

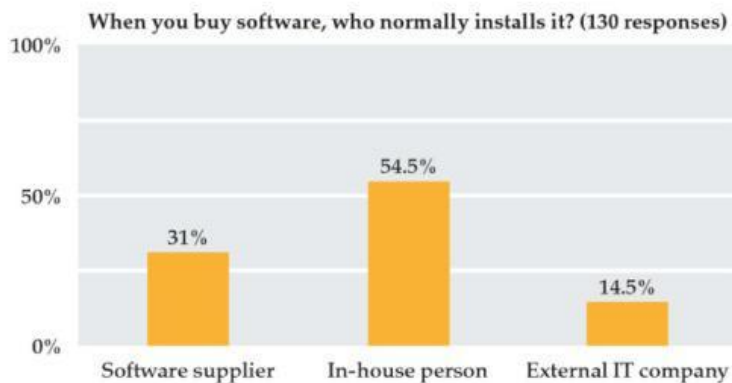
- ▶ **4.2** Listen to part of a phone conversation between an after-sales representative from Ercho and a user of their software. Complete the representative's notes about the new version.

User feedback on ...	Better?	Big difference?	Comments?
the new version of the software	Y / N		
using the customer-profile system	Y / N		
filling in the order forms	Y / N		

- ▶ **4.2** Listen again and write the missing words.

- 1 Do you think it's _____?
- 2 Overall, it works a lot _____ than the old version.
- 3 You could find a profile almost as _____.
- 4 The options are a lot more _____.
- 5 Staff are filling it in a little _____.

- 1 Ercho Management Systems recently surveyed businesses about their management software needs. The graph below shows the results for one of the questions. How many people responded to the question? How do most companies install new software?



Tip | Fractions

We often use fractions for approximate numbers:

a fifth = 20%

a quarter = 25%

a third = 33%

(a) half = 50%

two-thirds = 66%

three-quarters = 75%

- 2 ▶ 4.3 Listen to someone describing the results in the table. Write the missing words for approximating numbers.

130: _____ one hundred 31%: _____ a third

54.5%: _____ half 14.5%: _____ 15%