English for Information Technology

Vocational English Course Book









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		Function	Language	Vocabulary		
Section Section	E-commerce companies p.36	Explaining E-commerce types	Quantity many, a few,	Types of business		
Salan and Salan	E-commerce features p.38	Describing the features of an e-commerce website	Linking ideas I have a PC and laptop at home	Website features		
Section of the last	Transaction security p.40	Talking about security	Future (will + infinitive) Hackers won't be able to get into the network	Networks		
	Online transactions p.42	Describing the transaction process		Online transactions		
	Business matters p.43					
	Types of network p.44	Explaining networks	Giving reasons I'd recommend a Dell computer because it's cheaper.	Types of network system		
Spinor School St	Networking hardware p.46	Describing and fixing network hardware	Making suggestions Why don't you call the IT Help Desk?	Network hardware Problems with hardware		
	Talking about the past p.48	Using the past tense	Past Simple When did they launch the network? Time expressions yesterday	Networking sites		
	Network range and speed p.50	Talking about network capabilities		Network terminology Speeds and ranges		
	Business matters p.51					
1900 1000	Fault diagnosis p.52	Understanding faults	The present perfect Has (s)he switched off the computer?	Fault diagnosis: question and answers		
	Software repair p.54	Filling in service reports		Fault diagnosis questions Possible solutions		
	Hardware repair p.56	Using toolkits and making repairs	Explaining the use of something We use tweezers to hold small objects	Toolkits Computer hardware		
	Customer service p.58	Solving customer service problems		Phonecalls		
	Business matters p.59		(b) of Markovia Colleges			
	Security solutions p.60	Describing security solutions	Expressing possibility You may have a virus on the computer.	Types of security threats Security systems		
	Workstation health and safety p.62	Identifying a safe working environment	should/shouldn't	Office rules		
	Security procedures p.64	Explaining network and system security	Expressing prohibition You mustn't give your password to anyone.	Security procedures		
	Reporting incidents p.66	Reporting a security incident		Reporting process		
	Annual Control of the	7 January Day manustrain as				

Partner files: Student B p.78

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.

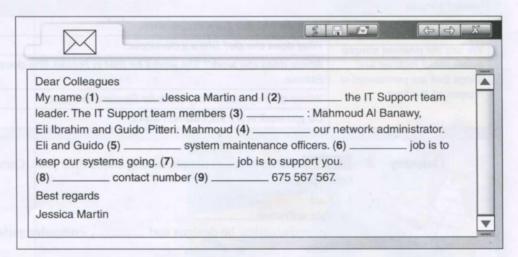
Language

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

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.



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

4 Work in pairs. Ask and answer questions about Karl, Heba and Woitek. Speaking Example: A: What does Karl do? B: He's Listen and complete this dialogue. Listening Ahmed: Where (1) ______ you work, Betty? I work for Dell in Dubai. What (2) ___ Betty: Ahmed: I(3) _____ for HP in Budapest. What do you (4) ___ I'm a (5) _____ developer. I work (6) ____ Microsoft in Prague. Milo: Milo, do you (7) _____ Frida? Betty: Milo: Yes, I do. What do you (8) __ Betty: Where (9) ______ she work? She works with (10) _____ in Prague. She designs websites for Milo: $(11)_{-}$ Ahmed: I see. Right, let's go. The workshop starts in five minutes. Listen and repeat these questions. 1 Where do you work? 2 What about you? 3 What do you do?

5 Where does she work?

Writing 7 What is your dream job? Wr

4 What do you want to know?

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



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 ...*.

- Listen and repeat these sentences.
 - 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.

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 _____ 1.30 and finish about 5.00.



Write three sentences about yourself and your daily schedule.

