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Oliver Taylor

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• Writing Guide

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***V*OCATIONAL: COMPUTING SB**

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Burlington Professional Modules: COMPUTING & INFORMATION

TECHNOLOGY Student's Book by Oliver Taylor

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Contents

**Page**

Page

**11** Business Skills for IT

**44**

The Digital World Working in IT

Software

46

*2*

***12***

48

Parts of a Computer Assembling a Computer

Word Processing Image Editing

**12**

Spreadsheets

52

Hardware: The Keyboard Hardware: Peripherals

**14**

Databases **14**

Ordering Computer Supplies Recommending Computer Hardware

Building a Network

Network Equipment

**15** Operating Systems Installing an Operating System

20

**60**

Troubleshooting Doing Repairs On-site

22

**62**

**16**

IT Helpline

24

Video and Sound

Taking Messages

**26**

**28**

***68***

Customer Service Customer Complaints

*30*

70

Scheduling Meetings Rescheduling Meetings

Gaming

**17** Website Hosting Cloud Computing **18** Online Safety Protecting Your Business **19**

Applying for a Job Interviewing **20** Preparing a CV Writing a CV

36

76

38

78

Smartphones Smartphone Apps **10** E-mailing Searching the Internet

40

*80*

42

*8*2

Pairwork Appendix

**84**

Writing Guide

101

*V*ocabulary Builder

117

**The Digital World**

**(*>Getting Starte****d: Vocabulary (page 117)*

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

**Then correct the false sentences in your notebook. 4)**

See the latest trends in computer hardware and software at the EIT Trade Exhibition.

**All the latest hardware products** PCs: desktops, laptops and tablets Smartphones, smartwatches and much more.

**Hundreds of software companies offering IT solutions and apps for:** banking

health business and retail manufacturing education

hospitality and leisure **New this year: computer apps for the automobile industry.**

**TRADE EXHIBITION**

**25th-27th November, Olympia Convention Centre**

**Details at: info@EIT.com**

1. The trade exhibition is only for computer hardware. 2. The products exhibited include different types of computers. 3. The exhibition is only for banking and businesses. 4. There are computer products for schools, hospitals and factories. 5. You will find examples of the newest equipment at the trade exhibition.

In technology*,* we sometimes use abbreviations instead of words. PC = personal computer IT = information technology

**Practise the mini-dialogues in Exercise 2 with a partner. Pay attention to the expressions in colour.**

**Three people are getting information at the trade exhibition information desk. Listen to the mini dialogues and choose the correct answers. 4)** 1. A: Good *morning / evening*. Can I help you? B: Yes, I'm looking for the Banking Plus

exhibit. A: That's exhibit number 2 *218 / 28.*

B: Thank you. 2. A: Excuse me. Can you tell me where exhibit

345 is? B: Let me check. It's an exhibit of apps for the

automobile industry. It's over there with the

*3. blue / red* sign. A: I see it, thanks. 3. A: I'm interested in software for

*4. education / business.* B: Just a moment ... OK, you want exhibit

numbers 107, 159 and 96. Here's a map

to help you. A: Thank you. B: You're welcome. Enjoy the 5*. day / exhibition.*

**Read the mini-dialogues in Exercise 2 again. Then decide which mini-dialogue each sentence relates to.** a. Speaker A wants to see several related

exhibits. b. Speaker A already knows the number of

the exhibit he wants to see. C. Speaker B gives Speaker A something. d. Speaker B wants to see a specific

company's exhibit. e. Speaker A identifies his area of interest.

When we say a number with three digits, *w*e usually say t*wo hundred and thirty one*, but when we say a room or exhibit number, w*e s*ay t*wo-three-one* or *two-thirty-one.*

**4**

Remember: Do all activities in your notebook.

Working with Vocabulary

**5**

**Listen and repeat. Then match the words to the pictures. -)** monitor • mouse • system unit keyboard • server • laptop

**Listen and repeat the words in colour. Then copy and complete the sentences. )** software . apps • hardware . data 1. .... is another word for *information.* 2..... are programs you can use on your

smartphone. 3. ... means the physical parts of a computer. 4... is another word for computer programs.

**Listen and repeat. )** 10- ten

80 - eighty 20 - twenty

90 - ninety 30 – thirty

100 - one hundred 40 - forty

500 - five hundred 50 - fifty

1,000 - one thousand 60 - sixty

1,500 - one thousand 70 -seventy

five hundred

**Write the numbers in your notebook. 4)** 1. five hundred and sixty-three 2. eight hundred and seventy-one 3. one thousand and twenty 4. four thousand and thirteen 5. one thousand, four hundred and thirty-four 6. seven thousand, six hundred and ninety-one

**7**

**Listen and repeat the words in colour. Then match the business sectors in A to the statements in B. )**

1. health 2. transport 3. education 4. manufacturing 5. banking 6. business and retail 7. hospitality and leisure

**10 *W*rite the numbers in words in your notebook.**

1. 29

4. 113 2. 65

5. 297 3. 84

6. 1,379

co

Your Turned

"We've got laptops in my school."

"I've got an online clothes shop." c. "You can see financial information online." d. “This hospital uses the latest technology." e. "*W*e make mobile phones on our

production line." f. "This is our newest car!" g. "Customers can reserve rooms

on our website."

**Three people are getting information at the trade exhibition information desk. Listen to the conversations. Then write the correct number for each exhibit in your notebook. :)**

TEXIS

**computers**

**'PLOMony**

New School Trends

Working in IT

> *Getting Star*t*ed: Vocabulary (page 117)*

**1 Read the profiles. Then copy and complete the sentences below with the correct name. )**

Charlene

My name's Charlene and I'm a helpdesk technician. I'm **resp**onsible for solving IT problems over the phone. I usually work as part of a team. I am skilled in problem solving and I'm good with people.

Brian

My name is Brian. I work in a computer factory in Scotland. *W*e make and test computer hardware. I also work two nights a week repairing computers in people's homes or busi**nesses.**

CSO

Francesca

I'm Francesca and I'm a support technician. I work for a big IT company in Glasgow. Our company provides basic support for our clients and **tests ne**w software products on the market. I'm skilled at assembling computer networks for businesses and schools.

**Tip!**

aj o two

... puts computer systems into businesses.

..... Solves IT problems on the telephone. 3. ... tests hardware. 4. ... sometimes works at night.

.... repairs computers. 6. Works closely with a group of other people.

When we talk about skills, we often use an adjective and preposition: *good at, responsible for.*

**2 Listen to the dialogue and number the sentences in the correct order in your notebook. 4)**

a. Nice to meet you, too. b. Good morning, I'm Chloe, and this is Brian. *C*. Can you answer some questions for our survey*?* d. I'm pleased to meet you. e. Sure. What would you like to know?

**Match the questions in A to the responses in B. Then listen to the continuation of the dialogue and check your answers. ))**

**A** 1. What's your job?

a. You must be good at problem solving. 2. What does your job involve?

b. I'm a software tester. 3. What skills do you need for your job? c. I test new software for the automobile industry.

**04 Practise the dialogue in Exercises 2 and 3 with a partner. Pay attention to the expressions in colour.**

6

Remember: Do all activities in your notebook.

Working with Vocabulary

**5**

**Listen and repeat the words in colour. Then choose the correct answer. 1)** 1. I test / troubleshoot problems over the telephone. 2. My laptop is broken. Can you repair / install it? 3. You can upload */* download the instructions from the Internet. 4. *We* use about 50 parts when we maintain */* assemble a new computer. 5. Your PC will go faster if you give it a startup / an upgrade.

**Listen and repeat the words in colour. Then match the words in A to the words in B to form expressions. )**

1. solve 2. operate 3. design 4. give 5. input 6. check

a. a webpage b. problems C. the connections d. support e. data f. a machine

**Copy and complete the sentences with the expressions from Exercise 6.** 1. We need a graphic designer to .... for our new company. 2. We ... to users in businesses, offices and at home. 3. My job is to help... Over the phone. 4. If the monitor doesn't work, .... at the back of the system unit. 5. It takes time to .... into the computer. 6. They .... on the production line.

**Listen and repeat the jobs in colour. Then decide which job matches each description. 1)** network administrator - helpdesk technician - web designer - software tester - programmer support technician - data entry operator 1. This person writes software for computers. 2. This person helps clients with IT problems over the telephone. 3. This person manages the day-to-day running of a computer network. 4. This person fixes software and hardware problems. 5. This person tests new products before they are in the shops. 6. This person develops and designs webpages. *7*. This person puts information into a computer.

**9**

**Complete the job advert with the words below.** installing . helpdesk technician • assemble troubleshootrepairing

giving support

JOBS SEARCH

HOME CONTACT INFO

FIND JOBS

POST JOBS

Your Turn

Blue Diamond Online Services Ltd POSITION OF ... You will be responsible for 2....for all our IT products and services. You will need to answer questions, identify and 3..... problems, and provide technical assistance via the telephone. You should also be competent at 4..... hardware and 5...... computer software. Candidates must also be able to ... a PC. Good technical knowledge and minimum one year's experience required. CLOSING DATE 22nd MARCH. Contact: IT Manager, Mr. John Campbell

**Imagine you and your partner are business people attending a computer trade exhibition. Introduce yourselves and ask and answer questions about your jobs. Student A**: Use the information on page 84. **Student B**: Use the information on page 92.

***Writing Tasks, page 102***

***Workbook, page 4***

**Parts of a Computer**

(> *Getting Started: V*o*cabulary (page 118)*

**1 Read the website page. Then decide which computer each person below should buy. 1)**

THIS MONTHS BEST BUYS from ComputersRUs

**VISO Digiton PC** General Purpose Desktop **SPECIAL PRICE: €1,2*4*9**

**IPSS SilverEdge 1600** All-in-one Laptop Computer THIS MONTH **ONLY: €699**

Processor: Intel Core i5

Processor: Rockchip 88C RAM: 8GB

RAM: 4GB Storage Capacity: 1TB

Storage Capacity: 50GB Screen Size: 26 inches

Screen Size: 11.6 inches Includes: keyboard, monitor

Includes: mouse and optical mouse

**REVIEWS: 00000 REVIEWS: 00000**

**soniaA**: This computer is exactly what I need – fast, quiet heidi G: This PC has got everything you need. Sufficient

and small. It's really quick to start up, so you can use it memory for lots of photos, videos and music. Great for

immediately. I love it! virtual reality gamers.

**igo15**: Easy to operate, but the graphics capabilities are PCMac1; It's a good computer at a cheap price. I really like really basic and the screen is far too small. Useless for the large screen, as there's space to open lots of tabs.

playing games. **scribe 1**6: This processor is great - useful for fast downloading. **JamieY**: This laptop is difficult and expensive to repair – The extra USB ports are also very useful. Easy to upgrade. don't buy it!

*(Tip!* 1. Eva is a graphic designer. She needs to see multiple webpages at the same time.

We use b*y*tes to 2. Carl's favourite free-time activity is playing computer games.

describe storage 3. Zoe is a student. She needs to take her computer with her to school.

capacity on a 4. Tina is a journalist. She needs to upload and download a lot of media files.

computer or

mobile phone. **A shop assistant *(*A) is talking to a customer (B). Complete the dialogue with the** MB = megabyte **sentences below. Then listen to the dialogue and check your answers. 1))**

GB = gigabyte Do you want to use it for downloading music or films? Can I help you, sir? TB = terabyte What do you need to use it for? . It's on special offer this week, *A*: 1...... B: Yes. I want to buy a laptop. A: What sort of laptop are you looking for? B: I need a small, light computer. I often go on business trips. *A*: 2... B: I need it for Word documents and Excel. A: 3..... B: No, I don't, but I need to use the Internet a lot. A: OK. I think this laptop is what you are looking for. It's light, but it's also fast. B: How much is it? A: It's €600. 4... I recommend it. B: Yes, it's exactly what I need, and it's a good price.

What colours does it come in? A: Blue, black or white. B: OK. I'd like a blue one, please.

Remember: Do all activities in your notebook.

**3**

**Practise the dialogue in Exercise 2 with a partner. Pay attention to the expressions in colour.**

**Read the dialogue in Exercise 2 again. Who mentions each of the things belo*w* - the salesman, the customer or both?** 1. travelling 2. the names of some computer programs 3. downloading music or films 4. using the Internet 5. the laptop not being heavy 6. three colours

**Match the computer components in Exercise 5 to the definitions below.** 1. This is the computer'*s brain.* 2. This is the main storage space for data. 3. This allows the computer to have audio. 4. This is also called a memory module. 5. This stops the processor from getting too

hot. 6. This contains the main components of a

computer. *7*. This reads and writes disks.

**Listen and repeat. Then match the opposites. »**

Working with Vocabulary

**5 Listen and repeat. Then match the words to the**

**parts of the computer. )** hard drive motherboard - RAM chip USB port . sound card - heat sink and fan DVD drive . processor (CPU)

1. cheap 2. heavy 3. little 4. quick 5. basic 6. quiet *7.* useful 8. wide

a. slow b. advanced c. useless d. expensive e. narrow f. loud g. light h. large

**Copy and complete the sentences with words from Exercise *7*.**

1. I haven't got enough money for this

computer. It's too .. for me. 2. My old computer was quite loud, but this

one is really ...... 3. Modern computers are quite ...., not like

the old heavy ones. 4. A more ... computer model has got better

quality hardware. 5. My motherboard doesn't work! The whole

PC is ..... no*w.*

Se Your Turn

**A salesman is talking to a customer at the computer shop. Listen to their conversation and complete the advert. 1)**

New M2 Desktop Computer

A compound noun is made up of two or more words which together form a single noun. They can be written as one word, two words or sometimes two words with a hyphen. mother + board = motherboard

sound + card = sound card ink + jet = ink-jet printers

• Large memory and very ....

• Intel core processor . 2. ..... TB hard drive . 3. ....GB RAM memory Price: £ 4... Free 5..... and 3 years' helpdesk support

Assembling a Computer

**(> G*etting Start****ed: V*o*cabulary (page 118)*

**1 Read the computer manual instructions,**

**Then answer the questions below. )**

HOW TO ASSEMBLE THE COMPUTER:

1 Unscrew and remove the two side panels of

the computer case. 2 Screw the motherboard into place inside the

computer case. 3 Open the CPU socket and insert the CPU into

the motherboard. Place the heat sink and the fan on the motherboard and attach them with the clips.

5 Insert the RAM module into its slot. 6 Screw the hard drive into place. Then connect its

power cable to the motherboard. 7 Insert the sound card and video card into their slots

and screw them in.

Screw the side panels back onto the computer case. 9 Plug in all the power and data cables. Turn on the

computer and check it works!

**Tip!**

1. How many side panels are there? 2. Where do you insert the CPU? 3. What do you use to attach the heat sink and fan? 4. What do you connect the hard drive to? 5. What must you do to put the sound card in place?

To give instructions, we often use the imperative. ***Remove*** *the side panel.* ***Insert*** *the sound card.*

**2**

**Peter is speaking to a helpdesk technician. Read the dialogue and choose the correct answer. Then listen to the dialogue and check your answers. 1)** A: Hello, I'm Peter Collins at PR Solutions. B: Hi, Peter. How can I help? A: I need to install some 1 s*oftware/hardware* on my computer. B: What do you want to install? A: A new sound card. B: OK. That's easy. Are you ready? First, turn off and unplug the 2 c*omputer / printer.* A: OK. I've turned it off. Now what? B: Now, remove the 3 *panel / cable.* Remove the old card. Then, insert the new sound card into the

sound card slot - can you see it? A: Just a minute. OK. It's in the slot. B: Great. Now, screw the sound card into place. There's one 4. s*cr*ew */ socket.* A: Yes, I've got it. OK. What should I do next? B: Plug in the computer and turn it on. Now, check the sound card is working.

Have you got some *5. music / pdf files* on the computer? A: Yes. It's working. I can hear it. B: Good. Finally, put the panel back on the computer and screw it shut.

Can I help you with anything else today? A: No thanks, that's all. Goodbye.

**3**

**Practise the dialogue in Exercise 2 with a partner. Pay attention to the expressions in colour.**

**Read the dialogue in Exercise 2 again. Then write the letters of the pictures in the correct order.** First... Second ... Third ..... Fourth ... Fifth .....

Sixth ....

Slee Stue O*VNI* **R !**

TL MER

10

Remember: Do all activities in your notebook

Working with Vocabulary

**05 Match each ordinal to the correct word.**

**Then listen and repeat. )** third • sixth • second . tenth - first seventh fourth - ninth – fifth eighth 1st

8th 2nd

6th

9th

10th 4th

5th

3rd

7th

**Choose the best continuation for each sentence.** 1. Before you remove the panels,

a. make sure you disconnect the cable.

b. connect all the cables. 2. In order to open the door of the room,

a. detach the card.

b. insert the card in the slot here. 3. There's nothing to watch on TV,

a. so I'm going to turn it on.

b. so I'm going to turn it off. 4. Before you take the side panel off,

a. you have to unscrew it.

b. you have to screw it on. 5. Before you put the new sound card in,

a. you have to attach the old sound card.

b. you have to remove the old sound card. 6. Never touch anything inside the computer

a. if it's unplugged! b. if it's plugged in!

**Listen and repeat. Then match each word to the correct picture. )** cable clip . side panel • case front panel power supply - socket - switch • slot

**Copy and complete the sentences with the words below.** unscrew switch • cable power supply plug in turn it off 1. Don't forget to plug the computer into the ..... 2. You can connect the monitor to the

computer using this.... 3. When you've finished using the computer,

make sure you ..... 4. Before you remove the motherboard, you

have to .... it. 5. ... the laptop cable before you turn it on. 6. This is the main .... to turn the computer on

and off.

Your Turn

**7**

**Listen and repeat. Then match the opposites. )**

**Student A**: You call a helpdesk technician to ask for help installing a new hard drive in your computer. Use the information on page 84. **Student B**: You are the helpdesk technician. Use the information on page 92. Swap roles to discuss installing a new motherboard.

1. connect 2. turn on 3. plug in 4. screw 5. insert 6. attach

a. turn off b.unscrew C. disconnect d. remove e. unplug f. detach

The prefixes *un, dis* and *de* change the meaning to the opposite of the original word.

***Writing Task****, page 103*Y ***Workbook, page 6***

Hardware: The Keyboard

(> *Getting* St*arted:* Vo*cabulary (page 119)*

**1 Read the page from a computer manual. Decide if the statements below are true or false.**

**Then correct the false sentences in your notebook. )**

**The Key*bo*ard Layout**

The "QWERTY" keyboard is the most common type of keyboard. It gets its name from the order of the letters in the top row. Here is the basic layout:

**The function keys on the top row are labelled from F1 to F12**

**The navigation keys provide a number of ways to move the cursor around the page**

**The indicator lights show when number, caps or scroll lock are turned on**

E

**The modifier keys are only used together with another key**

**The numeric pad is used like a calculator**

**The arrow keys control the movement of the cursor**

The basic typing keys are labelled with a character (a letter, number or punctuation symbol). Pressing a key produces its character on the screen.

1. The keys on a keyboard include only symbols and numbers. 2. There are five arrow keys which move the cursor. 3. Modifier keys work on their own. 4. The keyboard has got mathematical symbols. 5. More than one set of keys can control the cursor.

**An IT worker *(*A) is answering a call from a colleague (B). Listen to the dialogue and complete it with the missing words. 1)** A: Hello, this is Tim in IT. B: Hi, Tim. This is Sara. I'm calling from the .... floor. I've got a problem with my keyboard. A: Good morning, Sara. Is it a standard keyboard or a wireless keyboard*?* B: It's a 2.... one and the *delete* key is stuck. I've deleted a whole page of text! A: Oh dear! So first, make sure you've saved all your work. OK, now unplug the keyboard

from your PC. Next, turn it over and 3.... it gently. B: What? Are *y*ou sure? A: Yes – if the keys have got dirt inside them, they sometimes get stuck. B: OK ... now what? A: Now plug the keyboard in again. Press the 4..... key and see what happens. B: Alright. Hey, it's working! Thanks. A: Great! B: Tim, wait a minute. Now the s key isn't working. I'm pressing the key, but the symbol doesn't

appear on the monitor. A: Alright, I'll come and take a look. We'll try 5.... Some of the keys. B: Thanks. I'm in Room 312.

**P**

**3**

**Practise the dialogue in Exercise 2 with a partner. Pay attention to the expressions in colour.**

***1*2**

**Rememb**er: Do all activities in your notebook.

**4**

**Read the dialogue in Exercise 2 again and answer the questions.** 1. In which department does Tim work? 2. What complaint has Sara got? 3. What does Tim think is causing the problem? 4. Is Sara's keyboard working by the end of the

conversation?

**Listen and repeat. Then match the names to the punctuation marks. )** full stop *at* symbol - slash . question mark colon - semicolon - *and s*ymbol - apostrophe quotation marks .comma brackets • asterisk hyphen exclamation mark – underscore

Working with Vocabulary

**5**

**Listen and repeat the words in colour. Then match the keys in A to the correct action in B. ))**

1. arrow keys 2. caps lock key 3. delete key 4. escape key 5. return or enter key 6. shift key 7. tab key

10.

*@*

-

15.

-

a. changes the text to capital letters b. starts a new line c. advances the cursor to the next tab stop d. changes one letter to a capital or

punctuation mark, or gives another option e. move the cursor up, down, right or left f. removes letters or words g. cancels the current process or program

running

**Listen and repeat the words and phrases in colour. Then use the diagram in Exercise 1 to choose the correct word or phrase in each sentence. )**

1. The letter *H* is in the middle of / under the

keyboard letters. 2. The c*aps lock* key is below / above the

*shift* key. 3. The B key is between / over the V key and

the N key. 4. The number keys are beside */* on the arrow

keys. 5. The *shift k*ey is behind / next to the Z key.

6. Your Turn

**An IT worker and a colleague are talking about a computer problem. Copy the report. Then listen to their conversation and complete the report. \*))**

**Listen and repeat the words and phrases in colour. Then decide if the sentences are true or false. )** 1. The space bar is smaller than the other keys. 2. The control and alt keys perform actions

when pressed with different letters. 3. The backspace key deletes one position

forward from the cursor. 4. The numeric pad consists of maths symbols

as well as numbers. 5. The 12 function keys take you directly to

different commands. 6. The command key is also called the control

key. 7. A modifier key is only used in conjunction

with another key.

**IT TECHNICIAN REPORT**

DATE:

3/4/18

TIME:

10.00 am

CALLER:

1. ..... from Marketing

PROBLEM:

The 2.... aren't working. Indicator lights and 3..... still working. Possible problem with the 4...... or might need a new 5*......*

PRIORITY:

Urgent

Not urgent

**Hardware: Peripherals**

**(>*Getting* St*arted****: Vocabulary (page 119)*

**2**

**1 Read the inventory of peripherals. Then**

**answer the questions. »**

**Johnston's** and Co.: Computer Hardware Inventory

Type 2: Peri**pherals** Projectors *4- but projecto*r in Room 78 no*t* w*ork*ing Printers Laserjet 6000 32 DS 90 All-In-One 12 Deskjet 1550 6 - or*der half a doz*en more *f*rom *supplie*r

**Two IT assistants are taking an inventory of computer peripherals. Match each question in A to the correct response in B. Then listen to the dialogue and choose the correct numbers. 1))**

**A** 1. Which scanners have we got? 2. Why have we got so many new headsets? 3. Have we got enough webcams*?* 4. Do we need more microphones for the

call centre? 5. What about the mouses? I ordered a

couple of boxes last month.

**Scanners** FUMI MR 2000

*4*- eno*ugh? check with d*es*ign dep*artment

**Headsets**

*60 - r*ecei*ved double ord*er re*tu*rn *one box of 30 to supplie*r

ė

**Webcams**

15

ó

**Keyboards** standard wireless

a. The supplier sent us a big box instead of a

small one. We should return 1-5*0 ! 40* to the supplier. Really? There are only 2*.3 /* 5 left in the box now*.* 3. *W*e'*ve* got 3 */ 4* Xerox scanners, but no

Kodak scanners. d. No, we've only got a couple left. We need to

order 4. *10 / 12* for the office. e. Yes, we need to order 5*. 16 / 1*7 urgently. **Copy and complete the chart using the information from Exercise 2.**

Monitors standard large Microphones

2*8 - 5 brok*en monitors 31

**3**

*non*e

*6 p*airs – *ord*er 1 new *p*air for meetin*g* room

**Speakers Mouses** standard wireless

13 *(n*o*w obsolete)*

*46*

Computer **Hardware Inventory TYPE 2: PERIPHERALS**

Quantity Action **Item**

in stock required Scanners: Xerox Scanners: Kodak Headsets Webcams Microphones Mouses

1. How many projectors are available

for the workers to use? 2. There are too many of one item.

Which one? 3. What is wrong with some of the

monitors? 4. Which piece of equipment is

missing completely? 5. Why isn't Johnston's going

to order any more standard mouses?

O4 Practic

**Practise the dialogue in Exercise 2 with a partner. Pay attention to the expressions in colour.**

***Tip!***

When talking about quantities, *w*e sometimes use expressions instead of numbers. a dozen = twel*ve* half a dozen = six a couple = two

**1*4***

Remember: Do all activities in your notebook,

Working with Vocabulary **5 Listen and repeat. Then match the words to the pictures. 1)**

scanner speakers projector • microphone . stylus pen webcam - headset printer - gaming controller

**6**

**Listen and repeat the words and phrases in colour. Then copy and complete the sentences. 1)** flash drive barcode scanner remote control - touch screen • USB charger 1. It's got a..., so you don't need to use a mouse. 2. I can't reach the switch; please pass me the..... 3. If you've got a....*. , y*ou can charge your phone on my computer. 4. We need a .... to read all the shop's product prices. 5. Hand in your homework to your teacher on a.....

**7 Listen and repeat the words and phrases in colour. Then match the sentences in A to B. )**

1. That model is obsolete. 2. Can you please order a new flash drive for me? 3. The fax machine is broken. 4*. We*'re overstocked with mouses. 5. We need to reorder with that supplier. 6. W*e'v*e run out of USB chargers. 7. The printer has run low on ink.

a. Mine is full. b. There are 97 in this box! C. They don't make or use it any more. d. We didn't bring enough to the trade exhibition. e. It's not receiving information again. f. I can't see the words properly, g. We last ordered with them three months ago.

**8 Read the e-mail to the IT department. Complete the sentences with words from the exercises above.**

**Sand H**

**opi Hook**

Dear Zoe, Thanks for your help and cooperation with the annual inventory: All of the 1.2bZZZZt hardware is going to be replaced over the next 12 months. In addition, the sales staff need two new 2. Z2uZ2sZZZZZS for their presentations to their customers. We have ordered a box of 3. ZeZZZZZS and 4.22ZZZZZs to improve sound quality for the help desk. We have to replace the colour 5. ZrZZZZr in the art department because it is 6. ZZZZZ and it costs too much to fix. The webcams we ordered last month haven't arrived, so we are going to 7. ZeZZZZr them. John Worth IT Manager

Your Turn

**You are IT sales assistants checking an inventory of computer peripherals before placing an order with a supplier.** Student A: Ask the questions on page 84. Student B: Answer the questions according to the information on page 92.

*Writing Task, page 104*

*Y* ***Workbook****, page 8*

15

Ordering Computer Supplies

(*> Getting Started: V*oc*abulary (page 120)*

**1**

**Read the advert. Then decide if the sentences below are true or false. )**

**MEDIA PLANET** HARD*W*ARE SOLUTIONS

**COMPUTER PRODUCTS AT THE BEST PRICES! CHECK OUT OUR** SPECIAL OFFERS!

For the month of May, Media Planet is offering some very attractive prices!

- Hard drives from £44

Processors from £49 We offer the best quality products. Place an order with us, and we will send the goods to you by fast delivery to arrive the next day. Order a large quantity of computer hardware, and we will give you a special discount. *W*e accept up to five payments for orders over £500.

**2 Read the dialogue between a customer (A)**

**and a supplier (B) and choose the correct response. Then listen to the dialogue and check your answers. ))** 1. A: It's Anne from Highbury College, ICT

department. I'd like to place an order,

please, B: a. l'll check if we have any.

b. Certainly. What exactly do *y*ou need? 2. A: We're running low on microphones. B: a*. W*hat quantity do you need?

b. Yes, we sell speakers. 3. A: About 20. What's the price per unit?

B: a. Each unit is £10.

b. I'm afraid I've only got three boxes in

stock. 4. A: Have you got any good quality

headsets? The ones we've got at the

moment keep breaking. B: a. *We'v*e got a driver in your area this

afternoon. b. We have some good Sound Ex

ones - our customers love them. 5. A: I'll take 40, please. How much discount

can you give me*?* B: a. *W*e can give you a 10% discount.

b. Delivery is free. 6. A: How long will delivery take?

B: a. We'll send out the order today and it

will be with you by tomorrow. b. *We've* sold all of those.

Only until 25% off

Friday

all motherboards!

**3**

**Practise the dialogue in Exercise 2 with a partner. Pay attention to the expressions in colour.**

1. Media Planet is offering special prices for the

month of May. 2. Media Planet sells excellent products. 3. You receive the goods on the same day you

order them. *W*hen you order a lot of hardware, you pay less money for each item. You always have to pay all the money when

you order. 6. Until Friday, there is a 25% discount on all

products.

**Read the dialogue in Exercise 2 again.**

**Then choose the correct answer.** 1. The customer needs about *10 / 20*

microphones. 2. Each microphone costs £*10 / £20.* 3. The customer isn't happy with the *hardware /*

*headset*s in her college. 4. The customer orders *40 / more than 40*

headsets. 5. The delivery will arrive *today / tomorr*ow.

16

Remember: Do all activities in your notebook.

Working with Vocabulary

**7**

**5**

**Listen and repeat the words in colour in A. Then match them to their meanings in B. 1)**

***A***

1. price 2. quality 3. payments 4. give a discount 5. out of stock 6. goods

**Listen and repeat the words in colour. Then use them to complete the mini-dialogues. 1)** A account. postage and handling

charge it Customer: Do I need to pay for t..... ? Salesperson: No. That's included in the

price. Customer: Can I 2....? Salesperson: Yes, madam, if you've already

got an ... with us. B cash • shipping credit card . cheque Salesperson: There's a small charge for 1..

the item direct to your home. Customer: That's fine. What's the final

total? Salesperson: £375. Do you want to pay by

2. ... ? Customer: No, I haven't got my cheque

book, and I certainly haven't got £375 in 3..... ! Could I pay

by 4.... ? Salesperson: Sure.

a. sums of money to pay over time b. items c. having no more, completely sold out d. offer for less money e. how good something is f. how much you pay for something

**6**

**Listen and repeat the words in colour. Then copy and complete the invoice using the words below. :)** *V*AT - Subtotal Price per unit. Invoice Quantity . Delivery date. Payment date

6 Your Turn

PC LAND

**COMPUTER HARDWARE SUPPLIES**

**Sue is placing an order for computer supplies. Copy the form. Then listen to the conversation and fill in the missing information. )**

Date: 16/2*/2*0*1*7 1. ....... Number: 04563*7*

TOTAL

**DBC**

To: IT Global Account Number: 10034 Invoice Number: jan0736

TO: Hartington's IT Department

ITEM Speakers Microphones 21 Keyboards

**COMPUTER SUPPLIES**

**20**

**£21**

£420

£10

£120

Price per

**Item**

**Quantity**

**Total**

£35

£210

**unit**

10

£2 .....

***f*3.**

£750

+5........: 20%:

£150

Wi-Fi mouses

25

£550

TOTAL

£900

Keyboards

£40

£240

-£90

f5....

Discount: 10% ........: 17th February

FINAL TOTAL: 7.... 30 days from delivery COMMENTS: Special delivery!

£810

£228

Subtotal +VAT: *2*0%

TOTAL: Discount: 10%

£1368 - £136.80

f6.....

Delivery date: 5th January

FIN**AL TOTAL:**

*Tip!*

VAT = Value Added Tax. VAT is a tax added to the purchase price. In the US, it is called *sales tax.*

**Recommending Computer Hardware**

**(*> Getting Start****ed: V*o*cabulary (page 120)*

**2**

**1 Read the webpage from an online shop.**

**Then decide which computer (A, B, C or D) matches each question below. »**

Monitors

Printers

Computers

Peripherals

A Top-of-the-range PRO-MAX desktop PC

Includes 27" monitor, plus speakers. User-friendly, suitable for study and home use Capacity: 500 GB Memory: 4 GB OS Windows 10

**A sales assistant in a computer shop *(A*) is helping a customer (B). Listen to the dialogue and complete it with the words below. 1)** a fax, too . only €75 printers. the office A: Good morning. I see you're interested in these 1..... B: Yes, can you recommend a good wireless printer?

I want something for 2..... , simple but powerful, A: Ink-jet printers are generally the best.

What's the best model? A: There are good reports about the Colour Max.

They're very dependable. OK. Why is this white one so cheap? It's just a printer. The others **are more expensive** because they're all-in-one printers. They've got scanners and photocopiers. Some of them have

got 3.... B: We don't need a fax, but the other things would

be useful. That grey Delux Ll has got really good

reviews. But it's much bigger than the others. A: That's because it can print on A3 paper. Do you use

A3 in the office?

No, never A: So I suggest you buy something like this. It's got

a built-in scanner and photocopier and it does double-sided printing. It's much more slimline than

the other models. B: And it's 4.....!

B

Toshiba - Satellite laptop Light and portable, this is also the most powerful laptop on the market for under €600 Ideal for busy travelling professionals 15.6" slimline screen Inbuilt 13 megapixel camera Capacity: 1 TB Memory: 4 GB OS Windows 10 Pro

C Co**mpact all-in-one computer (HP)**

24" LED high-resolution monitor Ideal for watching HD multimedia and films Inbuilt speakers and webcam with superfast Intel® Pentium® processor Capacity: 500 GB Memory: 6 GB OS Windows 10 (DVD/CD drive not included)

**Q3 Practise the dialogue in Exercise 2 with a partner,**

**Pay attention to the expressions in colour.**

D Apple iMac

Compact all-in-one computer with an excellent widescreen display High-resolution 24” screen Popular with designers and other creative professionals Ergonomic mouse included Capacity: 150 GB Memory: 8 GB OS Apple OS*X*

**Read the dialogue in Exercise 2 again. Then match A to B to form sentences.**

*А.* 1. The customer asks for 2. According to the sales assistant, the best printers are 3. All-in-one printers have got 4. The customer mentions the Delux Ll because of its 5. The customer doesn't use

**B** a. good revi*ew*s, b. ink-jet printers. C. A3 paper. d. a recommendation. e. scanners and copiers.

*Tip!*

The ® symbol follows the name of a product or company that is legally registered. The name will always have a capital letter: Intel ®, Pentium ®

Which computer ... 1. has got the most memory*?* 2. has got the largest storage? 3. has got a webcam as part of the computer? 4. is good for doing artistic work? 5. has got the biggest screen?

**18**

**Remember: Do all o**ctivities in your notebook.

Working with Vocabulary

**8**

**Listen and repeat the words in colour. Then use them to complete the text. )** user-friendly. powerful complicated ergonomic • reliable

**5**

**Listen and repeat the words in colour in A. Then match them to their definitions in B.)**

А.

1. portable 2. superfast 3. dependable 4. compact 5. sturdy

a. built to be strong b. using a small space C. easy to carry around d. not likely to fail e. very speedy

Technology Q&A

**Listen and repeat the words in colour. Then choose the correct answers to complete the reviews. »**

Review

**00000**

The computer has got a great flexible / wide screen (27") monitor – ideal for graphics programs and gaming. It is 2. slimline / simple to use and 100% 3 secure / top-of-the-range because of its modern security system.

QUESTION: My 80-year-old grandmother wants a computer. She's never used one before. Can someone advise me? **ANSWER**: She needs something that is 1 it's no use buying her a computer that is too 2.......... to use.

Look for something that is simple to use and 3........ - you don't want a computer that gives her problems all the time. She won't need a 4....... computer because I imagine she will only use it for basic things. I would think about getting her an 5........ mouse, so that

it's easier for her hands.

Review

**00000**

The 4. all-in-one / built-in printer-scanner photocopier is a 5 practical/high-resolution solution for travelling or for offices with limited space.

*Tip!*

Most countries still measure screens in inches and not centimetres. For example: 17". The measurement is diagonal from corner to corner of the screen.

**Which adjectives in Exercises 5-8 can describe the items below?** A laptop: *sturdy, portable,* A printer: A mouse: A smartwatch:

**Copy and complete the review below with the words not used in Exercise 6.** REVIEW

**OOOOO** Nice and". ... for working everywhere! The new 2. ... tablet (0.5 cm) has got 3......... Wi-Fi, for Internet connection on the go. Its 4..... Screen is perfect for doing graphics work. It really is a 5.......... model.

**Your Turn**

Student A: You are a sales assistant in a computer shop. Use the information on page 85 to recommend a laptop. Student B: You are a customer who wants to buy a laptop. Ask the sales assistant questions to complete the information on page 93.

*Writing Task, page 105* Y W*orkbook, page 10*

19

**Troubleshooting**

**> *Getting Started****: Vocabulary (page 121)*

**1 Read the webpage. Then copy and correct the mistakes in**

**the sentences below by changing the words in bold. 1)**

**FAQs Frequently Asked Questions**

***M*ost common computer problems have got simple solutions.**

**What can I do if the power button doesn't start the computer?** Check the power cord is connected to the computer correctly*. M*ake sure the power supply is working by plugging in another electrical appliance to test it. **What can I do if a program won't run or runs slowly?** First, make sure you sav*e* everything. Close the program and then reopen it. If that doesn't *w*ork, shut down the computer and restart it. If that doesn't work, reinstall the program. **What can I do if my computer freezes?** Press and hold the C*ontrol,* A*lt* and *Dele*te keys at the same time. Choose "Log off from the menu on the screen, then restart the computer. **What can I do if I get a *No Signal* message on my monitor?** *M*ake sure you haven't got a loose connection. Disconnect and reconnect the monitor cable.

Check the screws are tight. You may need to replace your monitor cable. **5 What can I do if there is no sound on my computer?**

Check the volume control in the control panel and the software you are using. Check that the mute box is not selected. If you are using external speakers, make sure they are turned on and connected to the correct audio or USB port.

1. Check the **hardware** supply is working by trying it out with another device that works with electricity. 2. If a v**irus** isn't running fast enough, you might have to install it again. 3. If your computer doesn't react at all, you can solve the problem using three **messages.** 4. Try adjusting the fan if the monitor cable isn't connected properly. 5. A problem with i**mages c**an sometimes be related to the speakers' connection.

**2**

**A helpdesk technician (A) is answering a call from a customer (B). Listen to the dialogue and choose the correct answers. 1))** A: Hello, it's Tom here. Who am I speaking with, please? B: Hello Tom, it's Jim Curtis. I've got a problem with my *settings / speakers*. They were fine this morning.

Now, I want to watch a 2. *video / film.* I can see it, but I can't hear anything. A: OK. It's usually a good idea to check cables for a loose connection before you do anything else. B: Wait a minute. I'll look ... all the connections are fine. A: That's good. Are you watching an 3*. offline / online* video*?* B: Yes, I am. A: Have you tried checking the volume control under the video clip? B: Yes, it's on *4.10/0.* A: What about the volume icon at the bottom of your monitor? Can you see that? B: Yes, I can. A: Click on it and tell me where the little green line is. B: It's at the 5*. bottom / top.* A: That means the volume is turned off. You should alw**ays make sure** you check the volume control

in the software you're using. B: Oh, yes, I see. Thanks for your help. A: You're welcome.

20

Remember: Do all activities in your notebook.

**23 Practise the dialogue in Exercise 2 with a partner. Pay attention to the expressions in colour,**

**4**

**Read the dialogue in Exercise 2 again. Then answer the questions.** 1. Why is Jim calling the helpdesk? 2. What is Jim trying to do? 3. What three places must Jim check? 4. What is the solution to Jim's problem?

Working with Vocabulary

**5**

**8**

**Listen and repeat the words in colour. Then copy and complete the sentences. ))** *no signal* message. volume control control panel mute box - loose connection power button 1. You use the ..... to switch the computer on. 2. You use the ..... to turn the sound up or down. 3. I think there's a ... in the switch. Sometimes it works

and sometimes it doesn't. 4. Go to the ..... and click on the sound icon, then click

on *internal speaker.* 5. If you select the .... , you won't be able to hear

anything. 6. A... means the computer is not connected to the

monitor.

**Choose the correct answer.** 1. The reason you can't hear anything is

because you have selected the ...... a. control panel b. power button

c. mute box 2. If you want the music louder, turn it up

using the ...... a. loose connection b. volume control

c*. no signal* message 3. Before you close the file, .... you save all

the changes you have made. a. make sure b. shut down C. reconnect The monitor wasn't working, so *we* ..... it with a new one.

a. reinstalled b. replaced

C. reopened 5. If you .... these three keys, you will be

able to shut down the computer. a. press and hold b. log off c. restart

*4.*

**Listen and repeat the words in colour. Then choose the correct words. 1)** 1. You have to log off */* press and hold the *Control*

*k*ey and P to print. 2. To reinstall / restart the computer, try pressing the

power button again. 3. Before you open the computer case, make sure */*

reconnect to switch off the power supply. 4. Every so often, the computer freezes */* reopens,

It just stops in the middle of what you're doing. 5. The graphics card is broken. You'll have to replace /

shut down it.

bd *Y*our Turn

*Tip!*

The prefix re- before a *v*erb often means *again. reconnect* the cable = connect the cable again *reinstall, replace, reopen*

**An office worker is calling a helpdesk technician to discuss a computer problem. Listen and complete the technician's notes in your notebook**. 6)

**The words and phrases in bold are in the wrong sentences. Write the sentences correctly in your notebooks.** 1. You should reinstall your e-mail account

when you're finished. 2. My computer went for repair and now I must

reconnect some programs. 3. Now, the fan isn't working. I have to shut

down the case. 4. Check the cable and then log off the mouse

to the keyboard. 5. At the end of the week, please reopen all the

computers in the office.

**DATE:**

CLIENT: 16th May Browne's Department Store

**PROBLEM:** 1......... on monitor.

**NOTES:** Client checked the 2......... of the monitor's cables. Client disconnected and 3...... the cable. Cable is 4.....

**POSSIBLE PROBLEM:** AS........ inside the computer or monitor.

SOLUTION: Technician to call at the office ...........

Doing Repairs On-site

**2**

> *Getting Started*: Vo*cabulary (page 121)*

**1 Read the work plan. Then copy and correct**

**the false sentences below. )**

**A manager *(*A) is explaining a new employee's (B) work plan. Number sections A-C in the correct order to form a dialogue. Then listen to the dialogue and check your answers. )** A B: Sure. Which anti-virus software should

I use? A: Use McAfee. Insert the disc, then

follow the instructions on the screen. Then on Tuesday morning, you have to go to the department store on Albion

Street. B: OK. What's the problem there? A: They lost some data and they need to

recover it. B: What's the best solution for that?

*Work plan M*on *14th - Fri 18th*

*Cl*ien*t:* Cen*tral L*ibrary *Contact: Jill,* in r*ecept*ion *Locat*ion*: 27 K*in*g Street (oppos*i*te the post office) T*ime: Monday mornin*g f*rom *9* am to 11.30 am *Job: \* Install n*ew *p*rinter and scanner.

\* *Show Jill ho*w *to activate p*rin*t*er

*from different comput*ers.

B

A: Open the data backup system and copy

the lost information onto their system. B: Right, How do I access their backup

system? A: The password is written on your work

plan. Is everything clear? B: Yes, I think so.

*Clie*nt*: Fa*ir*port Spor*ts Cen*t*r*e Contact: Ha*rry Sm*i*th, Admin *depa*r*t*men*t Locat*i*on:* 4 Main Str*eet (next to the t*rain

*station)* **Time:** Mo*nd*a*y afternoon* 12 t*o* 3 pm; *Tuesd*ay

1 to 5 pm \* *Sh*ow *Har*ry *ho*w t*o* m*ov*e *document*s

*from th*e *backup s*y*stem to t*he main sys*t*em, \* *Ru*n an anti-virus scan o*n all*

*comput*ers in *t*he *c*entre.

C

*Job;*

A: John, here's your work plan for this

week. You'll be working off-site. On Monday morning, I want you to go to

the post office. B: OK. Where is it exactly? I don't

remember. A: It's opposite the school. Their computers

are very slow. It's probably a virus. Can you do a virus scan and remove any viruses that are slowing down the system?

**3**

*Client: Bradpool Manufactu*rers *Contact:* Mr *N*orris *Locat*i*on: 17 Industrial Park (Look for F Block.*

At t*h*e main entran*ce go str*ai*ght* on. Y*ou'll fi*nd Mr *N*orri*s' office at the*

en*d of th*e c*or*r*id*or, *on the left.)* Time: W*ed*nesday, 8.30 am *Job:* \* *Install th*e new clien*t dat*a s*of*twar*e,*

\* Show Mr *No*rris and his team how

*to* in*put data co*rr*ect*l*y.*

**Practise the dialogue in Exercise 2 with a partner. Pay attention to the expressions in colour.**

**4 Read the dialogue in Exercise 2 ag**ain. Then

**copy and complete the table.**

John Weston: Work plan

17th-21st January TIME

PLACE

JOB

Monday

department store Albion St

***Tip!***

1. The Central Library is next to the post office. 2. The job at the library is scheduled for

Monday afternoon. 3. The technician will be working at the sports

centre for three days. 4. Mr Norris' office is on the right, at the end of

the corridor. 5. On Wednesday, the job is to install new

hardware.

We use the preposition *in* for months and parts of the day*, on* for days and dates, and at for exact times or at the weekend, at night. Remember to use capital letters for days and months.

22

Remember: Do all activities in your notebook.

Working with Vocabulary

**5**

**Listen and repeat the words in colour. Then copy and complete the sentences. )** anti-virus software back up lose follow instructions • **password recover** 1. It's important to .... When you assemble a

computer. That way, you won't make any

mistakes. 2. Make sure you ... your data every day, in

case you get a virus. 3. You need to install... to protect the system. 4. Invent a new ... with 10 letters and numbers. 5. If the computer crashes when you're

working on something, you may..... all your

information. 6. The file has probably been deleted, but let

me see if I can ..... it.

**8 Listen and repeat the words and phrases**

**in colour. Then match each sentence to the correct picture. )** 1. Room 333 is opposite the toilet. 2. Go straight, 3. Turn left. 4. Turn right 5. Room 333 is on your left. 6. Room 333 is on your right. 7. Room 333 is at the end of the corridor.

**6**

**Listen and repeat the words in colour. Then choose the correct answer. 1)** 1. When I work off-site / on-site, I have to drive

to different places. Let's use the stairs / lift. The meeting is on the 30th floor. The keys are ready for you to collect from the

hotel reception / ground floor. 4. Pay for your car parking at the entrance */*

exit when you leave.

**9 Match A to B to form sentences.**

**97 Listen and repeat. Then match the words to**

**the pictures. »** sports centre. shopping centre • airport factory • train station • library. post office department store

1. You need to run a virus..... 2. My office is at the end of the .... 3. The office building is on your...... 4. I'll meet you outside the sports ... 5. My sister works at the post..... 6. The library is next to the train .... 7*.* Just insert the disc and follow the ..... 8. At the end of the day, make sure you do a.....

a. left b. office C. instructions d. corridor

e. backup f. station g. centre h. scan

- Your Turn

5

**You work in the repair department of an ICT company. Student A**: Ask and answer questions to complete the work plan. Use the information on page 85. **Student B**: Ask and answer questions to complete the work plan. Use the information on page 93.

2 *Writing Task, page 106*

*Y* ***Workbook****, page 1*2 )

23

IT Helpline

(> *Getting Started: V*o*cabulary (page 122)*

**1**

**Read the notice. Then match the sentences below to the correct instructions from the notice. )**

COMPUSET SERVICES © Telephone Etiquette Tips

**When you answer the phone, remember to:**

**a. state your name and the name of the company clearly.**

**learly.**

**b. greet the caller in a friendly but professional manner.**

**C. answer the phone qui**ckly. Avoid letting it ring mor**e than three times. d. make sure you put the call through to the correct extension. e. take clear messages and include the caller's name and telephone number. f. give the messages to the appropriate person as soon as possible. g. be patient and helpful with the customer at all times.**

1. The callers shouldn't wait for a long time. 2. The callers should know who they are talking to. *3*. Write dow*n* who is leaving a message and how to contact them. 4. Don't make a mistake when you are putting calls through. 5. Deliver messages quickly. 6. Be courteous when you speak to callers.

***Tip!***

When you introduce yourself on the phone, you can say *Melanie speaking*. It is not correct to introduce yourself by saying *I'm Melanie.*

**An employee in a computer shop (A) is talking to a customer (B) on the phone. Number sections A-C in the correct order to form a dialogue. Then listen to the dialogue and check your answers. )** A B: Yes, it's 15480.

A: Just a moment, Mr Smith, I'll just check for you. Please stay on the line. B: Sure. A: Thank you for waiting. Yes, we've got 10 of those in stock.

A: Good morning, Compuset helpline. Melanie speaking. How may I help you? B: Hello, it's Dave Smith here from CopyShop. Can you tell me if you've got any of the

X300 RAM chips in stock? A: Have *y*ou got the item number, please?

B: Great. I'll come in later this week. A: Can I help you with anything else today? B: Yes. Unfortunately, we had a problem with the latest software update you sold us. A: Oh, I'm sorry to hear that, Mr Smith. I'll put you through to a support technician.

**P**

**3**

**Practise the dialogue in Exercise 2 with a partner. Pay attention to the expressions in colour.**

24

Remember: Do all activities in your notebook.

**Read the dialogue in Exercise 2 again. Then answer the questions in your notebook.** 1. Who does Melanie work for? 2. Who does Dave Smith work for? 3. What item is Dave interested in buying? 4. What has Dave got a problem with?

Working with Vocabulary

**7**

**5**

**Listen and repeat the words in colour. Then choose the correct answer. 1)** 1. Her presentation was very professional. She

did a *bad / good* job. 2. The shop must be *open/closed*. There's

no reply. 3. I *will / won't* be careful when I input the data. 4. She must be *busy / free*. The line is

engaged. 5. There's a caller *outside / on the phone*

waiting to speak to you. 6. Can you please speak up? I can't s*ee I hear*

you ver*y* well.

**Listen and repeat the words in colour. The words in colour are in the wrong sentences. Write the sentences correctly in your notebook, 1)** 1. I need to speak to Betty on the line. It's really

important 2. Can you ask Mrs Ford to avoid tomorrow?

I'm too busy to talk to her today. 3. I've got a client as soon as possible who

wants to speak to the manager. 4. Try to remind speaking too loudly on the phone. 5. Can you ring back Ms Burns to prepare the

invoice for Dell's Computer Shop?

*(Tip!)*

ASAP = as soon as possible The abbreviation is also pronounced as a *w*ord – 'asap'.

**Listen and repeat the words in colour. Then copy and complete the sentences. »** put you through extension number repeat dial a number • state . wrong number contact 1. Sorry, what did you say? Can you .... that,

please? 2. Your mother rang an hour ago - you need to

... her immediately. 3. One moment, please, l’l... to Mr Wright now. 4. This is not St Ann's Hospital. You've got the

**8 Match A to B.**

A 1. If there's no reply from his office phone, 2. Miss Scott is on the line for you. 3. Avoid letting the phone ring a lot. 4. They've tried to contact you several times, 5. Before you dial the number, 6. His line is engaged,

5. To..... abroad, put an 01 before the number. 6. From Monday, my new ... Will be 8015. *7. W*hen you answer a phone call, ... the name

of the company.

a. he's probably working off-site. b. so I'll phone him later. C. so call them as soon as possible. d. press 9 for an outside line. e. She needs to place an order. f. Answer it quickly.

Your Turn **Two receptionists are answering the phone to clients. Copy the chart. Then listen and tick the correct columns. »**

Pam

Ann

**N**

1. answers with the name of the company 2. offers assistance 3. asks for the caller's name and phone number 4. ends the conversation courteously

**25**

**Taking Messages**

*>Getting Started: Vocabulary (page 12*2*)*

**2**

**Read the memo and the telephone messages.**

**Then decide who each statement below refers to. 4)**

Employees Schedules 3rd February Mrs Jacobs - working out *of of*fice at Tech City Computers Mr Bra*df*ord - unavailable from 15*:00-1*6*:00* Mr Patel - technical problem with his phone - transfer his calls to extension 232 Mrs Gladstone - will be out of the *of*fice for lunch (12:*45-14:*0*0*) Mrs Anderson - in meetings with IT project managers all day. Take messages, don't

interrupt.

**An assistant (B) is talking to a client *(*A). Listen to the dialogue and complete it with the missing words. »**

A: Can I speak to Chloe Burns in ... support,

please? B: Just a moment, I'll put you on hold .... I'm

sorry. I'm afraid that Chloe is unavailable at the moment. She's in a meeting with a 2...... Can I transfer you to Bill Jones from

the same department? A: No, I'd rather speak to Chloe directly. B: OK, I understand. A: Could you ask her to return my call, please?

*We'v*e got a problem with our 3.... program.

We need a solution urgently. B: Let me write down your name and 4.... A: It's Steve McGough. B: Can you spell your last name, please? A: Yes, of course. It's M-C-G-O-U-G-H. And my

5.... number is 061 209 922. B: OK. Let me check that. It's 061 209 992? A: No, it's 922 at the end. 061 209 922. B: 061 209 922. OK. And the message is to call

you urgently about a software problem. A: That's right. B: I expect her to be free at around 1.00.

Message for: *M*rs Gladstone Time: 13:4*5* From: Mr Wright Message: Would like a meeting this

w*ee*k to start planning the TELCOR tech project.

03

**Practise the dialogue in Exercise 2 with a partner. Pay attention to the expressions in colour.**

Message for: Mr Bradford Time: 15:14 From: Lin*da* at PR Solutions Message: Urgent! Pleas*e c*all me. We've

run out of sound cards and nee*d* to re-order.

**4**

Message for: *M*rs Anders*o*n Time: 14*:0*2 From: Jas*o*n *M*oore Message: N*eed*s a technician to visit

the IT *de*partment at the hospital ASAP please.

**Read the dialogue in Exercise 2 again. Then decide if the sentences below are true or false. Correct the false sentences in your notebook.** 1. Chloe can't take the call right now. 2. Steve McGough wants to speak to Bill Jones. 3. Steve wants Chloe to ring him back. 4. Steve's problem can be solved next week. 5. The receptionist wrote the telephone number

incorrectly the first time.

***Tip!***

When we say a telephone number, we say each digit separately*. We* can also say 'oh' instead of 'nought' or 'zero'. 829 7403 = eight-two-nine seven-four-oh-three.

1. This person's phone isn't working. 2. This person is not working in the office today. 3. This person works in a hospital. 4. This person needs to order something. 5. This person wants to have a meeting soon. 6. This person isn't receiving calls for

one hour this afternoon. 7. This person has got meetings and

can't receive phone calls.

2*6*

**Remember: Do all activit**ies in your notebook.

\*

Working with Vocabulary

**5**

**Listen and repeat the phrases in colour. Then choose the correct phrase to complete each sentence. )**

on holiday out of town

in a meeting

**Listen and repeat the words in colour.**

**Then copy and complete the sentences. ))** spell that interrupt return your call line is busy out of the office 1. When someone is speaking on the phone,

it means their.... 2. How do you ... - is it J-U-D-Y or J-U-D-I? 3. I'm sorry to .... your meeting, but you have

a call from your daughter. She says it's

important. 4. Mrs Rose isn't at her desk; she's..... 5. Mr Davies is busy at the moment. Shall I ask

him to .... later today?

1. I'm afraid Mrs Philips isn't in the

office. She's... at an IT conference.

2. I'm sorry, but Miss Lyons is busy. She's

... with the software developers. As soon

as they finish, I'll tell her you phoned.

**7**

**Listen and repeat the words in colour in A. Then match them to their d**efinitions in B. 1))

3. I'm afraid Mr Brown isn't here.

Ke's .... in the Alps for two weeks. He'll be back on the 20th.

1. unavailable 2. **transfer** 3. deal with 4. urgent 5. **expect**

hang up • cut off • take down

ó

4. Just a moment, I'll get a pen and ....

your full name and mobile number,

a. needs immediate attention

believe that someone or something will arrive

soon

pass a call on to someone else d. take action to do something e. can't be contacted

ó

5. I'm sorry we got ... earlier. My

battery ran out.

**8**

**Choose the correct answer.**

6. Just a moment. I'll see if Mr Jeffries is in

his office or out on-site - please don't ...,

MESSAGE FOR MR TRAVIS Will Samuels called this morning while you were lon holiday / in a meeting. He 2 left / took a message saying that he has lost half of his client data and he needs an 3 urgent / unavailable solution. I told him you would 4. hang up / deal with his problem as soon as possible and that you would 5 return / transfer his call after your meeting. I 6 cut off / took down his mobile number in case you haven't got it. It's 093-425555.

**take a message . leave a message** put you on hold

7. I'll see if Miss Hart can take

your call. Can you please wait a moment while ..... ?

8. Mrs Banks isn't on-site

today – canl......?

**Your Turn Student A**: You are the receptionist at Silikon Web Design. You are answering the phone. Use the flow chart on page 86. **Student** B: You are calling Silikon Web Design to speak to Jerry Gold. Use the flow chart on page 94.

9. Could I .... for Tony? Please tell him

I'll be out this afternoon testing the new software at the sports centre.

*Writing Task, page 106 Y Workbook, page 14*

*27*

**Customer Service**

> *Getting Started: V*o*cabulary (page 123)* **1 Read the guidelines. Then decide which department each caller on the right should be transferred to. 6)**

To... **Subject**:

all staff Answering phone requests

**Send**

**A&B COMPUTER SERVICES E**

1. "The contract says £15 per barcode scanner, but you

have charged me £17 each.” 2. “My PC keeps turning off by itself.” 3. “saw a job for a software tester on your webpage." 4. "We ordered 12 CPUs last week but still haven't

received them." 5. "We'*v*e received our order of 20 microphones, but

four are broken."

**2**

**A receptionist is answering calls. Listen to the mini dialogues and complete them with the missing words. )**

1

Employee Guide for Answering Phone R**equests** Customer satisfaction is very important. All employees should be able to give general information about opening times and the services we offer When a customer calls with an enquiry, make sure you put them through to the correct department.

For quotes, purchases and order enquiries: Sales and Marketing Department, ext. 320 For software or hardware problems: IT Maintenance Department, ext. 321 Note: If the line is busy, make an appointment for a technician to get back to the caller. For financial matters such as invoices, problems with pricing and contracts: Accounts Department, ext. 322 Callers interested in employment: 'Human Resources Department, ext. 323

Complaints about damaged or incorrect products:

Customer Relations Department, ext. 324 Todd Nelson Customer Relations *W*orld of Computers

A: Thank you for calling World of Computers,

How can I help you? B: Hello. I'm interested in purchasing a number of

laptops or tablets. We need them for our 1...... Please hold the line. I'll put you through to our

2. ... department. What's your name, please? B: It's Mrs Simpson.

2

A: Good morning. May I ask what the problem is,

**please?** B: Yes, I think I've been overcharged for the scanners

*w*e ordered. A: I'm sorry about that. What's your 3.... number,

please? B: It's 4..... A: OK, hold on and I'll put you through to the accounts

department. They'll be with you shortly. A: Hello. I'm calling because I've got a problem with

one of the heatsinks you.... US. B: I'm sorry to hear that. Can you describe the

problem, please? A: When I start the computer, it doesn't turn on. B: Oh, I see. Please hold the line and I'll put you

through to the IT maintenance department. I'm sorry the line is busy right now. Let me take your name and number. I'll get a ..... to get back to you.

**Practise the mini-dialogues in Exercise 2 with a partner. Pay attention to the expressions in colour.**

**Til**

The prefix over means too much or more than usual. ***over****charge, overheat, overload*

28

Remember: Do all activities in your notebook.

**6**

**Read the dialogues in Exercise 2 again. Then copy and complete the sentences.** 1. The first caller wants to buy..... 2. The second caller wants to check something

on his ..... . 3. The third caller complains about... 4. The receptionist takes the ... of the third

caller.

**Listen and repeat the words in colour. Then copy and complete the sentences. )** hold the line . get back to you . damaged discuss it • charge opening times • satisfied 1. I think we should ... in more detail at our next

team meeting. 2*. We w*ant all our customers to be ..... with the

service we give. 3. They're asking how much we .... for technical

support. 4. I'm sorry, the line is busy. I'll ask her to .... as

soon as possible. 5. The company will replace the ... item for free. 6. Our... are from 9 in the morning until 8 in the

evening. 7. Don't hang up - .... and I'll put you through to

the correct department.

Working with Vocabulary

**5**

**Listen and repeat the departments in colour. Then decide which department matches each speech bubble below. )** sales and marketing department accounts department IT maintenance department customer relations department human resources department

**7**

1. We managed to fix your hard

drive but unfortunately, you need a new motherboard.

**Listen and repeat the words in colour in A. Then match them to their definitions in B. 1))**

**A** 1. customer number 2. quote 3. enquiry 4. overcharge 5. shipping date

complaint

2. Your satisfaction is very important to

us. I'm very sorry to hear there was a problem with our service.

p = 0 or 0 0

3. I can give *y*ou a reduction in price

if you buy a larger quantity.

a. a request for information b. charge too high a price for a product or

service c. a statement that something is unsatisfactory d. the estimated cost for a job or service e. the date a customer's order leaves the supplier f. a reference assigned to each customer by

a supplier

4. Please give me the invoice

number and I'll check what the prices were.

Your Turn

5. I'm planning a staff training programme

for all our new employees.

**Listen to a conversation between a worker in the IT maintenance department and a customer in a computer shop. Then complete the call log in your notebook. ))**

***Tip!***

Instead of saying the full name of a position or department, we often use the first letters of each word. HR = Human Resources

TECH CITY *Call Log* Date: 19/11/2017 **Employee Nam**e: Anna Parker **Department**: IT maintenance Caller's Name: 1.... Company: Compu*W*orld **Addres**s: 29 Pine Ave, Springfields. **Call description**: The caller is having problems with the client 2.... We installed. They can't access 3... A technician will visit 4..... The shop is open from 5. .... in the morning.

**29**

**Customer Complaints**

**(> G*etting Started****:* Vo*cabulary (page 123)*

**1 Read the online complaint form. Then copy and correct**

**the false sentences below. 1)**

**HOME**

COMPLAINTS

Name: John Higgins

jhig78@metromail.net

Telephone

0113-559-2009

Time: 09

43

AM

**Comment:** I am writing to complain about the disappointing service I received from your company. You sent me a motherboard that was missing a part. This caused us a serious problem because we couldn't use our main PC for sales. As a result of this, we lost a considerable amount of business. When I made a complaint to an employee at Customer Services, she was rude and refused to offer compensation. I am sure you understand that I will be looking for a new supplier. John Higgins CompuNet

Date:

12th June, 2017

DECE

Submit Now

01. John

John Higgins is writing to the computer company

about a software problem. 2. The motherboard he received was making a noise. 3. CompuNet was not affected by the problem. 4. A representative of the company spoke nicely to him. 5. John Higgins plans to work with the company in the future.

*Tip!*

Adjectives ending in *-ing* describe the thing that causes the sensation or feeling. Adjectives ending in *-ed* describe the feeling. *The service was disappointing. I was disappointed by the service.*

**2**

**A customer relations representative (A) is speaking to a customer (B). Read the mini-dialogues and choose the TWO possible responses. Then listen to the mini-dialogues and check your answers. 1)** 1. A: Can you give me more details, please? 4. *A*: Will you correct the mistake right aw*ay?*

B: a. Yes, the CPU has a defect

B: a We'll replace the part immediately. b. I ordered it on your website a week ago.

b. We'll deal with it now. c. Yes, I agree.

c. *We*'re sorry about that. 2. A: I apologise for the inconvenience.

5. A: Our order still hasn't arrived! B: a. Well I hope this won't happen again.

B: a. Thank you for your order. b. That's OK. I appreciate your help.

b. Our records say it was delivered to you C. *We*'ve lost business.

on Friday.

3. A: I want a refund!

C. I'll look into that and call you right back.

B: a. Our opening times are nine to five. Ib. I'll ask my manager.

c. I'm sorry*, we* can't give you your

money back.

**Practise the mini-dialogues in Exercise 2 with a partner. Pay attention to the expressions in colour.**

30

**Remember: Do all activit**ies in your notebook.

refund

compensation

Faulty part

doesn't fit

losing business making a noise

2

6 1

5 4

3

Scheduling Meetings

(>*Getting Started: Vocabulary (page 124)*

**1 Read the e-mail. Then copy and**

**complete the chart. 1)**

CX

Dear All, A product demonstration will take place on Friday, 22nd February in the video conference room on the fifth floor. A representative from Star Computing Ltd will be demonstrating their range of new laptops and tablets with stylus pens. The presentation starts at 10 o'clock sharp, and will end at around 12 o'clock. We will have a ten-minute break with light refreshments. The rep will give a short PowerPoint presentation and then show us the individual products in detail. You will have an opportunity to try them. Participants will receive a pack containing product information and a free USB stick. Thanks, Jenny Berquist IT Admin Assistant

Type of meeting:

When:

Where:

Meeting presenter:

Contents of pack:

**2**

***lip!***

*W*e can divide the day into smaller sections, using the terms *mid-morning* and *mid-afternoon.*

**Practise the dialogue in exercise 2 with a partner. Pay attention to the expressions in colour.**

**An administrative assistant (A) is scheduling a meeting with the head of sales and marketing (B). Listen to the dialogue and choose the correct answers.)** A: This is Katie from 1*. Marketing* A*dministration.*

Can I speak to Alice Walker, please? B: Alice speaking. Hi, Katie, what can I do for you? A: Hi, Alice. I'm trying to schedule a meeting with

all the 2*. technicians / Software testers*. Do you

remember – I mentioned it to you last month? B: Yes, I remember. When is the meeting going

to take place? A: We'd like to hold the meeting on 3rd March.

I want to check the *date time* with you first.

Are you free on the 3rd? B: Let me check my calendar. No, I'm afraid that

won't work. I've got previous commitments

on that day. A: I see. Would 5th March be convenient for you?

At three in the afternoon? B: The afternoon is difficult for me. A mid-morning

meeting would be better, if possible. A: Most of the software testers will be tied up at a

conference. I'm afraid that's impossible. B: Well the 4 *morning afternoon* sn't ideal, but

I can rearrange a few things, so I'll be there. A: Great! I'll get back to you *pater again* with

more details.

**4 Read the dialogue in Exercise 2 again.**

**Then decide if the sentences are true or false. Correct the false sentences in your notebook.**

1. Only Katie and Alice are going to be at

the meeting. I 2. Katie wants to check if the date is

convenient for Alice. 3. The morning of 3rd March is copvenient

for Alice, but not the afternoon. D 4. Most of the software testers are available

on the morning of the 5th. lol 5. Katie gives Alice all the information about

the meeting

32

Remember: Do all activities in your notebook.

512346

4 2

6 5 3

time

busy

later

coffe and biscuit

avariable

stop

26

2

palac

train station

1

5

Rescheduling Meetings

(> *Getting Started: V*o*cabulary (page 1*2*4)*

**2**

**1 Read the page from an IT manager's diary**

**and his notes. Then answer the questions. 1)**

12TH MAY

16:30 - Meeting with programmers in my office

*Move earlier - to 10.00* 1*4*TH MA*Y*

IT Conference

*Cancel my participation* 15TH MAY

09:15 - Meeting with helpline workers in video

conference room

*Reschedule for 12th May* 16TH MAY

10:00 - Meeting with Mrs Marks at Media Store,

opposite the post office

*Reschedule -what suits her?* 14:00 - Meeting with programmers at Op Tech

*Postpone to the 20th*

**Two administrative assistants are rescheduling a meeting. Read the dialogue and choose the best response. Then listen to the dialogue and check your answers. 1))** 1. A: Hello! Is that Mrs Brody? This is

Mark Brown, Geraldine Marsden's

administrative assistant at Compusafe. B: a. Hello, Mark. What are you doing?

b. Hello, Mark. What can I do for you? 2. A: Well, unfortunately Mrs Marsden is ill,

so she won't be at work for three days. B: a. Oh, I'm sorry to hear that.

b. Oh, I apologise for that. 3. A: The problem is, she won't be able to

make it to the meeting you arranged

for tomorrow. Can we reschedule it? B: a. Certainly. Are you working in the

office tomorrow?

b. Certainly. Let's look at the calendar. 4. A: What date is convenient for you?

How about Tuesday, 5th January? B: a. I won't be available on that day.

I'll be busy with staff training.

b. A morning meeting would be better. 5. A: I see. Mrs Marsden will also be free

on Wednesday, 6th January. Would

that suit you? B: a. Is the video conference room free?

(b. I've got a staff meeting in the

afternoon, but I'm free in the

morning. 6. A: Great! Will 11 o'clock in the morning

be OK? B: a. Yes, I'll write it in my diary.

b. Thanks, she's feeling better.

MA

WWWWW

*Hi Shelly, My plans have changed. Please reorganise my schedule according to my notes in red. Michael*

1. Which item won't Michael attend? 2. Which appointment will be on the same

day but at a different time? 3. Which appointment will be at a later date? 4. Which appointment will be a few days

earlier than planned? 5. Which appointment hasn't got an

alternative date *y*et?

**Practise the dialogue in Exercise 2 with a partner. Pay attention to the expressions in colour.**

It is common for computers and businesses to use the 24-hour clock. To change the time to the 12-hour clock, subtract 12 from the hours. 2*0-12 = 8 pm*

**Read the dialogue in Exercise 2 again. Then copy and correct the sentences below by changing the words in bold.** 1. Mrs Marsden will stay at home for two

**weeks.** 2. Mrs Marsden will attend the meeting on

**Tuesday.** 3. Tuesday, 5th January is convenient for

everyone. 4. Mrs Brody has got a **sales meeting**

scheduled for the afternoon of 6th January 5. They decide to reschedule the meeting for

11.00 pm.

34

Remember: Do all activities in your notebook.

123564

cbcdb

34

12

tfftf

123456

**Smartphone Apps**

> *Getting Started: Vocabulary (page 125)*

**1 Read the app descriptions and the speech bubbles. Decide which app each person is referring to. 1)**

APPS **FOR MOBILE DEVICES**

1. Look! I've got a hundred

followers!

2. According to this, it means

'meals served all day'.

**Snapchat** is a multimedia messaging app for smartphones. It lets you chat with your friends and share photos, videos and drawings. What makes it different from other messaging apps is that messages disappear soon after the recipient has seen them. Google Maps helps you navigate your way around, as well as find the best places in town and the quickest routes to get to them. WhatsApp Messenger allows you to keep in touch with friends and family. It uses your phone's Internet connection to send and receive messages, photos, videos and voice messages. Users can create groups whose members can share group chats. **Twitt**er allows you to express your ideas in a maximum of 140 characters. You can follow famous people, get breaking news and join conversations. You can also tweet photos and videos to your followers.

3. One minute it's there,

and the next, it's gone.

4. It was great seeing you and

chatting after such a long time.

5. I'll message the group to

tell them to meet at the bus station.

Skype allows you to talk face-to-face with your family and friends anywhere in the world for free. You can also send messages and call mobiles or landlines at very low rates even if your contacts aren't on Skype. **Google Translate** helps you to read signs and menus in foreign languages. Simply take a photo of the text you don't understand, and the app will translate it into your own language. Ideal for tourists and business travellers.

6. It's OK. We're close. Look!

The restaurant is about five minutes' walk from here.

**2**

**A shop assistant (A) is helping a customer (B). Use the sentences below to complete the dialogue. Then listen to the dialogue and check your answers. 1)** OK, what next? Oh, that's strange, I thought it w**as connected.** What's that? I think so.Hi, what seems to be the problem?

***Tip!***

The suffix *le*ss often A: 1

means *without* B: I can't open any of the apps on my smartphone.

*wireless* = without wires A: What happens when you try to open an app?

*colour****less,*** *taste****less,*** B: Well, I tap on the icon and the activate' box appears. When

*end****less, useless***

I tap on 'activate', it says I have no connection. A: That's because your smartphone isn't connected to the Internet. B: 2... A: Have you selected an Internet connection? B: 3..... A: Let's have a look. Go to the home screen, find the 'settings'icon and tap on it. B: 4... A: Now, select 'wireless and network settings' and see if the Internet is switched on. B: Yes, look. 'Mobile networks' is ticked. A: Let me see. Yes. Here's the problem. The 'packet data' box isn't ticked. B: 5. A: It allows you to have an Internet connection. You must tick it to activate it.

TEL.

**38**

Remember: Do all activities in your notebook.

**7**

**Practise the dialogue in Exercise 2 with a partner. Pay attention to the expressions in colour.**

**Read the dialogue in Exercise 2 again. Then answer the questions.** 1. What help does the customer need? 2. What happens when the customer taps on

'activate'? 3. Where can you find the "settings" icon? 4. Which box hasn't got a tick in it?

**Listen and repeat the words in colour. The words in colour are in the wrong sentences. *W*rite the sentences correctly in your notebook. )** 1. Can you appear this word into English,

please? 2. An error message will tap if you make a

mistake. 3. Does this app tweet us to create groups for

messaging? 4. My friends and I use Instagram to allow our

photos. 5. If the message contains more than 140

characters, you can't navigate it. 6. This app helped me activate through the city. 7. Share this and it opens the wireless and

network settings. 8. After you install the app, translate it with

your password.

Working with Vocabulary

**5**

**Listen and repeat the words in colour in A. Then match A to B to form sentences. )**

А

1. How many followers 2. Iget breaking news all day, 3. To set up a packet data box connection, 4. Leave a voice message, 5. I prefer having a face-to-face 6. It's easy to keep in touch with people

a. select Mobile Networks. b. have you got on Twitter? c. conversation on Skype. d. when you've got these apps. e. and I'll listen to it later. f. so I don't watch the news on TV.

**8 Which sentences are logical? Correct the**

**illogical sentences in your notebook.** 1. When you meet someone face-to-face, you

see them. 2. You can read a voice message on your

phone. 3. You can translate a text from one language

to another. 4. You usually use a landline phone outside a

building. 5. You navigate in order to reach a destination. 6. If you're allowed to do something, you

mustn't do it.

Your Turn

**Listen and repeat the words in colour. Then copy and complete the sentences. -)** settings • recipient . landline . low rates free foreign language. characters 1. You don't have to pay for this app - it's...... 2. Is the number of ... in an SMS limited? 3. If you are paying ..., it means you are getting

a cheap deal. 4. Your home telephone is called a... 5. A .... is someone who received something. 6. I was born in England, so French is a..... to me. *7*. To change the clock display on your phone,

go into ....

**Student A**: You have got three problems with your smartphone. Ask the shop assistant for help. Use the information on page 87. **Student B**: You are a sales assistant in a smartphone shop. A customer has got three problems with their smartphone. Use the information on page 95 to give advice.

***Tip!***

Some words have got the same spelling and pronunciation - but have different meanings. *free = available or free = at no cost*

*Writing Task, page 109 Y* ***Workbook****, page 20*

39

E-mailing

*> Getting Started: V*o*cabulary (page 126)*

**1**

**Read the e-mail. Then decide if the sentences below are true or false. Correct the false sentences in your notebook. 1)**

e

x

p

osete lindur

And

**RE**

**RA** to

**Ford**

**Delete Hure to create**

Folder Rohe

**other** Actions

Brod Seado

Miot Jegi

Cieportfolio

Up. Und

haled Selera

Add **anellate**

tind

**Jack Simpson ITdepartment@SMC.com All Staff**

**Syslem viruses and spam**

Dear Staff, Many members of staff have reported getting a lot more spam and junk e-mail in their inboxes recently. Some people have also been opening attachments that contain viruses. *W*e are in the process of updating our e-mail program to make it more secure. To protect our system from viruses, please follow these simple instructions: 1. Do not:

a. reply to an e-mail from an unknown sender. If you are not sure, please forward it to the IT department. b. open an attachment unless you are certain of its origin. Again, if you are unsure, forward it to the

IT department. C. click on a link embedded in an e-mail unless you recognise it and it looks relevant to you. 2. Our updated e-mail program will have a filter option so that all junk or spam e-mails will go into

a special folder. 3. Please run your antivirus program twice a week to check for any viruses or malware. Thank you, IT Department

1. In the past, members of staff got less junk e-mail than they do now. 2. The company is going to install a new e-mail program. 3. You may reply to an e-mail from a sender you don't recognise. 4. If you're not sure whether an e-mail is spam, send it to the IT department. 5. The IT department requests that the staff run an antivirus program every week. O

**2**

**An IT helpdesk technician (A) is talking to an employee (B) to check about a suspicious e-mail she received. Listen to the dialogue and choose the correct answers. 1)** A: Hello, IT department, Ralph speaking. How can I help you*?* B: Hi Ralph, this is Elizabeth from sales. I've received an e-mail from a company I don't know*.*

I'm not sure if it's 1- *safe spam* br not. A: Do you know the sender? Why do you think it might be spam? B: It's from China and we do have contacts with 2. *companies busines*ses in China. However,

I'm not familiar with this one. A: Has it got an attachment? B: Yes. It's a Word document. A: Have you > *Opened checked* the attachment? B: Not yet. The e-mail says it's a list of the ***products*** *pictur*es they want a price quote for.

If it's a client, I need to compose a reply as soon as possible. A: I'd better check this for you before you reply*. W*ould you please forward the e-mail to me? B: OK. Thank you, but can you please check it *quickly tomorr*ow? If it's not junk, I need

**to d**eal with it.

**40**

Remember: Do all activities in your notebook.

35

7241 6

123456789

**Searching the Internet**

**> G*etting Started****:* Vo*cabulary (page 126)*

**1**

**Read the tips below. Then choose the search phrases that will give you better results. 1)**

DOING AN EFFECTIVE INTERNET SEARCH

1. a. Veleta height

b. mountains height Spain 2. a. What is the price of a touch screen laptop?

b. price "touch screen" laptop 3. a. smartphone apps for weather

b. smartphone +apps +weather -iphone 4. a. sales job in a phone company

b. “sales job, phone company" 5. a. define computer network

b. What is the definition of computer

network? 6. a. Mobile phone charges

b. monthly charges mobile phone

2

**The most popular or relevant websites for your search w**ill usually appear on the **first search page in th**e first 20 hits.

1 To narrow your search results, add descriptive keywords

like: timetable train Madrid Paris

2 Type specific words in the search box that could appear

in the website. For example, don't use the term office **equipment**, if you mean **business laser printer.**

3 You don't need keywords like a*, an, the* - search engines

omit them in their searches.

4 To find quick answers on the first search page:

a. For the weather in a city: W**eather Sydney Australia** b. For the definition of a word: **define antagonistic** c. For a currency exchange rate: 10 do**llars: euros** d. For simple calculations: 45-8= or 16*4/*42*=*

A worker (A) is asking a colleague (B) for help **to search f**or train times in England. Listen to **the dialogue** and fill in th**e missing words. )** A: I'm doing research for a conference I'm

going to in England. I can't find the online train timetable from Heathrow to London and then to Stratford. I'm already looking at the 1.... Search result. Can you help me please,

Andie? B: Sure, Rebecca. You usually get the best

results from the first page. Maybe you need to narrow your search. What keywords have

you used? A: I've tried: *trains London Stratford.* The results

just give me lists of trains and city information. B: Ok, try this. Type the same words but put

quotation marks around them. You may

want to add the word 2..... A: And I want the timetable specifically for this

month. B: Do an advanced search. Click on ...,

Advanced Search and then choose *past*

*month.* A: OK, great! Got it! Now I need to know what

to take. Can 1 find a quick weather report for

London? B: That's easy. Type in the search box: w*eather*

*London.* A: Perfect, no rain this weekend. Now, how do 1

find the 4.... for 500 euros to sterling? B: Just type in 5*00 euros: sterling* and you'll

get the rate of the day in the first results

**box.** A: Thanks a lot, Andie. You've given me some

really useful 5....!

5 Search engines will recognise certain symbols:

a. A plus sign (+) indicates a list of words listed together

in one site: +printer +laser +inkjet b. A hyphen (-) before a word excludes it from the search:

+printer +laser -fax **c. Quotation marks** (" ") around a phrase limits the

search to webpages with the same words in exactly the same order: "dell laptop computer"

6 Use the Advanced Search tools in Settings to further

narrow your search by language, date or country.

*4*2

Remember: Do all activities in your notebook.

1234dacb

1247536

531

624

123456

43125

**Software**

**HTML**

**ans**

*> Getting Started: Vocabulary (page 1*27*)* **1 Read the infographic. Then ans*w*er the questions below. (1)**

WHAT IS COMPUTER SOFTWARE? Computer software is the part of a computer system that contains encoded information or computer instructions.

Computer software

System software - Microsoft Windows, Apple OSX, Linux

Application software

Performs information processing tasks

Manages and supports computer systems and networks,

for example, it controls the display and keyboard.

General purpose application programs

Application - specific

programs

System management

programs

System development

programs

Web browsers Electronic mail Word processing Spreadsheets

Database managers u Presentations and graphics

Games

Business - accounting Customer relationship management Education Entertainment

Operating systems Network & database systems Security monitors and virus control

Language translators Programming editors and tools

**2**

1. What are the two main types of software? 2. What type of software is word processing? 3. What type of software is Microsoft Windows? 4. Which types of programs are able to check for viruses in your computer? 5. Education is an example of which type of software? **Listen to the mini-dialogues between a business customer and a software developer and** fill in the **missing words. Which questions are asked by the customer and which by the developer? (1)** 1. A: What do you need the software to do

4. A: Are you looking to integrate this program for your company?

with any other software*?* B: I need a program that will help me u

B: Yes, I need a program designed by an manage the cash flow, analyse .... and

established company so that it will easily 4.... improve my accounting efficiency.

with other software packages in the future. 2. A: How can I try a demo of the software?

5. A: Will it be difficult for me to move B: You can download a trial version of

information from my existing software to the software and try it for 30 days.

a new program? This allows you to familiarise yourself

B: Not really. The information can be with the programs and see how some

transferred 5..... and you will be able to use of the 2..... work. O

the new software in the morning. 3. A: Is that software package very

6. A: What support or maintenance can you expensive*?*

offer me for this software*?* B: It isn't 3.... But you can buy the basic

B: We provide a long list of FAQs on our 6..... package now and purchase add-on

or you can e-mail us. Once you purchase modules later for an additional fee.

the software, you can call our 24-hour helpdesk for assistance.

**03 Practise the mini-dialogues in Exercise 2 with a partner. Pay attention to the expressions in colour.**

**46**

**Remember: Do all act**ivities in your notebook.

efficiency

fee

encode

subcription

licence

existing

1df23c4abe65

**Word Processing**

**(*> Getting Start****ed: Vocabulary (page 128*)

**1 Read the beginner's guide for Word. Then answer the questions below. ()**

**MS Office Word 2012 Here is the basic start window for Word. Let's look at its various parts.**

Quick Access Toolbar

Menu Bar

Title Bar

**Fil**e Tab

WHOSE

Wol Home Inter **Page Layout Reverence**

Calibri (Body) - 11 A*A A*A

B *I* Ų - abe x, x': Au aley. A

A4

etginnast **Maning Review View**

EE W A T ES E MO

Paragraph

AaabCcDc AaBbCcDc A**aBb C**

Normal 1 No Spaci.. Heading 1

Paste

**Change** Styles

Find - ac Replace **s Select** Editing

Clipboard

Font

Style

View Buttons

**Status** Bar -

Page: 1 of 1

Words: 0

English (U.S.)

HOWE 15100%

Quick Access Toolbar: This small bar is located just above the File tab and provides Word's most frequently used commands. You can adapt it to your personal preferences. Title Bar: This bar at the top of the window shows the program and current document title. File Tab: This tab is where you manage your files and the data about them. You can open or save files, create new documents, print a document and see recently opened files.

Menu Bar: This bar displays the headings for each menu. Commands are grouped under each of these menu headings according to function. **Status B**ar: This displays information about the active document, eg the total number of pages and words in the document and the language. View Buttons: The group of five buttons lets you choose how you want to view your document.

**1**

B

What do you press if you want to find a document you recently finished? What does the quick access toolbar contain?

Where is the current document title displayed? 4. How many different document views can you switch between? Q5. What do you look at to see what page of your document you are on?

e

where is

**2 Listen to the dialogue between a secretary (A) and an IT techn**ician (B). Then fill in th**e missing words. 1)**

A: Sandra, can you help me, please? I need to write a new company document. B: No problem. What kind of document do you need? A: I need to make a new ". ... letter template. B: So click File on the toolbar and then New. Now, choose the Business 2. ...folder, then Lettere A: OK. Now, I have to add the first and last from this letter. I want them to repeat on every letter I send. B: That's easy to do. Select the paragraphs you want to copy. Click the icon Copy from the Tool Bar or

use the shortcut Ctrl + c on your keyboard. A: OK, I did it. B: Now, place your cursor where you want the paragraphs to go and click Paste or Crtl + v. A: I also need to add the company logo in the header and the company 4..... at the bottom. B: Click on Insert on the toolbar then select Header. Paste the logo there. To add the address, click

on Footer and copy */* paste again. A: Done! But, the font is too 5..... I need to decrease the size from 14 to 10. DI B: Do that in Format - Font. You can use this template every time you want to send out a letter. A: That's so useful. That's all, thanks a lot.

48

Remember: Do all activities in your notebook.

4 2 13

accountant

list of recent documents the name the old documents

the header

1

2564

3

4 7

1

5 2

8

6

5136

24

*Will $18" I*

**Spreadsheets**

*> Getting Started: Vocabulary (page 129)*

**1 Read the spreadsheet list of purchased hardware below. Then answer the questions below. 1)**

he \* Cut

Copy **F*o*r*m*at Phr*a***

**V**

**'**

**General**

**Normal**

E **E**

Calenitachi

**Calibri** - 11 -A **B*I*TA**

27 A

**Wrap Tent Herpe e Center**

Pasle

**$ -\***

**,**

We D

onat

Festing note:

To find

ar sehr Com

**B**

H

C **Quantity**

16 12

**Company** LCD Inc

**G Price 350**

**MTF**

**Warrant*y/*Months Total Purchase**

**36**

5,600 3,780 4,500

***A*1**

**L**

*А* **Name of Part Model #**

Monitor *47*63-223 *M*onitor 5735-221

Monitor 573-L3 HDMI Cables EN-30*4*

Power Cables EN-333 7 Network Cables EN-5568 8 **Total**

ml

315

**Cit*y/*Country Date Purchased**

Vietnam

1.5.14

Taiwan

1.2.16

Taiwan

1.3.12

Taiwan

15.5.12

DFM

250

17.5

595

6*1*

Encid Encid Encid

15.5.13

**12.99**

*3*24*.*7*5*

Taiwan Singapore

45

15.5.1*4*

8.45

380.25

**15,180**

1. Which model of monitors is the most expensive? 2. How many models of network cables did the company purchase? 3. Which type of cables are the cheapest to replace? 4. What was purchased from a company in Vietnam? 5. From which country were the power cables bought? DE 6. Which monitors were bought first? 7. How many months' warranty do the 5735-221 monitors have?

PRE

S ENT

**2**

**A manager (B) is showing a new employee (A) how to use a spreadsheet. Listen to the dialogue and choose the correct answer. 1)** A: Can you please explain how to calculate the final purchase price using a spreadsheet? B: Sure. Multiply the number of *items (parts W*e purchased in column C, by the price in column G. A: Do you have to write a formula into each individual cell? B: No, you can just copy and paste the 2 *price / formule* from one cell into another. A: I need the list order to start with the first date an item was bought. B: No problem. Put the earliest date in the top row,

and then 3. t*ype sor*t it in chronological order. A: Can you group these figures according to

product type? B: Yes, the spreadsheet is able to do that for you. A: I need all the same products grouped together -

descending from the first date purchased. B: So vou can use a formula that sorts by t*w*o

*categories/groups.* A: How do I calculate the total number of products

from any two columns? B: I'll show you how to write a formula in a new column

that wil 6 *automatically quickly* calculate that for you.

167

**3 Practise the dialogue in Exercise 2 with a partner.**

**Pay attention to the sentences in colour.**

*5*2

Remember: Do all activities in your notebook.

1236457

1 2 3 5 4

6

7

projectors

monitors

mobile phones

laptor

printers scanners

ecfadb

afebcd

1 3 4 5 2

6

7

consulta

recuperar

bcefda

Building a Network

*>Getting Started:* Vocab*ulary (page 130)* **1 Read the tutorial. Then read the sentences below and replace the words in bold to correct the false**

**sentences. 1)**

**OPTIONS TO** BUILD A SMALL **NETWORK**

Small businesses with more than 15 or 20 workstations that must be connected to each other and to the Internet need to install a network. A network requires a central hard drive and printer, a backup system, and also a secure e-mail and Internet connection. A secure network protects internal and external communications between your business and customers. It also helps your employees to stream media easily and safely, and to share documents and files. Today's modern businesses need high-speed capabilities. You must have a secure local area network (LAN). A digital subscriber line (DSL) connection using telephone lines may be sufficient, but a fibre optic connection will give *y*ou faster and easier Internet access for landlines, wireless connections and remote access.

Advantages

ETHERNET

Easy to set up.

• Faster than DSL or wireless connections.

Suitable for large businesses.

**WIRELESS** No cables. Laptops can connect to the Internet from different locations within the wireless range.

Disadvantages

Cables must run through the whole location. Expensive initial investment to buy network equipment and cables.

Wireless must be set up carefully for maximum security and range. The further you are from the router, the slower the Mbps speed.

1. A network needs a hard drive, Ethernet and a printer. 2. A network allows customers to share files. 3. Modern businesses run faster with a DSL connection. 4. An Ethernet network is slower than a wireless one. 5. If your desk is close to the wireless router, your connection will be slower.

***Tip!***

Mbps: megabits per second, a measure of data transfer speed

**An IT technician (A) is calling a network company tech support (B) for assistance. Put the dialogue in the correct order. Then listen to the dialogue and check your answers. 1))** A A: Yes. I thought I'd connected the printers to the network, but the network couldn't locate the

printer on the third floor. I've checked the cable and it's definitely connected. B: OK. You may have to install the printer driver from the Windows installation CD or from the

Internet. A: How do I do that?

B

B: In the *Control Panel,* go to *Vi*e*w devices and printer*s. Click on *Install the printer driver.* Select

the *printer manufacturer and model,* click on N*ext* and then click W*indows Update. W*ait while

Windows checks for additional drivers. A: And if it can't find the driver, what should I do? B: Click W*indows Update*. Usually it will download and update the drivers automatically,

C

A: Hello, is this tech support for the GMD Networks? B: Yes, it is. My name is John. How can I help you? A: Last week, we bought the GMD-14C Ethernet network with high-speed fibre optic connection.

Unfortunately, I can't get one of our printers to connect to it. B: Oh, I see. Did you go to the C*ontrol Panel* to identify all the available printers?

*5*6

Remember: Do all activities in your notebook.

**7**

**03 Practise the dialogue in Exercise 2 with a**

**partner. Pay attention to the sentences in colour.**

**Copy and complete the sentences below with the correct words from the dialogue.** 1. The business bought a.... network. 2. To find which printers are connected to the

network, check in the ..... 3. If the printer doesn't work, check that the ....

is connected 4. A printer driver can be installed from a ..... or

from the ...... 5. Wait while Windows updates and checks for

other ...,

**Listen and repeat the words in colour. Decide which sentences are correct. )** 1. A transmission is any information sent over

a communications line. 2. A router is a device designed to receive,

analyse and move incoming data to another

network. 3. Fibre optics are network cables that contain

electricity. 4. When the wireless range isn't wide enough,

the user can't get a connection. 5. Ethernet is a computer intended for

individual users. 6. An internet service provider (ISP) is a

company that provides subscribers with access to the Internet.

Working with Vocabulary

**5 Listen and repeat the words in colour.**

***M*atch the words to their definitions. )**

1. high-speed 2. investment 3. stream (media) 4. remote access 5. internal

**8 Complete the mini-dialogues in your notebook**

**with the words below.** backup system • range . topology **remote access • locate. set up workstation** 1. A: I see that you've got a new 1.... in your

office. B: Yes and I've also got 2..... at home so that

I can read my work e-mails. *A*: I couldn't 3....*. you y*esterday. Where were

you? B: *W*e went out and our phones were out

of 4..... A: Dennis, I'd like you to 5.... this network.

Follow this ... diagram. Please also add another laptop onto the network for my

office. B: OK, Mr Brown. Do you also need me to

create a ?.... for extra security?

a. located inside something b. the ability to log onto a network from a

distant location C. something you put money or effort into for

the future d. deliver audio and video content over the

Internet in a continuous fashion e. very fast

1. Your Turn

**6 Listen and repeat the words in colour.**

**Choose the correct answer. 1))** 1. It isn't difficult to set up / locate a small

network at home. 2. A workstation / topology is a diagram

that shows how network equipment is

connected. 3. A backup system */* digital subscriber

line (DSL) gives home users and small businesses fast access to the Internet

through a landline. 4. A local area network

(LAN)/ packet describes a computer network in which the computers are connected in close proximity.

**Listen to the conversation between a supervisor and an IT person. Then decide if the sentences are true, false or doesn't say. )** 1. The IT technician is going to set up a local area

network. 2. The client needs to buy an Ethernet system. 3. The supervisor recommends good quality

equipment. 4. The new business has already got an Internet

service provider. 5. The IT technician has already given the

topology diagram to the client. 6. The IT technician will install a printer.

**Network Equipment**

**>*Getting Started****: V*o*cabulary (page 130)*

**1 Read the equipment requirements. Then choose the correct answer below. 4)**

**What do you need to build**

**a business network*?***

Various factors will dictate which equipment you need when building a new network. A topology displays in detail what is required for **sharing resources, accessing dat**a, going online and communicating successfully. It is best to purchase business grade equipment for **reliable communications bet**ween all aspects of the network.

1. Cables connect computers, network devices and peripherals to each other. 2. Switches (or Hubs) are hardware devices that filter and forward packets of

data through the network. 3. Adaptors are physical devices that allow one piece of hardware to be

connected to another, 4. Routers manage traffic across network devices and provide Internet via the

Transmission Control Protocol (TCP) or Internet Protocol (IP). They can also link multiple networks across distances using a wide area network (WAN). 5. Firewalls are a security system to protect against any unauthorised users

trying to access your network. A firewall uses previously determined security

rules to monitor incoming and outgoing traffic. 6. A wireless access point (WAP) or a wireless router allows employees and

visitors to connect to the same network without the use of cables.

1. To help you plan a new network, ......

a go online.

b. use a topology diagram. 2. When building a new business network,

you need to ..... a. share your resources. b. buy business grade equipment. Both a hub and a switch... a. move pieces of data across the network.

b. save pieces of data from the network. 4. Networks far apart from each other.....

a. can be linked by a router.

b. can be linked by an adaptor. 5. Network access via a firewall is .....

a. limited. b. extended

**Match A to B to create a dialogue between two IT technicians. Then listen to the dialogue and check your answers. )**

А. 1. Whose network are we setting up today? 2. Have you already drawn up the topology

diagram for the job? 3. I think a local area network should be fine

for this company. 4. OK, and did you configure the computers

especially for them? 5. I see they need 20 workstations, adaptors,

switches and routers. How many **metres of**

cable will we need? 6. What time will you **be ready to leave?**

B a. No, it won't be, because their offices are 10

kilometres from the factor*y.* We need to install

a wireless access point. b. Yes I did, and I've spoken to them about

the need for a firewall. C. Give me another half an hour to check that

I've got all the equipment. d. W*e*'re going to the Welfast Clothing

Company in the industrial area. e. I think about 200 metres, but I'll take more,

just in **case.** f. Yes, I have. Here's the list of devices and

peripherals we need to supply.

A *WA*P ..... a. requires cables. b. doesn't require cables.

58

Remember: Do all activities in your notebook.

**03 Practise the dialogue in Exercise 2 with a**

**partner. Pay attention to the sentences in colour.**

**Read the dialogue in Exercise 2 again. Which of the tasks below have the IT technicians already done?** 1. prepare a topology 2. configure the company's computers 3. install a wireless access point 4. make a list of the devices needed 5. check the length of the cables needed 6. take the equipment to the factory

**7 Listen and repeat the words and phrases in**

**colour. The words in colour are in the wrong sentences. Write the sentences correctly in your notebook. =)** 1. A gateway is a hardware device that filters

and forwards packets of data. 2. Authorised information is data we send. 3. When different departments use the same

printer and photocopier, those are called

adaptors. 4. The switch is a set of rules that controls

communication between all computers on

the Internet. 5. With a code or password, employees are

outgoing to get into the system. 6. The entry point into a network is called the

transmission control protocol (TCP). 7. Shared resources are hardware devices

that allow computers, peripherals and the network to connect.

Working with Vocabulary

**5**

**Listen and repeat the words and phrases in colour. Then copy and complete the sentences. )** traffic • hub incoming wide area network (*W*AN) • firewall unauthorised Internet protocol (IP) address 1. In order to prevent other people from getting

into your network, you need a ...... 2. If someone gets into your system without

permission, that is ..... access. 3. The .... is a number used to indicate a

device's location. 4. .... is the term for information travelling around

the network. 5. The data we receive is called .... information. 6. If computers are connected in different

countries, they operate through a ... *7.* A.... connects and sends information to

computers and network devices.

**8 Choose the correct answer.**

1. For fast Internet, you need to install *traffic /*

*broadband.* 2. A network can operate in different cities

because of the WAN */ TCP.* 3. The *firewall / hub* protects the network. 4. Printers and scanners ar*e shared resources /*

*subnetworks* on the 5th floor. 5. People don't usually buy *business grade /*

*incoming* equipment for a home network.

**Listen and repeat the words and phrases in colour. Then match A to B to form sentences. ))**

**A**

1. A subnetwork is part of a 2. Connecting via broadband Internet is 3. Business grade equipment is 4. When you've got a wireless access point, 5. You should reboot your computer

**B** a. better quality than devices we buy for home

use. b. after installing a new program. C. larger network, like the Internet. d. you don't need a cable to connect to the

network. e. much faster than through a landline.

**Your Turn**

**You are a network technician preparing a topology for a small business. Student A**: Ask Student B questions to complete the missing information in the Work Order Form on page 89. Then answer Student B's questions. **Student B**: Ask Student A questions to complete the missing information in the Work Order Form on page 97. Then answer Student A's questions.

*Writing T*ask*, page 1*12 Y W*orkbook, page 3*0

59

ILIIT

150°

**Operating Systems**

(> *Getting Started: Vocabulary (page 131)*

**1 Read the Frequently Asked Questions (FAQs) page. Then complete the sentences below. 1)**

Home

About Us

FAOS

Contact Us

Operating Systems

**Frequentl*y* Asked Questions**

**What is an operating system?** An operating system is software that allows the user to communicate easily with the computer's systems without programming language code. The graphical user interface (GUI) does this job with a combination of graphics and text. The operating system also makes sure that the hardware and software applications work together and can simultaneously multi-task many programs. For each program, the operating system coordinates the computer's central processing unit, drivers, memory and storage.

**What are the most popular operating systems?** Today, the most popular operating systems for personal computers are the open source system Linux, or proprietary systems such as Microsoft Windows and Mac OS. An open source operating system is freely available from the Internet to download and install. Proprietary software is commercially owned. It is licensed to businesses or individual computer users for a fee. The programming cannot be modified or changed in any way.

1. With an operating system, users don't need to enter ..... 2. The operating system uses.... to show things visually. 3. An operating system enables many ... to work at the same time. 4. Open source operating systems are available on the ..... 5. Proprietary software ..... be changed.

**2**

**A computer technician (B) is discussing operating systems with a client (A). Listen to the dialogue** and fill in **the missing words. 1)** A: I can't decide between Windows and Linux. Which operating system do you think is more suitable

for this business? B: Well Sam, Linux is a free open source system. Windows is ..... and owned by Microsoft, so it costs

money*.* A: This business hasn't got a large budget. Exactly how much does the Windows system cost? B: Newer Windows systems can cost up to 2. ... to start with. Then it's more expensive to upgrade, or if you

want to add more users. A: That's a lot. Is it true that there can be security and stability issues with both systems? B: Linux is considered stable. It's easier to fix problems. A community of developers from around the

*w*orld can quickly respond to any issues you have. A: But, I've heard it's more complicated to install. B: A bit. Linux 3..... sets of bundled software to run it. But that also means you can modify it to your specific

needs. A: But most users are already 4... with Windows, aren't they? B: Indeed. I think everyone knows the Windows interface. A: Thanks for your advice. I think I'll choose Windows as it's got a simpler interface. It may cost more, but it

will be easier to find S.... to support the business as its needs grow.

**60**

**Remember: Do al**l activities in your notebook.

**7**

**Q3 Practise the dialogue in Exercise 2 with a**

**partner. Pay attention to the sentences in colour.**

**Listen and repeat the words in colour. Then use them to complete the Fact File below. »** development - graphical user interface (GUI) coordinate • command line programming language code

**FACT FILE**

**Read the dialogue in Exercise 2 and answer the questions.** Which operating system ... ? 1. doesn't cost any money 2. was developed by a professional company 3. requires an additional budget for upgrades 4. is simpler to install 5. can be adapted for your requirements

Today, almost every computer uses a ... operating system which has got windows, icons and menus. The operating system has to ... the hardware and software in a computer so that they can communicate. In the 3..... of software programs, programmers use a special set of instructions which is called the 4..... In the first computers, the user had to write instructions for the computer into the ...

Working with Vocabulary

**5**

**8 Match the questions in A to the answers in B.**

**Listen and repeat the words in colour. Choose the correct word for each definit**ion. 1) 1. stays the same, doesn't change

a. entire b. stable 2. a type of software that has got a copyright

and cannot be changed a. open source b. proprietary accessible to everyone a. freely available

b. commercially owned 4. to make available for general viewing or

purchase

a. release b. modify 5. Several products combined into one package

a. issues b. bundled software

1. Which operating system are you going to

choose? 2. Do you have to pay for helpdesk support? 3. Did you get that software for free? 4. Are you having a problem with the new

software? 5. Have we got enough money to upgrade the

system? 6. What is the advantage of that software?

**6**

**Listen and repeat the words in colour. Replace the words in bold with the words below. )** developers - multi-task - budget . storage 1. Think about the money you have got to

spend before you put in a new network. 2. The operating system controls the place for

keeping data in the computer. 3. Larry Page and Sergei Brin were the creators

of the search engine Google. 4. Before UNIX, computers

weren't able to do two or more things at the same

a. I can modify it to my needs. b. Windows is too expensive, so I'm using the

open source system Linux. c. *Y*es. W*e've* received a budget to make all

the necessary improvements. d. No, it's free for an entire year. e. No, it's commercially owned. f. Yes, and I need to download a specific

program to solve the issue.

*Y*our Turn

time.

**Copy the chart and tick (7) the correct columns - Windows (W), Linux (L) or both (B). Then listen to two users talking about operating systems and check your answers, 4)**

**W**

**L**

**B**

1. Has got less malware 2. Simpler to operate 3. Not possible to make changes 4. Many programs available 5. Free online support 6. Used by Google, Facebook

and Twitter

**Installing an Operating System**

**(*> Getting Start****ed: Vocabulary (page 131))*

**1 Read the instruction manual. Then decide if the sentences**

**are true or false. Correct the false sentences. )**

**INSTALLING THE LINUX DISTRIBUTION OPERATING SYSTEM Preparing your computer:** 1. Check your computer for the

3. If you've already got Windows on your computer, you minimum recommended

will usually only have one large drive: the C drive. You

requirements.

should do a disc-partition to set up a second drive in **Minimum computer requirements:**

order to install Linux separately. You may already have

. 700 MHz processor

some programs that will only run on Windows.

• RAM of 512 MB or more

There is no single version of Linux. Most distributors

take the Linux kernel and combine it with additional . 5 GB of hard-drive space

bundled software such as a graphics interface, a desktop

• 1024 x 768 screen resolution

environment and a web browser. . Either a CD */* DVD drive or

5. You can check if the hardware on the computer is USB port

compatible with the Linux system by downloading Linux 2. Back up your data files.

ISO to a USB flash drive. Then reboot your computer from the USB drive and try to run Linux from it.

1. A 400 MHz processor is big enough to install Linux. 2. Your data is safe when you install a new system. 3. You can install Linux and Windows in the same disc drive. 4. Several versions of Linux are available to install. 5. You have to restart your computer to see if Linux is compatible with it.

**2**

**A support technician (A) is helping a caller (B) to install the Linux operating system. Match the technician's questions in A to the caller's responses in B. Then listen to the dialogue and check your answers. 1)**

А 1. Have you ever installed an operating system before? 2. Did you download it to a DVD or USB? 3. Don't forget to back up your Windows system and also your data files. How much free space have

you got? You need at least 5 GB. 4. Did you download the 32-bit or the 64-bit version? The program you install must be the same version

as your computer. 5. The next step is to restart the computer. Press the F10 key so you can reboot from the USB.

**B**

*Tip!*

Bit is short for *binary digit.*

a. I've checked. It's a 32-bit computer, so I've got the right version. b. No, I haven't, so please can we check it step-by-step? c. To my USB - I've already partitioned my existing hard drive. d. OK, it's restarting now. e. I won't forget. I've allocated 10 GB of free space on my D drive.

malCPHONE

*MES*S WORLD

***INF*RASTOI**

\*STE BUSINESS

**WORASUT**

*St*ine

TABLET

**CRMC**

HORS*ES*

TEAPTOP MOBRE HOTY

INTERNE

GTING WORKSTATION WORLDTESO

RITY NETWORKING

...SYNC D TECHNOLOGY

*WORLD OPER*ATING PATA

SWORD

**DCELLSLATION NOLITY**

*MOBILEREM*

PGTECHNOLOGY

**WORKSTATION WORD BESTOP MOC**

*LLMD*

62

Remember: Do all activities in your notebook.

NETWORKING MAILESTIE TECHET TO PLAY MAY MALARIA

BUSINESS. I TEMS

TNPC

**7**

**Practise the dialogue in Exercise 2 with a partner. Pay attention to the sentences in colour.**

**Read the dialogue again and complete the caller's notes.**

*Linux Setup Instructions 1. Before downloading the software,*

*... the hard drive. 2. Make sure to ... the data files. 3. Allocate at least....of free space on*

*the other drive. 4. Download the correct....*.. 5*. ... the computer before running the*

***program.***

**Listen and repeat the words in colour. The words in colour are in the wrong sentences. Write the sentences correctly in your notebook. 1)**

1. You can install a distro to correct a problem

with a software program. 2. The kernel is the number of pixels that

appear on your monitor. 3. Infrastructure is a distribution of software

available for the public. 4. Each piece of data is a screen resolution. 5. The environment is the central program with

complete control of the operating system. 6. The patch is the fundamental architecture of

a system. *7.* A desktop segment is a set of tools that

makes it easier for you to use your computer.

asi

**8**

Working with Vocabulary

**5**

**Listen and repeat the words in colour. Match the words in A to their definitions**

**in B. )**

1. partition 2. requirements 3. component 4. step-by-step 5. allocate 6. run

**Match A to B to form sentences.**

*A* 1. Short for *binary digit,* a bit 2. A piece of code called a *patch* is necessar*y* 3. You need to partition the hard drive 4. You can change the screen resolution 5. The kernel directs 6. You should go step-by-step

В a. if you want to install something correctly. b. can have a value of 0 or 1. c. to fix a software problem. d. if you want to run multiple systems on your

computer. e. if the picture on the monitor isn't clear. f. many basic functions of the operating

system.

a. assign different parts of something for a

particular purpose b. one stage at a time C. needs d. function, operate e. Separate f. a part of something

**Your Turn**

**6**

**Student A**: You are calling an IT support line for help to install Linux on your computer. Follow the flow chart on page 90 and act out the conversation. **Student B**: You are a helpdesk technician giving support over the phone. Follow the flow chart on page 98 and act out the conversation.

**Listen and repeat the words in colour. Then copy and complete the sentences. )** BIOS (basic input/output system) pre-installed crash bit . prerequisite 1. When you buy a new computer, it has

usually got a ..... Operating system. 2. Errors in the operating system can

sometimes cause a computer to ...... 3. The function of the .... is to boot up the

computer's operating system. 4. A single unit of information is called a..... 5. A power supply is a ..... for a computer to

work.

ORLD **NOBLITT**

OLOGY

TORKING

***Workbook,*** *page 3*2

**Video and Sound**

**(> *Getting S*t*a****rted: Vocabulary (page 1*32)

**1 Read the adverts. Then answer the questions on the right. »**

**Lensek CMD-LT245 0** POCKET-SIZED HANDHELD DIGITAL CAMERA

Which device or devices ..*.*? 1. *w*ork/s with multiple devices 2. come*/*s with software 3. allo*w/*s *y*ou to hear from all directions 4. will operate without you touching it 5. would you use for correspondence

**3x *(*2*4-*72mm) optical zoom lens: manual and autofocus 3.0-inch touch monitor that tilts easily for selfies**

**INCLUDES:** . 10 GB external

memory card

• editing software that supports Input and output formats: AVI, MOV, MP4, MP4 Video and others

Full HD video capabilities 20 Megapixel 1" sensor 8-hours lithium-ion

battery life

***FUTURE TECHNOLOGY THAT FITS IN YOUR POCKET***

2

c/0/w/E/R/T/r/u/170 *as 2/A/5/0/F/G/H/3[k]*.

*1/2* x*/c/v/B/N /M*

**A computer shop manager (A) is discussing technology products with an employee (B). Listen to the dialogue and choose the correct answer. 1)** A: James, which innovative products do you

think we should sell in the shop? Did you get any ideas from the w*ebsite / e-mail*

I sent you? B: Well, Mr Bradley, I've read good reviews

about this new pocket-sized digital camera - the SLX 350. It's got a touch screen, a great 2*. lens / video* and lots of storage space. It includes useful software

which is compatible with most devices. A: Isn't that a bit outdated? Doesn't everyone

use their mobile phone as a camera

nowadays? B: Hmm, yes, that's true, some phone 3. *texts /*

*images* can be just as good. How about a more up-to-date product like the virtual

keyboard? A: How is a virtual keyboard useful? B: It's completely portable and it fits in your

*4. pocket / cas*e. It's great for people who travel. That is an interesting product. How does it

work? B: You can turn any flat surface into a touch

keyboard workspace because it projects by laser. You just connect it to your smartphone or tablet. There's no need for

any extra 5*. electricity / equipment.* A: That's an option. I'll check what the selling

price is.

*V*P*K VIRTUAL PROJECTION* ***KEYBOARD***

*• Infrared projection turns any flat*

*Connects surface into a touch keyboard*

*via Bluetooth workspace*

*wireless technology*

*• Easily pairs with any*

*Includes rechargeable smartphone, tablet or*

*lithium-ion battery laptop*

Tap It Speaker Wireless, portable Bluetooth speaker

**Hands-free, voice activated device: just ask for music or radio, news or weather while connected to WIFI**

Streams your music from your phone

or tablet via Bluetooth Dual stereo speakers provide

360-degree Dolby sound Delivers up to nine hours

of playback

**Practise the dialogue in Exercise 2 with a partner. Pay attention to the sentences in colour.**

**64**

**Remember: Do all a**ctivities in your notebook.

*1*

**Read the dialogue in Exercise 2 again. Then answer the questions.** 1. What suggestions does Mr Bradley want

f*r*om James? 2*. W*ere users of the digital camera happy with

it? How do you know? Why doesn't Mr Bradley want to sell the

digital camera? 4. Why is the virtual keyboard suitable for

travelling? 5. What do you need to use with the virtual

keyboard?

**Listen and repeat the words in colour. Then choose the correct answer. 1)** 1. How is a rechargeable battery different from

others? a. You can plug it into a power supply to

restore its energy. b. We sell it to all our customers for

technology devices. 2. Can we pair this device with a smartphone?

a. Yes. You can use it instead of your phone.

b. Yes. It can connect to any type of phone. 3. Why are lithium-ion batteries popular?

a. They are sensitive to high temperatures.

b. They are light, stable and energetic. 4. What is infrared?

a. It's a warm light that we cannot see.

b. It's a strong red light. 5. I'd like to buy a handheld device.

a. Is this one the right size for you? b. *W*e can customise your PC to suit your

needs.

Working with Vocabulary

**5**

**Listen and repeat the words in colour. Then match the words to the pictures.)** charging cradle • hands-free • 360 degrees virtual projection keyboard (VPK) beam flat surface. dongle. pocket-sized

**8**

**Answer the questions using words from Exercises 5-7.** 1. How can we describe a small piece of

recorded music? 2. What do we call the light that shines out of a

device? 3. If you want something small enough to fit in

your hand, what do you ask for? 4. What device plugs into a computer and

enables the use of certain software? 5. What do we call a device that is able to

follow audio instructions?

S

Your Turn

**Copy the advert into your notebook. Then listen to a conversation about a smartpen and complete the advert.)**

**Listen and repeat the words in colour in *A*. Then match them to their meanings in B. ))**

THE PEN THAT DOES EVERYTHING

А.

é

- ajo two

1. playback 2. dual 3. audio clipb 4. output

voice

activated 6. capability 7. tilt

a. controlled by spoken

commands . a segment of recorded

sound c. ability to do something d. consisting of two parts e. move at an angle

data generated by a

computer g. the replaying of previously

recorded sound

Livescribe Echo 2GB Smartpen W*herever* y*ou are -* at w*ork or at school- u*s*e the Echo Smartpen to record and* save yo*ur* w*ords and ideas.*

• Records everything you hear, say and ...

• Tap on your notes for instant recording or .....

Connects to a... or mobile device.

• Allows you to cinto different languages.

• Holds 5.... hours of audio or thousands of pages of

written text.

• Contains one ...... battery.

**6*5***

**Gaming**

(>G*etting S*t*arted: V*o*cabulary (page 13*2)

**i**

**Read the article. Then decide which part of the article, A, B, C or D, mentions the information on the right. There may be more than one correct answer. »**

Gaming for Beginners

1. You need a mobile device to play these

types of games. 2. Gamers can choose from a variety of

games. 3. You need the correct hardware to play

certain games. 4. Purchase games from authorised retail

vendors. 5. You can play with people from different

countries. 6. You should check the market before *y*ou buy

a game.

**2**

**Online games are found all over the world on modern gaming platforms, including PCs, consoles and mobile devices, or via social networking sites.** A There are many different types of games including first person shooters, strategy games and massive multiplayer online role-playing games (MMORPG). Many of these games are played internationally and players often use a fake identity to play within the game's online community. B Virtual and augmented realities enrich a gamer's experience. With fast, real time, online streaming, players are transported into a world of virtual reality. With the right equipment, players are able to navigate interactive communities and environments. Augmented reality depends on mobile devices such as laptops, smartphones and tablets to interact in the real world. C Online games can involve spending a lot of money. So do some research!

• Check your equipment. You may need gadgets such as

a flight stick, a motion controller or wand, a gaming mouse and goggles with voice control.

• Try a demo before purchasing a game.

• Read game reviews. D Gaming can be dangerous, so play safe.

• Make sure your anti-spyware software and firewall are running. Only use authorised versions of games for which you have a licence.

•Buy from reputable sources and watch

out for scams.

• Choose a user name that does not

reveal any personal information.

• Use strong passwords.

• Make sure you have deleted your personal information when you dispose of your gaming device.

**Different gamers are calling a gaming support line for help. Match the gamers' questions in A to the answers in B to form mini-dialogues. Then listen to the mini-dialogues and check your answers, 4)**

**A** 1. How do I make the characters **move faster**

in virtual reality games? They move too

slowly on my PC. 2. What is the minimum In**ternet speed for**

**fast streaming** in HD? 3. My QR scanner isn't reading the QR codes.

How can I move from one environment to

another? 4. Are goggles and motion controls essential

for all your games? 5. I've just purchased your latest augmented

reality game. What accessories do I need? 6. How can I find **answers to any questions**

I've got?

a. There's a built-in QR scanner in our

software, so be sure to use that one. b. Many of the simpler games don't need more

than a computer and a keyboard. Check the memory capacity on your graphics card, and see that the Windows on

your computer is compatible. d. You need goggles and a motion controller,

like a wand, for that game. e. You can alwa*y*s refer to the FAQ's on our

*w*ebsite. f. At least 10 Mbps, but 20 Mbps is better.

**66**

Remember: Do all activities in your notebook.

**7**

**3**

**Practise the mini-dialogues you made in Exercise 2 with a partner. Pay attention to the sentences in colour.**

**Listen and repeat the words in colour. Complete the text with the words below. 1)** involve . motion • gadgets revealed MMORPG • virtual reality

**4. Read the mini-dialogues again. Then cop*y* and**

**complete the sentences.** 1. In order to make the characters move faster,

the gamer must make sure there is enough

...., and that the Windows is ....... 2. You need a minimum of ..... for fast streaming

in HD. 3. In order to move from one environment to

another, use the .... included in the software. 4. You don't need sophisticated equipment

for ...... 5. For certain augmented reality games, you

need devices such as ....

An ?..... is a type of online game where the players become fictional characters in a virtual *w*orld. A large number of players interact online. The games often 2...... chatting with other players through private and public chat rooms. Research has 3..... that billions of dollars are spent on gaming 4.... ever*y y*ear. Some serious players even purchase a special chair because they are online for so many hours. Specific accessories include 5...... headsets as well as expensive 6..... controllers.

Working with Vocabulary

**5**

**Listen and repeat the words in colour. Then decide which sentences are correct. Cop*y* and correct the false sentences. 1)** 1. If something is reputable, it has got a bad

reputation. 2. Something fake isn't real. 3. When you enrich something, you improve its

quality. 4. You dispose of something that you need. 5. A scam is a dishonest way to make money. 6. Anti-spyware software is installed in a

computer in order to collect information about the user.

**8**

**Match A to B to form sentences.**

**6**

1. You use a fake identity 2. For more realistic control, players use a flight

stick 3. The wand is 4. Augmented reality puts 5. A social networking site is

**В** a. digital elements into the real world. b. when you don't want people to know who

you are. c. a place on the Internet where you can

communicate with people. d. to simulate flying. e. a game controller that you hold in one hand.

**Listen and repeat the words in colour. Choose the correct answer. 1)** 1. For this game, you need to wear goggles /

a wand. 2. Have you read the social networking site /

review about the new strategy game? An augmented reality / A first person shooter (FPS) game is a type of action video game that is played from the point of view of the player character. The new gaming platforms / flight sticks have got much better graphics than older consoles.

on

*Y*our Turn

***Tip!***

Virtual reality is an artificial computer generated simulation of a real-life environment. Augmented reality inserts computer-generated features into existing reality.

**Student A**: You have got three questions about a computer game. Ask the support technician for help. Use the information on page 90.

**Student B**: You are a support technician in a computer games shop. A customer has got three questions about a new game. Use the information on page 98 to answer the questions.

*Writing Task, page 112 Y Workbook, page 34*

*67*

17

Website Hosting

**http**:*//www.*

> *Getting Started: Vocabulary (page 1*3*3)*

**1 Read the advert for a web hosting**

**company. Then answer the questions on the right. 1)**

1. What does the web hosting company promise your

business? How will the web hosting company make sure your website can be accessed easily? Which applications need to combine with your

website to give you good results? 4. How will you know about the activity on your website? 5. How will customers know that they can rely on your

website? How does the web hosting company guarantee to keep a customer's personal data private?

*GREENLIGHT WEB HOSTING*

***2***

**A client would like to create a website for his business. Match what the client says in A to the web designer's responses in B. Then listen to the dialogue and check your answers. 1)**

*А.*

***YOUR WEBSITE IS THE F*A*CE OF YOUR BUSINESS!*** It's worth investing time and money to **create** an effective advertising platform that will serve your business now and in the future. Allow our experienced web designers to create your customer portal with a beautiful online store for your business*. W*e guarantee to maximise the number of hits you receive.

1. How can I maximise traffic to my site?

How can the site ensure my customers' information is kept safe? *We* want our customers to feel safe when they pay with a credit or debit card. How can we give our customers support if they've got

questions or technical problems? 5. I want visitors to be able to LIKE us easily and often.

I'd like my site to include reviews from existing customers.

***I*N D*ESIGNING THE RIGHT* TO*POGRAPHY***

***FOR Y*O*UR BUSINE*SS, *WE:*** implant keywords to give high SEO (search engine optimisation) across multiple search engines. incorporate social media seamlessly into your website to promote your brand across the whole web. Social share buttons will enable you to

share content easily.

• provide social proof comments to make your

business credible to other visitors.

• monitor users' activities with real-time analysis

and get immediate feedback from your website

interactions.

• integrate the full G Suite with all your favourite Google features when you register your domain with us.

• place a trust logo on your site to allow customers to view your trusted state and your business

credentials.

• make your payment gateway 100% secure. Credit

card numbers and customer information will be masked and all hosting is also PCI compliant.

*0*

a. It's important to include a secure payment gateway

process. We'll make sure your payment gateway is

PCI compliant b. *We* can incorporate social share buttons to link to

popular social media sites. That's a good idea. We'll incorporate social proof

reviews to increase your sales. d. We'll embed a range of keywords so that you get

good SEO across multiple search engines. e. It's possible for us to mask your customer's

personal and financial details for a secure interface. f. *We* can develop a Live Chat feature and a free

helpline to help your customers.

*(Tip!*

**S*IT BA*CK *A*ND W*A*TCH AS YO*UR WEBSITE TRAFFIC INCREASES!***

PCI (Payment Card Industry) is an organisation that protects people against credit card and debit card fraud.

68

Remember: Do all activities in your notebook.

**Practise the dialogue in Exercise 2 with a partner. Pay attention to the sentences in colour.**

**Listen and repeat the words and phrases in colour. Then match the questions in A to the answers in B. )**

**4**

**Read the questions and responses in Exercise 2 again. Then choose the correct answer.** 1. Choosing the correct ke*y*words will

*help your customers select products/ generate more visits to your website.* A secure payment gateway process makes sure *customer data is not revealed /*

*sales are increased.* 3. The Live Chat feature *answers customers'*

*questions / gives customers review*s. 4. Visitors can easily link to sites like Facebook

and Pinterest to *post comments /*

*chat with each other.* 5. Other people's online experiences can help

a customer *solve technical problems / make a purchase.*

1. What is the domain name of your company? 2*.* Why is positive social proof important for

business owners? Is this software compliant with the latest

standards? 4. What does web hosting mean? 5. What is SEO (search engine optimisation)?

**B** It's a service that allows you to publish your

website online. b. Yes. It meets the specifications that are needed.

It helps convince customers to purchase their product.

It's a process of improving search engine rankings. e. w*ww.*targetforme.com

co

o

ö

**7**

Working with Vocabulary

**5**

a

ot

**Listen and repeat the words in colour. Then match the words in A to their meanings in B. ))**

***Α*** 1. brand 2. mask 3. customer portal 4. G suite 5. incorporate 6. seamlessly *7.* website traffic

**Listen and repeat the words and phrases in colour. Then use them to complete the mini dialogues. 1)** feedback - trust logo payment gateway - PCI worth • credible social share buttons inc**rease**

1. A: Is it ..... improving our website?

B: Yes, it will 2.... your sales. A: How can I give 3... about a company? B: Use the 4...*.. - Facebook, Twitter* and *Pinterest,* A: I want to know if this website is safe. Where

do I look? B: Here's their 5..... This tells us that the

company is 6..... 4. A: If the 7..... is secure, why does the website

need to be 8.... compliant? B: To ensure that there is a safe environment

for processing, storing or transmitting credit card information.

*Y*our Turn

a. to include something b. continuously, without any interruptions or

problems C. a type of product usually sold under a

special name d. to keep something from being known e. the number of visits a website receives f. a collection of Internet services

developed by Google g. a secure website that enables

businesses to share specific data with clients

**Listen to a market researcher and an e-customer talking about the e-customer's website experience. Copy and complete the sur*v*ey form according to the e-customer's answers. 1)**

WEB SURVEY >>

1. Why did y**ou choose our site? 2. What did you purchase*?* 3. How long did you browse the site? 4. Was the payment process safe and easy to use*?***

**Yes / No** 5. Did you **use our free helpline? Y*es /* No 6. Did you leave feedback? *Y*es */* No**

Cloud Computing

(>*Getting* S*tar*t*ed: V*o*cabulary (page 13*3))

**1 Read the Internet article. Then complete the sentences on the right. =)**

AN INTRODUCTION TO THE CLOUD

1. When cloud computing, you use

programs on ...., not on ...... 2. When cloud computing, customers use

and pay for resources according to .... . 3. When cloud computing, the user

depends on ...., as well as on ...... 4. Users of SaaS get...., but users of

PaaS can create their own ... on

infrastructure which is provided. 5. Using a public cloud is not expensive

because the ...... 6. Using a private cloud is more secure

because the service is provided to ......

**2**

WHAT IS **CLOUD** COMPUTING? Cloud computing, often referred to as “the cloud”, provides on-demand computing resources over the Internet. In other words, storing and accessing information and programs on the Internet instead of on your computer's hard drive. ADVANTAGES:

• Elasticity – scale up or down quickly and easily according to

your needs

• Pay only for what is used

• Self-service access available for all the IT resources needed

• System managed by the service provider DISADVANTAGES:

• Dependency on service providers . Dependency on reliable Internet connection

• Potential security risks

CLOUD COMPUTING LEXICON SaaS: Software as a Service provides the user with cloud-based applications which a third-party owns and operates. Payment can be per usage, by subscribing or even free. PaaS: Platform as a Service provides infrastructure on which software developers can develop new applications. IaaS: Infrastructure as a Service delivers computer infrastructure as a service. This includes servers, software, data-centre space and network equipment. PUBLIC VERSUS PRIVATE CL**OUD** A public cloud is owned and operated by a third-party provider which gives services to multi-users. Public clouds are ideal for small and medium-sized businesses. Since the infrastructure cost is shared by a number of users, the service is cheap. A private cloud is infrastructure operated solely for a single organisation. It provides an increased level of control and security and the ability to customise storage and networking components. Therefore, it is suitable for large businesses.

**A small business owner (A) and an IT consultant (B) are discussing cloud computing. Listen to the dialogue and** fill in **the missing words. 1)** A: Why should we switch to using ....for

our business? B: Well, you can get rapid access to

innovative business applications and

programs. *A*: Would it cost the business more 2... ? B: No, you only pay for the server

resources you use. A: What is the maximum free storage

space I'm allowed? B: This depends on the 3. you decide to

use. Many of them offer no storage

limit. A: Can I change the amount of space

according to my 4.... ? B: Yes, you can scale up and down as

your business demands. A: Are there any other 5... to having a

cloud account? B: Yes, it frees up data storage space

on your servers and increases your

available bandwidth. A: Should we choose a public or 6..... cloud

solution? B: The public cloud is much more

affordable, but you do get an additional level of security with a private cloud.

022

70

**Remember: Do all** activities in your notebook,

**03 Practise the dialogue in Exercise 2 with a**

**partner. Pay attention to the sentences in colour.**

**Read the dialogue in Exercise 2 again. Which of the following advantages to cloud computing are mentioned by the IT consultant?** 1. The business can get new software quickly. 2. The costs only include services used by the

business. 3. You don't have to worry about viruses

affecting your software. 4. Storage space is flexible. 5. Servers are operated by the suppliers. 6. A private cloud is more secure than a public

cloud.

**Listen and repeat the words in colour. Then choose the correct answer. <)** 1. If you find an ideal solution, it is *perfect /*

*useless.* 2. Computer security prevents *authorised /*

*unauthorised* users from entering the system. 3. Dependency on something means you c*an /*

*can't* do without it. 4. If a decision is solely yours*, s*o*meone else*

*no one els*e can decide. 5. A risk is a situation that *doesn't I might*

involve danger. 6. If you find software that is suitable for your

business, you *should / shouldn't* consider

buying it. 7. If an item is affordable, you *have got /*

*haven't got* the budget to buy it. 8. You scale up something when you want to

*reduce / enlarge* the size of it.

Working with Words

**9**

**5 Match A to B to form words or phrases.**

**Then listen and repeat. )**

**B** 1. self

a. user 2. third

b. service 3. on

C. per usage 4. payment

d. party 5. multi

e. demand

**Copy and complete the sentences. Use the words in bold to help you.**

1. If something is affordable, you ... pay for it. 2*.* When something is ideal for you, you don't

need to look for anything...... 3. When you put your money at risk, you might

.... it. 4. A self-service restaurant hasn't got any ...... 5. If you **decrease** the number of your employees,

you won't have as .. as you had before. 6. Payment per usage means you don't pay

a .... fee.

6

con

**Copy and complete the sentences below with the words and phrases from Exercise 5.** 1. You don't pay a monthly fee. It's a ..... System. 2. ... means that a lot of people are connected

to a system. 3. There are no workers to assist you. It's ...... 4. The two companies called in a ..... to help

them with an important decision. 5. It's a good company. They provide . Service

24 hours a day.

*Y*our Turn

**Student A**: *Y*ou are the owner of a medium-sized business. You are asking a representative of a cloud computing company some questions. Use the topics on page 90 to ask the questions. Then decide whether to use a private or a public cloud.

**Student B**: You are a representative of a cloud computing company. Answer the client's questions. Use the information on page 99.

i

o

**Listen and repeat the words in colour. Then decide which sentences are logical. =))** 1. One of the advantages of working with

wireless equipment is that you are free to move around.

If you manage a business, you are responsible for it. All companies want to decrease the number of clients visiting their website. A business' needs are the things that are required to operate it. In computer networks, bandwidth is the amount of data that can be carried from one

point to another at a specific time. 6. When you scale down the size of

something, it becomes bigger.

***Writing Task****, page 113*

Y ***Workbook****, page 3*6

**Online Safety**

*Getting Started: Vocabulary (page 134)* **1 Read the online advice page. Then decide which tips on the right are mentioned in the article. 1)**

How to Stay Safe Online

BLOGS

ADVICE

CONTACT

With more and more people completing transactions online, digital safety has become an important factor. Today, more than ever, you must take precautions to ensure your personal information is safe from hackers and thieves.

Tips: 1. Don't give your passwords to other people. 2. Use a different password for each account. 3. Use privacy control. Only let certain people

view your personal details. 4. Report spam to your e-mail client. 5. Use filters to reduce spam. 6. Check your children's use of the Internet

and social media.

**2**

**I PASSWORD PROTECTION:**

• Never share your passwords with anyone or include them

in e-mails.

• Password protect all sensitive files on your computer.

• Use a sentence that is at least 12 characters long to

create a strong password.

**2 SOCIAL MEDIA:**

Protect against identity theft. Don't make your personal information public.

• Adjust your privacy settings to limit who can see your

profile. If you don't want to risk everyone seeing your photos, don't post them online at all. Don't make your holiday plans and live photos public. Thieves will know when your house is empty.

**3 E-MAIL:**

• DON'T open, click on a link or reply to an e-mail if you

don't know who sent it to you.

• Use filters to block unwanted e-mails such as: i. Phishing - fake or fraudulent e-mails to trick users

into sharing their personal information like credit card

details, user names and passwords. ii. Bulk e-mails - e-mails sent to millions of people.

They may contain links or downloads with viruses or spyware which can corrupt your computer,

**Two colleagues are discussing Internet security. Choose the correct answer. Then listen to the dialogue and check your answers. 1)** A: Hi, Katie. My daughter was surfing the web

last night and I noticed some undesirable content that I didn't want her to see. I need to block certain 1. *e-mails / website*s. Do

you know how I can do this? B: It's eas*y,* Wendy. You can set up your PC

to monitor what your children are viewing. It will also keep them away from certain games and sites. You can even set limits

on how much time they spend online. A: You mean I can actually *2. limit / decide*

what sites the browser finds? B: Sure. Almost all browsers and social

media websites have Parental Controls

or Privacy Settings. A: Where do I find the Parental Controls on

Google? How do 13. *set / do* them? B: In your browser, go to Search Settings on

the right-hand side of the screen. Under "SafeSearch filters", check the box next to "Turn on SafeSearch". Then at the bottom

of the page, click "Save". A: How does this help? B: When someone does a search in their

bro*w*ser, this filters the search results and eliminates undesirable videos and

*w*ebsites. A: Is it completely 4. *safe / sure?* B: It's not 100% accurate. Howe*v*er, it helps

protect children from most of the 5*. relevant inappropriat*e search results.

**4 SAFETY FOR CHILDREN:**

Use parental control options to block undesirable

websites, videos and content.

• Monitor your children's use of social media and browsing.

Instruct young children and teens about online safety. Teach them not to 'make friends' with everyone. People may hide behind a false identity.

72

**Remember**: Do all activities in your notebook.

**8**

**03 Practise the dialogue in Exercise 2 with a**

**partner. Pay attention to the sentences in colour.**

**4**

**Read the dialogue in Exercise 2 again. Then match A to B to form sentences.**

**Listen and repeat the words in colour. Which pairs of sentences have got a similar meaning? )**

1. a. You should delete an e-mail that seems

suspicious. b. If you don't know the source of an e-mail,

throw it out 2. a. Phishing messages look like they come

from a reputable company. b. Reputable companies send messages as

a way of getting more customers. 3. a. Adware collects information about users'

Internet activities. b. Adware analyses which websites a user

visits. 4. a. Thieves can use your credit card details

to purchase products from websites. b. Most people use their credit cards to

purchase online today. 5. a. Companies often send out bulk e-mails.

b. To get to all their clients, companies send

out thousands of e-mails at the same time.

1. Wendy 2. Katie 3. A SafeSearch filter 4. *M*any social media sites

**B** a. may not eliminate all inappropriate material. b. didn't know that parents can limit online

access. c. have got parental controls. d. recommends filtering search results.

int. ple

Working with Vocabulary

**5 Match A to B to make expressions.**

**Then listen and repeat the expressions. )**

**9 Match A to B to form sentences.**

**A**

veb

eed

1. identity 2. parental 3. make 4. privacy 5. password

a. settings b. public C. protect d. theft e, control

1. You could meet undesirable people 2. A hacker can change 3. Fake e-mails can trick users into 4. Learn how to hide your online identity 5. You can post a helpful reply 6. You risk losing your privacy

**6**

**Copy and complete the sentences below with the expressions from Exercise 5.** 1. Think twice before you ..... your private

information .... 2. Using...., you can adjust what different

people see on your Facebook page. 3. .... is a very serious crime.

*..*. your account with a combination of letters,

numbers and symbols. 5. Fathers and mothers should think about

putting ... onto the family PC.

a. giving away vital information. b. on social networking sites. C. when you share too much personal information. d. on this forum e. and be anonymous on the web. f. information on your computer system.

1. Your Turn

**7**

**Listen to the conversation between a bank employee and a client. Copy and complete the chart. Then tick (v) the correct columns. 1)**

Client

Bank Employee

**Listen and repeat the words in colour. Then choose the correct answer. )** 1. A hacker/profile contains a person's

personal information. 2. Using another person's credit card without

permission is fraudulent/ undesirable. 3. It's important to ensure / hide your children

are safe on social networking sites. 4. A firewall can trick / block unauthorised

users from accessing a network. 5. Do you think parents should post / monitor

their children's access to the Internet? 6. Viruses can corrupt / risk the information on

your computer files.

Who ...? 1. reported the scam 2. was suspicious because

of the logo 3. knew about the phishing 4. wanted to prevent this

from happening again 5. will adjust the filters

*7*3

**Protec**ting Your Business

***> Getting Started****: Vocabulary (page 134)*

**Read the e-mail. Then choose the correct answers to the questions on the right according to the text. )**

To: IT Managers From: Sam Brown: Network Administrator Subject: Company Cyber Security Meeting

1. Sam Brown is insisting that.....

a. IT managers participate in the meeting b. all employees read the agenda Sam Brown believes that the company needs to ...... a. update its antivirus software

b. replace its antivirus software 3. The company has got cyber security rules.....

a. which allow employees to see all data b. which employees mustn't violate The company would like a backup program which ...... a. provides a way to recover data

b. stores data on the cloud 5. The company is planning to ...,

a. sell products online b. redesign their products

**2**

Following last week's cyber attack attempts, we ali need to reassess security to protect our business. Please read the agenda points below before our meeting. It is essential that ALL managers attend.

**1. Establish better network securi**ty: Buy new antivirus software with “real-time' protection to make sure *w*e are better protected against viruses, spyware and other malicious codes. Check which new vendors regularly provide patches and updates to their software. **2. Secure our network**: Check the firewall and encrypting information. Make sure the WiFi is secure and hidden. To safeguard from unauthorised access, implement password protection on the router. **3. Establish stronger secu**rity policy for all **employees:** Consider implementing multi-factor authentication for employees to gain entry to sensitive data. Administrative privileges should be limited to IT managers only. Make sure all employees are aware of the penalties if they violate the business' cyber security rules. **4. Research new backup system**: Install a more innovative program to perform daily backup which also includes an effective recovery solution. An alternative backup for storing copies off-site or on the cloud is also essential. **5. Redesign policy on payments**: Check our authentication system with the bank and credit card companies before we open our e-commerce site. It is imperative we use the most trusted validation tools and anti-fraud services.

**An IT security advisor (A) is giving security advice to a business owner (B). Number sections A-C in the correct order to form a dialogue. Then listen to the dialogue and check your answers. 1))** A B: Yes. How else can we make sure our

network is completely secure? A: You should consider installing a VPN

a virtual private network. It offers a much

better level of security. B: How does that work? A: It works as a private network, even though

you are using a public network.

B

A: Hi, Mathew*.* Wh**at seems to be the**

problem? B: Well Jack, last month we had a serious

security breach even though we had

installed new anti-virus software. A: When did you last download an update? B: Oh! I'm not sure. A: *Y*ou need to check for software updates

at least once a month.

***Tip!***

B: OK, I'll get the IT staff to check that. A: Is there anything else that you're

concerned about? B: Yes, some employees have complained

that sometimes they can't access all the

programs they need. A: It sounds like we need to reassess the

firewall settings. I'll adjust the settings for you. Have *y*ou got any other questions?

Multi-factor authentication combines tw*o* or more independent credentials: something the user knows, such as a password or a secret question; something the user has got, such as a bank card; and biometric verification.

**Q**

**3**

**Practise the dialogue in Exercise 2 with a partner. Pay attention to the sentences in colour.**

7*4*

Remember: Do all activities in your notebook.

**7**

**4**

**Listen and repeat the words in colour. Then use them to complete the dialogues. )** real-time protection • aware of multi-factor authentication

*1.*

A: Is your network secure?

**Read the dialogue in Exercise 2 again. Then decide whether the sentences are true, false or the text doesn't say.** 1. Mathew's company has got new anti-virus

software. Mathew updated his new anti-virus software

last month. 3. Employees now get increased access to

more programs. 4. Adjusting the firewall settings will prevent the

employees from accessing programs. 5. Jack recommends reducing risk by using a

private network.

B: Yes. I am ..... the problem, so

I've got some good 2...

A: Have you considered using 3..... ?

Working with Vocabulary

B: Yes, I have, but I've decided not

to do that at the moment

2. penalty r**eassess • b**reach • sensitive

**5 Listen and repeat the words in colour. Then**

**replace the words in bold with the words in colour. 1)** safeguarded gain entry to establish agenda - attempted 1. *We we*ren't able to get into the factory. 2. The manager wanted to **create** a new

department 3. Hackers tried to get into the bank's network.

Before the meeting, *w*e received the list of

the topics to discuss. 5. Make sure your computer is protected from

malware.

A: We had a data 4.... last week, so our

company is ver*y 5*... about security. I can't give you my password.

B: What's the ... for doing this?

A: The manager will ?.... my contract

and I could find myself without a job.

**6**

**Listen and repeat the words in colour. Then match A to B to form sentences. )**

1. A cyber attack on a government 2. E-commerce is a business transaction 3. If we encrypt all the customer data, 4. Malicious code is used to

Special data recovery software 6. Tools are a set of basic accessories *7.* A VPN (Virtual Private Network) is a private

network

**8 Choose the correct answer.**

1. This is s*ensitive / trusted* information, so

please don't discuss it with anyone. Releasing this information is considered a

security *tool / breach.* 3. You need to *safeguard / attemp*t your

network against unauthorised entry. 4. What is the *penalty / agenda* for coming late

to work? 5. Hackers were able to *gain entry to /*

*establish* the accounting system,

o é *o* jo

a. for software developers.

can help you find deleted files. C. damage data, files and computing systems.

over the Internet. e. built over a public infrastructure. f. it will be protected. g. can cause chaos.

Your Turn

**Student A**: You are a security administrator. Ask your security advisor to help you solve some problems. Use the chart on page 91 to tell him / her your problems and record the solutions. **Student B**: You are an IT security advisor. Provide solutions for your client using the information on page 99.

S?

***Writing Task****, page 114*

Y ***Workbook****, page 38)*

Applying for a Job

(> *Getting Started: V*o*cabulary (page 135)*

**1 Read the job advert. Then decide if the sentences below are true or false.**

**Copy the phrases that gave you the answers into your notebook.**

**\***

A growing manufacturing company is looking for a

SYSTEM AD*M*INISTRATOR ASSISTANT to be responsible for installation, configuration

and support of all busin**ess computer systems. Responsibilities include:**

**Job requirements:** \* installing, updating and maintaining \* computer science certificate

servers and operating systems

\* minimum three years' previous experience \* configuring hardware and peripherals \* excellent problem-solving skills \* performing daily backup operations

\* system administration certification in Linux and Microsoft \* creating and updating user accounts

\* ability to work under pressure

\* ability to work overtime \* providing technical support to staff

\* excellent people skills

**\***

**\***

**\***

**\***

**\***

**\***

Send CV to jobs@manunet.com

The system administrator assistant .... 1. will purchase peripherals for the company 2. will make sure all the company data is backed up 3. will be responsible for troubleshooting 4. needs to have a university degree in computer science 5. needs to have training from specific vendors 6. does not need work experience 7. will only work conventional hours 8. will need to interact with colleagues

**The Human Resources Director *(*A) is interviewing a candidate (B) for the job of system administrator assistant. Listen to the dialogue and choose the correct answers. )** A: Good afternoon. I'm Harry Brink, the director of Human Resources. B: *1. Nice / Pleased* to meet you, Mr Brink. I'm Caroline Rand.

*2. Have a seat / Come in,* Caroline. I've got a few questions for you. Can you tell me about your

educational background? B: l've got a vocational diploma in computing and information technology and I've just completed a

course from MITOPEN Courseware in 3. *operating systems engineering / programming.* A: What is your experience installing and configuring operating systems? B: I gave technical support to 4. *staff / customer*s at Grants for two years. After that, I became the

assistant IT administrator. A: Why did you leav*e?* B: They moved their offices to another 5*. city I country* and I couldn't move at that time. A: So, why do you think you are a good candidate for this job? B: Well, I'm hard-working, responsible, willing to work in a team and I know how

*6. important / essential* it is to keep up with fast-growing technologies. A: Well, thank you for coming to meet me. I'll be in touch. B: Thank you. It was nice meeting you.

7*6*

**Remember: Do all activities** in your notebook.

**6**

**03 Practise the dialogue in Exercise 2 with a**

**partner. Pay attention to the sentences in colour.**

**Listen and repeat. Then write four pairs of words with opposite meanings in your notebook. 4)** outgoing insecure - hard-working organised relaxed lazy • responsible confident shy - highly skilled . nervous knowledgeable

**4. Read the dialogue in Exercise 2 again.**

**Then copy and complete the sentences.** 1. Harry Brink is ..... 2. Caroline has got a vocational diploma in ..... 3. Before Caroline left Grants, she worked as .... 4. Caroline wasn't able to continue working at

Grants because ...... 5. Caroline describes herself as ..... .

Working with Vocabulary

*7.* **Choose the correct answer.**

1. Amanda i*s hard-working / confident*. She's

at the office from 7 am to 7 pm every day. 2. It's my first day at this job. I'm so *lazy /*

*nervous*! 3. Is Dan *responsible / knowledgeable?* Does

he always finish his projects on time? 4. Tim is an excellent software tester. He's very

*organised / relaxed.* Chloe isn't a good marketing representative.

She's too quiet and *outgoing / shy*. 6. You can't offer such a low salary to a

*nervous / highly skilled* candidate. *7.* Lisa is showing me how to search for

statistics. She's ver*y knowledgeable / insecure* about the Internet.

**5**

**Listen and repeat the words and phrases in colour. Then use them to complete the sentences. 1)** vocational training people skills certification • secondary school team educational background experience fast-growing technologies • overtime under pressure 1. Some people prefer working alone, not

in a ..... 2. What is your ... ? Did you study at university? 3. We gave the job to Patricia Rose because

she had a lot of .... in handling customer

complaints. 4. I'm working late. I'll have to do some ..... 5. Mr Ross makes sure to get updates and

information on ..... . 6. It isn't easy to work..., especially when

you're a new employee. *7. Y*ou will give technical support to our

customers, so you need patience and

good.... 8. I've got ... as a Network System Technician

from the Electronics Technicians Association. 9. I finished ..... When I was 18. Then I did ..... in

electronics

Your Turn **Listen to a radio presentation on interviewing tips. Which tips does the presenter mention? ))** 1. the importance of arriving on time 2. how to dress for an interview 3. how to greet the interviewer 4. how to answer questions 5. what documents to bring 6. organising your documents *7. w*hich questions to ask the interviewe*r* 8. the importance of smiling

The words below belong to the same word family. How do you say these words in your language? *employment employer* • *employee interview interviewer interviewee*

**Interviewing**

> *Getting Started: V*o*cabulary (page 135)*

**1 Read the interview form. Then answer the questions below. )**

**INTERVIEW FORM**

Name: \_\_ *Carol*ine R*and*

Telephone: - *056837492* Address: 4*5 East Ne*w Union *Rd,* Bra*df*ord E-mail:\_ *C*rand@gne*t.u*k Education: secondary school university

7 vocational com*put*in*g* and in*fo*rma*ti*on *t*echn*ology, o*pera*t*in*g sy*s*t*ems engineering Skills: know*ledge* in Windo*w*s and Linux operating s*yst*ems*, HTML, C*++ Languages*: English (nativ*e*),* German *(int*ermedi*ate)* Work experience: *Compute*r *support tech*nician - 2 years Gran*t*s *Compa*ny *LTD.*

Assi*stant IT* administra*to*r - 6 mon*th*s Grants Co*mp*any *LTD.*

Interviewer:

Harry Brink

Date:

*10th* A*ugust* Suitability for position: hardw*ork*in*g, kn*o*wledgeable about subject, diligent, fast lea*rner

Yes

No

Schedule a second interview: ✓ Starting Salary: *£*18*,000*

1. In which city does Caroline live? 2. Did she study at university? 3. What computer languages does she know? 4. What languages does she speak? 5. How many intervie*w*s at the company has she had so far?

2 Harry Brink (A) i**s interviewing Caroline Rand (B) a second time. Listen to the dialogue and** fill in the

**missing words. )**

A: Hello, Caroline. It's nice to see you again. Please ?..... B: Thank you. I'm glad to be here. A: As I told you on the phone, we'd like to offer you the job, but I want to go over a few 2..*....* B: Sure. A: This job will require working at least three evenings a week. How do you feel about that? B: It's 3.... I can be flexible about my time. A: Good to know. Have you got any questions for me? B: I'd like to ask, what salary can I expect? A: Well, the starting salary is £18,000 per annum and you'll work a 40-hour week. There may be

overtime if we have serious technical problemis. B: That seems fair. What about holiday time? A: You get 22 days annual holiday leave and 10 days of paid sick leave. You also get 4... insurance and

retirement benefits. B: I'd like to ask you about opportunities for advancement. Do you send employees on courses? A: *We* expect our staff to keep up-to-date on changes in the field, so we encourage our staff to take

certain courses. B: It sounds like a perfect job for me. A: Good. So will you be able to start on 5.... at 9.00? B: Yes, that will be fine. I'm looking forward to it. Thank you, Mr Brink.

**3**

**Practise the dialogue in Exercise 2 with a partner. Pay attention to the sentences in colour.**

78

**Remember: Do all** activities in your notebook