



Products and services

VOCABULARY

based
battery
broadband
cell phone
cost
course
employees
features
screen
service
texting

5.1 Product features

How long does the battery last?
How much does it cost?

5.2 Asking about products

What's it called?
What does it do?

5.3 Talking about company activities

What's your company called?
What line of business are you in?
Where's your company based?

5.4 Talking about services

Listening practice
Speaking practice

5.5 Visiting a client

Would you like a coffee?
Where should we start?
What are your plans for next year?

5.6 Password

What's it made of?
What's it for?
Where can you use it?

5.7 Culture file

Living and working abroad

MODULE 5.1

SPEAKING

LISTENING

Product features

Look at the photo. Describe the situation.

- 1 **19** Listen to a customer asking about a new cell phone. Check (✓) the words you hear.

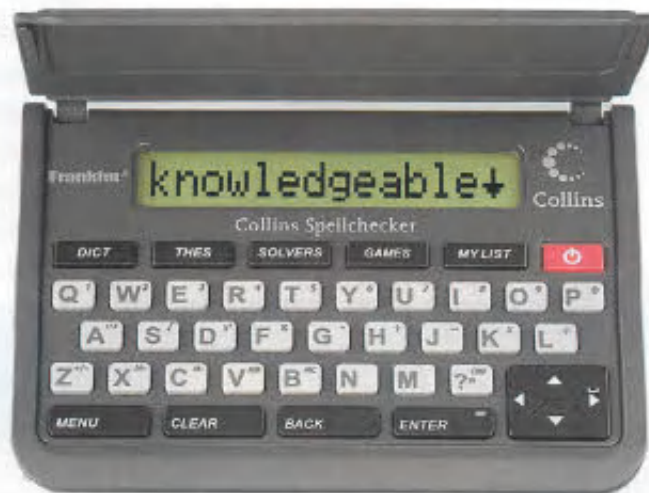
battery MP3 texting screen
Internet camera GPS memory

- 2 **19** Listen again and fill in the blanks.

- a _____ is it for?
It's for people who are based outside the _____.
- b _____ kind of features does it have?
It has a lot of great features – a big colour screen, a 10-megapixel _____, Internet, MP3 ...
- c _____ does the battery last?
With normal phone use, about _____.
- d _____'s this model called?
It's an NTK _____.
- e _____ much does it cost?
It's \$_____.

WRITING

Look at the product below. Complete the conversation using the questions below.



Is it easy to use? How much does it cost? What does it do?
 How big is it? Who's it for? What's it called?

A _____?¹

B *The Electronic Dictionary.*

A _____?²

B *It gives you the meanings of thousands of words.*

A _____?³

B *Students, teachers, or anyone who needs to find the meaning of an English word quickly.*

A _____?⁴

B *It's pocket-sized.*

A _____?⁵

B *Yes, very.*

A _____?⁶

B *It costs about \$75 from Amazon.*

SPEAKING

Now practice asking similar questions about other products.

Student A Turn to page 86.

Student B Turn to page 90.

READING

Student A Read the information on page 87. Then complete the notes on Company 1 and Company 2 below.

Student B Read the information on page 91. Then complete the notes on Company 3 and Company 4 below.

Company 1 _____

Business type _____

Company HQ _____

Employees _____

Activities _____

Company 3 _____

Business type _____

Company HQ _____

Employees _____

Activities _____

Company 2 _____

Business type _____

Company HQ _____

Employees _____

Activities _____

Company 4 _____

Business type _____

Company HQ _____

Employees _____

Activities _____

SPEAKING

1 Interview your partner. Ask these questions:

Questions

- What's your company called?
- What line of business are you in?
- Where's your company based?
- How many employees do you have?
- What does your company do?

Example answers:

- It's called Credit Suisse.
- We're an insurance company.
- We're based in ...

2 Complete the notes on your partner's two companies on the map.

3 Prepare a short description of a company you know. When you are ready, work in groups of three or four and present your information to the group.



LISTENING

1 20 Suzanne and Karl meet at a conference. Listen to the recording. Are these statements true (T) or false (F)? Check (✓) the correct answers.

Suzanne ...

- a is attending a training course.
- b runs courses for people who are going to work abroad.
- c says her clients usually leave their families behind.
- d says a lot of clients are moving to India and China.
- e likes Chinese food.
- f says language learning is not important.
- g teaches both husbands and wives.
- h is planning to move to Seoul.

T	F
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

2 Write down *yes / no* questions about each statement above. Start like this:

- a Is Suzanne attending a training course?
- b _____
- c _____
- d _____
- e _____
- f _____
- g _____
- h _____

SPEAKING

Practice the questions and answers with a partner. Start like this:

Is Suzanne attending a training courses? Yes, she is. / No, she isn't.



LISTENING

A Japanese company is planning to open an office in the US next year. Some of the employees need English lessons. Masaru Takashi is the manager. He is having a meeting with Suzanne Jones, a representative of a language teaching company.

21 Listen to the conversation. Who asks these questions? Write M (Masaru Takashi) or S (Suzanne Jones).

- a Would you like a coffee? _____
- b Where should we start? _____
- c What are your plans for next year? _____
- d Where will the office be? _____
- e How old are they? _____
- f Did they study English at school? _____
- g Can the classes be here? _____
- h How many weeks will they need? _____
- i How many lessons do you want a day? _____
- j How much will it cost? _____

SPEAKING

Work with a partner and have a similar conversation.

Student A Turn to page 87.

Student B Turn to page 91.

SPEAKING

In this game, one person chooses a product. The other person has to guess what it is by asking questions, e.g.

- A** *What's it made of?*
- B** *Metal and plastic, mainly metal I think.*
- A** *How big is it?*
- B** *It's pretty small - it's about the same size as a small candy bar.*
- A** *Who's it for?*
- B** *It's for people who like listening to music when they are walking or on the bus or working out.*
- A** *An MP3 player?*
- B** *Right - now it's your turn.*

Other useful questions:

- How much does it cost?*
- Where can you use it?*
- When do you use it? What's it for?*
- Does it use electricity?*

Take turns choosing and guessing. Use the products shown below. Check (✓) each product after your partner guesses it correctly. The person that guesses the most products after five minutes wins the game.

Now play the game.

Student A Your products are below.

Student B Your products are on page 92.





READING

Do you agree or disagree with these statements? Check (✓) the boxes.

	Agree	Disagree
a I would like the chance to live and work in another country.	<input type="checkbox"/>	<input type="checkbox"/>
b Companies should pay employees more for working abroad.	<input type="checkbox"/>	<input type="checkbox"/>
c People who work abroad are happier than people who work in their own country.	<input type="checkbox"/>	<input type="checkbox"/>
d Working abroad would help my career.	<input type="checkbox"/>	<input type="checkbox"/>
e People who work abroad have better living accommodations than their colleagues who stay in their own country.	<input type="checkbox"/>	<input type="checkbox"/>
f Working abroad is more interesting than working in my own country.	<input type="checkbox"/>	<input type="checkbox"/>
g Living abroad is a good experience for the whole family.	<input type="checkbox"/>	<input type="checkbox"/>

SPEAKING

- 1** Work with a partner. Discuss your answers. Say why you agree or disagree.
- 2** Work in groups and discuss these questions:
 - a Why do companies send people abroad instead of hiring locally?
 - b What kind of person is well-suited to working abroad?
 - c What kind of help should a company give to employees and their families when they are going to work abroad?
 - d What kinds of challenges would an employee and his / her family face abroad?