	Were we ... ?
You were	You weren't	Were you ... ?
They were	They weren't	Were they ... ?

Short Answers

Yes, he was. / No, he wasn't.

Yes, we were. / No, we weren't.

Time Expressions

yesterday, last night / week / Sunday, a year ago

1 Complete the sentences with **was** or **were**, affirmative or negative.

- Mr Evans and his clients (not) in the office yesterday. They at a restaurant.
- The receptionist (not) at her desk an hour ago. She in her boss' office.
- They (not) at work last week. They on holiday.
- The document (not) on the printer. It on the floor.

2 Write the words in the correct order to form questions. Use **was** or **were**. Then answer the questions. Make the answers true for you.

- at home / at 21:00 / last night / you
..... ?
- in a meeting / your father / yesterday
..... ?
- your family / at a restaurant / last week
..... ?
- a few days ago / at the airport / your parents
..... ?

There was / There were

Affirmative	There was a factory. There was some music. There were some hotels.
Negative	There wasn't a factory. There wasn't any music. There weren't any hotels.
Interrogative	Was there a factory? Was there any music? Were there any hotels?

Short Answers

Yes, there was. / No, there wasn't.

Yes, there were. / No, there weren't.

3 Complete the sentences with **There was**, **There wasn't**, **There were** or **There weren't** about an office in the 19th century.

- any computers.
- a lift.
- chairs and desks.
- any web designers.
- paper.
- any scanners.



4 Use **Was there** or **Were there** and the words below to write questions about an office in the 19th century. Then answer the questions.

- any pens

.....

- a printer

.....

- any headphones

.....

- a monitor

.....

- a table

.....

Past Simple

Affirmative	Time Expressions
I talked	last night / week / Monday, a month / year ago, yesterday
You talked	
He talked	
She talked	to talk about events that happened in the past
It talked	
We talked	
You talked	
They talked	
Watch Out!	
Spelling Rules	
Irregular Verbs	

Watch Out!

Spelling Rules

play - played
study - studied
like - liked
stop - stopped

Irregular Verbs

buy – bought
put – put
take – took
make – made

- 5** What did the receptionist do yesterday?
Complete the sentences with the verbs in brackets. Use the Past Simple affirmative.

Yesterday, Emma ...

1. (answer) the phone.
 2. (reply) to callers' questions.
 3. (order) paper for the printer.
 4. (deliver) messages.
 5. (transfer) some calls.
 6. (greet) callers politely.

- 6** Write sentences with the words below.
Use the Past Simple affirmative.

1. The managing director / meet / some important clients / last week

2. A new programmer / start / working / here / yesterday.

- ### 3 The web designer / plan / our new website

4. A new cafeteria / open / on the top floor / last Monday

- ⁵ He / Hasrat / 2000, p. 160-161.

6. The receptionist / take / my message /
afte...rnoon

7 Complete the sentences with the verbs below.
Use the Past Simple affirmative.

put • deal with • dial • return • remind

1. I the wrong number.
 2. Liz me to call Ms West.
 3. Dave your call a few minutes ago.
 4. We the problem yesterday.
 5. He me on hold.

- 8** Use the chart to write five more sentences. Use the Past Simple affirmative and add time expressions.

Pam	buy	the call
The technician	create	my laptop
Mrs Kane	transfer	an interesting page
The customers	repair	a new printer
The web designer	close	at the Italian restaurant
Mr Rudolf	eat	the office

1. Pam transferred the call five minutes ago.
 2. _____
 3. _____
 4. _____
 5. _____
 6. _____

- 9** Complete the text with the verbs in brackets.
Use the Past Simple affirmative.

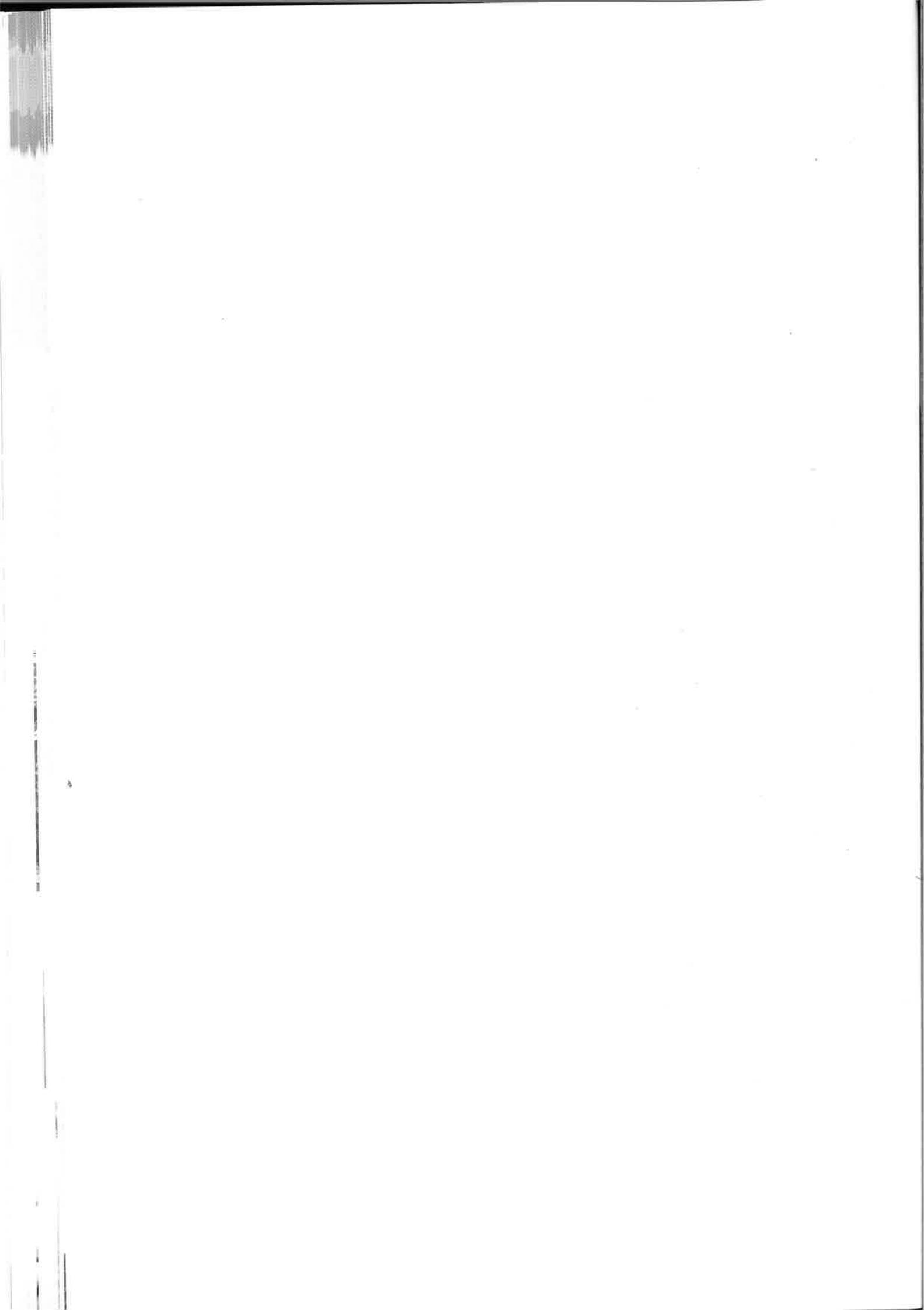
A Computer Genius

William (Bill) Henry Gates was born in Seattle, Washington, in 1955. When he was 13, he ¹ (become) interested in computer programming. Gates ² (become)



(write)
a program using BASIC, one of the first computer languages. At school, he ³ (meet) another fan of computers, Paul Allen. To get free computer time, the boys hacked into a computer belonging to Computer Center Corporation (CCC). They were caught, and in order to pay for their crime, the boys ⁴ (repair) problems in CCC's software. When they were 16, Gates and Allen ⁵ (receive) \$20,000 for designing a program to count traffic – Traf-o-Data.

In 1973, Gates⁶ (go) to Harvard University. After a year, he⁷ (decide) to join Allen to start a new software company – Microsoft. Over the years, Microsoft⁸ (develop) some of the world's most popular software and⁹ (grow) to be the largest computer company in the world.





8 Grammar Practice

Modals

	Affirmative	Negative	Interrogative
can	You can cook.	You can't cook.	Can you cook?
could	He could cook last year.	He couldn't cook last year.	Could he cook last year?
must	They must cook.	They mustn't cook.	—
should	She should cook.	She shouldn't cook.	Should she cook?

Short Answers

Yes, you can. / No, you can't. Yes, he could. / No, he couldn't. Yes, she should. / No, she shouldn't.

Uses

can: to talk about ability, possibility and to ask permission or make requests

could: to express ability in the past, possibility and to make polite requests

must: to talk about rules and obligations or the need to do something

mustn't: to express prohibition

should: to give advice and to talk about duty

1 Match A to B and circle the correct answer.

A

- I'm free at 3.00.
- There isn't any paper.
- There's a lot of noise in the office.
- Mike's held up in a traffic jam.
- Do you need a headset?

B

- a. I can / **can't** hear you.
- b. You **can** / can't take mine.
- c. He **can** / **can't** get to work on time.
- d. We **can** / **can't** meet then.
- e. We **can** / **can't** use the printer.

2 Write questions with the words below.

Use **can**.

- Julia / answer her e-mails
Can Julia answer her e-mails? ?
- they / start their car
Can they start their car? ?
- we / take the lift
Can we take the lift? ?
- Jenny and Linda / speak Italian
Can Jenny and Linda speak Italian? ?
- Mark / work today
Can mark work today? ?
- Bob / fix the computer
Can bob fix the computer? ?

3 Look at the pictures and answer the questions in Exercise 2.



1. Yes, she can

-
-
-
-
-
-

4 Complete the sentences with **could** or **couldn't**.

- Mr Watson go to the meeting because he was ill.
- Susan studied German, so she speak to our German visitor.
- Harry was busy with an important project, so he attend the meeting.
- I lost my phone, so I call you.
- Dean knows a lot about this program, so he help us.

5 Write the words in the correct order to form questions.

1. Paul / the projector / repair / could
Could Paul repair the projector ?
2. help / please / me / could / you
please, could you help me ?
3. you / the meeting / please / could / reschedule
Please, could you reschedule the meeting ?
4. them / could / understand / Emma
Could Emma understand them ?

6 Match the questions in Exercise 5 to the answers below.

3. a. Yes. Is 4 o'clock convenient?
2. b. Yes. I'll be right there.
4. c. No, because she doesn't speak German.
1. d. Yes. It's working now.

7 Complete the sentences with *can*, *can't*, *could* or *couldn't*.

1. It's nice outside, so we can open the window.
2. We could only use the stairs because the lift wasn't working.
3. What language is he speaking?
I can't understand him.
4. There was no electricity yesterday, so we couldn't do much work.

8 Circle the correct answer.

1. Mr Walker is busy. We **must** / **mustn't** interrupt him.
2. The quote was wrong. You **must** / **mustn't** apologise to the client.
3. We need the contract urgently. I **must** / **mustn't** prepare it right away.
4. This mouse doesn't work. We **must** / **mustn't** buy a new one.

9 Read Peter's note. Write the things he must and mustn't do.

- install an anti-virus scan on computers
- don't send out any invoices until Friday
- don't forget to reschedule the meeting
- prepare a presentation for the meeting

1.
2.
3.
4.

10 Circle the correct answer.

1. Sara is running late.
 a. She should call her boss.
 b. She shouldn't call her boss.
2. Matt is feeling ill today.
 a. He should go to the office.
 b. He shouldn't go to the office.
3. Larry can't remember the date of the meeting.
 a. He should check his calendar.
 b. He shouldn't check his calendar.

11 Write the words in A in the correct order to form questions. Then match the questions in A to the answers in B.

A

1. we / the product presentation / when / hold / should

When should we hold the product presentation ?

2. of the participants / Ed / a list / should / make
Should Ed make a list of the participants ?
3. first / should / speak / who
Who should speak first ?
4. light refreshments / should / what / provide / we
What light refreshments should we provide ?

B

3. a. Elizabeth.
4. b. Sandwiches and drinks.
2. c. Yes, please ask him.
1. d. On 28th April.

12 Write sentences about the pictures with the words below and *must*, *mustn't*, *should* or *shouldn't*.



drivers / stop / here
Drivers must stop here.....



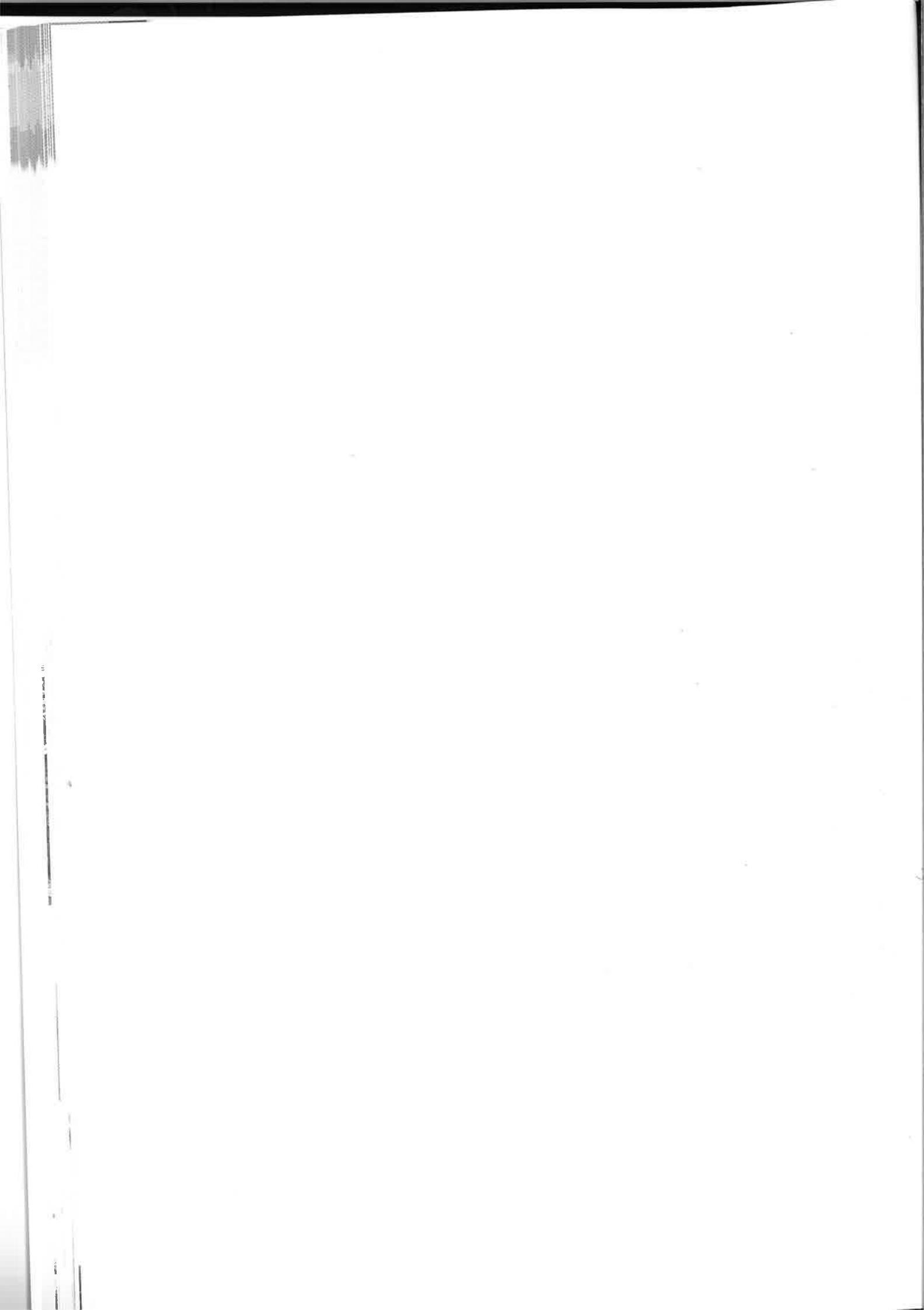
you / come late / to a meeting
You shouldn't come late to a meeting.....



he / see / a doctor
He should see a doctor.....



people / smoke / here
People mustn't smoke here.....





10 Grammar Practice

be going to

Affirmative	Negative	Interrogative	Short Answers
I am going to eat	I'm not going to eat	Am I going to eat?	Yes, I am. / No, I'm not.
You are going to eat	You aren't going to eat	Are you going to eat?	Yes, he is. / No, he isn't.
He is going to eat	He isn't going to eat	Is he going to eat?	Yes, they are. / No, they aren't.
She is going to eat	She isn't going to eat	Is she going to eat?	
It is going to eat	It isn't going to eat	Is it going to eat?	
We are going to eat	We aren't going to eat	Are we going to eat?	
You are going to eat	You aren't going to eat	Are you going to eat?	
They are going to eat	They aren't going to eat	Are they going to eat?	

Uses

to talk about future plans and intentions
to talk about an action about to happen or a future event based on present evidence

1 Complete the sentences with the verbs in brackets. Use **be going to**.

1. I (not open) that e-mail. I think it's spam.
2. Matt (check) the spelling and grammar before he saves the draft.
3. We (install) the new anti-virus program in a few minutes.
4. She (forward) these e-mails to the IT department soon.
5. I (use) a blind carbon copy to protect the privacy of the recipients.
6. Our technicians (not work) on the backup system this afternoon.

2 Write questions with the words below.

Use **be going to**.

1. Ms Sanders and the IT department / discuss / the e-mail program / in the afternoon
..... ?
2. Ms Sanders / send / an e-mail / to the people in her department / in the morning
..... ?
3. Ms Sanders / talk / to the secretaries / at noon
..... ?
4. Ms Sanders / be / at the web designers' meeting / tomorrow
..... ?
5. Ms Sanders and Jeff / go / to the airport / in the evening
..... ?

3 Look at Ms Sanders' diary for tomorrow. Then answer the questions in Exercise 2.



1.
2.
3.
4.
5.

Present Continuous with future meaning

Affirmative	I am leaving tomorrow.
Negative	We aren't leaving tomorrow.
Interrogative	Are you leaving tomorrow?
Use	to talk about definite plans for the future

4 Complete the sentences with the verbs below. Use the Present Continuous with future meaning.

not participate + open + install + leave + not go

1. We a new department soon.
2. Mr Taylor in the meeting next week as he is on holiday.
3. Is Ms Johnson later today?
4. I to the IT conference tomorrow.
5. Are you the latest apps this afternoon?

Future: will

Affirmative	Negative	Interrogative
I will go	I won't go	Will I go?
You will go	You won't go	Will you go?
He will go	He won't go	Will he go?
She will go	She won't go	Will she go?
It will go	It won't go	Will it go?
We will go	We won't go	Will we go?
You will go	You won't go	Will you go?
They will go	They won't go	Will they go?

Short Answers

Yes, she will. / No, we won't.

Time Expressions

tomorrow, one day, in the future

Use

to talk about a planned schedule, a prediction or a spontaneous decision or promise

5 Complete the sentences with the verbs in brackets. Use will.

1. The new program (have) a filter option.
2. Just a minute. I (forward) this e-mail to you.
3. Our technicians are competent. They (give) you good service.
4. In future, we (not get) so much junk mail.
5. the new virus scan (be) in our computers tomorrow?

6 Write questions with the words below. Use will.

Will I / find / the information / on the Internet

..... ?

Will a basic search / give / me / the information I need

..... ?

Will the results of their research / cause / changes

..... ?

Will that malware / affect / the company's computers

..... ?

Will these keywords / improve / my search

..... ?

Search

search items

7 Complete the answers to the questions in Exercise 6.

1. Yes,
2. No,
3. No,
4. Yes,
5. Yes,

8 Complete the sentences with the verbs in brackets. Use will. Then match A to B.

A

1. Do you think my computer (work) faster?
2. Do you think people (like) this device?
3. What you (charge) me for this job?
4. you (help) me with my Internet search this afternoon?
5. I hope I (not have) too many e-mails to answer.

B

1. a. So, send some of them to Sara. She (not be) busy this afternoon.
2. b. I promise it (not cost) more than your last repair.
3. c. Yes. It (perform) better after we remove the virus.
4. d. Yes. I'm sure it (become) very popular.
5. e. Sorry. I (not have) time. I've got a meeting after lunch.

Subject Pronouns	Object Pronouns	Possessive Adjectives	Possessive Pronouns
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

1 Circle the correct object pronoun.

- Ms Lewis is the managing director. Do you know **him / her / them**?
- These headsets are very popular.
Many people buy **us / it / them**.
- We didn't know about the problem.
They didn't tell **you / us / me**.
- Mr Carl is very nice. I like **him / her / you**.
- I need to prepare a presentation. Can you design **him / them / it**?
- Welcome, Al. I'll show **you / her / us** the office.
- I don't understand this spreadsheet. Can you help **him / me / her**?

2 Complete the sentences with the correct possessive adjective.

- Is this your number, sir?
- I work on the seventh floor.
..... My room number is 708.
- They've got many shops, but
..... Their head office is in London.
- This company belongs to my brother and me.
It was my father's company.
- I need to talk to Mike. Have you got
..... his mobile phone number?

3 Rewrite the sentences using possessive pronouns.

- This is your laptop.
This laptop is yours
- This is my flash drive.
This flash drive is mine
- Is this her phone?
Is this phone hers
- These are their brochures.
These brochures are theirs
- This isn't our device.
this device isn't ours

4 Circle the correct answer to complete each mini-dialogue.

- A: Is this your microphone?
B: No, it's not **me / my / mine**.
- A: Do you work with Martin?
B: No, I don't know **him / he / his**.
- A: Sara is a web designer, isn't she?
B: Yes, **she / her / hers** designs are great.
- A: Where's the IT department?
B: It's on **you / your / yours** left when you get out of the lift.
- A: They've got a new support technician.
B: Yes, **their / theirs / them** new support technician is very nice.
- A: Is this George Graham's company?
B: Yes, this company is **he / his / him**.

First Conditional

If you **hurry**, you **won't be** late.
(Present Simple), (Future: will)

You **will be** late if you **don't hurry**.
Unless you **hurry**, you **will be** late.

Use

to talk about things that will possibly happen in the future

Watch Out!

Don't forget the comma when the condition comes first.

5 Match A to B to form sentences in the First Conditional.**A**

- If you give me the exact address,
- If we move the printer,
- If you don't sort your files,
- If Linda doesn't hurry,
- If Jack doesn't enhance the chart,

B

- there will be more room.
- it won't be clear enough.
- we will miss the plane.
- our technician will be there in an hour.
- you won't find them.

6 Circle the correct answer.

- I ~~don't come~~ / ~~won't come~~ to work tomorrow if I'm still ill.
- If we ~~want~~ / ~~will want~~ to try this software, we will get a trial version.
- Our manager won't be happy if there ~~is~~ / ~~will be~~ malware in the system.
- We ~~let you know~~ / ~~will let you know~~ if you get the job.
- If Emma ~~finds~~ / ~~will find~~ the faulty part, I will tell you.
- If you ~~don't narrow~~ / ~~won't narrow~~ your search, you'll get too many results.

7 Complete the sentences with the verbs in brackets. Use the First Conditional.

- If you **want** (want) to talk, I will be in my office.
- We won't have the meeting on Tuesday if Mrs Ellis **isn't** (not be) back by Monday.
- If they **don't deliver** (not deliver) the hardware on time, we will write a letter of complaint.
- If Allan calls, I **will tell** (tell) him that you phoned.
- If the quality of the product isn't good enough, it **won't sell** (not sell).
- We won't buy these projectors if you **don't give** (not give) us a better price.

8 Complete the sentences with *if* or *unless*.

- The computer won't cool unless the fan is working.
- **If** there's no reply, I'll leave a message.
- **unless** you save this draft, you will lose all your work.
- You won't make a mistake **if** you are careful.
- **unless** the layout is attractive, our customers won't buy the product.
- **if** you take the course, you will improve your computer skills.

**9 Complete the sentences with the verbs in brackets. Use the First Conditional.**

- If Charles **comes** (come) back in time, he **will call** (call) you.
- Their order **wont arrive** (not arrive) by Monday if we **don't send** (not send) it today.
- If he **creates** (create) charts, his presentation **will look** (look) better.
- They **won't use** (not use) our computers unless we **customise** (customise) them.
- The device **won't work** (not work) if this part **doesn't fit** (not fit).
- Unless that phone **is** (be) water-resistant, I **doesn't buy** (not buy) it.

10 Write sentences with the words below.

Use the First Conditional. Add commas where necessary.

- Mrs Evans / need / this document / I / send / it / to her
If Mrs Evans need this document, i will send it to her
.....
- the programmer / not understand / our problem / he / attend / the meeting
If the programmer doesn't understand our problem He will attend the meeting
.....
- Mr Davidson / meet / you / at the train station / that / be / convenient
If Mr Davidson meets you at the train station, that'll be convenient.
.....
- there / not be / enough webcams / I / order / some more
.....
.....
- Max / call / you / he / not find / the invoice
.....
.....

11 Imagine you work as a computer technician. Complete the sentences in the First Conditional.

- If I am late for work, my boss
- I will replace that motherboard if
- If there is a lot of spam on the computer, I
- If I need to work off-site, I
- I won't open the computer case unless

12 Grammar Practice

Relative Pronouns

People	The woman who / that called didn't leave a message.
Things / Animals	The hotel which / that you found isn't in the city centre. Did you see the cat which / that got in through the window?
Places	The building where I work has got 88 floors.
Time	This is the day when we usually have our meetings.
Use	to give essential information about the person or thing mentioned in the main clause

1 Underline the relative clause in each sentence and circle the words each clause refers to.

1. (The results)that I got didn't help me.
2. The person who designed the advert is a professional.
3. Is that the company where you worked?
4. This is the time when we have our lunch.
5. Are these the diagrams which you found?

2 Circle the correct relative pronoun.

1. Did you resize the picture **who / that / when** goes on page 6?
2. The font **which / where / who** he chose isn't clear enough.
3. Is he the designer **which / when / who** designed the logo?
4. This is the place **where / when / that** we adjusted the background.
5. This is the month **which / when / where** we have our software exhibition.

3 Write **who, **which**, **where** or **when** and complete the sentences about yourself.**

1. A search engine I use is
2. The name of the place I was born is
3. The person sits next to me in class is
4. The season I go on holiday is
5. A type of food my family likes to eat is

4 In which sentences in Exercise 3 can you replace the relative pronoun with **that?**

5 Complete the text with suitable relative pronouns. There may be more than one possible answer.

Who Started Google?

Larry Page and Sergey Brin were two university students ¹ loved computers and the Internet. They met at the time ² they were students at Stanford University in California, USA. They dreamed of creating something ³ could answer any question in seconds. At that time, search engines were slow and listed many websites ⁴ weren't useful. In January 1996, Page and Brin decided to develop a search engine ⁵ was based on the popularity of each website. In 1997, they called their search engine Google and in 1998 they started their own company. The office ⁶ they worked was in a garage in Menlo Park, California. They had one person ⁷ worked for them – Craig Silverstein. Since then, Google has become a giant and has changed our lives. The company has got offices around the world ⁸ over 60,000 people work.

6 Complete the sentences with the relative clauses below.

that you sent me ♦ who helped you
where I can get a laser printer
which we designed ♦ when our tech rep visits
where Mr Chandler works

1. Do you know a shop ?
2. Thanks. The trial version was really helpful.
3. This is the time
4. Do you know the name of the company ?
5. The support technician is called Martin.
6. The brochure was chosen by the client.

7 Write a suitable relative pronoun. Then match A to B to form sentences.

A

1. The graphics department is the place
.....
2. A helpdesk technician is the person
.....
3. Human Resources is the department
.....
4. Can you tell me the name of the designer
.....
5. Five o'clock is the time
.....

B

- a. ~~deals with new~~ employees.
- b. we finish work.
- c. ~~they~~ design logos.
- d. ~~created this website?~~
- e. ~~provides~~ technical assistance over the phone.

8 Join the sentences using relative pronouns. Make any necessary changes.

1. The customer was put on hold. He complained.
.....
.....
2. The product was damaged. You sent us the product.
.....
.....
3. There has been a fire in the office building. I work there.
.....
.....
4. I enjoyed the IT conference. We went to it last month.
.....
.....
5. I'll never forget the day. I became head of the accounts department then.
.....
.....

9 Write sentences to define the items below. Use the words given and relative pronouns.

department store • data entry operator
programmer • spreadsheets

1. a person / writes / software for computers
.....
.....

2. programs / companies / use / for organising and storing data
.....
.....

3. a / place / you / can buy / different kinds of things
.....
.....

4. a person / puts / information / into / a computer
.....
.....

10 Correct the mistakes in bold in the sentences below.

1. The poster **who** he designed is very attractive.
.....
.....

2. The city **that** your company is located is beautiful.
.....
.....

3. Ten o'clock is the time **which** I have my appointment with Mr Meyers.
.....
.....

4. The man **who he sold us the company** is from France.
.....
.....

5. The people in the place **where I work there** are very nice.
.....
.....



13 Grammar Practice

have to / don't have to

Affirmative	Negative	Interrogative	Short Answers
I have to go	I don't have to go	Do I have to go?	Yes, I do. / No, I don't.
You have to go	You don't have to go	Do you have to go?	Yes, he does. / No, he doesn't.
He has to go	He doesn't have to go	Does he have to go?	
She has to go	She doesn't have to go	Does she have to go?	
It has to go	It doesn't have to go	Does it have to go?	
We have to go	We don't have to go	Do we have to go?	
You have to go	You don't have to go	Do you have to go?	
They have to go	They don't have to go	Do they have to go?	

Uses

have to: to talk about rules and obligations or the need to do something

don't have to: to talk about lack of obligation

Watch Out!

We also use **must** to talk about rules and obligations, but we use **mustn't** to express prohibition.

1 Complete the sentences with the verbs below.

Use the affirmative form of **have to**.

divide + make + work + replace + clear + cancel

- Ben's laptop was damaged by the computer company. He **has to make** a claim.
- You **have to clear** the column before you put in the new data.
- To get the average, she **has to divide** the total by the number of people.
- There's a very big order and all the technicians **have to work** late tonight.
- Mr Davis is ill. I'm sorry. I **have to cancel** your appointment.
- We **have to replace** our motherboard or buy a new computer.

2 Read Sam the accountant's to do list and complete the sentences below. Use the affirmative form of **have to**.

To Do List

- Check the database for information about ZedEx Computers.
- Meet with Pete and Mary from sales and marketing department about the latest report.
- Prepare a new spreadsheet for the managers' meeting.
- Speak to Mark about the business trip to Bangkok.
- Interview a new secretary.

- Sam **has to check** the database.
- Sam, Pete and Mary **have to meet**
- Sam **has to prepare**
- Sam and Mark **have to speak**...
- Sam **has to interview** a new secretary.

3 Complete the sentences with the verbs below. Use the negative form of **have to**.

return + group + share + pay + give + use

don't have to pay

- You **don't have to pay** for this. It's free.
- IT has got its own printer. We **don't have to share** with them anymore.
- Mr Black **doesn't have to return** my call. I'll see him tomorrow.
- On this spreadsheet, you **don't have to group** those numbers together.
- George reads French, so he **doesn't have to use** a dictionary to understand the article.
- Jack and Matt **don't have to give** presentations at the conference.

4 Write questions with the words below. Use the correct form of *have to*.

1. web designer / write / software
..... **does a web designer have to write software ?**
2. software testers / write / invoices
..... **do software tester write invoices ?**
3. customer information / include /
the customer's name and address
does customer information have to include the customer's name and address?
4. the workers in the accounts department /
repair / computers
do the workers in the accounts department have to repair computers?

5. a tech rep / visit / customers
..... **does a tech rep have to visit customers ?**
6. support technicians / fix / hardware problems
do support technicians have to fix hardware problems?

5 Answer the questions in Exercise 4.

1.
2.
3.
4.
5.
6.

6 Complete the sentences with the verbs in brackets. Use the correct form of *have to*.

1. do you have to deal with (deal with) this urgently?
2. Owen does research for his company.
He has to use (use) the Internet.
3. does the manager have to attend (attend) the international IT conference?
4. In our changing world, we all have to learn (learn) about computers.
5. Iris, our helpdesk technician, gives assistance over the phone. She doesn't have to visit (visit) customers.
6. The people in graphic design are artists.
They have to sell (sell) the product.

don't have to / mustn't

You **don't have to** order microphones. We've got enough.

You **mustn't** order those microphones. They're too expensive.

7 Complete the sentences with *don't have to*, *doesn't have to* or *mustn't*.

1. We **don't have to** meet. We can talk about it on the phone.
2. You **mustn't** forget to call HGT Printers. They're waiting for our quote.
3. He **doesn't have to** use a microphone because the room is quite small.
4. I **mustn't** be late for the meeting.
5. You **mustn't** let the phone ring more than three times.
6. We **don't have to** stay late today. The orders are ready to go.

8 Match A to B. Then complete the sentences in B with the verbs in brackets. Use *don't have to*, *doesn't have to* or *mustn't*.

A

1. We've got a lot of headsets.
2. The hardware exhibition begins at 9.00.
3. They haven't got any technical problems right now.
4. There's a problem with the toilet on the third floor.
5. I'll make all the arrangements for you.

B

5. a. You **don't have to** organise (organise) anything.
4. b. The employees **mustn't use** (use) it.
2. c. We **mustn't be** (be) late.
1. d. She **doesn't have to order** (order) any more.
3. e. The tech rep **doesn't have to visit** (visit) them this week.

9 Write two sentences about what you have to do this week, two sentences about what you don't have to do this week and two sentences about what you mustn't do.

1.
2.
3.
4.
5.
6.



14 Grammar Practice

Past Continuous

Affirmative	Negative	Interrogative	Short Answers
I was eating	I wasn't eating	Was I eating ... ?	Yes, he was. / No, he wasn't.
You were eating	You weren't eating	Were you eating ... ?	Yes, we were. / No, we weren't.
He was eating	He wasn't eating	Was he eating ... ?	
She was eating	She wasn't eating	Was she eating ... ?	
It was eating	It wasn't eating	Was it eating ... ?	
We were eating	We weren't eating	Were we eating ... ?	
You were eating	You weren't eating	Were you eating ... ?	
They were eating	They weren't eating	Were they eating ... ?	

Uses

- to talk about an action in progress at a specific time in the past
to talk about two or more actions in progress at the same time in the past

Time Expressions

yesterday, last night, a week ago

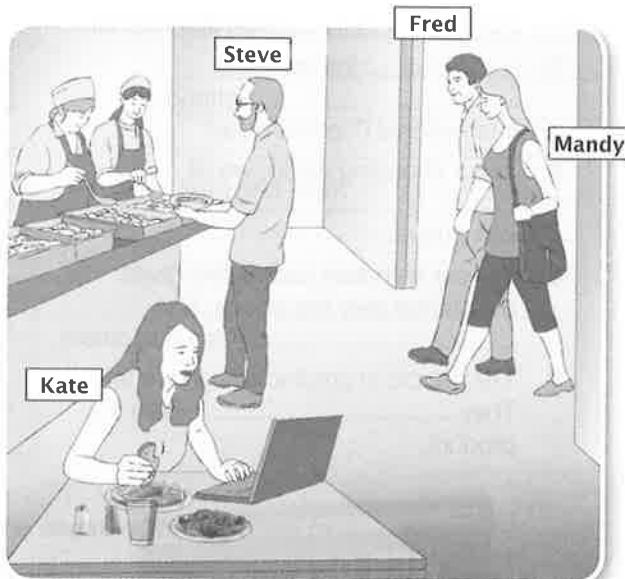
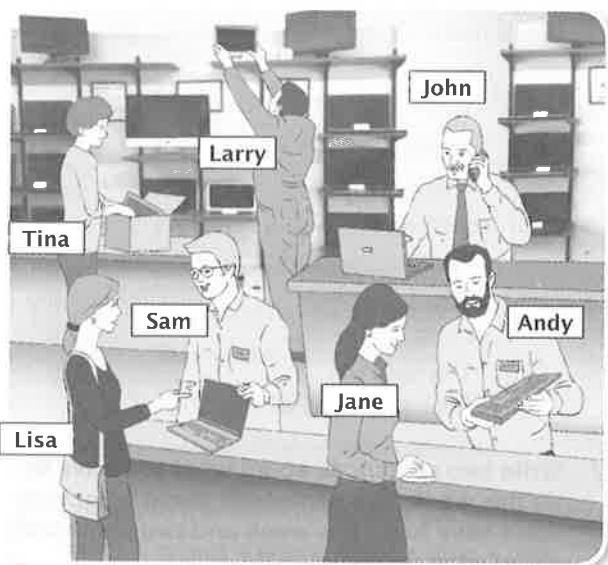
Watch Out!

talk – talking
sit – sitting
write – writing
ride – riding
study – studying

1 Complete the sentences with the verbs in brackets. Use the Past Continuous affirmative.

- Pete (travel) on the train to our Paris office at midnight.
- The programmers (have) a meeting at 3.00 yesterday.
- Sara (do) the layout for the new brochure this morning.
- The technicians (sort) the equipment an hour ago.
- We (visit) an important customer at 12.00 today.
- The manager (check) the payroll this afternoon.

2 What was happening at 12.30 yesterday? Look at the pictures and correct the sentences below. Use the Past Continuous affirmative and negative.



- Larry and Tina were having a chat.
Larry and Tina weren't having a chat.
They were putting hardware on the shelf.
- John was repairing a computer.
.....
- Kate was walking into the cafeteria.
.....
- Mandy and Fred were buying lunch.
.....

3 Complete the questions with the verbs in brackets. Use the Past Continuous.

1. Larry and Tina hardware?
2. Lisa (buy) a printer?
3. Kate's laptop (work)?
4. the women (serve) food in the cafeteria?
5. Steve (order) his lunch?
6. Sam and Andy (show) the customers some software?

4 Answer the questions in Exercise 3 according to the pictures in Exercise 2.

1.
2.
3.
4.
5.
6.

5 Complete the sentences with the verbs below. Use the Past Continuous.

not work • solve • send • learn • check
not set up

1. the network administrator the workstations at 10.00 today?
2. the helpdesk technicians problems all morning?
3. George the new network at 9.00 this morning.
4. Dan and Cathy about the new software on Monday afternoon.
5. Owen on the image half an hour ago.
6. Yesterday afternoon, I reminders to our customers.

6 Write sentences about what you were doing at the following times. Use the Past Continuous.

1. 2.00 this morning

.....

2. an hour ago

.....

3. 10.00 on Monday morning

.....

4. 5.00 on Saturday afternoon

.....

Past Simple / Past Continuous

He was giving a presentation **when** the projector stopped working.

While I was checking your calendar, I noticed a mistake.

They were preparing the spreadsheets **while** I was drawing the charts.

Uses

Past Simple: to talk about completed actions that took place at a specific time in the past

Past Continuous: to talk about actions that were in progress at a specific time in the past

to talk about an action in progress that was interrupted by another action

Watch Out!

when = Past Simple

while = Past Continuous

7 Circle the correct answer.

1. **When** / **While** the technician was repairing the computer, the students were watching him.
2. The lift was going up to the tenth floor **while** / **when** it stopped suddenly.
3. **When** / **While** the tech rep was driving to see the customer, he had an accident.
4. I was writing the invoice **while** / **when** the customer cancelled the order.
5. We located the problem **while** / **when** the customer was sitting in our office.

8 Complete the sentences with the verbs in brackets. Use the Past Continuous or Past Simple.

1. Many customers (stand) outside when we (open) the doors for the sale.
2. While I (set up) the workstations, the network administrator (call) to say there was a problem.
3. While the accountants (look) at the spreadsheet, the electricity (go off).
4. The manager (come in) while I was (translate) for our Italian visitor.
5. When the delivery (arrive), the workers (wait).
6. While Sam (talk) to the customer, she (hang up).

15 Grammar Practice

Present Perfect Simple

Affirmative	Negative	Interrogative	Short Answers
I have walked	I haven't walked	Have I walked ... ?	Yes, I have. / No, I haven't.
You have walked	You haven't walked	Have you walked ... ?	Yes, he has. / No, he hasn't.
He has walked	He hasn't walked	Has he walked ... ?	
She has walked	She hasn't walked	Has she walked ... ?	
It has walked	It hasn't walked	Has it walked ... ?	
We have walked	We haven't walked	Have we walked ... ?	
You have walked	You haven't walked	Have you walked ... ?	
They have walked	They haven't walked	Have they walked ... ?	

Time Expressions

ever, just, already, never, yet, for, since

Use

to talk about an action that started in the past and is relevant or continues in the present

- 1 Complete the sentences with the verbs below.
Use the Present Perfect Simple affirmative.**

install + return + promise + postpone
resize + allocate

1. We the product.
It had a defect.
2. The designer the images for the website.
3. Brad and Luke just the operating system.
4. Ms Carlson already a budget for our project.
5. I my meeting with the manager. It will take place tomorrow.
6. The manager to move me to a different department.

- 2 Complete the chart.**

Base Form	Past Participle
1. begin	begun
2. buy	
3. deal	
4. do	
5. eat	
6. fly	
7. give	
8. go	
9. leave	
10. lose	
11. read	
12. take	

- 3 Complete the sentences with verbs from Exercise 2. Use the Present Perfect Simple affirmative.**

1. I'm sorry. Mrs Kelly the office. Can I help you?
2. I the spreadsheet to the sales manager.
3. James the information about the new software. He understands it better now.
4. Please hurry. The meeting already
5. We a good customer because of his mistake.
6. Mr Smith home for the day. He'll be in the office tomorrow morning.
7. They many peripherals from us.

- 4 Write sentences with the words below.
Use the Present Perfect Simple negative.**

1. Lisa / speak / to the support technician
2. IT / customise / that computer / yet
3. we / check / today's orders
4. you / ever / be / in that department
5. they / modify / the equipment for my requirements
6. Mike and Sam / log off / yet

- 5** Look at the things that Louise wanted to do today. Write six sentences saying what she has and hasn't done. Use the correct form of the Present Perfect Simple.

Order new credit card for Mr Dench X
 Send out all the invoices ✓
 Discuss new logo with sales team X
 Talk to Jerry about changing my monitor ✓
 Write a memo about the IT conference ✓
 Ask Callum to repair the printer on the second floor ✓

1.
2.
3.
4.
5.
6.

6 Circle the correct answer.

1. Lucy has worked here ... five years.
 a. since b. for
2. I have ... set up the network.
 a. ever b. already
3. Lucas Brothers have been our customers ... 2005.
 a. since b. for
4. Harry has ... been a manager. This is the first time.
 a. just b. never
5. Have you ... bought goods from that company?
 a. yet b. ever
6. The technician has ... replaced the fan.
 a. ever b. just
7. We haven't finished
 a. yet b. already

- 7** Write questions with the words below. Use the Present Perfect Simple. Then match the questions in A to the answers in B.

A

1. Mrs Green / send back / the faulty part
 ?
2. why / John and Max / leave / the office
 ?
3. where / you / put / yesterday's invoices
 ?
4. the visitors / arrive / yet
 ?
5. which version / he / download
 ?
6. what / happen / to the barcode scanner
 ?

B

- a. No, but I'm sure they will get here soon.
- b. Sorry. They're still on my desk.
- c. I don't know. It stopped working yesterday.
- d. Not yet, but I'm sure she will.
- e. They've got a meeting with the bank.
- f. The 64-bit.

- 8** Complete the sentences with the verbs below. Use the correct form of the Present Perfect Simple.

cancel ♦ put ♦ give ♦ not come ♦ not subtract
 go ♦ open ♦ not send

1. Nick to visit a customer?
2. Amy to work for three days. She is ill.
3. Mr Day the meeting because the client couldn't be there.
4. you us your billing address?
5. Mr Ling from Hong Kong is on the line. I him on hold.
6. They me any e-mails since last week.
7. I your payment from the total yet.
8. Computer-Fix a shop in the centre of town.



16 Grammar Practice

Present Perfect Simple / Past Simple

I **have** already **eaten**. (Present Perfect Simple)
I **ate** at 1.00. (Past Simple)

Uses

Present Perfect Simple: to talk about an action in the past that is related to the present to emphasise the importance of the results of the action, as they affect us now

Past Simple: to talk about actions that began and ended in the past

1 Tick the pairs of sentences with similar meanings.

- 1. She's just gone out for lunch.
She went out for lunch an hour ago.
- 2. I've worked here for three years.
I started working here three years ago.
- 3. Mrs Stone has owned this company since 1998.
Mrs Stone bought this company in 1998.
- 4. I got this computer game on Tuesday.
I've had this computer game since Tuesday.
- 5. He has been a video game developer for five years.
He was a video game developer five years ago.

2 Circle the correct answer.

1. I **have** never played / **never played** this game before.
2. I **didn't** retouch / **haven't** retouched it yet.
3. We **had** / **have had** a lot of customers last night.
4. **Did you ever use** / **Have you ever used** a virtual projection keyboard?
5. **Has she prepared** / **Did she prepare** the survey last month?
6. We **didn't deal with** / **haven't dealt with** the technical problems yesterday.

3 Complete the sentences with the time expressions below.

last month ♦ ever ♦ already ♦ yet
a few minutes ago ♦ since

1. You don't need to send out the invoices.
I've done that.
2. She's worked as a support technician she finished school.
3. Mr Grey sent me an e-mail this morning, so I disposed of those files
4. Dan hasn't listened to the playback
.....
5. They moved to their new department
.....
6. Have you set up a network?

4 Complete the sentences with the verbs in brackets. Use the Present Perfect Simple or Past Simple.

1. They (deliver) the items a few minutes ago.
2. Bob (not install) the anti-spyware software yet.
3. When you (begin) working here?
4. She never (write) a game review.
5. you ever (design) the topology for a network?

5 Complete the sentences with the verbs below. Use the Present Perfect Simple or Past Simple. speak ♦ send ♦ not reschedule ♦ not attend decide

1. I the e-mail a minute ago.
2. The programmers the meeting last week.
3. Mrs Gardner to buy this software?
4. Sally to the web designer yesterday?
5. I don't know the date of the managers' meeting because they it yet.

6 Write a sentence about something

1. you did yesterday
.....
2. you haven't done yet today
.....
3. you did on your last holiday
.....
4. you've never done but would like to do
.....

used to

Affirmative	He used to work as a software tester.
Negative	He didn't use to design video games.
Interrogative	Did he use to give technical support?
Short Answers	Yes, he did. / No, he didn't.
Use	to talk about past habits and states which are now finished

7 Complete the sentences with the verbs below. Use the affirmative form of *used to*.

go • write • have • work • be

- Our main shop in St John's Street, but now it's located in Churchill Street.
- I as a technician, but now I'm a network administrator.
- People up and down stairs before the invention of the lift.
- People invoices by hand before they had computers.
- Shops many more customers, but today people often purchase items on the Internet.

8 Complete the sentences with the verbs in brackets. Use *used to*, affirmative or negative.

- People (not play) video games in the 1950s. They (buy) board games.
- In the early 20th century, most married women (stay) at home. They (not work) outside their home.
- In the 1800s, people (not drive) cars. A lot of people (take) the train.
- In the past, students (not use) word processors. They (do) their homework by hand.
- Before the invention of the Internet, people (not communicate) by e-mail. They (send) letters in the post.

**9 Peter changed his lifestyle after he got a job. Write five more sentences about what Peter used to do and didn't use to do according to the information below.**

He stopped

- staying up late
- running five kilometres every morning
- going out every evening

He started

- getting up early
- wearing suits
- working hard

1. Peter used to stay up late.

2.
3.
4.
5.
6.

10 Write questions with the words below and the correct form of *used to*.

- people / take photos / with digital cameras / 50 years ago
..... ?
- people / chat / online / in the 1960s
..... ?
- people / communicate / on Facebook / before 2006
..... ?
- people / talk / on the phone / in the early 1900s
..... ?

**11 Read the sentences. Then answer the questions in Exercise 10.**

- The digital camera was invented in 1975.
.....
- The Internet was developed in the 1970s.
.....
- Facebook was introduced to the public in 2004.
.....
- The telephone was invented in 1876.
.....

12 Write three sentences about what you used to do and don't do anymore and three sentences about what you didn't use to do and do now.

1.
2.
3.
4.
5.
6.

may / might

Affirmative	Negative	Interrogative
may You may go home.	He may not come to work tomorrow.	May I try this software?
might I might stay late.	They might not purchase anything.	

Uses

may: to express possibility in the future
to express permission in formal speech
to make a polite request or offer

might: to express possibility in the future

1 Match the sentences in A to the continuations in B.**A**

- Peter is held up in a traffic jam.
- We should consider using cloud computing.
- Don't wait for me.
- Don't buy this software.
- We'd like a new design.
- It's quite cold in here.

B

- a. It might not be suitable.
- b. Jane might show us some ideas tomorrow.
- c. He might miss the meeting.
- d. I may be late.
- e. May I close the window?
- f. It may save us money.

2 Write the words in the correct order to form sentences.

- change / you / the webpage / may / design / .
.....
- I / some light refreshments / you / may / offer / ?
.....
- start / not / the event / on time / may / .
.....
- leave / may / we / here / the gadgets / ?
.....
- not / may / you / put / here / the router / .
.....

3 Complete the sentences with the verbs in brackets and **might or **might not**.**

- I'll be busy all day. I (answer) my phone.
- We'd like to assist our customers, so we (create) a free helpline.
- We (need) to improve the search results, because people can't find our website.
- Tanya is sorry. She (arrive) in time.

4 Complete the sentences with the words below.

may not arrive ♦ might ask ♦ may not get
may not have ♦ might make ♦ might miss

- Mr Morton was unhappy with the service he got. He a complaint.
- I have got a lot of work at the moment. I time to meet you.
- Josh only sent the order today. It in time.
- You are quite late. You the train.
- The hardware arrived late. The customer for a discount.
- Without a good social media presence, you very much website traffic.

Review of Modals

can	She can do the job.
could	He could read when he was five.
should	We should create a new website.
must	You must report any accidents.
mustn't	You mustn't be rude to customers.
have to	They have to solve the problem now.
don't have to	We don't have to pay for this.
may	I may work late tonight.
might	You might get better results with more advertising.

5 Circle the correct answer.

- Emily is very busy. She **might not** / **mustn't** / **shouldn't** finish all her work today.
- This software is not affordable. We **can't** / **don't have to** / **may** buy it.
- This equipment isn't high-quality. You **can** / **might** / **should** use business grade equipment.
- There were technical problems yesterday. They **didn't have to** / **shouldn't** / **couldn't** access the database.
- You **doesn't have to** / **mustn't** / **couldn't** transfer calls to Mr Thomas. He's in an important meeting.

6 Circle the correct continuation for each sentence.

1. They rescheduled the meeting and everyone is waiting for us in the conference room.
 - We must hurry.
 - We don't have to hurry.
2. There is an error in the invoice.
 - Alex can apologise.
 - Alex should apologise.
3. There's no electricity in Mike's office.
 - He can't use his computer.
 - He doesn't have to use his computer.
4. Victoria talks too much on the phone.
 - She might lose her job.
 - She must lose her job.
5. It's the weekend.
 - I shouldn't go to work.
 - I don't have to go to work.
6. There was a problem with the sound.
 - They couldn't hear the audio clip clearly.
 - They can't hear the audio clip clearly.

7 Match the sentences in A to the continuations in B.

A

1. The effects aren't clear enough.
2. Sara came back from a conference late last night.
3. We called the technician.
4. Some of the keys on my keyboard are stuck.
5. Many customers have complained about John.
6. Read the instructions carefully.

B

- a. I can't use it.
- b. He must try to be more polite.
- c. You should try to dim the background.
- d. You mustn't connect the peripherals when the power is on.
- e. She doesn't have to work today.
- f. We couldn't use the printer all morning.



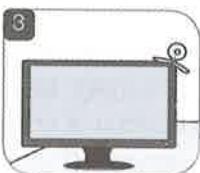
8 Look at the pictures and complete the sentences with the most suitable modal below.
might • mustn't • can't • must • can



He repair the computer.



You use your password when you log on.



Be careful! That webcam fall.



Kate speak three languages.



He stop there.

9 Rewrite the sentences using the modals below.

can't • mustn't • must • shouldn't • should
don't have to

1. Always come to work on time.
.....
2. It isn't necessary to call me back.
.....
3. It isn't possible to return goods without the receipt.
.....
4. Try not to let the phone ring for too long.
.....
5. It's a good idea to install a firewall.
.....
6. You're not allowed to make private phone calls from your workstation.
.....

18 Grammar Practice

Present Simple Passive

Affirmative	It is delivered They are delivered
Negative	It isn't delivered They aren't delivered
Interrogative	Is it delivered ... ? Are they delivered ... ?
Short Answers	Yes, it is. / No, it isn't. Yes, they are. / No, they aren't.
Time Expressions	every day, once a week, on Mondays, always, often, usually
Use	to focus on an action in the present, not the subject, when the subject is obvious or unknown

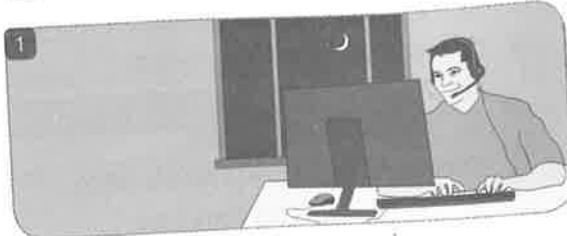
- 1 Complete the chart with the past participle of each verb.

Verb	Past Participle
1. establish	
2. put	
3. improve	
4. do	
5. tell	
6. write	
7. spend	
8. break	

- 2 Write sentences with the correct form of the verbs in brackets. Use the Present Simple Passive affirmative.

1. Anti-virus software (install) on every new computer.
2. Networks (set up) by the IT department.
3. Invoices (send) to customers at the end of the week.
4. The shop floor (clean) once a day.
5. Designs (modify) by the graphic artists.
6. Laptops (keep) in this part of the shop.
7. I (pay) my salary at the beginning of the month.
8. Gifts (give) to employees at Christmastime.

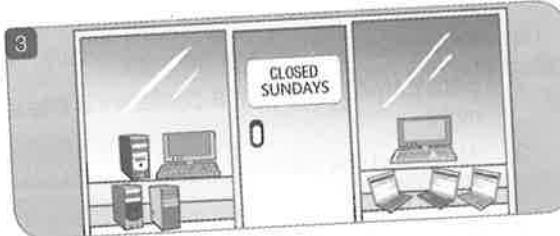
- 3 Write sentences about the pictures with the words below. Use the affirmative or negative form of the Present Simple Passive.



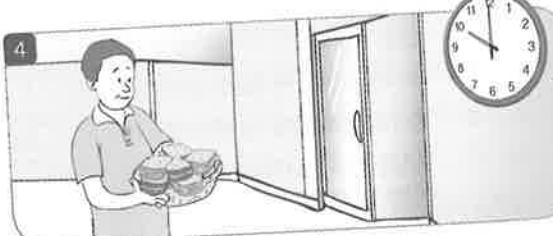
technical support / often / give / at night



the printer / check / every week



repairs / do / on Sundays



sandwiches / deliver / at ten o'clock

- 4** Write questions with the words below. Use the Present Simple Passive. Then match the questions in A to the answers in B.

A

1. why / Mrs Hunt's office door / lock ?
2. when / lunch / serve ?
3. what / hardware / sell / here ?
4. the flight stick / include / in the price ?
5. where / the billing addresses / store ?

B

- a. Yes, it is.
- b. In the database.
- c. Because she's not here today.
- d. Computer peripherals.
- e. From 12.00 to 2.00.

5 Circle the correct answer.

1. These scanners **make** / **are made** in China.
2. A router **needs** / **is needed** to operate this network.
3. We **give** / **are given** our regular customers a discount.
4. Computers in the office **back up** / **are backed up** every day.
5. The SafeSearch feature **filters** / **is filtered** the search results.
6. This laptop model **uses** / **is used** by many students.

Past Simple Passive

Affirmative	It was written They were written
Negative	It wasn't written They weren't written
Interrogative	Was it written ... ? Were they written ... ?
Short Answers	Yes, it was. / No, it wasn't. Yes, they were. / No, they weren't.
Time Expressions	yesterday, last night, last week, two months ago, three years ago, in 1989
Use	to focus on an action in the past, not the subject, when the subject is obvious or unknown

- 6** Complete the sentences with the verbs in brackets. Use the Past Simple Passive.

1. This program (create) by our programmers.
2. The conference reservation (make) last week.
3. This repair (not do) correctly.
4. The new gadgets (review) in the newspaper.
5. The shop's hours (not increase) recently.
6. All the old peripherals (dispose of) last week.

- 7** Write questions for each answer. Pay attention to the words in bold.

1. ?
The goods were sent **two days ago**.
2. ?
No, the missing equipment wasn't found.
3. ?
Everyone was sent home **because of the fire**.
4. ?
Jane was given the job.
5. ?
The sales meetings were held **in London**.

- 8** Read the mini-dialogues and circle the correct answer.

1. **A:** Where is the part we ordered?
B: It **lost** / **was lost** in the post.
2. **A:** Where did Mary put the invoices?
B: She **left** / **were left** them with the accountant.
3. **A:** Where are the new gaming accessories?
B: They **sold** / **were sold** yesterday.
4. **A:** How is the new programmer doing?
B: He **gave** / **was given** some positive feedback yesterday.
5. **A:** Is our network more secure now?
B: Yes. Some changes **made** / **were made** to ensure a better level of security.



19 Grammar Practice

Second Conditional

If I **were** you, I **would take** that job.

(*Past Simple*), (*would + base form*)

I **would get** a temporary job if I **found** one.

Uses

to talk about hypothetical or imaginary situations
to give advice

1 Circle the correct answer.

1. If you **were** / **would be** flexible with hours, I'd give you the job.
2. I would send him abroad if he **knew** / **would know** English.
3. If I were you, I **went** / **would go** to that job interview.
4. She **would do** / **did** better if she weren't so nervous.
5. You wouldn't be a network administrator if you **didn't have** / **wouldn't have** the experience.

2 Complete the sentences with the verbs in brackets. Use the Second Conditional.

1. If Sue (apply) for the job, she would get it.
2. I (do) vocational training if it helped me get a job.
3. If I were you, I (try) to find a better job.
4. You (not make) so many mistakes if you worked more carefully.
5. If you (not go) to bed so late, you wouldn't be so tired.

3 Match the conditions to the results below. Write sentences using the Second Conditional.

Conditions	Results
1. go to university	be easier to use
2. study computers	move into my own flat
3. get a permanent job	do a better job
4. be more organised	become a website developer
5. improve the database	get a good job
1.	
2.	
3.	
4.	
5.	

4 Complete the mini-dialogues using the words in brackets and the Second Conditional.

1. A: Is Daniel going to apply for the job? (not / get it)
B: No. *If he applied, he wouldn't get it.*
2. A: Should we put the printer next to the wall? (have / more space)
B: Yes.
3. A: Why isn't Laura taking the job? (have to / move / to Manchester)
B:
4. A: Why are they leaving so early? (not / arrive / on time)
B:
5. A: Do you think I should talk to Mrs Morgan about my problem? (not / help / you)
B: No.

5 Write a sentence for each situation using the Second Conditional.

1. I don't walk to work because I don't live near the office.
I would walk to work if I lived near the office.
2. I have to work this evening, so I can't go out.
.....
3. He hasn't got good people skills, so he doesn't work in a team.
.....
4. I'm going to leave my job because of the low salary.
.....
5. Melissa isn't taking the job because it requires shift work.
.....
6. They aren't going to offer her the job because she only wants a temporary job.
.....



6 Answer the questions about yourself. Use the Second Conditional.

1. If you had a million euros, what would you buy?
.....
2. If you were someone else, who would you want to be?
.....
3. If you lived somewhere else, where would you live?
.....
4. If you got a free holiday anywhere in the world, where would you go?
.....
5. If you were an inventor, what would you invent?
.....



some / any / no compounds

Affirmative	There is a camera somewhere in the room. Nothing was installed.
Negative	They didn't take anything .
Interrogative	Has anyone seen my smartphone?
Uses	

to talk about people:
someone / **anyone** / **no one**
to talk about things:
something / **anything** / **nothing**
to talk about places:
somewhere / **anywhere** /
nowhere

Watch Out!
Some, any and
no compounds
are always in
the singular.

7 Answer the questions with **no one**, **nothing** or **nowhere**.

1. Who did you interview? **no one**
2. What did you do? **nothing**
3. Where are you going? **nowhere**
4. What did you buy? **nothing**
5. Who were you talking to? **no one**

8 Answer the questions in Exercise 7 with **anyone**, **anything** or **anywhere**. Write negative sentences.

1. I **didn't interview anyone**
2.
3.
4.
5.

9 Complete the sentences with **some** or **any** compounds.

1. left their smartphone here.
2. She didn't ask me about my previous experience.
3. There's wrong with the scanner.
4. I'd like to live in a flat near the company.
5. I'm looking for Alice. Have you seen her ?
6. There isn't in the IT department. Where are all the workers?

10 Circle the correct answer.

1. A: Is there **anything** / **anyone** wrong?
B: No. **Anything** / **Nothing** is wrong.
2. A: Is **someone** / **anyone** going to the post office today?
B: Yes. There's **someone** / **no one** there right now.
3. A: Is **anyone** / **anywhere** in the conference room?
B: Yes, we'll have to meet **something** / **somewhere** else.
4. A: I know this inventory is **nowhere** / **somewhere** on my desk, but I can't find it.
B: I'm sure it's there. **Anyone** / **No one** would take it.

11 Correct the mistakes in bold in the sentences below.

1. There's **something** waiting for an interview with Mrs Jackson.
.....
2. I can't find Tom **nowhere**!
.....
3. There's **nothing** to put the new helpdesk technician. We need another workstation.
.....
4. There's **anyone** on the ground floor. Where's the receptionist?
.....
5. I've got **anything** important to tell you.
.....
6. I've finished all my work and I've got **anything** to do.
.....
7. Eve has checked the program and she couldn't find **somewhere** wrong.
.....

20 Grammar Practice

7

1 Circle the correct answer.

1. I **write** / am **writing** my CV right now.
2. How **many** / How **much** languages do you know?
3. I **am** / **have got** single.
4. Have you read **me** / **my** CV?
5. I **was having** / **had** an interview at World Computers yesterday.
6. She **didn't prepare** / **hasn't prepared** her CV yet.
7. The woman **which** / **who** interviewed you is our human resources director.
8. You **might** / **should** send a covering letter together with your CV.
9. The information **backed up** / **is backed up** every day.
10. Did Mr Sheldon interview **anyone** / **anything** yesterday?

2 Complete the sentences with the words in brackets. Use the tenses indicated.

Present Simple / Present Continuous

1. She usually (not deal) with new employees.
2. I (check) the database at the moment.

Past Simple / Past Continuous

3. I (work) on my presentation when you (phone).
4. We (have) an accident while we (drive) to work.

Past Simple / Present Perfect Simple

5. We (not see) Mr Lee yet.
6. Yesterday, I (browse) your website for 30 minutes.

3 Complete the sentences with the comparative or superlative form of the adjectives in brackets.

1. The managing director has got (big) office in the building.
2. I think we should go by train. It's (fast) driving.
3. I like this poster. It's (attractive) the other poster.
4. Nicole is an excellent web designer. She's (creative) person I know.
5. Don't use that graphic program. It's (bad) program I've ever used.

4 Circle the correct answer.

1. We **should** / **must** / **can** be ready for customers when the doors open.
2. **Do I have to** / **May I** / **Can I** tell my supervisor I was late?
3. I **can** / **should** / **might** leave early today. I'm not sure yet.
4. She **mustn't** / **doesn't have to** / **can't** work well under pressure. It's a problem.
5. You **should** / **may** / **could** read reviews before you purchase a game.

5 Complete the sentences with the correct form of the verbs in brackets. Use the forms indicated.

First Conditional

1. I (help) you if I (finish) my work.
2. If the fan (hot work), it (cause) problems.
3. Unless he (get) here on time, we (start) without him.

Second Conditional

4. If you (do) a course in information technology, you (find) a good job.
5. She (buy) a new smartphone if she (have) the money.
6. If I (be) you, I (make) a complaint.

6 Join the sentences using relative clauses.

1. The diagram is very clear. You made it.
.....
2. The people are friendly. They work with you.
.....
3. The restaurant was very nice. We ate there last night.
.....
4. The switches were faulty. You sent them to us.
.....
5. The month is August. They usually go on holiday then.
.....



8

9

7 Circle the correct answer.

- Credit cards **use / are used** around the world.
- The projector **was repaired / repaired** yesterday.
- He **didn't send / weren't sent** the fax.
- Does delivery include / Is delivery included** in the price?
- The technicians **check / are checking** the system now.

8 Write a question for each answer.**Pay attention to the words in bold.**

- ?
Yes, I've sent the peripherals.
- ?
She used to work **at the airport**.
- ?
I couldn't come **because I was ill**.
- ?
Ben was interviewed **last week**.
- ?
The starting salary is **€34,000 per annum**.
- ?
I'm going to install the software **tomorrow**.
- ?
No, the brochure won't be ready tomorrow.
- ?
There are **twelve** people at the meeting.

9 Circle the correct answer.

Mia: Hello, Mr Martin. I'm Mia Howard.
I ¹ **apply / am applying** for the position of software tester.

Mr Martin: Hello, Mia. Please have a seat.
2 **Have you got / Are you** any work experience?

Mia: Yes. I ³ **was working / worked** as a software tester at NEU Systems.

Mr Martin: Why do you think you're the ⁴ **best / better** candidate for this job?

Mia: I'm hard-working and reliable, and I ⁵ **am never missing / never miss** a day of work.

Mr Martin: ⁶ **Have you ever tested / Did you ever test** games?

Mia: No, I haven't.

Mr Martin: Do you speak ⁷ **any / some** foreign languages?

Mia: I ⁸ **may / can** speak French.

**10 Write sentences with the words below. Use the tenses indicated.**

- the network / set up / before closing time / .
(Past Simple Passive)
- unless / we / leave / now / we / not catch / our train / .
(First Conditional)
- I / leave / my job / if / I / find / something better / .
(Second Conditional)
- meetings / hold / every week / ?
(Present Simple Passive)
- you / prepare / the brochures / next week / ?
(be going to)
- he / already / adjust / the effects / .
(Present Perfect Simple)
- James / work / shifts / ?
(Present Simple)

11 Correct the mistakes in bold in the sentences below.

- I will **taking** it back soon.
- You **mustn't do** this right now. It's not urgent.
- If you **will send** them your CV, they'll invite you for an interview.
- He **used to worked** for LIG Electronics, but he left a month ago.
- They **waited** for Mr Jones when he called to cancel the meeting.
- Five people **was interviewed** yesterday.
- Mr Fielding is **not diligent as** Mrs Harding.
- If I **live** near the train station, I'd take the train to work.
- Do you speak English **good**?
- There are several restaurants in the area **when** I work.

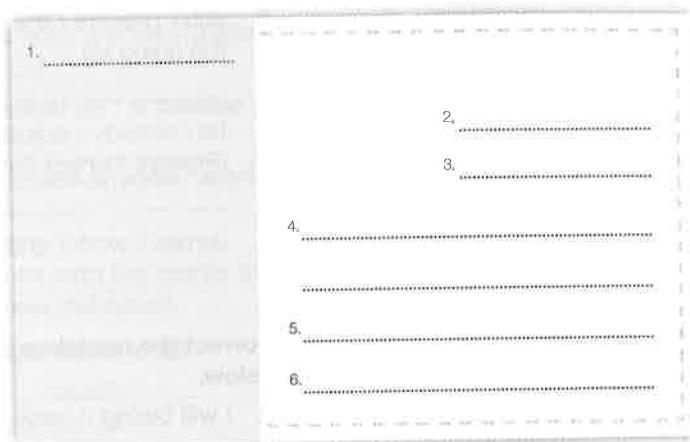
Writing Plan Pages

1

A business card

Write a business card. Follow the instructions below.

- write the name of the company
- write the name of the cardholder
- write the cardholder's title
- write the address of the company
- write the office telephone and / or mobile telephone number
- write the e-mail address



Need help with vocabulary?
See **Vocabulary Builder**, Student's Book, page 117

1 An e-mail introducing a new employee

Write an e-mail introducing a new employee. Follow the instructions below. Use the Useful Language to help you.

- state the employee's name and position in the company
 - state where he / she comes from and his / her relevant previous experience
 - add a friendly comment•

WRITING PLAN PAGES

Useful Language

- His / Her name is ...
- He / She is a new / the new ...
- He / She is (originally) from ...
- His / Her previous job / position was ...
- He / She used to work ...
- He / She will be responsible for ...
- He / She will oversee ...
- We all wish ... good luck in his / her new position.

Need help with vocabulary?
See **Vocabulary Builder**, Student's Book, page 117

2 An e-mail requesting a quote

Write an e-mail requesting a quote for at least four items. Follow the instructions below. Use the Useful Language to help you.

- state your request
 - give a list of the items to be included in the quote
 - state relevant additional information

To:

From:

Subject:

.....;

.....

.....

.....

.....

.....

.....

.....

.....

Useful Language

- We would be grateful if ...
- We require ...
- Could you please ... ?
- Please send us your best / most competitive prices.
- Delivery must be no later than ...
- The goods must arrive by ...
- Sincerely,
- Sincerely yours,
- Regards,

Need help with vocabulary?
See **Vocabulary Builder**, Student's Book, page 118

3 An e-mail providing ordering instructions

Write an e-mail providing ordering instructions. Follow the instructions below. Use the Useful Language to help you.

- provide inventory information according to what you found
- explain why you think certain items should / should not be reordered
- state what items and quantities are required

Tech City Computers HARDWARE & PERIPHERALS INVENTORY – MAY		
Item	Result	Action
RAM chips	9	enough – order next month
Sound cards	27 – overstocked	none
TPS hard drives	3 – obsolete model	order x 10 of new model
CPUs	0	urgent – order x 15
Heatsink & fans	10 – 2 broken	enough for now



The image shows a template for an email message window. It includes fields for 'To:', 'From:', and 'Subject:' at the top, followed by a large area for the message body with several dotted lines for text input. The window has standard window controls (minimize, maximize, close) at the top right.

Useful Language

Please see the attached file with ...
We need to order / reorder ...
We're overstocked with ...
We are running low on ...
We've run out of ...
We have / haven't got enough ...
There are too many ...
Would you please reorder ... urgently?

Need help with vocabulary?
See **Vocabulary Builder**, Student's Book, page 119

4

A reply to a quote request

Write an e-mail replying to a quote request for computer supplies. Follow the instructions below. Use the Useful Language to help you.

- thank the customer for their interest
- give the list of items and the price quote
- state the relevant information, including discount (if any), terms of payment and conditions of delivery
- express interest in doing business in the future

To:

From:

Subject:

Useful Language

Thank you for your recent request regarding prices for ...
 Regarding your recent request for a quote, please find our prices below.
 Our prices are as follows ...
 Since you are a valued customer, ...
 As a new customer, ...
 We accept the payment terms of ...
 The earliest delivery date possible is ... after you confirm your order.
 Please do not hesitate to contact us for further information.
 We look forward to receiving your order / doing business with you.
 Best regards, / Sincerely, / Yours sincerely,

*Need help with vocabulary?
 See **Vocabulary Builder**, Student's Book, page 120*

5

An e-mail providing directions for a technician's visit

Write an e-mail confirming a technician's visit and giving directions to the location. Follow the instructions below. Use the Useful Language to help you.

- confirm the date of the visit and the place
 - give the address of the company
 - give directions to the location

To:

From:

Subject:

.....

.....

.....

.....

.....

.....

.....

Useful Language

- I'd like to confirm our meeting on ...
- Our ... is situated in / on ...
- Our offices are situated in / on ...
- My office is on the ... floor.
- It's on your left / right when you get out of the lift.
- Go straight ...
- It's at the end of the corridor.
- It's the second door on your right.
- It's next to the ...
- It's opposite the ...

Need help with vocabulary?
See **Vocabulary Builder**, Student's Book, page 121.

6 A message

**Write a message for a support technician. Follow the instructions below.
Use the Useful Language to help you.**

- write the name of the person that the message is for, the time and the caller
 - say why the recipient could not take the call
 - tell the recipient that the caller has got a problem he / she cannot fix
 - say that the caller wants the recipient to send a technician
 - give the caller's phone number
 - write the name of the person who took the message

Useful Language

... phoned but you were ...
He / She can't ...
He / She wants you to ...
Please can you ... ?
His / Her number is ...

Need help with vocabulary?
See **Vocabulary Builder**, Student's Book, page 122

7

A letter of complaint

Write a letter of complaint. Follow the instructions below.

Use the Useful Language to help you.

- state your address and the date
- state the details of your problem
- state the invoice number
- state what you expect the recipient to do

Useful Language

We ordered ...

The invoice number is ...

Unfortunately, we only received ...

I regret to inform you that ...

The ... was missing / arrived late / is damaged.

You have made a mistake with the ...

You have overcharged me for ...

Please look into the matter as soon as possible.

I would be grateful if you would investigate the matter as soon as possible.

I look forward to hearing from you soon.

Need help with vocabulary?

See Vocabulary Builder, Student's Book, page 123

7

A response to a letter of complaint

Write a response to a letter of complaint. Follow the instructions below. Use the Useful Language to help you.

- confirm receipt of the letter
 - apologise for the inconvenience
 - give information about how you are handling the problem
 - offer future service

Useful Language

- Thank you for your letter / e-mail of ...
- We apologise for the inconvenience.
- We are very sorry that ...
- We regret ...
- We are looking into the matter.
- We'll replace the ...
- We'll exchange the ...
- We are pleased to offer you ...
- We'll credit your account with the amount of ...
- We'll deal with the matter immediately.
- We look forward to providing you with the best service.

Need help with vocabulary?
See **Vocabulary Builder**, Student's Book, page 123

8 An e-mail requesting a meeting

Write an e-mail requesting a meeting with the IT department. Follow the instructions below. Use the Useful Language to help you.

- state the topic of the meeting
 - state the suggested time and place
 - ask the recipients to reply

Useful Language

I would like to schedule a meeting to present / discuss ...

We'd like to hold the meeting on ... / from ... till ... at/in ...

The meeting will take place on ... / from ... till ... at / in ...

I hope this is convenient.

Please confirm your participation.

Please let me know if you cannot attend the meeting.

Need help with vocabulary?

See **Vocabulary Builder**, Student's Book, page 124.

8

An e-mail declining an invitation to a meeting

**Write an e-mail declining an invitation to attend a meeting. Follow the instructions below.
Use the Useful Language to help you.**

- decline the invitation
 - give the reason
 - request rescheduling or offer an alternative time

To:

From:

Subject:

.....

.....

.....

.....

.....

.....

.....

.....

.....

Useful Language

- Unfortunately, I won't be able to attend ...
- I've got a previous commitment.
- I'll be tied up ...
- I'm afraid I won't be available ...
- Can we reschedule for ... ?
- I apologise for the inconvenience.

Need help with vocabulary?
See **Vocabulary Builder**, Student's Book, page 124

9

A product description

**Write a product description for a smartphone you would like to have.
Follow the instructions below. Use the Useful Language to help you.**

- introduce the smartphone in a positive manner
- say which basic features the phone has got
- mention any special features
- compare it to other smartphones

Useful Language

The ... is an excellent choice.
Its basic features include ...
The main advantage is ...
Another important thing is ...
Its ... is a very useful feature.
It's bigger / smaller than ...
It isn't as ... as other phones.
It can run ...

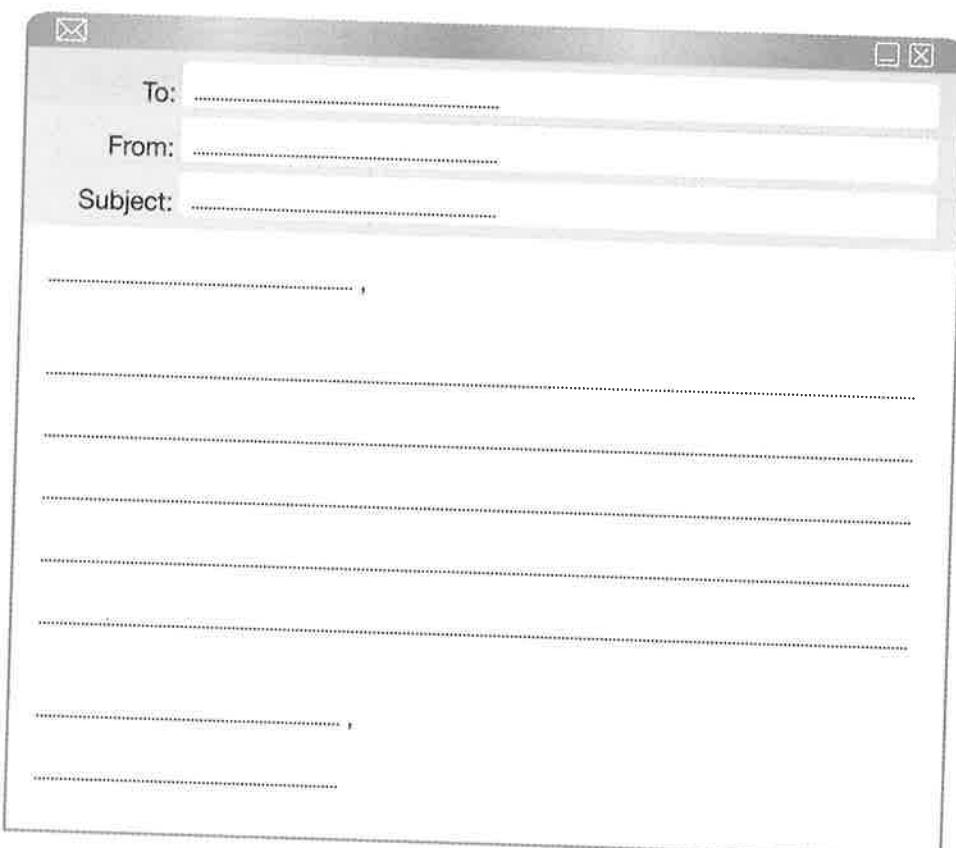
Need help with vocabulary?
See **Vocabulary Builder**, Student's Book, page 125

11

An e-mail recommending software

Write an e-mail in response to a request for software. Follow the instructions below. Use the Useful Language to help you.

- include the subject of the e-mail
 - thank the person for his / her request for information
 - introduce the software
 - say why it suits the person's needs
 - give any additional information regarding conditions and support



Useful Language

Thank you for your enquiry regarding ...
Our program ... answers all your requirements.
It includes ...
This software allows you to ...
If you purchase this program, you will be able
to ...
It is user-friendly.
There are also ... options.
I look forward to hearing from you soon.

Need help with vocabulary?
See **Vocabulary Builder**, Student's Book, page 127.

12

An e-mail commenting on an image

Write an e-mail to a graphic artist commenting on an image for an advert. Follow the instructions below. Use the Useful Language to help you.

- thank the artist for the image
 - explain that you would like to make some changes
 - say that you want him / her to scan in more people
 - ask the artist to blur the buildings in the background
 - ask the artist to zoom in on the logo
 - offer to speak to the artist if there are any problems

Useful Language

I'd like you to ...

Can you ... ?

Would it be possible to ... ?

Unfortunately, ...

It's important that ...

If there's anything that isn't clear, please ...

Need help with vocabulary?

See Vocabulary Builder, Student's Book, page 128

13

An e-mail containing requirements for a database

Write an e-mail to a database designer containing requirements for a new database for the customer relations department of your company. Follow the instructions below. Use the Useful Language to help you.

- say that you want a new database for your customer relations department
 - say which personal information about the customers it should include
 - tell the designer which other criteria should be included (enquiries, complaints, etc.)
 - tell the designer to call you if he / she needs more information

To:

From:

Subject:

.....

.....

.....

.....

.....

.....

.....

.....

.....

Useful Language

Following our discussion, ...

Here is the brief for ...

The database must contain ...

We should be able to ...

It must allow us to ...

Please include a function that ...

If you need more information, you can call me at ...

Need help with vocabulary?

See **Vocabulary Builder**, Student's Book, page 129

14

An e-mail discussing network specifications

Write an e-mail with specifications for a small business network. Follow the instructions below. Use the Useful Language to help you.

- say which type of network and connection you will use
 - mention the number of workstations and printers
 - specify your security requirements
 - request a topology diagram

To:

From:

Subject:

.....

.....

.....

.....

.....

.....

.....

.....

Useful Language

- As discussed, ...
- Here is my proposal for ...
- We should use / have ...
- We've got ... workstations and ... printers.
- We don't need ...
- Would you please ... ?
- Please contact me if you require more information.

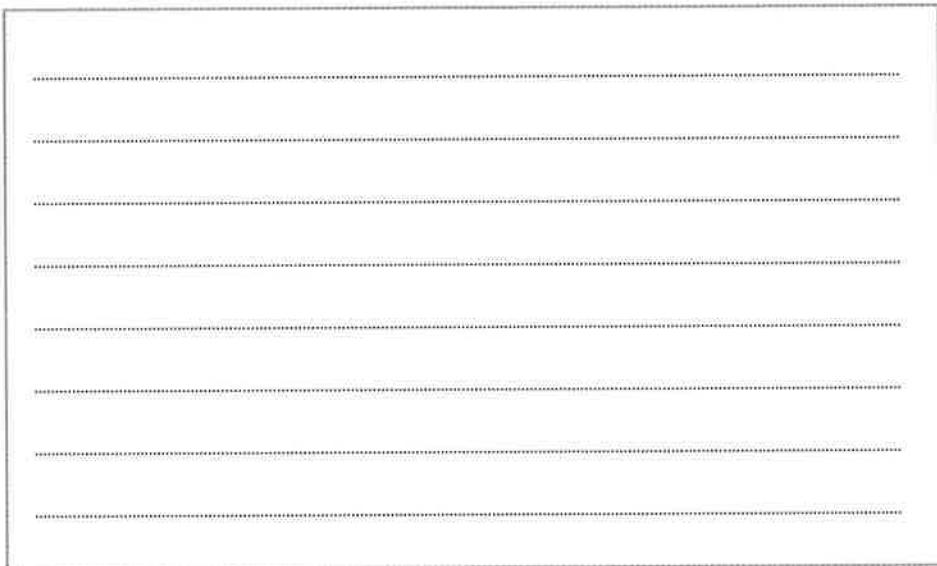
Need help with vocabulary?
See **Vocabulary Builder**, Student's Book, page 130

16

A review of a computer game

**Write a review of a computer game that you know. Follow the instructions below.
Use the Useful Language to help you.**

- tell the readers the name of the game
- say what type of game it is
- tell the readers the objective of the game
- say what kind of equipment the game requires
- mention any disadvantages that the game has got
- make a recommendation



Useful Language

... is a great / exciting / interesting / boring game.
It's a ... game.
In it, the player has to ...
You'll need ...
The only disadvantage of the game is ...
The disadvantages of the game are ...
I (don't) really recommend it.

*Need help with vocabulary?
See **Vocabulary Builder**, Student's Book, page 132*

17

An e-mail giving specifications to a website host

Write an e-mail giving information to a website host for a company that sells sportswear and wants to create a website. Follow the instructions below. Use the Useful Language to help you.

- give information about your company
- say what you need on your website
- ask for additional suggestions
- ask for a price quote

To:

From:

Subject:

.....

.....

.....

.....

.....

.....

.....

.....

Useful Language

I am writing in response to your advert in ...
 Our company is interested in ...
 We produce ...
 We would like you to ...
 It is very important that ...
 Can you ... ?
 We would be happy to receive additional suggestions.
 I look forward to hearing from you.

Need help with vocabulary?
 See **Vocabulary Builder**, Student's Book, page 133

18

A memo about company cyber security

**Write a memo regarding company cyber security. Follow the instructions below.
Use the Useful Language to help you.**

- say that you would like to remind the staff about company cyber security
- tell them that a cyber attack could damage data and files
- say that employees must follow the rules
- explain that there are penalties for employees who violate cyber security rules
- tell them to contact you if they have any further questions

To:

From:

Subject:

.....

.....

.....

.....

.....

.....

Useful Language

I would like to remind you all about ...
 Cyber attacks are dangerous and they could ...
 All employees must ...
 You mustn't ...
 Never ...
 There are penalties if you ...
 Please contact me if you ...

*Need help with vocabulary?
 See **Vocabulary Builder**, Student's Book, page 134*

19

An e-mail requesting information about a job

Write an e-mail requesting more information about a job. Follow the instructions below. Use the Useful Language to help you.

- include a reference to the job
- show interest in the job
- request further information needed

To:

From:

Subject:

.....
.....
.....
.....
.....
.....
.....
.....
.....
.....

Useful Language

I am writing in response to the advertisement for a / an ...

I am interested in applying for the job / position of ...

I would like some further information.

I would be grateful if you could answer the following questions.

I would appreciate it if you could give me more information regarding ...

Does the job / position involve ... ?

Are you willing to ... ?

Would I have to ... ?

I look forward to hearing from you.

Yours sincerely,

Need help with vocabulary?
See **Vocabulary Builder**, Student's Book, page 135

20

A covering letter for your CV

Write a covering letter for your CV. Follow the instructions below.

- refer to the position you are interested in
- confirm the attachment of your CV

To:

From:

Subject:

.....
.....
.....
.....
.....
.....
.....
.....
.....
.....

Need help with vocabulary?
See **Vocabulary Builder**, Student's Book, pages 136

20 A CV

Write your curriculum vitae. Follow the instructions below.

- give your personal details
- provide information about your education
- describe your work experience
- state the languages you know
- give a list of relevant skills
- list references

CURRICULUM VITAE

Need help with vocabulary?
See **Vocabulary Builder**, Student's Book, pages 136

Computing and Information Technology offers material for students studying English as part of their information and communications technology studies.

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