

UNIT	TITLE		CONTENT
1	EXPLORING THE IT INDUSTRY PAGE 6		Introducing a company Structure of a company Company start-ups
2	DEALING WITH CUSTOMERS PAGE 15		Telephone communications between companies Sales enquiries Planning a computer system for a customer
3	ORDERING PAGE 24		Product specifications Telephone orders Order confirmations
4	USING THE INTERNET PAGE 33		Searching for information online Software downloads Free software
5	INSTALLING HARDWARE PAGE 42		System configurations Installation instructions
6	INSTALLING SOFTWARE PAGE 51		Software categories Installation instructions Software registration Error messages
7	TROUBLESHOOTING PAGE 60		Problems with hardware and software Troubleshooting flowcharts Telephone hotlines
8	INTERNATIONAL CONTACTS PAGE 69		Travel problems Making reservations Checking into a hotel
9	TRADE FAIRS PAGE 78		CeBIT Product innovation Planning trade fair representation Sales presentations
10	PROJECT MANAGEMENT PAGE 87		Project meetings Project management software Agendas Project quality
11	APPLYING FOR A JOB PAGE 96		Job advertisements IT jobs Job applications Job interviews
12	CASE STUDY: NETWORKING A SMALL BUSINESS PAGE 105		Analysing requirements Network design Operating systems Quotations Invoices

ADVANCED MATERIALS	SKILLS	GRAMMAR
Profile of an IT company	How to say and write numbers LEARNING SKILLS: different learning techniques	<i>Present tenses</i>
e-Commerce	Using telephone language Making appointments Advising a customer LEARNING SKILLS: mediation	<i>Questions</i>
Customer service	Making an enquiry by telephone Placing an order by telephone Writing emails LEARNING SKILLS: vocabulary	<i>The future (1): will future</i>
The Deep Web	Choosing search terms Giving instructions LEARNING SKILLS: speaking	<i>Modal verbs</i>
Installing upgrade cards	Understanding technical texts Mediation: explaining instructions LEARNING SKILLS: reading	<i>Passive voice</i>
Upgrade difficulties	Understanding installation instructions and error messages LEARNING SKILLS: grammar	<i>Relative pronouns</i>
Service and maintenance contracts	Calling a hotline Helping a customer with technical problems LEARNING SKILLS: listening	<i>Present perfect</i>
Intercultural misunderstandings	Describing arrangements and plans Making small talk LEARNING SKILLS: cultural awareness	<i>The future (2): present continuous and going to</i>
Product innovation	Discussing plans in a group Planning and making a sales presentation	<i>Adjectives and adverbs</i>
The perfect project manager	Discussing a project Writing agendas	<i>-ing forms</i>
Tips for writing a CV	Writing a CV Writing a covering letter Preparing for and conducting an interview	<i>Past simple and present perfect</i>
Interview with Linus Torvalds	Discussing requirements Writing quotations and invoices Describing past projects	

APPENDIX

Pairwork files	page 114	A–Z word list	page 141
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