

**Ліана Куліш
Юлія Сабадош**

**Англійська мова для здобувачів ступеня
вищої освіти «Бакалавр»**



Міністерство освіти і науки України
Вінницький національний технічний університет

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Електронний навчальний посібник

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Навчальний посібник призначений для бакалаврів, здобувачів вищої освіти, які вивчають англійську мову, незалежно від спеціальності. Матеріал спрямований на розвиток знань з граматики, умінь читання, збагачення словникового запасу, формування навичок усного й писемного мовлення, а також уміння аналізувати тексти різних жанрів.

Структура посібника охоплює дві частини: аудиторну та позааудиторну роботу, де представлено теорію та практичні завдання з граматики англійської мови, лексико-граматичні завдання для систематизації знань; адаптовані тексти для читання з контролем розуміння; тексти з комплексом вправ для поглибленої роботи й розвитку аргументованого мовлення. Для продуктивності роботи в кінці посібника міститься вокабуляр. Матеріали можуть бути використані і під час аудиторних занять і для домашньої роботи. Посібник сприятиме розширенню граматичних знань здобувачів, мовних можливостей, формуванню культури читання іноземною мовою та вдосконаленню комунікативної компетентності у ситуаціях реального спілкування.

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Introduction

The textbook is designed for bachelors, students of higher education institutions who study English, regardless of their specialty. The materials are aimed at improving knowledge of the theory and practice of English grammar, the ability to understand the material read, enriching vocabulary, developing oral and written speaking skills, as well as the ability to analyze and rethink texts of various genres.

The textbook consists of two parts and a vocabulary. The first part is intended for classroom work and contains theory and practical tasks on English grammar, lexical and grammatical tasks that provide an opportunity to deepen and systematize the knowledge gained.

The second part, intended for homework, includes both grammatical tasks and authentic texts with complex exercises, which are focused on in-depth analysis, construction of oral and written statements, as well as the development of argumentative speaking skills.

The materials of the manual can be used both during classroom lessons and for homework, as provided for by the work program of the discipline. Homework appears in independent reading, text analysis, performing exercises and test tasks, which ensure the formation of responsibility for the learning outcome. The use of the materials of the manual will contribute to the expansion of students' linguistic and grammatical capabilities in English, the development of a culture of reading in a foreign (English) language and the improvement of communicative competence in situations of real communication.

PART I

CLASSWORK

Unit 1

Phrasal verb

Be

Overview

Phrasal verbs are verbs combined with one or two particles (prepositions or adverbs) that create a new meaning. The phrasal verbs with be + preposition or adverb often describe states, plans, or situations. They are common in everyday English and can have different meanings depending on the context.

Cases of Usage

Case 1: be up – awake or happening

Be up means to be awake or to be happening now, often used for events or problems.

She is up early every morning to study.

What's up? Is there a problem?

Case 2: be after – to want or look for something

Be after means to want something or to try to get it, often used in informal speech.

They are after a new manager for the company.

Are you after the book I borrowed?

Case 3: be against – to oppose or disagree

Be against means to disagree with an idea or plan, or to oppose something.

Many people are against the new law.

I am against working on weekends.

Case 4: be in for – to expect something, usually something unpleasant

Be in for means to be about to experience something, often difficult or bad.

We are in for a big storm tonight.

You are in for a surprise when you see the results.

Case 5: be off – to leave or to be canceled

Be off can mean to leave a place or that something is canceled or not happening.

He is off to work now.

The meeting is off because the boss is sick.

Case 6: be on – to happen or to be switched on

Be on means that an event is happening or that a device is working.

The concert is on this Friday.
The lights are on in the office.

Case 7: be out of – to have none left

Be out of means to have no more of something.

We are out of milk; I need to buy some.

She is out of ideas for the project.

Case 8: be over – to finish

Be over means that something has ended.

The exam is over now, so relax.

The party will be over by midnight.

Pay Attention:

Some phrasal verbs with be change meaning depending on the context, so pay attention to the situation.

He is off (he left) vs. The milk is off (the milk is bad).

Also, some phrasal verbs are informal and more common in spoken English, like be after.

Additional Notes

Remember that these phrasal verbs use the verb be and are often followed by adjectives, prepositions, or adverbs. They describe states or situations rather than actions.

Practice using them in different contexts to understand their meanings better:

be after -to want or try to get something or someone;

be against -to disagree with or oppose an idea or plan;

be in for -to expect something, usually something unpleasant or difficult;

be off -to leave a place or to be canceled or not working;

be out of -to have no more of something left;

be over -to have finished or ended;

be up -to have reached a limit or to be awake and active.

Tasks

Task 1. Read and translate the mini-text and discuss the questions below.

Monday mornings in our open-plan office always feel chaotic. As soon as I arrive, I know I'm in for a long day. My boss, Sarah, who is in charge of the marketing department, usually greets me with a stack of documents that need attention. Today was no exception. "Good morning! I need you to fill in for James today," she said. "He's off sick, so you'll have to handle his paperwork too." I nodded, though I wasn't thrilled about the extra work. The truth is, I've been after a promotion for months, and taking on additional responsibilities

might help my case. I walked to my cubicle, which felt particularly cramped this morning. Sometimes I miss the privacy of a traditional office, but our company believes that white-collar workers collaborate better in shared spaces. I'm not entirely against the concept, but it can be distracting when everyone's conversations blend together.

The first task was to file all the reports from last week. I opened the filing cabinet, which was overflowing with folders. After organizing them, I had to shred some outdated contracts. Our dress code requires business casual attire, and I was glad I'd chosen comfortable shoes since I'd be up and down all morning. By lunchtime, the initial rush was over, and I could finally relax. My colleague mentioned that the company's annual review would be on next Friday. I realized I was out of time to prepare my presentation. I'd been so focused on daily tasks that I'd forgotten about it completely. Despite the hectic morning, I actually enjoy the admin side of my job. There's something satisfying about bringing order to chaos. As I finished filing the last document, I thought about how far I'd come in this role. Maybe that promotion isn't so far away after all.

Discussion Questions:

1. What kind of work environment do you prefer, and why do you think some people find it hard to get used to an open-plan office?
2. If you could be in charge of organizing your ideal workplace, what would it look like and how would it be different from a typical office?
3. How do you feel about dress code rules at work or school, and do you think they affect the way people behave?
4. What do you think it means to fill in for a colleague who is absent, and how would you handle that kind of responsibility?
5. When you have a lot of admin tasks to finish, what strategies do you use so that you can stay focused and get everything done?
6. How do you think working in a cubicle compares to working in a shared open space, and which would you choose?
7. Why do you think some companies still use a filing cabinet and printed paperwork instead of switching completely to digital systems?
8. What does it mean to you when someone says a job is white-collar, and how do you think people in those roles are seen by society?
9. If a company decided to shred all old documents and move everything online, what advantages and disadvantages do you think that would bring?
10. How do you think the way offices are organized affects how well different department teams work together?

Task 2. Match the phrasal verb with the definitions.

Definitions:

- a) to not have any more of something left.
- b) to want to get or find something or someone.
- c) to leave a place or to cancel something planned.

- d) to have ended or finished.
- e) to happen or take place as planned.
- f) to have finished or reached the end of a set time or period.
- g) to disagree with or oppose an idea or plan.
- h) to expect something, usually something unpleasant or difficult.

Phrasal verbs:

- 1 be after;
- 2 be on;
- 3 be off;
- 4 be against;
- 5 be up;
- 6 be over;
- 7 be out of;
- 8 be in for.

Task 3. Rephrase the words with the given phrasal verbs.

be over, be out of, be against, be off, be up, be after, be on, be in for

- 1. The contract period has ended and neither party wishes to extend it further.
- 2. The store has completely run out of fresh produce due to the unexpected high demand today.
- 3. She strongly opposes the new policy her company introduced last month without consulting employees.
- 4. The flight to Chicago has departed, so you will need to book the next available one.
- 5. The timer has reached zero, so please stop writing and put your pens down immediately.
- 6. Detectives suspect he is trying to obtain a large sum of money through fraudulent means.
- 7. The new documentary about climate change is currently showing on a major streaming platform.
- 8. Unless you bring an umbrella, you will likely experience a very heavy rainstorm this afternoon.

Task 4. Match phrasal verbs to their translation.

Words:

- 1) be against;
- 2) be after;
- 3) be on;
- 4) be up;
- 5) be out of;
- 6) be off;
- 7) be in for;

8) be over.

Translations:

- a) закінчуватися;
- b) наставати;
- c) закінчуватися;
- d) переслідувати;
- e) очікувати;
- f) йти геть;
- g) бути проти;
- h) відбуватися.

Task 5. Match words(categories) with their explanations.

Category 1: Availability and Presence Words: be in for, be on, be off, be out of	Explanation: These phrases describe being actively involved in tasks, projects, or responsibilities, showing what someone is currently doing or managing at work.
Category 2: Progress and Completion Words: be over, be through with, wrap up, finish off	Explanation: These expressions indicate that office supplies, resources, time, or other necessities are depleted or insufficient for current needs.
Category 3: Pursuit and Opposition Words: be after, be against, push back on, go for	Explanation: These phrases describe attitudes toward proposals, goals, or initiatives in the workplace, showing either support/pursuit or resistance/opposition.
Category 4: Shortage and Depletion Words: be out of, run low on, run short of, lack	Explanation: These expressions relate to completing tasks, meetings, or projects in a professional setting, indicating that something has ended or is about to end.
Category 5: Active Engagement Words: be up, work on, deal with, handle	Explanation: These phrasal verbs describe someone's availability status or presence in the office, indicating whether they are working, absent, or scheduled for something.

Task 6. Fill in the gaps.

be up, be after, be against, be in for, be off , be on, be out of, be over
--

1. The new project deadline _____(be)next Friday, so we need to finalize all the reports by Thursday evening.
2. Our manager _____(be)the sales figures from last quarter because he needs them for tomorrow's board meeting.
3. The team _____(be)implementing the new software system right now since we're in the middle of our busiest season.
4. You _____(be)a surprise when you see how much work has piled up on your desk during your vacation.
5. Sarah _____(be)this entire week for her annual leave, so please direct all her calls to her assistant.
6. The conference call with the London office _____(be) at 3 PM today, so make sure you have the presentation ready.
7. We _____(be)printer paper again, so someone needs to order more supplies before the end of the day.
8. The staff meeting _____(be)now, so everyone can return to their desks and continue with their tasks.
9. The quarterly review _____(be)this month, so all department heads should prepare their performance reports.
10. I think the IT department _____(be)better equipment because they've submitted three budget requests this year.

Task 7. Rewrite the sentences using the phrasal verbs.

be up, be after, be against, be in for, be off , be on, be out of, be over
--

1. The quarterly review meeting has already finished, so you can leave now.
2. Sarah is currently pursuing the promotion to senior manager this year.
3. Most employees oppose the new remote work policy that management proposed.
4. If you miss this deadline, you'll face serious consequences from the director.
5. The printer ran out of toner right before the important presentation.
6. The conference call with Tokyo starts in ten minutes, everyone.
7. Nobody can locate the missing financial reports from last quarter anywhere.

8. The team-building workshop ended an hour ago, but people are still chatting.
9. What exactly does the new intern want from the marketing department?
10. The company picnic won't happen this year due to budget constraints.

Task 8. Find the right answer.

1. The quarterly budget review _____ next Monday, so we need to finalize all our expense reports by Friday.

- A. is on
- B. is over
- C. is after
- D. is off

2. Sarah mentioned that the IT department _____ a new project management system to improve workflow efficiency.

- A. is up
- B. is against
- C. is after
- D. is in for

3. Most of the senior management team _____ the proposal to reduce remote work options for employees.

- A. is off
- B. is against
- C. is after
- D. is on

4. The employees who didn't meet their sales targets last quarter _____ some serious performance reviews this month.

- A. are in for
- B. are over
- C. are up
- D. are after

5. Our main competitor _____ the same government contract that we've been trying to secure for months.

- A. is over
- B. is off
- C. is on
- D. is after

6. The mandatory training session that was scheduled for this afternoon _____ because the instructor called in sick.

- A. is over
- B. is off

- C. is up
- D. is on

7. The new intern doesn't understand what all the excitement _____ regarding the upcoming product launch event.

- A. is after
- B. is against
- C. is up
- D. is in for

8. We _____ printer paper and toner cartridges, so someone needs to place an urgent order immediately.

- A. are out of
- B. are over
- C. are off
- D. are on

9. The stressful merger negotiations _____ now, and everyone can finally return to their normal work schedules.

- A. are against
- B. are on
- C. are over
- D. are in for

10. The weekly staff meeting _____ at two o'clock sharp, so please make sure you're prepared.

- A. is out of
- B. is over
- C. is after
- D. is on

Task 9. Find and correct the mistakes.

1. The manager is up to something - he's been in meetings all morning.
2. What are you after in the storage room?
3. I'm really against of working overtime this weekend.
4. You're on for a surprise when you see the new office layout.
5. The printer is off paper again - can you refill it?
6. Is the conference call still in at 3 p.m.?
7. We're out from coffee, so I'll make a quick run to the store.
8. The deadline is already over, so we need to submit it now.
9. Sarah is after the promotion that was just announced.
10. I'm really up working on Saturdays - I need my weekends free.

Task 10. Fill in the gaps with the correct phrasal verbs.

1. The quarterly review meeting _____(be)now, so we can finally take our lunch break.
2. I think the manager _____(be) a promotion because he's been working extra hours every day this week.
3. The new intern _____(be)a surprise when she sees how much paperwork we have to process today.
4. Our team _____(be) the proposed changes to the remote work policy that management announced yesterday.
5. Sarah _____(be) today because she had a doctor's appointment scheduled this morning.
6. The conference call with the clients _____(be) at 3 PM, so make sure you have all the documents ready.
7. We _____(be) printer paper again, so someone needs to order more supplies before the end of the day.
8. The deadline for submitting expense reports _____(be)tomorrow at 5 PM sharp.
9. What _____(be)[is] the boss _____(be)when he asked for those financial reports so urgently?
10. Most employees _____(be) having meetings on Friday afternoons because it disrupts their workflow.
11. The presentation _____(be)schedule for next Monday morning in the main conference room.
12. My colleague _____(be)sick this week, so I'm covering all of her client calls.
13. The training session _____(be) by noon, so we'll have time to grab lunch together.
14. You _____(be) a long day if you haven't prepared for the audit meeting tomorrow.
15. We _____(be)coffee in the break room, and people are starting to complain.
16. The time for submitting your timesheets _____(be), so please send them to HR immediately.
17. The department head _____(be) someone with strong Excel skills to help with the budget analysis.
18. I _____(be)scheduling back-to-back meetings because it doesn't allow time for proper preparation.
19. The video conference with the overseas office _____(be) at 8 AM sharp tomorrow morning.
20. My vacation days _____(be)for this quarter, so I can't take any more time off until January.

Grammar

Present tenses (Present Simple, Present Continuous, Present Perfect, Present Perfect Continuous)

Overview

The **present tenses** in English describe actions or states that happen now, regularly, or around the present time. In an office context, these tenses help us talk about daily routines, ongoing tasks, and general truths related to work. The main present tenses are the **simple present**, **present continuous**, and **present perfect**.

Cases of Usage:

Case 1: Simple Present — routines, habits, and facts.

The **simple present** is used to describe regular actions, habits, or facts that are generally true in the office environment. It often appears with adverbs of frequency like *usually*, *always*, or *sometimes*.

She checks her emails every morning before meetings.

The office opens at 8 a.m. on weekdays.

Case 2: Present Continuous — actions happening now or temporary situations.

The **present continuous** describes actions that are happening at the moment of speaking or temporary activities around the current period. It is formed with *am/is/are + verb-ing*.

He is preparing the presentation for the client right now.

We are working on the new project this week.

Case 3: Present Perfect — actions relevant to the present.

The **present perfect** connects past actions or experiences to the present moment. It is formed with *have/has + past participle*. In the office, it often shows completed tasks or experiences with ongoing relevance.

I have sent the report to the manager already.

They have worked here for five years.

Case 4: Present Perfect Continuous — actions started in the past and continuing now.

This tense emphasizes the duration or ongoing nature of an action that began in the past and continues into the present. It is formed with *have/has been + verb-ing*.

She has been leading the marketing team since January.

We have been discussing the budget for over an hour.

Pay Attention:

State verbs (verbs that describe states, feelings, or senses, such as *know*, *believe*, *own*, *want*) are generally not used in the present continuous. Instead, use the simple present.

Correct: She knows the client's preferences.

Incorrect: She ~~is knowing~~ the client's preferences.

In office communication, the **present continuous** can also express planned future events, especially meetings or deadlines.

We are meeting with the suppliers tomorrow afternoon.

Additional Notes

The **simple present** is often used in formal reports, schedules, and instructions at work to express facts and repeated actions.

The system updates every night at midnight.

The **present perfect** can be tricky because it connects past and present; it's often used in emails or progress reports to indicate completed tasks or ongoing experience.

I have completed the initial draft and am waiting for feedback.

In office communication, the choice between **present simple** and **present continuous** can change the meaning:

I work in sales. (This is my job, a permanent situation.)

I am working on a sales report. (I am doing this task now or temporarily.)

Using the correct present tense helps make your communication clear and professional.

Tasks

Task1. Choose Present Simple or Present Continuous.

1. She ____ (**is filing/files**) the contracts right now, so please don't interrupt her.
2. The office ____ (**follows/is following**) a strict dress code this week due to client visits.
3. He ____ (**is filling in for/fills in for**) the department manager while she is on leave.
4. Every morning, the admin team ____ (**shreds/is shredding**) outdated documents before nine.
5. They ____ (**work/are working**) in an open-plan office this month while renovations continue.
6. The receptionist ____ (**answers/is dealing with**) a mountain of paperwork since the merger began.
7. Our company ____ (**enforces/is enforcing**) a white-collar dress code every single workday.
8. The admin assistant ____ (**stores/is storing**) files in the wrong cabinet at this very moment.
9. He usually ____ (**is storing/stores**) important contracts in the filing cabinet by the window.

10. The team ____(**is reorganizing/reorganizes**) the cubicles this week to improve office flow.
11. Currently, the admin assistant ____(**handles/is handling**) all the paperwork for the new hires.
12. She ____(**fills in for/is filling in for**) her colleague every Friday without any complaints.
13. He ____(**works/is working**) from a cubicle this week while his private office gets repainted.
14. The company ____(**enforces/is enforcing**) its dress code strictly whenever clients visit the office.
15. They ____(**are shredding/shred**) confidential files every Friday as part of their routine policy.
16. The office manager ____(**is in charge of/charges**) the entire admin department on the third floor.
17. Right now, she ____(**files/is filing**) last quarter's reports into the cabinet before the audit.
18. He ____(**follows/is following**) the white-collar dress code every day without being reminded.
19. The team ____(**works/is working**) in an open-plan space, which encourages daily collaboration.
20. She currently ____(**fills in/is filling in for**) the director while he attends a conference abroad.

Task 2. Open the brackets using the correct form the verbs.

1. Our company (**move**) to a new open-plan office next month because management believes it will improve collaboration among team members.
2. Sarah (**be**) in charge of the marketing department for three years now, and she has successfully increased our sales by forty percent.
3. I need to (**fill in**) for my colleague who is on vacation this week, so I'll be handling both his client meetings and mine.
4. The administrative assistant (**process**) all the paperwork related to new employee onboarding every Monday morning.
5. My cubicle (**locate**) right next to the window, which gives me a nice view of the city skyline during work hours.
6. Most white-collar workers in this building (**commute**) by train because parking downtown is extremely expensive.
7. Could you please (**file**) these important contracts in the filing cabinet before the auditors arrive tomorrow afternoon?
8. The manager (**shred**) confidential documents right now to ensure that sensitive client information doesn't fall into the wrong hands.
9. Our company's dress code (**require**) employees to wear business casual attire at least three days per week.
10. The admin team (**work**) on updating the employee database at the moment because we recently hired fifteen new staff members.

11. Jennifer usually (**organize**) all the files alphabetically, but today she is sorting them by department instead.
12. We (**not have**) assigned cubicles in our open-plan workspace, so employees can choose where they want to sit each day.
13. The HR director (**review**) the current dress code policy this week to make it more inclusive and appropriate for modern workplace standards.
14. Every Friday afternoon, someone from the admin department (**empty**) the filing cabinet to make room for the following week's documents.
15. The IT manager, who (**be**) in charge of the technology department, is currently interviewing candidates for two vacant positions.

Task 3. Find and correct the mistakes.

1. The administrative assistant is filing important documents in the filing cabinet every morning.
2. Our company is having a strict dress code for all white-collar employees.
3. I'm filling in for the department manager while she attends the conference this week.
4. The HR department is always shredding confidential paperwork at the end of each month.
5. My colleague works in an open-plan office, so he is hearing everyone's conversations right now.
6. She is being in charge of the marketing department for the past three years.
7. The new intern is currently organizing files, but he usually is working in a cubicle on the second floor.
8. We are needing to update the dress code policy because employees are complaining about it.
9. The secretary fills in usually for the receptionist during lunch breaks.
10. I'm not understanding why they keep so much paperwork in the filing cabinet instead of digitizing it.
11. The office manager is shredding sensitive documents at 3 p.m. every day.
12. He is knowing all the admin procedures because he's been working here for ten years.
13. The company is preferring an open-plan layout for better collaboration among white-collar workers.
14. She's in charge of the finance department, but today she fills in for the CEO.
15. The employees are always working in cubicles, so they don't get much privacy.

Task 4. Choose Present Perfect or Present Perfect Continuous.

1. She ____ (**has been filing/has filed**) documents in the cabinet all morning without a break.
2. The admin team ____ (**has been reorganizing/has reorganized**) the open-plan office since last month.

3. He ____(**has shredded/has been shredding**) all the sensitive paperwork before the auditors arrived today.
4. The manager ____(**has been in charge of/has been in charging of**) the department since January and still is.
5. They ____(**have updated/ have been updating**) the dress code policy since last Friday's meeting.
6. Nobody ____(**has been filling in/has filled in**) for the receptionist since she left two weeks ago.
7. The white-collar workers ____(**have been using/have used**) cubicles since the renovation began.
8. She ____(**has reorganized/has been reorganizing**) the filing cabinet for the past two hours.
9. He ____(**has been/has been being**) in charge of admin when the new director arrived this year.
10. The company ____(**has changed/has been changing**) its dress code three times since 2020.
11. We ____(**have completed/have been completing**) the paperwork since the client called this morning.
12. She ____(**has filled in/has been feeling in**) for the department head every day this week so far.
13. The office ____(**has shredded/has been shredding**) confidential files since the policy changed.
14. They ____(**have worked/have been working**) in the open-plan office since the cubicles were removed.
15. He ____(**has doone/has been doing**) admin tasks since the new software was installed last week.

Task 5. Find and correct the mistakes.

1. The administrative team has been working in the open-plan office since three months now.
2. I've been fill in for the department manager while she's been on leave this week.
3. Sarah has shredded confidential documents all morning and her hands are tired.
4. The white-collar workers have been complaining about the strict dress code since it has introduced last year.
5. How long you have been in charge of this department?
6. The filing cabinet has been reorganized twice this year, but files are still going missing.
7. I've been doing paperwork for hours and I still didn't finish the quarterly reports.
8. The company has been implementing a new dress code for white-collar employees since several weeks.

9. Mark has working in that small cubicle ever since he joined the company five years ago.
10. Have you been already filed those documents in the filing cabinet?
11. The admin staff has been tried to digitize all the paperwork for the past six months.
12. I'm exhausted because I've filled in for three different colleagues this week.
13. How many documents has the team been shred today?
14. The employees have been adapting to the open-plan layout since the office has been renovated.
15. She's been in charge of the department since two years and has made significant improvements.

Grammar

Time expressions

Overview

Time expressions like **ever**, **never**, **just**, **already**, **recently**, **yet**, **so far**, **for**, and **since** help us talk about when something happens or how long it lasts. Their position in a sentence depends on the verb tense and the type of sentence.

Cases of Usage:

Case 1: Using **ever** and **never** in questions and negatives

Ever is used in questions and negative sentences to mean "at any time." **Never** means "not at any time" and is always negative.

Have you ever visited New York?

I have never seen that movie.

Case 2: Position of **just**, **already**, and **recently** in present perfect

These words usually come **between "have/has" and the past participle** in the present perfect tense. They show when something happened.

She has just finished her work.

We have already eaten dinner.

They have recently moved to a new city.

Case 3: Using **yet** in questions and negatives

Yet is used in questions and negative sentences, usually at the **end of the sentence**, to talk about something expected but not done.

Have you finished your homework yet?

He hasn't called me yet.

Case 4: Using **so far** to talk about progress

So far means "up to now" and usually goes at the **end of the sentence** or before the main verb.

We have sold 100 tickets so far.

So far, the project is going well.

Case 5: Using **for** and **since** to talk about duration

For is used with a period of time (how long). **Since** is used with a specific starting point in time.

She has lived here for five years.

He has worked at the company since 2018.

Pay Attention:

Just, already, and yet are mainly used with the **present perfect** tense, not simple past.

Correct: I have just finished my homework.

Incorrect: I just finished my homework.

Ever is mostly used in questions and negative sentences, not in positive statements.

Have you ever been to Chicago?

**I ever went to Chicago.*

For and **since** are not used with simple past when the action is finished.

She lived there for two years. (finished)

She has lived there for two years. (still living there)

Additional Notes

Never is a negative word, so you don't need **not** with it.

He has never traveled abroad.

He has not never traveled abroad.

Since is often followed by a date, day, or event:

- since Monday
- since 2010
- since I met her

For is followed by a length of time:

- for two hours
- for a long time
- for several months

Task 6. Fill in the correct time expression.

ever, never, just, already, recently, yet, so far, for, since

1. Sarah has _____ missed a deadline since she started working in this department.
2. The manager has _____ finished reviewing the quarterly reports and will discuss them soon.

3. Have you _____ attended a conference about workplace productivity before?
4. We haven't received the client's feedback _____, so we can't proceed with the changes.
5. The IT team has _____ upgraded all the computers in the main office.
6. I've worked in this building _____ five years and I still discover new meeting rooms.
7. They have _____ prepared the presentation slides for tomorrow's important meeting.
8. Our company has been located in this business district _____ 2015.
9. Has the new intern _____ used this type of project management software before?
10. The office supplies haven't arrived _____, even though we ordered them last week.
11. My colleague has been the team leader _____(for)[for] three months now.
12. I've _____ seen the conference room so busy during a regular workday.
13. The CEO has _____ announced new policies regarding remote work arrangements.
14. We've _____ completed the training session on the new database system.
15. The receptionist has worked at the front desk _____ the office opened.

Task 7. Choose the correct Present Tense.

1. Our team _____(work)on this quarterly report since early Monday morning, and we still haven't finished the financial analysis section.
2. The marketing department _____(use) the same project management software for all their campaigns because it integrates well with their existing systems.
3. Sarah _____(attend)a crucial client meeting right now, so she can't answer your call about the budget proposal.
4. The IT department _____(install)the new security software on all company computers, so everyone should update their passwords immediately.
5. Management _____(review) all employee performance evaluations this week to determine who will receive promotions next quarter.
6. Our sales figures _____(improve) steadily over the past six months thanks to the new customer retention strategy.
7. The CEO _____(meet) with the board of directors every first Tuesday of the month to discuss strategic initiatives.

8. We _____(not receive) any response from the supplier yet regarding our urgent order placed three days ago.
9. The finance team _____(prepare) the annual budget presentation at the moment, so they need complete silence in their area.
10. James _____(handle) all international client accounts for the past two years, which is why he's being considered for regional manager.
11. The company _____(not allow) employees to work remotely on Fridays because that's when we have mandatory team meetings.
12. Our competitors _____(launch) three new products this quarter alone, putting significant pressure on our market position.
13. The receptionist _____(answer) phone calls and greeting visitors simultaneously because her colleague called in sick today.
14. I _____(work) in corporate environments for over fifteen years, so I understand the importance of professional communication.
15. The printer _____(malfunction) all morning despite multiple repair attempts, causing delays in document processing.

Task 8. Choose the correct option.

1. The marketing team _____ on the quarterly presentation for three weeks now, and they still need more time to finalize the data visualizations.
A. worked
B. works
C. has been working
D. is working
2. Our regional manager _____ the Tokyo office twice already this fiscal year to oversee the new product launch and coordinate with local stakeholders.
A. has visited
B. visits
C. is visiting
D. visited
3. The IT department _____ the server infrastructure right now because several employees reported connectivity issues during this morning's video conference.
A. has upgraded
B. upgrades
C. is upgrading
D. upgraded

4. Jennifer _____ as the senior account executive since the company merged with its largest competitor last spring, bringing valuable industry expertise.
- A. has been working
 - B. worked
 - C. works
 - D. is working
5. The finance director usually _____ all budget proposals by the fifteenth of each month, so please ensure your department submits documentation on time.
- A. has reviewed
 - B. is reviewing
 - C. reviewed
 - D. reviews
6. Our compliance officer _____ the new regulatory framework for nearly six months, yet management still hasn't implemented her recommended policy changes.
- A. studies
 - B. has been studying
 - C. studied
 - D. is studying
7. The executive board _____ quarterly strategy sessions every March, June, September, and December to assess company performance and set new organizational objectives.
- A. has conducted
 - B. is conducting
 - C. conducts
 - D. conducted
8. Several departments _____ their annual reports at this very moment because the deadline for submission to corporate headquarters is tomorrow afternoon.
- A. prepare
 - B. have prepared
 - C. prepared
 - D. are preparing
9. The human resources team _____ over two hundred applications since we posted the senior analyst position on professional networking sites three weeks ago.
- A. received
 - B. receives
 - C. has received
 - D. is receiving

10. Michael _____ increasingly frustrated with the outdated project management software lately, so he submitted a formal request for system upgrades yesterday.

- A. has been getting
- B. got
- C. gets
- D. is getting

11. The procurement department _____ with multiple vendors right now to negotiate better terms for our office supply contracts before the fiscal year ends.

- A. negotiated
- B. negotiates
- C. has negotiated
- D. is negotiating

12. Our chief operating officer _____ that transparency and accountability are essential values for maintaining stakeholder trust and ensuring long-term organizational success.

- A. has believed
- B. is believing
- C. believed
- D. believes

13. The administrative assistant _____ meeting minutes and distributing them to all participants for the past four years without a single complaint from management.

- A. has been taking
- B. takes
- C. took
- D. is taking

14. The sales division _____ its revenue targets consistently for eighteen consecutive months, which has impressed the board and secured additional funding for expansion.

- A. is meeting
- B. met
- C. has been meeting
- D. meets

15. The customer service representatives _____ calls from dissatisfied clients all morning today because the shipping company delayed deliveries due to severe weather conditions.

- A. have been handling
- B. handle
- C. handled
- D. are handling

Unit 2

Phrasal verb Break

Overview

The phrasal verb **break** combines with different particles (off, up, into, out, down) to create various meanings. These combinations change the meaning of **break** and are very common in everyday English. Understanding each one helps you use them correctly in different situations.

Cases of Usage:

Case 1: Break off — to stop something suddenly

Break off means to stop something, often a conversation, relationship, or agreement, suddenly or unexpectedly.

The company broke off negotiations after the disagreement.

Case 2: Break up — to end a relationship or to separate into parts

Break up is used when a couple ends their relationship. It can also mean something separates into smaller pieces.

They broke up after five years together.

The glass broke up into many small pieces.

Case 3: Break into — to enter a place by force or suddenly start doing something

Break into means to enter a building or car illegally, or to suddenly start laughing, singing, or crying.

Someone broke into the house last night.

She broke into tears when she heard the news.

Case 4: Break out — to start suddenly (usually something bad like a war, fire, or disease)

Break out means that something unpleasant or dangerous starts suddenly.

A fire broke out in the kitchen.

War broke out between the two countries last year.

Case 5: Break down — to stop working or to lose control emotionally

Break down can mean a machine stops working, or a person loses control of their emotions and starts crying.

The car broke down on the highway.

He broke down and cried after hearing the bad news.

Pay Attention:

Some phrasal verbs with **break** can have more than one meaning depending on the context. Also, **break up** is often confused because it can mean both ending a relationship and separating into pieces.

After they broke up, the meeting broke up as well.

Remember that **break into** can be followed by a place (house, car) or an action (laughter, song).

He broke into the building.

She broke into a smile.

Additional Notes

Most phrasal verbs with **break** are separable, meaning you can put the object between **break** and the particle or after the whole phrasal verb.

- *She broke off the engagement.*
- *She broke the engagement off.*

However, when the object is a pronoun, it must go between the verb and the particle.

- *He broke it off.*
- *He broke off it.*

Tasks

Task 1. Match the phrasal verb with the definition.

A)

Definitions:

- a. to stop working properly, especially a machine or vehicle.
- b. to end a romantic relationship or to separate into smaller parts.
- c. to start suddenly, often used for fights, wars, or diseases.
- d. to end something suddenly, like a relationship or an agreement.
- e. to enter a place by force, usually to steal something.

Words:

- 1 break off
- 2 break into
- 3 break out
- 4 break up
- 5 break down

B)**Words:**

- 1 break up
- 2 break into
- 3 break down
- 4 break out
- 5 break off

Translations:

- a) розпадатися;
- b) ламатися;
- c) вламуватися;
- d) припиняти;
- e) спалахувати.

Task 2. Fill in the correct phrasal verb.**Break up, break into, break off, break down , break out**

1. After months of tension and disagreements over project management styles, the partnership between the two senior executives finally ____ completely.
2. When the CEO discovered unethical practices in the accounting department, several long-standing professional relationships ____ as colleagues chose different sides.
3. The negotiations ____ abruptly when the union representatives walked out after the management refused to discuss salary increases.
4. During the team-building retreat, colleagues ____ smaller discussion groups to address communication issues that had been affecting workplace morale.
5. A heated argument ____ in the conference room when two department heads couldn't agree on resource allocation for their teams.
6. The mentor-mentee relationship ____ after the junior employee felt their supervisor was taking credit for their innovative ideas.
7. The collaborative atmosphere in the office ____ when the company announced unexpected layoffs and restructuring plans.
8. Professional trust ____ between the manager and her team after she failed to support them during a critical client presentation.
9. The weekly staff meetings ____ into chaos when employees started voicing their frustrations about the new workplace policies.
10. Cross-departmental cooperation ____ when competing teams refused to share information that could have benefited the entire organization.

Task 3. Rewrite the sentences using a target structure.

Break up, break into, break off, break down, break out

1. The negotiations between the two departments collapsed suddenly when the senior manager refused to compromise on the budget allocation despite weeks of productive dialogue.
2. The partnership between our firm and the consulting agency ended abruptly after irreconcilable differences emerged regarding the project's strategic direction and timeline.
3. A heated argument erupted during the board meeting when the CFO challenged the CEO's decision to restructure the entire marketing division without prior consultation.
4. The collaborative team began to fragment under the pressure of conflicting deadlines, with members increasingly working in isolation rather than supporting one another.
5. Communication between the regional offices deteriorated completely after the merger, leaving employees confused about reporting structures and organizational priorities.
6. Several junior associates forced their way into the executive planning session, demanding transparency about the impending layoffs that had been rumored for weeks.
7. Open conflict emerged between the design team and the development team when competing visions for the product's architecture could no longer be reconciled through mediation.
8. The mentorship program that had flourished for years gradually disintegrated as senior staff became overwhelmed with their own responsibilities and lost focus on developing talent.
9. Trust among the leadership team eroded systematically after confidential performance reviews were leaked, causing widespread speculation and damaging professional relationships throughout the organization.
10. The alliance with our international partners dissolved when cultural misunderstandings and divergent business practices created insurmountable obstacles to effective collaboration.

Task 4. Choose the correct option to complete the sentences.

1. After months of tension, the two senior partners decided to ____ (break off/break up) their professional collaboration entirely.
2. The merger talks began to ____ (break down/break off) once the due diligence revealed irreconcilable financial discrepancies.
3. A heated argument ____ (broke out/broke up) in the boardroom when the restructuring plan was finally disclosed.
4. It took considerable diplomacy to prevent the long-standing mentorship from ____ (breaking up/breaking down) over a single miscommunication.
5. The new compliance officer managed to ____ (break into/break up) the clique of senior executives who had long monopolized key decisions.

6. Prolonged micromanagement will inevitably cause even the most resilient professional bonds to ____ (break down/break off).
7. The HR director had to ____ (break up/break into) the faction that was undermining cross-departmental trust.
8. She chose to ____ (break off/break up) the mentorship arrangement once her protégé began taking undue credit for her work.
9. Chronic miscommunication caused the once-thriving interdepartmental alliance to ____ (break up/break down).
10. A whistleblower threatened to ____ (break into/break out) the confidential correspondence to expose the toxic workplace dynamics.

Task 5. Read the mini-text and answer the questions below.

Last month, my colleague Sarah attended a professional conference, hoping to get to know people from other companies. At first, she felt nervous. She wasn't sure how to start conversations or mingle with strangers. However, she quickly realized that networking doesn't have to be complicated. During lunch, Sarah joined a group discussion that almost broke down when two people started arguing about marketing strategies. Instead of leaving, she asked a thoughtful question that helped everyone calm down and continue talking. This moment helped her develop stronger connections with the group. The real benefit of the conference came later. Sarah met someone from the sales department of a major tech company. They started with simple small talk about the food and the venue, but soon discovered they shared similar professional interests. The conversation was so appealing that they exchanged contact information. A few weeks after returning to work, Sarah decided to utilize her new connections. She reached out to several people she had met, and one of them offered valuable advice about a project she was managing. She learned that you can really count on the relationships you build through genuine conversation. Sarah's experience taught her an important lesson about socializing in professional settings. Sometimes a conflict might break out, or a conversation might break up naturally, but that's normal. The key is to take advantage of every opportunity to build rapport with others. Even if a networking event seems uncomfortable at first, don't break off contact too quickly. You never know which connection might break into something valuable for your career.

Questions:

1. Why did Sarah feel nervous at the start of the conference?
2. What did Sarah do when the group discussion started to fall apart?
3. How did Sarah's response to the argument affect her relationships with the group?
4. How did Sarah's conversation with the person from the tech company develop?

5. Why did Sarah and the person from the tech company decide to exchange contact information?
6. What practical benefit did Sarah get from staying in touch with her new connections?
7. What does Sarah's experience show about the value of handling conflict well?
8. Why is it important not to stop contact with people too quickly after a networking event?
9. How did a simple topic like food help Sarah build a professional connection?
10. What overall lesson did Sarah learn about building relationships in professional settings?

Grammar

Past tenses

The **past tenses** in English are used to describe actions or states that happened or existed before the present moment. At the C1 level, it's important to understand the subtle differences between the main past tenses: **Past Simple**, **Past Continuous**, **Past Perfect**, and **Past Perfect Continuous**. Each tense conveys a different temporal perspective and aspect, allowing for precise expression of time relationships and nuances in narrative or argumentation.

Rules

Past Simple

The **Past Simple** tense is used to describe actions or events that were completed at a specific time in the past. It is one of the fundamental past tenses in English and is often used to narrate sequences of past events, state facts about the past, or describe habits that no longer occur. The form of the Past Simple depends on whether the verb is regular or irregular.

Cases of Usage

Case 1: Completed actions at a specific time in the past

The Past Simple is used to express actions or events that started and finished at a definite time in the past, whether that time is mentioned explicitly or understood from context.

She submitted the report yesterday.

They attended the conference last month.

Case 2: Past habits or repeated actions

Use the Past Simple to talk about habits or repeated actions that happened regularly in the past but no longer happen.

When I was a child, I visited my grandparents every summer.

He worked late every night during the project.

Case 3: Past states or situations

The Past Simple can describe states or situations that were true at some point in the past but have since changed.

She lived in New York before moving to Chicago.

The company had a different CEO five years ago.

Case 4: Narrating a sequence of past events

When telling a story or describing a series of events in the past, the Past Simple is used to list the actions in the order they happened.

He woke up, got dressed, and left the house.

They arrived late, apologized, and joined the meeting.

Pay Attention:

Many verbs in English are **irregular** in the Past Simple; they do not follow the regular "-ed" ending rule. These must be memorized as their forms change unpredictably.

- go → went
- have → had
- make → made
- take → took
- come → came
- see → saw
- write → wrote
- buy → bought
- think → thought
- begin → began
- choose → chose
- drive → drove
- eat → ate
- feel → felt
- give → gave
- know → knew
- read → read (pronounced "red")
- say → said
- sleep → slept
- speak → spoke

She went to the meeting last week.

He made a decision yesterday.

Note on negatives and questions: The Past Simple uses the auxiliary **did** for negatives and questions, and the main verb stays in the base form.

Did you finish the project on time?

They did not (didn't) attend the seminar.

Spelling rules for regular verbs:

- For most verbs, add **"-ed"**: work → worked
- If the verb ends in **e**, add only **"-d"**: live → lived
- If the verb ends in a consonant + **y**, change **"y"** to **"i"** and add **"-ed"**: study → studied
- For short, stressed verbs ending in consonant-vowel-consonant, double the last consonant before adding **"-ed"**: stop → stopped

Additional Notes

The Past Simple is often contrasted with the Present Perfect. The Past Simple refers to actions completed at a specific past time, while the Present Perfect connects past actions to the present or focuses on experience without specifying when.

I visited Paris in 2019. (Past Simple: specific past time)

I have visited Paris several times. (Present Perfect: experience, no specific time)

In informal speech, contractions with **did** are common: *didn't* for negatives and *did* for questions.

Overview

The **Past Continuous** tense describes actions or events that were in progress at a specific moment in the past. It emphasizes the ongoing nature of the action rather than its completion. The structure is **was/were + present participle (verb+ing)**. It often sets the scene for other past actions or shows two actions happening simultaneously.

Cases of Usage

Case 1: Actions in progress at a specific past time

Use the Past Continuous to describe an action that was happening at a particular time in the past. This highlights that the action was ongoing and not finished at that moment.

At 8 p.m. yesterday, I was preparing my presentation for the meeting.

Case 2: Two simultaneous past actions

Use the Past Continuous to describe two actions happening at the same time in the past. Both actions were ongoing, often connected by **while** or **as**.

While she was writing the report, her colleagues were discussing the project.

Case 3: Interrupted past action

The Past Continuous is used to show an action that was happening when another shorter action (usually in the Past Simple) interrupted it.

I was reading the contract when the phone rang.

Case 4: Repeated or habitual past actions with irritation

Sometimes, the Past Continuous expresses repeated actions in the past that annoyed the speaker, often with adverbs like **always**, **constantly**, or **forever**.
He was always arriving late to the team meetings, which frustrated everyone.

Pay Attention:

The Past Continuous is not used with stative verbs, which describe states or conditions rather than actions. These include verbs like **know**, **believe**, **want**, and **own**. Instead, use the Past Simple for these verbs.

~~*She was knowing the answer.*~~ (Incorrect)

She knew the answer. (Correct)

Also, the Past Continuous can imply temporariness or background action, while the Past Simple often refers to completed events.

Additional Notes

The Past Continuous can be used in formal writing to create vivid descriptions of scenes or events in the past, especially in narratives or reports.

In some dialects, especially in informal speech, the auxiliary verb **was** or **were** may be contracted or dropped, but this is nonstandard and should be avoided in formal contexts.

Examples of common verbs used with the Past Continuous:

Tasks

Task 1. Read the text and match the tense to their meanings.

I **1) used to** think that doing great work was enough to succeed in my career. However, after joining a new company last year, I quickly realized that building strong connections with colleagues was just as important. When I first **2) arrived**, I **had been working** alone for several months in my previous job, so I **3) wasn't utilizing** my social skills much. I **4) had never spoken** to colleagues from other departments before that. My manager **5) noticed** this and **gave** me some advice that **changed** everything. She suggested I should start mingling with people from different departments during lunch breaks and coffee hours. At first, the idea **6) wasn't** very **appealing** to me because I **felt** shy around strangers. But I decided to give it a try. I began attending company events and networking sessions. While I **7) was talking** to people at these gatherings, I **discovered** we had many common interests. I **8) was developing** genuine rapport with my coworkers at that time. It felt natural rather than forced. One colleague from marketing, who **9) had been organizing** team activities for years, **became** a good friend. She taught me that workplace relationships create real benefits beyond just pleasant conversations—they help you collaborate better, learn faster, and feel more motivated. Looking back, I'm glad I stepped out of my comfort zone. Those connections have made my work life much more enjoyable and productive.

Task 2. Choose the correct tense Past Simple or Past Continuous.

1. Sarah _____ (try) to build rapport with her new colleagues when the manager suddenly announced an unexpected team meeting.
2. The team members _____ (discuss) their project goals in the conference room while the department head prepared the quarterly presentation.
3. When I _____ (arrive) at the office yesterday morning, my coworkers were already collaborating on the urgent client proposal.
4. The HR director _____ (not pay) attention to the concerns about workplace culture while employees were expressing their frustrations during the town hall.
5. While the senior staff _____ (mentor) the new hires, the CEO walked through the office to observe the onboarding process.
6. James _____ (network) with potential business partners at the conference when he received an important call from his supervisor.
7. The marketing team _____ (not communicate) effectively with the sales department, which caused several misunderstandings about the campaign strategy.
8. When the conflict between two colleagues _____ (escalate) last week, the team leader immediately scheduled a mediation session.
9. While I _____ (work) on building trust with my remote team members, the company announced a major restructuring plan.
10. The employees _____ (share) their professional experiences during the lunch break when the fire alarm suddenly went off.

Task 3. Choose the correct answer Past Simple or Past Continuous.

Sentences:

1. While she ____ (was presenting/presented) the project, her colleague interrupted with a question.
2. The team leader ____ (noticed/was noticing) the tension when the argument suddenly broke out.
3. They ____ (were building/built) rapport when the company unexpectedly restructured the department.
4. He ____ (introduced/was introducing) himself to the new hire the moment she walked in.
5. While Marcus ____ (drafted/was drafting) the proposal, his mentor stopped by to offer advice.
6. The manager ____ (interrupted/was interrupting) the meeting when her phone rang loudly.
7. She ____ (realized/was realizing) her colleague valued honesty after their candid conversation.
8. They ____ (collaborated/were collaborating) on the report when the deadline was suddenly moved up.
9. He ____ (was building/built) a strong connection with his supervisor during last month's retreat.

10. While the two colleagues ____ (were discussing/discussed) the conflict, their supervisor quietly took notes.

Grammar

Past Habits: Used to /Would

Overview

Used to and **would** are both used to talk about past habits or repeated actions that no longer happen. They describe things that were true regularly or often in the past but are not true now.

Cases of Usage

Case 1: Using **used to** for past habits and states

Used to can describe past habits (actions) and past states (situations or conditions) that are no longer true. It is followed by the base form of the verb.

I used to work late every night when I was younger.

She used to live in New York, but now she lives in Chicago.

Case 2: Using **would** for repeated past actions

Would is used to talk about repeated or habitual actions in the past, especially when telling stories or describing routines. It is not used for past states. It is followed by the base form of the verb.

Every summer, we would visit our grandparents in the countryside.

When I was a child, my father would read me a story before bed.

Pay Attention:

Differences between "used to" and "would":

- **Used to** can describe past states (situations), but **would** cannot.
- **Would** is usually used for repeated actions, often in storytelling or memories.
- **Used to** can be used in negative and question forms; **would** is rarely used this way.

He used to have long hair. (correct)

He ~~would~~ have long hair. (incorrect for a state)

Did you use to play basketball in high school?

~~Would you play basketball in high school?~~ (uncommon and awkward)

Additional Notes

Form: *Used to* is always in the past form and does not change for questions or negatives by itself. In questions and negatives, we use *did + use to* (without "d").

Did you use to live here?

I didn't use to like coffee.

Would is often used with time expressions like *every day, often, usually, always* to emphasize repeated actions.

She would always arrive early to work.

Tasks

Task 1. Fill in the gaps used to, would where possible.

1. When I first started at the company, my manager _____ (take) me out for coffee every Friday morning to discuss my progress and help me feel welcome.
2. During my early days in the office, I _____ (feel) nervous about joining colleagues for lunch, but eventually it became easier to build connections.
3. My coworker Sarah _____ (organize) team-building activities every month before she moved to a different department last year.
4. In my previous job, the senior staff _____ (invite) new employees to after-work social events to help them integrate into the team culture.
5. Before the company restructured, our team leader _____ (schedule) informal one-on-one meetings to check in on everyone's well-being and career goals.
6. When I worked at the startup, colleagues _____ (share) personal stories during lunch breaks, which really strengthened our professional relationships.
7. My mentor _____ (give) me constructive feedback after every client presentation until I became confident enough to handle them independently.
8. During the first year at my job, I _____ (struggle) to understand the office dynamics and unwritten social rules that governed workplace interactions.
9. The HR department _____ (host) monthly networking sessions where employees from different divisions could meet and collaborate on projects.
10. Before remote work became common, team members _____ (gather) around the coffee machine every morning to chat and build rapport naturally.

Task 2. Choose the correct answer.

1. She ____ (used to/would) organize weekly team lunches before the merger.

2. The manager ____ (used to/would) personally greet every new employee on their first day.
3. Colleagues ____ (used to be/would be) more formal with each other in the old office culture.
4. He ____ (used to avoid/would avoid) small talk until his mentor encouraged him to engage more.
5. They ____ (used to/would) share feedback openly during their Friday afternoon check-ins.
6. Our team ____ (used to have/would have) long debates about project strategies every Monday.
7. She ____ (used to feel/would feel) nervous presenting ideas to senior management early in her career.
8. The HR director ____ (used to/would) regularly remind staff that trust takes time to build.
9. There ____ (used to be/would be) a strong rivalry between the two departments before restructuring.
10. He ____ (used to mentor/would mentor) junior colleagues informally over coffee every week.

Grammar

Past Perfect, Past Perfect Continuous

Overview

The **Past Perfect** is a verb tense used to talk about an action that happened before another action in the past. It helps show which event happened first. The structure is **had + past participle** (the third form of the verb).

Cases of Usage

Case 1: To show the earlier past action

Use the Past Perfect to describe an action that happened before another past action or time. It makes clear which event came first.

She had finished her report before the meeting started.

Case 2: To talk about a past condition or situation

Use the Past Perfect to describe a condition or situation that existed before something else in the past.

They had lived in Chicago before they moved to New York.

Case 3: To explain a past result or reason

Use the Past Perfect to explain why something happened in the past, showing cause and effect.

I was tired because I had worked all day.

Pay Attention:

The Past Perfect is often used with time expressions like **before, after, already, just, by the time, and when.**

He had already left when I arrived.

Do not use the Past Perfect to talk about simple past events without a clear earlier action.

She ~~had went to school~~ yesterday. (Incorrect)

She went to school yesterday. (Correct)

Additional Notes

The Past Perfect is the same for all subjects: I, you, he, she, it, we, they.

Common mistake: confusing the Past Perfect with the Past Simple. Remember, Past Perfect shows the first past action, Past Simple shows the second.

After he had eaten, he went to bed.

Not: After he ~~ate~~, he had gone to bed.

Overview

The **Past Perfect Continuous** tense is used to show that an action was happening over a period of time before another action or time in the past. It focuses on the duration or ongoing nature of the action before something else happened.

Cases of Usage

Case 1: To show duration before a past event

Use the Past Perfect Continuous to emphasize how long something had been happening before another past event.

She had been working at the company for five years when she got promoted.

Case 2: To explain the cause of a past situation

Use it to explain why something happened in the past, often showing a reason or cause.

He was tired because he had been running for an hour.

Case 3: To describe an action that was happening before a specific time in the past

Use it to describe an ongoing action that continued up until a certain point in the past.

They had been waiting for the bus for 30 minutes before it finally arrived.

Pay Attention:

The Past Perfect Continuous is formed with **had been + verb + -ing**. It is different from the Past Perfect simple, which uses **had + past participle**. The

continuous form focuses on the action's duration, while the simple form focuses on the completion of the action.

She had been studying for hours before the exam started. (focus on how long she studied)

She had studied all the material before the exam started. (focus on the fact she finished studying)

Additional Notes

Common time expressions used with the Past Perfect Continuous include:

- for (a period of time)
- since (a specific point in time)
- before (another past event)
- all day / all night / all morning

Remember, this tense is often used when you want to highlight the ongoing nature or duration of a past action before something else happened.

Tasks

Task 1. Choose the correct answer.

1. Sarah finally got the promotion because she _____ (work) on improving her leadership skills for over two years before the position became available.
2. By the time the team meeting started, James _____ (already prepare) a detailed presentation about building stronger workplace relationships.
3. The new colleagues _____ (not collaborate) effectively on projects until their manager organized a team-building workshop last month.
4. Before joining our department, Michael _____ (develop) professional networks in his previous company for nearly five years.
5. The office atmosphere improved significantly after the employees realized they _____ (misunderstand) each other's communication styles for months.
6. By the end of her first year, Jennifer _____ (establish) strong professional connections with most of her coworkers through regular coffee meetings.
7. The team members _____ (struggle) to trust one another with important tasks before they participated in the conflict resolution training together.
8. Before the company restructuring happened, David _____ (mentor) several junior employees, which helped him build valuable relationships across departments.
9. The project failed initially because the team _____ (not communicate) their concerns and expectations clearly during the planning phase.

10. By the time Lisa received her performance review, she _____ (network) actively with colleagues from different divisions for eight consecutive months.

Task 2. Choose the correct tense Past Perfect or Past Perfect Continuous.

1. By the time they collaborated, she _____ (had been working/had worked) on the project for two years.
2. He realized they bonded well because they _____ (had worked/had been working) together for months.
3. She _____ (had already built/had already been building) trust with her team before the merger.
4. The manager noticed she _____ (had earned/had been earning) her colleagues' respect by then.
5. They understood each other well because they _____ (had met/had been meeting) regularly for weeks.
6. Before the promotion, he _____ (had proven/had been proving) his reliability through consistent effort.
7. She _____ (had developed/had been developing) a strong rapport with her supervisor by that point.
8. He felt confident because they _____ (had established/had been establishing) open communication for months.
9. The team trusted her since she _____ (had been leading/had led) three successful projects before.
10. By the review date, they _____ (had been collaborating/had collaborated) closely for over a year.

Task 3. Choose the correct past tense Past Simple, Past Continuous, Past Perfect, Past Perfect Continuous.

1. By the time Sarah finally received her promotion last month, she _____ (work) on the same team for over five years without any recognition.
2. The new manager _____ (build) strong relationships with most of the department heads before he officially started his role in January.
3. While I _____ (present) my quarterly report to the board yesterday, I (notice) my colleague nodding in support from across the room.
4. The team _____ (collaborate) on the merger project for eighteen months when the CEO suddenly (announce) its cancellation last week.
5. Jennifer _____ (experience) such a welcoming work environment until she (join) this company three years ago.
6. During the lunch break yesterday, several coworkers _____ (discuss) ways to improve communication between departments.
7. By the end of his first year at the firm, Marcus _____ (establish) himself as a reliable mentor to at least a dozen junior employees.
8. The entire sales team _____ (celebrate) their record-breaking quarter when the director walked in with even better news last Friday.

9. Before the company implemented the new open-door policy in 2022, employees ____ (struggle) to connect with upper management for years.
10. My supervisor ____ (called) me into her office yesterday afternoon to discuss my leadership potential within the organization.

Task 4. Choose the right answer.

1. By the time the senior partner finally acknowledged her contributions during the quarterly review, Maya _____ tirelessly on the merger documentation for nearly eighteen months without any formal recognition whatsoever.

- a) was working
- b) worked
- c) had been working
- d) has been working

2. The newly appointed director _____ an atmosphere of mutual distrust long before the investigation revealed the extent of his manipulative tactics and divisive management style.

- a) had created
- b) was creating
- c) created
- d) has created

3. While the compliance officer _____ the updated protocols to the increasingly skeptical team, several department heads were already drafting a formal complaint to executive leadership.

- a) had been explaining
- b) explained
- c) has explained
- d) was explaining

4. Jonathan realized with considerable embarrassment that his colleague _____ subtle hints about the inappropriate nature of his comments for weeks before he finally understood the gravity of the situation.

- a) had been dropping
- b) dropped
- c) was dropping
- d) has been dropping

5. The mentorship program _____ such profound transformations in workplace dynamics that senior management decided to expand it across all international offices despite the substantial budgetary implications.

- a) was producing
- b) has produced
- c) had been producing

d) had produced

6. Before the contentious team-building retreat _____ place last autumn, interpersonal tensions had already escalated to a point where several valued employees were actively seeking positions elsewhere.

- a) took
- b) had taken
- c) was taking
- d) has taken

7. Throughout the protracted negotiations, it became increasingly evident that both parties _____ fundamentally different expectations regarding the terms of their collaborative partnership from the very beginning.

- a) had held
- b) were holding
- c) held
- d) have held

8. The chief operating officer _____ meticulously through years of performance reviews when she discovered the systematic pattern of bias that had been undermining diversity initiatives.

- a) has been working
- b) had been working
- c) worked
- d) was working

9. By the time the organization _____ its comprehensive anti-harassment policy, several high-profile cases had already damaged its reputation irreparably within the industry.

- a) had implemented
- b) was implementing
- c) implemented
- d) has implemented

10. The cross-functional team _____ collaborative strategies for nearly a decade before the paradigm shift in organizational culture finally validated their innovative approach to conflict resolution.

- a) has been developing
- b) was developing
- c) developed
- d) had been developing

Unit 3

Phrasal Verbs Bring, Call, Carry

Overview

Phrasal verbs are verbs combined with one or two particles (prepositions or adverbs) that change the meaning of the original verb. The verb "**bring**" can be combined with different particles to create several phrasal verbs with different meanings. Here, we focus on **bring about**, **bring forward**, **bring on**, **bring out**, **bring round**, and **bring up**.

Cases of Usage

Case 1: Bring about — to cause something to happen

Bring about means to cause a change or an event to happen, often something important or serious.

The new law brought about many changes in education.

Case 2: Bring forward — to move an event to an earlier time

Bring forward means to change the date or time of an event so it happens sooner than planned.

They brought forward the meeting to Monday instead of Wednesday.

Case 3: Bring on — to cause something bad, usually illness or problems

Bring on is used when something causes a negative effect, like sickness or stress.

Eating too much sugar can bring on headaches.

Case 4: Bring out — to make something more noticeable or to publish something

Bring out can mean to highlight a quality or feature, or to release a product or book.

The new camera brings out the colors very well.

The company brought out a new phone last week.

Case 5: Bring round — to make someone regain consciousness or to persuade someone

Bring round has two main meanings: to help someone wake up after fainting, or to convince someone to agree with you.

The doctor brought round the patient after he fainted.

She finally brought him round to her idea.

Case 6: Bring up — to mention a topic or to raise a child

Bring up means to start talking about something or to take care of a child until they grow up.

He brought up the issue during the meeting.
They brought up three children in a small town.

Pay Attention:

Some phrasal verbs with "bring" can be confusing because they have different meanings depending on context.

- **Bring up** can mean to mention something or to raise a child. Context shows which meaning is correct.
- **Bring round** can mean to wake someone or to persuade someone. The situation helps you understand the meaning.
- **Bring forward** usually refers to changing dates, but it can also mean to present an idea or evidence.

She brought forward a good argument during the debate.

Additional Notes

Many phrasal verbs are separable, meaning you can put the object between the verb and the particle or after the particle, especially with pronouns.

They brought the topic up in the discussion. or They brought up the topic.

However, some phrasal verbs are not separable. For example, **bring about** and **bring on** are not separated by the object.

Correct: The changes brought about many problems.

Incorrect: The changes brought many problems about.

Tasks

Task 1. Match the phrasal verb to the definition.

Definitions:

- a) to start talking about a subject in a conversation.
- b) to move a planned event or date to an earlier time than first arranged.
- c) to cause something to happen, often something bad or difficult.
- d) to make a particular quality or detail easier to notice or see.
- e) to cause a change or result to happen.
- f) to make someone become conscious again after fainting or being unconscious.

Words:

- 1) bring round
- 2) bring out
- 3) bring up
- 4) bring about
- 5) bring on
- 6) bring forward

Task 2. Match the phrasal verb to the correct translation.

Words:

- 1) bring round
- 2) bring forward
- 3) bring on
- 4) bring up
- 5) bring out
- 6) bring about

Translations:

- a) виховувати
- b) виділити
- c) спричинити
- d) переконати
- e) перенести на раніше
- f) викликати

Task 3. Use the correct preposition and the correct form of the verb bring.

bring about, bring forward, bring on, bring out, bring round, bring up

1. The company's decision to implement transparent reporting practices _____ significant improvements in stakeholder trust and investor confidence last year.
2. Due to urgent ethical concerns raised by the compliance team, the board of directors decided to _____ the scheduled audit meeting from next month to this Friday.
3. The CEO's controversial comments about labor practices during the press conference _____ intense criticism from human rights organizations and consumer advocacy groups.
4. The investigative journalism report _____ hidden details about the corporation's questionable environmental practices that had been concealed from the public for years.
5. After hours of negotiation, the mediator finally managed to _____ the reluctant executives to accept the new code of conduct regarding supplier relationships.
6. During the shareholders' meeting, several investors _____ concerns about the company's lack of diversity in senior management positions and requested immediate action.
7. The implementation of fair trade policies has _____ positive changes in the working conditions of overseas factory employees over the past decade.
8. The ethics committee plans to _____ several proposals for improving corporate social responsibility at next week's executive session.

9. The scandal involving insider trading _____ a complete restructuring of the company's governance framework and internal controls.
10. The annual sustainability report _____ the organization's commitment to reducing carbon emissions and supporting local communities through various initiatives.

Task 4. Choose the correct one.

1. The whistleblower's report ____ (brought about/brought up) major changes in corporate policy.
2. Management decided to ____ (bring forward/bring on) the crisis by ignoring early warning signs.
3. The board voted to ____ (bring forward/bring up) the ethics review to next Monday.
4. The scandal ____ (brought out/brought round) the worst behavior in senior executives.
5. After lengthy negotiations, the mediator finally ____ (brought about/brought round) the reluctant board members.
6. The CEO's poor decisions ____ (brought out/brought on) the company's financial collapse last quarter.
7. The auditors ____ (brought up/brought round) serious concerns about the firm's accounting practices.
8. Stricter regulations ____ (brought up/brought about) a culture of greater transparency across the industry.
9. The consultant's report ____ (brought forward/brought on) unnecessary panic among the shareholders.
10. The new compliance officer ____ (brought up/brought out) the issue of bribery at the annual meeting.

Task 5. Rewrite the sentences using one of the phrasal verbs.

bring about, bring forward, bring on, bring out, bring round, bring up

1. The CEO's controversial decision caused a major shift in the company's ethical standards.
2. The audit team scheduled the compliance meeting for next month, but now it's happening this week.
3. The stress of the ethical dilemma made the manager physically ill.
4. The whistleblower's testimony revealed the company's hidden discriminatory practices.
5. After intense discussion, the board finally convinced the resistant shareholders to support the new policy.
6. The ethics committee mentioned the bribery allegations during the annual meeting.
7. The scandal resulted in significant changes to our corporate governance procedures.

8. His dishonest behavior during negotiations caused the partnership to fail.
9. The new transparency policy highlighted the best qualities in our leadership team.
10. Nobody dared to mention the previous CEO's corruption charges at the conference.

Task 6. Read the mini-text and take a look at the phrasal verbs. Discuss the questions below.

Have you ever wondered why some companies seem trustworthy while others don't? The answer often lies in their approach to business ethics.

When leaders **bring up** ethical issues during meetings, they set the tone for the entire organization. A manager who encourages honest conversations about right and wrong can **bring about** real cultural change. For instance, when employees feel safe reporting problems, companies discover issues before they become scandals.

However, pressure to meet targets sometimes **brings on** difficult choices. Imagine a sales team that's behind on their quarterly goals. Should they exaggerate product benefits to close deals faster? Ethical companies train their staff to resist these temptations and make decisions they can defend publicly.

Some businesses **bring forward** transparency policies that require disclosure of conflicts of interest. Others **bring out** detailed codes of conduct that guide employee behavior in gray areas. When workers understand these expectations clearly, they're more likely to act responsibly.

Of course, changing company culture takes time. You can't **bring round** everyone overnight, especially those who've operated differently for years. Yet the long-term benefits are worth it. Organizations known for integrity attract better talent, build customer loyalty, and avoid the costly damage that scandals create. In the end, doing the right thing isn't just moral—it's smart business.

Questions:

1. What kinds of situations can bring about unfair treatment in a workplace?
2. If a company has a serious problem, what solutions would you bring forward?
3. What pressures at work can bring on dishonest behavior in employees?
4. How does a strong set of values bring out the best in a team?
5. How would you bring round a colleague who disagrees with doing the right thing?
6. What ethical issues should managers bring up with their staff regularly?
7. What do you think makes a business truly honest and trustworthy?
8. How does a company's reputation affect the way customers feel about it?
9. What would you do if your employer asked you to do something wrong?
10. How can fair treatment of workers lead to better results for a business?

Phrasal verb Call

Overview

Phrasal verbs are verbs combined with one or two particles (like prepositions or adverbs) that change the meaning of the original verb. The verb call can be used alone or with particles like back, for, off, and out. Each phrasal verb has a different meaning and use.

Cases of Usage

Case 1: Call (to phone or name)

Call means to phone someone or to give a name to a person or thing.

I will call you after the meeting.

They call their dog Max.

Case 2: Call back (to return a phone call)

Call back means to phone someone again after missing their call or to return a call later.

She said she would call back in 10 minutes.

I missed his call, so I called back this afternoon.

Case 3: Call for (to need or demand)

Call for means to need something or to demand that something happens.

This situation calls for careful attention.

The teacher called for silence in the classroom.

Case 4: Call off (to cancel)

Call off means to cancel an event or an arrangement.

They called off the meeting because of bad weather.

The game was called off due to rain.

Case 5: Call out (to shout or announce loudly)

Call out means to shout something or to publicly say something, often to get attention or criticize.

He called out for help when he was lost.

The reporter called out the politician's mistakes during the interview.

Pay Attention:

Some phrasal verbs with call can be separable or inseparable:

Call back is separable: You can say call her back or call back her, but the first is more natural.

Call off is usually separable: call off the meeting or call the meeting off.

Call for and call out are usually inseparable: you cannot put the object between the verb and the particle.

We need to call off the event.

Please call back your friend.

We need to call the event off. (less common but possible)

Additional Notes

When using call to name someone, the structure is usually call + object + name.

For example, They call their son Jack.

In formal or written English, phrasal verbs like call off may be replaced by single verbs like cancel. For example, The meeting was canceled.

Tasks

Task 1. Match the phrasal verb with its definition.

Definitions:

- a. to cancel an event or planned activity.
- b. to return a phone call or contact someone again later.
- c. to need or require something to happen or be done.
- d. to speak loudly to get someone's attention or to criticize publicly.

Words:

- 1) call out
- 2) call for
- 3) call back
- 4) call off

Task 2. Match the phrasal verb with its translation.

Verbs:

- 1) call back
- 2) call off
- 3) call for
- 4) call out

Translations:

- a) викликати
- b) передзвонити
- c) скасувати
- d) вимагати

Task 3. Fill in the gaps with the phrasal verb.

call back, call for, call off, call out

- 1. The CEO had to _____ the merger negotiations after discovering serious financial irregularities in the partner company's accounting records.
- 2. The whistleblower decided to _____ the unethical practices publicly during the shareholders' meeting despite potential career consequences.

3. The board of directors will _____ a complete investigation into the allegations of insider trading that have damaged the company's reputation.
4. When the compliance officer discovered the violation, she knew she had to _____ the distributor immediately to discuss the breach of contract terms.
5. The ethics committee _____ the marketing department for using misleading statistics in their advertising campaign last quarter.
6. Industry experts are _____ stricter regulations on corporate transparency following the recent scandals in the financial sector.
7. The company _____ its planned expansion into the developing market after human rights organizations raised concerns about labor conditions.
8. The investigative journalist promised to _____ the anonymous source who had provided evidence of environmental violations by the manufacturing plant.
9. Consumer advocacy groups have been _____ mandatory disclosure of supply chain practices to ensure ethical sourcing of materials.
10. The new corporate governance policy requires managers to _____ any conflicts of interest during business dealings with external partners.

Task 4. Choose the correct option.

1. The board decided to ____ (call off/call out) the merger after the fraud was discovered.
2. Employees were encouraged to ____ (call/call out) unethical behavior whenever they witnessed it.
3. The CEO promised to ____ (call back/call for) every whistleblower who had left a message.
4. Investigators decided to ____ (call for/call off) a full audit of the company's financial records.
5. The manager refused to ____ (call for/call back) the supplier after the bribery allegation surfaced.
6. The union threatened to ____ (call back/call for) an independent review of the dismissal process.
7. The director had to ____ (call off/call out) the press conference due to the ongoing legal dispute.
8. Shareholders were quick to ____ (call off/call out) the executives for misleading the annual report.
9. The compliance officer decided to ____ (call for/call back) the attorney before signing the agreement.
10. The committee chose to ____ (call for/call off) stricter regulations following the ethics violation.

Task 5. Rewrite the sentences using phrasal verbs.

1. The board decided to cancel the merger after discovering financial irregularities in the partner company.
2. The CEO demanded an immediate investigation into the accounting practices that seemed questionable.
3. The whistleblower publicly exposed the company's unethical treatment of workers in developing countries.
4. The situation requires strong leadership to address the corruption within the organization.
5. Management contacted the consultant again to discuss implementing a new ethics policy.
6. The shareholders postponed the annual meeting due to ongoing legal investigations into fraud.
7. Employees requested better workplace safety measures after the recent accidents at the factory.
8. The manager shouted instructions to evacuate the building when the fire alarm sounded.
9. The ethics committee reached out to former employees who had filed complaints last year.
10. Regulators canceled the product launch because the company failed to meet safety standards.

Phrasal verb Carry

Study these grammar rules

Overview

Phrasal verbs with **carry** combine the verb "carry" with different particles (words like "on," "off," "away," or "out") to create new meanings. These phrasal verbs are common in everyday and formal English. Each one has a specific use and meaning.

Cases of Usage

Case 1: Carry on — continue doing something

Carry on means to continue an action or activity, especially after an interruption or when others stop.

Despite the rain, they carried on with the outdoor meeting.

She carried on working even though she was tired.

Case 2: Be carried away — become too excited or emotional

Be carried away means to lose control because of strong feelings like excitement or anger.

He was carried away by the music and started dancing loudly.

Don't be carried away by the argument; stay calm.

Case 3: Carry off — succeed in doing something difficult
Carry off means to manage to do something difficult or unexpected successfully.

She carried off the presentation despite the technical problems.

It's impressive how he carried off the role in the play.

Case 4: Carry out — perform or complete a task or plan

Carry out means to do or complete something, especially a task, order, or instruction.

The team carried out the project according to the plan.

The police carried out an investigation into the accident.

Pay Attention:

Some phrasal verbs with "carry" are separable, meaning the object can come between the verb and the particle, but others are not.

- **Carry on:** Usually not separated. *She carried on the work.* (Not: ~~She carried the work on~~)
- **Carry off:** Separable. *She carried off the award.* or *She carried the award off.*
- **Carry out:** Separable. *They carried out the plan.* or *They carried the plan out.*
- **Be carried away:** Passive form, no object separation.

Also, **carry off** can mean "to take someone or something away by force," but this is less common.

The kidnappers carried off the hostages.

Additional Notes

These phrasal verbs are used in both formal and informal contexts, but **carry out** is more common in formal or official situations (like research, orders, or investigations).

Carry on can also mean to behave in an annoying or emotional way, especially in British English.

Stop carrying on and listen!

Tasks

Task 1. Match the phrasal verb to the meaning.

Definitions:

- a) to become very excited or emotional and lose control of your feelings.
- b) to complete a task or follow instructions as planned.
- c) to continue doing something without stopping.
- d) to succeed in doing something difficult or unexpected.

Words:

- 1) carry on
- 2) carry off
- 3) carry out
- 4) be carried away

Task 2. Match the phrasal verb to its translation.**Words:**

- 1) carry off
- 2) carry on
- 3) carry out
- 4) be carried away

Translations:

- a) продовжувати
- b) захоплюватися
- c) забирати
- d) виконувати

Task 3. Use the correct form of the phrasal verb with the correct preposition.

1. The compliance team _____ (carry) a thorough investigation into the company's financial records last month to ensure transparency.
2. During the heated board meeting about profit margins, the CEO _____ (be carry) with his ambitious expansion plans and forgot about ethical considerations.
3. Despite facing numerous ethical dilemmas, the marketing director managed to _____ (carry) the challenging product launch while maintaining the company's values.
4. The whistleblower refused to _____ (carry) working for the corporation after discovering fraudulent accounting practices in multiple departments.
5. Our human resources department _____ (carry) regular audits of workplace safety standards to protect employee rights and well-being.
6. The sales team _____ (carry) by the pressure to meet quarterly targets and unfortunately resorted to misleading advertising tactics.
7. The new sustainability officer successfully _____ (carry) the implementation of eco-friendly policies despite resistance from senior management.
8. We cannot _____ (carry) ignoring the environmental impact of our manufacturing processes if we want to maintain our ethical reputation.
9. The ethics committee will _____ (carry) a comprehensive review of all supplier contracts next week to verify fair trade compliance.

10. When negotiating the merger deal, both companies _____
(carry) by potential profits and overlooked important labor rights issues.

Task 4. Choose the correct option.

1. The CEO decided to _____(carry out/carry on) a full audit of the company's financial records.
2. The compliance team must _____(carry on/carry out) monitoring expenses despite recent budget cuts.
3. The manager was so focused on profit that she _____(got carried away/carried off) and ignored ethical guidelines.
4. The board agreed to _____(carry out/carry on) a thorough review of the supplier's labor practices.
5. Despite internal resistance, the ethics officer managed to _____(carry off/carry out) the new whistleblower policy successfully.
6. The negotiations were difficult, but both sides agreed to _____(carry on/carry out) talks until a fair deal was reached.
7. The director _____(carried out/carried on) an investigation into the alleged bribery without informing shareholders.
8. Employees sometimes _____(get carried away/carry off) with aggressive sales tactics that cross ethical boundaries.
9. The firm failed to _____(carry off/carry out) its corporate responsibility commitments in a convincing way.
10. The ethics committee decided to _____(carry on/carry off) with the transparency initiative despite executive opposition.

Grammar
Future tenses

Future tenses and related forms help us talk about actions or events that will happen later. There are several ways to express the future in English, including **Future Simple**, **Future Continuous**, **Future Perfect**, **Future Perfect Continuous**, as well as using the **Present Simple**, **Present Continuous**, and **be going to** for future meaning. Each form has its own use depending on the situation and time frame.

Future Simple

Overview

The **Future Simple** tense is used to talk about actions or events that will happen in the future. It is formed with "**will**" + the base form of the verb (the verb without any endings). This tense often expresses decisions made at the moment of speaking, predictions, promises, or offers.

Cases of Usage

Case 1: Spontaneous decisions

We use the Future Simple when we decide to do something at the moment of speaking, without planning it before.

I will call you after the meeting.

Don't worry, I will help you with your homework.

Case 2: Predictions about the future

Use the Future Simple to predict what you think will happen, often based on your opinion or experience.

It will probably rain tomorrow.

She will be a great doctor one day.

Case 3: Promises and offers

We use the Future Simple to make promises or offers to do something.

I will always support you.

We will bring the documents to your office.

Case 4: Facts about the future

Use the Future Simple to state facts or things that are sure to happen in the future.

The sun will rise at 6 a.m. tomorrow.

Your train will arrive at 5:30 p.m.

Pay Attention:

The Future Simple with "**will**" is different from the "**going to**" form, which is used for planned actions or intentions.

I will answer the phone. (Decision made now)

I am going to visit my parents next weekend. (Planned action)

Also, **will** contracts to '**ll**' in spoken and informal written English:

She will → She 'll come later.

Additional Notes

To make negative sentences, add "**not**" after "**will**": *I will not (won't) forget your birthday.*

For questions, invert "**will**" and the subject: *Will you join us for dinner?*

Common mistake: Using the present tense to talk about future facts is incorrect when the event is not fixed or scheduled.

~~Incorrect: The meeting starts tomorrow.~~ (Use Present Simple only for scheduled events)

Correct: *The meeting will start tomorrow.* (If the time is not fixed or you want to emphasize the future)

Tasks

Task 1. Read the mini-text carefully and look at the tenses in bold, then match them to their uses (A-H).

Business Ethics in the Future

In the modern world, business ethics is becoming more important than ever. Companies are changing the way they operate, and many leaders **are going to focus** on transparency and sustainability in the coming years.

Next week, our company **is meeting** with international partners to discuss ethical standards in global trade. According to experts, businesses **will become** more responsible as customers demand honesty and fairness.

The conference **starts** at 10 a.m. tomorrow, and many professionals are expected to attend. Look at these trends — companies are already investing in green technologies, so they **are going to reduce** their environmental impact significantly.

“I think I **will introduce** a new code of ethics in our department,” said the manager during the meeting.

By the end of this year, many organizations **will have implemented** stricter ethical policies to improve their reputation. Moreover, by 2030, companies **will have been working** on sustainable solutions for over a decade, showing a long-term commitment to ethical business practices.

A: to make predictions based on what we see;

B: to talk about timetables or programmes;

C: for on-the-spot decisions;

D: for future predictions based on what we believe or imagine will happen;

E: for fixed arrangements in the near future;

F: for an action which will be completed before a specific time in the future;

G: to talk about future plans and intentions;

H: for an action which will continue up to a specific point in the future, emphasizing duration.

Task 2. Open the brackets choosing the correct answer.

1. The board of directors _____ (announce) their decision regarding the controversial merger with our main competitor next Friday.
2. Our company _____ (implement) a new code of conduct to address workplace discrimination issues starting next quarter.
3. The CEO _____ (not tolerate) any form of bribery or corruption within the organization after the recent scandal.

4. We _____ (review) all supplier contracts to ensure they meet our updated environmental and social responsibility standards.
5. The ethics committee _____ (investigate) the allegations of insider trading as soon as they receive the formal complaint.
6. Management (introduce)[is going to introduce] a whistleblower protection program to encourage employees to report unethical behavior without fear.
7. The company _____ (face) serious legal consequences if it continues to ignore data privacy regulations.
8. Our human resources department _____ (organize) mandatory training sessions on ethical decision-making for all senior executives next month.
9. Shareholders _____ (not approve) the proposed executive compensation package because it conflicts with the company's stated values on income equality.
10. The compliance team _____ (monitor) all financial transactions more closely to prevent money laundering activities in the future.

Task 3. Choose the correct answer.

1. The company ____ (will publish/is going to publish) its ethics report next quarter, as required by law.
2. Given the evidence of fraud, the board ____ (will fire/is going to fire) the CFO at tomorrow's meeting.
3. Analysts believe the new policy ____ (will reduce/is going to reduce) corruption across all departments.
4. The CEO announced that the firm ____ (will not tolerate/is not going to tolerate) bribery under any circumstances.
5. Look at those documents — the auditors ____ (will find/are going to find) serious violations in there.
6. If negotiations fail, the union ____ (will strike/is going to strike) — they've already voted for it.
7. Experts predict that stricter regulations ____ (will reshape/are going to reshape) corporate behavior industry-wide.
8. The compliance team has scheduled a review — they ____ (will examine/are going to examine) all supplier contracts.
9. Without stronger oversight, unethical practices ____ (will reform/are going to continue) throughout the sector.
10. The whistleblower confirmed that she ____ (will testify/is going to testify) against the company in court next week.

Grammar

Difference in the use of the Future Simple, be going to, Present Simple and Present continuous tenses in the future meanings.

Cases of Usage

Case 1: Future Simple (will + base verb)

The **Future Simple** is used for decisions made at the moment of speaking, promises, offers, and predictions based on opinions or beliefs.

I will call you after the meeting.

She will help us with the project.

It will rain tomorrow, I think.

Case 2: Be going to + base verb

We use **be going to** for plans or intentions decided before the moment of speaking, and for predictions based on present evidence.

They are going to move to Chicago next month.

Look at those clouds! It is going to rain.

Case 3: Present Simple with future meaning

The **Present Simple** is often used for scheduled events, timetables, or fixed plans, especially with public transportation, official programs, or events.

The train leaves at 8:00 a.m. tomorrow.

Our flight arrives at 6 p.m. on Friday.

Case 4: Present Continuous with future meaning

The **Present Continuous** is used for personal plans or arrangements that are already decided and often involve other people or specific times.

I am meeting my boss at 3 p.m. today.

We are having dinner with friends this Saturday.

Pay Attention:

Differences between Future Simple and be going to:

Use **will** for spontaneous decisions and opinions. Use **be going to** for plans and predictions based on what you see or know now.

I forgot my keys! I will go back and get them. (decision now)

The sky is dark. It is going to storm soon. (prediction based on evidence)

Present Simple vs. Present Continuous for future:

Present Simple is for official schedules, while Present Continuous is for personal arrangements.

The conference starts at 9 a.m. next Monday.

She is flying to New York next week.

Negative forms and questions:

All these forms can be used in negative and question forms to talk about the future.

Are you going to study abroad?

He won't attend the meeting tomorrow.

Additional Notes

Sometimes, the choice between **Future Simple** and **be going to** depends on how sure the speaker is about the future event.

The **Present Continuous** often implies that arrangements are confirmed, while **be going to** can be less formal or less fixed.

Remember that **Future Simple** often expresses willingness or promises, while **be going to** focuses on intention or plans.

Tasks

Task 1. Chose the correct form (Future Simple, be going to, Present Simple or Present Continuous).

1. The board of directors (**meet**) tomorrow afternoon at 3 PM to discuss the new code of conduct regarding supplier relationships.
2. I think our company (**implement**) stricter anti-corruption policies starting next fiscal year to ensure complete transparency in all transactions.
3. The ethics committee (**review**) all employee complaints about workplace discrimination next week during their scheduled session.
4. The annual corporate responsibility report (**come out**) on the first Monday of December, as it does every year without exception.
5. Management (**not tolerate**) any form of bribery or unethical behavior in future business dealings with international partners.
6. The CEO (**give**) a presentation on sustainable business practices at the international conference next Thursday morning.
7. According to the schedule, the mandatory ethics training session (**begin**) at 9 AM sharp tomorrow in the main conference room.
8. The company (**face**) serious legal consequences if it continues ignoring environmental regulations and worker safety standards.
9. Our department (**launch**) a new whistleblower protection program next month to encourage employees to report unethical conduct safely.
10. The shareholders' meeting (**take place**) on March 15th every year, where executives must answer questions about corporate governance and ethical practices.

Task 2. Choose the correct answer.

1. The board of directors _____ a new code of conduct next Monday to address recent ethical concerns.
A. will approve
B. approve
C. are approving
D. have approved

2. According to the schedule, the ethics training session _____ at 9:00 a.m. sharp tomorrow morning.
- A. will start
 - B. is going to start
 - C. starts
 - D. has started
3. Look at those financial reports! The auditors _____ some serious accounting irregularities very soon.
- A. discover
 - B. are going to discover
 - C. will discover
 - D. have discovered
4. Our company _____ with several nonprofit organizations next year to improve our social responsibility initiatives.
- A. partnered
 - B. partners
 - C. is going to partner
 - D. has partnered
5. The CEO _____ her employees about the new transparency policy at this afternoon's meeting.
- A. will inform
 - B. informed
 - C. has informed
 - D. informs
6. We've already booked the venue, so the anti-corruption workshop _____ place on March 15th as planned.
- A. took
 - B. takes
 - C. has taken
 - D. is taking
7. Based on current trends, more consumers _____ from companies that don't demonstrate environmental responsibility in coming years.
- A. turned away
 - B. turn away
 - C. have turned away
 - D. will turn away
8. The compliance officer _____ all department heads tomorrow morning to discuss the new whistleblower protection procedures.
- A. meets

- B. has met
- C. met
- D. is meeting

9. The annual sustainability report _____ on our website at midnight tonight, according to the publishing timeline.

- A. appeared
- B. appears
- C. has appeared
- D. is appearing

10. I can see the warning signs clearly now-this supplier _____ our trust if we continue this partnership.

- A. is going to betray
- B. betrayed
- C. will betray
- D. betrays

Grammar

Future Continuous

Overview

The **Future Continuous** tense describes actions that will be happening at a specific time in the future. It shows that something will be in progress or ongoing at that future moment. The structure is: **will be + verb-ing**.

Cases of Usage

Case 1: Actions in progress at a specific future time

Use the Future Continuous to talk about actions that will be happening at a particular time in the future. It emphasizes the duration or process of the action.

At 8 p.m. tomorrow, I will be working on my report.

She will be traveling to New York this time next week.

Case 2: Polite questions about someone's plans

The Future Continuous is often used to ask politely about someone's plans or intentions, especially when you want to avoid sounding too direct.

Will you be joining us for dinner tonight?

Will he be attending the meeting tomorrow?

Case 3: Predicting or guessing about ongoing actions in the future

Use it to make guesses about what someone is probably doing at a certain future time.

Don't call him now; he will be sleeping at this hour.

They will be watching the game when we arrive.

Pay Attention:

The Future Continuous is not used for actions that will happen instantly or are completed quickly in the future. Instead, use the Simple Future (will + base verb) for those.

~~I will be arriving at 9 a.m.~~ → I will arrive at 9 a.m.

Also, the Future Continuous often implies that the action is temporary or limited to the future moment mentioned.

Additional Notes

The Future Continuous can sometimes express a planned or expected event, but it focuses on the action's ongoing nature rather than the decision.

I will be meeting with the client next Monday. (This is scheduled and will be happening at that time.)

Remember to use the **base form + -ing** after "will be" to form the verb correctly

Future Perfect, Future Perfect Continuous

Overview

The **Future Perfect** and **Future Perfect Continuous** tenses are used to talk about actions that will be completed or ongoing before a specific time in the future. They help us look forward and think about what will have happened or how long something will have been happening by a certain point.

Cases of Usage

Case 1: Future Perfect — to show completion before a future time

The Future Perfect tense describes an action that **will be finished** before a certain time in the future. The structure is: **will + have + past participle**.

By next month, I will have finished the project.

She will have left the office by 6 PM.

Case 2: Future Perfect Continuous — to show duration up to a future time

The Future Perfect Continuous shows how long an action **will have been happening** before a specific future time. The structure is: **will + have been + verb-ing**.

By 8 o'clock, they will have been working for three hours.

I will have been living here for five years next summer.

Pay Attention:

The Future Perfect is about **completion**, while the Future Perfect Continuous focuses on **duration** or how long something has been happening.

By the time you arrive, I will have cleaned the house. (The cleaning will be done.)

By the time you arrive, I will have been cleaning the house for two hours. (I started cleaning earlier and will still be cleaning until then.)

Use the Future Perfect Continuous mainly with actions that last some time and often with time expressions like *for* or *since*.

Additional Notes

Both tenses often use time expressions such as *by then*, *by the time*, *before*, and *for + a period of time*.

Common mistake: confusing the past participle form in the Future Perfect. Remember, the verb after **have** must be in the past participle.

~~Incorrect: She will have go to the meeting.~~

Correct: She will have gone to the meeting.

Tasks

Task 1. Choose between Future Simple and Future Continuous.

1. By noon tomorrow, the ethics committee ____ (will be reviewing/will review) all submitted complaints.
2. The CEO announced that the firm ____ (will present/will be presenting) its new transparency report next quarter.
3. If auditors arrive unannounced, they ____ (will find/will be finding) evidence of misconduct immediately.
4. The company ____ (will hold/will be holding) a mandatory ethics training session next Monday at nine.
5. While inspectors examine the records, the legal team ____ (will finalize/will be finalizing) its compliance strategy.
6. At this time next year, regulators ____ (will introduce/will be introducing) stricter bribery prevention laws.
7. The board ____ (will announce/will be announcing) its final decision on the whistleblower policy tomorrow.
8. During the conference, the ethics officer ____ (will present/will be presenting) findings to shareholders all morning.
9. If the scandal continues, investors ____ (will be losing/will lose) confidence in the company permanently.
10. The new anti-corruption guidelines ____ (will take/will be taking) effect on the first of next month.

Task 2. Choose the correct answer.

1. By next year, the company ____ (will have adopted/will have been adopting) a strict anti-bribery policy.
2. The auditors ____ (will have been reviewing/will have reviewed) the accounts for six months by Friday.
3. The CEO ____ (will have signed/will have been signing) the ethics agreement before the board meeting ends.
4. By 2026, the firm ____ (will have trained/will have been training) all staff in compliance procedures.
5. They ____ (will have been negotiating/will have negotiated) the fair-trade contract for a year by December.
6. The whistleblower ____ (will have been waiting/will have waited) for a response for three months by then.
7. By the time the verdict arrives, the company ____ (will have lost/will have been losing) its public trust entirely.
8. Investigators ____ (will have been examining/will have examined) the fraud case for two years by March.
9. The ethics committee ____ (will have been debating/will have debated) the policy continuously since January by then.
10. By the deadline, the manager ____ (will have submitted/will have been submitting) the full transparency report.

Task 3. Fill in the gaps (Future Simple, Future Continuous, Future Perfect, Future Perfect Continuous).

1. By the end of this quarter, the compliance team ____ (review) all supplier contracts to ensure they meet our updated ethical sourcing standards.
2. This time next week, our CEO ____ (present) the new corporate social responsibility framework to the board of directors.
3. The ethics committee ____ (investigate) the allegations of insider trading as soon as they receive the formal complaint tomorrow.
4. By 2025, our company ____ (implement) fair trade practices for over a decade across all international operations.
5. The whistleblower protection program ____ (operate) 24/7 starting next month to encourage employees to report misconduct safely.
6. Our legal department ____ (complete) the anti-corruption training for all senior executives by the deadline next Friday.
7. The independent auditors ____ (examine) our financial records throughout the entire month of March to verify transparency.
8. By the time the shareholders' meeting concludes, the board ____ (discuss) the bribery scandal for three consecutive hours.
9. Next year, we ____ (adopt) a zero-tolerance policy regarding conflicts of interest in all business dealings.
10. The ethics officer ____ (monitor) employee conduct and compliance issues for five years by the end of this December.

Unit 4

Phrasal verb Come

Overview

Phrasal verbs with "come" are common in English. They combine "**come**" with different particles (words like "across," "along," "by," etc.) to create new meanings. These phrasal verbs are often used in everyday conversation and writing. Understanding them helps you sound more natural and express ideas clearly.

Cases of Usage

Case 1: Come across — to find or meet by chance

This means to find something or someone unexpectedly.

I came across an old photo while cleaning my room.

Case 2: Come along — to go somewhere with someone or to make progress

It can mean joining someone or improving/developing.

Would you like to come along to the meeting?

How is your project coming along?

Case 3: Come by — to get or obtain something, or to visit briefly

It means to find or receive something, or to stop by someone's place.

Good jobs are hard to come by these days.

She came by my office to say hello.

Case 4: Come down with — to become sick with an illness

Used when someone starts feeling ill.

He came down with the flu last week.

Case 5: Come into — to receive money or property, usually by inheritance

It means to get something valuable, often after someone dies.

She came into a large inheritance from her grandfather.

Case 6: Come off — to happen successfully or to be removed

It can mean that a plan or event was successful, or that something detached.

The event came off without any problems.

The button came off my shirt.

Case 7: Come out — to appear, be published, or be revealed

It means something becomes known or is released.

The new book comes out next month.

The truth finally came out during the meeting.

Case 8: Come round — to visit someone or regain consciousness

It can mean to visit or to wake up after fainting.

Why don't you come round for dinner tonight?

He came round after fainting.

Case 9: Come up — to happen or be mentioned

Used when a topic or problem appears unexpectedly.

A good idea came up during the discussion.

Sorry, something urgent came up, so I can't join you.

Case 10: Come up against — to face a problem or difficulty

Used when you experience challenges or obstacles.

We came up against many difficulties in the project.

Case 11: Come up with — to think of or produce an idea or plan

Used when you create or suggest something new.

She came up with a solution to the problem.

Pay Attention:

Some phrasal verbs with "come" can have more than one meaning depending on the context. For example, **come along** can mean to join someone or to make progress. Always look at the whole sentence to understand the meaning.

He asked if I wanted to come along to the party. (join)

My English is coming along well. (progress)

Also, some phrasal verbs require specific prepositions to keep their meaning.

Changing or leaving out the particle can change or lose the meaning.

She came up with a great idea. (correct)

She came up a great idea. (incorrect)

Additional Notes

Many phrasal verbs with "come" are informal and often used in spoken English. In formal writing, you might use more precise verbs instead (e.g., "discover" instead of "come across").

Practice these phrasal verbs by noticing them in conversations, movies, or articles to understand their natural use.

Tasks

Task 1. Fill in the gaps.

came across, came along, come by, came down with, came into, didn't come off, has come out, came round, came up, came up against
--

1. When researching blockchain technology last month, I _____ an interesting article about decentralized finance that completely changed my perspective on digital currencies.

2. The new cryptocurrency regulation _____ at exactly the right time, just when investors were losing confidence in the market's stability.
3. It's extremely difficult to _____ reliable information about emerging cryptocurrencies since there's so much misinformation spreading on social media platforms.
4. After spending twelve hours analyzing volatile market charts without proper rest, the exhausted trader _____ a severe headache and had to stop working.
5. When her grandmother passed away last year, Sarah _____ a substantial inheritance which she decided to invest in various cryptocurrency portfolios.
6. The ambitious plan to create a universal digital currency _____ as expected because governments were concerned about losing control over monetary policy.
7. Despite initial skepticism from traditional banking institutions, the truth about blockchain's potential to revolutionize financial systems _____ through numerous successful implementations.
8. My father was initially against cryptocurrency investments, but he _____ to the idea after attending several educational seminars about blockchain technology.
9. The issue of energy consumption in cryptocurrency mining _____ during yesterday's environmental conference, sparking heated debates among participants.
10. Developers _____ significant technical challenges when they tried to increase the transaction speed while maintaining the security of the blockchain network.

Task 2. Choose the right answer.

1. While researching blockchain, she ____ (came across/came round) a forgotten digital wallet worth thousands.
2. A new decentralized exchange finally ____ (came by/came out) after months of beta testing.
3. The crypto startup ____ (came up with/came up against) a novel proof-of-stake algorithm last quarter.
4. The token's value ____ (came down/came off) sharply after the exchange announced liquidity problems.
5. The developer ____ (came along/came up against) serious regulatory barriers when launching the DeFi platform.
6. After the hard fork, the original coin's supporters slowly ____ (came across/came round) to the new protocol.
7. A promising blockchain engineer ____ (came along/came by) just when the project needed fresh talent.

8. The mining firm unexpectedly ____ (came up/came into) a large reserve of dormant Bitcoin addresses.
9. Nobody expected the merger deal to ____ (came off/come off) given how complex the token swap was.
10. The analyst ____ (came up/came along) with a warning about stablecoin risks during the conference.

Task 3. Choose the right answer.

1. After months of research, the blockchain developer finally ____ a solution to the scalability problem affecting transaction speeds.
- A. came up with
 - B. came round
 - C. came along
 - D. came by
2. When the crypto exchange ____ technical difficulties during the market crash, many traders lost access to their funds temporarily.
- A. came into
 - B. came down with
 - C. came up against
 - D. came off
3. I ____ an interesting article about decentralized finance while browsing through investment forums last night.
- A. came off
 - B. came across
 - C. came round
 - D. came up
4. The new cryptocurrency regulations will ____ next month, requiring all exchanges to verify user identities more strictly.
- A. come into
 - B. come along
 - C. come down with
 - D. come by
5. Several cryptocurrency projects have ____ in recent years, offering innovative alternatives to traditional banking systems worldwide.
- A. come along
 - B. come off
 - C. come round
 - D. come into

6. The mining operation didn't _____ as planned because the electricity costs exceeded the projected revenue from Bitcoin production.
A. come up
B. come round
C. come off
D. come along
7. Many skeptics eventually _____ to the idea of blockchain technology after seeing its practical applications in supply chain management.
A. came round
B. came by
C. came along
D. came off
8. During the conference, an unexpected question about wallet security _____ that the presenter hadn't prepared for adequately.
A. came along
B. came into
C. came up
D. came across
9. Digital currency adoption has _____ serious resistance from traditional financial institutions worried about losing market control and influence.
A. come up against
B. come down with
C. come by
D. come out
10. How did you _____ such valuable information about the upcoming token launch before it was announced publicly?
A. come round
B. come along
C. come off
D. come by

Task 4. Match the definitions with the words.

Definitions:

- a) to happen as planned or to succeed;
- b) to face a problem or difficulty that must be dealt with;
- c) to visit someone at their home or to become conscious again after fainting;
- d) to be mentioned or happen unexpectedly during a conversation or event;
- e) to find or meet something or someone by chance without planning;
- f) to think of an idea, plan, or solution;
- g) to receive money or property after someone dies;
- h) to start to have an illness or feel sick;

- i) to appear or become known, often about information or a product;
- j) to go somewhere with someone or to make progress in an activity;
- k) to get or find something, often when it is hard to get.

Words:

- 1) come down with
- 2) come along
- 3) phrasal verb come across
- 4) come by
- 5) come up against
- 6) come up with
- 7) come up
- 8) come round
- 9) come into
- 10) come out
- 11) come off

Grammar

Passive Voice

Overview

The passive voice shifts focus from the subject performing the action to the action itself or its recipient. It is formed by combining a form of the verb "to be" with the past participle of the main verb. This structure allows speakers to emphasize the action or the object affected rather than the doer. The passive can be used in various tenses and moods, including present simple, present continuous, present perfect, past simple, past continuous, past perfect, future simple, future perfect, modals, infinitives, and gerunds, each with subtle differences in meaning and usage.

Cases of Usage

Case 1: Passive in Present Simple and Present Continuous

In the present simple passive, the structure is am/is/are + past participle. It describes general truths, repeated actions, or states where the doer is unknown or irrelevant.

The annual report is prepared by the finance team.

In the present continuous passive, am/is/are being + past participle is used to describe actions happening right now, focusing on the action rather than the agent.

The new policy is being discussed in the meeting.

Case 2: Passive in Present Perfect and Past Simple

The present perfect passive (has/have been + past participle) highlights completed actions with relevance to the present.

Several proposals have been submitted this week.

The past simple passive (was/were + past participle) describes completed actions at a specific time in the past.

The contract was signed yesterday.

Case 3: Passive in Past Continuous and Past Perfect

The past continuous passive (was/were being + past participle) emphasizes ongoing actions in the past.

The documents were being reviewed when the manager arrived.

The past perfect passive (had been + past participle) shows that an action was completed before another past action.

The proposal had been approved before the meeting started.

Case 4: Passive in Future Simple and Future Perfect

The future simple passive (will be + past participle) refers to actions that will happen in the future.

The new software will be launched next month.

The future perfect passive (will have been + past participle) describes actions that will be completed before a certain future time.

By next year, the project will have been completed.

Case 5: Passive with Modals

Modals in passive voice follow the pattern modal + be + past participle. This construction expresses ability, permission, obligation, or possibility in a passive context.

The documents must be signed before submission.

The report can be revised if necessary.

Case 6: Passive with Infinitives and Gerunds

The passive infinitive is formed as to be + past participle, often used after certain verbs, adjectives, or nouns.

The contract needs to be reviewed carefully.

The passive gerund uses being + past participle and can function as a subject or object.

Being invited to the conference was a great honor.

Pay Attention:

Not all verbs are commonly used in the passive voice. Stative verbs (expressing states or senses, e.g., know, believe, own) rarely appear in passive form because their meaning does not involve an action affecting an object.

*The truth is known by everyone. (Acceptable but stylistically marked; "Everyone knows the truth" is preferred.)

Some verbs change meaning in passive constructions, especially those with two objects (direct and indirect). For example, give:

The manager was given a report. (passive of indirect object)
A report was given to the manager. (passive of direct object)
In passive sentences, the agent (the doer) is optional and often omitted when unknown, irrelevant, or obvious from context.

Additional Notes

When forming passive voice, the past participle must be correct. Many verbs are irregular, so memorizing their past participle forms is essential for accuracy.

Common irregular past participles:

be → been
begin → begun
break → broken
choose → chosen
do → done
drink → drunk
drive → driven
eat → eaten
fall → fallen
give → given
go → gone
know → known
see → seen
take → taken
write → written
come → come
run → run
sing → sung
swim → swum
throw → thrown

Passive voice is often preferred in formal writing and professional contexts to maintain objectivity and focus on processes or results rather than agents.

Grammar

The use of by or with

Overview

The **passive voice** is used when the focus is on the action or the person/thing receiving the action, rather than who does the action. In passive sentences, we often use **by** or **with** to show who or what causes the action.

Cases of Usage

Case 1: Using "by" to show the doer of the action

We use **by** to introduce the person or agent who performs the action in passive sentences. This is the most common way to show who did something.

The report was written by the manager.
The new law was approved by the government.

Case 2: Using "with" to show the instrument or tool used

With is used in passive sentences to show the instrument, tool, or means used to do the action, not the person.

The window was broken with a rock.
The cake was decorated with fresh flowers.

Case 3: When both "by" and "with" appear

Sometimes, **by** shows the person doing the action, and **with** shows the tool they used.

The letter was sent by the assistant with a special stamp.

Tasks

Task 1. Read the text. Look at the verb forms in bold. How do we form the passive voice?

When Bitcoin **was first introduced** in 2009, it **was seen** as a revolutionary idea that could change the way money worked. Since then, thousands of new digital currencies **have been created**, and the technology behind them has been improved dramatically. But what exactly makes cryptocurrency different from traditional money?

First, cryptocurrencies **are managed** through a system called blockchain. This technology **can be described** as a digital record book that is shared across thousands of computers worldwide. Every transaction **is recorded** permanently, and the information **can't be changed** once it **has been added** to the chain. Because of this design, trust **is built** into the system itself rather than **being placed** in banks or governments.

Another key feature is decentralization. Traditional currencies **are controlled** by central banks, which decide how much money **should be printed** and what policies **should be followed**. Cryptocurrencies, however, **aren't controlled** by any single authority. Instead, they **are maintained** by networks of users who verify transactions together. This means that financial power **is distributed** more evenly.

Mining is the process through which new coins **are brought** into existence. Powerful computers solve complex mathematical problems, and when a problem **is solved**, the miner **is rewarded** with cryptocurrency. This process **has been criticized** for consuming enormous amounts of energy, though greener alternatives **are being developed** now.

Despite the excitement, cryptocurrencies face significant challenges. Their value can change dramatically within hours, making them risky investments. Additionally, they **have** sometimes **been used** for illegal activities because

transactions **can be conducted** with a degree of anonymity. Regulations **are still being written** in many countries to address these concerns.

Task 2. Use by or with.

1. Bitcoin transactions are verified ____ **by/with miners** who solve complex mathematical puzzles to add new blocks to the blockchain.
2. The cryptocurrency market was heavily influenced ____ **by/with regulatory** announcements from major financial institutions last quarter.
3. Digital wallets can be protected ____ **by/with multi-factor** authentication to prevent unauthorized access to users' funds.
4. The blockchain network is secured ____ **by/with cryptographic** algorithms that make it nearly impossible to alter transaction records.
5. New cryptocurrency tokens are often launched ____ **by/with development** teams who have extensive experience in blockchain technology.
6. The decentralized exchange platform was built ____ **by/with smart contracts** that automatically execute trades without intermediaries.
7. Mining operations are typically powered ____ **by/with renewable** energy sources to reduce their environmental impact and operational costs.
8. The fraudulent initial coin offering was investigated ____ **by/with federal authorities** who traced the stolen funds across multiple wallets.
9. Cryptocurrency prices are frequently manipulated ____ **by /with large institutional investors** who control significant market share.
10. The new consensus mechanism was designed ____ **by/with energy efficiency** in mind to address concerns about blockchain sustainability.

Task 3. Open the brackets.

1. Bitcoin transactions _____ (verify) by network nodes through cryptography and recorded in a public distributed ledger called a blockchain.
2. New regulations for digital currencies _____ (currently discuss) by financial authorities around the world to protect investors from fraud.
3. The concept of decentralized finance _____ (introduce) to millions of people since the launch of Ethereum in 2015.
4. The first cryptocurrency exchange _____ (establish) in 2010, allowing users to trade digital assets for traditional money.

5. When the market crashed last year, many investors' portfolios _____ (significantly reduce) in value hour by hour.
6. By the time regulators noticed the problem, billions of dollars _____ (already lose) in the fraudulent scheme.
7. Experts predict that central bank digital currencies _____ (adopt) by most major economies within the next decade.
8. By 2030, blockchain technology _____ (implement) in various sectors beyond finance, including healthcare and supply chain management.
9. Smart contracts _____ (can execute) automatically when predetermined conditions are met, without requiring human intervention.
10. Many investors enjoy _____ (educate) about emerging technologies before committing their capital to cryptocurrency projects.

Task 4. Choose the correct answer.

1. Bitcoin's value ____ (is determined/is determining) by supply and demand in the market.
2. A new blockchain protocol ____ (is being tested/has been tested) by developers right now.
3. Several crypto wallets ____ (have been hacked/were hacked) since the exchange launched last year.
4. The first Bitcoin transaction ____ (was recorded/had been recorded) on the blockchain in 2009.
5. The miner's rewards ____ (was being calculated/were being calculated) when the network crashed suddenly.
6. The smart contract terms ____ (were signed/had been agreed upon) before the transaction was processed.
7. Ethereum's upgrade ____ (will be completed/will have been completed) by the development team next month.
8. All pending transactions ____ (will be verified/will have been verified) by the time the block closes tonight.
9. Crypto assets are known for ____ (being traded/having traded) around the clock without interruption.
10. New regulations ____ (are expected/are expecting) to reshape the cryptocurrency market significantly.

Task 5. Choose the right answer.

1. New blockchain protocols _____ by developers to improve transaction speed and reduce energy consumption significantly.
 A. have been designed
 B. were designing
 C. will design
 D. are designing

2. When the cryptocurrency market crashed last November, many investors _____ their entire portfolios in just a few days.
- A. had been losing
 - B. lose
 - C. will have lost
 - D. were losing
3. Digital wallets must _____ with strong passwords and two-factor authentication to prevent unauthorized access by hackers.
- A. protect
 - B. be protected
 - C. protecting
 - D. have protected
4. By the end of this year, over five million Bitcoin transactions _____ on the network since its creation.
- A. are processed
 - B. were processing
 - C. will have been processed
 - D. have processed
5. The concept of decentralized finance _____ rapidly among younger investors who prefer alternatives to traditional banking systems.
- A. was being adopted
 - B. is being adopted
 - C. will be adopting
 - D. has adopted
6. Smart contracts can _____ automatically when predetermined conditions are met, eliminating the need for intermediaries in transactions.
- A. execute
 - B. be executed
 - C. executing
 - D. have executed
7. Mining rewards _____ in half every four years to control inflation and maintain the cryptocurrency's long-term value.
- A. are cutting
 - B. will cut
 - C. are cut
 - D. have cut
8. Before the regulatory changes were announced yesterday, several major exchanges _____ their security protocols for months.

- A. were improving
- B. are improved
- C. will be improved
- D. had been improving

9. Token holders should _____ about governance proposals before voting on protocol upgrades that affect the entire network.

- A. inform
- B. be informed
- C. informing
- D. have informing

10. The white paper explained how user data could _____ on distributed ledgers without compromising individual privacy or security.

- A. storing
- B. have stored
- C. be stored
- D. store

Task 6. Change Active into Passive.

1. Developers created Bitcoin to offer a decentralized alternative to traditional banking systems.
2. Miners are currently validating thousands of cryptocurrency transactions across global networks.
3. Regulators will implement stricter controls on digital asset exchanges next year.
4. Someone hacked the cryptocurrency platform and stole millions of dollars last month.
5. Investors should diversify their digital currency portfolios to minimize potential risks.
6. The blockchain network was recording all transaction data when the system crashed unexpectedly.
7. Major financial institutions must adopt cryptocurrency technology to remain competitive in modern markets.
8. Tech companies had developed multiple blockchain solutions before mainstream adoption began accelerating.
9. Analysts expect that the market will fully integrate decentralized finance by 2030.
10. People need to understand the environmental impact of mining digital currencies.

Unit 5

Phrasal verbs Do, Fall

Overview

The phrasal verbs

do away with,

do up,

do with,

do without,

draw in,

draw up,

fall apart,

fall back on,

fall behind,

fall for,

fall in with,

fall out have different meanings and uses. They are common in everyday and formal English, and understanding them helps you speak and write more naturally.

Cases of Usage

Case 1: Phrasal verbs with "do"

Do away with means to get rid of something or stop using it.

The company decided to do away with old machines.

Do up can mean to fasten or to improve the appearance of something.

She did up her coat before going outside.

They did up the old house to sell it.

Do with is used to express a need or desire for something.

I could do with a cup of coffee right now.

Do without means to manage without something you usually have.

We had to do without electricity during the storm.

Case 2: Phrasal verbs with "draw"

Draw in means to become darker as the day ends or to attract people.

As evening drew in, the streets became quiet.

The festival drew in many visitors.

Draw up means to prepare a document or plan.

The lawyer drew up the contract yesterday.

Case 3: Phrasal verbs with "fall"

Fall apart means to break into pieces or to fail emotionally or physically.

The old book fell apart when I opened it.

After the bad news, she fell apart and cried.

Fall back on means to use something as a last option or help.

If the plan fails, we can fall back on our savings.

Fall behind means to be late or slower than others.

He fell behind in his studies after missing classes.

Fall for means to be tricked by something or to fall in love.

She fell for the scam and lost money.

He fell for her the moment they met.

Fall in with means to agree with or join a group or idea.

He fell in with a group of artists in the city.

Fall out means to have an argument or stop being friendly.

They fell out over a misunderstanding.

Pay Attention:

Some phrasal verbs can have more than one meaning depending on the context.

Also, the particle can change the meaning completely.

She did up the dress. (fastened it)

He did up the room. (renovated it)

Be careful with **fall for**, as it can mean both "to be tricked" and "to fall in love."

He fell for the joke. (was tricked)

They fell for each other quickly. (fell in love)

Additional Notes

Many phrasal verbs are informal but can also appear in formal writing, especially those like **do away with** and **draw up**. Practice using them in different contexts to understand their nuances.

Remember that some phrasal verbs are separable (you can put the object between the verb and the particle), like **do up** ("She did the coat up"), while others are not separable, like **fall apart**.

Tasks

Task 1. Fill in the gaps with the help of phrasal words.

1. The company decided to ____ the out dated complaint form system and implement a modern digital feedback platform instead.
2. After the negative review went viral, the customer service team had to ____ a comprehensive response plan to address all the concerns raised by disappointed clients.
3. When handling difficult customers, experienced representatives know they could really ____ additional training in conflict resolution and de-escalation techniques.

4. During the budget cuts, the support center had to ____ their live chat feature and rely solely on email and phone communication.
5. As the holiday shopping season began to ____, the retail store hired twenty temporary customer service associates to handle the increased call volume.
6. The management team met yesterday to ____ new customer service guidelines that would ensure consistent quality across all departments.
7. The customer loyalty program started to ____ when clients realized the rewards were nearly impossible to redeem due to excessive restrictions.
8. When the automated system fails, our representatives can always ____ the traditional manual processing method to complete customer orders.
9. The new customer service trainee began to ____ with responding to emails because she spent too much time perfecting each individual reply.
10. Despite the company's poor track record, many customers continue to ____ the persuasive sales pitch promising immediate resolution to all their problems.

Task 2. Fill in the gaps with the help of phrasal words.

1. The company decided to ____do away with/do without its outdated complaint-handling procedures last quarter.
2. After the system crashed, the support team had to ____fall back on /fall in with manual logging methods temporarily.
3. The new manager asked staff to ____do up/draw up a comprehensive customer feedback report by Friday.
4. The regional director insisted on ____drawing up /falling behind a formal service-level agreement before negotiations concluded.
5. Customers who ____fall for/fall out misleading warranty terms often struggle to obtain refunds afterward.
6. The customer service department began to ____fall apart/do away with after three senior agents resigned simultaneously.
7. The team could not ____do without/do up the new ticketing software once it had been fully integrated.
8. Several branch managers ____fell out/fell for over how best to handle the surge in refund requests.
9. The consultant advised the firm to ____fall in with/draw in industry best practices to improve client retention rates.
10. The supervisor warned that the team would ____fall behind/fall apart on response targets if staffing levels were not increased.

Task 3. Choose the correct answer.

1. The company decided to _____ the outdated complaint-handling procedure because it was causing significant delays and frustrating many loyal customers.
A. fall behind
B. do away with
C. draw up
D. fall in with
2. When the automated chat system _____ during peak hours, the support team had to rely on traditional phone lines to assist customers.
A. fell apart
B. drew in
C. did without
D. fell back on
3. The customer service representative spent over an hour helping the elderly client _____ the complicated online registration form for the warranty program.
A. fall for
B. draw up
C. do up
D. fall out
4. After the merger, several experienced agents _____ with their workload because they had to learn an entirely new customer management system.
A. fell behind
B. did away with
C. drew in
D. fell for
5. The manager warned her team not to _____ unrealistic promises made by aggressive salespeople when dealing with disappointed customers seeking refunds.
A. do without
B. draw up
C. fall in with
D. fall for
6. During the busy holiday season, the support center had to _____ extra staff members because call volumes increased dramatically.
A. do with
B. fall apart
C. draw in
D. fall out

7. The legal department needs to _____ a comprehensive service agreement that clearly outlines customer rights and the company's obligations before launch.

- A. fall back on
- B. draw up
- C. do away with
- D. fall in with

8. Two senior representatives _____ over conflicting approaches to handling a difficult client complaint, which created tension in the entire department.

- A. did up
- B. fell apart
- C. drew in
- D. fell out

9. The supervisor explained that the team would have to _____ certain premium support features until the budget for additional resources was approved.

- A. do without
- B. fall for
- C. draw up
- D. fall behind

10. The new training program encourages agents to _____ the company's established customer-first philosophy rather than developing their own inconsistent service approaches.

- A. do away with
- B. fall out
- C. fall in with
- D. draw in

Task 4. Rewrite the sentences with the help of phrasal words.

1. The company eliminated its outdated complaint system to improve response times and customer satisfaction.

2. Our support team renovated the entire helpdesk interface to make navigation more intuitive for users.

3. The customer relationship began to deteriorate when repeated issues went unresolved for several weeks.

4. When technology fails, experienced representatives rely on their interpersonal skills to resolve conflicts effectively.

5. The new agent struggled to maintain pace with the demanding call volume during peak hours.

6. Several clients were deceived by the misleading promotional offers that promised unrealistic benefits.

7. The manager quickly adopted the consultant's suggestions regarding more personalized service approaches.
8. Two longtime colleagues had a serious disagreement over how to handle escalated customer complaints.
9. Most successful service teams could manage effectively using only basic communication tools and empathy.
10. The supervisor drafted comprehensive guidelines for handling sensitive customer data and privacy concerns.

Grammar

Causative

Overview

The **causative** is a grammar structure used to say that someone causes another person to do something or causes something to happen. Instead of doing the action yourself, you arrange for someone else to do it. The most common causative verbs are **have**, **get**, and **make**.

Cases of Usage

Case 1: Using have to describe arranging for someone to do something

We use **have + object + base verb** (bare infinitive) to say that we ask, order, or arrange for someone else to do something.

I had the mechanic check my car yesterday.

She has her assistant send the emails every morning.

Case 2: Using get to describe persuading or causing someone to do something

We use **get + object + to + base verb** when someone convinces or causes another person to do something.

He got his brother to help with the project.

They got the teacher to explain the lesson again.

Case 3: Using make to describe forcing or causing someone to do something

Make + object + base verb is used when someone forces or strongly causes another person to do something.

The coach made the players run extra laps.

Her parents made her finish her homework before going out.

Pay Attention:

Differences in structure:

Active Causative

- **Have** and **make** are followed by the object + base verb (no "to").
- **Get** is followed by the object + **to** + base verb.

Correct: I had him fix the computer.

Correct: I got him to fix the computer.

~~I had him to fix the computer.~~

~~I got him fix the computer.~~

Passive causative: When the focus is on the action done to the object, we use **have/get + object + past participle**.

She had her car repaired last week.

We got the house cleaned before the guests arrived.

Additional Notes

Make usually implies a stronger force or obligation than **have** or **get**. **Have** is more neutral, often used for professional or service situations. **Get** suggests persuasion or encouragement.

Remember that with **have** and **make**, the verb after the object is in the base form (without "to"), but with **get**, use "to" before the verb.

Present tenses

We can use the causative in different present tenses: **Present Simple**, **Present Continuous**, **Present Perfect**, and **Present Perfect Continuous**. Each tense shows a different time or situation.

Cases of Usage

Case 1: Present Simple Causative

Use the Present Simple causative to talk about regular or repeated actions that someone else does for you.

The structure is: **have/get + object + base verb (without "to")**.

I have my car washed every week.

She gets her emails checked by her assistant.

Case 2: Present Continuous Causative

Use the Present Continuous causative to describe actions that are happening now or around this time, done by someone else.

The structure is: **am/is/are + having/getting + object + past participle**.

He is having his house painted this week.

We are getting our documents prepared for the meeting.

Case 3: Present Perfect Causative

Use the Present Perfect causative to talk about actions done by someone else that have just finished or have relevance now.

The structure is: **have/has + had/gotten + object + past participle**.

She has had her report edited.

They have gotten their website updated.

Case 4: Present Perfect Continuous Causative

Use the Present Perfect Continuous causative to emphasize the duration of an action someone else has been doing recently.

Past tenses

Cases of Usage

Case 1: Causative with Past Simple

Use **had + object + past participle** to say that someone caused something to happen in the past. The action is finished.

She had her car repaired last week.

We had the house painted before the party.

Case 2: Causative with Past Continuous

Use **was/were having + object + past participle** to describe an action that was happening over a period of time in the past, caused by someone.

He was having his computer fixed when I called him.

They were having the garden cleaned all afternoon.

Case 3: Causative with Past Perfect

Use **had + object + past participle** in the past perfect to show that the caused action was completed before another past event.

She had had her passport renewed before the trip.

We had had the documents checked by the lawyer before signing.

Case 4: Causative with Past Perfect Continuous

Use **had been having + object + past participle** to emphasize the duration of the caused action before another past event.

They had been having the roof repaired for weeks before it finally stopped leaking.

He had been having his car serviced regularly before it broke down.

Pay Attention:

In causative forms, the main verb is always in the **past participle** form (the third form of the verb). Also, **have** is more common and formal than **get** in written English.

She had her hair cut yesterday. (correct)

She ~~had her hair cutted~~ yesterday. (incorrect)

He got his phone fixed last week.

Future tenses

Case 1: Causative with Future Simple

Use **will + have/get + object + past participle** to say that someone will cause another person to do something in the future. This is common for planned or promised actions.

I will have the technician fix the computer tomorrow.

She will get her assistant prepare the report next week.

Case 2: Causative with Future Continuous

Use **will be having/getting + object + past participle** to describe an action that will be in progress at a certain time in the future, caused by someone else.

At 3 PM, I will be having the plumber repair the sink.

They will be getting the team work on the project all afternoon.

Case 3: Causative with Future Perfect

Use **will have had/gotten + object + past participle** to say that the caused action will be completed before a specific time in the future.

By Friday, we will have had the designer finish the new logo.

He will have gotten the staff complete the training by next month.

Case 4: Causative with Future Perfect Continuous

This form is less common but can be used to emphasize how long a caused action will have been happening by a certain future time. The structure is **will have been having/getting + object + past participle**.

By noon, she will have been having the team work on the presentation for three hours.

We will have been getting the workers repair the road all week.

Pay Attention:

The causative uses **have** or **get** followed by an object and the base form of the verb (without "to"). The verb after the object is in the **bare infinitive** (base form), not the past participle.

I will have the car washed tomorrow. (correct)

I ~~will have the car was washed tomorrow.~~ (incorrect)

For negative and question forms, use **will + not (won't)** or **will + subject + have/get**.

She won't get the documents sent on time.

Will you have the assistant call the client?

Causative modals are modal verbs used to show that someone causes another person to do something or allows something to happen. The most common causative modals are **have to**, **must**, **can**, **could**, **may**, and **might** when they express obligation, permission, or possibility related to causing actions.

Cases of Usage

Case 1: Expressing obligation or necessity to cause an action

Use **have to** or **must** to say that someone is required to make someone else do something or that something must happen.

She has to make her assistant prepare the report by tomorrow.

The manager must ensure the team finishes the project on time.

Case 2: Giving or asking for permission to cause an action

Can, **could**, **may**, and **might** are used to give or ask for permission or possibility about causing someone to do something.

Can I have my assistant call you later?

She may let the employees leave early today.

Case 3: Expressing possibility or ability to cause an action

Can and **could** also show that someone is able to cause something to happen.

The new system can make the workers finish tasks faster.

He could ask his team to help with the presentation.

Tasks

Task 1. Choose the correct answer.

1. The manager ____ (had the technician fix/had the technician fixed) the broken terminal before opening.
2. We strongly recommend that you ____ (get your order confirmed/have your order confirmed) in writing before paying.
3. The supervisor ____ (got the complaint resolved/got the complaint resolving) within two hours yesterday.
4. The store ____ (had its refund policy updated/had its refund policy update) after numerous customer complaints.
5. Customers can ____ (get their accounts reviewed/have their accounts reviewed) by a specialist at no charge.
6. The company recently ____ (had delivered the parcels/had the parcels delivered) to the wrong addresses by mistake.
7. She ____ (had a representative call/had a representative calling) her back within thirty minutes.
8. The client refused to ____ (get the charges disputed/have the charges disputed) through the automated system alone.
9. They always ____ (have customers fill out/get customers to fill out) a satisfaction survey after each service call.
10. The hotel ____ (had the guest's luggage brought/had the guest's luggage bringing) up immediately upon request.

Task 2. Put the causative verb into the correct form.

1. The restaurant manager _____ (have) the entire kitchen deep-cleaned after receiving complaints about hygiene standards from several customers last week.
2. Our company always _____ (get) customer feedback analyzed by an independent research firm to ensure we receive objective insights about our service quality.
3. I need to _____ (have) my laptop repaired before the important client presentation tomorrow because the screen keeps freezing during video calls.
4. The hotel _____ (make) the front desk staff attend a specialized training course on handling difficult situations after the customer satisfaction scores dropped significantly.
5. We should _____ (get) the new complaint management system installed by the IT department before the holiday season begins and call volumes increase dramatically.
6. The airline _____ (have) all passenger luggage re-screened by security personnel when the initial scanning equipment malfunctioned during the morning shift.
7. Sarah _____ (get) her refund processed within 24 hours after she escalated the issue to the customer service supervisor and provided all necessary documentation.
8. The retail chain _____ (make) its employees wear name badges and uniform shirts to create a more professional appearance and help customers identify staff members easily.
9. You can _____ (have) your purchase delivered to your home address free of charge if you spend more than fifty dollars on our website.
10. The telecommunications company _____ (get) its billing system updated by external consultants after customers reported numerous errors in their monthly statements for three consecutive months.

Task 3. Choose the right answer.

1. The manager decided to _____ the outdated software system replaced by the IT department before the busy holiday season.
A. have
B. make
C. let
D. allow
2. After receiving numerous complaints, the restaurant _____ all its staff retrained in proper customer interaction techniques last month.
A. made
B. allowed
C. let
D. had

3. The company will _____ a professional designer create a new logo to improve their brand image next quarter.

- A. let
- B. have
- C. make
- D. allow

4. Our supervisor _____ us rewrite the entire customer feedback report because it contained several factual errors yesterday.

- A. had
- B. let
- C. made
- D. allowed

5. The hotel guests _____ their luggage carried to their rooms by the helpful bellhop when they arrived.

- A. made
- B. let
- C. allowed
- D. had

6. We need to _____ the broken coffee machine repaired soon because employees are complaining about the inconvenience daily.

- A. make
- B. get
- C. let
- D. allow

7. The dissatisfied client _____ the company redo the entire project from scratch due to poor quality standards last week.

- A. got
- B. had
- C. let
- D. allowed

8. The store manager always _____ customers exchange products without receipts if they have valid proof of purchase instead.

- A. has
- B. makes
- C. gets
- D. lets

9. The call center will _____ its customer service representatives trained in conflict resolution techniques starting next Monday.

- A. let
- B. allow
- C. get
- D. make

10. The disappointed customer _____ the waiter bring a replacement meal after finding a hair in her original dish.

- A. let
- B. allowed
- C. made
- D. got

Task 4. Rewrite the sentence using the correct causative form.

1. The technician will install new software on all our office computers tomorrow.
2. A professional designer created our company's new website last month.
3. The manager asked someone to update the customer database before the meeting.
4. An electrician needs to check the wiring in the call center urgently.
5. Someone should translate these customer feedback forms into Spanish.
6. A specialist cleaned the air conditioning system in our store yesterday.
7. The company hired consultants to train the support team in conflict resolution.
8. Someone must repair the automated checkout machines before opening time.
9. A photographer took professional headshots of all customer service representatives.
10. The IT department will upgrade our complaint management system next week.

Task 5. Rewrite the sentences using the correct causative form.

1. The manager asked the IT department to install new software on all customer service computers.
2. A professional trainer taught our representatives how to handle difficult complaints effectively last month.
3. The company arranged for an external consultant to review our complaint resolution procedures thoroughly.
4. Someone needs to repair the automated phone system because customers keep getting disconnected during calls.
5. The director wants a specialist to analyze why customer satisfaction scores have declined this quarter.

6. Our team leader organized for someone to translate all service materials into five additional languages.
7. Management should arrange for experts to conduct workshops on empathy and active listening skills.
8. The supervisor asked the design team to create a more intuitive interface for the feedback portal.
9. Someone must update the customer database before we can implement the new loyalty program.
10. The regional manager wants professionals to audit our quality assurance processes across all branches.

PART II HOMEWORK

Work 1

1. Find the answers to these questions in the text below.

1. What is a word processor?
2. What makes processors superior to traditional typewriters?
3. What are the most important features offered by word processor?
4. What is WYSIWYG?
5. What is mail merging?

WORD-PROCESSING FACILITIES

Writing letters, memos or reports are the ways most people use computers. They manipulate words and text on a screen, primarily to print at some later time and store for safe keeping. Computers alleviate much of the tedium associated with typing, proofing and manipulating words. Because computers can store and recall information so readily, documents need not be retyped from scratch just to make corrections or changes. The real strength of word processing lies in this ability to store, retrieve and change information. Typing is still necessary (at least, for now) to put the information into the computer initially, but once in, the need to retype only applies to new information.

Word processing is more than just typing, however. Features such as Search and Replace allow users to find a particular phrase or word no matter where it is in a body of text. This becomes more useful as the amount of text grows.

Word processors usually include different ways to view the text. Some include a view that displays the text with editor's marks that show hidden characters or commands (spaces, returns, paragraph endings, applied styles, etc.). Many word processors include the ability to show exactly how the text will appear on paper when printed. This is called WYSIWYG (What You See Is What You Get, pronounced 'wizzy-wig'). WYSIWYG shows bold, italic, underline and other type style characteristics on the screen so that the user can clearly see what he or she is typing. Another feature is the correct display of different typefaces and format characteristics (margins, indents, super- and sub-scripted characters, etc.). This allows the user to plan the document more accurately and reduces the frustration of printing something that doesn't look right.

Many word processors now have so many features that they approach the capabilities of layout applications for desktop publishing. They can import graphics, format multiple columns of text, run text around graphics, etc.

Two important features offered by word processors are automatic hyphenation and mail merging. Automatic hyphenation is the splitting of a

word between two lines so that the text will fit better on the page. The word processor constantly monitors words typed and when it reaches the end of a line, if a word is too long to fit, it checks that word in a hyphenation dictionary. This dictionary contains a list of words with the preferred places to split it. If one of these cases fits part of the word at the end of the line, the word processor splits the word, adds a hyphen at the end and places the rest on the next line. This happens extremely fast and gives text a more polished and professional look.

Mail merge applications are largely responsible for the explosion of 'personalized' mail. Form letters with designated spaces for names and addresses are stored as documents with links to lists of names and addresses of potential buyers or clients. By designating what information goes into which blank space, a computer can process a huge amount of correspondence substituting the 'personal' information into a form letter. The final document appears to be typed specifically to the person addressed.

Many word processors can also generate tables of numbers or figures, sophisticated indexes and comprehensive tables of contents.

2. Mark the following statements as True or False.

1. It is impossible to show exactly how the text will appear on paper when printed.
2. Many word processors cannot generate tables of numbers or figures, sophisticated indexes and comprehensive tables of contents.
3. Mail merging is the splitting of a word between two lines so that the text will fit better on the page.
4. Two important features offered by word processors are automatic hyphenation and mail merging.
5. Many word processors can import graphics, format multiple columns of text, run text around graphics, etc.

3. Link these sentence.

1. Documents need not be retyped from scratch just to make corrections or changes ...	a) ... primarily to print at some later time and store for safe keeping.
2. They manipulate words and text on a screen, ...	b) ... so that the user can clearly see what he or she is typing.
3. WYSIWYG shows bold, italic, underline and other type style characteristics on the screen ...	c) ... because computers can store and recall information.
4. Typing is still necessary to put the information into the computer initially, ...	d) ... margins, indents, super- and subscripted characters, etc.
5. Another feature is the correct display of different typefaces and format characteristics such as ...	e) ... the need to retype only applies to. new information.

4. Find Ukrainian equivalents:

to retype from scratch; to run text around graphics; hidden characters; mail merging; different typefaces; tables of numbers or figures; to add a hyphen; super- and sub-scripted characters; desktop publishing; to format multiple columns of text; typeface of a character; automatic hyphenation; mail merging; a list of words; form letter; sophisticated indexes.

5. Summarize the text «Word processing facilities» in 12-15 sentences.

6. Complete these sentences with the correct form of the verb: Present Perfect or Past Simple.

1. I already _____ (to do) my homework. Now I can go for a walk. 2. I _____ (to do) my homework yesterday. 3. He just _____ (to come) home. 4. He _____ (to come) home a minute ago. 5. Nick _____ (to play) football yesterday. 6. She already _____ (to come) from school. Now she is doing her homework. 7. I _____ (to read) this book last year. 8. I _____ (to read) this book this year. 9. I never _____ (to be) to Washington. 10. _____ you ever _____ (to be) to New York? 11. _____ you ever _____ (to see) the eruption of a volcano? 12. I _____ (not yet to eat) today. 13. He _____ (not to eat) yesterday. 14. You _____ (to play) the piano yesterday? 15. You _____ (to play) the piano today? 16. What _____ you _____ (to prepare) for today? 17. Look at this bird-house. Mike _____ (to make) it himself. He _____ (to make) it last Sunday. 18. Where _____ you _____ my pen? I cannot find it. 19. _____ you _____ (to see) Mary today? 20. When _____ you _____ (to see) Mary? – I _____ (to see) her last week.

7. Complete these sentences with the correct form of the verb: Past Simple or Past Perfect.

1. When I _____ (to come) home, mother already _____ (to cook) dinner. 2. When father _____ (to return) from work, we already _____ (to do) our homework. 3. When the teacher _____ (to enter) the classroom, the pupils already _____ (to open) their books. 4. Kate _____ (to give) me the book which she _____ (to buy) the day before. 5. Nick _____ (to show) the teacher the picture which he _____ (to draw). 6. The boy _____ (to give) the goats the grass which he _____ (to bring) from the field. 7. Mother _____ (to see) that Nick _____ (not to wash) his hands. 8. The teacher _____ (to understand) that Lena _____ (not to

do) her homework. 9. I _____(to know) that my friend _____(not yet to come). 10. Tom _____(to return) from the cinema at five o'clock.

Work 2

1. Find the answers to these questions in the text below.

1. What is a database?
2. How is information entered on a database?
3. What is a record?
4. Which tasks can be performed by using a database?
5. What are the main advantages of a database program over a manual filing system?

Basic features of database programs

With a database you can store, organize and retrieve a large collection of related information on computer. If you like, it is the electronic equivalent of an indexed filing cabinet. Let us look at some features and applications.

- Information is entered on a database via fields. Each field holds a separate piece of information, and the fields are collected together into records. For example, a record about an employee might consist of several fields which give their name, address, telephone number, age, salary and length of employment with the company. Records are grouped together into files which hold large amounts of information. Files can easily be updated: you can always change fields, add new records or delete old ones. With the right database software, you are able to keep track of stock, sales, market trends, orders, invoices and many more details that can make your company successful.

- Another feature of database programs is that you can automatically look up and find records containing particular information. You can also search on more than one field at a time. For example, if a managing director wanted to know all the customers that spend more than £7,000 per month, the program would search on the name field and the money field simultaneously.

A computer database is much faster to consult and update than a card index system. It occupies a lot less space, and records can be automatically sorted into numerical or alphabetical order using any field.

The best packages also include networking facilities, which add a new dimension of productivity to businesses. For example, managers of different departments can have direct access to a common database, which represents an enormous advantage. Thanks to security devices, you can share part of your files on a network and control who sees the information. Most aspects of the program can be protected by user-defined passwords.

For example, if you wanted to share an employee's personal details, but not their commission, you could protect the commission field.

In short, a database manager helps you control the data you have at home, in the library or in your business.

2. Mark the following statements as True or False.

1. Each record holds a separate piece of information, and the records are collected together into fields.
2. You cannot search on more than one field at a time.
3. Thanks to security devices, you can share part of your files on a network and control who sees the information.
4. Few aspects of the program can be protected by user-defined passwords.
5. A card index system is much faster to consult and update than a computer database.

3. Link these sentences.

1. Managers of different departments can have direct access to a common database, ...	a) ... you are able to keep track of many details that can make your company successful.
2. With the right database software, ...	b) ... which represents an enormous advantage.
3. Another feature of database programs is that ...	c) ... which add a new dimension of productivity to businesses.
4. If a managing director wanted to know all the customers that spend more than £7,000 per month, ...	d) ... you can automatically look up and find records containing particular information.
5. The best packages also include networking facilities, ...	e) ... the program would search on the name field and the money field simultaneously.

4. Find Ukrainian equivalents:

related information; indexed filing cabinet; to enter via fields; length of employment; to add new records; to keep track of sales; to search simultaneously; to sort into alphabetical order; networking facilities; enormous advantage; user-defined passwords; personal details; to contain particular information; at a time; different departments.

5. Summarize the text «Basic features of database programs» in 12-15 sentences.

6. Complete these sentences with the correct form of the verb: Past Simple, Past Continuous or Past Perfect.

1. By eight o'clock yesterday I _____(to do) my homework and at eight I _____(to play) the piano.
2. By six o'clock

father _____(to come) home and at six he
 _____(to have) dinner. 3. By nine o'clock yesterday grandmother
 _____(to wash) the dishes and at nine she
 _____(to watch) TV. 4. When I _____(to meet)
 Tom, he _____(to eat) an ice-cream which he
 _____(to buy) at the corner of the street. 5. When I
 _____(to come) home, my sister _____(to read) a
 book which she _____(to bring) from the library. 6. When
 mother _____(to come) home, the children
 _____(to eat) the soup which she _____(to cook) in
 the morning. 7. When I _____(to ring) up Mike, he still
 _____(to learn) the poem which he _____(to begin)
 learning at school. 8. When I _____(to look) out of the window,
 the children _____(to play) with a ball which Pete
 _____(to bring) from home. 9. By ten o'clock the children
 _____(to sit) comfortably on the sofa and at ten they (to watch)
 a TV film. 10. When father _____(to come) home, we
 _____(to cook) the mushrooms which we _____(to
 gather) in the wood.

7. Complete these sentences with the correct form of the verb: Future Simple, Future Continuous or Future Perfect.

1. I _____ (to do) my homework tomorrow. 2. I
 _____(to do) my homework at six o'clock tomorrow. 3. I
 _____(to do) my homework by six o'clock tomorrow. 4. When I
 come home tomorrow, my family _____(to have) supper.
 5. When you come to my place tomorrow, I _____(to read) your
 book. I _____(to do) my homework by the time you come.
 6. Don't come to my place tomorrow. I _____(to write) a
 composition the whole evening. 7. I _____(not to go) to the cinema
 tomorrow. I _____(to watch) TV the whole evening. 8. What
 _____ you _____ (to do) tomorrow? 9. What _____
 you _____ (to do) at eight o'clock tomorrow? 10. _____
 you _____ (to play) volley-ball tomorrow? 11. _____ you
 _____ (to do) this work by next Sunday? 12. _____ when
 _____ you (to go) to see your friend next time? 13. How many pages
 you _____ (to read) by five o'clock tomorrow? 14. Tomorrow I
 _____(to begin) doing my homework as soon as I come from
 school. I _____(to do) my homework from three till six. My
 father _____(to come) home at seven o'clock tomorrow. I
 _____(to do) all my homework by the time he comes, and we
 _____(to go) for a walk together.

Work 3

1. Find the answers to these questions in the text below.

1. What is the Internet?
2. When was the first large-scale use of computer-to-computer transfer of information implemented?
3. What are the dangers that computers bring to modern society?
4. How can people avoid information overload?

Surfing the Net

What is more impressive than the pyramids, more beautiful than Michelangelo's David and more important to mankind than the wondrous inventions of the Industrial Revolution? To the converted, there can be only one answer: the Internet that undisciplined radical electronic communications network that is shaping our universe. Multimedia, the electronic publishing revolution, is entering every area of our lives — college, work and home. This new digital technology combines texts, video, sound and graphics to produce interactive language learning, football, music, movies, cookery and anything else you might be interested in.

The industrial age has matured into the information age; wherein the means to access, manipulate, and use information has become crucial to success and power. The electronic superhighway provides an entry to libraries, research institutions, databases, art galleries, census bureaus, etc. For those of us interested in intercultural communications Cyberspace is a universal community, with instant access not only to information anywhere, but also to friends old and new around the globe.

The Internet is an amorphous global network of thousands of linked computers that pass information back and forth. While the Internet has no government, no owners, no time, no place, no country, it definitely has a culture, which frequently approaches anarchy; and it has a language, which is more or less English. People who interact in an Internet environment know how addresses are formed, how to use e-mail, ftp, Usenet News, Telnet, and other software tools.

Large-scale use of computer-to-computer transfer of information was implemented by the US military in the late 60s and early 70s — part of the superpower competition of the cold war and the arms race. The US military created an electronic network (Arpanet) to use computers for handling the transfer of large amounts of sensitive data over long distances at incredible speed. Computer-to-computer virtual connections, using satellites and fiber optics, have distinct advantages over telephone or radio communications in the event of a nuclear attack. Mathematicians and scientists (and their universities) have been linked and electronically exchanging information over the Internet since the mid-70s.

Now the Internet has become commercialized with private and public companies offering access to it. The Internet is being expanded and improved so that every home, every school, every institution can be linked to share data, information, music, video and other resources. If you have a computer or a computer terminal, some kind of connection (probably, modem and telephone line) to the Internet, and some kind of Internet service provider, you can participate in electronic communication and become a citizen of the global village.

Information technology is a good vehicle for the argument. Some scientists remind us that voluminous information does not necessarily lead to sound thinking. There are many genuine dangers that computers bring to modern society. Data glut obscures basic questions and may even hinder rather than enhance our productivity. Edutainment software and computer games degrade the literacy of children. On the other hand, only a few use PCs on network to share information and ideas. In most cases IT is used to speed routine tasks, to automate manual processes rather than to change work patterns and business practices. Most managers use their PCs to edit documents — not a good use of their time when they could be dreaming up creative applications. It is time to evaluate anew the role of science and technology in the affairs of the human species.

So, if you are riding on the information highway, you should take steps to cope with information overload. The gift of boundless information is causing a new kind of stress known alternately as technostress, information overload or Information Fatigue Syndrome. Some experts say that we don't get anywhere near the data it takes to overload our neurons. According to some estimates, our mind is capable of processing and analyzing many gigabytes of data per second — a lot more data than any of today's supercomputers can process and act on in real time. We feel overloaded by the quantity of information because we are getting it unfiltered. We should filter out the junk and turn data into shapes that make sense to us. Stress in moderation is good: it drives us to achieve, stimulates our creativity and is the force behind social and technological breakthroughs. Stress is revealing how humans are in some ways more primitive than the technology they have created. Meditation, muscular relaxation, aerobics, jogging, yoga can be effective stress relievers, but no technique is universal: experiment and find the one that best works for you.

The cornerstone of an economy is land, labor, capital and entrepreneurial spirit. That traditional definition is now being challenged. Today you find a fifth key economic element: information dominant. As we evolve from an industrial to an information society, our jobs are changing from physical to mental labor. Just as people moved physically from farms to factories in the Industrial age, so today people are shifting muscle power to brain power in a new, computer-based, globally linked by the Internet society.

2. Mark the following statements as True or False.

1. The information age has matured into the industrial age; wherein the means to access, manipulate, and use information has become crucial to success and power.
2. Some scientists remind us that voluminous information necessarily lead to sound thinking.
3. Large-scale use of computer-to-computer transfer of information was implemented by the USSR military in the late 50s and early 60s.
4. As we evolve from an industrial to an information society, our jobs are changing from mental labor to physical.
5. It is time to evaluate anew the role of science and technology in the affairs of the human species.

3. Find Ukrainian equivalents:

fiber optics wondrous inventions; instant access; research institutions; distinct advantages; crucial to success and power; entry to libraries; at incredible speed; intercultural communications; universal community; sensitive data; war and; arms race; to participate in electronic communication; voluminous information; to degrade the literacy; genuine dangers; to hinder rather than enhance; to cope with; census bureaus; information overload; technological breakthroughs; to evaluate anew.

4. Summarize the text «Surfing the Net» in 12-15 sentences.

5. Translate into English

1. Якби він був розумнішим, він би вчора не пішов до лісу.
2. Якби вчора вона не надіслала цього листа, мій брат зараз був би удома.
3. Що б ми зараз робили, якби мама не спекла вчора пиріг?
4. Шкода, що ви не чули музики Рахманінова. Якби ви її чули, ви знали б, який він чудовий композитор.
5. Я впевнений, що всі були б раді, якби вечірка відбулася.
6. Він так змінився! Якби ви його зустріли, ви б його не впізнали.
7. Якби я був на вашому місці, я порадився б з батьками.
8. Якби зараз підійшов трамвай, ми б не запізнилися.
9. Якби він знав, що це вас засмутить, він був би обережнішим.
10. Якби ви допомогли мені вирішити це завдання, я був би вам дуже вдячний.
11. Шкода, що нам раніше не спало на думку пошукати книгу в бібліотеці. Ми б зробили роботу вчасно і зараз уже були б вільні.

6. Complete the sentences with must, mustn't or needn't.

1. We haven't got much time. We _____ hurry.
2. We've got plenty of time. We _____ hurry.
3. We have enough food at home so we _____ go shopping today.

4. Jim gave me a letter to post. I _____ remember to post it.
5. Jim gave me a letter to post. I _____ forget to post it.
6. There's plenty of time for you to make up your mind. You _____ decide now.
7. You _____ wash those tomatoes. They've already been washed.
8. This is a valuable book. You _____ look after it carefully and you _____ lose it.
9. What sort of house do you want to buy? Big ? Well, it _____ be big – that's not important. But it _____ have a nice garden – that's essential'.

Work 4

1. Find the answers to these questions in the text below.

1. Why is security so important on the internet?
2. What security standard is used by most banks to make online transactions secure?
3. How can we protect and keep our e-mail private?
4. What methods are used by companies to make internal networks secure?
5. Which ways can a virus enter a computer system?

Security on the Internet

There are a lot of benefits from an open system like the Internet, but we are also exposed to hackers who break into computer systems just for fun, as well as to steal information or propagate viruses. So how do you go about making online transactions secure?

Security on the Web

The question of security is crucial when sending confidential information such as credit card numbers. For example, consider the process of buying a book on the Web. You have to type your credit card number into an order form which passes from computer to computer on its way to the online bookstore. If one of the intermediary computers is infiltrated by hackers, your data can be copied. It is difficult to say how often this happens, but it's technically possible.

To avoid risks, you should set all security alerts to high on your Web browser. Netscape Communicator and Internet Explorer display a lock when the Web page is secure and allow you to disable or delete 'cookies'. If you use online bank services, make sure your bank uses digital certificates. A popular security standard is SET (secure electronic transactions).

E-mail privacy

Similarly, as your e-mail message travels across the net, it is copied temporarily on many computers in between. This means it can be read by unscrupulous people who illegally enter computer systems. The only way to protect a message is to put it in a sort of 'envelope',

that is, to encode it with some form of encryption. A system designed to send e-mail privately is Pretty Good Privacy, a freeware program written by Phil Zimmerman.

Network security

Private networks connected to the Internet can be attacked by intruders who attempt to take valuable information such as Social Security numbers, bank accounts or research and business reports.

To protect crucial data, companies hire security consultants who analyse the risks and provide security solutions. The most common methods of protection are passwords for access control, encryption and decryption systems, and firewalls.

Virus protection

Viruses can enter a PC through files from disks, the Internet or bulletin board systems. If you want to protect your system, don't open e-mail attachments from strangers and take care when downloading files from the Web. (Plain text e-mail alone can't pass a virus.) Remember also to update your anti-virus software as often as possible, since new viruses are being created all the time.

2. Mark the following statements as True or False.

1. Hackers break into computer systems just for fun, as well as to steal information or propagate viruses.
2. The question of security is unimportant when sending confidential information such as credit card numbers.
3. The most common methods of protection are passwords for access control, encryption and decryption systems, and firewalls.
4. Your e-mail message cannot be read by unscrupulous people who illegally enter computer systems.
5. A system designed to send e-mail privately is Pretty Good Privacy.

3. Link these sentences.

1. If one of the intermediary computers is infiltrated by hackers, ...	a) ... companies hire security consultants.
2. If you want to protect your system, ...	b) ... make sure your bank uses digital certificates.
3. To protect crucial data, ...	c) ... it is copied temporarily on many computers in between.
4. If you use online bank services, ...	d) ... take care when downloading files from the Web.
5. As your e-mail message travels across the net, ...	e) ... your data can be copied.

4. Find Ukrainian equivalents:

online transactions; exposed to hackers; credit card numbers; order form; valuable information; intermediary computer; security alerts; crucial data; bulletin board system; common methods of protection; access control; encryption and decryption systems; freeware program; to make sure; unscrupulous people; e-mail attachment

5. Summarize the text «Security on the Internet» in 12-15 sentences

6. Complete these sentences with the correct form of the verb.

1. I should be delighted if I (to have) such a beautiful fur-coat.
2. If it (to rain), we shall have to stay, at home.
3. If he (to work) hard, he would have achieved great progress.
4. If it is not too cold, I (not to put) on my coat.
5. I (to write) the composition long ago if you had not disturbed me.
6. If he (not to read) so much, he would not be so clever.
7. If my friend (to be) at home, he will tell us what to do.
8. If he were not such an outstanding actor, he (not to have) so many admirers.
9. If you (to give) me your address, I shall write you a letter
10. If she (not to be) so absent-minded, she would be a much better student.
11. If my sister does not go to the south, we (to spend) the summer in St Petersburg together.
12. If they (not to go) to Moscow last year, they would not have heard that famous musician.
13. If you (not to get) tickets to the Philharmonic, we shall stay at home.
14. If you were not so careless about your health, you (to consult) the doctor.

Work 5

1. Find the answers to these questions in the text below

1. What is a web site?
2. What editing tool is used for creating web pages?
3. What should you do before you start building a site?
4. Is it recommended to insert graphics and sounds?
5. What should you do to publish web pages on the Internet?

Web design

A website is a collection of web pages, set up by an organization or individuals. The pages are all linked together. You can move from one page to another by clicking on words and pictures called hyperlinks. Most web sites contain a home page. A home page is an introductory page which tells visitors what information is contained in a Web site. It has links to other areas of the site. It can also include information such as when a site was built or updated. A home page is also default page on which a web browser starts.

You can create a basic web page using a text editor or a word processor, but you need to know a code called HTML, or Hypertext Mark-up Language. This consists of HTML commands, called tags, which are placed around pieces of text to tell the web browser how to display text or graphics. You can enter different commands to define text size and font, format paragraphs, add colour, etc.

If you are not familiar with HTML, you can use a Web editor like Microsoft FrontPage or Macromedia Dreamweaver to simplify the process. Web editors are user-friendly and WYSIWYG (What you see is what you get). Different buttons and menu items enable you to design a page without writing HTML, i.e. they automatically produce the tags for text, tables, image maps, frames, etc. You can view the source code for any page you like by clicking the option "Page source" in the browser's menu.

Before creating a web page, you should plan it carefully. You have to decide what sort of information you're going to include and how you are going to organize the contents. So it's good idea to design the website on paper first. Making a few diagrams will help you divide the contents and clarify the relationships between the documents.

Web sites with an effective use of graphics are more inviting and communicative than plain text. So you may like to insert different types of pictures: scanned photos, bars, icons, backgrounds, and moving images. But they should have a clear purpose, don't insert photos or animation just to make the pages look nice. Avoid placing a large number of graphics on your page, because graphics can take a long time to download and visitors give up if the pages take too long to appear.

It's fun to experiment with colours. You may like to choose different colours for the background and the text. But make sure that all the text is easy to read and don't use very bright colours.

Once you've created and saved a few pages; it's time to join them together with hyperlinks. A good design principle is not to put too many links on one page; people may lose patience or get distracted. And check that all the links are correct since web addresses sometimes are changed.

To publish your web page, you have to find a server and then transfer all the files from your PC to the server. But before that you should open the pages in your browser to see how they will look online. This will allow you to check all the links work and view any animation on your page in action.

And the final touch: include the date to show that your site is up-to-date.

2. Mark the following statements as True or False.

1. Web sites with graphics are more inviting and communicative than plain text, so you should insert a lot of graphics and sounds.
2. A good design principle is to put as many links on one page as possible.
3. You can view the source code for any page you like by clicking the option "Page source" in the browser's menu.
4. You may choose different colors for the background and the text, but use only very bright colors.
5. It's good idea to design the website on paper first.

3. Link these sentences.

1. Once you have created a few pages, ...	a) ... it's time to join them together with hyperlinks.
2. To publish your web page, ...	b) ... but you need to know a code called HTML.
3. Once you've created and saved a few pages; ...	c) ... don't insert photos or animation just to make the pages look nice.
4. You can create a basic web page using a text editor or a word processor, ...	d) ... you have to find a server and then transfer all the files from your PC to the server.
5. But they should have a clear purpose, ...	e) ... you should join them together with hyperlinks.

4. Find Ukrainian equivalents:

introductory page; clarify the relationships; the final touch; default page; to define text size and font; to simplify the process; to give up; source code; plain text; inviting web page; clear purpose; take too long to appear; make sure; get distracted; up-to-date; linked together; home page; loose patience; to set up; to create a basic page; site map.

5. Summarize the text «Web design» in 12-15 sentences.

6. Link the sentences with the similar meanings.

1. Bill must complete a presentation tomorrow.
 2. Bill couldn't complete it yesterday.
 3. Birgit says she can help him tomorrow.
 4. She has to help him, or the presentation will not be completed on time.
 5. Birgit's boss says she may help Bill.
-
- a. She needs to help him, or the presentation will not be completed on time.
 - b. Birgit's boss says she is allowed to help Bill.

- c. Bill will have to write a presentation tomorrow.
- d. Birgit says she will be able to help him tomorrow.
- e. Bill wasn't able to complete it yesterday.

Work 6

1. Find the answers to these questions in the text below

- 1. What are «computer graphics»?
- 2. What do the acronyms «cad», «cae» and «cam» stand for?
- 3. What are the benefits of using computer graphics in the car industry?
- 4. What are the benefits of using graphics in business?
- 5. What is 'computer animation'?

Computer graphics

Computer graphics are pictures and drawings produced by computer. A graphics program interprets the input provided by the user and transforms it into images that can be displayed on the screen, printed on paper or transferred to microfilm. In the process the computer uses hundreds of mathematical formulas to convert the bits of data into precise shapes and colours. Graphics can be developed for a variety of uses including presentations, desktop publishing, illustrations, architectural designs and detailed engineering drawings.

Mechanical engineers use sophisticated programs for applications in computer-aided design and computer-aided manufacturing. Let us take, for example, the car industry. CAD software is used to develop, model and test car designs before the actual parts are made. This can save a lot of time and money. Computers are also used to present data in a more understandable form: electrical engineers use computer graphics to design circuits and people in business can present information visually to clients in graphs and diagrams. These are much more effective ways of communicating than lists of figures or long explanations.

Today, three-dimensional graphics, along with colour and animation, are essential for such applications as fine art, graphic design, Web-page design, computer-aided engineering and academic research.

Computer animation is the process of creating objects and pictures which move across the screen; it is used by scientists and engineers to analyze problems. With the appropriate software they can study the structure of objects and how it is affected by particular changes. Basically, computer graphics help users to understand complex information quickly by presenting it in a clear visual form.

A basic tool palette

A graphics package is the software that enables you to draw and manipulate objects on a computer. Each graphics package has its own facilities, plus a wide range of basic drawing and painting tools. The collection of tools in a package is known as a palette.

The basic shapes which are used to make graphical objects are called 'primitives'. These are usually geometric, such as lines between two points, arcs, circles, polygons, ellipses and even text. You can choose both the primitive you want and where it should go on the screen. Moreover, you can specify the 'attributes' of each primitive, such as its colour, line type, fill area, interior style and so on.

The various tools in a palette usually appear together as pop-up icons in a menu. To use one you activate it by clicking on it. For example, if you want to draw a rectangle, you activate the rectangle tool and the pop-up options allow you to choose the origin of the rectangle (using the insertion point as its centre or corner) and the possibility of drawing a rectangle with rounded corners.

2. Mark the following statements as True or False.

1. Computer graphics are pictures and drawings produced by computer.
2. A graphics program interprets the input provided by the user and transforms it into text that can be displayed on the screen.
3. Graphics can be developed only for desktop publishing.
4. CAD software is used to develop, model and test car designs after the actual parts are made.
5. Mechanical engineers use sophisticated programs for applications in computer-aided design and computer-aided manufacturing.

3. Link these sentences.

1. In the process the computer uses hundreds of mathematical formulas ...	a) ... plus a wide range of basic drawing and painting tools.
2. Each graphics package has its own facilities, ...	b) ... people in business can present information visually to clients in graphs and diagrams.
3. Computer animation is the process of creating objects and pictures which move across the screen; ...	c) ... to convert the bits of data into precise shapes and colours.
4. Computers are also used to present data in a more understandable form: ...	d) ... such as lines between two points, arcs, circles, polygons, ellipses and even text.
5. 'Primitives' are usually geometric, ...	e) ... it is used by scientists and engineers to analyze problems.

4. Find Ukrainian equivalents:

precise shapes and colours; detailed engineering drawings; sophisticated programs; computer-aided design; actual parts; to design circuits; list of figures; computer-aided manufacturing; fine art; academic research; basic tool palette; graphics package; basic shapes; to specify the 'attributes'; insertion point; rectangle with rounded corners; fill area; pop-up icons.

5. Summarize the text «Computer graphics» in 12-15 sentences.

6. Complete these sentences with the correct form of the verb.

1. He ... (can't/couldn't) open the window as it was stuck.
2. Interpreters ... (may/must) translate without dictionaries.
3. ... (Can/May) I use my bike for today?
4. ... (May/Could) you give me the recipe for this cake?
5. I hardly ever see Jane, she ... (may/might) have moved to Africa.
6. Take an umbrella. It ... (may/can) rain.
7. You ... (could/should) stop smoking. You know you ... (cannot/must not) buy health.
8. You ... (may/must) finish the article as soon as possible.
9. Liz doesn't ... (ought to/have to) keep to a diet anymore.
10. Lara ... (can/might) get a play station for her birthday.
11. You ... (must not/needn't) read in the dark.
12. My grandfather is retired, so he ... (shouldn't/doesn't have to) go to work.
13. The fridge is full, so we ... (must not/needn't) go shopping.
14. Our employees ... (can/must) sign this agreement.
15. We ... (may/ought to) reserve a table in advance if we want to have dinner there.
16. I ... (can't/needn't) believe it! You ... (have to/must) be joking.
17. Ann ... (must/is to) finish school next year.
18. Sorry, I'm late. I ... (needed to/had to) wait for the plumber.
19. What time do we ... (should/have to) be at the railway station?
20. Don't wait for me tonight. I ... (might/must) be late.
21. I ... (may not/can't) watch this film. It's too boring.
22. We've got a dishwasher, so you ... (couldn't/needn't) wash-up.
23. You look very pale, I think you ... (need/should) stay at home.
24. ... (Could/Might) you, please, pass me the mustard?

Work 7

1. Read and translate the text «Desktop publishing»

«Desktop publishing» refers to the use of personal computers to design, implement and publish books, newsletters, magazines and other printed pieces. Desktop publishing is really a combination of a few different processes including word processors, graphic design, information design, output and

prepress technologies, and sometimes image manipulation. There are also many applications that support these processes, including font creation applications (that allow users to design and create their own typefaces, called fonts) and type manipulation applications (that allow users to modify text in visually creative ways).

Font software is software that provides user with a range of fonts. A font is a set of characters which all have the same style, shape and size. For example you, might have Times Italic in 12 point. Times Italic is the name of the typeface and 12 point refers to the size. Fonts can be of two types: scalable and bit-mapped fonts. As regards scalable fonts, you can alter their shape or size because they are stored as an outline and this outline can be changed. With a font manipulation program you can change the fonts, you can enlarge scalable fonts, you can stretch them, rotate them, do all kinds of things with them.

They are much more flexible than bit-mapped fonts which cannot be changed at all. This kind of font is stored as a whole image made up of dots, not just as an outline, and you get a distorted image of the font if you try to scale it. There are two types of scalable fonts produced by different companies: True Type from Apple and Microsoft, and PostScript from Adobe Systems.

Desktop publishing centers around a layout application. A layout application is used to import text from word processing applications, graphics from paint and drawing applications and images from scanning or image manipulation applications, and to combine and arrange them all on a page.

They typically can bring in or import many different types of files. It is ability to manipulate so many different items and control how they are used that makes layout software so popular and useful. This software is usually the last stop before a document is printed. Once composed and designed, these files can be printed onto film by high quality devices, called imagesetters, and printed on a traditional printing press.

Because imagesetters are expensive devices, most people cannot afford to buy their own. There are, however, companies called service bureaux that specialize in printing other people's files on imagesetters, just like copy stores make copiers available to others. Service bureaux can offer imageset output, laser printer output, colour laser printer output and even slide or film recorder output. In addition, some have colour scanning equipment.

2. Find Ukrainian equivalents:

image manipulation; scalable fonts; set of characters; a range of fonts; bit-mapped fonts; character outline; distorted image; imagesetter; service bureau; printed pieces; range of fonts; to alter the shape and size; font set; prepress technology; to enlarge fonts; film recorder; to stretch fonts, to create typefaces; graphic design; desktop publishing.

3. Find English equivalents

бюро обслуговування; інформаційний бюлетень; прилад фотовиводу; барвисте оформлення; спотворене зображення; тип шрифту; контур знаку; підготовка до друку; пристрій для запису на фотоплівку; масштабований шрифт; маніпулювання зображеннями; растровий шрифт; гарнітура шрифту; набір шрифтів; копіювальний пристрій.

4. Summarize the text «Desktop publishing» in 12-15 sentences.

Work 8

1. Read and translate the text «Viruses».

The terms viruses and vaccines have entered the jargon of the computer industry to describe some of the bad things that can happen to computer systems and programs. Unpleasant occurrences like the March 6, 1991, attack of the Michelangelo virus will be with us for years to come. In fact, from now on you need to check your computer for the presence of Michelangelo before March 6 every year — or risk losing all the data on your hard disk when you turn on your machine that day. And Macintosh users need to do the same for another intruder, the Jerusalem virus, before each Friday the 13th, or risk a similar fate for their data.

A virus, as its name suggests, is contagious. It is a set of illicit instructions that infects other programs and may spread rapidly. The Michelangelo virus went worldwide within a year. Some types of viruses include the worm, a program that spreads by replicating itself; the bomb, a program intended to sabotage a computer by triggering damage based on certain conditions — usually at a later date; and the Trojan horse, a program that covertly places illegal, destructive instructions in the middle of an otherwise legitimate program. A virus may be dealt with by means of a vaccine, or antivirus program, a computer program that stops the spread of and often eradicates the virus.

Transmitting a Virus

Consider this typical example. A programmer secretly inserts a few unauthorized instructions in a personal computer operating system program. The illicit instructions lie dormant until three events occur together: 1) the disk with the infected operating system is in use; 2) a disk in another drive contains another copy of the operating system and some data files; and 3) a command, such as COPY or DIR, from the infected operating system references a data file. Under these circumstances, the virus instructions are now inserted into the other operating system. Thus the virus has spread to another disk, and the process can be repeated again and again. In fact, each newly infected disk becomes a virus carrier.

Damage from viruses

We have explained how the virus is transmitted; now we come to the interesting part — the consequences. In this example, the virus instructions add 1 to a counter each time the virus is copied to another disk. When the counter reaches 4, the virus erases all data files. But this is not the end of the destruction, of course; three other disks have also been infected. Although viruses can be destructive, some are quite benign; one simply displays a peace message on the screen on a given date. Others may merely be a nuisance, like the Ping-Pong virus that bounces a "Ping-Pong ball" around your screen while you are working. But a few could result in disaster for your disk, as in the case of Michelangelo.

Prevention

A word about prevention is in order. Although there are programs called vaccines that can prevent virus activity, protecting your computer from viruses depends more on common sense than on, building a "fortress" around the machine. Although there have been occasions where commercial software was released with a virus, these situations are rare. Viruses tend to show up most often on free software acquired from friends. So you should always test diskettes you share with others by putting their write-protection tabs in place. If an attempt is made to write to such a protected diskette, a warning message appears on the screen. It is not easy to protect hard disks, so many people use antivirus programs. Before any diskette can be used with a computer system, the antivirus program scans the diskette for infection. The drawback is that once you buy this type of software, you must continuously pay the price for upgrades as new viruses are discovered.

2. Find Ukrainian equivalents:

unpleasant occurrences; at a later date; similar fate; illegal and destructive instructions; to spread rapidly; certain conditions; to place covertly; to eradicate the virus; to lie dormant; under these circumstances; a virus carrier; to erase all data; to spread by replicating; on a given date; to be a nuisance; common sense; a set of illicit instructions; show up.

3. Find English equivalents:

здоровий глузд; приводить у дію; у легкій формі; справжнє лихо; пошкодити дані; завдати шкоди; копіювати себе; жорсткий диск; постійно оновлювати; подібна доля; руйнівні команди; швидко поширюватися; викоренити вірус; за таких обставин; передача вірусу; наклейка захисту від запису.

4. Summarize the text «Viruses» in 12-15 sentences.

Work 9

1. Read and translate the text «LANs and WANs».

Network configurations

A network is a group of devices (PCs, printers, etc.) or nodes connected by communications circuits so that users can share data, programs and hardware resources. A network has two main elements: the physical structure that links the equipment and the software that allows communication. The physical distribution of nodes and their circuits is known as network 'topology' or 'architecture'. The software consists of the protocols, i.e. the rules which determine the formats by which information may be exchanged between different systems. We could say that cables and transceivers (the architecture) allow computers to 'hear' one another, while the software is the 'language' that they use to 'talk' to one another over the network.

As regards the cables, they consist essentially of the transceiver - the hardware that sends and receives network signals. At present the most widely used transceivers are Token Ring, Ethernet and Local Talk. Token Ring is the most common method of connecting PCs and IBM mainframes. Most Token Ring adapters transmit data at a speed of 16 megabits per second. With Ethernet, data is transmitted at 100 Mbits/sec. The newest version, Gigabit Ethernet, supports data rates of 1 Gb per second. Ethernet provides a very robust, trouble-free architecture with good levels of performance. In this regard, so Ethernet is the best solution for fast and intensive activity. Local Talk transceivers are the cheapest of all because they are directly included in each Macintosh. However, they're a bit slow, which is why most Macs come with built-in Ethernet.

As for protocols, these are rules which describe things like transmission speed and physical interfaces. The Token Ring protocol avoids the possibility of collisions. To transmit data, a workstation needs a token, and as there is only one token per network, holding one guarantees sole use of the network. With Ethernet there are other options, of which TCP/IP (Transmission Control Protocol/Internet Protocol) is perhaps the most useful since it allows different operating systems to communicate with each other. With regard to LocalTalk networks, they use AppleTalk protocols. The Macintosh operating system includes the AppleTalk manager and a set of drivers that let programs on different Macs exchange information. LANs can be interconnected by gateways. These devices help manage communications and control traffic on large networks. They change the data to make it compatible with the protocols of different networks.

WANs

For long-distance or worldwide communications, computers and LANs are usually connected into a wide area network (WAN) to form a

single, integrated network. The largest WAN in existence is the Internet. Networks can be linked together by either telephone lines or fibreoptic cables. For example, ISDN (integrated services digital network) and ADSL (Asymmetric Digital Subscriber Line) are an international standard for transmitting digital text, sound, voice and video data over telephone lines. On the other hand, FDDI (fibre distributed data interface) is an optical-fibre network. It transmits data at great speed 100 megabits per second. A variation called FDDT transmits data at 200 Mbps. FDDI networks are typically used as backbones for wide area networks.

Modern telecommunications use fibre-optic cables because data can be transmitted at a very high speed through the extremely wide bandwidths of glass fibres. The fibre system operates by transmitting light pulses at high frequencies along the glass fibre. This offers considerable advantages: (i) the cables require little physical space; (ii) they are safe because they don't carry electricity; (iii) they avoid electromagnetic interference. Networks on different continents can also be connected via satellite.

Computers are so connected by a modem either to ordinary telephone wires or fibre-optic cables, which are linked to a dish aerial. This aerial has a large concave reflector for the reception and sending of signals. Then, when signals are received by the satellite, they are amplified and sent on to workstations in another part of the world.

2. Find Ukrainian equivalents:

to transmit data; communications circuits; Token Ring; distribution of nodes; Fiber Distributed Data Interface; local area network; concave reflector; glass fibre; network topology; Asymmetric Digital Subscriber Line; robust and trouble-free architecture; frequency-division data link; gateway; electromagnetic interference; integrated services digital network; dish aerial; Wide-Area Network; good levels of performance; extremely wide bandwidths; considerable advantages.

3. Find English equivalents:

локальна мережа; топологічна схема мережі; електромагнітні перешкоди; параболічна антена; міжмережевий перехід; канал передачі з частотним поділом; приймач; конфліктна ситуація; глобальна мережа; смуга пропускання; скловолокно; маркерне кільце; асиметрична цифрова абонентська лінія; увігнутий відбивач; комунікаційні канали; передавати дані; вузол мережі; магістраль мережі.

4. Summarize the text « LANs and WANs» in 12-15 sentences.

Vocabulary

Alternative Definitions: In the Office

Admin (administration)

Tasks related to organizing or running a business or office environment.

Cubicle

A small, semi-enclosed work area within a larger room, typically separated by partitions.

Department

A specific section within a business focused on a certain function or responsibility.

Dress code

Official guidelines on what attire is considered appropriate at work.

File (verb)

To arrange documents or data systematically for easy access or future use.

Filing cabinet

Storage furniture designed to keep paper documents orderly and secure.

Fill in for

To temporarily take over someone else's duties or role.

In charge of

Having responsibility or authority over something or someone.

Open-plan

A workspace layout without internal walls, allowing shared open space.

Orientation

A session or event to introduce new employees to a company and their roles.

Paperwork

Administrative work involving documents, forms, and written records.

Photocopier

An office machine used for duplicating documents quickly and efficiently.

Put somebody through

To connect a caller to another person or department on the phone.

Shred

To destroy documents by cutting them into small pieces with a machine.

White-collar

Describing office or professional workers as opposed to manual laborers.

Alternative Definitions and Examples: Building Relationships

Appealing

Definition: Pleasing or attractive in a way that draws interest or admiration.

Example: The colorful design of the website was very appealing to younger users.

Benefit

Definition: An advantage gained from something that improves a situation or outcome.

Example: Regular exercise has many health benefits, including better sleep and increased energy.

Department

Definition: To initiate conversation in a social setting and reduce awkwardness.

Example: To break the ice at the seminar, the host asked everyone to introduce themselves with a fun fact.

Count on

Definition: To trust someone to do what they say or what is needed.

Example: You can always count on Lisa to finish the job before the deadline.

Develop

Definition: To grow, expand, or become more advanced over time.

Example: The company is trying to develop a new software solution for small businesses.

Get to know

Definition: To become familiar with someone or something over time.

Example: It took a few weeks, but I finally got to know my new coworkers.

Judge

Definition: To evaluate or form an opinion, often based on limited information.

Example: Try not to judge a book by its cover.

Mingle

Definition: To engage in casual conversation by moving among people at a gathering.

Example: At the wedding reception, guests were encouraged to mingle and enjoy the celebration.

Networking

Definition: The act of meeting and connecting with people to build professional or social relationships.

Example: She attended the job fair to do some networking and hand out her resume.

Present

Definition: To formally introduce or display information, ideas, or oneself.

Example: He will present his research findings at the international conference.

Rapport

Definition: A harmonious and trusting relationship between people.

Example: The therapist quickly built rapport with the child, making her feel comfortable.

Small talk

Definition: Light conversation about simple or everyday topics to establish social contact.

Example: We made small talk about the traffic while waiting for the meeting to start.

Socialize

Definition: To engage in friendly interaction or spend time with others in a social setting.

Example: Even introverts need to socialize from time to time.

Take advantage of

Definition: To use an opportunity fully, sometimes unfairly.

Example: She took advantage of the free trial to test the software.

Utilize

Definition: To put something to practical use.

Example: The teacher utilized digital tools to enhance the lesson.

Business Ethics**Accountability**

Definition: Being answerable for actions and having to explain or justify them.

Example: The project manager accepted full accountability for the delay and proposed solutions to fix the issue.

Bribe

Definition: To offer money or gifts to influence someone unfairly.

Example: The investigation revealed that several officials had accepted bribes to overlook safety violations.

Carbon Footprint

Definition: The amount of carbon emissions generated by human activity.

Example: Switching to public transport is a simple way to reduce your personal carbon footprint.

Compliance

Definition: Adhering to laws, standards, or regulations.

Example: The firm was fined for non-compliance with environmental safety laws.

Confidential

Definition: Intended to be kept secret or not disclosed to others.

Example: All client data must remain confidential according to the firm's policy.

Consequence

Definition: A result or outcome caused by a previous action.

Example: One consequence of neglecting maintenance was the total breakdown of the system.

Corporate Social Responsibility (CSR)

Definition: A company's commitment to contribute to societal or environmental well-being.

Example: Through its CSR program, the company supports local schools and clean water initiatives.

Cultural Appropriation

Definition: Using elements of a culture in a disrespectful or exploitative way.

Example: The marketing campaign was criticized for cultural appropriation of Indigenous designs.

Dilemma

Definition: A challenging situation involving a difficult choice between options.

Example: She faced a dilemma: report the unethical behavior or remain silent to protect her position.

Discrimination

Definition: Unfair treatment of individuals based on characteristics like gender, race, or age.

Example: Age discrimination can be subtle, but it still affects hiring decisions.

Equality

Definition: Ensuring fair treatment and equal opportunities for all individuals.

Example: The firm launched a diversity initiative to promote workplace equality.

Ethical

Definition: Aligned with moral principles and values.

Example: Choosing ethical suppliers helps protect labor rights and environmental standards.

Fraud

Definition: Deception used to achieve unfair or unlawful financial gain.

Example: The accountant was arrested for committing tax fraud over several years.

Glass Ceiling

Definition: An invisible barrier preventing advancement, especially for women or minorities.

Example: Despite her qualifications, she couldn't rise above the glass ceiling in the organization.

Idealistic

Definition: Believing in perfection or aiming for ideal outcomes, often unrealistically.

Example: His idealistic view of business clashed with the harsh market realities.

Information Privacy

Definition: Protecting personal or sensitive data from unauthorized access or misuse.

Example: Stronger encryption methods enhance users' information privacy.

Integrity

Definition: Being honest and sticking to strong moral values.

Example: Her integrity earned her respect from both colleagues and clients.

Morality

Definition: The beliefs and values that guide right and wrong behavior.

Example: Different cultures may hold contrasting views on business morality.

Nepotism

Definition: Favoritism toward family or friends in hiring or promotion decisions.

Example: Nepotism in senior hiring processes can demotivate qualified employees.

Shareholder

Definition: A person who owns a portion of a company through shares.

Example: Shareholders often influence major business decisions during annual meetings.

Stakeholder

Definition: Anyone affected by or interested in a company's activities.

Example: Suppliers, customers, and employees are all considered stakeholders.

Transparency

Definition: Openness in sharing details about processes, decisions, and impacts.

Example: The company gained trust by maintaining transparency about how it sources its materials.

Cryptocurrency Concepts Reimagined

Altcoin

Any digital currency launched after Bitcoin, offering alternative blockchain implementations or features.

Blockchain

A distributed database that records transactions transparently and immutably across a decentralized network.

Cipher

A method of transforming text to hide its meaning using encryption.

Consensus process

A protocol where network participants agree on the validity of transactions in a distributed system.

Cryptocurrency

A digital form of money secured by cryptography, typically operating on decentralized blockchain networks.

Dapps

Applications that run autonomously on a blockchain, often using smart contracts instead of centralized control.

Double spend problem

The risk of a digital currency being spent more than once due to the lack of physical presence.

Fiat

Government-issued currency not backed by a physical commodity but by the trust of its users.

Fintech

Technology-driven innovations that disrupt or enhance traditional financial services.

Fungible

A property where individual units are interchangeable with one another.

Lambo

A cultural meme referring to luxury purchases made by early crypto investors, especially Lamborghinis.

Mining

The process of validating blockchain transactions and earning rewards in the form of cryptocurrency.

Money laundering

Concealing illicit financial gains by making them appear legal through various methods.

Mooning

Rapid and steep increase in a cryptocurrency's market value.

Paper wallet

A physical printout containing cryptocurrency keys for offline storage.

Private key

A secure code used to access and authorize cryptocurrency transactions on the blockchain.

Pump and dump

A scheme where prices are artificially inflated to enable profitable sell-offs before a crash.

Satoshi

The smallest unit of Bitcoin, equal to 0.00000001 BTC.

Shitcoin

A derogatory term for cryptocurrencies perceived as lacking value or legitimacy.

Stable coin

A cryptocurrency tied to a stable asset like the USD to minimize price volatility.

The dark web

A part of the internet only accessible via special software, often associated with anonymous transactions.

Customer Service

Appreciate

To recognize the value of something or someone; to express thankfulness.

Complaint

An expression of dissatisfaction or disapproval about a product, service, or situation.

Courteous

Behaving in a kind, polite, and respectful manner.

Customer service

Support and assistance given to people who buy or use a company's products or services.

Deal with

To take responsibility for solving a problem or completing a task.

Defect

An imperfection or problem that makes something not work as it should.

Exceed expectations

To perform better or offer more than what someone thought would happen.

Loyalty program

A system of rewards or discounts for regular or returning customers.

Reassure

To calm someone's worries by saying or doing something comforting.

Recall

To officially ask that a product be returned due to a safety or quality issue.

Refund

To give money back to someone who is not satisfied with a product or service.

Reference

A recommendation or feedback from a former employer about a person's skills and behavior at work.

Resolve

To find an answer to a problem or settle a dispute.

Retain

To continue to hold or keep something over time.

Satisfied

Happy or content with the result or service received.

Treat

To act or behave towards someone in a specific way.

Developer's: From Bash to Python

.NET Framework

Definition: A development platform by Microsoft for building and running applications on Windows.

Example: Applications developed with .NET Framework can run on many Windows-based devices.

Bash

Definition: A Unix shell and command language often used for automation and scripting tasks.

Example: System administrators use bash scripts to automate routine tasks on Linux.

C programming language

Definition: A foundational and efficient programming language known for its speed and use in systems programming.

Example: C is widely used for developing operating systems and embedded software.

Compiler

Definition: A tool that translates code written in a programming language into executable machine code.

Example: Before the program runs, it must be compiled into machine-readable format.

ECMAScript

Definition: The official standardized version of JavaScript maintained by ECMA International.

Example: New features in JavaScript are often first proposed in ECMAScript drafts.

Elegant code

Definition: Code that is readable, maintainable, and clearly structured.

Example: Writing elegant code helps teams collaborate more efficiently.

Interpreter

Definition: A program that executes code directly without pre-compilation.

Example: Python uses an interpreter to run code line by line.

Java

Definition: A robust, object-oriented programming language used across various platforms.

Example: Java is used for building Android apps and enterprise-level systems.

JavaScript

Definition: A scripting language primarily used to add interactivity to web pages.

Example: Form validations are often implemented using JavaScript.

Multi-paradigm language

Definition: A language that supports multiple programming styles like object-oriented and procedural.

Example: JavaScript is a multi-paradigm language allowing for both functions and objects.

Object-oriented language

Definition: A language based on the concept of “objects” that represent data and behavior.

Example: Python and Java are well-known object-oriented languages.

Perl

Definition: A versatile scripting language used for text processing and system administration.

Example: Many legacy systems still rely on Perl scripts for data manipulation.

PHP (PHP Hypertext Preprocessor)

Definition: A server-side scripting language used to develop dynamic websites.

Example: PHP powers many websites, including parts of WordPress.

Portability

Definition: The ability of software to run on various systems without changes.

Example: Cross-platform games are valued for their high portability.

Primitive type

Definition: Simple data types provided by a language such as int, char, or boolean.

Example: In Java, variables like numbers or characters are primitive types.

Procedural language

Definition: A type of programming language based on sequences of instructions.

Example: C follows a procedural approach, making it ideal for structured programming.

Python

Definition: An easy-to-read language known for its simplicity and versatility.

Example: Python is used in AI, data science, and web development.

Ruby

Definition: A dynamic and object-oriented language focused on simplicity and productivity.

Example: Ruby is popular in startups for its elegant syntax and Rails framework.

Syntax

Definition: The set of rules that define how programs must be written in a language.

Example: Each language has its own syntax, even if the logic is similar.

VB (Visual Basic)

Definition: An easy-to-learn language from Microsoft aimed at beginners and rapid development.

Example: VB is still used for automating tasks in Microsoft Office.

Digital Integrity and Responsibility

Commandment

A fundamental rule or principle that one is expected to follow strictly in a moral or professional context.

CEI (Computer Ethics Institute)

An organization that promotes responsible technology use through education, research, and ethical standards development.

Consent

Voluntary approval or agreement given by an individual after being fully informed.

Consequences

The outcomes, especially negative ones, that follow from an action or decision.

Copyright infringement

The illegal use or reproduction of another person's intellectual property without permission.

Cracking

The unauthorized breaching of digital security systems with harmful or criminal intent.

Dependent

Contingent upon or influenced by something else for function or existence.

Encounter

To unexpectedly meet or come into contact with something or someone.

Ethics

The moral guidelines that govern an individual's or group's behavior and choices.

Internet privacy

The right and ability of individuals to control their personal information online.

Norbert Wiener

A pioneer in cybernetics, regarded as the founder of the field of computer ethics.

Phishing

A cybercrime method that deceives individuals into revealing confidential data by impersonating trustworthy entities.

Photoshopping

The act of digitally altering images to manipulate reality or change appearances.

Privacy policy

A formal document that outlines how a company manages and protects user data.

Reputation

The overall public perception or social evaluation of an individual or organization.

Snoop

To secretly observe or investigate private matters without permission.

Social engineering

Psychological manipulation used to trick people into divulging sensitive information.

Tedious

Describes something that is monotonous, time-consuming, and mentally draining.

Key Electronics for Work & Study

Capacitor

A device that temporarily stores electrical energy using an electric field.

Current

The movement of electric charge through a conductor.

Electrical Circuit

A complete, closed path that allows electric charges to flow.

EMF (Electromotive Force)

The voltage generated by a source like a battery that pushes current through a circuit.

IC (Integrated Circuit)

A microelectronic device containing many tiny components (like transistors) built on a chip.

Light Bulb

A device that converts electrical energy into light using a heated filament or LED.

LED (Light-Emitting Diode)

A light-producing semiconductor that glows when current flows through it.

Path

The route that electrical current follows in a circuit.

PCB (Printed Circuit Board)

A flat board with conductive tracks used to mount and connect electronic components.

Resistor

A component that limits or regulates the flow of electrical current in a circuit.

Solar Cell

A device that transforms light energy (often from the sun) into electrical power.

Soldering Iron

A tool that melts solder to join components to a circuit board.

Voltage

The electric potential difference between two points; the 'pressure' that pushes current.

Voltaic Cell

A battery-like device that produces electricity through chemical reactions.

Essential Programming Terms Simplified

Argument

A value given to a function so it can perform its task.

Array

A collection of values stored in a single structure that can be accessed by index.

Callback

A function passed to another function to be run later.

For loop

A control structure that repeats a block of code a set number of times.

Function

A block of code designed to do one specific job when called.

Global scope

A variable or function accessible from any part of the code.

Goto statement

A command that jumps to another part of the program (not recommended in modern coding).

If else statement

A decision-making structure that runs different code based on a condition.

Local scope

A variable that exists only within a specific function or block.

Operand

A value used in a calculation or operation.

Operator

A symbol that performs an action on operands (e.g., +, -, *, /).

Parameter

A placeholder in a function that accepts values when the function is called.

Procedure

A series of instructions that performs a particular task in a program.

Regex (regular expression)

A pattern used to find or match strings within text.

Statement

A single line of code that performs a specific action.

String

A text value made up of characters.

Subroutine

A mini-program within a larger one that performs a specific function.

Switch

A control structure that runs different code depending on the value of a variable.

Variable

A storage location in code that holds a value which can change.

While loop

A control structure that repeats code while a condition is true.

Freelance Life: Modern Work Styles

A proven track record

Experience with clear results from past work.

Burgeoning solopreneur

Someone starting to build a solo business successfully.

Business expenses

Money you spend to run your business.

Catchy tagline

A fun and easy-to-remember slogan.

Co-working space

Shared office for freelancers or startups.

Confident mindset

Thinking positively and believing in your ability.

Long-term basis

Over a long period of time.

Memorable blog post

A blog post that people remember easily.

Night owl

A person who works or stays up late.

Occasional unpaid invoice

A rare unpaid bill from a client.

Pricing anxiety

Fear about setting the right price for your services.

Pricing conundrum

Confusion about how to price something.

Prospective client

A possible future customer.

Self-employment taxes

Taxes freelancers must pay by themselves.

SEO expert

A person who helps websites show up better in Google search.

Solid pep talk

Motivational speech to boost someone's performance.

Task management tools

Apps or software that help you organize your work.

Upcoming gig

A freelance job or event that is going to happen soon.

Wiggle room

Flexibility or ability to change something.

Worthy nonprofit

A trustworthy charity that works for a good cause.

Alternative Names and Definitions – Input Devices

Barcode reader

Also called: barcode scanner.

New definition: A device used to read barcodes and input them into a computer system, often used in retail and inventory management.

Click

Also called: single click.

New definition: A quick press of a mouse button, usually to select or activate items on a screen.

Double-click

Also called: two-click action.

New definition: Rapidly pressing a mouse button twice to open or execute a program or file.

Fingerprint reader

Also called: biometric scanner.

New definition: A device that scans and verifies a person's fingerprint to authorize access to systems.

Graphics tablet

Also called: digitizing tablet.

New definition: A flat surface that works with a stylus to draw or write, often used in digital art.

Input device

Also called: data entry tool.

New definition: Any hardware that sends data or control signals to a computer, such as keyboards, mice, or microphones.

Joystick

Also called: game controller.

New definition: A lever-like input device used for navigation or control in video games or simulations.

Light pen

Also called: electronic pen.

New definition: A pen-shaped device that allows the user to interact directly with a screen by pointing and selecting.

Microphone

Also called: voice input device.

New definition: A device that captures audio for recording or for computer commands through speech.

Mouse

Also called: pointing device.

New definition: A small handheld device that controls the position of the cursor on a screen.

Mouse pointer

Also called: cursor indicator.

New definition: A graphical icon that shows where the mouse is pointing on the screen.

OCR (Optical Character Recognition)

Also called: text scanning technology.

New definition: Software that translates scanned images of text into editable and searchable data.

Right-click

Also called: secondary click.

New definition: Pressing the right mouse button to open context menus and additional options.

Speech recognition

Also called: voice command input.

New definition: Technology that converts spoken words into text or commands a computer can understand.

Stylus

Also called: digital pen.

New definition: A tool resembling a pen used to write, draw, or tap on touch-sensitive surfaces.

Touchpad

Also called: trackpad.

New definition: A touch-sensitive surface used as a mouse replacement, typically found on laptops.

Touchscreen

Also called: interactive screen.

New definition: A display that responds to touch, allowing direct interaction with digital content.

Trackball

Also called: rolling pointer.

New definition: A stationary input device with a movable ball that controls the cursor when rotated.

Internet Terms in Action: Understand and Use

ARPANET (Advanced Projects Research Agency Network)

Definition: The original U.S. military project that laid the foundation for modern internet technologies through packet-switching.

Example: ARPANET revolutionized digital communication and set the stage for today's internet.

Backbone

Definition: The main data routes that interconnect various parts of the internet and handle large-scale traffic.

Example: A failure in the internet backbone can cause widespread connectivity issues.

BBS (Bulletin Board System)

Definition: Early systems where users accessed shared messages and files via dial-up modems.

Example: In the 1990s, many tech enthusiasts spent hours on local BBS networks sharing files.

Cookie

Definition: A small data file saved by a website to remember user preferences or track activity.

Example: Cookies help online stores remember what items you added to your cart.

Domain name

Definition: The readable address of a website that maps to its IP address.

Example: The domain name for the British Broadcasting Corporation is bbc.com.

Download

Definition: The process of transferring data from a server to a local device.

Example: She downloaded the latest update for the software from the company's official website.

E-commerce (electronic commerce)

Definition: Online buying and selling of products and services.

Example: E-commerce platforms like Amazon changed the way people shop.

Emoticon

Definition: Text-based symbols that express emotions in digital communication.

Example: He ended the message with a wink emoticon to show he was joking.

Hyperlink

Definition: A clickable link that connects one web page or document to another.

Example: Each article includes hyperlinks to related research studies.

Hypertext

Definition: Text that contains embedded links to other text or media files.

Example: The online guide uses hypertext to let users explore topics in any order.

HTML (Hypertext Markup Language)

Definition: A coding language used to structure and present content on the web.

Example: HTML is essential for creating well-formatted web pages.

URL (Uniform Resource Locator)

Definition: The complete web address used to access a specific resource online.

Example: She typed the URL of her favorite blog into the browser.

Upload

Definition: Sending data from a user's device to a server or cloud storage.

Example: He uploaded his assignment to the school portal before the deadline.

WWW (World Wide Web)

Definition: A global system that uses browsers to access and link documents and media over the Internet.

Example: The WWW allows users to browse websites from any location.

W3C (World Wide Web Consortium)

Definition: An international body that establishes web development standards.

Example: Thanks to W3C, websites are more accessible and consistent across browsers.

IT Essentials

App (application)

An interactive digital tool designed for enhancing user experience through specific functions.

“People often download apps to streamline daily routines, such as note-taking or budgeting.”

Component

A crucial element within a technological system, supporting its core functions.

“Replacing a single component can sometimes dramatically increase a device's efficiency.”

Computer

A multi-purpose machine capable of performing complex calculations and tasks automatically.

“Modern education heavily relies on computers for both teaching and learning.”

Data

Any piece of measurable or observable information, stored or transmitted digitally.

“Before analysis, data must be collected from reliable sources.”

Database

A structured system used to store, manage, and retrieve large volumes of information efficiently.

“Online retailers depend on vast databases to track inventory and customer orders.”

Hardware

The tangible, mechanical parts that form the foundation of computing systems.

“Engineers must ensure all hardware is compatible before system assembly.”

Internet

A global framework of connected networks facilitating communication and data sharing.

“Educational platforms on the Internet allow global access to knowledge.”

Network

A system that links multiple devices for the purpose of communication or data exchange.

“Wireless networks have become standard in most households.”

Peripheral

A supplementary device that interacts with a central computer system to extend functionality.

“Artists often use peripherals like graphic tablets to create digital illustrations.”

Software

A coded set of instructions enabling a computer to perform designated tasks or services.

“Security software protects devices from malicious attacks.”

IT Positions: Roles, Skills & Examples**BA (Business Analyst)**

Role: Analyzes business requirements and translates them into actionable insights for technical teams.

Example: The business analyst held several workshops to clarify the client's expectations and aligned them with system capabilities.

CIO (Chief Information Officer)

Role: Oversees IT strategy aligned with business goals and manages digital transformation.

Example: The CIO implemented a cloud migration plan that reduced infrastructure costs by 30%.

CTO (Chief Technical Officer)

Role: Leads the company's technical direction and innovation initiatives.

Example: The CTO introduced a new AI module that boosted product efficiency.

DBA (Database Administrator)

Role: Maintains, monitors, and secures organizational databases.

Example: The DBA restored corrupted data within hours using automated backup scripts.

Database Developer

Role: Designs, codes, and optimizes database solutions.

Example: The developer rewrote several queries to cut down report generation time by half.

Enterprise Architect

Role: Designs long-term IT strategies to support business growth.

Example: The enterprise architect proposed a microservices approach to scale operations.

Graphic Designer

Role: Creates visual elements for digital and print interfaces.

Example: She designed a sleek interface for the company's mobile app.

Information Architect

Role: Structures digital content to improve usability and accessibility.

Example: The architect reorganized the help center to make it more intuitive for users.

IT Manager

Role: Manages IT teams, projects, and budgets; aligns tech with business needs.

Example: The IT manager introduced a mentorship system to support junior staff.

IT Security Manager

Role: Protects company systems from cyber threats and enforces security protocols.

Example: He conducted a security audit and closed multiple critical vulnerabilities.

IT Support Engineer

Role: Provides tech assistance to users for hardware and software issues.

Example: She guided a remote worker through fixing a VPN connection issue.

Network Administrator

Role: Manages the company's network infrastructure and ensures its uptime.

Example: The admin reconfigured the network to handle increased remote access traffic.

PM (Project Manager)

Role: Plans, monitors, and delivers IT projects on time and within budget.

Example: The PM coordinated daily stand-ups to keep the Agile team aligned.

QA Manager (Quality Assurance Manager)

Role: Leads testing teams and ensures the product meets quality standards.

Example: The QA manager organized regression tests before every release.

Software Developer

Role: Builds and maintains software applications based on client or company needs.

Example: The developer delivered a new module using the latest version of React.

Software Tester

Role: Identifies software bugs and ensures product reliability through testing.

Example: The tester logged over 50 bugs during the first testing cycle.

Sysadmin (System Administrator)

Role: Maintains servers and ensures system reliability and security.

Example: The sysadmin upgraded all servers overnight to minimize downtime.

Technical Writer

Role: Writes manuals, guides, and documentation for software and systems.

Example: The writer completed a detailed user manual for the finance platform.

Key IT Measurement Terms: Clear Definitions & Real-Life Examples**Acronym**

Definition: A short form made by using the first letters of a longer phrase.

Example: “IT” is short for “Information Technology” and is an acronym.

Bandwidth

Definition: The amount of data that can travel through a connection in a certain time.

Example: The site crashed because its high graphics needed more bandwidth than was available.

Benchmark

Definition: A reference value used to compare or evaluate performance.

Example: The reviewer used benchmark tests to rate different laptops.

Bit (binary digit)

Definition: The smallest unit of digital data, either a 0 or 1.

Example: Changing a bit in the system altered the program’s outcome.

Byte (binary term)

Definition: A group of 8 bits used to store one character.

Example: A single byte can represent one letter or symbol.

Fault tolerance

Definition: The system’s ability to keep working even if one part fails.

Example: The server had high fault tolerance, so it didn’t crash when one drive failed.

FLOPS (floating point operations per second)

Definition: A measure of how many decimal operations a computer can do each second.

Example: High FLOPS help in running scientific simulations faster.

Frequency

Definition: How often something repeats in a second, measured in hertz.

Example: The processor’s frequency increased from 1.8 GHz to 4 GHz.

G (giga)

Definition: A prefix meaning one billion units.

Example: “Giga” comes from the Greek word for “giant”.

GB (gigabyte)

Definition: A storage unit equal to one billion bytes.

Example: The external drive holds 1000 GB of files.

GHz (gigahertz)

Definition: One billion cycles per second, used to describe CPU speed.

Example: The laptop has a 3.2 GHz processor.

Hz (hertz)

Definition: The standard unit to measure frequency, equal to one cycle per second.

Example: We hear sounds between 20 Hz and 20,000 Hz.

IPS (instructions per second)

Definition: A unit to show how many instructions a processor can handle in a second.

Example: A powerful CPU can handle billions of IPS.

K (kilo)

Definition: A prefix for one thousand.

Example: A kilobyte is about 1,000 bytes of data.

logarithm

Definition: A way of showing the power to which a number must be raised to reach another number.

Example: Logarithms are used in encryption and algorithm analysis.

M (mega)

Definition: A prefix meaning one million.

Example: One megabyte holds about a million bytes of data.

μ (micro)

Definition: A prefix meaning one millionth of a unit.

Example: Microchips have parts that are only a few micrometers wide.

m (milli)

Definition: A prefix meaning one thousandth of something.

Example: A millisecond is one-thousandth of a second.

n (nano)

Definition: A prefix meaning one billionth of a unit.

Example: In nanotechnology, machines operate at the nano level.

Order of magnitude

Definition: A way of comparing numbers by showing they are ten times bigger or smaller.

Example: The new system is an order of magnitude faster than the old one.

T (tera)

Definition: A prefix meaning one trillion.

Example: A terabyte contains over a trillion bytes of data.

Keyboard Essentials for Office and Tech Use

Alt (Alternate key)

A key used in combination with others to activate alternate commands or special characters.

Example: Pressing Alt + Tab switches between open windows.

Arrow keys

Directional keys used to move the cursor or selection up, down, left, or right in documents or applications.

Example: Use the arrow keys to navigate through spreadsheet cells.

Caps lock key

A toggle key that keeps all letters typed in uppercase until it is pressed again.

Example: Accidentally pressing the caps lock key can lead to typing in all capital letters.

Caret (^) key

A symbol key used in math for exponents or in programming to indicate the beginning of a line or string.

Example: 4^2 equals 16 in many programming languages.

Ctrl (Control key)

A modifier key used with others to issue commands such as copy, paste, or save.

Example: Press Ctrl + C to copy highlighted text.

Delete (Del) key

Removes the character to the right of the cursor or selected content in many applications.

Example: Use the delete key to remove unwanted characters.

Escape (Esc) key

Cancels current operations or exits full-screen modes and menus in many programs.

Example: Press Esc to exit the slideshow.

Function key (F1-F12)

A row of keys that perform special actions or open system tools depending on software context.

Example: F1 often opens Help in many applications.

Hash (#) key

A symbol key used to denote numbers or as a comment marker in code.

Example: Use # to write a comment in Python.

Page Down (PgDn) key

Scrolls down one screen-length or page in a document or browser.

Example: Press PgDn to quickly scroll through a PDF file.

Page Up (PgUp) key

Scrolls up one screen-length or page in a document or browser.

Example: Press PgUp to return to the top of the document.

Scroll Lock key

A rarely used key that once controlled text scrolling in older systems.

Example: Most users never need the scroll lock key today.

Tab key

Moves the cursor forward to the next tab stop or form field.

Example: Press Tab to jump to the next field in an online form.

Keyboard Symbols & IT Meanings. Alternative Definitions of Keyboard Symbols

& (ampersand)

Symbol used in programming and formal writing to replace the word ‘and’.

*** (asterisk)**

Wildcard character in search tools and a symbol for multiplication in math.

@ (at sign)

Used in email addresses and to tag users in social media or online forums.

\ (backslash)

A character mainly used in Windows file paths and escape characters in code.

Brackets { }

Curly braces used to group statements or code blocks in programming.

Case

Typographic style indicating uppercase or lowercase letters.

/ (forward slash)

A path separator in Unix systems and also used in URLs.

> (greater than)

A comparative operator showing that one value is larger than another.

< (less than)

A mathematical symbol showing one value is smaller than another.

- (minus sign)

Indicates subtraction or negative value.

Parentheses ()

Used to enclose additional information or group expressions.

% (percent sign)

Symbol representing parts per hundred, commonly used in statistics.

+ (plus sign)

Operator for addition or to indicate a positive number.

[] (square brackets)

Encloses optional content, often in code or academic text.

~ (tilde)

Used to indicate approximation or refer to a user directory in Unix.

_ (underscore)

Replaces spaces in file names or identifiers, often used in programming.

Office Safety

Accident

Definition: An unforeseen happening that causes harm to people or objects.

Example: When Brian slipped on the wet floor and sprained his ankle, it was considered a workplace accident and his medical bills were covered by insurance.

Alarm

Definition: A feeling, sound, or device warning of danger.

Example: Everyone had to evacuate the building when the smoke detector suddenly sounded the alarm, but luckily Joe had just burnt popcorn in the office microwave, so nobody was hurt.

Ambulance

Definition: A special vehicle designed and equipped to quickly take injured and sick people to the hospital while already providing some medical care.

Example: The first step you should always take when you witness a serious accident is to call an ambulance, then to provide first aid.

Contagious

Definition: Able to be transferred from one person or animal to another, often through close contact.

Example: When the Coronavirus first started spreading, many offices had to shut, as it was contagious and spread easily.

Contaminated

Definition: Tainted, unclean or impure; having acquired a harmful substance such as bacteria or parasites.

Example: The dish Arnold brought to the office potluck dinner turned out to be contaminated and gave everyone food poisoning.

Drill

Definition: A training exercise to prepare people for certain situations.

Example: During the fire drill the alarms rang, and everybody had to follow the company's safety protocol and act as if there were a real fire.

Emergency

Definition: A sudden and possibly dangerous situation which requires immediate action.

Example: It is important for every organization to have an emergency plan in place, including the provision and marking of emergency exits, instructing employees what to do in case of emergency, and more.

Equipment

Definition: Resources and gadgets used for a particular purpose.

Example: Certain tasks require protective equipment such as helmets, safety glasses, gloves, etc., in order to minimize risk for workers.

Evacuate

Definition: To leave or remove somebody from a place of danger at once.

Example: The building had to be evacuated because of a bomb scare.

Feel off

Definition: To not feel normal; to feel bad or weird.

Example: She simply said she felt off, as she wasn't quite able to describe the mixed sensations of nausea, vertigo, and weakness that she was experiencing, and she did not want to worry her co-workers.

First aid

Definition: The process of giving initial basic medical treatment.

Example: As part of the onboarding process, it is company policy that all employees must attend a first aid training workshop.

Insurance

Definition: A legal agreement where a third party company provides financial compensation in the event of a previously specified case, such as loss, damage, or injury.

Example: Most workplaces provide insurance for employees in case of injury or illness.

Mindful

Definition: To be deliberately aware of and factor in.

Example: Always be mindful and pay attention to your environment so as to not miss any signs of danger.

Prevention

Definition: The act of taking measures to keep something from happening.

Example: Inside or outside the workplace, the same rule applies: Prevention is better and easier than cure, so always practice caution and don't take unnecessary risks.

Protect

Definition: To keep a person or item safe.

Example: Every company must have policies in place to protect their employees' physical and mental health, and be prepared for different hazardous scenarios.

Regulations

Definition: A set of rules and instructions imposed by an authority and often enforced through penalties.

Example: Pay attention to your employer's health and safety regulations, such as hygiene regulations and safety practices.

Risk

Definition: Exposure to potential danger or harm.

Example: The company has a small department that deals exclusively with risk assessment and risk management, in order to be prepared for any situation.

Sanitize

Definition: To make germ free and hygienic, to disinfect.

Example: The cleaning staff are instructed to sanitize all office surfaces at the end of each day.

Standard

Definition: A certain level or criteria that serves as a point of reference.

Example: All company equipment must fit a certain standard to be allowed to be in use.

Up to scratch

Definition: Satisfactory, meeting a standard.

Example: Company equipment is inspected regularly to make sure that everything is up to scratch and does not pose a risk to employees who handle it.

Quality Assurance Essentials: Modern Testing

Acceptance Test

A final validation to determine if a system meets the business needs before it goes live.

Automated Testing

The process of running tests automatically using software tools to reduce manual effort and increase repeatability.

Black Box Testing

Evaluating a system's functionality without access to its internal structure or source code.

Build

A specific version of software compiled and packaged for testing or deployment.

Functional Testing

Examining software features to ensure they deliver the expected outputs from specific inputs.

Integration Testing

Testing combined components or systems to assess their interactions and data flow between them.

Manual Testing

Human-driven testing activities where no automation tools are used to find software bugs.

Production

The live environment where real users interact with the finalized version of a system or application.

Production Error Monitoring

Continuous surveillance of a live system to detect and report operational issues in real time.

Quality Assurance (QA)

The systematic process of monitoring and evaluating software to maintain and improve quality standards.

Regression Testing

Rechecking previously tested functionality to ensure that recent changes didn't introduce new bugs.

Release

The official distribution of a finished software product to users or customers.

Smoke Testing

Initial testing to confirm that critical functionalities are stable and the system is test-ready.

Staging

A replica of the production environment used for testing before final release.

System Test

Comprehensive testing of the entire integrated system to ensure it meets all requirements.

Test Case

A documented set of conditions and steps used to verify a specific software behavior or function.

Unit Testing

Verifying that individual parts of the software, like functions or methods, work as expected in isolation.

UX (User Experience)

How users feel when interacting with a system, including usability, satisfaction, and overall impression.

UI (User Interface)

The visual layout and interactive elements that users engage with in an application.

White Box Testing

Testing where the internal logic, code paths, and structure of a program are visible and examined.

Digital Storage Media Glossary. Glossary of Removable Storage Devices**BD (Blu-Ray Disc)**

A high-capacity optical disc used mainly for high-definition video and data backup.

CD-ROM

A read-only disc format commonly used in the 90s and 2000s for software and media.

CD-R

A writable CD format that can be burned once, storing up to 650 MB of data.

DVD

An optical disc used for multimedia storage, offering higher capacity than a CD.

DVD-R

A type of DVD that can be recorded once; commonly used for personal backups.

Diskette

A small, flexible magnetic disk used for data storage in older computers.

Flash Drive

A portable USB memory stick for storing and transferring digital files.

Medium

Any material or device used to store or transmit data.

Punch Card

An early data storage method using holes in paper to represent information.

SD (Secure Digital)

A tiny memory card used in cameras and mobile devices to store digital data.

Tape Drive

A magnetic storage device mainly used in the past for large backups and archives.

Tech Memory & Storage Essentials – Alternative Definitions**EPROM**

A memory chip that retains data even without power and can be erased using UV light.

Floppy disk drive

An outdated storage device that uses small removable magnetic disks to store data.

Hard disk drive

A traditional computer storage unit that writes data on spinning disks.

Magnetic storage

A method for saving data by altering magnetic fields on a medium's surface.

Non-volatile

Describes memory that retains data when the device is turned off.

Optical storage

A technology that uses lasers to read/write data on CDs, DVDs, and Blu-rays.

Quantum memory

An advanced form of memory that stores quantum data like entangled photons.

RAM

A fast memory type used for short-term data storage in active processes.

ROM

Permanent memory used to store unchangeable instructions for devices.

Semiconductor storage

A digital storage system based on electronic chips, such as flash memory.

SSD

A modern, fast storage device without moving parts, using flash memory.

SAN

A high-speed network setup linking storage units to servers.

Video memory

Special memory for storing data needed by a computer's graphics card.

Volatile

Memory that is cleared when power is turned off.

Types of Computers and Devices: Practical Definitions & Real-life Examples

Barebone

Definition: A partially assembled computer kit that needs extra parts to work.

Example: I bought a barebone kit and added my own components to create a custom PC.

Convergence

Definition: When different devices combine their features into one.

Example: My smartphone shows convergence-it's a phone, camera, and music player in one.

Desktop computer

Definition: A stationary computer used on desks, with separate screen, mouse, and keyboard.

Example: Most companies still rely on desktop computers for everyday work.

Embedded system

Definition: A built-in computer system used to control a machine or gadget.

Example: Our washing machine uses an embedded system to manage the washing cycles.

Form factor

Definition: The physical size and shape of a computer or its components.

Example: The form factor of the motherboard affects which case you can use.

Laptop

Definition: A portable computer that includes a screen, keyboard, and battery.

Example: She always carries her laptop to work and uses it during travel.

Legacy system

Definition: An old system still in use because replacing it is costly.

Example: We still use a legacy system because it runs our old accounting software.

Netbook

Definition: A very small laptop designed for basic online tasks.

Example: A netbook is perfect for emails and browsing while on a trip.

PC (personal computer)

Definition: A computer for individual use, often a desktop or laptop.

Example: He upgraded his PC to run the latest games more smoothly.

PDA (personal digital assistant)

Definition: A small handheld device used before smartphones to manage tasks and contacts.

Example: In the early 2000s, a PDA was a must-have for business travelers.

Print server

Definition: A device or software that connects printers to a network.

Example: Thanks to the print server, everyone in the office can print from one machine.

Router

Definition: A device that connects and directs traffic between networks.

Example: The router at home let's all devices share the same internet connection.

Server

Definition: A computer that provides services and data to other computers.

Example: The company server stores all the employee files and backups.

Smartphone

Definition: A phone that also works like a small computer with internet access and apps.

Example: With a smartphone, I can send emails, video chat, and browse the web.

Supercomputer

Definition: An extremely fast and powerful computer used for complex problems.

Example: NASA uses a supercomputer to model weather and space missions.

Tablet

Definition: A touch-screen computer that is larger than a phone but lighter than a laptop.

Example: He draws on his tablet with a stylus for digital art projects.

Wearables

Definition: Technology you can wear on your body, like watches or fitness trackers.

Example: My wearable tracks my steps and heart rate all day.

Workstation

Definition: A powerful computer for professionals doing intensive tasks.

Example: Her video editing requires a high-performance workstation with extra RAM.

Office Supplies

Binder

Definition: A cover or folder with rings or clips used to hold and organize loose sheets of paper.

Example: She stored all her meeting notes in a red binder for easy access.

Calculator

Definition: A device or app used to perform arithmetic operations like addition or division.

Example: Even with a computer nearby, he used a basic calculator to double-check his figures.

Calendar

Definition: A system or item showing days and months used to schedule events and track dates.

Example: He hung a calendar on the wall to mark off project deadlines.

Desk Organizer

Definition: A storage item placed on a desk to keep office supplies like pens and clips tidy.

Example: With her new desk organizer, she finally found her scissors without digging through drawers.

Envelope

Definition: A flat paper sleeve used to enclose documents or letters for mailing or storage.

Example: The contract arrived in a sealed brown envelope.

Extension Cord

Definition: A long cable with additional sockets allowing multiple devices to be plugged in farther from the wall.

Example: We had to use an extension cord to connect the projector during the conference.

Flipchart

Definition: A large pad of paper on a stand used for writing or drawing during meetings or lectures.

Example: She drew a diagram on the flipchart to explain the marketing strategy.

Highlighter

Definition: A brightly colored pen used to emphasize or mark key information in texts.

Example: He used a pink highlighter to underline all the important statistics in the report.

Hole Punch

Definition: A tool that punches holes into paper so it can be placed in a ring binder.

Example: Before handing in the documents, she used a hole punch to prepare them for filing.

Notepad

Definition: A small book of blank or lined pages for making notes.

Example: He jotted down the client's phone number on his notepad.

Notice Board

Definition: A public board for displaying important announcements or information.

Example: The schedule changes were pinned to the notice board in the break room.

Paperclip

Definition: A metal or plastic clip used to hold sheets of paper together.

Example: She attached the receipt to the report using a paperclip.

Printer

Definition: A machine that produces physical copies of digital documents or images.

Example: The printer jammed just as he was about to print the final version of the proposal.

Ruler

Definition: A straightedge tool used for drawing lines or measuring length.

Example: He used a ruler to align the text on the poster perfectly.

White-collar

Definition: A permanent marker pen used for labeling or drawing, available in various colors.

Example: She labeled all the boxes with a black Sharpie.

Staple

Definition: A small metal fastener used to bind sheets of paper by piercing and folding them.

Example: He secured the invoice pages together with a staple.

Sticky Notes

Definition: Small adhesive-backed papers used for temporary notes or reminders.

Example: He left a sticky note on her computer reminding her about the call.

Tape

Definition: A strip of sticky material used to hold things together or fix items in place.

Example: She used tape to put the notice on the office door.

Whiteboard

Definition: A smooth, white surface used for writing or drawing with dry-erase markers.

Example: During the meeting, he sketched the workflow on the whiteboard.

Wi-Fi Router

Definition: A device that provides wireless internet access to computers and mobile devices.

Example: The Wi-Fi router was placed in the center of the office to ensure strong signal everywhere.

Alternative Definitions

Apply

To formally ask for something, such as a job or position, usually by filling out forms or sending a letter.

Attend

To be present at an event, meeting, or activity.

Candidate

A person who is trying to be selected for a job, position, or award.

Certificate

An official paper that confirms you have completed a course or training.

Current

Happening or existing now; belonging to the present time.

Dismiss

To remove someone from their job, often for breaking rules or not performing well.

Fill in

To complete a form or document by writing the required information.

Hire

To give someone a job and start paying them for their work.

Position

A specific job or role within a company or organization.

Probationary period

A trial phase for a new employee, during which the employer can decide whether to keep them permanently.

Recruit

To find and bring in people to work in an organization.

Reference

A recommendation or feedback from a former employer about a person's skills and behavior at work.

Relevant

Directly connected or important to the matter at hand.

Resume

A written summary of your education, work experience, and skills, used to apply for jobs.

Submit

To formally send or present something, such as a form or document, for consideration.

Key IT Software Terms

Abort

Definition: To intentionally stop a process or operation before it is completed.

Example: The technician had to abort the file transfer when the network disconnected.

Bug

Definition: A flaw in the code that causes a program to behave incorrectly.

Example: A bug in the payment system caused some transactions to fail.

Closed source

Definition: Software whose source code is not publicly shared or modifiable.

Example: The new game was closed source, so no one could create custom mods for it.

Compatible

Definition: Able to function with another system or device without conflict.

Example: This app is compatible with both Android and iOS devices.

Crash

Definition: A situation where software or hardware stops functioning unexpectedly.

Example: After the crash, she lost all her unsaved progress in the project.

End user

Definition: The person who actually uses a product, especially software.

Example: The app was redesigned to better meet the needs of the end user.

Error

Definition: An incorrect result or action caused by a fault in the system.

Example: The screen showed an error because the user entered an invalid password.

Execute

Definition: To run a program, script, or command.

Example: To install the update, you must execute this file with administrator rights.

Feature

Definition: A specific function or capability of a software application.

Example: The new photo editor includes a feature that removes red-eye automatically.

IDE

Definition: A software suite that provides tools for writing, testing, and debugging code.

Example: She used an IDE to build and test her mobile app more efficiently.

Open source

Definition: Software that allows users to view and modify its source code freely.

Example: Many developers support open source projects to improve them collaboratively.

Programmer

Definition: A person who writes and maintains computer software.

Example: The programmer fixed several bugs before releasing the update.

Proprietary

Definition: Owned and controlled by a company, often with restricted access or usage.

Example: The video editing tool uses proprietary technology that isn't shared publicly.

Restriction

Definition: A limitation or rule that controls how something can be used.

Example: Due to restrictions, the app can't be downloaded in certain countries.

Usability

Definition: The degree to which software is easy to use and understand.

Example: The usability of the new interface helped increase customer satisfaction.

Software Fundamentals

CLI Tools

Definition: A limitation or rule that controls how something can be used.

Example: Due to restrictions, the app can't be downloaded in certain countries.

Data Compression

Definition: The process of reducing the size of files to optimize storage or transfer.

Example: She compressed the video before sending it via email.

Driver Software

Definition: A program that enables the operating system to communicate with hardware devices.

Example: After installing the printer driver, the device worked perfectly.

Access Rights

Definition: Rules that specify which users can read, modify, or execute a file or folder.

Example: He couldn't open the document because he lacked the necessary access rights.

Disk Formatting

Definition: The act of setting up a storage device to hold data by removing all previous content.

Example: Before using the USB stick, she formatted it to ensure compatibility.

Graphical Interface

Definition: A visual system of icons and menus used to interact with the computer.

Example: New users find the graphical interface easier to use than typing commands.

Invisible Files

Definition: Files that are not displayed in the file explorer unless specific settings are changed.

Example: He accidentally removed hidden files that were critical to the application.

System Core (Kernel)

Definition: The main program in an OS that controls hardware and manages system resources.

Example: They had to update the kernel to improve hardware compatibility.

Open-Source OS

Definition: A freely available and modifiable operating system based on Unix principles.

Example: She preferred using Linux for her development projects.

Task Switching

Definition: The ability of a system to run multiple operations seemingly at the same time.

Example: The operating system supports multitasking, allowing users to browse and download simultaneously.

Computer Platform

Definition: Software that acts as a bridge between the user and the computer hardware, enabling other applications to run.

Example: The developer ensured the program worked across multiple platforms like macOS and Linux.

Log In

Definition: To gain access to a system by providing valid credentials.

Example: He logged in to his account to check the project updates.

Log Out

Definition: To exit a user session and disconnect from the system or network.

Example: She always logs out of public computers for security.

Emulated System

Definition: A software environment that imitates a different computer system.

Example: Using a virtual machine, he tested the app on several operating systems.

UNIX Display System

Definition: A graphical framework for UNIX systems that provides support for multiple desktop environments.

Example: The X11 system made his Linux desktop feel familiar and flexible.

Projects

Assess

To evaluate the value, condition, or significance of something.

Brainstorm

To generate a wide range of ideas quickly, usually in a group, without filtering or judging.

Budget

An organized plan outlining income and expenses over a period of time.

Deadline

A specific date or time by which a task must be completed.

Delegate

Someone appointed to represent others in meetings or negotiations.

Initial

Referring to the first step or earliest phase of something.

Launch

To officially start a new activity, event, or product rollout.

Milestone

A key event or achievement that marks progress in a project or journey.

Objective

A specific target or purpose set to be achieved.

Ongoing

Continuing without interruption; currently in progress.

Resource

Something or someone that can be drawn upon for support or to accomplish a goal.

Schedule

A detailed plan showing when specific tasks or events will occur.

Timeframe

The duration or limit within which a project or activity is set to take place.

Update

To revise or bring something current with new data or modifications.

Volunteer

An individual who willingly offers to do something without pay or obligation.

Key Concepts in Modern Software Systems

Agile

Definition: A flexible method of software creation based on quick changes and team collaboration in short cycles.

Example: Agile allowed the developers to adjust the features after user feedback during each sprint.

Alpha

Definition: An early, basic version of a program that includes key features but is not stable.

Example: The alpha version had all tools visible, but it crashed frequently during use.

Beta

Definition: A software version prepared for wider testing, with most functions working but still being polished.

Example: Testers downloaded the beta to help find bugs before the final release.

Development cycle

Definition: The entire journey of software from an idea to a finished product.

Example: They followed a strict development cycle, beginning with planning and ending with customer training.

Freemium

Definition: A product given for free that offers paid upgrades for extra tools.

Example: The game used a freemium model, where players could buy more levels and weapons.

Help file

Definition: A digital guide or manual included in a program to assist users.

Example: She opened the help file to learn how to format a table in the app.

MVP (minimum viable product)

Definition: A basic version of a product with only essential functions to test interest.

Example: They launched the MVP to gather feedback before adding more features.

Patch

Definition: A quick fix for software issues or vulnerabilities.

Example: The developer released a patch to stop the app from freezing unexpectedly.

Perform a meaningful task

Definition: To carry out an action that brings real value or purpose.

Example: Without proper input, the program cannot perform a meaningful task.

Productive

Definition: Efficient at achieving results or completing tasks.

Example: He felt more productive using a dual-monitor setup for coding.

RC (release candidate)

Definition: A nearly final software version awaiting last approval.

Example: The RC version included all features and was sent to stakeholders for confirmation.

Rest at ease

Definition: To feel relaxed and free from worry.

Example: You can rest at ease knowing your files are backed up in the cloud.

SDLC (software development life cycle)

Definition: A structured plan used to build, release, and maintain software.

Example: Their team followed the SDLC closely, ensuring each phase was completed before moving forward.

Trial version

Definition: A temporary version of software used to test its features before buying.

Example: He installed the trial version to see if the software met his editing needs.

Upgrade

Definition: To improve or replace a system or software with a better version.

Example: She upgraded her graphics software to use the latest 3D rendering features.

Waterfall

Definition: A step-by-step approach to software projects with fixed plans and timelines.

Example: Their manager preferred the Waterfall model because the project had clear, fixed goals.

You should be wary

Definition: A warning to stay cautious about risks or hidden problems.

Example: You should be wary of downloading free apps without checking reviews first.

Climbing the Career Ladder

Adapt

Definition: To adjust your behavior or attitude in response to new conditions.

Example: When she moved to a new country, she had to adapt to a completely different work culture.

Appraisal

Definition: A formal review where an employee's work is discussed and evaluated.

Example: During my annual appraisal, my manager praised my teamwork and problem-solving skills.

Background

Definition: A person's education, work experience, and personal history.

Example: Despite his background in teaching, he successfully transitioned into marketing.

Career ladder

Definition: A metaphor for upward progression in one's job or profession.

Example: She climbed the career ladder quickly and became a senior analyst within three years.

Dead-end

Definition: A position or situation with no chance of progress or promotion.

Example: He left the company because the job felt like a dead-end without any future potential.

Demotion

Definition: A reduction in rank or status at work, often due to poor performance.

Example: After several customer complaints, the team leader received a demotion.

Fast track

Definition: A program or method designed to promote rapid career advancement.

Example: She was placed on the fast track for leadership due to her outstanding achievements.

Gain

Definition: To earn or obtain something valuable through effort or experience.

Example: He gained new skills by working on international projects.

Impress

Definition: To make a strong, favorable impact on someone's opinion.

Example: Her clear presentation and confident delivery really impressed the interview panel.

Peer

Definition: Someone with equal status, ability, or position.

Example: Employees often learn best when collaborating with their peers.

Promotion

Definition: An advancement to a higher-level position within a company.

Example: His excellent performance led to a well-deserved promotion.

Prospects

Definition: The potential for success or advancement in the future.

Example: Graduates in this field have strong job prospects.

Rapid

Definition: Happening or developing very quickly.

Example: The intern showed rapid improvement in his technical skills.

Restructuring

Definition: A significant change in the way a company is organized.

Example: The company's restructuring led to new departments and job roles.

Training

Definition: Organized instruction to develop skills needed for a job.

Example: The training provided gave her the confidence to handle customer complaints.

Business Travel**Check in**

Definition: To officially record your arrival at a location such as a hotel or airport.

Example: We need to check in two hours before the flight departs.

Claim

Definition: A formal request for money owed, especially from insurance or expenses.

Example: After the trip, she submitted a claim for travel reimbursement.

ETA (estimated time of arrival)

Definition: The projected time when someone or something is expected to reach a destination.

Example: The driver called to say his ETA is now 5:45 due to traffic.

Expenses

Definition: Costs that are necessary for business or personal activities, often reimbursed.

Example: He kept all his taxi receipts to report his travel expenses accurately.

Facilities

Definition: Services or infrastructure provided for convenience, productivity, or comfort.

Example: The resort offers meeting facilities equipped with modern technology.

Field sales representative

Definition: An employee who travels to meet clients and promote or sell products in person.

Example: Field sales representatives often spend most of the week on the road visiting clients.

Fleet

Definition: A group of vehicles or aircraft managed by one organization.

Example: The company expanded its fleet to include electric delivery vans.

Freshen up

Definition: To clean yourself or change clothes to feel more comfortable or presentable.

Example: She went to the restroom to freshen up before her job interview.

Hold up

Definition: Something that causes a delay or interruption in progress.

Example: A technical issue caused a hold up in the morning presentation.

Itinerary

Definition: A detailed plan or schedule outlining travel or event arrangements.

Example: Our travel agent sent us a digital copy of the entire itinerary.

Per diem

Definition: A fixed daily payment given to employees for daily business travel costs.

Example: Her per diem covered meals, transportation, and small incidentals.

Rush hour

Definition: The period of the day when roads and public transport are most crowded.

Example: He always avoids scheduling meetings during the morning rush hour.

Set off

Definition: To begin a trip or move toward a destination.

Example: They set off before sunrise to catch the early ferry.

Traffic jam

Definition: A situation where traffic is heavily congested and barely moving.

Example: We missed the train because of a massive traffic jam on the highway.

Venue

Definition: A designated place where events, meetings, or performances occur.

Example: The concert was held at a popular outdoor venue in the city.

Technology in the Workplace

Automated

Definition: Controlled or performed by machines without human intervention.

Example: The warehouse uses automated robots to organize and retrieve packages.

Breakdown

Definition: A failure or stop in functioning of a system or machine.

Example: There was a major breakdown in the computer network that delayed all operations.

Breakthrough

Definition: A major achievement or discovery that advances knowledge or technology.

Example: The team made a breakthrough in battery technology, allowing electric cars to go twice as far.

Centralize

Definition: To consolidate control or functions in one place or authority.

Example: They centralized their IT operations to improve data security and reduce costs.

Device

Definition: A piece of electronic or mechanical equipment used for a specific task.

Example: The smartwatch is a convenient device for tracking health and receiving notifications.

Facilitate

Definition: To make a process or action easier or smoother.

Example: Cloud computing facilitates collaboration between global teams.

Forecast

Definition: To project or estimate future outcomes based on data.

Example: Analysts forecast a 20% increase in tech sector jobs over the next five years.

Intranet

Definition: An internal private network accessible only to an organization's members.

Example: The company's intranet offers access to HR documents and internal communications.

Monitor

Definition: To observe, check, or keep track of something over time.

Example: Managers monitor employee performance using weekly progress reports.

Outsource

Definition: To contract out tasks to an external provider.

Example: The company outsourced its customer service to a firm in the Philippines.

Overcome

Definition: To successfully resolve or rise above a difficulty or challenge.

Example: With teamwork and effort, they overcame the delays caused by the software bug.

Streamline

Definition: To improve efficiency by simplifying or eliminating unnecessary elements.

Example: They streamlined the onboarding process by using digital forms and training videos.

Techie

Definition: Someone who is highly skilled and enthusiastic about technology.

Example: As a true techie, Maria built her own PC and regularly updates its software.

Telecommuting

Definition: Working remotely using digital communication tools.

Example: After the pandemic, many companies adopted telecommuting as a permanent option.

Video Conferencing

Definition: Online meetings where participants can see and hear each other.

Example: We held a video conferencing session with our New York office to review the new project.

Company Benefits and Compensation

Accommodation

Definition Housing, a place to live and stay

Example: On-site accommodation is a common benefit for employees working in hospitality, especially in hotels.

Benefit

Definition: An advantage or profit, especially in a business context

Example: Company benefits are meant to ensure the financial, physical, and emotional wellbeing of an employee.

Bonus

Definition: Additional financial compensation given to an employee beyond normal salary

Example: Bonuses may be given as an incentive to reward an employee's hard work.

Child Care Assistance

Definition: Employer support for their employee's young children

Example: Child care assistance can range from covering childcare costs to on-site daycare.

Commuter Benefits

Definition: Reimbursement for travel costs to and from work

Example: Commuter benefits are important because traveling expenses can be very high.

Company Sponsored Event

Definition: A function paid for by the employer, attended by employees

Example: Company sponsored events include team building activities and office parties.

Compensation

Definition: Something given to balance out time, effort, or loss; often includes salary and benefits

Example: Compensation at work often goes beyond salary to include perks and benefits.

Employee Recognition Program

Definition: Initiative that appreciates staff achievements

Example: She was nominated for employee-of-the-month through the recognition program.

ESO (Employee Stock Options)

Definition: Right to buy company shares at a set price

Example: Startups often offer stock options in place of higher salaries.

Flextime (Flexible Work Hours)

Definition: Employees choose when they start and end work, within limits

Example: Flextime helps employees with long commutes manage their schedule better.

Health Insurance

Definition: Financial coverage for medical care

Example: In some countries, health insurance is essential due to high medical costs.

Job-Sharing

Definition: Two part-time workers split one full-time role

Example: Martha and Katya share a job to spend more time with their children.

Mental Health Support

Definition: Support for psychological wellbeing

Example: Mental health support is now a valued workplace benefit.

Mentorship Program

Definition: Plan where experienced staff coach newer ones

Example: Mentorship programs provide career guidance and personal support.

Paid Leave

Definition: Time off from work with pay

Example: Paid leave includes vacation, sick days, and public holidays.

Parental Leave

Definition: Time off to care for a new child

Example: Parental leave may be unpaid in some locations, leading to difficult choices.

Raise (Pay Raise)

Definition: Increase in salary

Example: Inflation is considered when determining annual pay raises.

Perk

Definition: Informal, non-financial advantage at work

Example: Perks are nice-to-haves, unlike essential benefits.

Promotion

Definition: Advancement to a higher job position

Example: He hoped his hard work would lead to a promotion.

Remote Work

Definition: Working outside the office, often from home

Example: Hybrid models combine remote work and on-site work.

Retirement Plan

A fund saved during employment for post-retirement use

Example: A retirement plan ensures financial security after stopping work.

Sabbatical

Definition: Extended leave for travel, rest, or learning

Example: The teacher took a sabbatical after a burnout.

Salary

Definition: Regular fixed payment for work

Example: Salaries are often quoted as an annual figure.

Student Financial Assistance

Definition: Support for employee's education expenses

Example: It's popular in the US due to high college tuition.

Wellness Program

Definition: Company initiatives promoting physical and mental health

Example: Wellness programs often offer yoga, massages, and healthy snacks.

American IT Companies

Company	Founded / Location	Known for
Adobe	1982, San Jose, CA	Flash, Photoshop, PDF software
AMD	1969, Santa Clara, CA	x86 processors, GPUs
Amazon	1994, Seattle, WA	E-commerce, cloud computing
Apple	1976, Cupertino, CA	Consumer electronics, usability & design
Cisco	1984, San Jose, CA	Networking, telecom equipment
Dell	1984, Round Rock, TX	Custom PCs, direct sales
Facebook	2004, Menlo Park, CA	Social media, communication, advertising
Google	1998, Mountain View, CA	Search engine, Android, cloud, productivity tools
HP	1939, Palo Alto, CA	PCs, printers, peripherals
Intel	1968, Santa Clara, CA	Microprocessors (first: 4004 in 1971)
IBM	1911, Armonk, NY	Typewriters, mainframes, computers
Microsoft	1977, Redmond, WA	Windows OS, Office suite, Azure cloud
Nvidia	1993, Santa Clara, CA	GPUs (GeForce), AI, crypto mining
Oracle	1977, Redwood Shores, CA	Databases, enterprise software
Symantec	1982, Mountain View, CA	Antivirus, cybersecurity, AI
Western Digital	1970, San Jose, CA	Hard drives, storage technology

Resolving Conflicts

Adjudicate

Definition: To officially decide who is right in a dispute.

Example: The panel was asked to adjudicate the case fairly and impartially.

Advise

Definition: To offer suggestions or guidance based on knowledge or experience.

Example: The panel was asked to adjudicate the case fairly and impartially.

Code of Conduct

Definition: A formal guideline that defines acceptable behaviors within a company.

Example: Every employee must follow the code of conduct to maintain professionalism.

Compromise

Definition: A mutual agreement where both sides make concessions.

Example: They reached a compromise after hours of negotiation.

Conflict

Definition: A serious disagreement, often resulting in tension.

Example: A conflict arose between two departments over project responsibilities.

Disciplinary Action

Definition: Steps taken to correct or punish employee misconduct.

Example: Repeated tardiness led to disciplinary action by the HR department.

Dispute

Definition: A disagreement, especially one that needs to be resolved.

Example: The workers filed a dispute over unpaid overtime.

Existing

Definition: Already in place or currently being used.

Example: We need to upgrade the existing system before launch.

Parties

Definition: The individuals or groups involved in a legal or formal matter.

Example: Both parties agreed to the new terms after mediation.

Run into

Definition: To encounter unexpectedly, often a problem or issue.

Example: We ran into unexpected costs during the renovation.

Settle

Definition: To come to a final agreement or decision.

Example: They settled their differences through open dialogue.

Suspend

Definition: To temporarily stop someone from working due to a rule violation.

Example: The employee was suspended for breaching security protocol.

Tactful

Definition: Skilled in dealing with difficult or sensitive situations without causing offense.

Example: Her tactful handling of the complaint prevented further conflict.

Terminate

Definition: To formally end employment or a contract.

Example: His contract was terminated due to downsizing.

Work Out

Definition: To successfully find a solution or agreement.

Example: They worked out a plan to divide the tasks evenly.

Inside the Machine

New Term	Original Term	Definition in English
Core Controller	BIOS	A program stored in memory that runs first when you turn on your computer and manages basic hardware like the keyboard and screen.
Logic Hub	Chipset	A group of chips on the motherboard that helps parts of the computer communicate and work together.
Task Assistant	Coprocessor	A helper processor that takes care of specific tasks so the main processor can work faster.
Image Maker	Graphics Card	A device that turns digital information into images you see on your monitor.
Graphic Brain	GPU	A special chip built to handle complex visual tasks like 3D modeling or gaming.
Mini Brain	Microprocessor	The main chip in a computer that does most of the thinking and calculations
System Highway	Motherboard	The central board inside a computer where all the parts connect and share information.
Network Link	NIC	A card or port that connects your computer to a network or the internet.
Old Bus Lane	PCI	An older connection method used to plug internal parts like sound or network cards into the computer.
Fast Track Bus	PCI Express	A newer, faster way to connect high-speed components, especially graphics cards.
Power Heart	Power Supply	The unit that gives electricity to all parts of the computer.
Data Connector	SATA	A cable and port type used to connect storage devices like hard drives to the computer.
Sound Studio	Sound Card	A component that lets the computer play and record sound with better quality.
Tech Rules	Spec	A list of detailed requirements or features a device or software must have.
Quick Port	USB	A fast and easy plug used to connect things like flash drives, cameras, or keyboards.

Peripherals

Original Term	Alternative Names	Alternative Definitions
associated	linked, related, connected	having a connection or relationship with something else
daisy chain	chained setup, serial connection	linking several devices together in a line so they function as one extended unit
DIP switch	toggle chip, mini-switch array	a small physical switch used on circuit boards for manual configurations
Display	screen, visual output, interface panel	a device that shows images, data, or visual signals from a computer or other system
Dongle	adapter key, converter stick, security plug	a small device that enables extra functionality or secures software access
Enhance	upgrade, improve, refine	to make something better in quality, function, or appearance
Extend	lengthen, prolong, enlarge	to increase the range, duration, or reach of something
Generic	non-branded, standard, universal	not specific to a brand; applicable in many contexts or for multiple uses
Jumper	circuit link, connector wire	a short piece of wire used to complete or alter circuits on a board
Modem	internet converter, signal translator	a device that switches data between analog and digital forms for communication
monitor	screen display, visual unit	a screen used to see the digital output from a computer
plug and play	auto-setup, instant connect	a feature that allows devices to be recognized and work immediately after connection
Printer	print device, hard copy output	equipment that turns digital data into printed paper form
Scanner	image digitizer, document capture tool	a machine that turns physical pages into digital files
Speaker	sound output, audio box	a component that plays audio by turning electrical signals into sound
Webcam	internet camera, live video lens	a digital camera designed to stream or record video over the internet

Difficult Office Situations

Apologize

Definition: To say sorry for a mistake or wrong action.

Example: He apologized for missing the deadline and promised to complete the task immediately.

Awkward

Definition: Uncomfortable or embarrassing, especially in social situations.

Example: There was an awkward pause when no one knew how to respond to the manager's strange comment.

Breach of contract

Definition: Failure to fulfill an agreement made in a legal document.

Example: The supplier was fined for breach of contract after not delivering the goods on time.

Bullying

Definition: Repeated aggressive behavior intended to hurt or control someone.

Example: The company fired the supervisor after multiple reports of bullying team members.

Derogatory

Definition: Showing a critical or disrespectful attitude.

Example: Her derogatory remarks about the intern's background were completely unacceptable.

Harassment

Definition: Persistent unwanted behavior that causes discomfort or distress.

Example: He filed a complaint against a co-worker for workplace harassment.

Inappropriate

Definition: Not suitable or proper in a specific context.

Example: Wearing jeans to a formal meeting was considered inappropriate.

Keep one's cool

Definition: To stay calm under pressure or in a stressful situation.

Example: Even during the heated discussion, she kept her cool and answered professionally.

Mediate

Definition: To help two sides resolve a disagreement peacefully.

Example: The HR manager mediated the conflict between the departments effectively.

Misconduct

Definition: Improper or illegal behavior, especially by a professional.

Example: The employee was suspended for financial misconduct during audits.

Offensive

Definition: Likely to hurt someone's feelings or be disrespectful.

Example: His jokes were offensive and made everyone uncomfortable.

Procrastinate

Definition: To delay doing something unnecessarily.

Example: I tend to procrastinate, especially when the task is boring.

Professional

Definition: Behaving in a way that shows competence and respect in the workplace.

Example: She handled the angry client professionally and resolved the issue quickly.

Put on the spot

Definition: To be asked to respond or act suddenly without preparation.

Example: He was put on the spot during the meeting and couldn't think of a good answer.

Report someone

Definition: To inform authorities about someone's bad behavior or rule-breaking.

Example: She decided to report the incident to the HR department.

Reputation

Definition: The general opinion others have about someone or something.

Example: The company's reputation for innovation helped it attract top talent.

Stand up for

Definition: To defend or support someone or something publicly.

Example: He stood up for his teammate when the manager criticized her unfairly.

Take credit for

Definition: To claim praise for something, even if one didn't do it alone.

Example: She took credit for the team's idea, which caused tension among colleagues.

Take the high road

Definition: To behave with integrity, even when provoked.

Example: Despite being blamed unfairly, he took the high road and avoided arguing.

Whistleblower

Definition: A person who reveals secret wrongdoing within an organization.

Example: The whistleblower exposed the company's illegal dumping practices.

Writing Effective Emails

Attached

Definition: included as an additional file in an email.

Example: "The invoice is attached to this email for your records."

Best (Best wishes)

Definition: a polite way to close a semi-formal email.

Example: "Hope the project goes well. Best, Daniela"

Catch someone up

Definition: to inform someone about the current state of something they missed.

Example: "Let me catch you up on what happened at yesterday's meeting."

Cheers

Definition: informal way to say goodbye or thanks in an email.

Example: "Thanks for your help earlier. Cheers, Tom"

Dear Sir or Madam

Definition: formal way to start a letter or email when the recipient is unknown.

Example: "Dear Sir or Madam, I am submitting my application for the role advertised."

Follow up

Definition: to check back or contact again about a previous issue.

Example: "Just following up to see if you had a chance to review the proposal."

In advance

Definition: before an event or action takes place.

Example: "We appreciate your cooperation in advance."

In reference to

Definition: regarding or related to something.

Example: "I'm contacting you in reference to our recent phone call."

Inquire

Definition: to ask formally for information.

Example: "I am writing to inquire whether the position is still open."

Keep someone posted

Definition: to regularly provide updates.

Example: "Please keep me posted on any changes to the itinerary."

Regards (Kind regards)

Definition: a respectful and formal way to close a message.

Example: "I await your reply. Kind regards, Henry"

Look forward to

Definition: to be eager or excited about something in the future.

Example: "We look forward to welcoming you next week."

Personalize

Definition: to tailor content specifically for an individual.

Example: "You should personalize your emails to make them more engaging."

Preview

Definition: a short view or summary shown before the full content.

Example: "The preview of your email determines whether it gets opened."

Reach out

Definition: to initiate contact.

Example: "Feel free to reach out if you have any further questions."

Recipient

Definition: the person receiving the email.

Example: "Always double-check the recipient before sending sensitive information."

Sign-off

Definition: the phrase or wording used to end an email politely.

Example: "Use a professional sign-off like 'Best regards' in business emails."

Subject line

Definition: the heading of an email, showing its topic.

Example: "A clear subject line helps your message stand out."

Template

Definition: a ready-made structure for writing emails.

Example: "Using templates saves time when responding to common inquiries."

Tone

Definition: the attitude or feeling expressed in writing.

Example: "Her tone was too casual for a client email."

Business Negotiation

Bargaining

Definition: The act of discussing terms in order to reach a deal beneficial to both sides.

Example: Bargaining with suppliers helped us reduce production costs significantly.

BATNA (Best Alternative to a Negotiated Agreement)

Definition: The most favorable course of action if negotiations fail.

Example: Our BATNA was switching to another supplier if the terms weren't met.

BPA (Best Possible Agreement)

Definition: The most optimal result where all involved parties are satisfied.

Example: We aim to achieve the BPA by aligning both our timelines and budget expectations.

Close a deal

Definition: To finalize and officially confirm a business agreement.

Example: After two weeks of discussion, we finally closed the deal with the distributor.

Concession

Definition: A compromise made to help reach a common agreement.

Example: We made a major concession on price to secure the long-term partnership.

Consensus

Definition: A shared decision or unified agreement reached by all sides.

Example: The board reached consensus on the expansion plan after several hours.

Counter offer

Definition: An alternative proposal made in reply to an initial one.

Example: He rejected their offer and responded with a strong counter offer.

Deadlock

Definition: A situation where no progress can be made due to disagreements.

Example: The negotiations reached a deadlock over intellectual property rights.

Demands

Definition: The specific conditions or outcomes one insists on receiving.

Example: Her demands included higher wages and flexible working hours.

Escalation

Definition: A worsening of a conflict or situation during a negotiation.

Example: The minor disagreement escalated into a serious dispute over payment terms.

Flexible

Definition: Willing to adjust ideas or expectations to reach a solution.

Example: He remained flexible on delivery dates to accommodate our schedule.

High-ball

Definition: To suggest an inflated initial offer, expecting negotiation.

Example: The contractor high-balled the renovation costs, knowing we'd negotiate.

Leverage

Definition: An advantage or power used to influence negotiations.

Example: We used our market share as leverage to demand better terms.

Low-ball

Definition: To make an offer well below the expected price.

Example: The buyer low-balled the asking price, hoping to start negotiations.

MDO (Most Desired Outcome)

Definition: The best-case scenario one wishes to achieve.

Example: The MDO for the team was securing a three-year exclusive deal.

MEEP (Multiple Economically Equivalent Proposals)

Definition: Several offers that differ in form but have equal financial value.

Example: We gave them three MEEPs, offering either a discount, free shipping, or extended terms.

Negotiation

Definition: A strategic conversation aiming for a mutual agreement.

Example: Effective negotiation skills helped us avoid a costly lawsuit.

Ultimatum

Definition: A final condition or demand that must be accepted to avoid consequences.

Example: She gave an ultimatum: a salary raise or she would resign.

Walkaway

Definition: The lowest acceptable deal before choosing to exit the negotiation.

Example: Our walkaway was a 10% profit margin; anything less wasn't worth it.

ZOPA (Zone of Possible Agreement)

Definition: The range within which an agreement is satisfactory for both sides.

Example: As long as we stay within the ZOPA, there's a high chance of closing the deal.

Office Hierarchy

Apprentice

Definition: A beginner learning a skilled trade under the guidance of a professional.

Example: The blacksmith took on a new apprentice to pass down his centuries-old techniques.

Assistant

Definition: A staff member who supports a superior by handling routine and administrative duties.

Example: As a marketing assistant, she scheduled meetings and prepared weekly campaign reports.

Associate

Definition: A worker affiliated with the business, often involved in client-facing or supportive tasks.

Example: As a retail associate, he greeted customers and handled sales transactions.

Board (of directors)

Definition: The group of top-ranking executives in a company, such as CEO, CFO, and COO.

Example: The tech firm announced a shakeup in the C-suite after the data breach.

Chairperson

Definition: The person leading the board of directors and guiding high-level strategic decisions.

Example: As chairperson, she led the annual general meeting and introduced the new growth strategy.

CEO (Chief Executive Officer)

Definition: The highest-ranking officer in a company, responsible for major business decisions.

Example: The CEO presented the company's five-year vision to stakeholders.

CIO (Chief Information Officer)

Definition: The executive in charge of managing and strategizing information systems and technologies.

Example: The CIO launched a cloud migration plan to modernize the firm's data infrastructure.

COO (Chief Operating Officer)

Definition: The leader managing daily operations and ensuring all departments function smoothly.

Example: The COO visited all company branches quarterly to ensure compliance and performance.

CTO (Chief Technology Officer)

Definition: The executive responsible for overseeing the technology strategy and innovation efforts.

Example: The CTO spearheaded the development of the company's first AI-powered tool.

Consultant

Definition: An expert hired to analyze problems and offer tailored solutions in a specific field.

Example: She worked as a sustainability consultant for companies trying to reduce carbon emissions.

Entry-level

Definition: A beginner position requiring minimal professional experience, ideal for recent graduates.

Example: His entry-level job in customer service was a stepping stone to a managerial role.

GM (General Manager)

Definition: A person overseeing the operations and financial performance of a department or business unit.

Example: The hotel's general manager ensured top-quality guest services and managed all departments.

IC (Individual Contributor)

Definition: A non-supervisory employee who is responsible for their own tasks and results.

Example: As a software developer, she thrived as an individual contributor focused on backend architecture.

Intern

Definition: A temporary position for gaining experience, often for students or recent grads.

Example: The intern worked on social media analytics while learning about digital marketing strategies.

Manager

Definition: A person responsible for leading a team and achieving specific department goals.

Example: The logistics manager oversaw warehouse operations and ensured timely delivery of goods.

Middle Management

Definition: A group of managers who implement strategies from executives and supervise lower-level staff.

Example: Middle management played a key role in ensuring that employee feedback reached the executives.

Org Chart (Organizational Chart)

Definition: A visual diagram showing how positions and departments are structured within an organization.

Example: The HR team updated the org chart to reflect the new reporting lines after restructuring.

Trainee

Definition: A new hire undergoing training for a future full-time role within the company.

Example: As a trainee accountant, she rotated through different departments during her first year.

VP (Vice President)

Definition: A senior executive ranked just below C-level who manages departments and supports corporate goals.

Example: The VP of Sales introduced a new strategy that boosted revenue by 15% in one quarter.

Earnings and Rewards

Appraisal

Definition: An official review meeting where an employee's job performance and future goals are discussed.

Example: Sarah felt nervous before her annual appraisal with the department manager.

Bonus

Definition: An additional payment given as a reward for good performance or company success.

Example: All team members received a bonus after the successful launch of the product.

Commission

Definition: Money earned as a percentage of a sale made by the employee.

Example: Emma earned over \$1,000 in commission after selling three luxury cars.

Cut

Definition: A decrease in amount or quantity, often related to pay or budget.

Example: The advertising team suffered a cut in their annual funding.

Face

Definition: To deal with or confront a difficult situation.

Example: The manager had to face the reality of declining profits.

Incentive

Definition: A benefit or reward that encourages someone to perform better.

Example: Employees were given travel vouchers as an incentive to meet their sales targets.

Increment

Definition: A small increase in salary or value, typically on a regular basis.

Example: Her salary will rise by annual increments of 3%.

Minimum wage

Definition: The lowest hourly, daily, or monthly wage that an employer may legally pay an employee.

Example: New workers are paid minimum wage during their training period.

Motivate

Definition: To inspire someone to act or perform better through encouragement or rewards.

Example: A good leader knows how to motivate the team in difficult times.

Overtime

Definition: Work done beyond the regular working hours, often paid at a higher rate.

Example: He worked overtime last weekend to complete the urgent report.

Pension

Definition: Regular payments made to a retired employee, usually from a fund they contributed to.

Example: After 40 years of service, Brian finally retired and began receiving his pension.

Perk

Definition: A special benefit offered by a company, often non-monetary.

Example: Remote work flexibility is one of the most appreciated perks at the tech firm.

Praise

Definition: Positive feedback given to someone for doing something well.

Example: Lina received praise from the client for her exceptional presentation.

Recognize

Definition: To officially acknowledge someone's achievements or efforts.

Example: The CEO recognized the marketing team's success during the annual meeting.

Severance package

Definition: A final compensation provided to employees who are let go from a company.

Example: He was offered a severance package including six months of salary and health benefits.

Video Game Development

AI

Computer behavior that acts like a human player.

Asset

Any game element (image, sound, code).

Bot

A game character controlled by the computer.

Cheat Code

A secret code that makes the game easier.

Collision Detection

System to check when objects bump into each other.

Cutscene

A short movie in the game that tells a story.

FPS (Frames per second)

How smooth the game looks (speed of screen updates).

GDD (Game Design Document)

A written plan for a video game (story, characters, gameplay).

Game Engine

Software used to build games.

Genre

Game type (e.g., shooter, puzzle).

Hitbox

Invisible area that can 'hit' things in the game.

Hurtbox

The area where a character can be damaged.

Lag

Delay between player input and game response.

Level Editor

Tool to make or customize game levels.

Lightmap

Lighting technique to make scenes more realistic.

Mod

Player-made changes to a game.

Nerf

To weaken a game feature.

Replay Value

How fun a game is to play again and again.

Skin

A new look for a character, no gameplay change.

Unity

A popular game development software.

Video Game

Arcade game

Genre with addictive gameplay and high difficulty.

Casual game

Simple, non-offensive games for all ages.

Console

Home gaming computer used with a TV.

Engrossing

Captivating, holds full attention.

First-person

Player sees through the protagonist's eyes.

Indie game

Low-budget game by a small team.

Mobile game

Games made for smartphones/tablets.

Multiplatform

Works on multiple operating systems.

Nostalgic

Evokes longing for the past.

Platform game

Involves running/jumping in obstacle-filled environments.

Puzzle game

Requires thinking and problem-solving.

Quintessential

Perfect example of a genre.

RTS game

Real-time strategy with simultaneous gameplay.

Reminiscent

Reminds one of the past.

RPG

Role-playing game with character progression.

Shooter game

Genre centered on combat and shooting.

Sports game

Simulates athletic activities.

Stealth game

Focuses on sneaky, undetected play.

Subgenre

A subdivision of a main genre.

Survival horror game

Emphasizes fear, darkness, and resource scarcity.

Third-person

Player sees character from outside view.

AAA (Triple-A)

Big-budget, blockbuster-style game.

Ubiquitous

Found everywhere, very common.

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