

4 Services & systems

Starting point

1 What types of online services do you use?
- Online banking
- Cloud storage
- Newsfeeds
- Others?

2 What are the benefits of these services?

3 Does your company offer any online services? Tell the class about them.

Working with words | Services and systems

1 How often do you use apps? Which app do you find most useful? How does it help you?

2 Read reviews of three apps and answer these questions for each one.
a What are the main benefits of the app?
b What type of person would use this kind of app?

★★★★½

Was this review helpful?

Yes 1,469
No 27

'A HANDY APP'

This **handy** app lets you book a taxi and reduce your waiting time. It uses the GPS on your phone to find the nearest driver. You can even see all the taxis within a mile of you. The system sends you a text with an **accurate** waiting time. Once your taxi arrives, you receive another text to check the driver's identity, so it's all very safe and **secure**. And the really nice part is that you don't need to hand over any local currency to the driver because your credit card is automatically charged.

★★★★

Was this review helpful?

Yes 1,672
No 15

'SIMPLE AND USER-FRIENDLY'

Many people say meetings are the worst part of their job but, for me, arranging the meetings is worse! Emailing everyone, waiting for their replies and then working out when everyone is available can take longer than the meeting itself. For an **efficient** way to organize a meeting, this simple, **user-friendly** app makes it easier for you to schedule a meeting by offering everyone a choice of time slots. You tick the time slots that are possible and the app decides which time slot suits the majority. Automatic reminders mean there's no excuse for being late.



★★★★★

Was this review helpful?

Yes 1,803
No 9

'HIGHLY RECOMMENDED'

This app allows you to keep track of all your investments in one place. **Up-to-date** newsfeeds allow you to log into any stock market in the world and follow the daily ups and downs, and **high-quality** infographics illustrate the latest trends. I highly recommended it for any investors on the move.

3 Would you be interested in these apps? Do you already use something similar? Why/Why not?

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4 Match the positive adjectives in **bold** in the text in **2** to adjectives 1–7 with the opposite meaning.

1 difficult-to-use _____
2 incorrect _____
3 unsafe _____
4 poor-quality _____
5 useless _____
6 old _____
7 time-consuming _____

5 Complete these sentences with a positive or negative adjective from **4**.

1 Online ordering is more _____ than going to a shop. It saves you lots of time and these days orders arrive within hours.
2 Our automatic downloads help to keep your computer software _____.
3 My online banking is very _____ because it always asks for your username, PIN code and password.
4 Cloud storage is a _____ way to store your files and access them easily from anywhere.
5 Travelling to meetings takes so long. I think video-conferencing would be much less _____.
6 Why is this photocopier so _____? I never know how to print on both sides of the paper!
7 Our new track and trace app lets you know the progress of your delivery with a precise location and an _____ estimate for the time of delivery.

6 Which of the adjectives in **4** could you use to describe the following services and systems?

- Online banking
- Passport control at an airport
- System for booking a meeting room at work
- A childcare service for working parents

7 ▶4.1 Listen to three people talking about a service or system in **6**. Make notes about each question in the table.

1 Which service or system is each person talking about?
Speaker 1:
Speaker 2:
Speaker 3:
2 Does the speaker think it makes life easier? Give reasons for your answers.
Speaker 1:
Speaker 2:
Speaker 3:

8 These sentences are from the reviews of the apps in **2** and the listening in **7**. Underline the correct verb in *italics*. In two sentences, both verbs are possible.

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

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6 Work with a partner. Make sentences using the words in this table.

Example: *Search engines allow people to find relevant websites.*

Search engines Telecommunication companies Financial advisers	help allow make it easier for	me you organizations companies	infinitive (with *to* …)
Call centres Consultants Legal services	let	people the world	verb (without *to* …)

9 Think of three more services and systems which make your life easier. Tell your partner about the benefits of these services and systems.

Example: *Online video-conferencing is an efficient way to communicate and lets us talk to our overseas staff.*

Have these things ever happened to you? What did you do?

- You arranged to meet a friend at the mall, but when you get there, you can't find them.
- You're on vacation in a new city, but your taxi driver can't find the address where your accommodation is.
- You're waiting for an important delivery, but it never comes. The website says the package was delivered.
- You're walking in the mountains with friends. One person falls and hurts their leg badly.

1. How common are these situations?
2. What technology could help to avoid these problems?

Watch this short video about an app that offers a solution to these problems.

1. Explain the app in your own words, using information from the video.
2. What else would you like to know about this app?

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