



4

Services & systems

1. Complete these sentences with words from the list.

immediate user-friendly efficient time-saving
accurate personal convenient up-to-date

1. Your home page is really easy to use. It's _____.
2. How _____ is this data? It seems to be for last month.
3. Can you give me an _____ reply on this, as I need to know straight away?
4. The new supermarket is very easy to get to from my house. It's really _____ for me.
5. These figures don't seem to be _____ I've found at least two mistakes.
6. The engine on my new car is so _____. It does more miles than my last one with the same amount of petrol.
7. We will not pass on any of your _____ details to other companies without your permission.
8. These new _____ procedures have really reduced the hours everyone spends on paperwork.

2. COMPARATIVE FORMS. Complete these sentences with adjectives from the list. Change the form of the adjectives if necessary.

friendly long complicated convenient stressful fast

1. My previous job was much _____ than my present one. I feel much more relaxed now.
2. This new printer isn't nearly as _____ the old one. You have to wait ages for it to print.
3. I'm sure you miss Sonia. How is your new assistant getting on? Is she as _____ as Sonia?
4. They say the tax system is going to be simple, but it seems _____ than ever to me.
5. My commute to work is even _____ now that they've closed the road.
6. Online banking is so much _____.

3. Read and choose the correct verb for these sentences

- 1 They've even introduced a new self-service system which *enables* / *allows* you to put your passport on a screen and walk through.
- 2 This handy app *lets* / *enables* you book a taxi.
- 3 The system of colour coding *lets* / *helps* you see if a room is free.
- 4 This app *allows* / *makes* you to keep track of all your investments in one place.
- 5 This simple, user-friendly app *helps* / *makes it easier* for you to schedule a meeting.

4. Drag and drop to classify these phrases under the correct heading

The main benefit is ...
It'll let you / It'll make it
easier to / It'll help you to /
It'll enable you to ...
Another useful feature is ...

That's a good question.
That's true, but ...
It might seem ..., but in fact ...
I'm sure you'll find it much ...

Will it let me / allow me to ...?
What happens if ...?
But wouldn't that ...?
I'm not convinced that ...
I have a question, too.

It's a lot more accurate / It's
a lot less time-consuming
because ...
The new system will be
much ...
One of the problems is that ...

**EXPLAINING THE FEATURES
AND BENEFITS**

**COMPARING SERVICES
AND SYSTEMS**

**ASKING QUESTIONS AND
EXPRESSING CONCERNS**

**HANDLING QUESTIONS
AND CONCERNS**