

Unit 8

Solutions

Vocabulary: **Solutions**
 Language: **Past simple negatives, question and short answer**
 Career skills: **Explaining a technical problem**
 Writing: **Email explaining a technical problem**



Vocabulary 1

Choose the correct word a-c to complete the sentences.

- 1 Malcolm didn't go to Harvard university – he went to Cambridge.
 a office b university c industry.
- 2 R&D needs money to buy scientific equipment for the new _____.
 a laboratory b home c reception
- 3 The machine didn't work, so I took it to the workshop and the _____ fixed it.
 a professor b lawyer c technician
- 4 Albert Einstein was a famous German _____.
 a manager b CEO c scientist
- 5 Some businesses use solar _____ in their offices.
 a torch b power c oil

Reading

1 Read the article on the opposite page and tick (✓) four things that it mentions.

- | | |
|---------------------------|-------------------------------------|
| a machines that use bulbs | <input checked="" type="checkbox"/> |
| b electricity | <input type="checkbox"/> |
| c factories | <input type="checkbox"/> |
| d offices | <input type="checkbox"/> |
| e shops | <input type="checkbox"/> |
| f a percentage | <input type="checkbox"/> |

2 Read the article again and choose the correct answer a-d.

- 1 What does the writer say about light bulbs in the first paragraph? a
 a You don't need to change light bulbs.
 b Normal bulbs never stop working.
 c People use bulbs in lots of different machines.
 d The machines often stop working.
- 2 What problem does the writer mention in paragraph two?
 a Bulbs use more energy than necessary.
 b Bulbs use less energy than they need.
 c Bulbs are not hot.
 d Bulbs are efficient.

- 3 What solution does the writer mention in paragraph three?
 - a A team of scientists want to work on the project.
 - b Researchers don't use light bulbs.
 - c A research team made a bulb that is efficient and lasts a long time.
 - d Scientists discovered a new bulb that doesn't need electricity.
- 4 What does the writer say about the new bulb in paragraph four?
 - a It's small but it doesn't give a lot of light.
 - b It's good for scientists to use in a laboratory.
 - c It costs a lot of money.
 - d It isn't big but it gives a lot of light.

The Economist

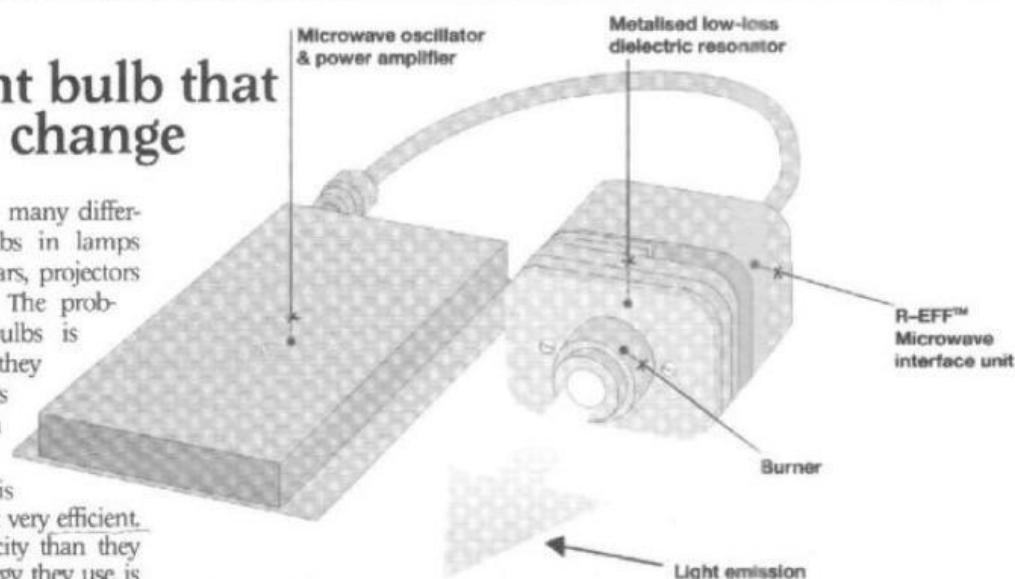
Everlasting light

A new light bulb that you never change

¹ We use light bulbs in many different things: large bulbs in lamps and small bulbs in cars, projectors and other machines. The problem with normal bulbs is that after a while they stop working. Then it's necessary to put in a new bulb.

² The other problem is that light bulbs are not very efficient. They use more electricity than they need. Most of the energy they use is heat rather than light. Different machines need different types of bulb. So sometimes you don't have the right sort of bulb.

³ But scientists found a solution. A team of researchers created a light bulb that uses less energy. It also lasts a long time. The team discovered



that it didn't last forever, but it certainly lasted as long as the machine it was in. The bulb can be used for all sorts of different things, from televisions to lighting offices.

⁴ The new bulb is perfect for places where it is difficult to change light bulbs. It's small but it can give a

bright light, so it's useful in lots of different situations. It's also cheap to make. Data shows that 20 percent of the world's electricity is used in lights. So a bulb that saves energy and lasts almost forever is good news for customers and the planet.

Vocabulary 2

Circle the correct word in *italics* to complete the sentences.

- 1 We start with an idea and then we *invent* / *develop* it into a product.
- 2 I don't want to *fail* / *succeed* the exam.
- 3 The R&D department *create* / *include* new products for the range.
- 4 Do you have any ideas about how to *succeed* / *solve* this problem?
- 5 We need to *improve* / *increase* the design because it doesn't work.
- 6 Everyone wanted the plan to *create* / *succeed*.
- 7 They *manufacture* / *invent* the cars in a factory in Leipzig.
- 8 The only solution is to *include* / *increase* the price of the product from €46 to €49.

Language check

Complete the conversation with the negative, question or short form of the past simple.

A ¹ Did you go to the product development meeting yesterday?

B No, I ² _____. I was at a conference. ³ _____ Jeremy there?

A No, he ⁴ _____. He was on holiday.

B ⁵ _____ the marketing director give a presentation?

A Yes, he ⁶ _____. But there was a problem with his laptop – it ⁷ _____ work.

B What ⁸ _____ he do?

A He phoned the technician, but she ⁹ _____ arrive until 5:30, so the presentation ¹⁰ _____ finish until 7pm.

B ¹¹ _____ Helga and Kay at the presentation? They're good with computers.

A No they ¹² _____. They were in Lisbon.

Listening 1

Match each conversation 1-5 with one of the subjects a-i.

Conversation

Subject

1

a an invitation to lunch

2

b how to operate a radio

3

c the wrong account number

4

d a different colour

5

e a question about a printer

f instructions for a laptop

g a radio that doesn't work

h the wrong photocopier

i instructions for a PC

Listening 2

1 Listen to a customer explaining a technical problem. Are these statements true or false?

1 Mr Jenkins telephones customer services. *True*

2 He bought the product last month.

3 He repeats his account number.

4 He used the internet to buy the product.

5 He didn't read the instructions.

6 It isn't possible to fix the machine.

2 Listen again and complete the form.

Customer name: ¹ Phil Jenkins

Account number: ² _____

Product: ³ _____ player

Model: ⁴ _____ P

Problem: No ⁵ _____

Solution: Collect the machine for repair on ⁶ _____

Writing

Write an email (40–60 words) to Keira Roberts at Henley Photographics. Tell her about a technical problem with your camera. Use the information below. Then compare your answer with the suggested answer on page 93.

- Product: digital camera model 827F
- Bought: Thursday 22nd August
- From: Henley Photographics website, order number DJ782/JL
- Problem: turn on camera / not work
- Action: ask company to fix it.

