

Unit 2 Print and work: Information

Grammar 1

Comparisons 1

Choose the best options to complete the report.

Please look at Handout Number 6. This is a graphic report on the spending of our IT department last year. I'd like to call your attention to various aspects.

Firstly, notice the high spend on hardware – a (1) *bit / few / lot* more was spent on hardware than on software applications. Furthermore, spending on hardware was (2) *half / a quarter / twice* as high as our spending on broadband access. This worries me. Despite the need to develop our online presence, this year most IT managers put (3) *lot / much / several times* less money into web design than into managing hardware. Hardware upgrades attracted three (4) *fractions / more / times* as much investment as web design and this isn't (5) *as / more / most* important to the department right now.

Another problem is IT training. The amount spent on this was only (6) *much / far / slightly* more than on broadband. While I believe broadband and website design are (7) *far / half as / twice* more important than other aspects, training is one of our main weaknesses. This year we need to redefine what our goals should be and direct our spending on what will help us reach these goals more rapidly. Our first aim should be to adjust our priorities so that we spend only (8) *twice / half / marginally* as much money on hardware as on web design, broadband access and training.

Grammar 2

Comparisons 2

Complete the sentences with the words and phrases from the box.

as expensive as tasty better biggest further
healthier less honest less likely the most ridiculous
the worst

- Mr Cato tried to trick us. He's _____ than we thought.
- I can't pick up a signal from the wireless network. I think my office must be _____ from the wi-fi hotspot than yours.
- Tara uses an app on her smartphone for international calls. She says the sound quality is _____ than on her landline.
- The other advantage of using an app for international calls is that it's not _____ as a landline call.
- There's still a possibility that I could get the job, but unfortunately it's _____ than before.
- Hurley Clothing's website is terrible – I think it's _____ I've ever visited.
- Don't eat in the canteen. Come to the sandwich bar

with us today – their food is just _____.

- Mark made the _____ mistake I've ever seen. I hope he can sort it out before the boss hears about it.
- It's _____ to bring your own lunch than to eat in the canteen. Jon got sick there last week.
- I can't believe it. That's _____ thing I've ever heard!

Grammar 3

Comparisons 3

Choose the correct comparisons to complete the quotations.

- 'There is one thing in the world *bad / worse than / the worst* being talked about, and that is not being talked about.' Oscar Wilde
- 'Money is *good / better than / less good than* poverty, if only for financial reasons.' Woody Allen
- 'The man who goes *far / the least far / the furthest* is generally the one who is willing to do and dare. The sure-thing boat never gets far from shore.' Dale Carnegie
- 'It has been said that democracy is *bad / worse than / the worst* form of government except all the others that have been tried.' Sir Winston Churchill
- 'Income tax returns are *as imaginative / more imaginative / the most imaginative* fiction being written today.' Herman Wouk
- 'You can go a long way with a smile. You can go *far / as far / a lot further* with a smile and a gun.' Al Capone
- 'Nothing is impossible. Some things are just *more likely / less likely than / unlikelier than* others.' Jonathan Winters
- '*The best / The worst / The least* ideas come as jokes. Make your thinking as funny as possible.' David Ogilvy

Grammar 4

Requests

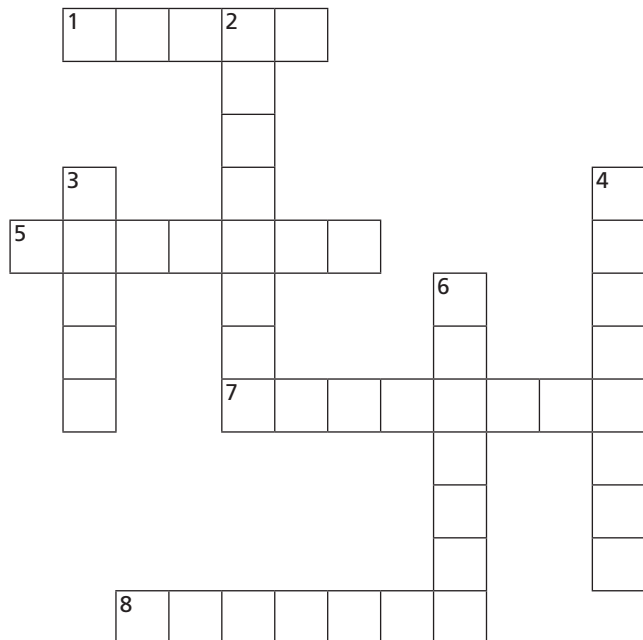
Put the words in the correct order to form requests.

- Can / turn it / how / me / on / tell / to / you / ?
- Do / hotel / nearby / is / which / know / you / ?
- attachment / me / mind / sending / the / Would / you / ?
- I / if / prepare / the report / was / wondering / would / you / .
- a / giving / hand / me / mind / Would / you / ?
- find / how much / I'm / out / spent / to / trying / we / .
- back / call / could / I / if / me / was / wondering / you / .
- close / Do / I / if / mind / the / window / you / ?
- Reception / me / mind / showing / to / Would / you / ?
- Can / check / I / is / just / our / password / what / ?

Vocabulary 1

Computing terms 1

Complete the puzzle. The first letter of each word is given in the clues below.



Across

- 1 I need someone to help me s_____ my new computer.
- 5 The IT Department told me they would i_____ the required patches this afternoon.
- 7 I had to d_____ six different programs to get his computer working again.
- 8 Oh, no! My computer has just c_____ again.

Down

- 2 I don't understand it. We just u_____ that operating system.
- 3 All you have to do is e_____ the data in these spaces.
- 4 I couldn't send the email. The server w_____ again.
- 6 He told me you had d_____ his file by mistake. Is that correct?

Vocabulary 2

Computing terms 2

Choose the correct option to complete each sentence.

- 1 Make sure you have the correct password for our company's *intranet* / *Internet*.
- 2 Have you joined our *workgroup* / *workstation* yet?
- 3 I don't like *laptops* / *tablets* any more. They're too heavy to carry when I'm travelling.
- 4 If we are going to improve our web presence, we'll need at least two new *PCs* / *servers* in order to handle the increased traffic.
- 5 I only expected to get a new PC but they also gave me a *workgroup* / *workstation* to put it on.

- 6 Computer *bugs* / *viruses* are easily spread over the Internet.
- 7 The company gave me a *PC* / *server* even though I'd asked for a MacBook Pro.
- 8 We need more than just one program, we need an *application* / *a suite* of programs.
- 9 If you download the new *patches* / *plug-ins*, it will improve the performance of your application.
- 10 A *patch* / *plug-in* is a piece of software designed to fix any problems you have with a computer program.

Vocabulary 3

Giving information 1

Complete the sentences with the words and phrases from the box.

a ring update back fill informed loop
in touch let

- 1 I promised to give Solange an _____ after the meeting.
- 2 I haven't got the price list in front of me now. Can I get _____ to you in ten minutes?
- 3 To start today's meeting, Guto is going to _____ us in on the developments in Sales.
- 4 Could you get _____ with Francesca? Send her an email about the spreadsheets.
- 5 Our online tracking system allows customers to be kept _____ about their deliveries.
- 6 Someone was supposed to give me _____ about the meeting, but nobody called.
- 7 Would you _____ me know if that error message appears again? There may be a problem with your PC.
- 8 Mrs Liotta has asked me to keep her in the _____ about the cost of our IT upgrade.

Vocabulary 4

Giving information 2

Match phrases 1–8 with ones that mean the same in a–h.

- 1 contact me
 - 2 give me an answer later
 - 3 contact me by telephone
 - 4 give me regular progress reports
 - 5 include me in the group of people you inform
 - 6 give me some details
 - 7 report on
 - 8 tell me
- a) get in touch
 - b) fill me in
 - c) get back to me
 - d) keep me in the loop
 - e) give me a ring
 - f) keep me informed
 - g) give me an update
 - h) let me know

Listening 1

Vocabulary

 Listen to this telephone conversation and decide if the phrases were *I* (included) or *NI* (not included).

- | | | |
|----|--|---------------|
| 1 | I was wondering if you ... | <i>I / NI</i> |
| 2 | Anything I could do to help? | <i>I / NI</i> |
| 3 | Do you need to know how to do it? | <i>I / NI</i> |
| 4 | I won't keep you any longer. | <i>I / NI</i> |
| 5 | Have you got a couple of minutes? | <i>I / NI</i> |
| 6 | Anyway, I'd better hang up. | <i>I / NI</i> |
| 7 | I mustn't take any more of your time. | <i>I / NI</i> |
| 8 | I'd like to help you, but ... | <i>I / NI</i> |
| 9 | Normally I'd run right down ... | <i>I / NI</i> |
| 10 | Do you think you might be able to help me? | <i>I / NI</i> |

Listening 2

Telephoning









 Listen to the conversation again and decide if the sentences are *T* (true) or *F* (false).

- | | | |
|----|--|--------------|
| 1 | Karen works in Sales. | <i>T / F</i> |
| 2 | It's been raining for a week. | <i>T / F</i> |
| 3 | Karen left the Prentice account in Brian's office. | <i>T / F</i> |
| 4 | Karen knows Mike's telephone number. | <i>T / F</i> |
| 5 | Karen can't connect her printer to her computer. | <i>T / F</i> |
| 6 | Brian will help Karen immediately. | <i>T / F</i> |
| 7 | Brian's client is about to arrive. | <i>T / F</i> |
| 8 | Brian is having lunch in 15 minutes. | <i>T / F</i> |
| 9 | They might have lunch together. | <i>T / F</i> |
| 10 | Brian says goodbye first. | <i>T / F</i> |

Pronunciation

Intonation in telephone calls

 Listen to these sentences and choose the correct intonation: rising (↗) or falling (↘).

- | | | | |
|---|---|--|--------------|
|  | 1 | How's it going? | <i>↗ / ↘</i> |
|  | 2 | Have you got a couple of minutes? | <i>↗ / ↘</i> |
|  | 3 | I was just walking out the door. | <i>↗ / ↘</i> |
|  | 4 | Anything I can do to help? | <i>↗ / ↘</i> |
|  | 5 | Do you think you could send me an email? | <i>↗ / ↘</i> |
|  | 6 | Anyway, I won't keep you any longer. | <i>↗ / ↘</i> |
|  | 7 | I'm not disturbing you, am I? | <i>↗ / ↘</i> |
|  | 8 | Thanks a million. | <i>↗ / ↘</i> |