Section 1: Vocabulary

1 Match words 1–9 to definitions a–i.

1	keyboard	a	a computer, mobile phone or other piece of equipment
2	mouse	b	the part inside a mobile phone, camera, etc. that power comes from
3	screen	c	something that you move with your hand to control a computer
4	email	d	a piece of equipment with buttons marked with letters or numbers
5	device	e	a type of message you can send from one computer to another
6	software	f	a kind of computer you can carry with you
7	laptop	g	a general word for pieces of computer equipment
8	hardware	h	programs on a computer
9	battery	i	the part of a computer that shows you information

Section 2: Language

1 Choose the correct answer, A, B, C or D.

Talal: Hi, Peter. I (1) _____ your email this morning, thanks. So, now you (2) _____ a problem with your computer?

Peter: Yes, it (3) _____ very slowly at the moment. Yesterday it (4) _____ OK – no problems at all.

Talal: OK. (5) _____ you switch it off and back on again? Often, that (6) _____ the problem.

Peter: OK. I (7) _____ that. What should I do if that (8) _____?

Talal: Just (9) _____ me a call. I'll come straight over.

Peter: OK, thanks very much.

1	A was getting	B were getting	C got	D get
2	A are having	B having	C had	D has
3	A was running	B is running	C ran	D runs
4	A was	B is	C was being	D is being
5	A Is	B Could	C Why	D Should
6	A are solving	B is solving	C solved	D solves
7	A try	B tried	C will try	D am trying
8	A didn't work	B doesn't work	C isn't working	D won't work
9	A gives	B giving	C gave	D give

LIVEWORKSHEETS

Section 3: Skills development

1 Match questions 1–8 to answers a–h.

1 What do you use your smartphone for?

2 Who do you work for?

3 What do you do?

4 What do you like best about your job?

5 What kind of computer do you have?

6 How's your job going?

7 What did you do today?

8 Do you enjoy your work?

a A laptop. I have to travel on business a lot, so I need a small, light one.

b Hmm ... well, playing games, mostly. I sometimes send messages to friends as well.

c I help people with computer problems. I work in a call centre.

d Let me think ... yes, I fixed five computers and then I fixed our internet connection. Pretty quiet, actually.

e Apple.

f The people! They're really nice to work with and I'm learning a lot about IT from them.

g Very well, thank you. I'm really enjoying it.

h Yes, very much, actually.

LIVEWORKSHEETS

Section 4: Reading

1 **Read these advertisements and answer the questions.**

1

Timura Digital at your service!

Do you have a problem with your computer? Do you need to install new software? Do you need to upgrade but don't know where to start? Then give us a call!

Our technicians have many years' experience of working with computers. They will visit your home and get your computer working again very quickly. If you still have problems, we will give you your money back! We are different from the big companies: we provide a very friendly, local service!

2

Westpoint Computer Services Ltd

WCL Ltd is a medium-sized software company based in Manchester, UK. Our customers are other companies from around the world in all major industries. We write software especially for each company's requirements. We are growing quickly and we need more software developers to help us.

Are you good at writing computer programs? Do you have a diploma in software development? Then come and work for us. We offer a fun and friendly workplace and good opportunities to improve your skills.

1 Which advertisement is for people who don't know a lot about IT?

_____

2 What kind of advertisement is the other one?

_____

3 Which company is bigger?

_____

4 Which advertisement says the company is doing well?

_____

5 Which company is best for repairing computers?

_____

6 What are two things that Timura Digital can do for you?

_____

7 How should you contact Timura?

_____

8 What are two good points about working at Westpoint?

_____

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