

3

Exchanging information

1 GETTING INFORMATION

A customer is calling a company for information. Put the conversation in order 1-13. See the example.

- A I see. Which part of the country do you live in? _____
- B Hello, I'd like some information about your rotary engines. _____
- B Sorry, is that Gil, G-I-L? _____
- A No, sixteen. One six. And the phone number is 942 361 854. _____
- B Well, I live in Spain and I'm trying to find a supplier who stocks your machines.

- B 854, OK. Thanks very much for your help. _____
- A Good afternoon. GPS International Sales. How can I help you? 1
- B In the north, near Santander. _____
- B Sorry, did you say sixty, six oh? _____
- A Thank you for calling. Goodbye. _____
- A One moment, I'll just check. Yes, there is a supplier in Santander. The name is Hermanos Gil. _____
- A Yes, that's right. And the address is Cisneros 16. _____
- A Certainly. What would you like to know exactly? _____

2 CHECKING DETAILS

Complete A's sentences in this conversation. See the example.

- A QuickMail. Can 1 I help you?
- B Yes, this is Pangloss Incorporated in Boston. Would it be possible to fax me a copy of your latest price list?
- A Yes, of course. Could I 2 _____?
- B Yes, it's 617 731 8033.
- A Sorry, did 3 _____ double-oh three?
- B No, oh double-three
- A OK, I've got that. And could you 4 _____?
- B Yes, it's Peter Schuster.
- A Is 5 _____ S-H-U-S-T-E-R?
- B No, it's S-C-H.
- A And what 6 _____ again?
- B Pangloss. That's P-A-N-G-L-O-S-S.
- A OK, Mr Schuster. I'll send that to you right away.
Thank you 7 _____.
- B Goodbye.

Language reference
14, p56

7 COMPANY PERKS

Find two-word expressions in the list and match them with definitions 1-9. See the example.

annual	language	company	hours	ticket	health
salary	overtime	casual	insurance	plan	bonus
training	car	season	pension	monthly	clothes

- 1 If you do these at work, you are usually paid more money. overtime hours
- 2 Your employer may give you this if you drive a lot for your job. _____
- 3 You buy this if you travel regularly on public transport. _____
- 4 You need this to protect you if you become ill. _____
- 5 This is a way of saving money for when you are older. _____
- 6 If you need English for your job, you ask for this. _____
- 7 You receive this every four weeks for the work you do. _____
- 8 You can wear these if your company is very relaxed. _____
- 9 You receive this at the end of the year if you've done well. _____

8 DESCRIBING PRODUCTS

Choose a title for each column 1-4 of the table from the list below, then complete the rest of the table. See the example.

Shape	Colour	Dimension	Material
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1 _____	2 _____	3 _____	4 _____
black	height	plastic	oval
white	thickness	metal	conical
green	depth	cardboard	triangular
5 <u>yellow</u>	6 <u>wi</u>	7 <u>wo</u>	8 <u>re</u>
9 <u>pu</u>	10 <u>we</u>	11 <u>pa</u>	12 <u>sq</u>
13 <u>b</u>	14 <u>le</u>	15 <u>gl</u>	16 <u>ro</u>

12 WORD PARTNERS

a Match verbs 1-10 with the words in a-j. See the example.

- | | | |
|----|-----------|---|
| 1 | make | a a holiday/a break/English lessons |
| 2 | ask for | b a trade fair/an exhibition/a party |
| 3 | pay | c sales/the quality/your results |
| 4 | take | d an order/the bill/the size |
| 5 | rent | e a birthday/a new contract/your company's 50th anniversary |
| 6 | celebrate | f information/a discount/more time |
| 7 | check | g a booking/a phone call/a comparison |
| 8 | book | h a stand/equipment/a car |
| 9 | organize | i a deposit/the balance/the bill |
| 10 | improve | j your flight/a hotel room/a holiday |

b Now complete these sentences with expressions from a. See the example.
Use each verb once only.

- 1 I always take a holiday in June when the weather's good and the roads aren't too busy.
- 2 We want a 20% deposit, then you have to _____ the week before.
- 3 We're asking all our customers how we can _____ of our service.
- 4 We're going for a drink to _____ with IBM.
- 5 It costs a lot to _____ at a trade fair or exhibition.
- 6 If you're not happy with the price, why don't you _____?
- 7 I've organized your hotel: you just need to _____ to Oslo.
- 8 Why don't we _____ to celebrate the launch of our new product range?
- 9 It's difficult to _____ between the products because we don't have the prices.
- 10 Make sure you _____ before you pay – they made a mistake last time.