

1

Working in the IT industry

- introduce yourself and others
- ask and answer personal questions
- talk about scheduled tasks
- use the alphabet and spell out words

Meeting people

Speaking 1 How do you greet people in your country? What do you say when you greet people in English?



Reading 2 Complete these dialogues with the words in the box.

all is meet name's Nice this
too you Welcome What's

- 1 Natasha: Hi, my (1) _____ Natasha.
Khalid: Pleased to (2) _____ you. I'm Khalid Ali.
Natasha: Pleased to meet you, (3) _____.
- 2 Philip: Good morning. (4) _____ your name?
Ahmed: I'm Ahmed. And (5) _____ are?
Philip: My name's Philip. (6) _____ to meet you.
- 3 Tim: Hi everybody, (7) _____ is Ingrid.
All: Hi!
Tim: Ingrid, this (8) _____ Ahmed, Linda, Mohammed and Mansoor.
Ingrid: Nice meeting you (9) _____.
Linda: Likewise.
Tim: (10) _____ to the team and good luck.

Listening 3  Listen and check your answers.

4 Listen again and repeat the dialogues.

Speaking 5 Work in small groups. Practise introductions. Follow the instructions below.

- 1 Introduce yourself.
- 2 Introduce a new team member.


Listening 6  Listen to this dialogue and choose the correct answers.

Kathryn: Karim, what do you do?
 Karim: I'm a (1) *website developer/network administrator*. Who do you work for?
 Kathryn: I work for CISCO. I'm a (2) *system analyst/website analyst* there. Where are you from, Karim?
 Karim: I'm from Kuwait. I work for Microsoft there. And where are you from, Kathryn?
 Kathryn: I'm from the (3) *UK/US* but now I live in Qatar. Do you know where Glenda's from?
 Karim: She's from the US.
 Kathryn: And what's her job?
 Karim: She works for (4) *IBM/Dell*. Her job is to set up new systems.

Language

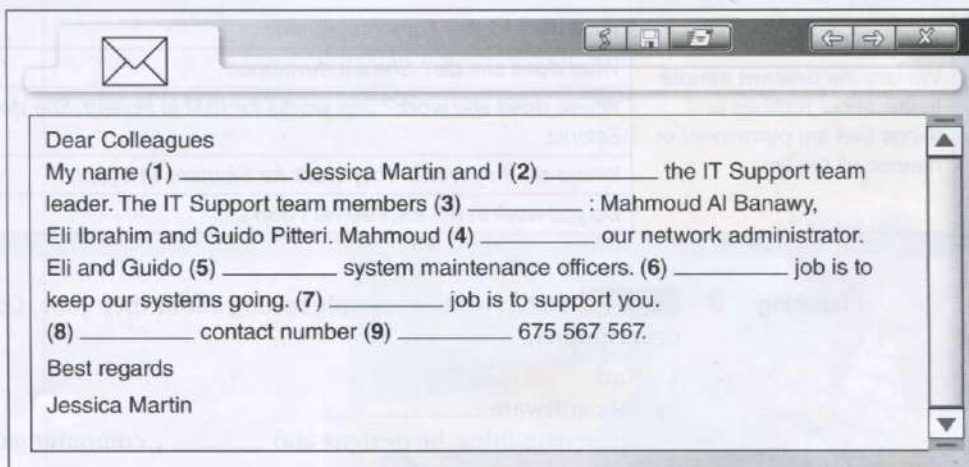
Present tense of be

We use be to say who somebody is or what something is.	<i>I'm Sam.</i>	<i>I am Sam.</i>
	<i>You're/We're/They're from the UK.</i>	<i>You/ We/They are from the UK.</i>
	<i>He's/She's a website developer.</i>	<i>He/She is a website developer.</i>
	<i>It's in the US.</i>	<i>It is in the US.</i>
We use be to ask personal questions.	<i>Where are you from?</i>	
	<i>What's his name/job?</i>	<i>What is his name/job?</i>

7  Listen and repeat these words.

I'm, You're, She's, He's, It's, We're, They're/Their

Reading 8 Complete this email with *am, is, are, their, our* or *my*.



Dear Colleagues
 My name (1) _____ Jessica Martin and I (2) _____ the IT Support team leader. The IT Support team members (3) _____ : Mahmoud Al Banawy, Eli Ibrahim and Guido Pitteri. Mahmoud (4) _____ our network administrator. Eli and Guido (5) _____ system maintenance officers. (6) _____ job is to keep our systems going. (7) _____ job is to support you. (8) _____ contact number (9) _____ 675 567 567.
 Best regards
 Jessica Martin

Writing 9 Write a reply to the email in 8. Introduce yourself and three people in your group.

Speaking 10 Work in pairs. Ask and answer questions about your jobs, companies and nationalities.

Example:

A: *Where are you from?*

B: *I'm from ...*

Jobs in IT

Speaking 1 Work in small groups. List the IT jobs you know.

Reading 2 Read this team introduction. Complete the descriptions 1–4 with the IT jobs in the box.

Hi! I'm Sylvia. I create usernames and passwords and I set firewalls. This is Isabelle. Her job is to plan and design the network. And this is Andrew. His job is to make sure all of the computers work properly. Finally, Mark and Latika. Their area is data processing. We all work for the university. Our offices are in building 8.



database analyst IT support officer network administrator
network architect

- 1 Sylvia is a _____.
- 2 Isabelle is a _____.
- 3 Andrew is an _____.
- 4 Mark and Latika are _____.

Language

Present simple

We use the **present simple** to talk about routines and things that are permanent or happen all the time.


What **do you do**? I'm a programmer.

What **does she do**? She's a developer.

Where **does she work**? She **works** for IBM in Poland. She **doesn't work** in Estonia.

Where **do they work**? They **work** for Siemens in Egypt.

Do you work in IT? Yes, I **do**/No I **don't**.

Listening 3  Listen to three people talking about their jobs. Complete these job descriptions.

- 1 Karl
Job: software _____
Responsibilities: he designs and _____ computer games.
- 2 Heba
Job: _____ analyst
Responsibilities: he _____ computer problems.
- 3 Wojtek
Job: database _____
Responsibilities: he analyses and _____ electronic data.

Speaking 4 Work in pairs. Ask and answer questions about Karl, Heba and Wojtek.

Example:

A: What does Karl do?

B: He's

Listening 5  **6** Listen and complete this dialogue.

Ahmed: Where (1) _____ you work, Betty?

Betty: I work for Dell in Dubai. What (2) _____ you?

Ahmed: I (3) _____ for HP in Budapest. What do you (4) _____, Milo?

Milo: I'm a (5) _____ developer. I work (6) _____ Microsoft in Prague.


Betty: Milo, do you (7) _____ Frida?

Milo: Yes, I do. What do you (8) _____ to know?

Betty: Where (9) _____ she work?

Milo: She works with (10) _____ in Prague. She designs websites for (11) _____.

Ahmed: I see. Right, let's go. The workshop starts in five minutes.

6  **7** Listen and repeat these questions.

- 1 Where do you work?
- 2 What about you?
- 3 What do you do?
- 4 What do you want to know?
- 5 Where does she work?

Writing 7 What is your dream job? Write a job description for the job of your choice.

Job:

Company to work for:


Responsibilities:



Speaking 8 Tell the rest of the group about your dream job. Use your notes to help you.

Example: My dream job is I design/solve/analyse

Schedules

Listening 1  **8** Listen to two people at an IT conference. Complete this dialogue.



Penelope: Hi, Don. (1) _____ are you?
 Don: I'm (2) _____ thanks, Penelope. And you?
 Penelope: I'm OK. Bit tired from the flight.
 Don: Right.
 Penelope: (3) _____ workshop (4) _____ you want to attend today, Don?
 Don: I want to go to the CISCO network security workshop.
 Penelope: Sounds interesting. What time does it start?
 Don: It (5) _____ at 9.15.
 Penelope: And (6) _____ does it finish?
 Don: It (7) _____ at 4.00 in the afternoon.
 Penelope: Well, I (8) _____ to attend the Microsoft Windows Applications workshop. It (9) _____ at 8.30 am and (10) _____ at 6.00 pm. But they have two breaks, at 10.30 and 12.45.
 Don: That's good.
 Penelope: Hope you enjoy your session.
 Don: You too. See you around.

Language


Schedules

We use *at* with clock times.

What time does it start/begin/finish/end?	<i>It starts at 9.15. (nine fifteen/quarter past nine)</i>
	<i>It begins at 8.30. (eight thirty/half past eight)</i>
	<i>It finishes at 4.00. (four o'clock)</i>
	<i>It ends at 5.05. (five oh five/five past five)</i>
When do you have a break?	<i>We have a break at 12.45. (twelve forty-five/a quarter to one)</i>

2  **9** Listen and repeat these times.

- | | |
|-------------|--------------|
| 1 7.05 | 5 4.35 |
| 2 6.45 | 6 2.15 |
| 3 8 o'clock | 7 12 o'clock |
| 4 10.45 | 8 9.50 |

3  10 Listen and repeat these sentences.

- 1 It finishes at 5.00.
- 2 It ends at 8.00.
- 3 It starts at 6.00.

Speaking 4 Work in pairs. Ask and answer questions about your daily schedule and breaks. Make notes.

Example:

A: What time/When do you start work?

B: I start at 8.00. What about you?

A: I begin at ...



5 Tell another pair about your partner's schedule.

Example: ... starts work at 8.00 and finishes at 4.00. She has a break at 12.00.

Reading 6 Complete these sentences with the words in the box.

at at in for from

I work in an office (1) _____ Dubai but I'm (2) _____ Canada. I work (3) _____ SAP there. I start work (4) _____ 8.15, have lunch in a café (5) _____ 1.30 and finish about 5.00.



Writing 7 Write three sentences about yourself and your daily schedule.

Spelling

Speaking 1 Work in small groups. List the IT acronyms you know.

HTML (HyperText Markup Language) HTML is a mark-up language used to describe the structure of a web page.

FTP (File Transfer Protocol) a standard network protocol used to copy a file from one host to another.

WLAN (Wireless Local Area Network) A type of local-area network that uses high-frequency radio waves to communicate between nodes.

Listening 2  11 Listen and complete this dialogue.

Andrei: Bob, can you (1) _____ me, please?

Bob: Sure.

Andrei: I don't understand this acronym. What does it (2) _____ for?

Bob: Let me see. 'W3'. I'm not sure. Maybe WWW, the World Wide Web.

Andrei: OK. What does P2P stand for?

Bob: (3) _____ stands for person-to-person.

Andrei: OK. What does IP (4) _____?


Bob: It means Internet Protocol.

Andrei: How do you (5) _____ 'Protocol'?

Bob: p - r - o - t - o - c - o - l.

Andrei: Thanks.

Bob: You're welcome.

3  12 Listen to the letters and repeat them.

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

Z /zed/ in British English and /zee/ in American English.

Speaking 4 Work in pairs. Make a list of acronyms. Ask and answer questions.

Example:

A: What does HTML stand for/mean?

B: It stands for/means ...



Business matters

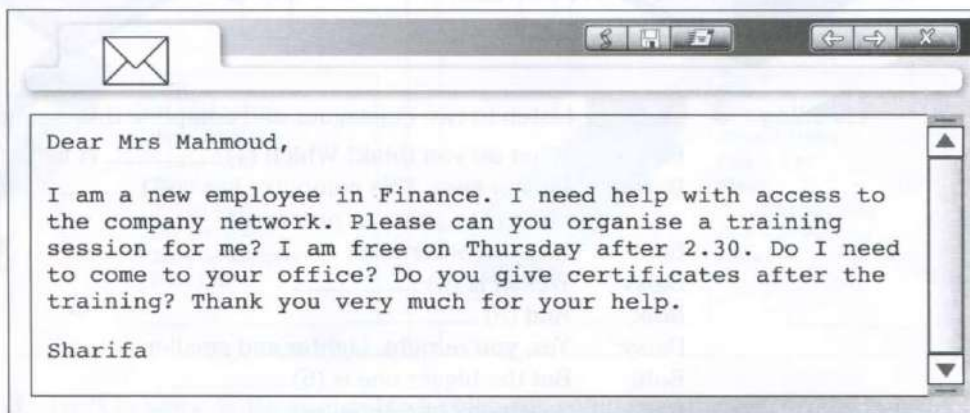
- Writing** 1 You are at a training workshop. The trainer asks all the trainees to complete the form and introduce themselves. Complete this form about yourself.

Participant Information	
Name: _____	Date: _____
DOB: _____	Place of residence: _____
Contact: Phone _____	Email _____
Interests: _____ _____	
IT job you want and why: _____ _____ _____ _____ _____	

- 2 Work in pairs. Swap your profiles and introduce your partner.
- 3 Write an email message to introduce yourself to the employees in the company using the profile below or your own information.

You are a new employee in a company. Your position is a network administrator. You are responsible for setting up firewalls, security levels, wireless connection, usernames and passwords.

- Speaking** 4 Work in pairs. Student A: you are the IT help desk coordinator, Mrs Mahmoud. Turn to page 68. Student B: you are Sharifa. Turn to page 78. Complete the task. Swap the roles.



The screenshot shows an email client window with a toolbar at the top containing icons for search, save, print, and navigation. The email content is as follows:

Dear Mrs Mahmoud,

I am a new employee in Finance. I need help with access to the company network. Please can you organise a training session for me? I am free on Thursday after 2.30. Do I need to come to your office? Do you give certificates after the training? Thank you very much for your help.

Sharifa