

МІНІСТЕРСТВО ОСВІТИ І НАУКИ УКРАЇНИ
ПОЛТАВСЬКА ДЕРЖАВНА АГРАРНА
АКАДЕМІЯ

**Кафедра гуманітарних
і соціальних дисциплін**

**Методичні рекомендації для практичних занять з
дисципліни «Іноземна мова (за професійним
спрямуванням)» для здобувачів вищої освіти денної та
заочної форми навчання ступеня вищої
освіти «Бакалавр» спеціальності
126 «Інформаційні системи і технології»**

ПОЛТАВА 2020

Методичні рекомендації для практичних занять з дисципліни «Іноземна мова (за професійним спрямуванням)» підготувала: кандидат економічних наук, доцент Красота О. Г.

Методичні рекомендації підготовлені відповідно до освітньо-професійної програми «Управляючі інформаційні системи».

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PART 1. WHAT IS INFORMATION TECHNOLOGIES?

UNIT 1. INFORMATION TECHNOLOGIES

Get ready!

1. Before you read the passage, talk about these questions.

1. What is Information Technology?
2. What do Information Technology professionals do?

Reading

2. Read the statement from the DataPro Inc. CEO. Then, mark the following statements as true (T) or false (F).

1. _____ The IT Department is increasing.
2. _____ Data Processing employees now encode data.
3. _____ Supervisors know the employees' new assignments.

IT Department Restructuring

DataPro Inc. is growing, and so our workload is increasing. But our IT department is not dealing with this increase effectively. So I am dividing the IT department into three sections: quality assurance, data processing and information security. The responsibilities of each section are:

Section 1. Quality assurance

Testing hardware

Providing technical support

Section 2. Data processing

Writing code

Organizing data

Section 3. Information security

Encoding online data transfers

Updating security software

These changes are not simple or easy. But smaller groups deal with tasks more efficiently than larger ones. See your supervisors for your new section assignment.

Thomas Jenkins, CEO DataPro Inc.

Vocabulary

3. Match the words (1-10) with the definitions (A-J).

1	software	6	online
2	code	7	technical support
3	hardware	8	data
4	data processing	9	quality assurance
5	information security	10	encoding

A putting secret information into code

B the physical parts of a computer

C connected to the Internet

D numbers entered/held in a computer

E checking products for problems

F the act of using information

G programs/instructions added to computers

H helping people use/understand technology

I program language

J the act of protecting information

4. Fill in the blanks with the correct words from the word bank.

quality assurance encoding

Enter the _____ into the computer.

The company uses _____ to protect information.

_____ finds and fixes problems in new products.

Listening

5. Listen and read the statement from the DataPro Inc. CEO again. Which section is responsible for helping people to understand technology? Complete the conversation.

Employee: Excuse me, Mr. Hopkins? I have a question about the **1** _____

Hopkins: Please, come in. What's your question?

Employee: Well, I'm now in the **2** _____ section.

Hopkins: Yes. You have a great understanding of hardware.

Employee: Thanks, but I have more experience with **3** _____

Hopkins: I see. You want a **4** _____, then?

Employee: Exactly. I feel that I'm more valuable there.

Hopkins: Let me **5** _____ it.

6. After listening a conversation between a DataPro Inc. employee and her supervisor choose the correct answers.

1. What is the dialogue mainly about?

- A asking for a raise
- B requesting a transfer
- C assuring product quality
- D improving hardware

2. What can you infer about the employee?

- A She does not like her new section.
- B She has experience with hardware.
- C She does not understand the changes.
- D She creates valuable software.

Speaking

With a partner, act out the roles below, based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

I have a question about...

I'm in the _____ section.

I have more experience with ...

Student A: You are a supervisor. Speak with Student B to find out:

- current section
- desired section
- reason

Student B: You are an employee. Answer Student A's questions.

Make up a name for your supervisor.

UNIT 2. INTRODUCTION TO COMPUTING SYSTEMS

Get ready!

1. Before you read the passage, talk about these questions

1. What kind of computers do you use?
2. What do use computers for at work?

Reading

2. Read the email about computers available at TEI Inc. Then, choose the correct answers.

From: bruce.roberts@tei.com

To: chris.carter@techmagazine.net

Re: TEI Computer?

Thanks for including TEI Inc. in your article on workplace technology. We have many types of computers at our disposal. First, all employees receive PDAs and desktop computers. But we only use those for word processing and spreadsheets. Of course some programs are too powerful for desktops. So many employees use the faster workstations. And we do have a few laptops and handheld PCs. However, employees only use them on business trips. Most employees just answer email with their cell phones. The new server provides access to all printers. Finally, our mainframe processes our largest data files. No need for a supercomputer yet!

Regards,
Bruce Roberts.

3. After reading the email about computers available at TEI Inc. choose the correct answers.

1. What is the email about?

- A the types of work employees do?
- B computers that the company sells
- C what computers the company uses
- D the instalation of a server

2. According to the passage, employees use laptops when they:

- A respond to email
- B work on spreadsheets
- C process the largest files
- D work outside of the office

3. Which of the following is NOT true?

- A The company has a mainframe.
- B Employees get email on their cell phones.
- C All employees receive desktop computers.
- D The desktop computers are faster than the workstations.

Vocabulary

4. Read the sentence and choose the correct word

1. My (PDA / mainframe) notifies me when I have a meeting.
2. I have a (laptop / supercomputer) to do work on the plane.
3. John has a (server I desktop computer) because he only uses simple programs.
4. This (computer I server) runs programs, but doesn't have Internet access.
5. A (workstation / handheld PC) is smaller than a laptop, but still has a keyboard.
6. Connect to the (server I PDA) to use that printer.
7. A (supercomputer/handheld PC) is the most powerful machine in the world

5. Match the words (1-3) with the definitions (A-C).

1 _ workstation 2 _ mainframe 3 _ cell phone

A large and powerful computer that supports many other computers working at once

B fast computer that is used by one person and has more memory than an ordinary personal computer.

C a device that makes and receives calls

6. Listen and read the email about computers available at TEI Inc. again. Why do some employees not use a desktop?

A: Here's your new office. Jon works in here, too.

B: So, everyone has their own 1 _____. Do we have laptops?

A: Yes. That's your computer there. Laptops are in the 2 _____

B: Okay, but I also need a 3 _____

A: Right, you work on some powerful programs. Those are next door.

B: Do I sign up to use them? I mean, how do I get access to one?

A: Just 4 to the server. All computers connect to it. Then, click "5 workstation".

B: Thanks!

7. After listening a conversation between a DataPro Inc. employee and her supervisor choose the correct answers.

1. Which of the following computers are NOT shared by employees at TEI Inc.?

- A the server
- B workstations
- C laptops
- D desktop computers

2. According to the dialogue, employees use the server to _ .

- A open programs
- B reserve workstations
- C log onto desktop computers
- D borrow laptops

Speaking

With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

Ok, but I also need a workstation.

How do I get access to one?

Then click 'reserve workstation'

Student A: You are a new employee. Ask Student B questions about:

- what computers they have
- where the computers are
- how to access computers

UNIT 3. INSIDE THE COMPUTER

1. Before you read the passage, talk about these questions.

- 1 Which components make up a typical desktop computer?
- 2 What do you call a person who repairs computers?

Assembly Instruction

Step 1. First, gather your parts. These include a motherboard, power supply, processor, case, heat sink, fan, RAM, expansion cards, hard drive and disk drive.

Step 2. Next, attach the motherboard to the case. Then connect the processor to the motherboard's primary socket.

Step 3. Attach the heat sink and cooling fan to the processor.

Step 4. Insert the RAM card into open memory slot. Put any expansion cards into the expansion slots.

Step 5. Connect your hard drive to the motherboard and power supply.

Step 6. Close the case and connect the power supply.

Reading

2. Read the technology guide about computer assembly. Then, choose the correct answers.

1. What is the guide mostly about?

- A putting together a computer
- B problems with computer parts
- C uses of expansion cards
- D repairing a broken computer

2. When should the hard drive be installed?

- A Step #1
- B Step #3
- C Step #5
- D Step#6

3. According to the guide, what is NOT an assembly step?

- A collecting parts
- B opening the case
- C connecting the drives
- D installing the RAM card

Vocabulary

3. Match the words (1-6) with the definitions (A-F).

- 1 _ heat sink

2 _ RAM

3 _ expansion card

4 _ processor

5 _ hard drive

6 _ motherboard

A a slotted board with circuits and ports

B a short term, quick memory source

C a part used to cool the processor

D a part used to store large amounts of data

E a part used to increase a computer's functions

F a part that completes tasks for the computer

4. Write a word that is similar in meaning to the underlined part.

1. Spinning blades keep the computer from overheating. f _ _

2. The electrical source directs power throughout the computer. _ _ w _ r _ _ p p
_ _

3. Joey purchased a protective bag for his computer c _ _ _

4. Can the coded disk reader play DVDs? d _ _ _ d _ _ v _

**5. Listen and read the technology guide about computer assembly again.
What should be hooked up to the motherboard?**

Listening

6. Listen and complete the conversation.

Support Specialist: Technology Support, Ivan speaking. How can I help?

Customer: I have an old 1 _____ and need help taking it out.

Support Specialist: Okay. Unplug the connection to the power supply first. Then, disconnect the 2 _____ cable.

Customer: Which one is the 3 _____ ?

Support Specialist: It's the smaller black box in the corner.

Customer: I'm 4 _____ both. What's next?

Support Specialist: Next, take out the two small screws. They fasten the hard drive to the 5 _____ .

Customer: I see, and then it slides out. Thanks!

7. Listen to a conversation between a technology support specialist and a customer. Mark the statements as true (T) or false (F).

1 _ The woman replaces the disk drive.

2 _ The woman disconnects the power supply first.

3 _ The hard drive connects to the motherboard.

Speaking

With a partner, act out the roles below, based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

I need help taking out ...

Disconnect the ...

What is the next step?

Student A: You are a customer. Ask **Student B** questions about:

- taking out an old hard drive
- the power supply
- the next step in dismantling the old hard drive

Student B: You are a Support Specialist. Answer **Student A's** questions about dismantling the old hard drive. Make up a name for the specialist.

UNIT 4. COMPUTING DEVICE

1. Before you read the passage, talk about these questions.

1. How do computers receive information from users?
2. What devices can you attach to computers?

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PERIPHERALS		
Device	Description	Cost
S57 Keyboard	This input device is available in three languages. It has a USB connection.	\$ 75
Standard Mouse	Our mouse has a wireless connection, two buttons and a scroll wheel .	\$ 64
Ep320 Scanner	This scanner reads documents up to 216mm by 297mm.	\$ 179
PR-15 Microphone	Our microphone collects crystal clear sound.	\$ 56
LCD Monitor	LCD (Liquid Crystal Display) monitors offer crisp images, and take up little space.	\$ 167
Prinpro 2000 Printer	The Prinpro 2000 produces colour pictures and documents quickly.	\$ 99
SoftTouch Touch Screen	The touch screen allows input without a keyboard and is programmable for many users.	\$ 280

2. Read the advertisement from a computer parts catalogue. Then, mark the following answers as true (T) or false (F).

- 1 _ The keyboard has a wireless connection.
- 2 _ The LCD monitor does not require a lot of room.
- 3 _ The touch screen comes with a keyboard.

Vocabulary

3. Match the words (1-5) with the definitions (A-E).

- 1 _ keyboard 2 -mouse 3 -scanner 4 _ microphone 5 – monitor
 A a device that reads images and sends them to a computer
 B a device that displays images
 C a device that enters information into a computer
 D a device that gathers sounds
 E a device that is used to control a pointer or cursor

4. Check (+) the sentence that is true.

1. _ A A keyboard reads documents.
 _ B A USB cable connects computers and devices.
 2 _ A A peripheral is the main part of a computer.
 _ B A printer creates documents and pictures.
 3 _ A An input device enters information.
 _ B A microphone creates sounds.
 4 _ A A monitor inputs sound.
 _ B A touch screen does not need a mouse.
 5 _ A A scanner displays pictures and words.
 _ B A peripheral is a device that is added to a computer.

**5. Listen and read the advertisement from a computer catalog again.
 What is a USB used for?**

6. Listen to a telephone conversation between an employee and a business owner. Check each item that the employee suggests.

1. _ Monitor
 2. _ Touch Screen
 3. _ Keyboard
 4. _ Mouse
 5. _ Printer
 6. _ Scanner

7. Listen again and complete the conversation.

- A: Computers International, can I help you?
 B: Yes. My firm's computer system needs an 1 _____.
 A: What type of business is it?
 B: A restaurant. Here's the problem. Customer's orders take too long to 2 _____.
 A: Then, I suggest our new 3 _____ . You just move the data on the screen with your fingertip.

B: That sounds good. I want to create menus, too. Do you have 4 _____ for that?

A: Well, I recommend a new 5 _____. The new ones print as well as a professional service.

B: Great. Let's talk about prices.

Speaking

With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

My computer system needs an upgrade.

What type of business is it?

I suggest our ...

1. Student A: You are an employee helping a business owner who needs an equipment upgrade. Ask Student B:

- what he or she wants
- his or her type of business
- types of peripherals needed

2. Student B: You are a business owner. Ask the employee for help with a computer upgrade.

UNIT 5. NETWORKING

Get ready!

1. Before you read the passage, talk about these questions.

1. What are some components of a computer network?
2. How does a computer network help a business?

Solutions for Networking

Network Troubleshooting

People often call IT professionals about network connection problems. But many problems are easy to fix without help. First, reconnect any loose CAT-5 cable connections. Next, investigate IP address issues. This group of numbers allows communication on the Internet. Renewing your DHCP fixes most IP problems. Next, check the router. The router links LANs to the Internet. Make sure the / router's configuration is correct. WLANs have other problems. Interference often blocks their wireless signals. But there is a simple solution. Just move the router away from walls and metals. Finally, cycle the network. Turn all equipment off for a full minute and then restart.

Reading

2. Read the article about networks. Then, choose the correct answers.

1. What is the main idea of the passage?

- A how to set up a network
- B correcting network problems
- C choosing network equipment
- D a comparison of LANs and WLANs

2. What can you infer from the passage?

- A A computer is not functioning during a cycle.
- B LAN routers do not work well near walls or metals.
- C Interference impacts a router's configuration.
- D Renewing an IP address fixes DHCP errors.

3. According to the passage, a LAN _ .

- A assigns IP addresses
- B requires a router
- C links CAT-5 cables
- D cycles a network

Vocabulary

3. Fill in the blanks with the correct words or phrases from the word bank.

Word bank: DHCP, CAT-5 cable, router, network, cycle, WLAN, Internet, configuration.

1. The _____ lets a network connect to the Internet.
2. A LAN is a type of _____
3. Businesses communicate on the _____
4. We do not use cables for our network. We have a _____
5. Routers need a correct _____ to work properly.
6. Businesses with a LAN use _____ to connect computers.
7. It is sometimes necessary to _____ a network to make it work.
8. The _____ provides different IP addresses for computers.

4. Choose the best definition for each word.

1 router:

- A** a part of a computer
- B** a wireless network
- C** a networking device

2 IP address:

- A** a city-wide network
- B** an identification number
- C** a networking device

3 LAN:

- A** a local network
- B** a networking device
- C** a wireless network

5. Listen and read the article about networks again. What could help a user having problems with an IP address?

Listening

6. Listen to an IT professional talking with a customer about setting up a network and complete the conversation.

IT Professional: Hi. Can I help you find something?

Customer: Oh, please. I need a 1 _____

IT Professional: Well, there are a few types. What kind of 2 _____ do you have?

Customer: I don't have one yet, but it's for the computers in my home.

IT Professional: Do you want a LAN or a WLAN? Some routers don't 3 _____ both types.

Customer: What's the difference?

IT Professional: A WLAN connects computers wirelessly. A LAN 4 _____ with CAT-5 cables.

Customer: My computers are far 5 _____. I'd need a WLAN.

7. Choose the correct answers.

1. What does the woman want to buy?

- A a LAN
- B a WLAN
- C a router
- D a CAT-5 cable

2 Why does the woman choose a wireless network?

- A She does not have CAT-5 cables.
- B Her computers are not close to each other.
- C She does not like her present network.
- D Her router doesn't support a LAN.

Speaking

With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

Do you want a LAN or a WLAN?

A WLAN connects computers wirelessly.

Can I help you find something?

Student A: You are a computer store employee. Your customer needs a router.

Ask Student B:

- the equipment he or she needs
- type of network she uses

Student B: You are a customer. Answer Student A's questions to choose a router and network.

UNIT 6. WORD PROCESSING

Get ready!

1. Before you read the passage, talk about these questions.

1. When do people use word processing programs?
2. What kinds of word processing programs are there?

INTRODUCING TypeWrite 4.0

You need the perfect word processing program. And the new TypeWrite 4.0 is our best version yet. Write bold, striking documents. Use our many stylish fonts. Change your layout with a single click. Browse the new customizable templates. Customize toolbars for easier formatting. It's more than a new look. TypeWrite 4.0 eliminates most compatibility issues. Now dozens more file formats work with TypeWrite. And TypeWrite 4.0 allows up to 500 macros, so save time as you type! TypeWrite 4.0 also features the most accurate spell check to date.

Reading

2. Read the advertisement for a new word processing program. Then, mark the following statements as true (T) or false (F).

- 1 _ Macros determine the layout of a document.
- 2 _ TypeWrite 4.0 features customizable fonts.
- 3 _ Not all file formats work with TypeWrite 4.0

Vocabulary

3. Fill in the blanks with the correct words and phrases from the word bank.

BANK: compatibility, document, font, format, layout, macro, spell check, word processing program.

4. Choose the word that is closest in meaning to the underlined part.

1. The style you use for this document makes it hard to read.

- A macro
- B formatting
- C compatibility

2. To write a business letter, use the appropriate document pattern.

- A word processing
- B compatibility
- C template

3. She did not think that her typing command was saving her any time.

- A formatting
- B macro
- C template

Listening

5. Listen and read the advertisement for a new word processing program again. What does the advertisement say about compatibility problems?

6. Listen and complete the conversation.

IT Professional: Technical Support, can I help you?

User: Yes, I have a 1 ____ problem.

IT Professional: Okay. What seems to be wrong?

User: I have a file from a client, but it won't 2 ____ .

IT Professional: What kind of file is it? And what program are you using?

User: It's in ".tpw" 3 ____ . I use Typing Suite.

IT Professional: Oh, that's a TypeWrite file. It isn't 4 ____ with Typing Suite.

User: Oh no. I need that 5 ____ .

IT Professional: Have the client send it as a ".txt" file. That opens in most 6 ____ .

User: Great, thanks!

7. After listening a conversation between an IT professional and a computer user choose the correct answers.

1. What is the dialogue mostly about?

- A how to open a file
- B common word processing errors
- C types of word processing programs
- D ways to change file formats

2. What solution does the IT Professional suggest?

- A buy the TypeWrite program
- B download the file and try again
- C get the file in a different format
- D ask the client to send a program

Speaking

With a partner, act out the roles below based on Task 7. Then, switch roles.

Student A: You are an IT Professional. Ask Student B questions to find out:

- the problem
- what program
- file format

Student B: You are a User. Answer Student A's questions.

USE LANGUAGE SUCH AS:

Can I help you?

What seems to be wrong?

That file isn't compatible.

UNIT 7. IMAGES AND GRAPHIC DESIGN

Get ready!

1. Before you read the passage, talk about these questions.

1. What are some reasons people edit images?
2. How do people edit their pictures?

Nowadays, anyone can edit graphics. But new users encounter many difficulties. Here are some common problems and solutions:

Problem: The image is dark or has a strange tint.

Cause: Poor exposure or bad lighting.

Solution: Adjust the contrast using a graphic editing program.

Problem: There is white space around the image.

Solution: Crop the picture. This removes unnecessary parts.

Problem: The photograph is blurry.

Cause: Low resolution.

Solution: Increase the number of pixels in the image. This makes it sharper. Or resize the picture and make it smaller. Also, save the photo as a JPEG file. This format creates high quality photographs.

2. After reading the article from Graphic Arts Magazine choose the correct answers.

1. What is the article mostly about?

- A** why people edit graphics
- B** how to edit graphics
- C** the causes of poor exposure
- D** how to crop a picture

2. According to the article, how can you remove unwanted parts of images?

- A** crop the picture
- B** resize the image
- C** save the picture as a JPEG
- D** increase the number of pixels

3. According to the article, what is NOT a way to fix a blurry photo?

- A** resize the photo
- B** increase the lighting
- C** save in JPEG format
- D** increase the amount of pixels

Vocabulary

3. Match the words (1-6) with the definitions (A-F).

- 1 _ pixel
- 2 _ exposure
- 3 _ JPEG
- 4 _ graphics
- 5 _ resolution
- 6 _ tint

- A** images on a computer, in a book or magazine, etc.
- B** a small dot that makes up part of an image on a computer screen
- C** a file used to store pictures on a computer
- D** the length of time film is open to light when taking a picture
- E** a small amount of a color in something
- F** a computer or camera's ability to produce a clear picture

4. Fill in the blanks with the words and phrases from the word bank.

BANK: *graphic editing program, contrast, resize, crop*

1. It's hard to see the details of this picture. Please _____ it so that it is bigger.
2. I want to edit my pictures. I need a _____
3. I don't like the background of this picture. Let's _____ it out.
4. This picture is too dark. Make the _____ a little lighter.
5. Listen and read the article from Graphic Arts Magazine again. What might be the reason for a blurry photograph?

Listening

5. Listen and complete the conversation.

IT Worker: Thanks for calling Picture Perfect's support center. How can I help you?

Customer: I want to put a picture on my website, but it's too dark. Is there a way to fix 1 _____ ?

IT Worker: Do you have a 2 _____ program?

Customer: Yes, but I never use it. I just don't know how.

IT Worker: No problem. 3 _____ the file with the program and find the contrast controls.

Customer: Is that in the 4 _____ ?

IT Worker: It is. Increase the 5 _____ to lighten the picture.

Customer: Great! Thanks.

7. Listen to a telephone conversation between a customer and an IT worker. Mark the following statements as true (T) or false (F).

- 1 _ Cropping a picture fixes poor exposure.
- 2 _ An editing program lets you change aspects of a picture.
- 3 _ Saving photos as JPEGs will keep them from being too blurry.

Speaking

8. With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

Is there a way to fix poor exposure?

Do you have a graphic editing program?

Increase the contrast to lighten the picture.

Student A: You are a support center worker. **Student B** needs help editing a photograph.

Talk about:

- what the editing software is
- what the problem is
- how to fix the problem

Student B: You are a customer calling Picture Perfect's support center. Answer Student A's questions.

UNIT 8. WEBDESIGN VS. WEBDEVELOPMENT

Get ready!

1. Before you read the passage, talk about these questions.

1. What makes a good business website?
2. What kind of websites do you like to use?

Reading

2. Read the article from a business newsletter.

Website Review Solutions

Website Review Solutions now offers two spring classes. These classes focus on creating websites.

Web Development: Learn how to make a simple website. Create coding to build sites. Explore ways to expand functionality. Discuss improving navigation and usability. Learn ways to increase a website's visibility.

Web Design: Learn how to change a website's appearance. Use CSS to change a website's style. Compare the effect of different fonts and colors. Create attractive content to catch a user's attention.

E-mail Mary Shelton at mshelton@wrsolutions.com to register for classes.

After reading article choose the correct answers.

1. What does the Web Development class NOT teach?

- A** making a website easy to use
- B** improving a website's visibility
- C** using code to program a website
- D** how to market a new website

2. What can you infer about the Web Design class?

- A** Attending the class is mandatory.
- B** The first class addresses functionality.
- C** It focuses on improving a site's visual element.
- D** Its registration fee is less than the Web Development class.

3. What is the function of CSS?

- A** It helps improve navigation.
- B** It decreases a website's visibility.
- C** It changes the style of a web page.
- D** It expands the functionality of a website.

Vocabulary

3. Match the words (1-6) with the definitions (A-F).

- 1 _web design
- 2 _coding
- 3 _ navigation
- 4 _ visibility
- 5 _ usability
- 6 _ content

A choosing a website's visuals

B how easily you can find a website on a search engine

C a website's programming

D how easily a user can use a website

E moving around a website

F everything contained in a website

4. Fill in the blanks with the correct words and phrases from the word bank. BANK: CSS, web development, appearance

1. The website doesn't work well. I want to improve its ____ _
2. My website looks boring. I'll give it a more interesting ____ _
3. If you are interested in making a website, take a ____ _ class.
4. I'm learning _____ so that I can change my website.

5. Listen and read the article from a business newsletter again. Which class would someone attend to learn about developing a website's performance?

Listening

6. Listen and complete the conversation.

Instructor: So, that's how we change the website's style. Does anyone have any questions?

Employee: Yes. I have one. It's about 1 _____ .

Instructor: Oh, the 2 _____ . What do you want to know?

Employee: Why do we separate the style sheet and the 3 _____?

Instructor: It makes changing the 4 _____ easier. The 5 _____ changes, but the content doesn't.

Employee: So, I change the style sheet. What happens to the content?

Instructor: Nothing, because the two are 6 _____

Employee: Okay. I understand now. The words stay the same, but their appearance changes.

7. Listen to a conversation between an instructor for a web development

class and an employee. Choose the correct answers.

1. What do the speakers mostly talk about?

- A** how to change content
- B** why sheets are separate
- C** choosing the correct CSS style sheet
- D** the difference between content and style

2. What happens when the style sheet and the content are separated?

- A** It alters the content.
- B** The content does not change.
- C** Content needs creating.
- D** The words are changed in the content.

Speaking

With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

I have a question about CSS.

Why do we separate the style sheet and the content?

What happens to the content?

Student A: You are in a web design class. Ask Student B questions to find out about:

- style sheet and content
- changing the style sheet
- effects on content

Student B: You are the instructor of a web design class. Answer Student A's questions about web design.

UNIT 9. DESKTOP PUBLISHING

Get ready!

1. Before you read the passage, talk about these questions.

1. What do you know about desktop publishing?
2. What skills are needed in publishing?

Reading

Golden Prairie Publishing

Golden Prairie Publishing is hiring a Desktop Publishing Specialist.

Qualifications/Skills must include:

- 2+ years work in the field.
- Position requires college degree.
- Planning skills.
- Ability to turn a first sketch into a comprehensive layout.
- Experience with desktop publishing software.
- A background in graphic communications and design.
- Skill to create electronic pages for print.
- Using text and clip art to make expert page layouts.
- Experience working with electronic paper. Familiarity with offset lithography or electrostatic printing methods, but not essential as full training will be given.

2. Read the job listing for a position at Golden Prairie Publishing. Then, choose the correct answers.

1. What is the purpose of this advertisement?

- A to post a job opening
- B to describe a company
- C to start a publishing company
- D to sell a desktop publishing program

2. Which is NOT a job qualification?

- A the ability to make clip art
- B project planning skills
- C a college education
- D the ability to make layouts

3. What can you infer from this advertisement?

- A The job pays very well.
- B This is a managerial position.
- C The company is hiring from within.
- D Students do not meet the requirements.

Vocabulary

3. Read the sentence pairs. Choose where the words best fit in the blanks.

1. electronic pages/electronic paper

Many books are available on _____

Desktop publishing specialists assemble _____

2. page layout/clip art

If you need an extra picture use _____. That _____ looks complete.

3. electrostatic printing/offset lithography

_____ is all done with machines.

_____ uses oil and water to transfer ink.

4. Match the words (1-4) with the definitions (A-D).

1 _ comprehensive layout

2 _ desktop publishing

3 _ desktop publishing software

4 _ graphic communications

A a form of visual language

B a piece that is ready for print

C the design of a layout using software

D a computer program used by publishers

Listening

5. Listen and read the job listing for a position at Golden Prairie Publishing again. What does the applicant not necessarily have to be skilled in?

6. Listen and complete the conversation.

Interviewer: Good morning, please take a 1 _____.

Candidate: Hello, it's nice meeting you.

Interviewer: Right! I see you have a degree in 2 _____ communications. Do you have experience creating 3 _____?

Candidate: Yes. I work with desktop 4 _____ every day.

Interviewer: What type of work do you do? I want to hear more.

Candidate: I combine text with graphics to create 5 _____

Interviewer: Interesting. Do you ever work with 6 _____?

Candidate: Fairly often actually. I think it's the future of publishing.

7. Mark the following statements as either true (T) or false (F).

1 _ The candidate works with electronic paper.

- 2 _ The candidate is in college.
- 3 _ The candidate creates layouts.

Speaking

8. With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

Do you have experience ...

I want to hear more.

I work with ... fairly often actually.

Student A: You are an interviewer. Ask Student B questions to learn about his or her:

- education level
- job experience
- publishing skills

Student B: You are being interviewed. Answer Student A's questions.

UNIT 10. E-COMMERCE

Get ready!

1. Before you read the passage, talk about these questions.

- 1 What do you buy online?
- 2 How does online shopping help businesses?

From: johnson.mark@bargainequipment.com
 To: amanda.jackson@marketing.tfcgaming.com
 Subject: Lowest Price Affiliate Program

Dear Miss. Jackson, Our advertising at brick and mortar gaming shops is not producing video game equipment sales. Those consumers are much more active in ecommerce. So, we at BargainEquipment.com want TFC Gaming to become an affiliate. Our program works in the following manner. You display our banner when customers view their shopping cart. This directs traffic our way. TFC Gaming earns a percentage of sales from that traffic. We pay a smaller percentage for increases in page views without sales. Our FAQs explain that affiliates are not responsible for our products. We do ask that affiliates obtain a digital certificate with our preferred certificate authority.

Contact me with any questions.

Regards, Mark Johnson Marketing Director, BargainEquipment.com

Reading

2. Read the email from the marketing director of bargainequipment.com. Then, mark the following statements as true (T) or (F) false.

- 1 _ BargainEquipment.com has a brick and mortar shop.
- 2 _ TFC Gaming is an affiliate of BargainEquipment.com.
- 3 _ Affiliates earn a percentage of sales for increases in page views.

Vocabulary

3. Read the sentence pairs. Choose where the words best fit in the blanks.

1. digital certificate/certificate authority

I don't trust this site, it has no _____

The _____ will tell customers our site is safe.

2. page views/traffic

My site has two hundred more _____ today.

Advertising a website should increase _____

3. FAQs/banner

Let's display a new _____ to attract attention.

Check the _____ to find out about the company.

4. Fill in the blanks with the correct words and phrases from the word bank.

BANK: *shopping cart, e-commerce, brick and mortar, affiliate*

_____ allows people to shop with businesses globally.

My business is a(n) _____ of that website. We share profits.

There are many _____ shops on Main Street.

Put an item in a _____ and pay for it later.

Listening

5. Listen and read the email from the marketing director of bargainequipment.com again. What happens when a consumer clicks on a page view, but doesn't purchase?

6. Complete the conversation.

Employee 1: Hi Mark. This is Amanda from TFC Gaming.

Employee 2: Hi Amanda. Glad to hear from you.

Employee 1: Well, we're definitely interested in being an 1 _____. But we have some questions.

Employee 2: Of course. What do you want to know?

Employee 1: About the 2 _____. What do we earn for just an increase in 3 _____? **Employee 2:** That's 0.5% per hundred.

Employee 1: I see, and for sales from our 4 _____?

Employee 2: All BargainEquipment.com affiliates get 2% of the 5 _____

7. Listen to part of a conversation between employees of BargainEquipment.com and TFC Gaming. Choose the correct answers.

1. What are the employees mostly talking about?

A raising sales

B meeting affiliates

C calculating profits

D payment percentages

2. TFC Gaming earns a half percent for ____.

A each sale

B slowing traffic

C 100 page views

D becoming an affiliate

Speaking

8. With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

What do you want to know?

What do we earn for ... ?

Affiliates get ...

Student A: Your company is considering becoming an affiliate. Ask Student B about:

- percentages
- page views
- traffic and sales

Student B: You work at BargainEquipment.com. Answer Student A's questions.

UNIT 11. COMPUTER MEMORY

ClearPic Troubleshooting Guide

Get ready!

1. Before you read the passage, talk about these questions.

- 1 How has increased computer memory changed business?
- 2 When do people need to add more computer memory?

Certain memory requirements are necessary to install and run ClearPic. Check that the computer has at least 500 MB of RAM available. For optimal performance, make sure the computer's CPU has a bit size of at least 32 bits. It should run at a bus speed of 800 MHz. There are several options to fix problems with limited memory. One, is to limit the number of programs running at the same time. Another, is to increase the amount of RAM. First, determine whether your computer uses SIMMs or DIMMs. Make sure that the memory's bus speed matches that of the Virtual Memory computer. Purchase the appropriate amount of RAM and attach it to the motherboard. You can also increase your computer's virtual memory. This temporarily stores data on a paging file on the computer's hard drive. To add virtual memory, click on the "My Computer" icon. Under "Properties," increase the maximum memory amount.

Reading

2. Read the troubleshooting guide. Then, choose the correct answers.

1 What is the passage mainly about?

- A the main function of the CPU
- B where to install the ClearPic file
- C how to add or modify computer memory
- D speeds of RAM attached to the motherboard

2 What should people do first when increasing available RAM?

- A check to see if they need SIMMs or DIMMs
- B increase the amount of virtual memory
- C temporarily store their data on a paging file
- D make sure the CPU runs at a speed of 800 MHz

3 What is NOT a way to fix a limited memory problem?

- A increase the amount of virtual memory
- B buy a new motherboard for the computer
- C reduce the number of programs running
- D increase the amount of available RAM

Vocabulary

3. Match the words (1-7) with the definitions (A-G).

1 _ MHz

2 _ SIMM

3 _ motherboard

4 _ DIMM

5 _ virtual memory

6 _ paging file

7 _ bit

A where data that doesn't fit in the RAM is stored

B the main circuit board in a computer

C a unit of measurement that measures the speed of a CPU

D a data storage method that stores data on the hard drive

E the smallest unit of computer data

F an memory module that sends up to 32 bits of data to a CPU

G a memory module that sends up to 64 bits of data to a CPU

4. Fill in the blanks with the correct words and phrases from the word bank.

BANK: hard drive, MB, bit size, bus speed

1 The computer has a _____ of 64 bits.

2 The computer's CPU has a _____ of 800 MHz.

3 Increase the virtual memory to store data on the _____

4 This computer comes with 900 _____ of RAM.

5 Install additional _____ motherboard.

Listening

5. Listen and read the troubleshooting guide again. What happens when a computer's virtual memory is made bigger?

6. Listen and complete the conversation.

Employee: Well, 1 _____. To run ClearPic you really want to have at least 500 MB of memory.

Customer: So how can I fix that?

Employee: One easy way is to increase your computer's 2 _____.

Customer: What will that do?

Employee: It increases the paging file size. That way, your computer's 3 _____ can store more data.

Customer: I see. So 4 _____ do I increase the memory?

Employee: 5 _____ on the "My Computer" icon. Under "Properties", increase the maximum memory amount 6 _____ half.

7. Listen to a conversation between a customer and an employee of ClearPic. Mark the statements as true (T) or false (F).

- 1 _ The customer's CPU is too slow to run the program.
- 2 _ The employee advises the customer to buy more RAM.
- 3 _ Increasing the virtual memory will increase the paging file size. @

Speaking

8. With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

How can I help you?

The program keeps freezing.

How can I fix that?

Student A: Your computer program keeps freezing.

Talk to Student B about:

- the problem
- solutions
- increasing virtual memory

Student B: You are a support center employee. Answer Student A's questions.

UNIT 12. PROGRAMMING LANGUAGES

Get ready!

1. Before you read the passage, talk about these questions.

1. How does computer programming affect business?
2. Why is computer programming becoming more important?

Reading

Mr. Daniels, As the head of the computer programming department, I feel that we need to update the department's resources. This includes our programmers. Most of our programmers are comfortable with the C, C++, and Java computer languages. We even have one programmer who can use C#. But we don't have anyone proficient in Assembler. I think we need some programmers who are familiar with it. That way, we can translate between programs more easily.

In addition, we have two programmers who specialize in BASIC. This language is in decline and will probably be phased out soon.

Some of our machines are getting older, too. A few computers need their compilers and linkers updated. Otherwise, they'll never be able to convert to machine code efficiently. One of our older CPU cannot multi-thread very well. As you know, the programming department is very important to think: company's future. Please help us stay updated.

Thanks, Sarah Jennings

2. After reading the letter from the head of a computer programming department to her boss. Then, choose the correct answers.

1. What is the letter mainly about?

- A purchasing more CPUs
- B writing better computer programs
- C learning new computer languages
- D requesting updated resources

2. Which of these programming languages do the programmers NOT know?

- A C#
- B Assembler
- C BASIC
- D C++

3. What can be inferred about BASIC?

- A It is used in Assembler.
- B It is used less frequently than C++.

- C It cannot be used by compilers.
D It is the most difficult to learn.

Vocabulary

3. Write a word that is similar in meaning to the underlined part.

1. He's writing a new language that computers can process. c _ _ _ _ _ r
_ _ _ _ _ u _ _ _ _
2. An object-oriented programming language is used often. _ _ v _
3. I'd use a programming language that translates between programs.
_ s s _ _ _ _ _
4. Many of the first PCs used an early programming language that is not widely used anymore. _ _ S _ C
5. Harold often used a competitor to Java instead of Java. _ _
6. Do you know a programming language that adds capabilities to C? _ _ +
7. Linux® is created with a programming language that programs operating systems. _
8. The central processing unit is a computer's most important part. _ P _
9. A computer part that changes source code into machine code is essential to programming. _ _ _ _ _ e r

4. Check (+) the sentence that uses the underlined parts correctly.

1. _ A Linkers allow programmers to control computers.
_ B CPU was the first programming language.
2. _ A A new Java can make your computer run taster.
_ B Machine code makes programming possible.
3. _ A Added memory allows computers to multithread.
_ B I'm learning compiler, a new programming language.

Listening

5. Listen and read the letter from the head of a computer programming department to her boss. Why will a few of the old computers need their linkers and compilers updated?

6. Listen and complete the conversation.

Programmer: Well, without someone who knows Assembler we can't efficiently 1 _____

Manager: I know, but I think the best way to address that problem is to have you trained in it.

Programmer: I'm up tor that. But I'm worried that I'll get behind on the

2 _____ programs I'm writing.

Manager: We can shift some of your workload to other 3 _____ then.

Programmer: Okay. What do you think about our 4 _____ ?

Manager: How pressing would you say those needs are?

Programmer: If we had some updated CPUs, we could finish our projects in a 5 _____

Manager: All right. Let me 6 _____ at the budget and see what I can do.

7. Listen to a conversation between a programmer and her manager again. Mark the following statements as true (T) or false (F).

- 1_ The manager intends to hire more programmers.
- 2_ The woman is going to learn Assembler.
- 3_ The manager denied the request to upgrade the CPUs.

Speaking

8. With a partner, act out the roles below based on Task 7. Then switch roles.

USE LANGUAGE SUCH AS:

I don't think we can afford more programmers.

What do you think about our CPU needs?

How pressing would you say those needs are?

Student A: You are talking to a programmer. Ask Student B about:

- department's needs
- importance of needs
- possible solutions

Student B: You are a programming employee. Answer Student A's questions.

UNIT13. ISPS AND INTERNET ACCESS

Get ready!

1. Before you read the passage, talk about these questions.

1. How do people access the Internet?
2. What type of Internet connection is best for businesses?

Reading

Dear Mindeye Customer, Last week, Websurf Internet purchased Mindeye Communications. Starting next month we will be your ISP. This new relationship has many benefits. First, you receive a free download of our exclusive VirusWatch 9.0 antivirus software to protect your computer. We're also building all-new T -3 lines to accommodate the new customers. This means greater bandwidth for broadband and T-1 users. Unfortunately, we're discontinuing dial-up service. But we are upgrading to DSL. Turn in your old modem to us to receive a new DSL modem free of charge. You also receive our award-winning technical support. We'll help you set up your wireless router to bring Wi-Fi to your household. We can even help recover your password if you forget. You'll also have access to WebSurf hotspots. You can find them at selected airports, restaurants and coffee shops. All you need is a valid WebSurf account. We look forward to providing you with the world's best Internet service.

Sincerely, Gina Matson Customer Relations, Websurf Internet

2. Read the notification from an Internet service provider. Then, choose the correct answers.

1 What is this notice about?

- A Mindeye's plan to buy WebSurf
- B what WebSurf offers to new customers
- C WebSpot offering free wireless routers
- D troubleshooting Internet access issues

2 Which service does WebSurf NOT offer?

- A tech support
- B dial-up Internet
- C hotspot access
- D broadband Internet access

3 What can you infer from the notice?

- A Anyone can use WebSurf hotspots.
- B More people use T-1 than broadband.
- C WebSurf expects to retain Mindeye customers.

D Mindeye offers its customers more services.

Vocabulary

3. Match the words (1-5) with the definitions (A-E).

1 _ T-1

2 _ Wi-Fi 3 _ dial-up

4 _ modem

5 _ broadband

A an Internet connection using wireless signals

B an Internet connection using regular phone lines

C a device that sends information over phone lines

D lines that allow many users to connect to the Internet

E a system allowing the transfer of large amounts of data

4. Fill in the blanks with the correct words and phrases from the word bank.

BANK: *antivirus software, hot spot, ISP, upgrade, wireless router, DSL, T-3*

1. This coffee shop has a(n) _____ so customers can go online.

2 A _____ connection only requires a phone line to work.

3 Contact your _____ to get in touch with tech support.

4 _____ my service because I need more bandwidth.

5 Using _____ protects your computer.

6 You need a(n) _____ to get a Wi-Fi network.

7 The new lines offer greater bandwidth

Listening

5. Listen and read the notification from an Internet Service provider again. What service will Websurf Internet put an end to?

6. Listen and complete the conversation.

Customer: Just 1 _____ Internet.

Representative: Oh, that's it then. We're in the process of installing new
2 _____ lines.

Customer: But how does that affect my billing?

Representative: T-3 lines are expensive, so we've increased rates. But it
allows for greater 3 _____

Customer: I'm not sure that justifies the price hike.

Representative: Well, it also supports other WebSurf benefits. Live

4 _____ for instance.

Customer: I guess I have used that a few times already.

Representative: You also get free 5 _____. And you can log into any of our 6 at no additional charge.

7. Listen to a conversation between a customer and a WebSurf customer representative. Mark the following statements as true (T) or false (F).

1 _ The customer plans to cancel his service.

2 _ The new T-3 lines will increase bandwidth.

3 _ Customers must pay extra for services like tech support.

Speaking

With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

What service do you have?

It allows for greater bandwidth.

You can log into hotspots.

Student A: You are calling customer service. Ask Student A about:

- a bill increase
- causes
- benefits

Student B: You work in customer service. Answer Student B's questions.

UNIT 14. GPS systems

Get ready!

1. Before you read the passage talk about these questions.

- 1 Why do people use GPS?
- 2 How can GPS aid businesses?

Reading

MapSources offers GPS products for all your navigation needs. Fast acquisition time means you won't wait to find out your position. Make your own maps with cartography modes. Our most affordable unit, the MapSources Traveler is designed to meet the needs of every traveler. You'll never get lost in a city again. Save your favorite locations with up to 500 waypoints. Know where you are with latitude and longitude readings. Download new maps for international navigation. Annual updates make sure you have the latest maps. The MapSources Pro series has the highest accuracy and integrity. Rescue teams and civilian pilots who need accurate readings in any conditions can depend on MapSources Pro. The Pro series works at almost any elevation. We don't just help with navigation. Keep track of what's important with the TrackStar series. This product shows the coordinates of your goods, your car or even your pets.

MapSources: Get Lost, but Don't Stay Lost.

2. Read the advertisement about GPS products. Then, choose the correct answers.

1 What is the advertisement about?

- A how MapSources GPS products work.
- B different GPS that MapSources sells
- C MapSources' GPS repair program
- D why MapSources GPS is easy to use

2 What can you infer about the MapSources Traveler?

- A It costs less than the MapSources Pro.
- B It does not include a cartography mode.
- C Customers must purchase the annual updates.
- D MapSources sells more Travelers than TrackStars.

3 Which group most requires the MapSources Pro series?

- A pilots
- B pet owners
- C merchants
- D tourists

Vocabulary

3. Match the words (1_7) with the definitions (A-G)

1 _ cartography

2 _ latitude

3 _ integrity

4 _ longitude

5 _ elevation

6 _ coordinates

7 _ accuracy

A location relative to the Equator

B height above sea level

C the ability to measure correctly

D the ability to perform without breaking or errors

E location expressed by numbers

F the practice of mapmaking.

G location relative to the Prime Meridian

4. Fill in the blanks with the correct words and phrases from the word bank.

BANK: acquisition time, position, GPS, waypoints, navigation.

1. Save locations you go to often as GPS _ _ _

2 The TrackStar Plus gives readings of my dog's _ _ _

3 GPS provides reliable _ _ _ on a road trip.

4 Jared always uses a(n) to find his way around town.

5 This device's high _ _ _ means we won't wait for a reading.

Listening

5. Listen and read the advertisement about GPS products again. What term is used to describe the activity of making maps?

6. Listen and complete the conversation.

Representative: Yes, those are our most powerful products. What kind of company is it?

Customer: It's a cab service. I want to equip my drivers with the best

1 _ _ _ _ _.

Representative: The Pro series is actually 2 _ _ _ _ _ civilian airplanes and more high-risk situations. It's probably more than you need.

Customer: What product would you recommend, then?

Representative: The MapSources Traveler Elite is our most 3 _____ consumer GPS.

Customer: My drivers have to remember a lot of locations. Does it record 4 _____?

Representative: It does. You can save up to 500 5 _____.

Customer: Okay, I'll 6 _____ . Thanks for your help.

7. Listen to a conversation between a customer and a Customer Service Rep. Mark the following statements as true (T) or false (F).

- 1 _ The customer has problems with his company's GPS.
- 2 _ The customer needs waypoints in his GPS.
- 3 _ The representative recommends the MapSources Traveler Elite.

Speaking

8. With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

I'm looking into buying GPS devices for my company.

What kind of company is it?

What product would you recommend?

Student A: You are looking for a GPS system. Talk to Student B about:

- products available
- what features you want
- what model is best for you

Student B: You are a Customer Service Representative. Answer Student A's questions.

UNIT 15. BANKING

1. Before you read the passage, talk about these questions.

1. Why is online banking useful?
2. What are the risks of online banking?

Reading

Safe Bank Online Services

At Safe Bank, you can organize your finances from the comfort of home with our online banking service. We offer a range of free services to make your life easier.

- Worried about a check clearing? Choose our electronic statements to monitor your account activity.

- Does a relative need money now? Transfer money with electronic funds transfer to other banks.

- Having trouble organizing bills? Enroll in our bill pay program and never miss another payment. As always, your security is our top concern. Safe Bank protects you from bank fraud and identity theft. Each member gets a unique PIN upon opening their account. Our site key and SSL connection secure every transaction. Automatic lockouts occur when thieves try to guess your password. Sign up for account alerts to be notified of suspicious activity on your account.

Whether it's at one of our many branches or online, we hope you'll open an account with us.

2. Read the description of online banking on a website. Then, choose the correct answers.

1 What is the passage mostly about?

- A fraud protection
- B how to transfer money
- C the features of electronic banking
- D different ways to monitor accounts

2 What comes with every Safe Bank account automatically?

- A PIN
- B bill pay
- C site key
- D account alerts

3 What can you infer about the online banking service?

- A It requires a sign up fee.
- B It does not offer savings accounts.

- C It lets customers select their services.
- D It is the only way to open an account Safe Bank.

Vocabulary

3. Choose the correct word pairs to fill the blanks.

1. Online banking offers ___ to monitor ___ .

- A PINs, identity theft
- B account alerts, bill pay
- C electronic statements, account activity

2. Online banks have a(n) ___ and a(n) ___ to secure transactions.

- A SSI connection, site key
- B PIN, electronic statements
- C account alerts, bill pay

3. To protect members from fraud, online banks use ___ and ___ .

- A site keys, account activity
- B lockouts, account alerts
- C PINs, electronic funds transfer

4. Match the words (1-5) with the definitions (A-E).

1. _ electronic funds transfer

2 _ PIN

3 _ bill pay

4 _ bank fraud

5 _ online banking

- A numbers that identify an account holder
- B illegal actions to access money that is not yours
- C a service that allows you to manage finances on a computer
- D a way to send money to another account
- E a service that sends money to people and businesses you owe money to

Listening

5. Listen and read the description of online banking on a website again.
How can a customer pay their bills online?

6. Listen and complete the conversation.

Teller: OK, 1 _____. Which withdrawal are we looking at?

Account holder: The one at the ATM in Florida on 1st February. I've never been there.

Teller: I see. I'll 2 _____ on your account. That way no one can use your funds.

Account holder: But, I need it. My 3 _____ - I've got a few payments scheduled.

Teller: No problem sir. I'll process those before placing the hold.

Account holder: 4 _____ that withdrawal?

Teller: Our Fraud Prevention Department can investigate and issue a refund. Should I transfer you?

Account holder: 5 _____ thanks.

7. Listen to a conversation between a bank teller and an account holder. Mark the following statements as true (T) or false (F).

1. _ The account holder is afraid someone else is using his money.
- 2 _ Before holding his account, the bank will process the account holder's bills.
- 3 _ The teller is a representative of the Fraud Prevention department.

Speaking

8 With a partner, act out the roles below based on Task 6. Then, switch roles.

USE LANGUAGE SUCH AS:

I saw a withdrawal I didn't make.

What's your account number?

I'll put a temporary hold on your account.

Student A: Your account has been accessed by someone else. Talk to Student B about:

- refunds
- security
- account information

Student B: You are a bank teller. Answer Student A's questions. Find out about:

- account number
- concerns

UNIT 16. EDUCATION AND RESEARCH

Get ready!

1. Before you read the passage, talk about these questions.

1. What topics can people research online?
2. How can information technology combine business and education?

Reading

Announcing the IT think tank : on-line Library

No library holds every single book, periodical and academic journal in the world. The Internet can change that. That's why you need the ThinkTank Online Library. With ThinkTank, your library could access millions of online resources. Subscription to our service opens your library to a huge catalog of content. Browse the easy to use index for e-books and e-journals. Search for any topic users can think of. Search media like images, newspapers, magazines and audio files. Simple boolean operators help narrow the search. Users can always find just what they're looking for. People who visit Libraries can't always get to one. Remote access lets our clients use ThinkTank from home. Users with a site license access ThinkTank through an EZproxy server. The VPN encryption secures the connection. All users need is a library card. Our license restriction gives access to copyrighted works. Users won't find these kinds of resources through normal search engines. Use of the service for commercial reasons is prohibited.

2. Read the advertisement for an online library subscription. Then, mark the following statements as true (T) or false (F).

- 1 _ ThinkTank features copyrighted work.
- 2 _ Library members can use the ThinkTank service from home.
- 3 _ ThinkTank offers separate subscriptions for ebooks and media.

Vocabulary

3. Fill in the blanks with the correct words and phrases from the words bank.

BANK: *license restriction, e-book, boolean operator, index, VPN, EZproxy, site license*

- 1 You can't access that file because of the _____
- 2 I downloaded it as a(n) _____
- 3 The library uses a(n) _____ connection.
- 4 You can access the program at home through the _____ server.
- 5 Type a(n) _____ to refine the search.

6 Check the library's _____ for books on the subject.

7 The library has a(n) _____ to access the service.

4. Choose the word that is closest in meaning to the underlined part.

1 Check the book inventory to see if the book is available.

A e-book

B media

C catalog

2 The library subscribes to that online periodical.

A media

B catalog

C e-journal

3 The library has a very thorough mass communication section.

A e-book

B media

C e-journal

4 Carl bought a paid membership.

A subscription

B remote access

C boolean operator

Listening

5. Listen and read the advertisement for an online library subscription again. How does a user access ThinkTank from home?

6. Listen and complete the conversation.

R: Are the students using their own computers?

L: Yes, they have 1 _____. It works fine when students use

2 _____

R: Have you installed anything new on the computers?

L: Actually, yes. We just got new 3 _____

R: Ah, that makes sense. The pop-up blockers are preventing the 4 _____ from creating a connection in a new window.

L: How do I fix the problem?

R: Just turn off the pop-up blocker and everything 5 _____

L: Okay. 6 _____ for your help.

7. Listen to a conversation between a ThinkTank Online Library representative and a librarian. Choose the correct answers.

- 1 What do the speakers mostly talk about?
- A students having problems with remote access
 - B the university computers not accessing the service
 - C canceling the university's ThinkTank subscription
 - D how to remove the VPN from the service
- 2 What is the cause of the problem?
- A The library's remote access is disabled.
 - B The students have their own ThinkTank subscriptions.
 - C The university computers are not capable of using VPN.
 - D The university computers have new software installed.

Speaking

8. With a partner, act out the roles below on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

We have a problem with our subscription.

Have you installed anything new?

How do I fix the problem?

Student A: Your computers have no access to the online library. Talk to Student B about:

- the problem
- who can and can't use the service
- new software

Student B: You are a representative of an online library. Listen to Student A and suggest a solution.

UNIT 17. ROBOTICS

Get ready!

1. Before you read the passage, talk about these questions.

1. What can people use robots for?
2. How do robots change business?

Reading

From: Lisa lisa@powell-technologies.com

Subject: Technical Problems with New

Robot

Carl,

The robotics team here at Powell Technologies is currently developing an autonomous, serial robot. Its main function is to assist in packaging and sealing large boxes at factories. However, we are having some technical problems. I know you've worked on robots before. I'm hoping you have some advice for solving the problem.

The robot consists of a manipulator with joints and an end-effector at the top. This acts like a hand. There is an enabling device on the robot that allows it to move. The operator uses a pendant to control the robots actuators. This creates the drive power that makes the robot move. The enabling device appears to be working. But we cannot get the actuators to respond. I looked over the dynamic model and didn't find any errors. Do you think there is a problem with the equality constraint? I would greatly appreciate any help.

Thanks, Lisa

2. Read the email from an engineer at Powell Technologies. Then, read the summary of the passage. Fill in the blanks with the correct words and phrases from the word bank.

BANK: *dynamic model, end-effector, actuators, serial robot, enabling, device equality*

Lisa has a problem with the 1 _____ her team is developing. The robot has a manipulator with a(n) 2 _____ at the top. The robot's 3 _____ is working properly. But the 4 _____ are not responding. Lisa found no errors in the 5 . She is wondering if there's a problem with the 6 _____ constraint.

Vocabulary

3. Match the words (1-9) with the definitions (A-1).

1 _drive power

- 2 _ robotics
- 3 _ end-effector
- 4 _ autonomous
- 5 _ serial robot
- 6 _ pendant
- 7 _ joint
- 8 _ manipulator
- 9 _ actuator

A the hand or tool at the end of a robot's manipulator
 B the arm of a robot
 C a device used to control and guide a robot's movements
 D operating without help from humans
 E the energy that makes a robot move
 F a piece of equipment that makes a robot move
 G a robot that consists of a single series of linked joints
 H the places where the parts of a robot connect the scientific study of robots and their structure and movement

4. Fill in the blanks with the correct words from the word bank.

BANK: enabling device, equality constraint, dynamic model

- 1 Without this _____ the robot wouldn't move.
- 2 If the robot isn't working correctly, check the _____ value.
- 3 Before building a robot, always construct a(n) _____ first.

Listening

5. Listen and read the email from an engineer at Powell Technologies again. What will be the main role of the autonomous, serial robot?

6. Listen again and complete the conversation.

E 1: So, Lisa. What's wrong with your 1 ____ ?
 E 2: Its 2 ____ aren't responding. Do you have any advice?
 E 1: Well, in my experience, the 3 _____ is often the problem.
 E 2: I checked that. The enabling device turns on properly. But the actuators don't respond when you move the pendant.
 E 1: Okay. And all your mathematical calculations are correct?
 E 2: They are. I checked the 4 ____ twice.
 E 1: 5 _____ your equality constraints? What's the value of those?
 E 2: I set them to seven.

7. Listen to a telephone conversation between two engineers. Choose the correct answers.

1 What is the dialogue mostly about?

- A fixing a serial robot
- B the main uses of serial robots
- C designing and building a serial robot
- D the main function of an enabling device

2 What is the problem with the robot?

- A the pendant is not moving correctly
- B the mathematical calculations are incorrect
- C the enabling device will not activate
- D the actuators aren't working properly

Speaking

8. With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

What's wrong with your serial robot?

The enabling device turns on properly.

I checked the dynamic model twice.

Student A: You are an engineer. Talk to Student B about:

- problems with the robot
- calculations
- equality constraint

Student B: You are having problems with your robot. Answer Student A's questions.

UNIT 18. ARTIFICIAL INTELLIGENCE

Get ready!

1. Before you read the passage, talk about these questions.

1. Do you think robots will ever think like humans?
2. Will artificial intelligence help or hurt business? Why?

Reading

The Monthly Programmer Artificial Intelligence, the Future of Technology Will Heuristics Lead to Consciousness?

Computers perform complex calculations that no human could complete. Yet, they remain unable to think for themselves. That's something cognitive scientists want to change. Their research focuses on two types of thinking: case based and model based reasoning. Case based reasoning compares similar problems. Model based reasoning examines cause and effect. But these different approaches have the same problem. Their algorithms, like most rules, aren't always right. That's where heuristics comes in. With heuristics, computers are avoiding that problem. Instead of following rigid guidelines like regular algorithms, heuristics search for acceptable solutions. As these modified algorithms improve, machine learning leaps forward. Advanced computer agents and robots now find solutions independently. Pattern recognition has even made computer vision possible. The range of what robots and computers can do grows each day. The invention of a self learning computer may soon be possible.

2. Read the magazine article on Artificial Intelligence. Then, mark the following statements as true (T) or false (F).

- 1 _ Case and model based reasoning face different complications.
- 2 _ Heuristics don't have rigid guidelines like regular algorithms.
- 3 _ Computer vision is improving pattern recognition.

Vocabulary

3. Match the words (1-6) with the definitions (A-F).

- 1 _ pattern recognition
- 2 _ cognitive scientist
- 3 _ consciousness
- 4 _ robot
- 5 _ heuristic
- 6 _ algorithm

A a machine capable of independent action

- B a set of rules to solve a problem that seeks any solution
- C the process of classifying objects by appearance
- D a sense of oneself and one's surroundings
- E a rule or set of rules to solve a problem with limited solutions
- F a person who studies how the mind works

4. Write a word that is similar in meaning to the underlined part.

1. Giving machines the ability to see is improving. c _ _ _ u _ _ _ _ i _ _ o _
2. Examining previous experiences to make decisions works best.
m _ _ el b _ _ _ _ _ e _ _ o _ _ ng
3. I use examinations of cause and effect relationships to make decisions.
_ a _ e _ a _ _ _ r _ _ s _ n _ _ _
4. Peter works in the science that attempts to create thinking robots.
_ r _ _ f _ _ i _ _ i _ _ e _ _ i _ _ n _ _
5. This computer that reacts to an environment turns the heat on when it's cold. _ g _ _ t
6. The field of creating algorithms that computers can learn from often uses heuristics. m _ _ _ i _ _ _ _ _ r _ i _ g

Listening

5. Listen and read the magazine article on Artificial Intelligence again. What has made computer vision feasible?

7. Listen to a conversation between two programmers. Mark the statements as true (T) or false (F).

1. _ The woman published an article.
2. _ The man believes that cognitive scientists will harm programming.
3. _ An algorithm needs a perfect solution.

6. Listen and complete the conversation.

Programmer 1: Jane, did you 1 _ _ _ _ to read this month's Programmer?

Programmer 2: Yes, I saw your article on AI. So 2 _ _ _ _ are getting into programming?

Programmer 1: Yes, and I think it'll help. Most programming is too rigid.

Programmer 2: Because of algorithms? I 3 _ _ _ _ that part.

Programmer 1: Basically, an algorithm needs a 4 _ _ _ _ answer.

Programmer 2: 5 _ _ _ _ _ by, "needs a perfect answer"?

Programmer 1: They have a limited number of solutions. If one of those

solutions isn't right, the algorithm doesn't work like a math problem.

Speaking

With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

Yes, I saw your article on AI.

I didn't get that part.

They have a limited number of solutions.

Student A: You are a programmer. Ask Student B about:

- cognitive scientists
- algorithms

Make up a name for your colleague.

Student B: You are a programmer. Answer Student A's questions.

UNIT 19. Macs and PCs

Get ready!

1. Before you read the passage, talk about these questions.

- 1 Why do people prefer one operating system over another?
- 2 How might one operating system benefit a company more than another?

Reading

The eternal debates: Macs vs. PCs

As Apple® grows in popularity, the Mac® versus PC debate continues. Many businesses experience trouble choosing between the two. However, businesses must realize that each computer is suited for different needs.

The two differ most in their operating systems. With a PC you have a variety of OS options from Microsoft® and other sources. Macs® come with one of the proprietary Apple® OSes like OS X®. You can install Windows® on a Mac®, but many users prefer the Mac® OS regardless.

Macs® have proven themselves vital in publishing, particularly the prepress process. Mac® has superior typography and color matching. Once printed, products look exactly as good as they do on the computer screen.

Meanwhile, PCs are noted for their fast processing speed and adaptability. Users can customize a PC to their needs. Additionally, their video subsystems are more powerful. This makes PCs desirable for game designers and others who need advanced graphics.

However, both computers have their limitations. While PCs are cheaper, they are also more susceptible to viruses. Macs® usually cost more but are less susceptible to computer viruses. However, Macs® tend to have fewer third party software options than PCs. Businesses need to consider such concerns and make the right decision when buying computers for their companies.

2. Read the computer magazine article. Then, mark the statements as true (T) or false (F).

- 1 _ Macs® are generally more expensive than PCs.
- 2 _ PCs are better suited to publishing.
- 3 _ PCs have fewer options from third-party software producers.

Vocabulary

3. Match the words (1-7) with the definitions (A-G).

- 1 _ Apple®
- 2 _ Windows®

3 _customize

4 _OSX®

5 _ processing speed

6 _ video subsystem

7 _ Microsoft®

A company that creates the most common PC operating system

B part of a computer that creates visuals

C a measurement of how quickly a computer works

D operating system for PCs

E changing a computer for your needs

F operating system for Macs®

G company that creates Macs®

4. Fill in the blanks with the correct words:

Mac®, prepress, color matching, PC, typography

1 A comes with OS X®.

2 Publishing software is needed for the process.

3 Good means anything printed out looks exactly like what's on screen.

4 I'm getting a because I like the Windows® OS.

5 The on this computer includes hundreds of fonts.

Listening

5. Listen and read the computer magazine article again. What makes the PC more popular with game designers?

6. Listen and complete the conversation.

Employee 1: Mr. Jackson has decided to update our computers. 1 _____

Employee 2: Really? PCs? I'm glad we're updating, but I'd rather 2 _____

Employee 1: You would? Not me. You can't customize a Mac®.

Employee 2: Sure, you 3 _____. But Macs® do some things so much better.

Employee 1: What do you mean?

Employee 2: The 4 _____ and typography are more sophisticated on a Mac® than on a PC. We need that in publishing.

Employee 1: Okay, I'll give you that. But Macs® have 5 _____ don't they?

Employee 2: Maybe a little, but that's mostly with video, and we barely use it.

7. Listen to a conversation between two employees at a publishing company. Choose the correct answers.

1 What is the conversation mostly about?

A customizing PCs for publishing

B locating third-party software options

- C finding publishing programs for Mac®
 - D the differences between Macs® and PCs
- 2 What can you infer about the employees?**

- A They currently use Macs®.
- B They are unfamiliar with PCs.
- C They plan to request new Macs®.
- D They create and publish software.

Speaking

8. With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

We're switching to PCs.

You can customize PCs.

But Macs® have slower processing speeds.

Student A: Talk to Student B about:

- switching to PCs
- benefits of PCs
- drawbacks of Macs®

Student B: You are an employee. Talk to Student A about the benefits of Macs®

UNIT 20. LINUX

Get ready!

1. Before you read the passage talk about these questions.

1. How is Linux® different from other operating systems?
2. Why would a business use Linux®?

Reading

From: Brandon Peters

To: Shirley Tomkins

Subject: Switching to Linux

Mrs Tomkins

Over in the IT department we've received complaints about the office's computers. The hardware itself is fine. The problem, I believe, is the operating system. The system is rife with communication errors and virus threats. Then, there's the fortune we spend on upgrading our software every year. That's why I'm suggesting we switch to Linux or some other OS related to Unix®. For example, Ubuntu is very popular with users. Linux works with any hardware including both Macs and PCs.

Linux is free, open source and many of its programs have a free software license. We can get Linux distributions from vendors that have entire software packages that we can use. For example, OpenOffice does everything that Microsoft Office does.

I've talked to many staff members about this already. Some expressed concern with the interface. Specifically, most people I talked with thought Linux® required entering command lines into a terminal. Actually, many Linux operating systems use a graphical interface just like the average desktop operating system.

As for networking, Linux comes with a program called Samba. This program allows Linux to interact with Windows-based clients. This means we don't have to worry about printer trouble over the network once the TCP/IP protocol is reconfigured.

Please let me know if you have any follow up questions.

Brandon Peters

2. Read the email from an IT employee to a manager. Then, choose the correct answers.

1 What is the email mainly about?

- A the benefits of changing operating systems
- B how to enter command lines into a terminal
- C which Linux® distribution is right for the company
- D differences between OpenOffice® and Microsoft Office®

2 What is the benefit of Samba®?

- A It creates a graphical interface.
- B It improves printers' efficiency.
- C It is similar to Microsoft Office.
- D It lets different operating systems interact.

3 What can you infer about Brandon Peters?

- A He uses Linux® on his computer.
- B He expects Linux® to increase costs.
- C He has only mentioned Linux® to Shirley
- D He thinks Linux® has fewer virus threat.

Vocabulary

3. Match the words (1 -7) with the definitions (A-G).

- 1 _ Ubuntu®
- 2 _ OpenOffice
- 3 _ vendor
- 4 _ terminal
- 5 _ open source
- 6 _ Samba
- 7 _ interface

- A has word processing and spreadsheet programs
- B Linux -based operating system
- C how users communicate with a computer
- D allows Linux® computers to connect to networks
- E able to be modified by the user
- F distributes products and software
- G used to input command lines

4. Fill in the blanks with the correct words and phrases from the word bank.

BANK: *Linux, free software license, Linux distribution, command line, Microsoft Office, TCP/IP protocol*

- 1 You have to enter a _____ to make the system do anything.
- 2 I can't decide which _____ will work best for me.
- 3 You need to reconfigure the computer's _____ to get online.
- 4 This program has a _____ so anyone can use it.
- 5 _____ has an excellent word processing program.
- 6 I hate my current OS so I'm switching to _____

Listening

5. Listen and read the email from an IT employee to a manager again. What two problems does the employee think the operating systems have?

7. Listen to a conversation between an IT worker and a manager. Mark the following statements as true (T) or false (F).

- 1 _ Open source software has an increased threat of viruses.

- 2 _ Samba® automatically reconfigures TCP/IP protocols.
 3 _ The manager does not approve the man's proposal.

Listen and complete the conversation.

1. Manager: I assume we'd still have to buy antivirus software that

1 _____ Linux®.

2. IT Worker: **2** _____ - even the security software is free.

Manager: I see. Still, I'm not comfortable **3** _____

IT Worker: We don't have to. OpenOffice® is **4** _____ with Office® and other programs.

Manager: My other concern is printer trouble. I don't want to install Linux® and have our equipment suddenly stop working.

IT Worker: That's why we'll get **5** _____. The print server will act as if nothing changed.

Manager: That sounds too easy. Surely there's something else to it.

IT Worker: Actually, I'll have to **6** _____, but that's a small task.

Speaking

With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

I want to talk about that

Linux® idea.

Even the security software is free.

OpenOffice® is actually compatible.

Student A: An employee has suggested switching to Linux. Ask Student B questions to find out about:

- antivirus software
- compatible programs
- printing problems

Student B: You are an employee. Answer Student A's questions.

UNIT 21. ADVERTISING AND MARKETING

Get ready!

1. Before you read the passage, talk about these questions.

1. Why is online advertising popular?
2. How often do you click on online advertisements?

Reading

AD PRODUCTS

We offer two general types of banners: traditional banners and animated GIF banners. Animated GIF banners are more expensive, but they elicit a higher click-through rate according to our click tracking studies.

_ Traditional Banner _ Animated GIF Banner

PRICING

There are two billing options for Donovan campaigns: CPM Billing Option The CPM, or cost per 1,000 impressions, option requires you to pay the agreed-upon rate for every 1,000 people who view your advertisement. This is our most popular option. CPC Billing Option The CPC, or cost per click-through, option requires that you pay the agreed-upon rate for each person who clicks your advertisement

__ CPM Billing __ CPC Billing

ADDITIONAL COSTS:

Please note that premium locations above the fold as well as any commissions charged to us by the website that is hosting your advertisement will affect the rate

GUARANTEES

Donovan Online Advertising guarantees the following for every advertising campaign:

- the use of geo targeting to display advertisements to appropriate audiences;
- the use of frequency capping to prevent overexposure of your advertisements;
- that our products will never hang pages, preventing them from loading and tarnishing your reputation.

2. Read the online advertising company contract. Then, mark the following statements as True (T) or False (F).

- 1 _ Donovan Online Advertising offers two types of banners.
- 2 _ Most clients prefer the CPM billing option.
- 3 _ Geo targeting prevents overexposure to advertisements.

Vocabulary

3. Write a word that is similar in meaning to the underlined part.

- 1 Geoff chose pricing determined by how many people are able to view the ad. _ P _
- 2 This company offers many advertising opportunities. _ _ p _ _ d _ _ _ _
- 3 It's important to use a process of ensuring that visitors don't see the same ad repeatedly. _ _ _ _ _ e _ c _ _ a _ _ _ _ g
- 4 A process of ensuring that ads are shown in relevant areas avoids wasting money. _ e _ t _ _ _ _ t _ _ _
- 5 Pricing determined by how many people click on the ad can be expensive. _ P _
- 6 That banner got a low ratio of ads clicked on ads viewed. _ _ _ c _ - _ _ r _ _ g _ r _ _ _
- 7 The firm does a process of counting the number of clicks an ad receives weekly. _ l _ _ k _ _ _ _ ck _ _ _
- 8 Multiple GIF files in advertisements that create animation always get a better response. _ _ _ m _ _ _ d G _ _ s
- 9 Some ads prevent a website from loading all the way. _ _ n _

4. Fill in the blanks with the correct words: *commission, above the fold, campaign.*

- 1 The website is asking for a high _____ to host ads.
- 2 Ads that are _____ are more expensive, but more visible.
- 3 The last _____ increased sales.

Listening

5. Listen and read the online advertising company contract again. Why would an advertiser consider using geo targeting?

6. Listen and complete the conversation.

Employee: Well, 1 _____ , meaning you pay a certain rate for every 1,000 people who view the banner.

Caller: And that's the most 2 _____ - _____ option?

Employee: Yes, that's correct.

Caller: I see. So how do you determine 3 _____ is going to be?

Employee: There are actually two things that affect that. The 4 _____ the banner is one of them.

Caller: Okay. Could you explain that?

Employee: Sure. Banners that are above the fold are more expensive. That's just because people don't have to 5 _____ .

Caller: I see. The contract also mentions something about 6 _____ .

7. Listen to a conversation between a caller and an online advertising company employee. Choose the correct answers.

1. What is the caller asking about?

- A which banner is most popular
- B why the commission is so high

- C how rates and pricing are decided
- D how to change an advertisement's location

2 What can be inferred about the caller?

- A He has not selected a pricing option.
- B He thinks Donovan's rates are too high.
- C He will choose the CPM billing option.
- D He wants to host advertisements on his website.

Speaking

8. With a partner, act out the roles below based on Task 6. Then, switch roles.

USE LANGUAGE SUCH AS:

I have some questions about ...

So how do you determine ... ?

Could you explain that?

Student A: You are calling an online advertising company. Ask Student B about:

- billing options
- the most popular option
- how location affects the rate

Student B: You are an advertising company employee. Answer Student A's questions.

UNIT 22. AUTOMOTION

Get ready!

1 Before you read the passage, talk about these questions.

- 1 Why do companies use automation?
- 2 How has automation advanced recently?

Reading

World Industries. Investor report

In today's business world, investors are looking for companies that can compete. That's why World Industries is proud to announce an upgraded automation system that will increase production and efficiency. As you consider investing in our company, see what this new system will do. World Industries' system uses CAM (Computer Aided Manufacturing) programs. Our integrated system of hardware and software allows for complete computer integrated manufacturing.

The new production line employs embedded systems and integrated circuits, allowing the hardware to work together. These devices are connected through a high-speed Ethernet network. Encoders in each device send mechanical information to the network through device drivers.

We have an open system that allows us to use any type of equipment. Our devices have a high redundancy for simple replacement.

Equipment at World Industries is designed to work fast and hard. All of our machines have the lowest possible latency time and a high fault tolerant. Our software is protected from priority inversions that could lower production. Oscilloscopes monitor all of our hardware to ensure that any problem will be repaired immediately by our trained engineers.

Our investments in automation have rewarded us with success. An investment in World Industries will do the same for you.

2. Read the investor report on World Industries. Then, choose the correct answers.

1. What is the main idea of the report?

- A why World Industries has slowed production
- B how World Industries has improved its automation
- C why World Industries should invest in automation
- D where World Industries is building a new automation system

2 What does NOT protect the efficiency of an automation system?

- A low latency
- B high redundancy
- C high fault tolerant
- D low network speeds

3 What can you infer about a machine with low redundancy?

- A It is difficult to replace.
- B It is in a closed system.

- C Its oscilloscope is broken.
- D Its latency time is too low.

Vocabulary

3. Match the words (1-7) with the definitions (A-G).

- 1 _ Ethernet network
- 2 _ fault tolerant
- 3 _ priority inversion
- 4 _ encoder manufacturing
- 5 _ automation
- 6 _ open system
- 7 _ computer aided
- A a device that relays mechanical data to a network
- B the ability to continue functioning after an error
- C this links computers together at high speeds
- D the use of machines to perform tasks without human assistance
- E a system that can use many different types of machines
- F the use of programs to control machines that manufacture products
- G a software problem that can lower production

4. Fill in the blanks with the correct words: *oscilloscope, integrated circuit, latency time, redundancy, embedded system*.

- 1 Check the _____ to see if this machine is working correctly.
- 2 A(n) _____ is very small but has several devices attached to it.
- 3 If the _____ on the machine is too long, it might need a new processor.
- 4 This factory has low _____ so it doesn't replace machines quickly.
- 5 The _____ uses the newest software and hardware.

Listening

5. Listen and read the investor report on World Industries. What do World Industries claim about their software?

6. Listen again and complete the conversation.

Engineer 1: Let's 1 _____ Take a look at that conveyor belt moving the soda bottles forward. 2 _____ ?

Engineer 2: Yeah, it looks a little jerky.

Engineer 1: Let's 3 _____ at the oscilloscope pattern.

Engineer 2: Yeah, something is definitely wrong.

Engineer 1: Very good. 4 _____ on how to fix it?

Engineer 2: How about checking the 5 _____ . Maybe the computer can't communicate.

Engineer 1: Good idea. Let's check it out. Does this computer log look normal to you?

Engineer 2: Well, the Ethernet connection is fine, but 6 _____

7. Listen to the conversation about solving an automation problem. Check (+) the items the engineers investigates.

- 1 _ priority inversions
- 2 _ Ethernet network connections
- 3 _ fault tolerant
- 4 _ latency

Speaking

8. With a partner, act out the roles below based on Task 7. Then, switch roles. USE LANGUAGE SUCH AS:

It looks a little jerky.

Do you have any ideas on how to fix it?

Does this computer log look normal to you?

Student A: You are an engineer. Help Student B identify a problem. Ask about:

- what the problem is
- possible solutions

Student B: You are an engineer. Answer Student A's questions.

UNIT 23. HACKERS AND VIRUSES

Get ready!

1. Before you read the passage, talk about these questions.
- 1 How do computer viruses impact business?
- 2 What should people do when their computers are infected?

LINCOLNSHIRE BANK

LOCAL MAN ARRESTED ON HACKING CHARGES

(Wilmington) - Donald Greene has been arrested by Interpol on computer hacking charges. Interpol claims that Greene, a computer hacker, planted viruses on unwitting host computers. It is thought that Greene used a method called "piggybacking" to gain access to computers when their owners logged in. This gave him access to the computer's protective firewall and allowed him to disable it.

Interpol says that Greene has done over \$50 million in damage. Most of this damage was done when he used overwriting viruses to overwrite and destroy files on government computer systems. But Greene targeted home computers, too. For these, anti-virus software was unable to stop Greene's viruses because he included anti-antivirus viruses with them. These viruses essentially shut down anti-virus software. Greene is also alleged to have used resident viruses. These viruses imbed themselves in a file or disk drive. When resident extensions are included with them, they become a part of the computer's operating system. This makes them nearly impossible to get rid of. As with all viruses, Greene's viruses are said to have replicated themselves quickly to infect multiple computers.

2. After reading the newspaper article, choose the right answers.

- 1 What is the article mainly about?
 - A new types of computer virus
 - B a man who is investigating viruses
 - C the capture of a man who used viruses
 - D a way to protect computers from viruses
- 2 Which type of virus was the most harmful?
 - A overwriting viruses
 - B anti-antivirus viruses
 - C resident extensions
 - D resident viruses
- 3 What can be inferred about resident viruses?
 - A They can disable firewalls.
 - B They aid hackers with piggybacking.
 - C They do less damage than anti-antivirus viruses.
 - D They do not always include resident extensions.

Vocabulary

3. Match the words (1-7) with the definitions (A-G).

1 _piggyback

2 _hacker

3 _host

4 - overwriting virus

5 - anti-antivirus virus

6 - resident extension

7 _ virus

A a virus that attacks anti-virus software

B a program file that installs itself without permission

C an add-on that makes a computer virus part of the host computer's operating system

D a virus that copies its code over and destroys the files of the original data

E to gain unauthorized access to a computer system by using the owner's connection

F a computer system that has a virus attached to it

G a person who illegally exploits computer hardware and software

4. Write a word that is similar in meaning to the underlined part.

1 E-mail is used to contaminate computers with viruses. i _ _ _ c _

2 Enter identification that allows one to use a computer first. I _ _ _ n

3 Some viruses can make copies of themselves. r _ _ _ i _ _ t _

4 If the virus becomes a part of something else, it will be hard to delete. _ m _ _ _ s

5 Viruses that become part of files but do nothing until activated can go unnoticed for months. r _ _ _ d _ _ t _ _ r _ s _ _

Listening

5. Listen and read the newspaper article again. How did Greene gain unauthorized access to other people's computers?

6. Listen to a conversation between an employee and his manager. Mark the following statements as true (T) or false (F).

1 _ The manager read the newspaper article.

2 _ Overwriting viruses destroyed the manager's files.

3 _ The manager decides to purchase new anti-virus software.

7. Listen again and complete the conversation.

Employee: Have you seen this article in today's paper? The one about the **1** _____ ?

Manager: Yes, I have. What about it?

Employee: Well, I think the IT department needs to **2** _____

Manager: Do you think our company is vulnerable to these types of attacks?

Employee: Definitely. The overwriting viruses he used could do incredible damage.

Manager: I see. How much damage are we talking about?

Employee: Greene did millions of dollars' worth of damage by **3** _____ . That

could happen to us.

Manager: Something like that would 4 _____

Employee: Exactly. I think these 5 _____ and resident extensions are a problem, too. Manager: Why's that?

Employee: Well, these types of viruses 6 _____ in files and disk drives.

8. Speaking

With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

Have you seen this article in today's paper?

How much damage are we talking about?

Something like that would ruin the company.

Student A: You are talking to a concerned employee. Ask Student B about:

- viruses
- potential damage

Student B: You are a concerned employee. Answer Student A's questions.

UNIT 24. IDENTITY THEFT

Get ready!

1. Before you read the passage, talk about these questions.
1. How does identity theft affect businesses?
2. How can people avoid falling for phishing schemes?

LINCOLNSHIRE BANK

Dear Valued Customer,

Recently, a series of identity thefts has affected our customers. Unfortunately, this led to several instances of fraud occurring at our bank. The best way to avoid these events is to be informed. Please take a moment to familiarize yourself with some common ways that criminals steal personal information.

Card scanning is one simple form of identity theft. This is when someone uses a card scanner to record the information stored on credit or debit cards. Card scanning can be used to collect passport information as well.

Email also presents opportunities for cyber thieves. Spam, or unsolicited emails, can contain malware. This malicious software includes spyware, Trojan horses, and worms that can infect one's computer and steal information. Phishing is also conducted over email. This occurs when thieves trick people into giving them information by pretending to represent a legitimate business.

Pretexting is similar to phishing but is often done over the phone. Pharming occurs when a hacker redirects someone to a site operated by them. The site looks legitimate and tricks people into giving away personal information.

If you believe you may be the victim of identity theft, contact us immediately. We will take steps to ensure that your assets are safe.

Reading

2. Read the letter from a bank to its customers. Then, mark the following statements as true (T) or false (F).

- 1 Pretexting occurs on telephones.
- 2 Pharming relies on the use of card scanners.
- 3 Trojan horses are spread by pharming sites.

Vocabulary

3. Write a word that is similar in meaning to the underlined part.

- 1 I had a lot of malicious software on my old computer. _ _ l _ _ r _
- 2 You have a malicious virus that seems beneficial. _ _ _ _ an _ _ r _ _
- 3 Tricking people into giving information through email is a serious crime.
p _ _ _ h _ _ g
- 4 Stealing another's personal information is on the rise. i _ _ _ _ i _ _ _ h _ f _
- 5 It's a program that gathers personal information. _ p _ _ _ _ e
- 6 Capturing information stored on cards is a new form of stealing.
_ _ _ _ d _ c _ _ _ _ n _
- 7 Using a legitimate-looking website to trick people fool many people.

p _ _ _ m _ _ _

4. Fill in the blanks with the correct words from the word bank.

BANK: *fraud, pretexting, cyber, worm, scanner*

- 1 The man on the phone was part of a _____ scam.
- 2 I got a _____ in my email and now my computer won't work.
- 3 The criminal used a _____ to steal the information on her card.
- 4 The man was arrested and went to jail for committing _____
- 5 Avoid _____ crime by being safe on your computer.

Listening

5. Listen and read the letter from a bank to its customers again. Why is Lincolnshire Bank contacting its customers?

6. Listen and complete the conversation.

Employee: Oh! Did it ask you to give away any 1 _____

Customer: Yeah. It said that the bank 2 _____ my account details.

Employee: Did you email them that information?

Customer: No, I thought I should call the bank first. It seemed 3 _____

Employee: Yes, Lincolnshire Bank would never ask for your account details via email.

Customer: That's what I thought, but the email 4 _____ because it had the bank logo. It even linked to a site that looked official.

Employee: Well, some of these criminals are 5 _____

7. Listen to a conversation between a customer and a bank employee.

Choose the correct answers

1 What is the customer calling about?

- A closing her bank account
- B reporting a phishing scam
- C flagging her account activity
- D changing her account information

2 What can be inferred about the woman?

- A She receives phishing scams often.
- B She has already contacted the police.
- C She must call the bank to get money.
- D She lost the money in her bank account in the scam.

Speaking

8. With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

I think I received a phishing scam.

Did you email them that information?

It even linked to a site that looked official.

Student A: You are talking to a bank employee. Ask Student B about:

- phishing scams
- what to do next
- your money's safety

Student B: You are a bank employee. Answer Student A's questions.

UNIT 25. PREVENTATIVE MEASURES

Get ready!

1. Before you read the passage, talk about these questions.

- 1 How do people keep their computers safe?
- 2 Why would a company worry about security?

Reading

From: jared.greene@harper.com

To: allstaff@harper.com

Dear Harper Company Staff,

By now, you are all aware of the recent security breach. The IT department has traced it to a bug in our browsers. This bug created an unwanted backdoor in the network, allowing intruders in. They installed keyloggers that track our passwords.

The IT department removed the keyloggers, and the software supplier is releasing a patch that will fix this error. We will inform you when this patch becomes available.

However, this provides a good opportunity to remind you of the measures we must take to make our network safer.

Remember, you must keep the firewall settings as strict as possible on your computer. This prevents attacks from hackers and keeps certain types of malware out of the system.

Be cautious when downloading files. Perform a virus scan on every email attachment. Also, enable your browsers to block popups. Otherwise, spyware can get on to your computer.

Only download company-approved programs to your computer. Unauthorized programs may contain Trojans that can do irreversible damage to our system. Please consult the IT department for a list of authenticated programs.

In addition, we will review our audit logs from now on. This is to make sure no one violates security protocol. Employees violating protocol will receive disciplinary action.

Jared Greene Manager,
Harper Company

2. Read the email about safety measures. Then, choose the correct answers.

1 What is the email mainly about?

- A improving security at the company
- B detecting keylogger programs
- C installing a patch on a web browser
- D punishing employees for violating security protocol

2 The company will monitor employees by ...

- A installing spyware.
- B performing virus scans.

- C reviewing the audit logs.
- D looking for authenticated programs.
- 3 What can you infer about Harper Company?
- A They have authenticated the patch.
- B They already have a virus scan program.
- C They allow many authenticated programs.
- D This is their first security breach.

Vocabulary

4. Match the words (1-8) with the definitions (A-H).

- 1 _popup
- 2 _bug
- 3 _security
- 4 _ audit log
- 5 _ backdoor
- 6 _ patch
- 7 _protocol
- 8 _intruder

- A set of rules
- B error in a program
- C unwanted advertisements on a web browser
- D someone who accesses a system without permission
- E safety of a computer system and its data
- F part of a program giving undesired access
- G record of who has used a computer and what they've used it for
- H code to fix errors in a program

4. Fill in the blanks with the correct words from the word bank:

authenticate, keylogger, attack, firewall, patch

- 1 Management has to ____ the program before you download it.
- 2 A(n) ____ will record your password.
- 3 Without antivirus software, computers are open to a(n) ____
- 4 Put up a(n) ____ to keep hackers out of your computer.
- 5 Download the ____ to make the program work correctly.

5. Listen and read the email about safety measures again. What should users do when popups appear on a web browser?

Listening

6. Listen and complete the conversation.

Employee 1: None of my programs have online access.

Employee 2: What about 1 ____ ?

Employee 1: The browser opens, but I can't access any websites. Most importantly, I can't use the email client.

Employee 2: That's a big problem.

Employee 1: I know. I think 2 ____ .

Employee 2: Are you sure? The company's 3 _____ is pretty powerful.

Employee 1: I know, and 4 _____.

Employee 2: Oh, the firewall. How high are your settings?

Employee 1: 5 _____.

Employee 2: 6 _____. You need to lower the level if you want your programs to work.

7. Listen to a conversation between two employees at Harper Company. Mark the following statements as true (T) or false (F).

- 1 _ The antivirus software is causing the employee's problems.
- 2 _ The browser cannot access any online information.
- 3 _ The employee's firewall settings are too strict.

Speaking

With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

What about your browser?

How high are your settings?

You need to lower the level if you want your programs to work.

Student A: Your computer cannot access the Internet. Talk to Student B about:

- the problem
- what works on the computer
- firewall settings

Student B: You are Student A's coworker. Answer his or her questions.

UNIT 26: ANTI-VIRUS MEASURES

FRANKLIN & JONES security products

Get ready!

1. Before you read the passage, talk about these questions.

- 1 What anti-virus software should a user consider buying?
- 2 Are there any problems with anti-virus software?

Reading

Web Advisor

People who want to protect their children from the dangers of the Internet use *WebAdvisor*. This software blocks the types of websites that you decide are unsafe. It also provides instant web page analysis, helping you avoid phishing and pharming scams.

Anti-Virus Plus with RapidClean

Anti-Virus Plus is an update of our first product, Anti-Virus. This anti-virus software sweeps your computer system to detect viruses. All viruses are then quarantined so they cannot harm your computer. It's the most reliable software on the market, providing fewer false positives and false negatives than any other software.

RapidClean is a virus removal software that destroys the malicious software discovered by Anti-Virus Plus. This includes rootkit viruses. These viruses are designed to disguise themselves as a part of your computer's operating system. This makes them very difficult to get rid of. Most security software won't destroy rootkits but, with RapidClean, you can.

Defender

Defender is the ultimate security software. A combination of both of our software packages. Defender keeps your computer completely safe from cyber criminals. Defender also comes with our computer backup service. This means that the data on your computer's hard drive will be backed up on our company's servers. With Defender, you cannot lose your files.

2. Read the anti-virus software advertisement. Then, choose the right answers.

1 What is the advertisement mostly about?

- A damage that rootkits can cause
- B kinds of web page analysis
- C types of security software
- D how to prevent false negatives

2 Which of the following is intended to block unsafe Internet pages?

- A Anti-Virus
- B RapidClean
- C WebAdvisor
- D Anti-Virus Plus

3 What can be inferred about false negatives and false positives?

- A They aid virus detection.
- B They disrupt web page analysis.
- C They mark the presence of a virus.
- D They occur in most anti-virus programs.

Vocabulary

3. Match the words (1-9) with the definitions (A-I).

- 1 _ backup
- 2 _ rootkit
- 3 _ block
- 4 _ sweep
- 5 _ quarantine
- 6 _ false positive
- 7 _ false negative
- 8 _ cyber criminal
- 9 _ web page analysis
- A a person who commits illegal acts online
- B to stop a file from being downloaded
- C to isolate a file
- D to save all information on a system
- E labeling a safe file as dangerous
- F labeling a dangerous file as safe
- G a service that checks websites for safety
- H a virus that hides itself as part of an OS
- I to search a system for viruses

4. Check (+) the sentence that uses the underlined parts correctly.

- 1 _ A Security software protects computers.
- _ B Virus removal software infects email.
- 2 _ A Anti-virus software detects viruses.
- _ B Phishing is malicious software.
- 3 _ A A rootkit notifies users of scams.
- _ B Virus removal software keeps computers clean.
- 4 _ A It is wise to use anti-virus software.
- _ B Web page analysis detects false positives.

Listening

5. Listen and read the anti-virus software advertisement again. What happens to viruses when anti-virus software sweeps the computer system?

6. Listen and complete the conversation.

Caller: Well, I almost fell for a **1** ___ scam last week, so I'm worried about that.

Employee: Our WebAdvisor software can help you there. It performs **2** ___ for all the websites you visit.

Caller: Okay. Will it **3** ___ from viruses, too?

Employee: No, it won't. You'd need Anti-Virus Plus with RapidClean for that.

Caller: So I have to buy 4 _____ ?

Employee: Actually, our Defender software combines those
5 _____ .

7. Listen again to a conversation between a caller and an employee. Mark the statements as true (T) or false (F).

- 1 _ The caller lost money in a scam.
- 2 _ The woman recommends software that provides web page analysis.
- 3 _ The Anti-Virus Plus program comes with a backup service.

Speaking

8. With a partner, act out the roles below based on Task 8. Then, switch roles.

USE LANGUAGE SUCH AS:

What do you think you might need?

I almost fell for a phishing scam last week.

Will it protect my computer from viruses, too?

UNIT 27. CLOUD COMPUTING

Get ready!

1. Before you read the passage, talk about these questions.

- 1 How can installing new software be difficult?
- 2 How can a business benefit from online services?

Reading

What does it mean “cloud computing”

Cloud computing provides many businesses with affordable and customizable services. Yet many avoid this technological resource because they don't understand it. This week's column should explain the concept. Cloud computing is a lot like utility computing. However, cloud computing focuses on using the Internet for software and other resources. Cloud computing offers more elasticity and scalability than normal computing. Businesses have access to many resources from both the private and public clouds. Computers can easily switch to a new OS with PaaS (platform as a service). They can also switch to a new server with IaaS (infrastructure as a service). Businesses benefit from the pay as you go pricing of cloud computing. And with SaaS (software as a service), the deployment of new software is almost automatic. It eliminates the need to buy software and install it on every single computer. Furthermore, businesses can monitor their usage and cancel services anytime. Installing a CDN (content delivery network) is a local form of cloud computing that will increase bandwidth. A CDN designates computers on a network for storage. Instead of all computers clogging one server to retrieve data, each user accesses data on a nearby CDN storage computer.

With cloud computing, businesses get inexpensive solutions to their individual needs

2. Read the newspaper column about technology. Then, choose the correct answers.

1 What is the advice column about?

- A how to set up a CDN
- B ways to deploy and cancel SaaS
- C the benefits of cloud computing
- D differences between cloud and utility computing

2 What is the benefit of SaaS?

- A It makes a CDN work faster.
- B It eliminates elasticity and scalability.
- C It increases a server's available bandwidth.
- D It reduces the time and money lost installing software.

3 What can you infer about the column?

- A Its author uses cloud computing.
- B It is only available online.
- C The last entry was on utility computing.

D It helps people understand computer terms.

Vocabulary

3. Match the words (1-7) with the definitions (A-G).

1 _ public cloud

2 _ cloud computing

3 _ utility computing

4 _ scalability

5 _ PaaS

6 _ private cloud

7 _ IaaS

A Internet services available for a fee

B Internet services available to everyone

C receiving server functions over the Internet

D receiving operating systems over the Internet

E use of the Internet for software and other services

F potential for a system to change size

G computing as a metered service

4. Fill in the blanks with the correct words and phrases from the word bank.

BANK: *deployment, SaaS, pay as you go, elasticity, CDN*

1 Thanks to _____ pricing, we're only billed when we use it.

2 Set up a _____ to increase the available bandwidth.

3 Cloud computing increases the _____ of our computer systems.

4 Use _____ to avoid installing new programs on each computer.

5 Cloud computing makes _____ of new software much easier.

Listening

5. Listen and read the newspaper column about technology again. What does the term 'cloud computing' mean?

6. Listen again to a conversation between an IT worker and a manager. Mark the following statements as true (T) or false (F).

1 _ The company is having software compatibility problems.

2 _ The IT worker thinks cloud computing will help the company.

3 _ The manager asks the IT worker to set up a CDN first.

7. Listen and complete the conversation.

Manager: I'm not sure I 1 _____ . How exactly would it help us?

IT Worker: Remember when we installed all that software a few years back? The ones that had so many 2 _____ ?

Manager: Yeah, that was a real waste of money.

IT Worker: Well, with cloud computing we can 3 _____ on line. Then we pay for how much we use it.

Manager: So, it's a pay as you go type of service? What if the software is bad?

IT Worker: We can just cancel the service and switch to something better.
4 _____ is really easy.

Manager: I like the sound of that. How can we set it up? **IT Worker:** I'd
5 _____ . It's a set of computers that just store data.

Speaking

8. With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

I was reading this column on cloud computing.

How exactly would it help?

I'd start with a CDN.

Student A: You are talking to an employee about cloud computing. Ask Student B about:

- a possible problem
- benefits
- setting it up

Student B: You work with Student A. Answer his or her questions.

UNIT 28. SYSTEM ADMINISTRATION

Bell Tower Industries, New Job Position: System Administrator

Get ready!

Reading

1. Before you read the passage, talk about these questions.

- 1 What businesses need a system administrator?
- 2 What kind of problems can a system administrator fix?

Bell Tower Industries is seeking a full-time system administrator to join our growing company. The system administrator will be responsible for setting up and maintaining Bell Tower's computer system. Main job duties will involve:

- Installing and maintaining system servers
- Configuring and repairing computer hardware and peripherals
- Regular performance tuning of networks

This position involves several other duties as well. When it is necessary, the administrator will install patches for our operating systems and software. He or she will also perform weekly backups. These backups prevent critical files and data from becoming lost or damaged. The administrator will also be responsible for regular file archiving. In addition, the administrator will regularly purge old data to protect client information.

The ideal candidate for this job will be able to think and act quickly. He or she will have experience offering troubleshooting help. Candidates must have a degree in a technical field. Candidates must also have experience working with Unix®. Experience working with additional operating systems is a plus.

Interested applicants can send a resume and cover letter to hr@belltower.net.

2. Read the job posting from Bell Tower Industries. Then, choose the correct answers.

1 What are the main responsibilities of the advertised position?

- A configuring and purging file archives
- B organizing and maintaining computer systems
- C troubleshooting and backing up damaged files
- D researching and improving computer hardware and peripherals

2 Why is information deleted from the system?

- A to make room for new data
- B to protect clients' data
- C to organize system logs
- D to repair system servers

3 What is NOT needed to get the job?

- A familiarity with a Unix® operating system
- B holding a degree in a technical area
- C experience offering troubleshooting help

D experience working as a system administrator

Vocabulary

3. Match the words (1-6) with the definitions (A-F).

1 _technical

2 _purge

3 _Unix®

4 _configure

5 _troubleshooting

6 _cover letter

A to modify or arrange something

B involving science and industry

C a computer operating system

D to delete files or data from a computer

E the process of identifying and fixing technical problems
 a document that explains why a person wants and is qualified for, a job

4. Write a word that is similar in meaning to the underlined part.

1. With some adjustment to increase efficiency, our network would be faster.

_e _ _ _ r _ a _ _ _ t _ _ i _ _

2 List all previous jobs on your document showing qualifications.

r _ _ _ m _

3 Lucy is a person who manages a computer system.

s _ _ t e _ _ d _ _ n _ _ t r _ _ o _

4 Get the new software and add it to the system.

_n _ _ a _ _

5 Organizing computer files in an orderly way is important.

f _ _ e _ _ h _ v _ _ g

6 Fixing the network is the manager's task to complete.

_ _ t _

Listening

5. Listen and read the job posting from Bell Tower Industries again.
What will the administrator be expected to do with past information in files?

6. Listen and complete the conversation.

Employee 1: Mary, how many applicants did we get for the **1** ____ position?

Employee 2: Quite a few, but two candidates **2** ____

Employee 1: Who are they?

Employee 2: A former IT employee and a recent engineering grad.

Employee 1: What are **3** ____ qualifications?

Employee 2: He's very familiar with managing servers and **4** ____ . He has almost ten years of IT work experience.

Employee 1: He sounds **5** ____ . Does he have any weaknesses?

Employee 2: Only one. He hasn't 6 _____ Unix® at all.

7. Listen again a conversation between two employees at Bell Tower Industries. Mark the following statements as true (T) or false (F).

- 1 _ The company is hiring for two positions.
- 2 _ The former IT employee has a lot of experience with Unix®.
- 3 _ The man wants to hire the recent graduate.

Speaking

8. With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

Two candidates really stand out.

What are the IT employee's qualifications?

Does he have any weaknesses?

Student A: You are an employee deciding who to hire for a position. Ask Student B about:

- candidate
- qualifications
- drawbacks

Student B: Discuss with Student A about a candidate for the position. Answer Student A's questions.

Writing

9. You are applying for a system administrator job. Use the reading passage and conversation from Task 8 to write a brief cover letter stating your interest (120-150 words).

Talk about:

- Why you want the job
- Your previous work experience
- Your specific duties at a previous job
- Your skills and educational background

UNIT 29. PROGRAMMING

Freelance Opportunities for Programmers

Get ready!

1. Before you read the passage, talk about these questions.

- 1 What is programming used for?
- 2 How can a person prepare for a career in programming?

Wanted: WEB DEVELOPER

I am seeking a talented web developer to help me to build an interactive website for my company. Must be well-versed in languages like PHP and Java and have the ability to create scripts for web pages. I am already familiar with HTML and learning XML, so I'll handle the text portions of the website.

Please, send your resumes to:

janed@commonrealty.com

Wanted: EXPERIENCED PROGRAMMER

I need a programmer who is knowledgeable in C programming and C++ to help me with the application I'm working on. My current programmer left and I have no idea what he was doing, I need you to help me use the editor, decipher the code and eventually finish the project.

Email: gregmattis@websurf.com and help me make sense of this project

Wanted: VISUAL BASIC EXPERT

Are you master of visual basic? Then, I need you to work on the GUI component of the software I'm developing. It will be a user-friendly program for people looking for help budgeting and managing their money. I am still in the process of looking for investors. Thus, payment will be on the back end unless I secure funding earlier.

Email me at: geraldfaust@easybudget.com for more information.

2. Read the advertisements for the programming jobs. Than choose the correct answer

1 Which is NOT true about the Web Developer advertisement?

- A The advertiser needs help with HTML.
- B The advertiser wants Java components on her website.
- C The advertiser will work on the site's content.
- D The position requires knowing multiple programming languages.

2 What can you infer from the second advertisement?

- A The project does not pay well.
- B The original programmer was fired.
- C The advertiser has little programming knowledge.
- D The application is for money management software.

3 What does the third advertiser want?

- A to learn how to use visual basic
- B help securing investors and funding

- C information about creating user-friendly software
 D a programmer to create the software's visual element

Vocabulary

3. Match the words (1-7) with the definitions (A-G).

- 1 _ interactive
 2 _ user-friendly
 3 _ editor
 4 _ script
 5 _ component
 6 _ back end
 7 _ GUI

- A after the end of a project
 B visual element
 C part of a website or program
 D responsive to a user
 E group of automatic commands
 F easily accessible
 G creates and changes files

4. Place the words from the word bank under the correct heading.

BANK: *XML, visual basic, PHP, programmer, web developer, HTML*

Programming language	Occupation

Listening

5. Listen and read the advertisements for programming jobs again. Which job advertisement is asking for someone who is extremely skilled?

6. Listen again and complete the conversation.

Programmer 1: There's one asking for a 1 _____ for a realty company.

Programmer 2: 2 _____. Would I have to create content, too?

Programmer 1: No, the ad said that the client would 3 _____

Programmer 2: 4 _____ when you get the chance. I'll check it out.

Programmer 1: 5 _____. I've got a couple of potential jobs, too.

Programmer 2: Oh yeah? What are they?

Programmer 1: There's one client looking to decipher 6 _____ . He can't tell if it's C or C++.

Programmer 2: That shouldn't be too hard. You just have to read the code in the editor.

7. Listen to a conversation between two freelance Programmers. Mark the following statements as true (T) or false (F).

- 1 _ The web developer job includes creating content.
- 2 _ The woman believes that she can finish the programming project.
- 3 _ The woman wants to be paid before starting a project.

Speaking

8. With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

Have you seen the latest job postings?

I've got a couple potential jobs, too.

You just have to read the code.

Student A: You are a programmer. Talk to Student B about:

- a job posting
- a job Student B is interested in

Student B: You are a programmer. Answer Student A's questions.

UNIT 30. CELL PHONES

Get ready!

1. Before you read the passage, talk about these questions.

1. How have cell phones changed business?
2. What kind of features do cell phones have?

Reading

The Lightning by Mobile Tech

MobileTech is proud to introduce our most powerful cell phone yet. The Lightning. This new cell phone has a touchscreen display. Access different features with the simple tap of a finger inside the phone is a small yet powerful lithium-ion battery.

The Lightning, conveniently features caller ID and call waiting. You can also access voicemail and send text messages. The voice activation feature lets you place a call with a simple command. The phone also comes with a wide selection of ringtones to choose from.

With its access to a fast 3G network, The Lightning lets you connect to the Internet quickly and easily. Use it to download a variety of apps. Its Bluetooth technology lets you communicate with computers and other devices through your phone.

This phone has everything you need and more. With The Lightning by MobileTech, you can connect with people and the Internet faster than ever!

2. Read the cell phone advertisement on Mobile Tech's website. Then, complete the table information from the advertisement.

Feature	Uses
Voice activation	
3G network access	
Bluetooth technology	

Vocabulary

3. Match the words (1-7) with the definitions (A-G).

- 1 _ bluetooth
- 2 _ voice activation
- 3 _ lithium-ion battery
- 4 _ 3G network
- 5 _ text message
- 6 _ call waiting
- 7 _ voicemail

A a power source in cell phone

B ones a short, written message sent to or from a cell phone

C a cell phone feature that alerts users of incoming during another call

- D a feature that calls a number by speaking instead of by dialing
 E a feature that lets you leave or listen to an electronic message
 F a wireless network that connects a phone with other devices
 G a wireless network that sends and receives data

4. Write a word that is similar in meaning to the underlined part.

1. Tap on the thing that you touch to access its features. t _ _ c _ s _ _ e _ _
2. Listen to this sound or song that signals a call. _ _ n _ t _ _ e
- 3 I bought a new wireless communication device. c _ l _ _ h _ _ e
- 4 Check out my new cell phone application. _ p _
- 5 I have a feature that tells you the name and number of the person calling.
c _ _ _ e _ l _

Listening

5. Listen and read the cell phone advertisement on MobileTech's website again. How would you access the different features on The Lightning cell phone?

6. Listen and complete the conversation.

Employee 1: Hey, Amy. I think I know **1** _ _ _ _ your tracking problem.

Employee 2: Really? How?

Employee 1: It's a new **2** _ _ _ . It helps me keep track of clients and their purchases.

Employee 2: How does it do that?

Employee 1: Well, it lets me keep a list of all my clients in an address book.

Employee 2: How's that different from the **3** _ _ _ _ on my phone?

Employee 1: This one lets me view any client's **4** _ _ _ _ .

Employee 2: That's helpful. How does it work?

Employee 1: I just tap the name on the **5** _ _ _ , and it says that our client Mr. Smith purchased fifty boxes of paper yesterday.

7. Listen a conversation between two employees. Mark the following statements as true (T) or false (F).

- 1 _ The app stores a list of clients in an address book.
- 2 _ The app does not show clients' purchases.
- 3 _ The caller ID lets you track a shipment while on the phone.

Speaking

8. With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

I think I know how to solve your ... problem.

It's a new app.

I just tap the clients name on the touchscreen.

Student A: You have a useful new app. Explain it to Student B. Make up a name for your co-worker.

Student B: Ask Student A questions about:

- what the app does
- how it differs from an address book
- how to use the app

PART II. GRAMMAR EXERCISES

Exercise 1. Fill in the blanks with the proper form of the verb to be:

1. Ben ... my friend. 2. He ... a teacher. 3. I ... in my room. 4. " ... Tom and Billy babies?" "Yes, they ...". 5. We ... students. 6. She ... a teacher. 7. ... you a student? 8. " ... they doctors?" "No, they ... not. They ... students". 9. This ... a cup. It ... yellow. 10. The spoons ... on the table. The table ... in the room. 11. ... those men friends?

Exercise 2. Translate into English

1. Вона лікар? – Так. 2. Їй 17 років? – Ні. 3. Йому 14 чи 15? – Йому 14. 4. Цей м'яч маленький. 5. Вони зайняті, чи не так? 6. Його немає вдома. 7. Це важкий чи легкий текст? 8. Зараз 11 година. 9. Холодно. 10. Холодно? 11. Холодно, чи не так? 12. Мені холодно. 13. Холодно чи жарко в залі? 14. В залі не жарко, чи не так?

Exercise 3. Learn the expressions and use them in the sentences of your own

to be angry, to be hungry, to be thirsty, to be cold (hot), to be in (out), to be fond of, to be interested in, to be well (bad), to be about, to be away, to be late for, to be in time for.

Exercise 4. Make these nouns plural:

Hand, branch, school, film, class, place, price, fox, glass, dish, leaf, knife, roof, lady, money, toy, hero, tomato, foot, tooth, man, deer, cattle, shelf.

Exercise 5. Change the number of the noun in bold type, making any other necessary changes

1. I have hurt my foot. 2. The last leaf fell from the tree. 3. The roof of the house has covered with snow. 4. There is a potato in the plate. 5. Where is a glass? 6. The deer is a graceful animal. 7. What's the news this morning? The news is good. 8. He gave me his advice. 9. There was a fish in the net. 10. This shelf contains several books on different subjects. 11. The sheep is grazing in the meadow.

Exercise 6. Use "of-phrase" instead of the Possessive Case in the following sentences.

1. Britain's climate is not cold in winter. 2. This country's wealth is oil. 3. My friend's garden is beautiful. 4. The student's lessons begin at 9 o'clock. 5. This writers' works were published many times. 6. Our city's streets are green and wide. 7. The miners' meeting was held on the outskirts of the town. 8. We admire Repin's and Levitan's pictures. 9. Everything in the children's room was the work of the children.

Exercise 7. Put in "have" or "has"

1. England ... a mild climate. 2. She didn't ... a letter from him last week. 3. You ... some mistakes in your pronunciation. 4. This boy ... a good influence on his friend. 5. ... you many friends in your group? 6. Our students ... a lot of work to do at the end of the term. 7. We ... to finish our work at 4 o'clock. 8. I ... translated nothing for a week, not even a page. 9. He ... no patience.

Exercise 8. Put in the definite or the indefinite article where necessary

1. They learned English for half ... hour and then began to read ... historical novel. 2. Does ... sun shine brightly in ... winter? No, it doesn't. 3. He is ... chief of the book-keeping department of ... large organization. 4. Will you please give me ... pen and ... sheets of paper. 5. Is there ... letter for me? 6. What ... strange man! 7. Yesterday I spoke to ... man who had just returned from ... Arctic expedition. 8. Here is ... book you need. 9. He is ... man whom we all admire. 10. Students from foreign countries of ... Europe, ... Africa and ... Latin America study in Kyiv. 11. ... clock in ... hall is slow. 12. Is that ... man whom they are looking for? 13. ... English people often talk about ... weather. 14. Autumn is ... season of harvesting. 15. ... Thames flows through London. 16. Is ... ring made of ... gold? Yes, it is.

Exercise 9. Insert in each blank the form of pronouns which you consider correct (I-me; we-us; you-you; he-him; she-her; it-it; they-them)

1. It was ... who helped me most.
2. They invited you and ... to the party.
3. Very few could do it faster than
4. This book was intended for you and
5. My friend, ... are mistaken.
6. They came to see
7. She told ... about her life.
8. When we make mistakes, our teacher corrects
9. It takes ... only 10 minutes to go home.

Exercise 10. Fill in the blanks with proper possessive pronouns

1. She has come to see ... mother.
2. Put on ... coat and go for a walk.
3. Tell him not to forget ... note-book.
4. If they inquire about me, tell ... that I am well.
5. Economics, like any other social science, has ... own vocabulary.
6. Students work hard to perfect ... language.
7. She has no children of ... own.
8. A friend of ... told me this.
9. The dog broke ... leg.

Exercise 11. Translate into English using personal and possessive pronouns in the appropriate form:

1. Дай мені на хвилинку свій словник. 2. Скажи це йому, а не мені. 3. Де вона? Я її не бачу. 4. Що з нею? Вона хвора. 5. Їй сьогодні краще. Скажи

про це лікарю. 6. Я прочитав його статтю минулого тижня. 7. Я не бачив його вчора. 8. Ми запитали його: "Як ваше прізвище?". 9. Погода була хороша, і діти попросили свою сестру повести їх в парк. 10. Я візьму ці журнали і прочитаю їх вдома.

Exercise 12. Fill in the blanks with some or any

1. Do you know ... of these girls? 2. There are ... foreign visitors in the park. 3. ... of my friends live in this house. 4. We haven't ... time. 5. Do you like ... of these animals? Yes, I like ... of them. 6. Give me ... water. 7. There are ... cups on the table, but these aren't ... glasses. 8. I have ... questions to ask. 9. There isn't ... tea in the tea-pot. 10. Please add ... more tea in my cup.

Exercise 13. Translate into Ukrainian:

1. He says nothing. 2. He does not say anything. 3. No man can do this. 4. Nobody can do this. 5. I do nothing in the evening. 6. Do you go anywhere? 7. I do not know anybody in this city. 8. I know nobody in this city. 9. He sees nothing on the hill. 10. He does not see anything on the hill.

Exercise 14. Choose the proper word:

1. It gives me ... pleasure to see you again. (much, many)
2. How ... English lessons have you a week? (much, many)
3. He can read English (a little, a few)
4. Let him think(few, little)
5. There is ... hope to get the railway station in time.
6. Did you have ... difficulties in translating this article? (much, many)
7. There was ... snow last winter. (much, many)
8. The students work ... during examination session. (much, many)

Exercise 15. Use "many" and "much" instead of expressions such as lots of ... , a lot of ... , a great deal of ... , plenty of ...

1. There were lots of interesting books in the book-case. 2. I have a lot of work today. 3. There was a lot of water in rivers last spring. 4. My friend gets a great deal of enjoyment from a home computer. 5. We spent plenty of time on our translation. 6. Lots of trees were damaged by the storm. 7. He picked up a great deal of information during the afternoon.

Exercise 16. Form the degrees of comparison of the following adjectives

Old, bad, cold, yellow, loud, clean, large, comfortable, practical, modern, good, small, careful, interesting, difficult, weak, important, easy, fat, low.

Exercise 17. Put the adjectives in brackets into the required degrees of comparison

1. The twenty second of December is the (short) day of the year. 2. His plan is (practical) than yours. 3. You are much (well) today. 4. I have (little) experience than you. 5. Oleg is the (good) of my friend. 6. This book is (interesting) than the

last one I read. 7. Why do you take the (far) way home? 8. London is the (large) city in England. 9. There is (much) snow today. 10. This student speaks English (good) than you.

Exercise 18. Compare the objects according to the given example

Example: A lemon – an apple (sour).

A lemon is sourer than an apple.

An apple is not so sour as a lemon.

An apple is not as sour as a lemon.

1. The Black Sea – the White Sea (warm). 2. Oil – water (light). 3. Butter – caviar (cheap). 4. Stone – wood (heavy). 5. Carrots – cucumbers (useful). 6. China – Japan (large). 7. Meat – vegetables (expensive). 8. Japanese – Spanish (difficult). 9. The Indian Ocean – The Arctic Ocean (warm).

Exercise 19. Fill in the blanks with "every" and "each". Remember that "each" may be the subject, an object, or an attribute while "every" may only be an attribute

1. The bridge had a tower at ... end. 2. My friend goes to the Academy ... morning. 3. ... wants to become happy. 4. ... of you must prepare a home-reading. 5. Our professor shook hands with ... student. 6. ... has a bicycle in this town. 7. ... student has to attend lectures.

MODAL VERBS

Exercise 20. Read and translate

1. Jack can run for two hours without a rest. 2. Ann can give you good advice. 3. Ann can speak three languages. 4. You can address the teacher and ask him about his problem. 5. It is raining. You can take my raincoat. 6. Can I help you? 7. Can I ask a question? 8. He can't be an accountant, he can't add up.

Exercise 21. Make these sentences (a) interrogative, (b) negative

Patterns:

It can be raining today.

Can it be raining today?

It cannot be raining today.

1. He can speak English quite well. 2. It can type this letter for you. 3. She can read English book now. 4. They can do it for you today. 5. We can speak English a little. 6. It can be paid in dollars. 7. It can be cold today. 8. We could offer you advertising materials.

Exercise 22. Read and memorize

1. Can I reserve a ticket for the 6th of April? 2. Could you tell me how to get to the Ukrainian Academy for Economics and Finance? 3. Can I book a single room from now until Monday? 4. Where can I book a ticket for a train? 5. Where can I exchange money? 6. Can I take a message? 7. Can I speak to Mr. Smith? 8. Could you ask him to call me? 9. We can't speak about it over the phone. 10. We can sign

the contract tomorrow. 11. Can you reduce the time of delivery? 12. Could you speak up the delivery? 13. Could you reduce the price? 14. We can't allow this situation to continue.

Exercise 23. Translate into English from Ukrainian

Pattern: Не може бути, щоб Емілі сказала це.

Emily can't have said it.

1. Не може бути, щоб ви це зробили.
2. Не може бути, щоб ви даремно гаяли час.
3. Не може бути, щоб вони порушили ваші плани.
4. Не може бути, щоб Лінда нас бачила.

Exercise 24. Translate into Ukrainian (to be able to)

1. I shall be able to go skiing next weekend.
 2. You are able to go swimming.
 3. We'll be able to help you next week.
 4. She was able to go to her friend's place.
- Will you be able to get there in time?

Modal verb may (might)

Exercise 25. Read and translate

1. You may go with me.
2. May I sit here?
3. You may ring me up if you need my help.
4. You may open the window if it is hot.
5. You may not smoke here.
6. You may not take the book home.
7. Ann may have taken little money with her.
8. Jack may have been in Kyiv on the 1st of May.
9. You may take a biscuit.

Exercise 26. Give short affirmative and negative answers

1. May I come in?
2. May I go out?
3. May I have a cup of coffee?
4. May I speak to you now?
5. May I smoke here?
6. May we take this opportunity to congratulate you on your appointment?

Exercise 27. Use "might" in these sentences

1. The weather was fine, the children (walk) in the park.
2. If he (answer) the last question more correctly, he (pass).
3. If you (send) the parcel by air, it (arrive) a week slower than it did.

Exercise 28. Read and translate into Ukrainian

1. You must work systematically.
2. He must be attentive at the lessons.
3. You have worked hard all day, you must be tired.
4. He must be waiting for you already.
5. Must I pay in advance?
6. You must pay extra.

Exercise 29. Change the following sentences into the negative and interrogative

1. Students often have to work at the laboratory after classes.
2. Tony had to take entrance exams in August.
3. You will have to come here twice a week.
4. She had to spend a lot of money on books.
5. They had to stay there for a long time.
6. Ann always has to get up early.
7. He has to work hard at his pronunciation.
8. Lucy has

to help her little brother and sister to prepare their lessons. 9. You will have to join some sports society. 10. She has to clean the flat herself.

Exercise 30. Put "can", "may", "must", "should", "ought to", "have to", "be to", "be able to" (or negative forms) and "needn't" in the spaces

1. If you don't know the meaning of the word you ... use a dictionary. 2. Years ago I ... swim well. 3. ... you help me with my homework? Yes, I 4. You ... see the new musical on Broadway. 5. The matter ... be discussed in tomorrow's debate. 6. They ... do all the exercises; it will be sufficient if they do four of them. 7. He's tired. He ... work hard. 8. You ... keep that book. It doesn't belong to you. 9. ... I get a visa? 10. Do I ... to fill a lot of forms? 11. She was feeling unwell yesterday; she have gone to the Academy. 12. I'll ... to go to the supermarket. 13. ... you pass the cheese?

Exercise 31. Translate into English from Ukrainian

1. Ви можете дістатися до інституту на метро? Ні. 2. Ви не могли б передати мені цього ділового листа? 3. Вона, мабуть, мало працювала протягом семестру, тому так погано склала екзамени. 4. Вам нічого хвилюватись. 5. Вам немає необхідності робити це. 6. Можливо, вона мені вчора дзвонила. 7. Можливо, ви закінчили писати статтю. 8. Мені потрібно зателефонувати містеру Флону. 9. Взяти з собою парасольку? Ні, це не потрібно. Дощу, мабуть, не буде. 10. Вам треба бути уважнішим на лекціях. 11. Ви могли б мене попередити раніше про те, що сталося. 12. Вам не слід було гуляти під дощем. Тепер вам доведеться провести кілька днів удома.

THE PRESENT INDEFINITE TENSE

Exercise 32. Make these sentences interrogative and negative

1. They listen to the news in the evening. 2. He spends all his money on books. 3. Mother wakes me up at seven o'clock in the morning. 4. In summer we swim in the lake every day. 5. My friend teaches at the University. 6. I take a long walk every day. 7. She gets on well with her friends. 8. My parents want to buy new furniture. 9. She cuts her hair every month. 10. The old woman feels very cold. 11. Our father works in an office and comes home for lunch. 12. Our director signs many papers every day. 13. The children play all the morning and sleep in the afternoon. 14. His brothers work hard all day, and want to rest in the evening. 15. The postman bring letters three times a day.

Exercise 33. Replace the infinitive in brackets by the Present Indefinite

1. It (to awake) my interest to economics. 2. She always (to get) good marks in English. 3. My studies (to begin) at half past eight. 4. I (to think) economy is a promising field. 5. Hard work usually (to lead) to good success. 6. My working day (to last) six hours. 7. He (to speak) English quite fluently. 8. Everybody (to know) that they (to watch) TV every evening. 9. The swimming bath (to open) at 9.00 and (to close) at 18.30 every day. 10. What time (the banks / close) in Britain? 11. The

sun (to rise) in the East. 12. Bad students never (to work) hard. 13. It often (to snow) in winter. 14. She (to say), she (to hear) nothing. 15. My friend (to go) there nearly every week.

Exercise 34. Complete the dialogue by putting the verbs into the correct form

Brian: I need to speak to Gina about this new publicity brochure. (you / know) where she is?

Diana: She – (not/work) on Fridays. She only – (have) a part-time job now.

Brian: Right. When – (she/come) to the office?

Diana: Well, she – (come) in from Monday to Thursday, but she – (not/stay) all day. She usually – (start) at 9.00 and – (go) home at about 2.15.

Exercise 35. Put the words (underlined) into the Singular and make other changes if necessary

1. They know the town well and can show you the way to the theatre. 2. My friends live in Kyiv, they study at the University. 3. Do these boys go to school in the morning or in the afternoon? 4. They want to buy some English books which they need for their work. 5. These girls sing well but they cannot play the piano. 6. Housewives work very much at home. 7. Two of my friends work at this plant, they are engineers. 8. These little girls like when their brothers play with them. 9. Children spend a lot of time out-of-doors. 10. My cousins have families of their own. 11. My sisters have breakfast at 8 o'clock and then they go to school. They return home only at 2 o'clock in the afternoon. 12. They go to the library twice a month. 13. Their teachers tell them that they make many mistakes because they are not attentive at the lessons. 14. They go to work by bus and return home on foot. 15. Two of my sisters are married, their husbands are workers.

Exercise 36. Translate the following sentences

1. На заняттях ми читаємо, перекладаємо англійські тексти, робимо різні вправи. 2. Вони не йдуть додому після уроків, вони йдуть до бібліотеки. 3. Ви багато працюєте над англійською мовою? 4. Я не розумію це правило. 5. Чи займається твій друг спортом? 6. Мій брат не хоче вступати до інституту. Він хоче працювати. 7. Коли ми робимо помилки, наш вчитель виправляє нас. 8. Моя сестра добре співає і танцює. 9. Спочатку подумай, а потім скажи. 10. В погану погоду я не виходжу на прогулянку. 11. Я не люблю чай з лимоном. Я люблю бутерброди з яйцем та сиром. 12. Взимку темніє дуже рано. 13. Я не пам'ятаю нові слова. 14. Деякі наші студенти живуть в гуртожитку. 15. В тебе не забере багато часу, щоб дістатись до інституту.

Exercise 37. Define the meaning of the verb "to do" in the following sentences

1. One must do one's duty. 2. She does her homework in the evening. 4. I do not speak English well. 5. Don't do it. It's dangerous. 6. He does know how to translate this sentence. 7. Don't be noisy. 8. I have done some shopping.

Exercise 38. Translate into Ukrainian

1. What are you going to do on Sunday? 2. Try to do your home assignments properly. 3. Does he do many mistakes when he speaks English? 4. How many magazines did you take from the library? 5. We tried and did our best to Economy as a social science does explain the laws which regulate the production and distribution of material wealth in human society.

Exercise 39. Insert the auxiliary verbs in general questions

- 1.... you like your future speciality?
- 2.... he take the shortest way to the University?
- 3.... they work five days a week?
- 4.... he teach English?
- 5.... our Academy train specialists for various branches of economics?
- 6.... you listen to the news in the evening?
- 7.... you read newspapers in the morning or in the evening?
- 8.... it often rain in summer?
- 9.... you go in for sports?

Exercise 40. Complete these sentences with a tail-questions as in the pattern:

Pattern: You are a student, aren't you?

You study at the Academy, don't you?

1. It's time for breakfast, ...?
2. He reads English books, ...?
3. They do not miss English Lessons, ...?
4. You don't mind my smoking here, ...?
5. You are ready, ...?
6. They are industrious students, ...?
7. They learn many subjects, ...?
8. They work in the laboratory every day, ...?
9. She speaks English fluently, ...?

XI. Put special questions to underlined words

1. This artist draws very good pictures.
2. The students of our group know English well.
3. About four thousand students study at our Academy.
4. My sister winds up her watch in the morning.
5. We know this young man.
6. My brother can drive a car.
7. The results of the competition are good.
8. He is a doctor.
9. I go to the cinema once a month.
10. I have my breakfast at half past seven.

THE PAST INDEFINITE TENSE

Exercise 41. Give the forms of the Past Indefinite:

To write, to drink, to speak, to think, to choose, to prepare, to come, to go, to be, to begin, to exist, to become, to show, to have, to do, to make, to find, to save, to know, to rise, to lie, to live, to strike.

Exercise 42. Give the Negative and Interrogative forms of the Past Indefinite

1. Bob came home late.
2. She gave them her dictionary.
3. He took a shower.
4. Ann brought me a new magazine.
5. He left for London on Monday.
6. He opened the window before classes.
7. Ann translated a lot of foreign letters last

week. 8. I finished work at five o'clock. 9. He lived in Kyiv three years ago. 10. They returned home in the evening. 11. It heavily rained on Sunday. 12. My friend lay in the sun last summer. 13. I played chess with him yesterday. 14. She spoke English fluently. 15. He paid the money yesterday. 16. She remembered every word. 17. She got an excellent mark. 18. My parents met me at the station. 19. You thought he was right. 20. They admired her singing very much.

Exercise 43. Use the verbs to complete the sentences. Some of the sentences are positive, some are negative, and some are questions to accept, to complain, to hire, to place, to realize, to study, to visit.

1. Oh, I'm sorry to disturb you. I ... you had a visitor. 2. ... you ... economics when you were at University? 3. She ... because the salary was too low. 4. Last week a number of customers ... about slow service. 5. ... you ... the Acropolis when you were on Greece? 6. I am writing with reference to the order I ... with you last week. 7. At last year's launch party, who ... you ... to do the catering?

Exercise 44. Translate the following sentences into English, using the Past Indefinite Tense

1. Я подивився на дошку і переписав нові слова. 2. Де ви жили минулого року? Я жив у Києві. 3. Ми вчора не обговорили багато питань. 4. Коли ви в останній раз обговорювали правила дорожнього руху? 5. Вони відповіли на багато листівок минулого місяця. 6. Дівчина зайшла до кімнати і стала біля вікна. 7. Я купив цей годинник п'ять років тому.

Exercise 45. Change the following sentences into disjunctive questions

1. They met at the cinema five minutes before the showing began. 2. He took his parent's way. 3. They listened to a wonderful concert last night. 4. He didn't go to the country last summer. 5. He began to work at an early age.

THE FUTURE INDEFINITE TENSE

Exercise 46. Make these sentences negative and interrogative

1. I shall take my examination in English on Monday.
2. He will meet me at the station.
3. They will take a taxi.
4. There will be a concert here today.
5. I shall come home in half an hour.
6. My friend will take a room facing the street.
7. He will be twenty next Sunday.
8. They will enjoy staying here.

Exercise 47. Put the following sentences in the Future Tense

1. They came by car. 2. Did you easily find this street? 3. I helped her with her home-reading. 3. He lives on the outskirts of a little town by the sea. 5. Do you study English at the Academy? 6. Where did you buy such a lovely dress? 7. It rains at this time of year. 8. What does your decision depend on?

Exercise 48. Translate what is given in brackets, using the Present Indefinite or the Future Indefinite

1. You will enjoy yourself if you (поїдете на Кавказ). 2. Ask him if he (поїде на Кавказ). 3. We shan't be able to go out if (буде сильний дощ). 4. They say (буде сильний дощ) at night, the clouds are gathering. 5. I don't know when he (прийде), the weather is so nasty. 6. Tell him to wait when he (прийде), I may be late. 7. Tell mother we (нескоро повернемося), it's much too far away. 8. Tell mother not to worry if we (не скоро повернемося), it's much too far away. 9. I'll talk to him about it if I (побачу його сьогодні). 10. I'm not sure if I (побачу його сьогодні). 11. She will take the children out for a walk if she (закінчить роботу раніш). 12. I don't know if she (закінчить роботу раніш), she has got a lot to do. 13. The rain won't do him any harm if he (одягне плащ). 14. Ask him if he (одягне плащ), it looks like rain.

PARTICIPLE I. THE CONTINUOUS TENSES.

Exercise 49. Form Participle I (Present Participle) of the following verbs

Pattern: to draw – drawing

to write – writing

To speak, to study, to ski, to live, to produce, to provide, to love, to develop, to show, to solve, to pay.

Exercise 50. Translate into Ukrainian paying attention to the functions of Participle I

a) 1. I came up to the students discussing their time-table. 2. Do you know the teacher speaking to our students? 3. This is a big factory producing textile machinery. 4. The students learning English are in the phonetic study.

b) 1. Speaking on the topic "Great Britain" the teacher showed many pictures. 2. While studying a foreign language students learn new words. 3. Writing the text we used our dictionaries. 4. Translating the article, we discussed the variants.

c) 1. The students are writing their tests. 2. Ann is reading an economic article. 3. Are you learning business? 4. Ukraine is developing its economic contacts.

Exercise 51. State the functions in Participle I

1. I don't remember the name of the man standing near the window. 2. Those girls coming into the reading-hall are students of our group. 3. Studying foreign languages the people enrich their native language. 4. They are discussing a very important problem.

Exercise 52. Make the following sentences negative and interrogative

1. He is drawing. 2. She is playing chess. 3. I am watching television. 4. The girl is singing. 5. They are working. 6. We are having talks. 7. Mr. Brown is writing a letter. 8. We are learning English.

Exercise 53. Use the Present Continuous instead of the Infinitive in brackets

1. He (not to work), he (to watch) the TV program. 2. Kitty (to finish) her porridge. 3. Look, the sun (to rise). 4. John (to polish) his boots and his sister (to press) her dress. 5. It (to rain)? Yes, it (to rain) very hard. 6. The delegation (to leave) Moscow tomorrow. 7. Somebody (to talk) in the next room. 8. Who (to make) such a noise? 9. What you (to read) now? 10. The weather is fine. The sun (to shine) and the birds (to sing). 11. Somebody (to knock) at the door. 12. You (to go) anywhere tonight? 13. Why you (to speak) so fast? You (to make) a lot of mistake. 14. Who you (to wait for)? 15. I can't hear what they (to talk) about.

Exercise 54. Use the verbs given in brackets in the Present Indefinite or the Present Continuous tenses

1. Why you (to work) so fast today? You usually (to walk) quite slowly. – I (to hurry), I am afraid to miss the train. 2. Cuckoos (not to build) nests. They (to use) the nests of other birds. 3. I always (to buy) lottery tickets but I seldom (to win). 4. You can't have the book now because my brother (to read) it. 5. Some people (to do) everything with their left hand. 6. Who (to make) the terrible noise? – It's my son. 7. How you (to feel)? 8. Switch on the light. It (to get) dark. 9. You (to understand) the rule? 10. The sun (to set) late in summer. 11. What you (to look for)? – We (to look for) our grandmother spectacles. 12. I (not to know) what he (to want). 13. What time she (to come) here as a rule? 14. Look, snow still (to fall). 15. It often (to rain) in October.

Exercise 55. Translate the following sentences into English. Pay attention to the use of the Present Continuous to express an action in the near future

1. Ми зараз дуже заклопотані, оскільки ми від'їжджаємо завтра. 2. Поїзди відходять і прибувають через 5 хвилин. 3. Делегація англійських вчителів прилітає (to arrive by plane) сьогодні ввечері до Києва. 4. Моя сестра приїжджає в суботу. Я мушу її зустріти. 5. В понеділок я складаю іспит з історії Англії. 6. Студенти складають екзамени два рази на рік. 7. Моя подруга влаштовує сьогодні вечірку. 8. Коли вони влаштовують вечірку, вони, як правило, запрошують всю нашу родину.

Exercise 56. Translate into English using the Present Indefinite or the Present Continuous

1. Студенти складають екзамени. Не здіймайте галасу в коридорі. 2. Ви чуєте шум у коридорі? 3. Зачекайте хвилину, вони зараз вечеряють. 4. Послухайте, в сусідній кімнаті хтось плаче. 5. Восени птахи відлітають до теплих країн, а весною повертаються знову. 6. Кого ти чекаєш? – Я чекаю свою подругу. 7. Маленькі діти їдять 4-5 разів на день. 8. Кажуть, що він повертається завтра.

Exercise 57. Make these sentences negative and interrogative

1. Ann was going home. 2. It was raining all day yesterday. 3. I was staying in

Kyiv in summer. 4. I was reading a book when my friend came. 5. They were writing a letter at six. 6. I was having dinner at that time. 7. We were coming home.

Exercise 58. Use the Past Continuous instead of the infinitive in brackets

1. He (to sit) in a cafe when I saw him. 2. The two men (to discuss) something when I interrupted them. 3. She (to go) to the plant when I met her. 4. I (to write) a letter when you phoned me yesterday. 5. What you (to do) when he came? 6. I (to swim) when I saw a boat. 7. She (to cook dinner) when I came in.

Exercise 59. Translate the following

1. Вчора ввечері йшов дощ, тому я залишився вдома. 2. Він телефонував мені, коли ми вечеряли. 3. Сонце сідало за гори, коли я підійшов до села. 4. Петро питав, коли я ввійшов. 5. Я не працював увечері. 6. Ми розмовляли про Джиммі, коли він вбіг до кімнати. 7. Елісон та Енні розмовляли на східцях.

Exercise 60. Make these sentences negative and interrogative

1. We shall be waiting for you at the cinema the whole day long. 2. He will be writing a text at 10 o'clock. 3. It will be raining all day. 4. He will be delivering a lecture from 5 to 6. 5. The students will be working in the laboratory at 12. 6. I shall be teaching her to skate from 6 to 7. 7. We shall be passing our examination tomorrow at 12.

Exercise 61. Use the Future Continuous instead of the infinitive in brackets

1. You (to do) your homework at 5 o'clock. 2. Where the man (to sit) at that time? 3. What he (to do)? 4. The sun (to shine) at noon. 5. We (to translate) this text from 5 to 6. 6. What you (to do) tomorrow at 6? 7. We (to play) tennis the whole morning tomorrow.

Exercise 62. Translate the following:

1. Коли ви прийдете до мене, я буду працювати в лабораторії. 2. Я буду відпочивати в цей час. 3. Він гратиме в шахи з 8 до 9. 4. Ми будемо чекати на вас весь вечір. 5. В неділю о п'ятій годині я допоможу вам.

Exercise 63. Use the Past Continuous or the Future Continuous instead of the Infinitives in brackets

1. When I got back they (to have) supper. 2. When I get back they (to have) supper. 3. At ten o'clock he still (to sleep), and we had to wake him. 4. Don't come at ten, I'm sure he still (to sleep). 5. I was late for the meeting. When I entered they (to discuss) what slogans to make for the demonstration. 6. We (to wait) for you at the metro station. Don't be late. 7. I always prepare my lessons in the morning; so tomorrow morning I (to do) the same. 8. Can you tell me what you (to do) at eight o'clock? I couldn't get you on the tomorrow.

Participle II

Exercise 64. Remember the forms and functions of Participle II

Форми	Функції	Приклади
1. Для правильних дієслів: Infinitive без "to" + ed solve – solved	1. An attribute	Look at the cup broken by you
2. Для неправильних дієслів: див. таблицю неправильних дієслів, III форма	2. The predicative	He felt disappointed
	3. An adverbial modifier	When asked he always helped me
	4. A part of the predicate	They had made a fire before the sun set

Exercise 65. Form Participle II of the following verbs

To become, to choose, to pay, to study, to take, to keep, to send, to spend, to decide, to solve, to translate, to write, to give, to express, to get, to make, to do.

Exercise 66. Read and translate the following sentences. Pay attention to the function of Participle II

1. His speech was received with great applause, mixed with cries. 2. This great dark smoky house crowded to the ceiling with poor inhabitants astonished her highly. 3. Surrounded by difficulties and uncertainly, a boy longed for his parents. 4. I had been seated at the desk for a long time, lost in thought. 5. Absorbed in her book, she did not hear my question. 6. If asked he always helped me. 7. She was expensively dressed. 8. She said nothing as if she was deeply impressed by my words. 9. He is not a manager now. He is retired.

THE PERFECT TENSES

Exercise 67. Make these sentences negative and interrogative

1. I have just seen him. 2. I have already been to the laboratory. 3. They have already finished breakfast. 4. She already seen the sea and wants to go to the Carpathians. 5. The bell has just gone. 6. We have been there before.

Exercise 68. Choose the proper place of the adverb

1. He has not finished his work (yet). 2. I have not received any letters from them (за останній час). 3. Have you been to London (even)? 4. She has spoken to him (already). 5. The delegation has arrived (just). 6. She has not read very much (recently). 7. I have met her (never). 8. Have you read this book (yet)? - No, I have begun it (just). 9. I have seen him at lectures (never). 10. She has not seen this film, but has heard a lot about it (yet).

Exercise 69. Transform the following sentences into the sentences with Present Perfect

1. Our delegation arrived in New York last week. 2. She learns English hard. 3. We work at the library every morning. 4. Did you finish this work yesterday? 5. He speaks English quite fluently. 6. He knocks at your door every morning. 7. We

write dictation every week. 8. I write letters to my parents twice a week. 9. He smokes a great deal. 10. The train comes at 5 o'clock. 11. It often rains in autumn. 12. He always thanks for help. 13. He heard this news yesterday. 14. They walk in the park every evening. 15. I wake up early in the morning.

Exercise 70. Replace the infinitives in brackets by the required tenses

1. The telegram (to arrive) five minutes after you (to leave) the house. 2. It (to rain) hard last night. 3. He (to leave) Kyiv ? – No, he is still in Kyiv. 4. He (to be) in hospital for ten days. 5. The goods (to arrive) yesterday. 6. I (to buy) this book in London. 7. They (to discuss) this important problem since 5 o'clock. 8. We (to speak) to him the other day. 9. She (to bring) us some interesting books. 10. He is not here, he (to go out). 11. They (to receive) our telegram last week. 12. We (to have) no news from him since he (to leave) home. 13. I cannot give you a definite answer as I not (to discuss) the matter with manager. 14. This delegation (to visit) our Academy some days ago.

Exercise 71. Translate the following sentences into English

1. Вона відчинила вікно, ось чому у кімнаті досить холодно. 2. Мій брат живе в Черкасах з минулого року. 3. Студенти тільки що повернулися з колгоспу. 4. Вони вже повідомили про виконання роботи? 5. Він приніс листа від сестри. 6. Дощ скінчився. 7. Вони ще не повернулися. 8. Я бачила його тільки двічі. 9. Я розірвала папір навпіл. 10. Вона вже написала цього листа. 11. Він не бачив цих документів. 12. Я уважно прочитав його доповідь.

Exercise 72. Replace the infinitive in the brackets by the required tense

1. We (to translate) this article by five o'clock. 2. They not (to finish) their work by last Friday. 3. You (to ship) the good by that time? 4. The plant (to fulfil) its yearly plan by the middle of December. 5. He told me that he (to speak) to the manager about it. 6. We (to finish) our work as he (to loose) his old one. 8. We looked through the catalogues which they (to send) us. 9. As we not (to receive) an answer to our letter we sent them a telegram. 10. They informed us that they (to charter – фрахтувати) the ship for the transportation of goods. 11. He told me that he (to buy) a new TV set. 12. He drove to the hotel where he (to reserve) a room. 13. She told me that she just (to return) from India. 14. He came home late in the evening as he (to visit) the Historical Museum and (to be) to a concert. 15. After the sun (to set) we decided to return home.

Exercise 73. Translate the following sentences into English

1. Я згадав про це, коли вони вже пішли. 2. Ми вже відвантажили товари, коли прийшла ваша телеграма. 3. Коли секретар отримав телеграму, він одразу ж показав її директору. 4. Підписавши лист, він попросив секретаря відправити його. 5. Вона вийшла з кімнати після того, як вимкнула світло. 6. Після того, як вони перерахували ящики, вони відправили їх на склад. 7. Ми вже лягли спати, коли вони прийшли. 8. Ми прийшли до згоди (to come to an agreement) відносно умов оплати до того, як ви приїхали. 9. Він знову

прочитав контракт раніше, ніж підписав його. 10. Директор повернувся до того, як вона надрукувала всі листи. 11. Ми прийшли на станцію до того, як стемніло. 12. Коли я зайшов до нього, він хворів вже кілька днів. 13. Я міг рекомендувати його як дуже здібного спеціаліста, оскільки знав його майже десять років. 14. Вони вже повернулися додому, як пішов дощ. 15. Ми вже пообідали, коли вона прийшла.

Exercise 74. Refer to the future as in the pattern:

By the end of the term we had learnt many new words. By the end of the term we shall have learnt many new words.

1. We had translated the first part of the book by the end of the month. 2. When we entered the theater the play had already began. 3. Everybody had finished his work by the appointed time. 4. The doctor had examined ten patients by 5 o'clock. 5. The delegation had arrived in our city by 2 o'clock. 6. When I came back from the Academy my parents had already learned the news. 7. We had repeated all the examination topics by the time of the exam.

Exercise 75. Translate these sentences into English

1. Я вже закінчу свою роботу до шостої години. 2. До 1 липня наступного року вони вже складуть вступні іспити. 3. Я закінчу цю роботу до того, як ти прийдеш додому. 4. Вона не перекладе цей роман. 5. Ми не повернемося з поїздки до кінця тижня. 6. Студенти перекладуть текст про ринкову економіку до кінця уроку. 7. Вони збудують нові гуртожитки до початку навчального року.

THE PASSIVE VOICE

Exercise 76. Make the following interrogative and negative

1. The land of the world is divided into five large continents. 2. She was told a good piece of news yesterday. 3. The pupils are taught to drive a car. 4. I was suggested to write about weather. 5. We shall never be pleased with weather. 6. He will be offered an interesting job in a month. 7. He is being instructed by his mother. 8. The radio-set is being repaired now. 9. Newspapers were being bought by him from 5 to 6. 10. That document was being copied by him at 12. 11. We have been told many funny stories. 12. She has been given a beautiful ring. 13. They had been acquainted with many participants of this conference, before they joined it. 14. The problem of budgetary system in Ukraine will have been discussed at the seminar by the time he comes.

Exercise 77. Put the following sentences into the Passive Voice

1. They often invite me to their parties. 2. People speak English in different parts of the world. 3. One uses milk for making butter. 4. We form the Passive Voice with the help of the auxiliary verb "to be". 5. They build a lot of new houses in this district every year.

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1. They built this house in 1950. 2. Somebody locked the front door. 3. Someone broke my pen last night. 4. They punished the boy for that. 5. They finished their work in time.

*

1. People will forget it very soon. 2. They will translate this work next year. 3. They will tell you when to come. 4. Where will they build a new library? 5. Someone will ask him about it.

*

1. They are constructing some new Metro lines now. 2. Wait a little. They are examining the last student there. 3. They are discussing this question now. 4. When I switched on the radio they were broadcasting a very interesting program.

*

1. Somebody has invited her to the party. 2. They have done all the exercises in written form. 3. They had done everything before we came. 4. I thought they had already sent the letter. 5. Evidently somebody had informed him of the news before they announced it. 6. They will have informed us before he comes.

Exercise 78. Put the following sentences into the Passive Voice making the indirect object the subject of the passive construction

Example: They showed me the way .

I was shown the way.

1. He offered me a chair. 2. We gave him all the money. 3. They have just shown me a new magazine. 4. Mother promised the boy a new toy. 5. Nobody has told me the news yet. 6. They sent you the invitation last week. 7. I am sure they will offer you a very interesting job. 8. They recommended me several articles on that problem. 9. Someone taught him French and gave him a dictionary. 10. They asked us to be there at eight o'clock. 11. They have promised me some books on this problem. 12. A passer-by showed us the way to Trafalgar Square.

Exercise 79. Translate the following sentences into English using the Passive Voice

1. Коли обговорювалось це питання? 2. Такі питання обговорюються на наших зборах. 3. Яке питання зараз обговорюється? 4. Це питання вже обговорили. 5. Коли я прийшла, це питання обговорювалося. 6. Ця книга написана в XVIII ст. 7. Коли стаття буде написана, її помістять у газету. 8. Оповідання вже написане? 9. Ця робота була написана до того, як були зроблені нові відкриття в цій сфері. 10. В Києві зараз не будується багато нових будинків. 11. Коли ми переїхали сюди, неподалік будувалось декілька будинків. 12. На цьому майдані буде збудовано новий будинок. 13. Цей будинок було збудовано до війни. 14. Ця школа тільки що збудована. 15. Мені вже ставили таке запитання. 16. Такі запитання часто ставлять на екзамені. 17. Я впевнена, що вам поставлять багато запитань, коли ви будете розповідати про свою поїздку. 18. Оскільки йому раніше вже ставили подібні запитання, він знав, що відповісти.

Exercise 80. Put the following sentences into the Passive Voice

Example: They laughed at him. He was laughed at.

1. People speak much of him. 2. They will look after the children well. 3. People will laugh at you if you say it. 4. They sent for the doctor immediately. 5. Everybody listened to her attentively. 6. They always wait for me after the lessons. 7. Nobody took notice of this little boy. 8. Everybody lost sight of the boat in the fog. 9. Why are they laughing at her ? 10. I wonder whether they will listen to him. 11. Students often refer to these books. 12. Nobody has ever spoken to me in such a way. 13. If they send for you don't refuse to come. 14. They have not referred to that incident since then.

Exercise 81. Make up sentences using the given verbs in the Passive Voice

To look (at), to listen (to), to wait (for), to think (of), to speak (about), to refer (to), to look (for), to look (after), to send (for), to laugh (at), to speak (to), to ask (for).

Exercise 82. Translate into English using the Passive Voice

1. Роботу тільки що завершено. 2. Доповідь слухали дуже уважно. 3. Його вчора ніде не бачили. 4. Телеграму отримають лише завтра. 5. На цій вулиці будується нова станція метро. 6. Коли була написана ця стаття ? 7. Його попросили взяти участь у концерті. 8. Про цей фільм багато говорять. 9. Їй порадили написати доповідь англійською мовою. 10. Вас просять до телефону. 11. Мені дали цю книгу лише на 3 дні. 12. Ця книга не перекладена на українську мову. 13. Ця п'єса поставлена в Національному українському театрі ім. І. Франка. 14. Мене про це ніколи не запитували. 15. В дитинстві її навчали музиці. 16. Після лекції нам покажуть фільм про Лондон. 17. Лист ще не відправили. 18. Цікаво, чи сказали йому про це вже, чи ні. 19. З вас будуть сміятися, якщо ви це скажете.

PART III. QUOTES OF THE FAMOUS PEOPLE

- «I have no special talent. I am only passionately curious». Albert Einstein
- «Wisely, and slow. They stumble that run fast». William Shakespeare
- «Whenever you find yourself on the side of the majority, it is time to pause and reflect». Mark Twain
- «All that we are is the result of what we have thought». Buddha
- «The most courageous act is still to think for yourself. Aloud.». Coco Chanel
- «Stay hungry, stay foolish» Steve Jobs
- «Insanity: doing the same thing over and over again and expecting different results». Albert Einstein
- «The greatest wealth is to live content with little». Plato
- «The successful warrior is the average man, with laser-like focus». Bruce Lee
- «A great man is always willing to be little». Ralph Waldo Emerson
- «Be kind whenever possible. It is always possible». Dalai Lama
- «I like criticism. It makes you strong». LeBron James
- «Well done is better than well said». Benjamin Franklin
- «The root of suffering is attachment». Buddha
- «Don't count the days, make the days count».
- «Well done is better than well said». Benjamin Franklin
- «Keep calm and carry on». Winston Churchill
- «I think, therefore I am». René Descartes
- «I came, I saw, I conquered». Julius Caesar
- «To be, or not to be, that is the question». William Shakespeare
- «That's one small step for a man, one giant leap for mankind». Neil Armstrong
- «Ask not what your country can do for you, but what you can do for your country». John F. Kennedy
- «The future belongs to those who believe in the beauty of their dreams». Eleanor Roosevelt
- «It is not in the stars to hold our destiny but in ourselves». William Shakespeare
- «The journey of a thousand miles begins with one step». Lao Tzu
- «I've failed over and over and over again in my life and that is why I succeed». Michael Jordan
- «Float like a butterfly, sting like a bee». Muhammad Ali
- «That which does not kill us makes us stronger». Friedrich Nietzsche

«Nonviolence is a weapon of the strong». Mahatma Gandhi

«It does not matter how slowly you go so long as you do not stop».

Confucius

«Not how long, but how well you have lived is the main thing». Seneca

«It's not whether you get knocked down, it's whether you get up». Vince

Lombardi

«You miss 100 percent of the shots you never take». Wayne Gretzky

«Peace begins with a smile». Mother Teresa

«You only live once, but if you do it right, once is enough. Mae West
The only thing that interferes with my learning is my education». Albert Einstein

«Go confidently in the direction of your dreams. Live the life you have
imagined». Henry David Thoreau

«Life is either a daring adventure, or nothing». Helen Keller

«Education is the most powerful weapon which you can use to change the
world». Nelson Mandela

«Good artists copy, great artists steal». Pablo Picasso

«Genius is one percent inspiration, ninety-nine percent perspiration».

Thomas A. Edison

«If you think you can do a thing or think you can't do a thing, you're right».

Henry Ford

«Better to die standing than to live on your knees». Ernesto "Che" Guevara

«Big Brother is watching you». George Orwell

«It always seems impossible until it's done». Nelson Mandela

«The unexamined life is not worth living». Socrates

«Our life is frittered away by detail... simplify, simplify». Henry David
Thoreau

«Try not to become a man of success but rather to become a man of
value». Albert Einstein

«The weak can never forgive. Forgiveness is the attribute of the strong».

Mahatma Gandhi

«No matter who you are or what you look like, how you started off, or how
and who you love, America is a place where you can write your own destiny».

Barack Obama

«Turn your wounds into wisdom». Oprah Winfrey

«I don't think of all the misery but of the beauty that still remains». Anne

Frank

«Life is a flower of which love is the honey». Victor Hugo

«Little by little, one travels far». J.R.R. Tolkien

«It's not how much you have that makes people look up to you, it's who you

are». Elvis Presley

«I fear not the man who has practiced 10,000 kicks once, but I fear the man who has practiced one kick 10,000 times». Bruce Lee

«A man who stands for nothing will fall for anything». Malcolm X

«You have power over your mind – not outside events. Realize this, and you will find strength». Marcus Aurelius

«Do what you can, with what you have, where you are». Theodore Roosevelt

«Love all, trust a few, do wrong to none». William Shakespeare

«I have a dream that one day little black boys and girls will be holding hands with little white boys and girls». Martin Luther King Jr

«Imperfection is beauty, madness is genius and it's better to be absolutely ridiculous than absolutely boring». Marilyn Monroe

«The path to success is to take massive, determined action». Tony Robbins

«God helps those that help themselves». Benjamin Franklin

«By failing to prepare, you are preparing to fail». Benjamin Franklin

«Genius is eternal patience». Michelangelo

«Fear is stupid. So are regrets». Marilyn Monroe

«Do something worth remembering». Elvis Presley

«Elegance is refusal». Coco Chanel

«Whatever you are, be a good one». Abraham Lincoln

«Puns are the highest form of literature». Alfred Hitchcock

«A boo is a lot louder than a cheer». Lance Armstrong

«Get busy living, or get busy dying». Stephen King

«I'm not afraid of dying, I'm afraid of not trying». Jay-Z

«Be proud of who you are». Eminem

«Whatever you do, do with all your might». Cicero

«Man – a being in search of meaning». Plato

«Your past does not equal your future». Tony Robbins

«Believe you can and you're halfway there». Theodore Roosevelt

«I don't make music for eyes. I make music for ears». Adele

«Simplicity is the ultimate sophistication». Leonardo da Vinci

«We need fantasy to survive reality». Lady Gaga

«It's fun to do the impossible». Walt Disney

«Have no fear of perfection, you'll never reach it». Salvador Dali

«What worries you, masters you». John Locke

«There is nothing impossible to him who will try». Alexander the Great

«The future starts today, not tomorrow». Pope John Paul II

«You are what you believe yourself to be». Paulo Coelho

«Stumbling is not falling». Malcolm X

«It is you, the young and fearless at heart, the most diverse and educated generation in our history, who the nation is waiting to follow». Barack Obama

«Doing the best at this moment puts you in the best place for the next moment». Oprah Winfrey

«When our memories outweigh our dreams, it is then that we become old». Bill Clinton

«We are all of us stars, and we deserve to twinkle. Marilyn Monroe

«For beautiful eyes, look for the good in others; for beautiful lips, speak only words of kindness; and for poise, walk with the knowledge that you are never alone». Audrey Hepburn

«I am basically a feminist. I think that women can do anything they decide to do». Grace Kelly

«Ambition is a dream with a V8 engine». Elvis Presley

«Do all the good you can, for all the people you can, in all the ways you can, as long as you can». Hillary Clinton

«Never doubt yourself. Never change who you are. Don't care what people think and just go for it». Britney Spears

«Everybody wants to be famous, but nobody wants to do the work. I live by that. You grind hard so you can play hard. At the end of the day, you put all the work in, and eventually it'll pay off. It could be in a year, it could be in 30 years. Eventually, your hard work will pay off». Kevin Hart

«Everything negative – pressure, challenges – is all an opportunity for me to rise». Kobe Bryant

«We don't want to tell our dreams. We want to show them». Cristiano Ronaldo

«Impossible is just a big word thrown around by small men who find it easier to live in the world they've been given than to explore the power they have to change it. Impossible is not a fact. It's an opinion. Impossible is not a declaration. It's a dare. Impossible is potential. Impossible is temporary. Impossible is nothing». Muhammad Ali

«If people take anything from my music, it should be motivation to know that anything is possible as long as you keep working at it and don't back down». Eminem

«Creativity is intelligence having fun». Albert Einstein

«I just don't want to be hampered by my own limitations». Barbra Streisand

«Those who say it can't be done are usually interrupted by others doing it».

James Baldwin

«Do what you have to do, to do what you want to do». Denzel Washington

«I would like to die on Mars. Just not on impact». Elon Musk

«I don't care what you think of me. I don't think of you at all». Coco Chanel

«No man has a good enough memory to be a successful liar». Abraham Lincoln

«If you let your head get too big, it'll break your neck». Elvis Presley

«Lots of people want to ride with you in the limo, but what you want is someone who will take the bus with you when the limo breaks down». Oprah Winfrey

«Fame is like caviar, you know - it's good to have caviar but not when you have it at every meal». Marilyn Monroe

«I don't have a short temper, I just have a quick reaction to bullshit». Elizabeth Taylor

«Those who believe in telekinetics, raise my hand». Kurt Vonnegut

«The best things in life are free. The second best things are very expensive». Coco Chanel

«I am simple, complex, generous, selfish, unattractive, beautiful, lazy, and driven». Barbra Streisand

«Being president is like running a cemetery: you've got a lot of people under you and nobody's listening». Bill Clinton

«We are all born ignorant, but one must work hard to remain stupid». Benjamin Franklin

«I became insane, with long intervals of horrible sanity». Edgar Allan Poe

«You laugh at me because I'm different I laugh at you because you're all the same». Lady Gaga

«If you don't have any shadows you're not in the light». Lady Gaga

«Better a diamond with a flaw than a pebble without». Confucius

«Knowing is not enough; we must apply. Willing is not enough; we must do». Bruce Lee

«Often it isn't the mountains ahead that wear you out, it's the little pebble in your shoe». Muhammad Ali

«Truth is like the sun. You can shut it out for a time, but it ain't goin' away». Elvis Presley

«No one ever told me I was pretty when I was a little girl. All little girls should be told they're pretty, even if they aren't». Marilyn Monroe

«It is easier to find men who will volunteer to die, than to find those who are willing to endure pain with patience». Julius Caesar

«Life is not a problem to be solved, but a reality to be experienced». Søren Kierkegaard

«A lion doesn't concern himself with the opinions of the sheep». Lionel

Messi

«My ruthless desire to win at all costs served me well on the bike but the level it went to, for whatever reason, is a flaw. That desire, that attitude, that arrogance». Lance Armstrong

«I'm for truth, no matter who tells it. I'm for justice, no matter who it's for or against». Malcolm X Click to tweet

«I never thought of myself as being handsome or good-looking or whatever». I always felt like an outsider. Elton John

«Behind every successful person lies a pack of haters». Eminem

«Hurt me with the truth. Don't comfort me with a lie». Rihanna

«It's easy to fool the eye but it's hard to fool the heart». Al Pacino

«Too often we enjoy the comfort of opinion without the discomfort of thought». John F. Kennedy

«It is our choices, that show what we truly are, far more than our abilities». J.K. Rowling

«Stand for something or you will fall for anything». Today's mighty oak is yesterday's nut that held its ground». Rosa Parks

«The truth will set you free, but first it will piss you off». Gloria Steinem

«Man was born free, and he is everywhere in chains». Jean-Jacques Rousseau

«Every man is guilty of all the good he did not do». Voltaire

«Wise men talk because they have something to say; fools, because they have to say something». Plato Click to tweet

«We must use time as a tool, not as a couch». John F. Kennedy

«Simplicity is the keynote of all true elegance». Coco Chanel

«Some day you will be old enough to start reading fairy tales again». C.S. Lewis

«The most important things are the hardest to say, because words diminish them». Stephen King

«You should never take more than you give». Elton John

«Take a long pause ...breathe and know that things are happening for you not to you». Ashton Kutcher

«It's nice to be important, but it's also important to be nice». Never forget that». Sacha Baron Cohen

«You never really learn much from hearing yourself speak». George Clooney

«Doubt can motivate you, so don't be afraid of it». Confidence and doubt are at two ends of the scale, and you need both». They balance each other out». Barbra Streisand

«Once you've accepted your flaws, no one can use them against you». George R.R. Martin

«A wise man can play the part of a clown, but a clown can't play the part of a wise man». Malcolm X

«A wise man can learn more from a foolish question than a fool can learn from a wise answer». Bruce Lee [Click to tweet](#)

«I don't care that they stole my idea... I care that they don't have any of their own». Nikola Tesla

«A fool thinks himself to be wise, but a wise man knows himself to be a fool». William Shakespeare

Someone's sitting in the shade today because someone planted a tree a long time ago». Warren Buffett

«Truth is ever to be found in simplicity, and not in the multiplicity and confusion of things». Isaac Newton

«To know that we know what we know, and to know that we do not know what we do not know, that is true knowledge». Nicolaus Copernicus

«There is nothing so useless as doing efficiently that which should not be done at all». Peter Drucker

«People are more impressed by the power of our example rather than the example of our power». Bill Clinton

«Honesty is the first chapter in the book of wisdom». Thomas Jefferson

«Doubt is not a pleasant condition, but certainty is absurd». Voltaire

«Science is organized knowledge». Wisdom is organized life». Immanuel Kant

«I'll be back». Terminator

«Salvation lies within». Shawshank Redemption

«Hope is a good thing, maybe the best of things, and no good thing ever dies». Shawshank Redemption

«Doubt is the origin of wisdom». Augustine of Hippo

«A boss has the title, a leader has the people».

«You manage things; you lead people».

«If you are positive, you'll see opportunities instead of obstacles».

«Keep looking up... that's the secret of life». Charlie Brown

«The first step is you have to say that you can». Will Smith

«If you are positive, you'll see opportunities instead of obstacles». Widad Akrawi

«Once you choose hope, anything's possible». Christopher Reeve

«You can, you should, and if you're brave enough to start, you will». Stephen King

«The best way to predict the future is to create it». Abraham Lincoln

«Small steps motivate». Big steps overwhelm». Maxime Lagacé

«The best is yet to be». Robert Browning

«We can change our lives. We can do, have, and be exactly what we wish».

Tony Robbins

«A problem is a chance for you to do your best». Duke Ellington

«Expect nothing. Live frugally on surprise». Alice Walker

«Life could be limitless joy, if we would only take it for what it is, in the way it is given to us». Leo Tolstoy

«All of us are alive because someone took care of us when we were small».

Aaron Thier

«The greatest gift you ever give is your honest self». Fred Rogers

«Too many people believe that everything must be pleasurable in life, which makes them constantly search for distractions and short-circuits the learning process». Robert Greene

«The closer you are to the truth, the more silent you become inside». Naval Ravikant

«Understand: the future belongs to groups that are fluid, fast, and nonlinear». Robert Greene

«The inspired minority triumphs over the inert masses». Napoleon Bonaparte

«If you are always trying to be normal, you will never know how amazing you can be». Maya Angelou

«What you are being challenged by may be the very thing you've been waiting for». Iyanla Vanzant

«Extreme people get extreme results». Sam Altman

«Never worry about being obsessive. I like obsessive people. Obsessive people make great art». Susan Sontag

«Sing the song that only you can sing, write the book that only you can write, build the product that only you can build... live the life that only you can live». Naval Ravikant

«One of the main reasons people fall short of their potential is they care more about looking good than getting better. Excellence is the product of high aspirations and low ego». Adam Grant

«Our ambition should not be to win but to play with our full effort». Our intention is not to be thanked or recognized, but to help and to do what we think is right». Our focus is not on what happens to us but on how we respond». In this, we will find contentment and resilience». Ryan Holiday (Daily Stoic)

«The only Zen you'll find on mountain tops is the Zen you bring up there

with you». Alan Watts

«Do what is right, not what is easy nor what is popular». Roy T. Bennett
(The Light in the Heart)

«The privilege of a lifetime is being who you are». Joseph Campbell

«You could leave life right now. Let that determine what you do and say and think». Marcus Aurelius

«A man when he has done a good act, does not call out for others to come and see, but he goes on to another act, as a vine goes on to produce again the grapes in season». Marcus Aurelius

«It just seems clear to me that as long as we are all here, it's pretty clear that the struggle is to share the planet, rather than divide it». Alice Walker

«In the age of instant gratification, those who can endure discomfort are the most free». Alex Sauer

«The mediocre man consumes». The ordinary man seeks». The great man creates». The superior man does the right thing». Maxime Lagacé

«As soon as we free ourselves from the mirage of hurrying time, we are alive again, as in childhood, to the ecstasies of ordinary life». Alan Watts

«He is the man who can have tragedy in his heart and comedy in his head». G.K. Chesterton

«Listening is where love begins: listening to ourselves and then to our neighbors». Fred Rogers

«Our society is much more interested in information than wonder, in noise rather than silence... And I feel that we need a lot more wonder and a lot more silence in our lives». Fred Rogers

«First stop lying, then start speaking the truth». Jordan Peterson

«I only ask to be free, the butterflies are free». Charles Dickens

«Love the sinner and hate the sin». Augustine of Hippo

«You have power over your mind, not outside events». Realize this, and you will find strength». Marcus Aurelius

«What I'm looking for is not out there, it is in me». Helen Keller

«It is better to conquer yourself than to win a thousand battles». Then the victory is yours. It cannot be taken from you, not by angels or by demons, heaven or hell». Buddha

«Gossip dies when it reaches the ears of a wise and secure person». Wesley Snipes

«Only by saying no that you can concentrate on the things, that are really important». Steve Jobs

«You never really learn much from hearing yourself speak». George Clooney

«You know what the issue is with this world? Everyone wants a magical solution to their problem, and everyone refuses to believe in magic». Alice in Wonderland

«There is no hurry, and in a way there is no future». It is all here – so take it easy, take your time, and get acquainted with it». Alan Watts

«The salvation of mankind depends upon independent thinkers directing their thoughts rightly». Ralph Waldo Emerson

«If I'd followed all the rules, I'd never have gotten anywhere». Marilyn Monroe

«You're only given a little spark of madness; you mustn't lose it». Robin Williams

«Live the life you want other people to live». Naval Ravikant

«The struggle ends when the gratitude begins». Neale Donald Walsch

«Conquer yourself and the world lies at your feet». Augustine of Hippo

«Be tolerant with others and strict with yourself». Marcus Aurelius

«Getting over yourself offers exponential returns». Shane Parrish

«Defensiveness is weakness». Vulnerability is strength». Justin Kan

«I'm proud of you. I hope that you are proud of you too». Fred Rogers

«Being poor is not having too little, it is wanting more». Seneca

«Never lose hope, my heart». Miracles dwell in the invisible». Rumi

«As far as your self-control goes, as far goes your freedom». Marie Von Ebner-Eschenbach

«Happiness comes from peace. Peace comes from indifference». Naval Ravikant

«Happiness is not doing fun things. Happiness is doing meaningful things». Maxime Lagacé

«One of the keys to happiness is a bad memory». Rita Mae Brown

«Happiness is a state where nothing is missing». Naval Ravikant

«Cry. Forgive. Learn. Move on. Let your tears water the seeds of your future happiness». Steve Maraboli

«Three grand essentials to happiness in this life are something to do, something to love, and something to hope for». Joseph Addison

«If you want to be happy, be». Leo Tolstoy

«Happiness is a function of accepting what is». Werner Erhard

«Difficult roads often lead to beautiful destinations».

«For every minute you are angry you lose sixty seconds of happiness».

Ralph Waldo Emerson

«True happiness is not attained through self-gratification, but through fidelity to a worthy purpose». Helen Keller

- «Life is really simple, but we insist on making it complicated». Confucius
- «If you aren't grateful for what you already have, what makes you think you would be happy with more». Roy T». Bennett
- «Time you enjoy wasting is not wasted time». Marthe Troly-Curtin
- «Now and then it's good to pause in our pursuit of happiness and just be happy». Guillaume Apollinaire
- «Happiness is a gift and the trick is not to expect it, but to delight in it when it comes». Charles Dickens
- «The truly wise and happy are never rushed». Maxime Lagacé
- «We don't laugh because we're happy – we're happy because we laugh». William James
- «That's your unlimited desires that are clouding your peace, your happiness». Naval Ravikant
- «Don't cry because it's over, smile because it happened». Ludwig Jacobowski
- «Doing what you like is freedom. Liking what you do is happiness». Frank Tyger
- «There is more to life than increasing its speed». Mahatma Gandhi
- «Enjoy it. Because it's happening». Stephen Chbosky
- «When one door of happiness closes, another opens, but often we look so long at the closed door that we do not see the one that has been opened for us». Helen Keller
- «Life is 10 percent what happens to you and 90 percent how you respond to it». Lou Holtz
- «True happiness arises, in the first place, from the enjoyment of one's self». Joseph Addison
- «Happiness? That's nothing more than health and a poor memory». Albert Schweitzer
- «Happiness, not in another place but this place...not for another hour, but this hour». Walt Whitman
- «Success is getting what you want. Happiness is wanting what you get». Dale Carnegie
- «Boredom is the feeling that everything is a waste of time...serenity, that nothing is». Thomas Szasz
- «Learn to value yourself, which means: fight for your happiness». Ayn Rand Click to tweet
- «The best way to cheer yourself is to try to cheer someone else up». Mark Twain
- «If you want others to be happy, practice compassion». If you want to be

happy, practice compassion». Dalai Lama

«Happiness is not something ready made». It comes from your own actions». Dalai Lama

«Happiness is when what you think, what you say, and what you do are in harmony». Mahatma Gandhi

«In our lives, change is unavoidable, loss is unavoidable. In the adaptability and ease with which we experience change, lies our happiness and freedom». Buddha

«Thousands of candles can be lit from a single candle, and the life of the candle will not be shortened. Happiness never decreases by being shared». Buddha

«The biggest adventure you can take is to live the life of your dreams». Oprah Winfrey

«Happiness in intelligent people is the rarest thing I know». Ernest Hemingway

«The most important thing is to enjoy your life – to be happy – it's all that matters». Audrey Hepburn

«The advantage of a bad memory is that one enjoys several times the same good things for the first time». Friedrich Nietzsche

«Indeed, man wishes to be happy even when he so lives as to make happiness impossible». Augustine of Hippo

«Happiness depends upon ourselves». Aristotle

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