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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