ภาษาอังกฤษ A2 บทที่ 11: เทคโนโลยีและการสื่อสาร

อุปกรณ์และอินเทอร์เน็ต การโทรศัพท์และอีเมลในที่ทำงาน Present Perfect กับ just / already / yet กริยาวลี สรรพนามสะท้อนกลับและ each other พร้อมชุดอีเมลโต้ตอบเรื่องการติดตั้งระบบไอทีให้อ่าน การจดข้อความทางโทรศัพท์ อีเมลที่ทำงานให้เขียน และการทบทวนบทเรียน ใบงาน 9 ใบพร้อมเฉลย

ENGLISH A2 · UNIT 11

Technology and Communic...

After this unit you can:

- ☐ I can say what I have just done, what I have already done and what I haven't done yet.
- ☐ I can use common phrasal verbs for devices and daily tasks (turn on, log in, pick up, fill in).
- ☐ I can say that people do things themselves or for each other (by myself, each other).
- ☐ I can make and answer a phone call at work, take a message and write a short work email.

9 printable worksheets · answer keys included

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ENGLISH A2 · UNIT 11 · VOCABULARY Name: _____ Date: _____

Devices and the internet

Focus: vocabulary: devices and the internet (laptop, charger, password, download)

laptop screen keyboard mouse printer charger battery headphones app password username Wi-Fi download upload install update click link attachment file folder website social media video call search

1 Match the words and the definitions.

1. keyboard	a. The word you need to log in.
2. charger	b. You write with it on a computer.
3. password	c. A file that you send with an email.
4. attachment	d. Plug it in when there's no battery.

2 Complete the sentences with words from the box. Use each word only once.

Example: I _____ the film to my laptop to watch it on the train. → downloaded

1. The app is two years old. Please _____ it to the newest version.
2. I've downloaded the app, but I can't _____ it. There isn't enough space.
3. Please _____ your photos to the website so everyone can see them.
4. _____ on the blue link to open the timetable.
5. The _____ in my laptop is old, so it only works for an hour.
6. My _____ is anna.k, but I don't remember my password.
7. The _____ in this café is free, but it's very slow.

3 Put the words in the correct column.

Example: headphones → Parts and devices

screen website attachment click mouse Wi-Fi folder install

Parts and devices	The internet	Email and files	Verbs

ANSWER KEY

1 1 b, 2 d, 3 a, 4 c **2** 1 update, 2 install, 3 upload, 4 Click, 5 battery, 6 username, 7 Wi-Fi **3** Parts and devices: screen, mouse | The internet: website, Wi-Fi | Email and files: attachment, folder | Verbs: click, install

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ENGLISH A2 · UNIT 11 · VOCABULARY Name: _____ Date: _____

Phone calls and emails at work

Focus: vocabulary: phone calls and emails at work (voicemail, reply, forward, urgent)

call back **leave a message** **voicemail** **text message** **reply** **forward** **attach** **subject** **signature** **urgent** **confirm** **cancel** **remind** **reminder** **invite** **invitation** **contact** **extension** **engaged** **hold on** **colleague** **spelling** **regards** **attend** **arrange**

1 Choose the correct word.

Example: Can you _____ on a moment? I'll find the file. (hold / attach / reply) → hold

1. Mr Baxter is out. Could you _____ later? (call back / hang up / attend)
2. Lena's phone was _____. I'll call again later. (engaged / urgent)
3. The email _____ was 'Meeting on Friday'. (signature / subject / spelling)
4. Sara sent everyone a _____ about the training. (reminder / signature)
5. I'm in a meeting, so I'll _____ to you later. (reply / forward / attach)
6. It's _____! They need the report before five. (urgent / engaged)
7. Could you _____ a meeting for Monday? I'm free all day. (arrange / attend / forward)

2 Complete the table with the verb or the noun.

Example: attach → attachment

Verb	Noun	Verb	Noun
invite	_____	_____	reminder
sign	_____	_____	spelling
_____	arrangement	complain	_____

3 Complete the email with words from the box above.

Example: Dear Ms Alvarez, I'm writing to _____ you to our training. → invite

1. Hi Ken, I can't log in. Could you _____ that my username is 'ani.k'?
2. Also, please _____ Lena that the video call is on Tuesday.
3. If she can't attend, we'll have to _____ it.
4. Could you _____ this email to Mark, too? He needs the date.
5. I'll _____ the file to this email. Open it on your laptop.
6. Best _____, Ani

ANSWER KEY

1 1 call back, 2 engaged, 3 subject, 4 reminder, 5 reply, 6 urgent, 7 arrange **2** 1 invitation, 2 remind, 3 signature, 4 spell, 5 arrange, 6 complaint **3** 1 confirm, 2 remind, 3 cancel, 4 forward, 5 attach, 6 regards

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ENGLISH A2 · UNIT 11 · GRAMMAR Name: _____ Date: _____

Present perfect: just, already, yet

Focus: present perfect with just, already and yet; word order; past simple contrast

GRAMMAR: JUST, ALREADY, YET

just = a moment ago · **already** = before now: I've **just** sent it. She's **already** left.
yet = until now. It goes at the end of questions and negatives: Have you printed it **yet**?
just / **already** go between have and the participle. With a time (an hour ago), use the past simple.

1 Complete with the present perfect, using short forms in negatives.

Example: Anna has _____ (just / call) the customer. → just called

1. Tom has _____ (just / send) the bill to the customer.
2. I _____ (not / read) your email yet. Sorry!
3. _____ you _____ (print) the contract yet? The meeting is at ten.
4. We have _____ (already / fix) the printer, so you can use it.
5. Sara _____ (not / log in) yet. Her password doesn't work.
6. _____ Lena _____ (reply) to the invitation yet?
7. He has _____ (already / install) the app on his phone.

2 Choose the correct form.

Example: She's _____ gone home. (yet / just / ago) → just

1. I _____ the report to Mark an hour ago. (sent / have sent)
2. I haven't called the IT team _____. (just / already / yet)
3. Lucy _____ the office. Call her mobile. (has just left / has left just)
4. We _____ the new printer yesterday. (have set up / set up)
5. Luis has _____ finished the training. (yet / already / ago)

3 Put the words in order.

Example: just / I've / logged in / . → I've just logged in.

1. she / has / just / filled in / the form / .

   _____

2. you / have / the file / uploaded / yet / ?

   _____

ANSWER KEY

1 1 just sent, 2 haven't read, 3 Have / printed, 4 already fixed, 5 hasn't logged in, 6 Has / replied, 7 already installed **2** 1 sent, 2 yet, 3 has just left, 4 set up, 5 already **3** 1 She has just filled in the form. | 2 Have you uploaded the file yet?

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ENGLISH A2 · UNIT 11 · GRAMMAR Name: _____ Date: _____

Phrasal verbs: turn on, log in, pick up

Focus: phrasal verbs for devices and tasks (turn off, log in, set up); separable verbs

GRAMMAR: PHRASAL VERBS

turn / switch **on** / **off** · turn **up** / **down** · plug **in** · log **in** / **out** · set **up** · fill **in** · print **out**
back **up** · pick **up** · put **down** · look **up** · find **out** · call **back** · hang **up** · give **up**
Separable: Turn **it** on. Pick **her** up. (NOT turn on it) · Not separable: look **for** it, wait **for** him

1 Match the phrasal verbs and the meanings.

1. find out	a. stop trying to do something
2. fill in	b. make a new laptop ready to use
3. set up	c. end a phone call
4. back up	d. write your details on a form
5. give up	e. save your files in a second place
6. hang up	f. get information that you need

2 Complete with on, off, up, down, in, out or back.

Example: Hang _____ and try the number again. → up

1. It's dark in here. Could you switch the lights _____?
2. Please back _____ your files every Friday.
3. The music is too loud. Can you turn it _____ a bit?
4. Plug _____ your headphones and click on the video.
5. She didn't answer, so I'll call _____ in ten minutes.
6. The laptop is very hot. Turn it _____ and wait ten minutes.
7. Can you find _____ what time the training starts?
8. Can you pick _____ the phone? It's Mr Ortega for you.

3 Correct the mistake in each sentence.

Example: Please pick up it before five. → Please pick it up before five.

1. The printer is off. Can you turn on it?

   _____

2. I don't know this word. I'll look up it online.

   _____

3. Put down it and look at the screen, please.

   _____

ANSWER KEY

1 1 f, 2 d, 3 b, 4 e, 5 a, 6 c **2** 1 on, 2 up, 3 down, 4 in, 5 back, 6 off, 7 out, 8 up **3** 1 The printer is off. Can you turn it on? | 2 I don't know this word. I'll look it up online. | 3 Put it down and look at the screen, please.

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ENGLISH A2 · UNIT 11 · GRAMMAR Name: _____ Date: _____

Reflexive pronouns and each other

Focus: reflexive pronouns (myself, itself, ourselves ...), by myself, each other

GRAMMAR: REFLEXIVE PRONOUNS AND EACH OTHER

Same person: I taught **myself**. Did you hurt **yourself**? It turns **itself** off.
by myself = alone: She set up the laptop by herself. · Enjoy **yourself**! Help **yourself** to coffee.
each other: A helps B and B helps A. They email **each other** every day.

1 Complete the table with the reflexive pronouns.

Example: I → myself

Subject	Reflexive	Subject	Reflexive
I	myself	we	_____
you (one person)	_____	you (two people)	_____
he	_____	they	_____
she	_____	it	_____

2 Complete with a reflexive pronoun or each other.

Example: I did the project by _____. → myself

1. No one taught Lena. She taught _____ to use the app.
2. Tom and I phone _____ every evening after work.
3. Be careful with that knife, Ben! You'll cut _____.
4. We can't fix the printer _____. Let's call the IT team.
5. Did Sam hurt _____ when he fell over in the car park?
6. The laptop turns _____ off when the battery is low.
7. Help _____ to coffee, Ani and Levon. It's on the table.

3 Correct the mistake in each sentence.

Example: He taught hisself to cook. → He taught himself to cook.

1. Anna and Mark are friends, so they email themselves every week.

   _____

2. I've just burnt me on the coffee machine.

   _____

3. We enjoyed ourself at the team dinner on Friday.

   _____

ANSWER KEY

1 1 ourselves, 2 yourself, 3 yourselves, 4 himself, 5 themselves, 6 herself, 7 itself **2** 1 herself, 2 each other, 3 yourself, 4 ourselves, 5 himself, 6 itself, 7 yourselves **3** 1 Anna and Mark are friends, so they email each other every week. | 2 I've just burnt myself on the coffee machine. | 3 We enjoyed ourselves at the team dinner on Friday.

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ENGLISH A2 · UNIT 11 · READING Name: _____ Date: _____

Reading: Setting up for Monday

Focus: reading an email thread about a new laptop: just / already / yet, phrasal verbs

Setting up for Monday

Hi Omar, thanks for the new laptop. I've already set up my email, and I've installed the video call app. I've just changed my password, too. But I haven't connected to the office Wi-Fi yet, and the printer doesn't work. Can you help me before Monday? Nina

Hi Nina, don't worry. First, switch the laptop off and on again. Then log in with your username and your new password. If the Wi-Fi still doesn't connect, call me on extension 204. For the printer, plug it in and wait a minute. It turns itself on. Then click 'Print' and pick up your pages at reception. One more thing: we've arranged a short training session on Monday at ten. You don't have to learn everything by yourself, so please come. Best regards, Omar

1 Read the emails. True or false?

1. Nina has already installed the video call app. ☐ T ☐ F
2. She hasn't changed her password yet. ☐ T ☐ F
3. The office Wi-Fi works on Nina's laptop. ☐ T ☐ F
4. Nina should call Omar if the Wi-Fi still doesn't connect. ☐ T ☐ F
5. The printer turns itself on when you plug it in. ☐ T ☐ F
6. Nina has to learn everything by herself. ☐ T ☐ F

2 Answer the questions about the emails.

Example: Who has got a new laptop? → Nina has.

1. What has Nina just done?

   _____

2. What should Nina do first for the Wi-Fi?

   _____

3. What is Omar's extension number?

   _____

4. When is the training session?

   _____

ANSWER KEY

1 1 T, 2 F, 3 F, 4 T, 5 T, 6 F **2** 1 She has just changed her password. | 2 She should switch the laptop off and on again. | 3 It's 204. | 4 It's on Monday at ten.

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ENGLISH A2 · UNIT 11 · EVERYDAY ENGLI... Name: _____ Date: _____

Everyday English: Phone calls at work

Focus: everyday English: answering the phone at work, taking a message, spelling a name

Model dialogue: taking a message

Lena: Good morning, Baxter Design, Lena speaking. How can I help you?

Ani: Hello, could I speak to Mr Ortega, please?

Lena: I'm afraid he's in a meeting. Can I take a message?

Ani: Yes, please. Could you ask him to call me back on 077 340 2291?

Lena: Of course. Can I have your name, please?

Ani: It's Ani Petrosyan. P-E-T-R-O-S-Y-A-N. Thanks a lot.

speaking **on** **plugging** **already** **off** **yet** **call** **hold** **down**

1 A call to the IT team — Complete the dialogue with the words in the box. Use each word only once.

Example: Please _____ on. I'll find her number. → hold

Sara: IT support, Sara _____. How can I help you?

Tom: Hi Sara, it's Tom. My laptop won't turn _____, so I can't log in.

Sara: Have you tried _____ it in?

Tom: Yes, I've _____ tried that. The screen is still black.

Sara: Then switch it _____ and on again. Does it work now?

Tom: Yes, it's starting. Thanks! Have you sent my new password _____?

Sara: Yes, this morning. If it doesn't work, _____ me back.

2 Match the sentences and the replies.

1. Could I speak to Mrs Petrosyan?	a. Of course. What's your number?
2. Can I have your name, please?	b. Have you plugged it in?
3. Have you read the report yet?	c. Leave a message on her voicemail.
4. The printer won't turn on.	d. Not yet, sorry. I'll read it today.
5. Could you ask her to call me?	e. It's Levon Sargsyan. S-A-R-G-S-Y-A-N.
6. Her extension is engaged.	f. I'm afraid she's in a meeting.

ANSWER KEY

1 1 speaking, 2 on, 3 plugging, 4 already, 5 off, 6 yet, 7 call **2** 1 f, 2 e, 3 d, 4 b, 5 a, 6 c

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ENGLISH A2 · UNIT 11 · WRITING Name: _____ Date: _____

Writing: A reply to a work email

Focus: writing a work email: what you have and haven't done yet, asking for a file

Writing tip: a short, clear subject line · **Hi Tom,** · **Thanks for your email.**
Please find attached the file. · **Could you** ...? · **Let me know if** ... · **Best regards,** + name

1 Match the beginnings and the ends of the phrases.

1. Thanks for your	a. send me the sales report?
2. Please find attached	b. the time is OK for you.
3. Could you	c. email about the meeting.
4. Let me know if	d. the report for May.

2 Write a reply to Tom's email about the Friday meeting (60-80 words).

MODEL

Subject: Friday meeting. Hi Tom, thanks for your email. I've already booked the meeting room for Friday at eleven. I've just sent the invitations to the team, too. I haven't printed the contract yet, but I'll do it tomorrow. Could you send me the new price list? Please find attached the timetable for next week. Let me know if you need anything else. Best regards, Nina

- Subject line · Hi Tom, · Thanks for your email.
- What you've already done or just done: I've already ... / I've just ...
- What you haven't done yet and when you'll do it: I haven't ... yet. I'll ...
- Ask for a file (Could you ...?), attach something and end with Best regards,

Self-check: capital letters and full stops · subject + verb word order · this unit's grammar · this unit's words · the right length

ANSWER KEY
1 1 c, 2 d, 3 a, 4 b

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ENGLISH A2 · UNIT 11 · UNIT REVIEW Name: _____ Date: _____

Unit 11 review

Focus: review: just / already / yet, phrasal verbs, reflexive pronouns, unit words

1 Choose the correct word.

Example: I've _____ sent the file. (just / yet) → just

1. Have you backed up the files _____? (yet / just / ago)
2. Omar has _____ gone home, so call him tomorrow. (just / yet / ago)
3. We've _____ booked the room, so don't worry. (already / yet / ago)
4. I _____ the contract to Delmar Hotels yesterday. (have sent / sent)
5. The video is too quiet. Can you turn _____? (it up / up it / it down)
6. Fill _____ the form and give it to reception. (in / up / back)
7. We can set up the printer _____. (ourselves / each other / us)
8. Ani and Lucy sit next to _____ at work. (themselves / each other)
9. Did you enjoy _____ at the party, Sara? (yourself / yourselves / herself)

2 Complete with engaged, voicemail, confirm, forward, attach, urgent, extension or headphones.

Example: Put on your _____ for the video call. → headphones

1. Mark's phone was _____, so I left a message on his _____.
2. Please _____ the time of the meeting by email.
3. Can you _____ Lena's email to the team and _____ the report?
4. This is _____. Call me back as soon as you get this.
5. Sara's _____ is 318. Call reception and ask for her.

3 Put the words in order.

Example: just / I've / it / printed / . → I've just printed it.

1. Tom / has / just / changed / his password / .

_____

2. she / picked / it / up / at reception / .

_____

4 Match the questions and the answers.

1. Is Mr Baxter there, please?	a. It's K-A-R-A-P-E-T-Y-A-N.
2. Did you switch it off and on?	b. He's out until two. Can I help you?
3. How do you spell your surname?	c. Yes, I've already done that.

ANSWER KEY

1 1 yet, 2 just, 3 already, 4 sent, 5 it up, 6 in, 7 ourselves, 8 each other, 9 yourself **2** 1 engaged / voicemail, 2 confirm, 3 forward / attach, 4 urgent, 5 extension **3** 1 Tom has just changed his password. | 2 She picked it up at reception. **4** 1 b, 2 c, 3 a

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