

English 103
T5: Office Communication

Name:

Section:

Academic number:

Reading:**Read the text , then answer the questions below:**

There is no debate about it: Technology has changed our everyday lives beyond recognition. What was impossible or took a very long time 20 years ago is now available at a tap of your finger. Smaller and smaller devices are able to perform more and more complicated tasks faster and faster. If we need information or look for entertainment, we reach for our tablets and smartphones – not the remote control. We can order anything on the phone or the internet.

But as much as our personal lives have changed, the business world has gone through a revolution which altered everything almost beyond recognition in the past few decades. By technology, we mean the advances in communication and information technology. It has changed the face and the pace of business.

Storing important information in files on a computer rather than in drawers, for instance, has made information easily accessible. Using e-mail allows businesses to communicate and send these files quickly to remote locations outside of an office.

Many argue technology has blurred the line between professional and private lives. Wireless Internet, cell phones and BlackBerries have made it easy to work from home – or for that matter, from the beach.

Businesses have been at the forefront of technology for ages. The reason is simple: if you can speed up production, you will do more business. It all started with the emergence of computers. They promised new ways of making money and improve production but it also meant that businesses needed to adapt and change the way they organised their business.

The greatest change in the last 5-6 years is how handheld devices like BlackBerries and iPhones have become wildly popular for businesses because they let users check and send email and browse the Internet from anywhere.

Small businesses, too, have become easier to start up using the Internet. If you're a stay-at-home mom who makes a killer batch of cookies, you can easily sell them over the Internet and ship them to your customers.

But, it's not always as simple as it sounds. Any business conducted online must consider security, privacy or even copyright issues.

One of the biggest ways the Internet has changed business is through targeted advertising. Using Google, companies can specify the keywords that will drive certain customers to their ad.

There is even more to this fascinating topic, there are many interesting up-to- date articles about these changes on the Internet. Go ahead and find some more.

Answer true or false to the following statements.

1. Because of technology, we can now do things much faster than before.
2. According to the text, the best source of entertainment is still the TV using the remote control.
3. Some people think that technology has given people more privacy.

4. According to the text, the most recent, most popular way to use technology at work is through handheld smartphones like iPhones and Blackberries.
5. Technology was only useful for big businesses.
6. The problem with using the internet for business is that it gets disconnected a lot.

Choose the best answer to complete these statements. More than one answer can be correct.

1. The best title for this text is:

- a. Technology and Business. b. Technology Today. c. The Effects of Technology.

2. According to the text, technology has changed:

- a. The way businesses look. b. How fast business work. c. Both of the above.

3. According to the text, files used to be saved:

- a. On floppy disks. b. On memory cards. c. In drawers.

4. The article uses _____ as an example of selling your products and running your business online:

- a. students assembling and selling laptops. b. young designers selling their clothes.
c. housewives selling homemade cookies.

5. Targeted advertising is :

- a. Google seeing what you search, then advertising according to what you look for.
b. advertising for young children through websites for children.
c. only advertising according to age.

Choose the best answer to complete the sentences about the text.

1. In the beginning of the text, the writer compares between today and _____

- a. twenty years ago. b. thirty years ago. c. twelve years ago.

2. In the text, the writer mentions these two devices:

- a. Galaxy notes and iPhones. b. Androids and iPhones. c. iPhones and Blackberries.

3. According to the text, the technology revolution started with:

- a. laptops. b. computers. c. fax machines.

4. According to the text, you can always work, even from home or the beach, because:

- a. you can be connected to the internet and have email access at any time.
b. these days, there are no working hours anymore.
c. tablets are so light and can be taken anywhere.

Vocabulary:

Read and complete by choosing the best definition for each word.

1. A device with a small screen that you can carry around with you everywhere to use applications, for example, an iPad

- a. tablet b. smartphone c. laptop

2. A big change, usually for an industry, for example in technology

- a. revolution b. redesign c. remodel
- 3. Something that has been changed, is something that has been**
- a. broken b. altered c. fixed
- 4. 10 years are a**
- a. century b. month c. decade
- 5. When something is easy to find and reach, it is...**
- a. accessible b. useful c. there
- 6. Keeping files and documents in a safe place for a long time, for future use, is**
- a. reserving b. storing c. recording
- 7. When only you can see and use certain files and documents, you have**
- a. security b. privacy c. anti-virus
- 8. To create a business is to**
- a. start up a business b. have a business c. own a business

Choose the correct part of speech for the vocabulary.

1. tablet :

- a. noun b. verb c. adjective

2. privacy:

- a. verb b. noun c. adverb

3. accessible:

- a. pronoun b. noun c. adjective

4. decade:

- a. verb b. noun c. adverb

5. revolution:

- a. adjective b. adverb c. noun

Choose the correct spelling of the word.

1. a. privacy b. pryvacy c. perivacy
2. a. accessible b. acessible c. accessable
3. a. tabelet. b. tablet c. tablett
4. a. revolution b. revoulution c. rivoltion
5. a. dekade b. decade c. decad
6. a. altered b. altired c. alterede

From the vocabulary words we have practised, write a suitable word to complete these sentences. Do not use capital letters to write your answers.

Tablet privacy decade start up accessible

1. When you get an e-mail account, you have complete _____, no one can see your email but you.

2. It's good to save your important files on a memory stick and keep it with you, that way you can easily get it, it is _____.
3. I can't believe I've worked here for 9 years and 5 months, it's going to be a _____ soon.
4. A _____ is so light and easy to use, even by children!
5. I'm going to _____ a business, I'm going to design mobile and tablet covers and sell them.

Translate the following words into Arabic:

No.	Word	Translation	No.	Word	Translation
1	Tablet		7	Storing	
2	Revolution		8	Privacy	
3	Altered		9	Start up business	
4	Decade		10	Calculations	
5	Accessible		11	Research	
6	refurbishment		12		

Grammar:

When we want to report what someone else said, we use reported or indirect speech. For example:

"I use my mobile phone all the time."

When you are using reported speech you would say this:

She said she used her mobile all the time.

When we want to form reported or indirect speech, *we always take one step back to the past.*

For example:

I use my mobile phone all the time."

When we want to form reported or indirect speech we say:

She said she used her mobile all the time.

The changes required in pronouns, possessive adjectives and demonstratives are as follows:

I	he/she
you	he/she/they/him/her
we	they
my	his/her
me	him/her
our	their
your	his/her/their
us	them
myself	himself/herself
ourselves	themselves

Decide if these sentences are direct or indirect/reported.

1. She said she was going to call her friend today.

a. direct

b. indirect

- | | | |
|---|-----------|-------------|
| 2. Technology has started a revolution in the business world. | a. direct | b. indirect |
| 3. The director said he had been on vacation. | a. direct | b. indirect |
| 4. They all bought smartphones. | a. direct | b. indirect |

Change these sentences from direct to indirect speech.

Start your sentences with He/She said. Remember to use a full stop at the end of each sentence.

1. Ali: "The manager has already travelled."

.....

2. Rania: "I've been using my mobile phone for work for over 10 years."

.....

3. Omar: "I left my iPad at the office."

.....

4. Tala: "I'm sending her an email about the new printer."

.....

5. Nader: "I don't have an email address with the company yet."

.....

6. Roqaya: "I haven't seen her in over 5 months."

.....

Change these sentences from indirect to direct speech and use the correct punctuation.

Example:

Omar said he hadn't seen the file yet. Answer: Omar: I haven't seen the file yet.

1. Zeina told me she hadn't finished working on it yet. Answer:

.....

2. Abdullah said he was working in the new office. Answer:

.....

3. Yasser said he had left work because he was tired. Answer:

.....

4. Ameena told me she has bought a new tablet. Answer:

.....

5. Samia said she lived in Riyadh. Answer:

.....

6. Abeer said she didn't know Razan. Answer:

.....

Listening:

Listen to activity 15 again. Read the statements and choose the correct answer.

1. The pictures of the office he saw were? :

- a. in an email. b. in a magazine. c. from a friend who visited.

2. Google offices look like?:

- a. a children's playground. b. a university. c. an old company.

3. Which offices looked grey and boring?

- a. Google offices in London. b. the company he works in now.
c. offices he found in a magazines.

4. Why did he want to refurbish the office?:

- a. because he had some free time. b. because his boss told him to do so.
c. because he believed that giving people a nice place to work, helped them work better.

5. He thought the assignment of working on the office was? :

- a. boring. b. confusing. c. exciting.

6. The result of the speaker's action is? :

- a. positive. b. negative. c. we don't know the end.

Listen and choose. True or False:

1. When he asked his boss to be in charge of the next refurbishment, his boss was surprised.
2. He needed more than a week to do some research on the refurbishment.
3. He told his boss he needed a lot of changes to make the office better.
4. The refurbishment was going to include new paint, new furniture and some decoration.
5. In the end, his boss gave him a bonus and appointed him as office manager.

Vocabulary:

Match the vocabulary words with the correct definition.

1. Being in charge of something means?

- a. being responsible and handling everything related to it. b. paying for something.
c. having to put something in the charger.

2. Calculations are?

- a. adding, multiplying and subtracting numbers to get the cost of something.
b. machines you use for math redesign. c. a kind of office.

3. Research is?

- a. Google. b. when you search for something and can't find it.
c. searching in different books, websites and asking people for information to find something (you do this for study and planning).

4. The refurbishment of an office or house means?

- a. breaking it down and building it again. c. buying new items.
b. re-decorating it by repainting or buying new furniture etc.

Choose the correct spelling of the word.

- | | | |
|---------------------|------------------|------------------|
| 1. a. refurbishment | b. referbushment | c. refurbuchment |
| 2. a. insharge of | b. in charge of | c. incharje of |
| 3. a. calculations | b. Kalkulations | c. culculations |
| 4. a. rlsearchf | b. research | c. researshb. |

Choose the correct word to complete the sentences.

1. I have to write an essay for my university course today, I have to get a lot of information, I need to do some _____.

- a. search b. research

2. When the manager travels, he leaves his assistant _____ the top clients.

- a. in charge of b. responsible for

3. I don't know if I can buy a new car, as I need to do some _____ and see my how much it costs.

- a. math b. calculations

4. During the _____ of our office, we had to move our desks.

- a. renting b. refurbishment