



1

I. Before Listening

What do you know about Amazon.com? Who started the company? What does it do?

II. During Listening

Listen to the first text and fill in the blanks with the correct word(s).

A. Listening 1

Hello my name is Jeff Bezos; I started Amazon.com about 15 years ago. **Tonnes** of stories from the early days - we started the company in my house -we didn't have enough _____¹ in the house, at a certain point - we only had about four _____² then - but we already had enough computers and computer servers, so we finally had to move to _____.³ When we **launched** the store we had made a very early _____⁴, it's one of my favorite **software bugs** of all time. We found that customers could order a negative quantity of books and we would credit their _____⁵ with the price, and I assume wait round for them to ship us the books. We _____⁶ that one, it's fixed, and we made a **bunch** of other mistakes over time and we've learnt a lot. **My whole body is covered in scar tissue.** We initially _____⁷ a bell to ring every time we got an order, and I'm very pleased to say that within the first 30 days of _____⁸ that bell got annoying, so we had to _____.⁹

Negative quantity is when the customer receives a larger quantity of product than what originally ordered

What do you think the boldfaced words and expressions mean? Guess their meaning using the context, look them up on the web, or ask your professor next time.

¹Taken from Business English Study, 2011