**REVISION (Final)**

**PART 1: LISTENING**

**Task 1: Listen to two speakers giving some tips for job interview and complete the summaries with ONLY ONE WORD.**

**Speaker 1:**

It is important to keep some of the following job interview tips in your mind. First of all, remember to **(1) \_\_\_dress\_\_\_\_** suitably for interview. Secondly, conduct some **(2) \_\_\_\_\_research\_\_\_\_** on the target company to show your interest in working there. Last but not least, be **(3) \_\_prepared\_\_\_\_** to tell them why you are the best person for the position.

**Speaker 2:** In order to have a successful job interview, firstly, you should show your confidence and interest in the job you are looking for. Always wear best suit and **(4) \_\_\_\_arrive\_\_\_\_\_** early. Next, share your experiences - sell yourself. Finally, it’s a good idea to have some great **(5) \_\_\_questions\_\_\_\_\_\_** at the end of the interview.

**Task 2:** **Listen to the man talking about how to install and update drivers in Windows XP and fill in the gaps with NO MORE THAN TWO WORDS.**

1. Normally, when you first plug in your device, it’ll install the \_\_necessary drivers\_\_\_\_\_\_.

2. The man has got some problems with his Laserjet printer so he needs to \_\_\_update\_\_\_\_\_ its drivers.

3. To manually install a driver, first, access the \_\_\_ website\_\_\_\_\_ of the manufacturer and download the latest one.

4. You can update your current driver by opening \_\_\_\_device manager\_\_\_\_ and choose ‘Update Driver’.

5. It’s a good idea to \_\_\_\_restart\_\_\_\_ your computer even if you are not prompted.

**Task 3: Listen to the conversation and answer each question with NO MORE THAN TWO WORDS and/or A NUMBER.**

1. What does the customer think happen to the headphones? Broken

2. What is the model number of the headphones? Xl909

3. What does the customer need to do with the phone before pairing? Reboot

4. How long should the customer press the button? 5 seconds

5. Which application does the customer have to launch? Settings

**PART 2: READING**

**Task 1: Read the following cover letter and answer the questions with NO MORE THAN THREE WORDS AND/OR A NUMBER.**

Dear Gertrude,

At present, I’m an IT technician assistant for a warehouse of about 300 factory workers, and I manage all levels of hardware, software, and network issues. Yesterday, I stumbled upon your call for a new IT technician at Cellubop Gershwin, and I immediately pictured myself there.

My over three years of experience focused mostly on issues with instruments on the factory floor (e.g., handheld computers, receiving tablets). However, I also ensured the managers and executives in the office-maintained hardware performance and network connectivity. I’m privileged to have accomplished some high achievements, including:

* Acquired ownership of onboarding classes for computer hardware and operation for all new recruits and I’ve held 20 such group classes since.
* Pushed for and spearheaded a factory-wide upgrade of operating systems, from OS 3.5 to OS 4.1, which increased performance by 5%.
* Appropriated task of replacing handheld computers for the receiving team, keeping total purchases $5,000 under budget while upgrading to gadgets which will last 5+ years.
* Assist personnel with installation, configuration and ongoing usability of system hardware and software
* Offer daily operations and systems support to personnel
* Verify functionality of hardware and software components
* Troubleshoot hardware and software issues in person, remotely and via phone
* Assist employees with computer problems and answer their questions
* Conduct daily network backup operations

I hope you get a sense of my dedication and effectiveness for the job with these few examples. I’d be quite eager to bring this same pride-of-work over to Cellubop Gershwin as the next IT technician.

If you would provide me the chance, I’d love to discuss further how I can best meet your company’s upcoming goals and information technology initiatives.

Sincerely,

Michael C. Reagan

1. How many employees are there in his current workplace? 300 factory workers

2. What job is he looking for at Cellubop Gershwin? a IT technician

3. How long has he worked with instruments on the factory floor? over three years

4. What operating system did he upgrade for the factory? Os 4.1

5. How much does it cost to replace handheld computers in 5 years? $5,000

**Task 2:** **Read the text about computer maintenance and complete the summary with NO MORE THAN THREE WORDS and/or A NUMBER**

**COMPUTER MAINTENANCE**

*Computer maintenance keeps your computer working in good shape and contributes to keeping computer troubles at bay. Typical computer maintenance tasks include:*

**Back Up Your Files**

One of the most stressful experiences for a computer user is data loss, which means that parts of a database can no longer be retrieved. Your best insurance policy is to create a backup of your files. You can burn a CD or DVD with your most critical files, copy your files to an external hard disk drive or use an online backup service. Whatever strategy you use, just make sure to create a backup copy of your files on a regular basis.

**Use Antivirus Software**

Antivirus software helps to protect a computer system from viruses and other harmful programs. As the first line of defense, antivirus software prevents viruses from getting into your computer system. Antivirus software scans your online activity to make sure you are not downloading infected files. Antivirus software also helps to detect and remove viruses from your computer system if you get infected. Running antivirus software and keeping it up to date is one of the most important things you can do as part of computer maintenance.

**Install Software Updates**

A software update provides minor software enhancements. This typically means that you have to download a file that installs these updates. Most updates are related to security issues and bug fixes. The effects of an update may not be immediately visible to you, but behind the scenes, the updates make your software run smoother. A software update is also called a patch because it's 'patching' the software. Updates apply to both operating systems and application software. Most software applications have built-in settings that check for the availability of updates. This is why you may get regular notices on your computer asking if you want to install updates.

**Use Disk Tools**

Disk tools include a range of different tools to manage hard disk drives and other storage devices. These are important because a hard disk drive failure can have disastrous consequences, including losing all your data. In addition, the speed at which data is transferred to and from a hard disk drive is often a limiting factor in the overall speed of a computer system. Keeping disks running securely and efficiently is an important part of overall computer maintenance. Some of the recommended disk tools you should use on a regular basis are disk cleaning and disk defragmentation. A disk cleaner removes any unnecessary files from your hard disk drive. Running a disk cleanup utility identifies the files you may no longer need and allows you to select the types of files you no longer want to keep. This will free up hard disk space. A disk defragmenter re-organizes file fragments on a hard disk drive to increase performance. Defragmentation should be done regularly as part of regular computer maintenance.

**Physical Cleaning**

After a certain amount of use, computers will need some cleaning, like any other piece of equipment. The keyboard, in particular, can collect dust, liquid, food and other particles. This may cause the keyboard to not work properly. Other elements of your computer system may also need cleaning once in a while, such as the mouse and the monitor.

A computer needs to be maintained in order to keep working properly. **(1)** \_\_\_\_\_\_\_\_\_ maintenance tasks are mentioned in the text as typical tips to keep your computer work in good shape. To prevent **(2)** \_\_\_\_\_\_\_\_\_, you should regularly back up your files by burning a CD or DVD, copying files to an external hard disk drive or using an online backup service. Antivirus software is a computer program used to stop viruses and **(3)** \_\_\_\_\_\_\_\_\_ from damaging your computer system. Running antivirus software and keeping it up to date are two of the most important things you can do to maintain your computer. Software updates provide minor software enhancements, typically in the form of addressing security problems and **(4)** \_\_\_\_\_\_\_\_\_. Disk tools include different tools to manage hard disk drives and other storage devices. A disk cleaner frees up disk space by deleting any **(5)** \_\_\_\_\_\_\_\_\_ from your hard disk drive while a disk defragmenter reorganizes file fragments on a hard disk drive to increase performance. Computer equipment also needs **(6)** \_\_\_\_\_\_\_\_\_, in particular the keyboard.

**PART 3: WRITING**

**Write a paragraph (120-140 words) about the rules and principles in a code of ethics in a technology company (list the rules/ principle, explain and give examples)**

**Suggested questions:**

1. What are the rules and principles in a code of ethics? Five

2. How can you explain those? Data lost

3. What are examples of those? Other harmful programs

4. How do the rules and principles influence your work? Bug fixes

5. Do you think they are important in your work?