

www.zaptools.com

Welcome to

ZapTools!

ZapTools has the best selection and lowest prices on everything electricians need.

We carry specialized tools such as **conduit benders**, **levels**, **fish tapes** and **stud punches**. We also have the largest selection of **lineman's pliers** on the Internet.

Be sure to check out our power tools too. We have saws and drills, including **hammer drills**. To go with the drills, we have specialized drill bits. We have the toughest brands of **stepped drill bits** and **masonry drill bits**.

We also sell electronic equipment for electricians. We have **multimeters**, **plug in analyzers** and **labeling machines**.

Get ready!

1 Before you read the passage, talk about these questions.

- Which specialized tools in the pictures do you consider most helpful?
- What can an electrician do if he/she doesn't have a specialized tool?

Reading

2 Read the company webpage. Then, complete the table using information from the webpage.

Category	Tools
1 Specialized	
2 Power	
3 Electronic	

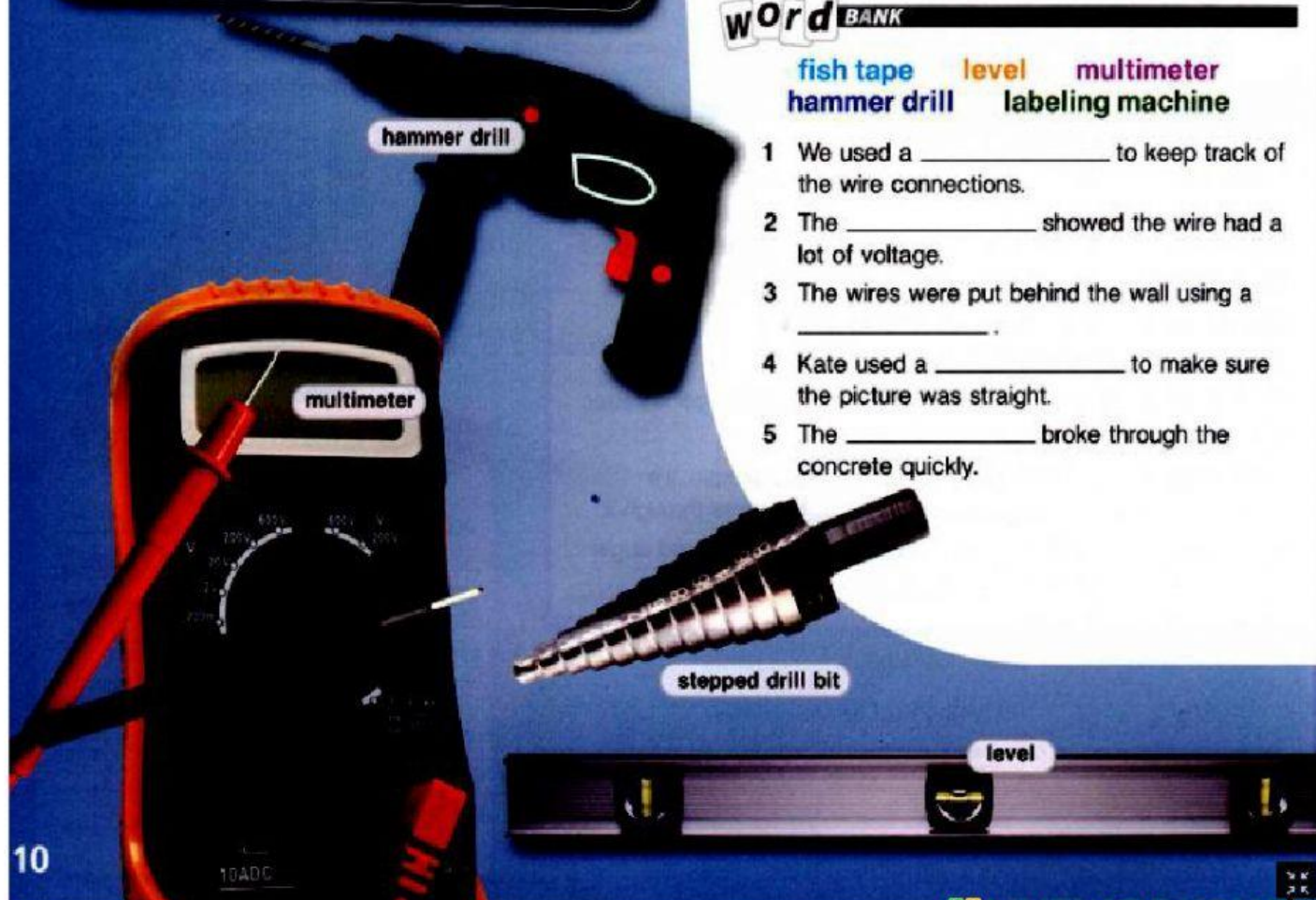
Vocabulary

3 Fill in the blanks with the words and phrases from the word bank.

Word BANK

fish tape level multimeter
hammer drill labeling machine

- We used a _____ to keep track of the wire connections.
- The _____ showed the wire had a lot of voltage.
- The wires were put behind the wall using a _____.
- Kate used a _____ to make sure the picture was straight.
- The _____ broke through the concrete quickly.



- 4 Read the sentence pair. Choose where the words best fit the blanks.

1 lineman's pliers / stud punch

- A Sam used a _____ on the wall.
B _____ are good for cutting wires.

2 stepped drill bit / masonry drill bit

- A I need a _____ to drill through the metal.
B A _____ will make a hole in the concrete.

3 plug-in analyzer / conduit bender

- A The _____ indicates there are some loose wires.
B Mark the conduit before you use the _____ on it.

- 5 Listen and read the company webpage again. What are some electronic tools electricians use?

Listening

- 6 Listen to a conversation between an employee and a customer. Mark the following statements as true (T) or false (F).

- 1 ___ The man wants to order a hammer drill.
2 ___ The woman suggests masonry drill bits.
3 ___ The man orders several different items.

- 7 Listen again and complete the conversation.

Employee: Thank you for calling ZapTools. How can
1 _____?

Customer: Hi, I'd like to order some drill bits for my 2 _____.

Employee: All right. What kind are you looking for?

Customer: Well, I need to be able to drill 3 _____.

Employee: It sounds like you need some 4 _____
_____. They're \$11 each.

Customer: Great. I'd like 5 _____.

Employee: All right. Can I do anything else for you?

Customer: No, that's it. I 6 _____!

Speaking

- 8 With a partner, act out the roles below based on Task 7. Then switch roles.

USE LANGUAGE SUCH AS:

*How can I help ...
I'd like to order ...
I need to be able to ...*

Student A: You are an electrician. Talk to Student B about:

- what you want to order
- what you need to do
- how many items you want to order and price

Student B: You are an employee at ZapTools. Talk to Student A about his or her order.

Writing

- 9 Use the conversation from Task 8 to fill out the order form.

ZapTools Order Form

Item Ordered: _____

Price per Item: _____

Number Ordered: _____