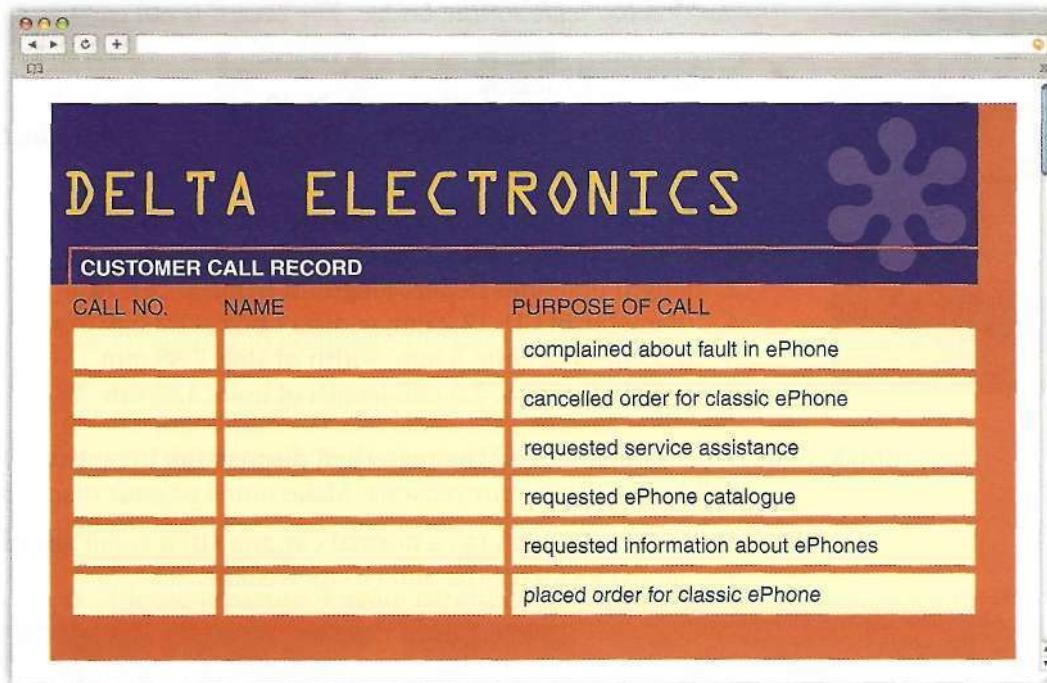# 2 Products

**Start here**  **1** Which features are most important to you in a mobile phone? List them in order of importance. Compare your list with your partner's.

Here are some examples: *size of phone, screen size, size of keys, talking time, recharging time, storage capacity, weight, video, music, organised address book.* Think of other features.

**Listening**  **2**  ▶ 🔘 **10**  Listen and complete the details in the customer call record.

## DELTA ELECTRONICS

**CUSTOMER CALL RECORD**

| CALL NO. | NAME | PURPOSE OF CALL |
|---|---|---|
| | | complained about fault in ePhone |
| | | cancelled order for classic ePhone |
| | | requested service assistance |
| | | requested ePhone catalogue |
| | | requested information about ePhones |
| | | placed order for classic ePhone |

**3** Listen again and complete the sentences.

1  Sorry, _____ you repeat that, please? (Phone call 1)
2  _____ I have your name, please? (Phone call 2)
3  I _____ like to cancel an order, please. (Phone call 3)
4  _____ you think you _____ tell me the model number, please? (Phone call 3)
5  I _____ like some information about the ePhone, please. (Phone call 4)
6  _____ you like me _____ send you a specification table? (Phone call 4)
7  _____ I put you through to the service department? (Phone call 5)
8  _____ you mind _____ me what the problem is? (Phone call 6)

**4** Match the sentences from 3 with these language functions.

a) saying what you want
b) offering to do something
c) asking someone to do something
d) checking information

**Speaking**  **5** Work in pairs. Roleplay phone conversations between customer and service staff. Practise the six dialogues. Use the customer call record in 2.

Study the Audio script on page 121 before you begin.

**6** Look at the chart and complete this phone conversation.

| Comparison between two ePhones | | |
| --- | --- | --- |
| | **Classic** | **Fonarama** |
| Dimensions | 115 x 61 x 11.6 mm | 96 x 52 x 9.7 mm |
| Weight | 135 g | 94 g |
| Screen size | 88.9 mm (diagonal) | 72 mm (diagonal) |
| Capacity | 8GB, 12 GB | 8GB, 12GB, 16GB |
| Battery | 16 hours | 24 hours |
| Charging time | 3.5 hours | 3 hours |

A: *What's the difference between the Classic and the Fonarama ePhones?*
B: Well, the Fonarama is much (1) _____ than the Classic. It's only 9.7 mm thick.
A: *I see. And what about the weight?*
B: The Fonarama is much (2) _____ than the Classic. It weighs only 94 g.
A: *OK, and what about the screen size?*
B: The screen of the Fonarama is much (3) _____. It's only 72 mm across.
A: *I prefer a (4) _____ screen size. I want to watch movies on it. I'll order the Classic.*
B: Certainly. Which one would you like? The 8 GB one or the 12 GB one?
A: *The 12 GB one, please.*

**7** Practise the conversation. Add more information from the chart.

**8** Which word does *one* refer to in this dialogue?

A: *I'd like to buy an MP3 player, please.*
B: Which one would you like? Do you want the white one or the black one?
A: *The black one, please.*

| | |
| --- | --- |
| **Language** | *one* is used when someone has already mentioned a thing, there is a choice between two or more types of the thing, and you don't want to repeat the name of the thing.<br>A: *Please pass me a spanner.*<br>B: *Which one do you want? The long one or the short one?*<br><br>Speaker B wants to mention two types of spanner, but does not want to repeat the word *spanner*. |

**Speaking** **9** The word *one* is missing from four places in this dialogue. Mark the places.

A: Hello, I'd like to buy a portable radio, please.
B: Certainly. We have two colours, red or black. And there are two models. There's with rechargeable batteries, and there's with normal batteries. Which would you like?
A: I'd like the red with the rechargeable batteries, please.

**10** ▶ 🔘 11 Listen and check your answers.

**11** Practise the corrected dialogue with your partner. Use these notes.

Portable radio
**model**: with rechargeable or normal batteries / **colour**: red or black