

Advanced Level

That about covers any questions I had

WARM-UPS

1. Do you know what a product warranty is? (If not, you may ask your teacher)
2. Do products sold in your country have warranties?
3. How are those warranties usually?
4. Do you think all products should have warranties? Why or why not?
5. Have you benefited from a warranty? When did you use your warranty? What product? (If not, you may ask your teacher again if he/she had)

CONVERSATION

Note the underlined phrases; they're called business idioms.

A: I was told that you could clear up some questions I have about some of your products, Ms. Kim.

B: I'll do my best to answer any questions you have, sir!

A: Pertaining to item number 3 in your brochure, it states that warranty may vary. Under what conditions will the warranty vary?

B: That product performs best in salt-free conditions, sir. If it is operated inland, the full warranty applies. But a limited warranty is offered if operation will take place in coastal regions.

A: I see. The caption under item number 12 reads "stand sold separately". Does this product need some sort of stand to perform properly?

B: Yes, sir. Some sort of stand is required to operate this product. This is all covered in the user's manual that comes with the item.

A: Well, that about covers any questions I had. Thank you very much for your time.

B: My pleasure, sir! Feel free to call back anytime.

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Vocabulary

Choose the correct meaning of the word from the following:

- | | | | |
|-------------|-----------------------|---------------------|--------|
| Description | says/tell
pamphlet | relating/concerning | differ |
| | pertaining(v) | | _____ |
| | brochure(n) | | _____ |
| | states(v) | | _____ |
| | vary(v) | | _____ |
| | caption(n) | | _____ |

Business Idioms	Meaning
To clear up some questions	to give answers; to remove any problem
Warranty may vary	warranty may change
Salt-free conditions	places with no salt (not near the sea or ocean)
Covered in the manual	included in the manual
That about covers everything	you have provided everything I needed