

Watch the following news clip and complete the statements (or mark them true or false if necessary). You will see the clip twice.

- 1) Prague's Franz Kafka airport was ranked last in customer service satisfaction due to _____, poor service, and an overall oppressive, impersonal _____.
- 2) Jim Cassoti, an American traveler, was told that _____.
- 3) Franz Kafka airport also has problems with _____ corridors leading to dead ends.
- 4) True or false? Gate B2 is next to gate E11. And gate B40 is in the F terminal.
- 5) Business Week called the airport's employees as "completely _____ travelers' needs."
- 6) True or false? Complaint forms should be addressed to the hospital in which you were born.
- 7) Bob Fryer spent _____ minutes being interrogated by the security guard during an ID check.
- 8) The neighboring Dostoyevsky Hotel received low marks from its customers because they ended up _____ at the hotel.

Word formation: complete the sentences using forms of the words below.

obedient, argue, appear, polite, absent, move, equip, improve, ignorant, excite, silent, patient,

1. John's _____ is way too high!
2. Saying that you want this is not sufficient as an _____ for buying a boat!
3. Hollow _____ filled room as sound of somebody descending stairs was heard.
4. Always show some _____ while talking to people.
5. There is always room for _____.
6. Imagine there is pure _____ in everyday interaction.
7. If you go for a hike, make sure all _____ is in your backpack.
8. People say there is no _____ towards world peace.
9. Learn some _____ through meditation.
10. Every morning is a beautiful act full of _____.
11. _____ is deceptive.
12. Sometimes I fail to see _____ in our political leaders.

ICT SYSTEMS

1) Discuss these questions

- When do you use ICT or see ICT being used around you in your everyday life?
- What are the benefits of ICT to your life?
- Are there any disadvantages?

2) Study the pictures on a handout and look at the related vocabulary below.

Alarm, application, automated, biometric, control, device, global, machine, monitoring, online, passport, positioning, protocol, receiver, remote, system, teller, wireless

- What aspects of life do they show?
- How does each item work?

3) Look at the list of words above.

- Underline the stressed syllable in each word.
- Which of these words has the same stress pattern as *global*?
- Sort the other words into groups according to their stress patterns.

4) Complete each sentence with a word from the list in exercise 2. Change the form if necessary.

- The _____ system went off when someone tried to break into the house.
- You need a personal identification number (PIN) to take money out of the _____ teller machine.
- The microchip in a biometric _____ contains information about an individual, such as their fingerprints or a face scan.
- _____ shopping is a convenient way to buy things, but many people worry about Internet fraud.
- Global _____ systems use signals from satellites to triangulate their position. This information can then be displayed in map form to help drivers travel from one place to another.
- Use the remote _____ to select the channel you want to watch.
- Body function _____ devices give information which doctors can use to treat a patient's condition.
- WAP phones use wireless _____ protocol.