

Unit 10

Lead In

What is your opinion about these companies? (Which is better)

	Price	Quality	Speed	Camera	Battery
iPhone					
Samsung					

Reading

Business Services

Business services are activities that help companies work more efficiently without providing physical products. They support businesses in areas such as marketing, technology, safety, and employee well-being. Many companies use these services to save time, reduce costs, and improve productivity.

Here are 14 common types of business services:

1. Software Services

These services improve software features and security on computers, phones, and other devices.

2. Training Services

Training companies help employees develop technical skills, communication skills, and other abilities through courses and workshops.

3. Marketing Services

Marketing professionals help companies promote their products, services, and brands through advertising campaigns.

4. Health and Wellness Services

These services support employees' physical and mental health through medical care, therapy, and health advice.

5. Security Services

Security professionals protect employees, visitors, and company property during events and daily operations.

6. Travel Services

These services arrange transportation, accommodation, and other travel needs for employees on business trips.

7. Research Services

Research companies collect and analyze information to help businesses make better decisions and achieve their goals.

8. Design Services

Designers create websites, logos, advertisements, and other materials to help companies attract customers.

9. Delivery Services

Delivery companies transport supplies and other necessary items to businesses, saving employees time and effort.

10. Childcare Services

Some companies provide childcare facilities to help employees balance their work and family responsibilities.

11. Maintenance Services

Maintenance professionals repair equipment and appliances to keep company buildings and facilities in good condition.

12. Tech Support Services

Technical support workers solve problems with computers, networks, and other technology to help employees work efficiently.

13. Translation Services

Translators and interpreters help people communicate across different languages during meetings and business activities.

14. Parking Services

Parking attendants, also called valets, park cars for visitors and help manage parking spaces efficiently.

Choose the correct answer.

1. What is the main purpose of business services?.....

- | | |
|--|---------------------------------------|
| A. To manufacture physical products | B. To help companies work efficiently |
| C. To increase employee working hours. | D. To replace all company employees |

2. Which service helps employees develop new skills?.....

- | | | | |
|----------------------|---------------------|-----------------------|----------------------|
| A. Delivery services | B. Parking services | C. Training services. | D. Security services |
|----------------------|---------------------|-----------------------|----------------------|

3. Which service helps a company promote its brand?.....

- | | |
|-----------------------|-------------------------|
| A. Marketing services | B. Maintenance services |
| C. Childcare services | D. Travel services |

4. What do research services help companies do?

- | | |
|---------------------------|----------------------------|
| A. Park visitors' cars | B. Repair broken equipment |
| C. Arrange business trips | D. Make better decisions |

5. Which service helps employees balance work and family life?

- A. Software services
C. Design services
- B. Childcare services
D. Translation services

6. Who helps solve computer and network problems?

- A. Marketing professionals
C. Technical support workers
- B. Parking attendants
D. Translators

7. What is the role of delivery services?

- A. To transport necessary supplies
C. To train employees
- B. To design company websites
D. To protect company buildings

Write **True** or **False** for each statement.

1. Business services provide only physical products.
 2. Software services can improve the security of digital devices.
 3. Security services help protect employees and visitors.
 4. Travel services can arrange accommodation for business trips.
 5. Design services are responsible for repairing broken equipment.
 6. Translation services help people overcome language barriers.
 7. Maintenance services help keep company facilities in good condition.
 8. Parking services can help manage parking spaces efficiently.
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10.3 Vocabulary: Job Career

Noun and adjective forms

Noun	Adjective	Arabic		Noun	Adjective	Arabic
Anger	Angry			Luck	Lucky	
Beauty	Beautiful			Nature	Natural	
Craziness	Crazy			Pain	Painful	
Danger	Dangerous			Question	Questionable	
Ease	Easy			Strength	Strong	
Happiness	Happy			Truth	True	
Intelligence	Intelligent			Ugliness	Ugly	
Kindness	Kind			Warmth	Warm	

Choose the correct answer

- 1- There's no need to get (anger / angry) with me.
- 2- 'There is a (danger / dangerous) of him losing his job.
- 3- He completed the exam with (ease / easy).
- 4- I put the (happiness / happy) of my family above all other things.

5- She's the most (intelligence / intelligent) person I have ever met.

6- To have (luck / lucky) is important when you gamble.

7- It was nice to see the animals in their (nature / natural) environment.

8- I have a (pain / painful) in my shoulder.

9- Not everything you read in the newspaper is

Grammar:

Adverb

An adverb is a word that is used to change, modify or qualify several types of words including an **adjective**, a **verb**, a **clause**, another **adverb**, or any other type of word or phrase.

Adverbs normally help paint a fuller picture by describing how something happens, such as

- o When? She **always** arrives early.
- o How? He drives **carefully**.
- o Where? They go **everywhere** together.
- o In what way? She eats **slowly**.

- Adverbs are usually formed by adding **-ly** to the end of an adjective (e.g., "quick" becomes "quickly"),

although there are also other adverbs that don't have this ending.

- Adverbs can always be used to modify verbs. Notice that the second of these two sentences is much more interesting simply because it contains an adverb:
 - The dog ran.

(You can picture a dog running, but you don't really know much more about the scene.)

- The dog ran **excitedly**.

(You can picture a dog running, wagging its tail, panting happily, and looking glad to see its owner. You can paint a much more interesting picture in your head when you know how or why the dog is running.)

- An adverb can be used to modify an adjective. For example:

- My math teacher is **incredibly** *patient*. (Patient = adjective)
- This movie is **more** interesting than the first one. (interesting = adjective)

Types of Adverbs

Adverbs of Manner

Describes how an action is performed or how something happens.

She passed the exam **easily**.

They walk **quickly** to catch the train.

Julia dances **well**.

Adverbs of place

Help explain **where** an action happens. New York is located **north of Philadelphia**.
First, I looked **here**, and then I looked there, but I can't find them **anywhere**.

Adverbs of degree

Are used to qualify verbs, adjectives, or adverbs by expressing extent or degree.
I am very **happy**.

Adverbs of Frequency

Are used to express time or how often something occurs.
I can **normally** make the shot. I will **always** love you.

Adverbs of Time

Describe when something happens.
I have to go **now**. We first met Julie **last year**.

Adverbs of purpose

-help to describe why something happened. (also called adverbs of reason)
I was sick, **thus** didn't go to work today.
I started jogging so **that** I wouldn't be late.
Because I was late, I jogged a little faster.

Complete by using the correct word then identify the type of adverb in each sentence:

1. The driver stopped the bus _____. **Adverb type:**
 2. During autumn, colorful leaves can be seen falling _____. **Adverb type:**
 3. My grandmother always smiled _____. **Adverb type:**
 4. After the party, confetti was strewn _____. **Adverb type:**
 5. It's time to go _____. **Adverb type:**
-

Complete by using the correct word:

(Too - very - anywhere - instantly - soon - rarely - extremely - seriously - sometimes - weekly)

1. The weather here is hot.
2. I am sorry for being late.
3. You will receive an email then your account will be activated.
4. The newspaper is published

5. Can you please finish it so that I can use the table.
 6. She goes to sports club.
 7. Peter did not go
 8. , I go to the zoo.
 9. This seems much for me.
 10. The teacher asked her students to answer the questions as it is the last chance for them.
-

Listening:

Listen and decide whether the sentences are true or false:

1. The internet helps people communicate with family members who live abroad.
2. Spending too much time online can make it difficult to concentrate.
3. People should share their passwords with strangers.
4. The speaker thinks we should balance internet use with other activities.

Choose the correct answer.

1. What is one advantage of the internet?

- a) It makes studying impossible. b) It helps us find information quickly.
- c) It stops people from communicating.

2. How can students use the internet?

- a) To take online courses. b) To avoid learning new things.
- c) To spend all day playing games.

3. What can happen when people spend too much time online?

- a) They always sleep better. b) They exercise more.
- c) They may have less time for their families.

4. Why should people be careful online?

- a) All websites are dangerous. b) Some information may be false.
- c) The internet cannot help students.

Agreement Disagreement Giving opinion

Stating an opinion	Asking for an opinion
• In my opinion... • The way I see it... • If you want my honest opinion.... • According to (name)... • As far as I'm concerned... • If you ask me...	• What's your idea? • What are your thoughts on all of this? • How do you feel about that? • Do you have anything to say about this? • What do you think? • Do you agree?
Expressing agreement	Expressing disagreement
• I agree with you 100 percent. • That's so true. • You're absolutely right. • That's exactly how I feel. • I have to side with (Dad) on this one. • No doubt about it. • You have a point there.	• I don't think so. • No way. • I'm afraid I disagree. • I totally disagree. • I'd say the exact opposite. • Not necessarily. • That's not always true. • That's not always the case. • No, I'm not so sure about that.

Writing:**How to reply to an email**

- 1- Read your recipient's email.
- 2- Begin with an email greeting.

Example:

Dear Hello Greetings To whom it may concern

- 3- Write your introduction.
- 4- Answer any previous questions.
- 5- Select a sign-off.

Example:

Thanks! Sincerely, Best, Regards, Let's catch up soon!

- 6- Proofread your email.

Response email**Accepting an application**

Subject: Re: job candidates

Hello Faisal,

Thank you for applying for the copywriter position at Lawa company. Your resume really impressed us.

After reviewing your application, we feel you would make an excellent addition to our marketing department. Are you free sometime this week to discuss this position further?

Please let me know if this is something that interests you and if you have any questions. Thanks again for applying to Lawa company.

Take care!

Rayan Omar
Hiring manager

Phonics, Pronunciation or Stress**"Wh" sound**

The Different Pronunciations of "WH"

- 1. "wh" may be pronounced exactly like the /w/ sound.
- 2. The /w/ sound has dropped out.

Wh /w/	Wh /h/
which	who
white	whole
whale	who
whether	whose
what	
where	

How do we say "Wh" in each word (/w/ or /h/):

- | | | | |
|------------|-------------|---------------|-------------|
| 1- Where → | 2- What → | 3- When → | 4- who → |
| 5- Whose → | 6- which → | 7- white → | 8- why → |
| 9- Wheet → | 10- Whole → | 11- Whisper → | 12- whale → |