


## Unit 3. Session 2.- What does your body language say?



### Situation

Pay attention to Katie's advice. She is an expert in protocol that works in an outsourcing for RR Company, who will be of great help the employees to control their gestures in professional meetings with clients.

 [Audio Body language](#)

First of all, we will concentrate on our **look**, it is like the mirror of our mind and it is not always easy to hide. We should stare at our clients when we are offering them our product or prices. **If you avoid their looks, it will seem you are trying to deceive them.**



Direct eye contact is an easy way to build trust with a person and is a compliment to most people. This can be a little tricky over video, but looking directly into your camera will give the impression you are making eye contact with the people you are meeting.

While eye contact is a good thing in most meetings, you should be aware of any cultural differences because in some customs eye contact can be interpreted as a sign of disrespect.

Another quite important point to **control is our facial expressions**. Don't raise your eyebrows or frown at them as it would mean suspicion or lack of confidence in your client's words or products.

Our smile is as well quite important as well. Smile to your clients while you are talking to them. A slight smile in our face makes us more approachable people. It will improve our communication as a serious face will make us reticent to their ideas or proposals.

**Our arms and their positions** also give some information. Never cross your arms as it implies suspicion as well. Keep them close to your body with your hands on the table. And remember: do not lean on your elbows!

On the other hand, **our clothes are also important** as they provide some essential information about our personality and our company. It will depend on the kind of company we represent: some Banks and financial firms require suits and some others prefer more casual clothes, but always dress smartly and wear just a few accessories. Everything we wear gives information about our personality and so we must take care.



### Translation

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Ya sea en reuniones cara a cara o por videoconferencia, tenga en cuenta estos consejos para un mejor lenguaje corporal mientras se comunica. Tenga en cuenta cómo se presenta a sí mismo y su mensaje a través de su lenguaje corporal.

En primer lugar, nos concentraremos en nuestra mirada, es como el espejo de nuestra mente y no siempre es fácil de ocultar. Debemos mirar a nuestros clientes cuando les ofrecemos nuestros productos o precios. Si evitas mirarlos, parecerá que estás tratando de engañarlos.

El contacto visual directo es una manera fácil de generar confianza con una persona y es un cumplido para la mayoría de las personas. Esto puede ser un poco complicado al hablar en video, pero mirar directamente a la cámara dará la impresión de que está haciendo contacto visual con las personas que está conociendo.

Si bien el contacto visual es bueno en la mayoría de las reuniones, debe tener en cuenta las diferencias culturales porque en algunas culturas el contacto visual puede interpretarse como una falta de respeto. Otro punto bastante importante que hay que controlar son nuestras expresiones faciales. No levante las cejas ni frunza el ceño porque significaría sospecha o falta de confianza en las palabras o productos de su cliente. Nuestra sonrisa también es bastante importante. Sonría a sus clientes mientras habla con ellos. Una leve sonrisa en nuestra cara nos hace personas más accesibles. Mejorará nuestra comunicación ya que una cara seria nos hará parecer reticentes a sus ideas o propuestas. Nuestros brazos y sus posiciones también dan información. Nunca cruce los brazos, ya que también implica sospecha. Manténgalos cerca del cuerpo con las manos sobre la mesa. Y recuerde: ¡no se apoye en los codos! Por otro lado, nuestra ropa también es importante ya que proporciona información esencial sobre nuestra personalidad y nuestra empresa.

Dependerá del tipo de empresa que representamos: algunos bancos y empresas financieras exigen ir con traje y otros prefieren ropa más informal, pero siempre visten con elegancia y usan solo algunos accesorios. Todo lo que llevamos puesto brinda información sobre nuestra personalidad, por lo que debemos prestarle atención.



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[Aviso Legal](#)

# 1. Non-verbal communication in meetings.

Have you ever heard of 🗨️ **Kinesics**?

**Kinesics** is the interpretation of body motion communication such as facial expressions and gestures, nonverbal behaviour related to movement of any part of the body or the body as a whole. The equivalent popular culture term is body language.

When we communicate with other people it is not only our words that contain the meaning. According to experts, 50 % of the meaning conveyed in a conversation is through what is called **non-verbal communication**. By this we mean facial expression, gestures with hands, arms, legs, the way we sit or stand, the way we touch other people, the distance we keep between ourselves and the people we are talking to; 🗨️ our dress and our appearance. All these say something to other people.

**Facial expressions and gestures** are used by everyone often 🗨️ spontaneously, even unconsciously. Smiling, for example, is found in most cultures as a sign of happiness or pleasure. 🗨️ Gestures such as pointing, waving, shaking or 🗨️ nodding the head are also widely used, although the gestures themselves do not always mean the same in every culture. For example, in Portugal, 🗨️ bank clerks tend to be too 🗨️ dour for foreigners, however in their culture, if they smiled too much they would not seem serious about their work.

Because many non-verbal messages are culture specific, they can cause a lot of misunderstanding between people from different backgrounds. Northern Europeans and Americans, for example, like to keep a certain personal space between themselves and others and feel uncomfortable if people come too close to them. In these same cultures it is considered impolite to stare, but Greeks, it is said, feel ignored if people do not stare at them in public. Europeans usually change their facial expression to show 🗨️ happiness, anger, boredom, sadness. For this reason they call oriental people inscrutable because they change facial expression much less.

In styles of dress we also make important statements about ourselves. Dress codes vary greatly from one culture to another and it is easy to make mistakes about people's status if you don't know the cultural norm. In Mediterranean cultures bank officials and similar 🗨️ employees wear short-sleeved, open-neck shirts and no jackets. This casual dress would not be acceptable in northern Europe, where suits and ties are a sign of seriousness. Ambitious women in western cultures wear classic clothes in 🗨️ sober colours to indicate their dedication to career.

One of the main differences between verbal and non-verbal communication is that we are often not 🗨️ conscious of the expressions and gestures we use and so we are in danger of giving more information than we really want to, or even of giving a conflicting message with our body language to the one expressed in our words.





## Quotation

There are four ways, and only four ways, in which we have contact with the world. We are evaluated and classified by these four contacts: what we do, how we look, what we say, and how we say it.

*Dale Carnegie*



## Translation

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Cuando nos comunicamos con otras personas, no son solo nuestras palabras las que contienen el significado. Según los expertos, el 50% del significado transmitido en una conversación es a través de lo que se llama comunicación no verbal. Con esto queremos decir expresión facial, gestos con las manos, brazos, piernas, la forma en que nos sentamos o nos quedamos de pie, la forma en que tocamos a otras personas, la distancia que mantenemos entre nosotros y las personas con las que estamos hablando; Nuestra ropa y nuestra apariencia. Todo ello da información a otras personas.

Las expresiones faciales y los gestos son utilizados por todos a menudo espontáneamente, incluso inconscientemente. La sonrisa, por ejemplo, se encuentra en la mayoría de las culturas como un signo de felicidad o placer. Los gestos como señalar, agitar, negar o asentir con la cabeza también se usan ampliamente, aunque los gestos en sí no siempre significan lo mismo en todas las culturas. Por ejemplo, en Portugal, los empleados bancarios tienden a ser demasiado ariscos para los extranjeros, sin embargo, en su cultura, si sonrieran demasiado no parecerían serios acerca de su trabajo. Debido a que muchos mensajes no verbales son específicos de la cultura, pueden causar muchos malentendidos entre personas de diferentes orígenes. A los europeos y estadounidenses del norte, por ejemplo, les gusta mantener un cierto espacio personal entre ellos y los demás y se sienten incómodos si las personas se acercan demasiado a ellos. En estas mismas culturas se considera de mala educación mirar fijamente, pero se dice que los griegos se sienten ignorados si la gente no los mira en público. Los europeos generalmente cambian su expresión facial para mostrar felicidad, ira, aburrimiento, tristeza. Por esta razón, llaman a los orientales inescrutables porque cambian mucho menos la expresión facial. En los estilos de vestimenta también hacemos declaraciones importantes sobre nosotros mismos. Los códigos en el vestir varían mucho de una cultura a otra y es fácil cometer errores sobre el estado de las personas si no conoce la norma cultural. En las culturas mediterráneas, los funcionarios bancarios y empleados similares visten camisas de manga corta con el cuello abierto y no usan chaquetas. Esta vestimenta informal no sería aceptable en el norte de Europa, donde los trajes y corbatas son un signo de seriedad. Las mujeres profesionales en las culturas occidentales usan ropa clásica en colores sobrios para indicar su dedicación al trabajo. Una de las principales diferencias entre la comunicación verbal y no verbal es que a menudo no somos conscientes de las expresiones y gestos que usamos y, por lo tanto, corremos el riesgo de dar más información de la que realmente queremos, o incluso de dar un mensaje contrario con nuestro lenguaje corporal al expresado con nuestras palabras.

## 1.1. Now it's your turn.



### Now it's your turn

#### Translate

1. Dar la mano: [redacted] .
2. Fruncir el ceño: [redacted] .
3. Arquear las cejas: [redacted] .
4. Cruzar los brazos/piernas: [redacted] .
5. Vestir con elegancia: [redacted] .
6. Sonreír, sonrisa: [redacted] .
7. Mirar fijamente: [redacted] .
8. Mirar, mirada: [redacted] .
9. Expresión facial: [redacted] .
10. Morderse las uñas: [redacted] .
11. Llevar accesorios: [redacted] .
12. Moverse mucho (nerviosamente): [redacted] .

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### Now it's your turn

Read the previous text again and answer the following questions.

When we do something spontaneously, we do it...

- immediately.
- after careful thought.
- reluctantly.

Correct Option

Wrong

Wrong

### Solution

1. Correct Option

- 2. Wrong
- 3. Wrong

**The word "status" means...**

- condition.
- level of seniority.
- age.

Correct Option

Wrong

Wrong

## Solution

- 1. Correct Option
- 2. Wrong
- 3. Wrong

**Classic clothes are...**

- fashionable wear.
- casual dress.
- unobtrusive, sensible dress.

Wrong

Wrong

Correct Option

## Solution

- 1. Wrong
- 2. Wrong
- 3. Correct Option

**Body language is ...**

- the way we dress.
- the expressions on our face.
- non-verbal communication.

Wrong

Wrong

Correct Option

**Solution**

- 1. Wrong
- 2. Wrong
- 3. Correct Option

**A conflicting message gives people...**

- useful information.
- confusing information.
- wrong information.

Wrong

Wrong

Correct Option

**Solution**

- 1. Wrong
- 2. Wrong
- 3. Correct Option

**Face to face is**

- seeing to the face.
- checking the formal dress.
- keeping the slim body.

Correct Option

Wrong

Wrong

**Solution**

- 1. Correct Option
- 2. Wrong
- 3. Wrong



## 2. Tourism vocabulary.

**Traveling** is a wonderful experience in many ways; in fact, it is a perfect way to learn and strengthen your English.



### Cultural & Tourism vocabulary

accommodation	alojamiento
admission fee	costo de la entrada
brochure	folleto
camping ground, campground (US)	sitio para acampar
camping site, campsite (UK)	sitio para acampar
car rental (US)	alquiler de coches
car hire (UK)	alquiler de coches
car park (UK)	estacionamiento
caravan	casa rodante, rulot, caravana
city centre (UK)	centro de la ciudad
cruise	crucero
double room	habitación doble
double room with twin beds	habitación doble con dos camas
downtown (US)	centro de la ciudad
flight	vuelo
fortnight	quincena
guesthouse	casa de huéspedes, pensión
guide	guía
high season, peak season	temporada alta
hiking trail	sendero de caminata
holidays (UK)	vacaciones
holidaymaker	veraneante, turista

<b>hostel</b>	hostal
<b>hotel</b>	hotel
<b>hotel chain</b>	cadena de hoteles
<b>inn</b>	posada
<b>low season</b>	temporada baja
<b>motor-home</b>	casa rodante
<b>one-way ticket (US)</b>	viaje de ida
<b>package deal</b>	paquete
<b>parking lot (US)</b>	estacionamiento
<b>resort</b>	centro turístico, lugar de vacaciones
<b>return ticket (UK)</b>	billete de ida y vuelta
<b>round-trip ticket (US)</b>	billete de ida y vuelta
<b>season</b>	temporada
<b>sightseeing tour</b>	visita con guía
<b>single ticket (UK)</b>	billete de ida
<b>single room</b>	habitación simple
<b>sightseer</b>	turista, excursionista
<b>ski resort</b>	estación de esquí
<b>sun lotion</b>	bronceador
<b>sunglasses</b>	gafas de sol
<b>sunblock, sunscreen</b>	bloqueador solar
<b>sunburn</b>	quemadura de sol
<b>theme park</b>	parque de diversiones
<b>time-sharing</b>	tiempo compartido
<b>tour operator</b>	operador turístico, empresa de viajes
<b>tourist office</b>	oficina de turismo
<b>travel agency</b>	agencia de viajes
<b>travel agent</b>	agente de viajes
<b>vacation (US)</b>	vacaciones
<b>voyage</b>	viaje (en barco o nave espacial)
<b>waiting list</b>	lista de espera
<b>youth hostel</b>	albergue juvenil

<b>to book</b>	reservar
<b>to confirm</b>	confirmar
<b>to drive</b>	conducir
<b>to fly</b>	volar
<b>to go on holiday (UK) / vacation (US)</b>	irse de vacaciones
<b>to go abroad</b>	irse al extranjero
<b>to go camping</b>	ir de camping
<b>to go climbing</b>	ir a escalar
<b>to go hiking</b>	hacer senderismo
<b>to go mountaineering</b>	hacer alpinismo
<b>to go sightseeing</b>	visitar lugares de interés
<b>to go skiing</b>	ir a esquiar
<b>to go swimming</b>	ir a nadar
<b>to go to the beach</b>	ir a la playa
<b>to have a good time</b>	pasarlo bien
<b>to have a bad time</b>	pasarlo mal
<b>to make a reservation</b>	reservar
<b>to hold a reservation</b>	mantener una reserva
<b>to plan</b>	organizar
<b>to rent a car</b>	alquilar un coche
<b>to stay</b>	permanecer
<b>to sunbathe</b>	tomar sol
<b>to take a holiday (UK) / vacation (US)</b>	tomarse vacaciones
<b>to take a photograph</b>	tomar una fotografía
<b>to travel</b>	viajar

### Common phrases

Some phrases that you can hear and express on your trip:

- ✔ *Have a nice flight* – Qué tengas un buen vuelo.
- ✔ *Do you have any baggage to check in?* -¿Tiene equipaje para facturar?
- ✔ *Can I see your passport, please?* – ¿Puedo ver su pasaporte por favor?
- ✔ *The flight is delayed* – El vuelo se ha retrasado
- ✔ *I have lost my baggage.* – He perdido mi equipaje.

## 2.1. Travel, trip or journey.

In English, there are different words to refer to travel: because a day of travel is not the same as a weekend or a longer trip. What is the difference between trip, travel and journey?

If we want to ask someone how their trip went, we must remember that **trip** is a noun, and **travel** is a verb.

Therefore we can never say: How was your travel?

We have to use the word trip: How was your trip?

This confusion is quite common among Spanish speakers. For its part, **journey** is a name that refers to a shorter journey.

It expresses a displacement from one point to another. We could ask someone: How was your journey? And you would be referring, for example, to a drive from Barcelona to Madrid. That is, you ask him how was the journey.

If we ask: How was your trip? It is assumed that you have spent several days at a destination.

For its part, the word **voyage** is hardly used in English and, if it is used, it has a connotation related to adventures.



### Translation

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En inglés, hay diferentes palabras para referirse a los viajes: porque no es lo mismo un día de viaje que un fin de semana o un viaje más largo. ¿Cuál es la diferencia entre *trip*, *travel* y *journey*?

Si queremos preguntarle a alguien cómo le ha ido su viaje, hay que recordar que *trip* es un sustantivo, y *travel* es un verbo. Por lo tanto nunca podremos decir:

***How was your travel?***

Tenemos que usar la palabra *trip*:

***How was your trip?***

Esta confusión es bastante habitual entre los hispanohablantes.

Por su parte, *journey* es un nombre que se refiere a un trayecto más corto. Expresa un desplazamiento desde un punto a otro. Podríamos preguntarle a alguien:

***How was your journey?***

Y te estarías refiriendo, por ejemplo, a un trayecto en coche de Barcelona a Madrid. Es decir, le preguntas que qué tal el trayecto.

Si preguntamos:

***How was your trip?***

Se presupone que se han pasado varios días en un destino.

Por su parte, la palabra *voyage* no se usa apenas en inglés y, si se usa, tiene una connotación relacionada con las aventuras.

Accommodation.	In the airport.
<ul style="list-style-type: none"> <li>✓ <i>To go on holiday</i> – Irse de vacaciones</li> <li>✓ <i>To go to the beach</i> – ir a al playa</li> <li>✓ <i>To rent a car</i> – alquilar un coche</li> <li>✓ <i>Accommodation</i> – alojamiento</li> <li>✓ <i>Single room</i> – habitación individual</li> <li>✓ <i>Double room</i> – habitación doble</li> <li>✓ <i>To have a fun</i> – pasarlo bien</li> <li>✓ <i>To fly</i> – volar</li> <li>✓ <i>Flight</i> – vuelo</li> <li>✓ <i>Ticket</i> – billete</li> <li>✓ <i>Return ticket</i> – billete de ida y vuelta</li> <li>✓ <i>Stay</i> – estancia</li> <li>✓ <i>Arrival</i> – llegada</li> <li>✓ <i>Departure</i> – Salida</li> <li>✓ <i>Take off</i> – despegue</li> <li>✓ <i>Half Board</i> – Media pensión</li> <li>✓ <i>All inclusive</i> – todo incluido</li> <li>✓ <i>Pleasure trip</i> – viaje de ocio</li> <li>✓ <i>Stop over</i> – escala</li> <li>✓ <i>Shuttle</i> – transfer</li> </ul>	<ul style="list-style-type: none"> <li>✓ <i>Luggage / baggage</i> – equipaje</li> <li>✓ <i>Left-luggage office</i> – consigna</li> <li>✓ <i>Hand luggage</i> – equipaje de mano</li> <li>✓ <i>Carry-on luggage</i> – equipaje de mano</li> <li>✓ <i>Suitcase</i> – maleta</li> <li>✓ <i>Baggage claim area</i> – zona de recogida de equipaje</li> </ul>

## 2.2.- Now it's your turn.



### Now it's your turn

Fill in the blanks with the words from the list.

**recommend - offer - stay - packages - itineraryall-inclusive - brochure - hotels - citiesmay - can - about - long - information -much**

Good morning. How [ ] I help you?

- ✓ Good morning. We would like to travel around Europe but we aren't sure which countries to visit. What would you [ ] ?
- ✓ Well, we have different packages and we can also [ ] you our [ ] tours.
- ✓ Yes, we would really like to travel with a group of people, specially if they are the same age as us. How [ ] are the tours that you offer?
- ✓ You can take the 20-day tour or the 30-day tour. In both cases you will visit the most important [ ] in Europe. The difference is that on the second one you will [ ] longer in each place. You will have a tour guide with you all the time.
- ✓ I see. We will have to think [ ] it. May we have a [ ] , please?
- ✓ Yes, here you are. On this page, you [ ] see the different options, the description of the [ ] and the complete [ ] .
- ✓ Thank you ver [ ] . You were very informative indeed.
- ✓ Thank you. If you need any more [ ] , please call our office and we'll gladly help you.

Submit

## 3. Vocabulary: IT vocabulary.

At work you need use IT vocabulary and expressions to speak with your colleagues and clients. English is the language of technology and therefore, anyone who wants to **keep up with** technology must learn English. Below you will find a list of the most common IT words and expressions. Have you heard about any of them before? **Learn the words and their descriptions.**



### IT (Information Technology) Vocabulary.

IT Words	IT Descriptions
<b>Adware</b>	A <b>software</b> application which displays unwanted pop-up advertisements on your computer while in use. Adware is often installed at the same time as free software or shareware.
<b>Avatar</b>	An icon or figure that represents a person in video games, chat rooms and on Internet forums.
<b>Application</b>	Any program designed to perform a specific function directly for the user. Microsoft Word, Outlook or Adobe Photoshop are examples of application programs.
<b>Battery</b>	The part of the computer that stores electricity and provides power.
<b>Bloatware/fatware</b>	Pre-installed software that occupies a lot of space, leaving little memory for storing personal data.
<b>Blog</b>	A <b>web page</b> where you can write articles about topics that interest you.
<b>Boot up.</b>	To boot up is to start up a computer system by providing it with the required electrical power and loading the startup services until the operating system is loaded.
<b>Browser</b>	A program or tool such as Google, Internet Explorer or Mozilla Firefox that enables you to browse or surf the World Wide Web and view internet sites.
<b>Bug</b>	A defect or fault in a program that prevents it from working correctly. Bugs are caused by mistakes or errors made by those who write the program.
<b>Cache</b>	A sort of fast memory used for temporary storage of recently accessed web pages, which enables the browser to display them more quickly on the next visit.
<b>Captcha</b>	A system used to make sure that a human being, not a machine, is using a computer.
<b>Catfish</b>	Someone (on the Internet and social media) who pretends to be someone else by using a fake identity in order to deceive others.

<b>Click</b>	To use the mouse to select a document or image on the <b>screen</b> .
<b>Comment on</b>	To write a reply to something you see on a <b>blog</b> or <b>social network</b> .
<b>Cookies</b>	Small piece of information on the times and dates you have visited web sites. A web server can temporarily store this information within your browser. The main purpose is to identify users and possibly prepare customised web pages for them.
<b>Crash</b>	What happens when a program or the entire operating system, unexpectedly stops working.
<b>Crashed / frozen.</b>	When a computer does not respond to any user input, it is said to be <b>frozen</b> .
<b>Cursor</b>	A blinking symbol on the screen that shows where any new text will next be entered.
<b>Desktop</b>	is a large computer that sits on top of your desk. You can't carry it from place to place because it is too big.
<b>Delete.</b>	<b>Delete</b> or <b>remove</b> refers to the act of eliminating a file, text, or another object from the computer hard drive or other media.
<b>Double click</b>	To hit the mouse twice. You often need to do this when you want to open a document.
<b>Download.</b>	Copy (data) from one computer system to another, typically over the Internet.
<b>Drag</b>	When you want to move something from one part of the <b>screen</b> to another, you need to drag it.
<b>Driver</b>	A special program which enables a computer to work with a particular piece of hardware such as a printer.
<b>E-business</b>	Business done over the internet or any internet-based network.
<b>E-mail</b>	Electronic mail : messages sent from one computer to another over the internet.
<b>FAQ</b>	<b>F</b> requently <b>A</b> sksed <b>Q</b> uestions.
<b>File.</b>	A file is an object on a computer that stores data, information, settings, or commands used with a computer program.
<b>Firewall</b>	Specialised hardware or software designed to prevent unauthorised access into or out of a computer or network.
<b>Flash drive.</b>	A <b>USB flash drive</b> is a data storage device that includes flash memory with an integrated USB interface. It is typically removable, rewritable and much smaller than an optical disc.
<b>Font</b>	A particular kind of lettering (e.g. Arial, Verdana, etc.)
<b>Hacker.</b>	A computer <b>hacker</b> is any skilled computer expert who uses their technical knowledge to overcome a problem.
<b>Hack into.</b>	Hacking is an attempt to exploit a computer system or a private network inside a computer. Simply put, it is the unauthorised access to or control over computer network security systems for some illicit purpose.



<b>Hardware</b>	The physical equipment of a computer system (the CPU (central processing unit), monitor, keyboard, mouse, external speakers, scanner, printer, etc.)
<b>Hit</b>	A visit to a website.
<b>Keyboard</b>	The part of the computer with buttons representing numbers and letters. You use the <b>keyboard</b> to enter information.
<b>Laptop</b>	a small computer that you can take with you.
<b>Log in / out.</b>	Logging <b>out</b> means to end access to a computer system or a website. <b>Logging out</b> informs the computer or website that the current user wishes to end the <b>login</b> session.
<b>Memory</b>	The part of the computer that lets you save information. <b>Memory</b> is measured in megabytes and gigabytes.
<b>Modem</b>	A device that enables a computer to send and receive information over a telephone line (internet, email, fax).
<b>Mouse</b>	The part of the computer that you move or touch to locate information on the <b>screen</b> .
<b>Netiquette</b>	Network etiquette : a set of informal rules defining proper behaviour on the internet.
<b>Operating system</b>	The program that controls everything on the computer. The two most popular <b>operating systems</b> are Windows and iOS. Another common <b>operating system</b> is Linux.
<b>Portal</b>	A website that acts as a gateway or entry point to the internet (for example, Yahoo). Typically, a portal offers a search engine and links to other sites grouped into categories, as well as news or other services.
<b>Post</b>	To put a picture or comment on a <b>blog</b> or <b>social network</b> .
<b>Printer</b>	<b>Equipment</b> you use to produce physical copies of a document.
<b>Print out.</b>	A page or set of pages of printed material obtained from a computer's printer.
<b>Program</b>	A sequence of instructions that a computer can interpret and execute in order to do a particular job. Programs are collectively referred to as 'software'.
<b>Provider</b>	Company that provides access to the internet.
<b>Keyboard.</b>	A computer <b>keyboard</b> is one of the primary input devices used with a computer.
<b>Reboot.</b>	To <b>reboot</b> is to reload the operating system of a <b>computer</b> : to start it up again. Booting is starting a <b>computer's</b> operating system, so <b>rebooting</b> is to start it for a second or third time. <b>Rebooting</b> is usually necessary after a <b>computer</b> crashes, meaning it stops working because of a malfunction.
<b>Router</b>	A box that lets your computer connect to the Internet.
<b>Run out of space</b>	If you <b>download</b> too many <b>applications</b> , you might not have enough <b>memory</b> . In this situation we say that your computer is <b>running out of space</b> , which means there is no <b>memory</b> left.

<b>Scanner</b>	A piece of hardware, or peripheral device, used to scan a document and create a digital copy.
<b>Scan</b>	To put photos and documents on the computer using a scanner.
<b>Settings</b>	When you want to change something on the computer, you need to go to <b>settings</b> . Here, you can change what appears on the <b>screen</b> , the name of the computer and other important details.
<b>Screen</b>	The part of a computer where text and images appear.
<b>Screenshot</b>	An image of what is displayed on the screen of a computer or mobile device.
<b>Scroll up and scroll down</b>	To move up and down the page, like when you're viewing a webpage.
<b>Social network</b>	A <b>web page</b> such as Facebook or Twitter where you can connect with friends and share information.
<b>Software</b>	A collection of programs and other operating information used by a computer.
<b>Spam</b>	Unwanted, irrelevant or inappropriate e-mail messages, especially commercial advertising. Also referred to as 'junkmail'.
<b>Spyware</b>	Software that collects information, without your knowledge, about your web-surfing habits, and uses it for marketing purposes. Very often contained in free downloads or shareware programs.
<b>Surf</b>	To look for information on the Internet, usually for fun or to relax.
<b>Trojan</b>	A computer program that is hidden in a useful software application and actually used to gain access to your computer. It then performs malicious actions such as displaying messages or erasing files. Trojans may be found in a hacked legitimate program or in free software.
<b>Turn on / off.</b>	Turn on / off the computer every day.
<b>Unplug</b>	To disconnect your computer from a power source.
<b>Upload.</b>	To copy a document from your computer to the Internet, such as when you put pictures on Facebook.
<b>USB slot.</b>	A USB port is a standard cable connection interface for personal computers and consumer electronics devices.
<b>Video conference</b>	Interactive, audiovisual meeting between two or more people in different geographic locations using two-way video technology.
<b>Virus</b>	A malicious self-replicating program that spreads by inserting copies of itself into other executable code or documents, and whose sole intent is to cause problems on a computer. It acts in a similar way to a biological virus, and the infected file is called a 'host'.
<b>Wi-fi</b>	Technology that lets you use the Internet without using wires or cables.
<b>Wires and cables</b>	Long thin pieces of metal that connect different parts of the computer. The word <b>wire</b> refers to the metal part and the word <b>cable</b> refers to the plastic covering.

<b>Worm</b>	A self-replicating computer program, similar to a computer virus. It infects additional computers (typically by making use of network connections), often clogging networks and information systems as it spreads.
<b>wysiwyg</b>	<b>What you see is what you get</b> (pronounced ' wizzy-wig'). A WYSIWYG application enables you to see on the screen exactly what will appear when the document is printed.
<b>www</b>	<b>World Wide Web</b> : a hypertext information system consisting of a network of web pages which runs on the internet and can be accessed with a browser.
<b>Zip</b>	To zip a file is to compress it so that it occupies less storage space and can be transferred quickly over the internet.
<b>Zoom in and zoom out</b>	When you want to make a picture bigger, you need to <b>zoom in</b> . When you want to make a picture smaller, you need to <b>zoom out</b> .



## Think About It

**What do you prefer to work a desktop or a laptop? and Why?** Answer in the forum.

## 3.1. Professions related to computers.

---

There are many professions related to computers. Are you familiar with these?






### IT professions.

<b>Web designer</b>	A person who creates web pages.
<b>Software developer</b>	A person who creates computer applications.
<b>Programmer</b>	A person who designs operating systems and fixes them when they break.
<b>Computer scientist</b>	The name of a person who studies computers.
<b>Database administrator</b>	A person who manages computer information.
<b>Computer technician</b>	A person who fixes technical problems with the computer.
<b>Tech support</b>	The office you call when you have a problem with the computer.

## 3.2. Helpful expressions about IT.

When speaking about computers, it is common to use the following expressions.

### IT expressions.

<b>To have access to the Internet/to a computer.</b>	To be able to use the Internet or a computer. These days many libraries provide access to the Internet.
<b>To spend time on the Internet/a computer.</b>	To do things on the Internet or on a computer. How many hours do you spend on the Internet each day?
<b>To be addicted to the Internet/technology.</b>	To use the Internet too much or to use technology too much. Are you addicted to technology?
<b>The computer doesn't seem to be responding.</b>	You can use this computer if you think you're computer has stopped working.
<b>The computer is up and running.</b>	You can use this expression if your computer was broken, but is now working again.
<b>The Internet is down.</b>	You can use this expression when the Internet isn't working.
 <b>swap out</b>	They need to swap a computer component / an engine out. To "swap" something is to exchange it for something similar. Usually what you are exchanging has been used. Notice the following: <ol style="list-style-type: none"> <li>1. We decided to swap out computers for the day.</li> <li>2.  Can we swap out bicycle tires?</li> </ol>
 <b>switch</b>	They sometimes switch engines. To "switch" an engine, maybe with a new one or with one from another machine. Notice the following: <ol style="list-style-type: none"> <li>1. She tried to switch her schedule and wake up earlier.</li> <li>2. Can we go to my house really fast? I want to switch shoes.</li> </ol>
 <b>turnaround</b>	Longer than the 10 or 15 minutes turnaround.  "Turnaround" time is the total time between when you receive a project and when you finish it. Notice the following: <ol style="list-style-type: none"> <li>1. What's the turnaround to change the oil in my car?</li> <li>2. My boss wants a 3 day turnaround on this report.</li> </ol>

## 3.3. Now it's your turn.



### Now it's your turn



#### IT (Information Technology) Vocabulary.

	An icon or figure that represents a person in video games, chat rooms and on Internet forums.
	The part of the computer that stores electricity and provides power.
	A web page where you can write articles about topics that interest you.
	A sort of fast memory used for temporary storage of recently accessed web pages, which enables the browser to display them more quickly on the next visit.
	A system used to make sure that a human being, not a machine, is using a computer.
	Small piece of information on the times and dates you have visited web sites. A web server can temporarily store this information within your browser. The main purpose is to identify users and possibly prepare customised web pages for them.
	What happens when a program or the entire operating system, unexpectedly stops working.
	is a large computer that sits on top of your desk. You can't carry it from place to place because it is too big.
	To hit the mouse twice. You often need to do this when you want to open a document.
	Business done over the internet or any internet-based network.
	Electronic mail : messages sent from one computer to another over the internet.
	The physical equipment of a computer system (the CPU (central processing unit), monitor, keyboard, mouse, external speakers, scanner, printer, etc.)
	A visit to a website.
	a small computer that you can take with you.
	A device that enables a computer to send and receive information over a telephone line (internet, email, fax).
	The part of the computer that you move or touch to locate information on the screen.

<input type="text"/>	A website that acts as a gateway or entry point to the internet (for example, Yahoo). Typically, a portal offers a search engine and links to other sites grouped into categories, as well as news or other services.
<input type="text"/>	Company that provides access to the internet.
<input type="text"/>	A box that lets your computer connect to the Internet.
<input type="text"/>	A piece of hardware, or peripheral device, used to scan a document and create a digital copy.
<input type="text"/>	A collection of programs and other operating information used by a computer.
<input type="text"/>	To look for information on the Internet, usually for fun or to relax.
<input type="text"/>	To disconnect your computer from a power source.
<input type="text"/>	Interactive, audiovisual meeting between two or more people in different geographic locations using two-way video technology.
<input type="text"/>	Technology that lets you use the Internet without using wires or cables.

## 4. Adjectives.


### What is an adjective?

An **adjective** is a word you use to describe a person, place, or thing. An adjective modifies nouns or  pronouns. Adjectives are information  gatherers. Specifically, they provide further information about an object's size, shape, age, color, origin or material. Here are some examples of adjectives in action:

- ✔ It's a **yellow** table. (colour)
- ✔ It's an **English** table. (origin)
- ✔ It's a **small** table. (size)
- ✔ It's a **circle** table. (shape)
- ✔ It's an **old** table. (age)
- ✔ It's a **marble** table. (material)
- ✔ It's a **coffee** table. (purpose)
- ✔ It's a **lovely** table. (opinion)
- ✔ It's a **broken** table. (observation)

Let's see some examples about adjectives.

### Adjectives describe nouns.

Adjectives are placed directly <b>before a noun</b> .	<ul style="list-style-type: none"> <li>✔ <i>I bought a <b>comfortable</b> chair.</i></li> <li>✔ <i>Catty is an <b>excellent</b> singer.</i></li> <li>✔ <i>He's thinking about buying a <b>new</b> flat.</i></li> </ul>
Adjectives are also used in simple sentences with the <b>verb 'to be'</b> . In this case, the adjective describes the subject of the sentence.	<ul style="list-style-type: none"> <li>✔ <i>Archie is <b>upset</b>.</i></li> <li>✔ <i>Ellis was very <b>tired</b>.</i></li> <li>✔ <i>Amanda will be <b>excited</b> when you tell her.</i></li> </ul>
Adjectives are used with <b>sense verbs</b> or <b>verbs of appearance</b> (feel, taste, smell, sound, appear and seem) to modify the noun which comes <b>before the verb</b> :	<ul style="list-style-type: none"> <li>✔ <i>The meat tasted <b>awful</b>.</i></li> <li>✔ <i>Did you see Amelia? He seemed very <b>sad</b>.</i></li> <li>✔ <i>I'm afraid the meat smelled  <b>rotten</b>.</i></li> </ul>



### Translation

Click to read the Spanish translation.

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- ✔ Los adjetivos modifican los sustantivos.
  - En inglés, se colocan delante del sustantivo.
  - También se usan en oraciones simples con el verbo "to be" para describir el sujeto de la oración.
  - Además, se utilizan con verbos que tienen que ver con sensaciones o aspecto




para modificar el sustantivo que va delante del verbo.

## 5. Adverbs.

### What is an adverb?

An **adverb** is a part of speech that provides greater description to a verb, adjective, another adverb, a phrase, a  clause, or a sentence. A great way to pick out an adverb from a sentence is to look for the word ending in **-ly**. Although that's not universally true, it's a great place to start.

### Adverbs modify **verbs, adjectives and other adverbs.**

<p>Adverbs are easily recognized because the end in <b>'-ly'</b> (with a few exceptions!).</p>	<ul style="list-style-type: none"> <li>✓ Adjective -&gt; <i>careful</i> / Adverb -&gt; <i>carefully</i>.</li> <li>✓ Adjective -&gt; <i>quick</i> / Adverb -&gt; <i>quickly</i>.</li> </ul> <p>Exceptions:</p> <ul style="list-style-type: none"> <li>✓ Adjective at the end "Ble" -&gt; <i>terrible</i> / Adverb "bly"-&gt; <i>terribly</i></li> <li>✓ Adjective at the end "ll" -&gt; <i>Full</i> / Adverb "y"-&gt; <i>Fully</i></li> <li>✓ Adjective at the end "ic" -&gt; <i>Tragic</i> / Adverb "ally"-&gt; <i>Tragically</i></li> <li>✓ Some adjectives and adverbs don't change as: <i>early, fast, late, hard, high, well</i>.</li> </ul>
<p>Adverbs are often used at the end of a sentence to modify the <b>verb</b>. (<i>El orden depende de la función de ese adverbio</i>)</p>	<ul style="list-style-type: none"> <li>✓ <i>Brenda complained about his classes <b>constantly</b>.</i></li> <li>✓ <i>Alice played the match <b>effortlessly</b>.</i></li> <li>✓ <i>Allison drove <b>carelessly</b>.</i></li> </ul>
<p>Adverbs are used to modify <b>adjectives</b>.</p>	<ul style="list-style-type: none"> <li>✓ <i>Bryan paid <b>increasingly</b> high prices.</i></li> <li>✓ <i>They seemed <b>extremely</b> satisfied.</i></li> <li>✓ <i>I was <b>suddenly</b> surprised by Alice.</i></li> </ul>
<p>Adverbs are also used to modify <b>other adverbs</b>.</p>	<ul style="list-style-type: none"> <li>✓ <i>Cameron wrote the report <b>unusually</b>  <i>neatly</i>.</i></li> <li>✓ <i>The people in the line moved <b>incredibly</b> quickly.</i></li> </ul>



## Translation

Show Feedback

Un adverbio es una parte del discurso que proporciona una mayor descripción de un verbo, adjetivo, otro adverbio, una frase o una oración. Una excelente manera de elegir un adverbio de una oración es buscar la palabra que termina en -ly. Aunque eso no es universalmente cierto, es un gran lugar para comenzar.

- ✓ Los adverbios modifican los verbos, adjetivos y otros adverbios:
  - Los adverbios se reconocen fácilmente por el sufijo -ly (aunque hay excepciones).

- Se utilizan con frecuencia al final de una oración para modificar el verbo. (*El orden depende de la función de ese adverbio*).
- También modifican adjetivos y otros adverbios.



## Now it's your turn

Answer the following question.

**Do you think adverbs change nouns? Think first before answering by giving an example.**

True  False

**False**

Adverbs modify verbs, adjectives and other adverbs. Adjectives modify nouns.

Example: *Allison drove carelessly.*

## 5.1. Types of adverbs.

There are five types of adverbs you should familiarize yourself with: adverbs of **degree**, **frequency**, **manner**, **place**, and **time**.

### Types of adverbs.

<p><b>Adverbs of Degree</b> describe how much, or to what degree.</p>	<ul style="list-style-type: none"> <li>✔ almost: casi</li> <li>✔ enough: suficiente</li> <li>✔ hardly: apenas</li> <li>✔ just: solo</li> <li>✔ nearly: casi</li> <li>✔ quite: bastante</li> <li>✔ simply: simplemente</li> <li>✔ so: entonces</li> <li>✔ too: también</li> </ul> <p>The adverb <b>with to be</b> is situated <b>after verb to be</b>: to be + adverb. Let's look at some sample sentences:</p> <ul style="list-style-type: none"> <li>✔ <i>This short essay <b>is hardly</b> sufficient.</i></li> <li>✔ <i>It's <b>simply</b> not enough.</i></li> <li>✔ <i>I'm <b>so</b> excited to move to Ireland.</i></li> <li>✔ <i>I drive <b>quite</b> fast.</i></li> <li>✔ <i>She reads <b>hardly</b> two pages to sleep.</i></li> </ul>
<p><b>Adverbs of Frequency</b> let us know how often the verb occurs. Therefore they mostly modify verbs. These adverbs tend to appear right before the main verb in the sentence.</p>	<ul style="list-style-type: none"> <li>✔ never: nunca</li> <li>✔ hardly ever: casi nunca</li> <li>✔ rarely: raramente</li> <li>✔ seldom: raramente, muy pocas veces.</li> <li>✔ sometimes: algunas veces</li> <li>✔ often: a menudo</li> <li>✔ frequently: frecuentemente</li> <li>✔ normally: normalmente</li> <li>✔ usually: generalmente</li> <li>✔ always: siempre</li> <li>✔ again: de nuevo</li> </ul> <p>Here they are in action:</p> <ul style="list-style-type: none"> <li>✔ <i>I <b>always</b> read a book before bed.</i></li> <li>✔ <i>Does he <b>normally</b> walk his dog at this time?</i></li> <li>✔ <i>She <b>usually</b> shops at the Korean market in town.</i></li> </ul>
<p><b>Adverbs of Manner</b> tell us how, or in what manner, something was carried out. This category comprises the most common adverbs - the ones that end in -ly.</p>	<ul style="list-style-type: none"> <li>✔ beautifully: hermosamente</li> <li>✔ generously: generosamente</li> <li>✔ happily: felizmente</li> <li>✔ neatly: pulcramente</li> <li>✔ patiently: pacientemente</li> <li>✔ softly: suavemente</li> <li>✔ quickly: con rapidez</li> <li>✔ well: bien</li> </ul> <p>And here are some example sentences:</p> <ul style="list-style-type: none"> <li>✔ <i>He trimmed the white roses <b>neatly</b>.</i></li> </ul>

	<ul style="list-style-type: none"> <li>✓ <i>I combed my dog's fur <b>carefully</b> because it had lots of tangles.</i></li> <li>✓ <i>There's no reason why you can't discuss the topic with me <b>calmly</b>.</i></li> </ul>
<p><b>Adverbs of Place</b> tell us more about where the verb took place. These tend to pop up after the main verb or direct object of the sentence.</p>	<ul style="list-style-type: none"> <li>✓ above: encima</li> <li>✓ below: abajo</li> <li>✓ everywhere: en todas partes</li> <li>✓ here: aquí</li> <li>✓ in: en</li> <li>✓ inside: dentro</li> <li>✓ into: dentro</li> <li>✓ nowhere: en ninguna parte</li> <li>✓ out: fuera</li> <li>✓ outside: fuera de</li> <li>✓ there: ahí</li> </ul> <p>Let's take a look at them in action:</p> <ul style="list-style-type: none"> <li>✓ <i>In Ireland, there are thatched-roof cottages <b>everywhere</b>.</i></li> <li>✓ <i>Clearly, there aren't any leprechauns <b>here</b>.</i></li> <li>✓ <i>I was so beguiled, I drove <b>into</b> a ditch.</i></li> </ul>
<p><b>Adverbs of Time</b> detail when the verb took place. We usually see these kinds of adverbs placed at the beginning or end of a sentence.</p>	<ul style="list-style-type: none"> <li>✓ annually: anualmente</li> <li>✓ daily: diario</li> <li>✓ monthly: mensual</li> <li>✓ recently: recientemente</li> <li>✓ tomorrow: mañana</li> <li>✓ weekly: semanal</li> <li>✓ yearly: anual</li> <li>✓ yesterday: ayer</li> </ul> <p>Here they are at work:</p> <ul style="list-style-type: none"> <li>✓ <i><b>Lately</b>, you've been rude to everyone around.</i></li> <li>✓ <i>They <b>recently</b> relocated to Santa Fe.</i></li> <li>✓ <i>The morning newspaper arrives <b>daily</b>.</i></li> </ul>



## Translation

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Hay cinco tipos de adverbios con los que debe familiarizarse: adverbios de grado, frecuencia, manera, lugar y tiempo.

**Los adverbios de grado** describen cuánto o en qué grado. El adverbio con to be está situado después del verbo to be: to be + adverb. Veamos algunas oraciones de muestra. Veamos algunas oraciones de muestra:

- ✓ Este breve ensayo es apenas suficiente.
- ✓ Simplemente no es suficiente.
- ✓ Estoy muy emocionado de mudarme a Irlanda.
- ✓ Conduzco bastante rápido.

- ✔ Ella apenas lee dos páginas para dormir.

**Los adverbios de frecuencia** nos permiten saber con qué frecuencia se produce el verbo. Por lo tanto, modifican principalmente los verbos. Estos adverbios tienden a aparecer justo antes del verbo principal en la oración. Aquí están en acción:

- ✔ Siempre leo un libro antes de dormir.
- ✔ ¿Normalmente pasea a su perro a esta hora?
- ✔ Suele comprar en el mercado coreano de la ciudad.

**Los adverbios de Manner** nos dicen cómo, o de qué manera, se llevó a cabo algo. Esta categoría comprende los adverbios más comunes, los que terminan en -ly. Y aquí hay algunas oraciones de ejemplo:

- ✔ Recortó las rosas blancas cuidadosamente.
- ✔ Peiné el pelaje de mi perro con cuidado porque tenía muchos enredos.
- ✔ No hay ninguna razón por la que no puedas comentar el tema conmigo con calma.

**Los adverbios de lugar** nos dicen más sobre dónde tuvo lugar el verbo. Estos tienden a aparecer después del verbo principal u objeto directo de la oración. Echemos un vistazo a ellos en acción:

- ✔ En Irlanda, hay cabañas con techo de paja en todas partes.
- ✔ Claramente, no hay duendes aquí.
- ✔ Estaba tan despistado que me metí en una zanja.

**Los adverbios de tiempo** detallan cuándo tuvo lugar el verbo. Generalmente vemos este tipo de adverbios colocados al principio o al final de una oración.

- ✔ Aquí están en el trabajo
- ✔ Últimamente, has sido grosero con todos los que te rodean.
- ✔ Recientemente se mudaron a Santa Fe.
- ✔ El periódico de la mañana llega a diario.

## 5.2.- Now put it into practice.



### Now it's your turn

Test yourself. Fill in the blanks with the correct word in brackets.

1. Cameron works very  (hardly / hard).
2. The boss spoke  (softly / soft) to his employees.
3. I read  (slowly / slow) in order to enjoy every page.
4. My girlfriend is a  (careful / carefully) driver.
5. Carol plays the piano very  (good / well).
6. Your boy was very  (badly / bad) in class today.
7. Rose is an  (intelligent / intelligently) student.
8. We jumped in the car and drove  (quick / quickly) to the hospital.

Submit

I'm sure it was very easy.



### Now it's your turn

Turn the following adjectives into adverbs or otherwise. Pay attention to the irregular ones:

Adjective	Adverb
Nice	<input type="text"/>
Good	<input type="text"/>
<input type="text"/>	Strongly
Fast	<input type="text"/>
<input type="text"/>	Fluently
Silence	<input type="text"/>
<input type="text"/>	<input type="text"/>
Natural	<input type="text"/>
<input type="text"/>	Quickly
Simple	<input type="text"/>

Submit

## 6.- A step ahead.


---



### A step ahead

Let's revise what we've learned in this unit. Check out the following website:

- ✔ Revise the difference between adjectives and adverbs.

 [Adjectives and adverbs.](#)





## Appendix.- Licences of resources.

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### Licences of resources.

Resource (1)	Resource information (1)	Resource (2)	Resource informationo (2)
	By: istolethetv. License: CC by 2.0. From: <a href="http://www.flickr.com/photos/istolethetv/233464/">http://www.flickr.com/photos/istolethetv/233464/</a>		By: Vincent van der Heijden. License: CC by 2.0. From: <a href="http://www.flickr.com/photos/lo_and_me/1235562/">http://www.flickr.com/photos/lo_and_me/1235562/</a>
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