

1

Vocabulary and Functional Language

1 Complete the sentences with the words below.

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

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

2 Circle the word that doesn't belong.

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

3 Circle the correct answer.

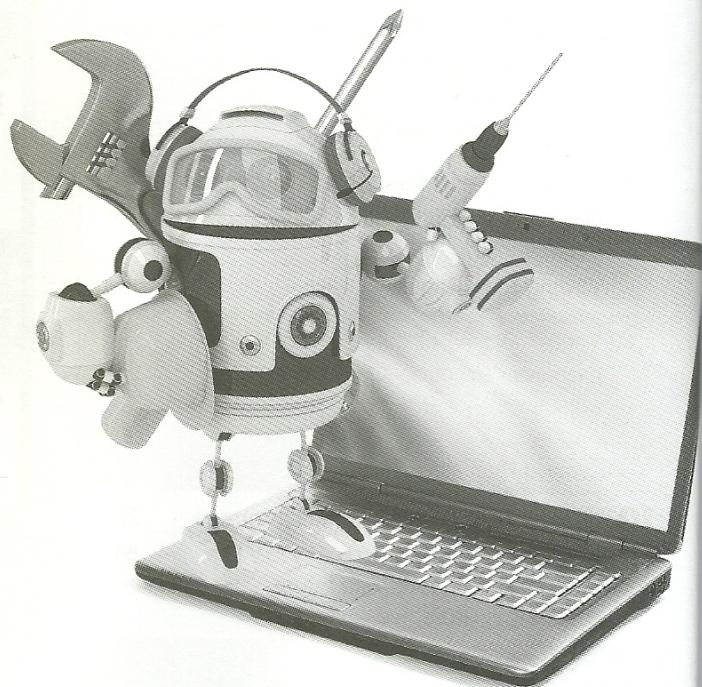
1. $8 + 11 = \dots$
 - ninety-one
 - nineteen
2. $22 + 45 = \dots$
 - sixty-seven
 - sixty-six
3. $100 - 55 = \dots$
 - fifty-five
 - forty-five
4. $19 + 8 = \dots$
 - twenty-seven
 - twenty-five
5. $29 + 71 = \dots$
 - ninety
 - one hundred
6. $65 - 33 = \dots$
 - forty-two
 - thirty-two

4 Write the numbers in words.

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

5 Circle the correct response.

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



6 Circle the correct answer.

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

**Say It!****Number the sentences in the correct order to create a dialogue.**

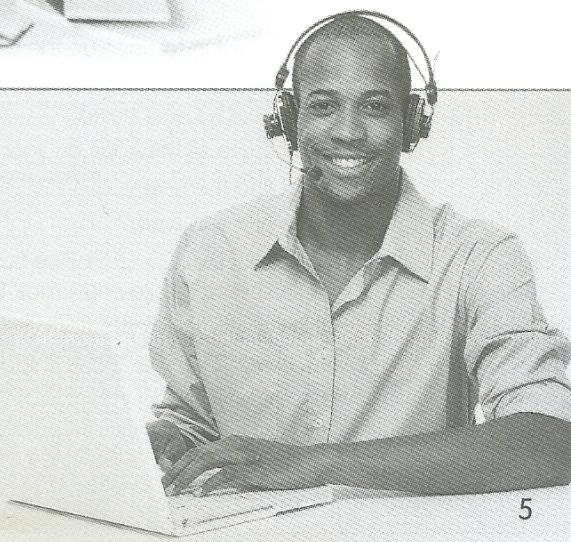
- a. I help people with their computer problems over the phone.
- b. You must be good at problem-solving.
- c. What does your job involve?
- d. What's your job, Joe?
- e. Hello, I'm Sara.
- f. I'm a helpdesk technician.
- g. Nice to meet you, Sara. I'm Joe.

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

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

B

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



1 Grammar Practice

to be

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

Uses

Watch Out!

they = people and things

1 Circle the answer that doesn't belong.

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

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

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

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

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

4 Complete the questions.

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

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

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

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

1.
 2.
 3.
 4.



have got

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

7 Circle the correct answer.

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

8 Write the sentences in Exercise 7 in the negative.

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

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

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

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

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

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

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

12 Circle the correct answer.

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