Name:

PART 1

EMPLOYEE: Hello, [redacted]. Can I help you?

WOMAN: Oh, hi. I saw your advertisement about [redacted] pictures to disk and I'd like a bit more [redacted] about what you do.

EMPLOYEE: Sure. What would you like to know?

WOMAN: Well, I've got a box full of old family photos that's been up in the attic for years, some of them must be [redacted] or [redacted] years old, and I'd like to get them converted to [redacted] format.

EMPLOYEE: Sure, we can do that for you.

WOMAN: Right. And what about size? The photos are all sorts of sizes - are there any [redacted]?

EMPLOYEE: Well the maximum size of photo we can do with our normal services is 30 centimetres. And each picture must be a least 4 centimetres, that's the [redacted] we can cope with.

WOMAN: That should be fine. And some of them are in a [redacted] - should I take them out before I send them?

EMPLOYEE: Yes please, we can't [redacted] them otherwise. And also the photos must all be [redacted], they mustn't be stuck into an [redacted].

WOMAN: OK, that's not a problem. So can you give me an idea of how much this will cost? I've got about 360 [redacted] I think.

EMPLOYEE: We charge £[redacted] for [redacted] to [redacted] photos for the basic service.

WOMAN: OK. And does that include the disk?

EMPLOYEE: Yes, one disk - but you can get [redacted] ones for £5 each.

WOMAN: That's good. So do I need to pay when I send you the photos?

EMPLOYEE: No, we [redacted] [redacted] anything until we've actually copied the pictures. Then we'll let you know how much it is, and once we've received the [redacted], we'll send the [redacted] off to you.

WOMAN: Right.

LIVEWORKSHEETS

EMPLOYEE: Is there anything else you'd like to ask about our services?
WOMAN: Yes. I've roughly sorted out the photos into [redacted], according to what they're about - so can you keep them in those groups when you copy them?
EMPLOYEE: Sure. We'll save each group in a different [redacted] on the disk and if you like, you can suggest a [redacted] for each folder.
WOMAN: So I could have one called [redacted] for instance?
EMPLOYEE: Exactly.
WOMAN: And do you do anything besides scan the photos? Like, can you make any [redacted]?
EMPLOYEE: Yes, in the standard service each photo is checked, and we can sometimes touch up [redacted] a bit, or improve the [redacted] - that can make a big difference.
WOMAN: OK. And some of the photos are actually quite [redacted] - they won't get [redacted] in the process, will they?
EMPLOYEE: No, if any look particularly fragile, we'd do them [redacted]. We do realise how [redacted] these old photos can be.
WOMAN: Sure.
EMPLOYEE: And another thing is we can make [redacted] to a photo if you want - so if you want to remove an object from a photo, or maybe [redacted] the background, we can do that.
WOMAN: Really? I might be interested in that. I'll have a look through the photos and see. Oh, and talking of fixing photos - I've got a few that aren't properly [redacted]. Can you do anything to make that better?
EMPLOYEE: No, I'm afraid that's one thing we [redacted] do.
WOMAN: OK.
EMPLOYEE: Any other information I can give you?
WOMAN: Er ... oh, [redacted] will it all take?
EMPLOYEE: We aim to get the copying done in [redacted].
WOMAN: Fine. Right, well I'll get the photos packed up in a box and post them off to you.
EMPLOYEE: Right. If you've got a strong cardboard box, that's best. We've found that [redacted] ones sometimes [redacted] in the post.
WOMAN: OK. Right, thanks for your help. Bye.
EMPLOYEE: Bye.

LIVEWORKSHEETS