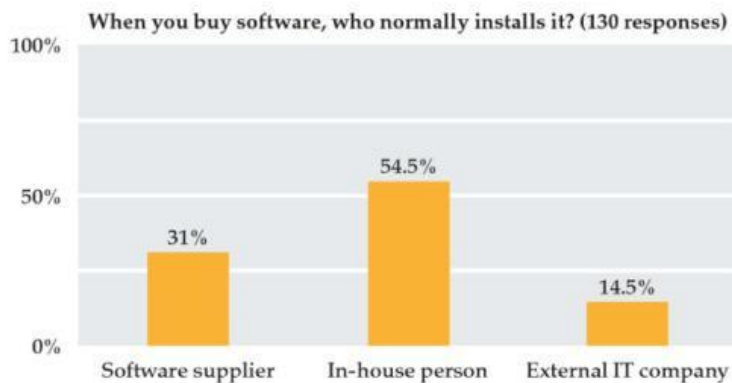· ▶4.2 Listen to part of a phone conversation between an after-sales representative from Ercho and a user of their software. Complete the representative's notes about the new version.

| 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 _____.

## Practically speaking | How to be approximate

**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?

**When you buy software, who normally installs it? (130 responses)**

**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%

**LIVEWORKSHEETS**