

Discuss:

- What's a database?
- Why do companies need a database?
- What sort of information do they keep?
- Do you use a database? Is the system easy to use?

Task 1. Match words to their definitions:

To be familiar with	A disadvantage
To be similar to	An advantage
A reference	to know something / somebody
A drop-down menu	to be alike something / somebody
obviously	a list of choices on a computer screen that you can see by clicking on the top of the list with your computer mouse
A drawback / a downside	a remark
A benefit	clearly

Task 2. What sort of customer information a hotel would keep on a database? Share your ideas.

18▷ A hotel chain has a new customer database for all its hotels. It is being presented to the hotel manager and her staff for the first time. Listen and answer questions 1–4.

1 What was one of the disadvantages with the old database?
2 When can they use the new database?
3 How is it similar to the old database?
4 What is new about it?
5 What does the hotel manager suggest is a problem with the new system?

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Task 3.

18▷ Match 1–8 below to a–h to make pairs of phrases. Then listen again and check your answers.

1 The good news is …, _____
2 It might seem a bit difficult to use at first …, _____
3 It looks very similar to …, _____
4 As soon as you …, _____
5 In other words, as well as (*-ing*) …, _____
6 The more …, _____
7 On the one hand …, _____
8 One downside is …, _____

a but what's different is …
b it also …
c but the bad news is …
d but on the other hand …
e but in fact it's very simple.
f the (better) …
g but on the plus side …
h it starts to …

Task 4.

Put the phrases in 3 into these categories.

a Comparing and contrasting: _____
b Describing what something does or how it works: _____

Task 5.

Work with a partner.
Student A reads the first phrase.
Student B responds with the second phrase by memory.
Swap the roles and do it again.

QUIZLET: https://quizlet.com/609946622/explaining-how-something-works-br-interm-flash-cards/

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Task 6. PRACTICE:

2 Complete the sentences with the pairs of words from the list.

as well as + also	more + better	one + other
~~good + bad~~	whereas before + now	
similar + different	difficult + simple	
downside + plus side	benefit + drawback	

1 The *good* news is he's changing jobs, but the *bad* news is he'll be your new line manager.
2 The body looks very _____ to the old model, but what's _____ is the engine.
3 One _____ is that the merger will expand the company, although a _____ might be that we lose our character.
4 _____ improving service to the external customer, the new network will _____ help our staff.
5 One _____ is that this machine needs two people, but on the _____ it's safer.
6 _____ we wrote it by hand, we _____ ask customers to type in their details.
7 On the _____ hand he's slow, but on the _____ hand he never makes a mistake.
8 It might seem a bit _____ to use at first but in fact it's very _____.
9 The _____ people get to know it, the _____ it will work.

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TASK 7. Imagine your company has some new software for storing customer information. Make sentences using these prompts and phrases:

Example: *The good news is we have new software, but the bad news is we need six months' training.*

1 new software + need six months' training
2 press this button + look for the customer's name
3 the old system + the quantity of information it can store
4 storing basic information + finds more information
5 information you get + easier it is to target customers
6 the system is more complicated + it is faster

PHRASES to use:

1 The good news is …, ____
2 It might seem a bit difficult to use at first …, ____
3 It looks very similar to …, ____
4 As soon as you …, ____
5 In other words, as well as (*-ing*) …, ____
6 The more …, ____
7 On the one hand …, ____
8 One downside is …, ____

a but what's different is …
b it also …
c but the bad news is …
d but on the other hand …
e but in fact it's very simple.
f the (better) …
g but on the plus side …
h it starts to …

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TASK 8. Choose a pair of online and offline services from the list below. Write down 2 benefits and 2 drawbacks of each of them. Compare the services, use key expressions

- Online travel booking / offline travel booking
- Online banking / going to the bank
- Online education / offline education
- Online shopping / offline shopping
- Online technical support / on-site maintenance

1 The good news is …, ____	**a** but what's different is …
2 It might seem a bit difficult to use at first …, ____	**b** it also …
3 It looks very similar to …, ____	**c** but the bad news is …
4 As soon as you …, ____	**d** but on the other hand …
5 In other words, as well as (*-ing*) …, ____	**e** but in fact it's very simple.
6 The more …, ____	**f** the (better) …
7 On the one hand …, ____	**g** but on the plus side …
8 One downside is …, ____	**h** it starts to …

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TASK 9

Business communication skills

1 Complete the conversation with these phrases.

~~Will it let me ...?~~
What happens when ...
Let me explain how it works.
You can see what happens when you ...
What happens is ...
One other useful feature is that ...
The main thing to note is ...

A So, this is the new photocopier. It should be better.

B [1] *Will it let me* copy on both sides of the paper?

A Yes, of course. [2]_____.
[3]_____ that you have to choose the double-sided option first.
[4]_____ the copier copies on both sides and the sheets come out here.

B I see. What else can it do?

A [5]_____ the photocopier can staple pages together if you want it to.

B Really? [6]_____
I select the double-sided and the staple option together?

A Well, basically the double-sided pages come out first, and then the copier staples them together. [7]_____
_____ try it yourself.

Task 10.
Take a Quiz on Edmodo. https://new.edmodo.com/post/822252832

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