

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.

Verb to be

Affirmative	Negative long form/ short form	Questions	Yes/no questions
I am a programmer	I am NOT a Programmer	What type of Programmer? I am a Games Programmer	Are you a programmer? Yes, I am. No, I am not.
You are a web developer	You are NOT a web developer/You aren't a web developer	What is a web developer? Web developers create and maintain websites . They are also responsible for the site's technical aspects	Are you a web developer? Yes, I am No. I'm not. I am a programmer.
She is a network assistant	She is NOT a network assistant/ She isn't a network assistant.	Where is the network assistant? She is at her office.	Is she a network assistant? Yes, she is No, she isn't
He is help desk technician	He is NOT help desk technician/ He isn't a help desk technician.	When is he help desk technician? He starts working at 2 pm	Is he a help desk technician? Yes, he is No, he isn't
We are IT workers	We are NOT IT workers/ We aren't IT workers	How many are IT workers? We are only two in my neighborhood	Are you IT workers? Yes, we are No, we aren't
They are network administrators	They are NOT network administrators/ They aren't network administrators	Who are the network administrators? They are the network administrators	Are they network administrators? Yes, they are No, they aren't.

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

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.

Affirmative	Negative	Interrogative
I live	I don't live	Do I live?
You live	You don't live	Do you live?
He lives	He doesn't live	Does he live?
She lives	She doesn't live	Does she live?
it lives	It doesn't live	Does it live?
We live	We don't live	Do we live?
You live	You don't live	Do you live?
They live	They don't live	Do they live?

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.

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 B.



database analyst
network architect

IT support officer

network administrator

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

4 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.

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 **2** 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.