

4 | Practice file

Working with words

1 Complete these instructions with words from the list.

battery screen button
username and password start menu

- 1 Touch the _____ to choose your options.
- 2 Enter your _____ and you are connected.
- 3 For 25 copies, key in 25 and press the green _____.
- 4 Can I recharge my _____ here? I need to make a call.
- 5 Click on the _____ and go to Settings.

2 Match the instructions in 1 to the equipment.

- a Laptop _____
- b mobile phone _____
- c photocopier _____
- d ticket machine _____
- e wireless connection _____

3 Match 1–7 to a–g to complete these instructions.

- 1 To make a coffee, fill it with water and switch _____
 - 2 To get money from your bank account, insert your card and key _____
 - 3 To book the flight, log _____
 - 4 To find the document, click _____
 - 5 Don't forget to switch _____
 - 6 At the hotel, put _____
 - 7 You need a password to connect _____
- a ... in your personal number.
 - b ... off the photocopier when you've finished.
 - c ... on the icon 'open file'.
 - d ... on the machine.
 - e ... in your card to open the bedroom door.
 - f ... to our network.
 - g ... on to the website and find the flight you want.

4 Underline the correct words in *italics*.

- 1 *Touch / Insert / Key in* your credit card, then *key in / push / touch* the screen and choose your ticket.
- 2 *Switch on / Log on / Click on* your PC and *touch / connect / enter* your username.
- 3 *Touch / Click on / Switch off* the icon, then *connect / key in / insert* to the Internet.
- 4 *Log on to / Enter / Press* the green button to make the copies.

Business communication

1 Complete these four conversations.

- A Can you ¹g_____ m_____ a h_____?
B Sure.
A I ²d_____ k_____ h_____ t_____ put these photos onto CD-ROM. I'm ³t_____ t_____ copy them for Bob.
C Can you ⁴h_____ m_____?
D Yes, ⁵o_____ c_____.
C ⁶H_____ d_____ I send a file to Sandy?
D Let me see.
E Do you ⁷w_____ a h_____?
F That ⁸w_____ b_____ g_____. I don't know how to log on.
G I'm trying to download a document.
H Can I ⁹h_____?
G Oh, ¹⁰y_____, p_____.
H Click on that icon and ...

2 Put these dialogues in the right order.

- A a _____ Sure.
b _____ I've got a problem. I'm trying to book a flight on the Internet, but it doesn't work.
c _____ John, can you help me?
d _____ Yes, but I don't know how to enter it.
e _____ Do you have a username for the website?
f _____ Click on here, then key it in.
- B a _____ That would be good.
b _____ What's the problem?
c _____ How do I print this document?
d _____ Let me see ...
e _____ Are you OK Galina? Do you want a hand?

3 Underline the best response in *italics*.

- 1 A Do you want a hand?
B *That would be good. / Yes, of course.*
- 2 A Can you give me a hand?
B *Yes, please. / Sure.*
- 3 A Can you help me?
B *Yes, of course. / That would be good.*
- 4 A Can I help?
B *Yes, of course. / Yes, please.*

Language at work | Adverbs of frequency | Questions

Adverbs of frequency

Form

The adverb of frequency goes **before** the main verb.

I never work 10 hours a day.

He always takes a break.

The adverb of frequency goes **after** the verb *be*.

I am never late.

He is always late.

You are sometimes sick.

Use

To describe how often / regularly someone does something.

never rarely sometimes often usually always

0% ● ————— 50% ————— ● 100%

Questions (present simple)

Form

Question word + *do / does* + subject + verb phrase.

Who do you work for?

What does she do?

Where do they live?

See also **Practice file 2** for other question forms in the present simple.

Meaning

To ask about:

The way / method

How do you travel to work? By train.

People / the company you work for

Who does she work for? Philips.

General information

What do they do? They sell electronics.

Frequency

How often does he take a holiday? Once a year.

A place

Where do you work? In Singapore.

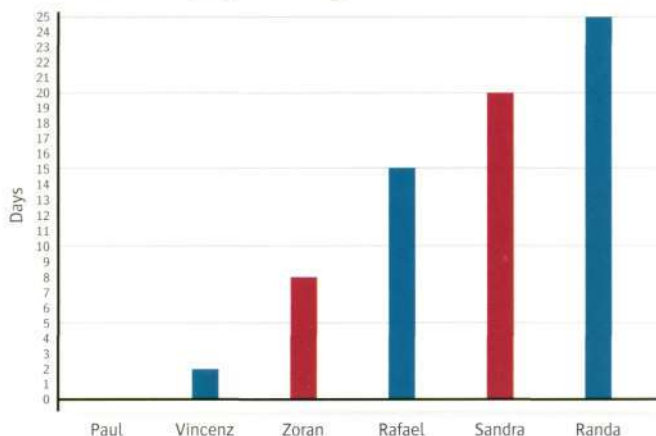
The reason

Why do they like the company? The pay is very good.

A time

When do we start work? At 8.00.

- 1** This chart shows the number of days the employees were late for work last month. Complete the sentences about the employees using the words in the list.



sometimes never rarely always usually often

- Paul is _____ late for work.
- Sandra is _____ late for work.
- Zoran is _____ late for work.
- Vincenz is _____ late for work.
- Randa is _____ late for work.
- Rafael is _____ late for work.

- 2** Put the words in *italics* in the right order.

- She / break / takes / always / a*
_____ at 10 o'clock.
- We're / sick / rarely* _____.
- They / never / seven / days / work*
_____ a week.
- I / off / take / usually / Friday* _____.
- We / finish / work / sometimes*
_____ at 16.00.
- He's / late / for / work / often* _____.

- 3** Match questions 1–6 to answers a–f.

- When do you have lunch? ____
 - How often do you go to work by train? ____
 - What does your company do? ____
 - Who do you work with? ____
 - Where do you take a break? ____
 - Why do you like your job? ____
- I usually go to the canteen for a coffee.
 - At 12 o'clock.
 - It's very interesting.
 - Never, I always drive.
 - I have three colleagues in my team.
 - It develops software.

