

Product testing

- 1A** When companies develop new products, they use Quality Assurance Testers. Which of these products would you enjoy testing? Which ones would you not want to evaluate? Why?

cars cleaning products computer games make-up motorcycles
musical instruments snack foods sports clothes

I'd love to test cars. I love driving!

I wouldn't enjoy testing musical instruments because I can't play one.

- B** Think of three or four products to add to the list.

- 2** What do you think is a) the worst and b) the best part of being a product tester? Why? Think about testing similar products over and over, testing products you don't like, whether or not you would have to pay for the products.

- 3** Read the article and answer the questions.

- 1 What type of product testing is it about?
- 2 What good and bad points of the job does the article mention?

a dream job in product development

According to Our Report, the Game Testing Service market size was valued at US\$ 839.34 million in 2023 and is expected to expand at a CAGR of 10.28% during the forecast period, reaching US\$ 1509.98 million by 2032.

MarketWatch



'People think I play video games all day, but that isn't what I do,' says the video games tester who gives us only his online nickname – TestPilot. 'As a tester, I've never really played the games – not in a normal way. I try to find problems with them.

5 For example, I've done a lot of 'matrix testing' where you make every character in a fighting game go against every other character, looking for issues with the game's function, or with the art and design. It's fun, but it's also hard work.' TestPilot adds that he also does a lot of administrative work. 'Today, I've
10 already spent two hours in meetings. And I've just spent an hour writing emails. I haven't even looked at a video game yet today.'

TestPilot has worked as a Quality Assurance Tester in the video games industry for about six years. Before that, he studied economics and politics at university. 'I've always enjoyed
15 gaming, but I never expected to get a job in the industry.' After finishing his degree, TestPilot looked for office jobs. Then a friend mentioned the games-testing job. 'For a laugh, I attended a group job interview, and they selected me. It was a total surprise!' At first, his parents often asked, 'Have you found a real
20 job yet?' But when they realised he was happy and could afford to pay his bills, they stopped asking.

TestPilot has worked for three companies. 'After three years in my first job, I left that company for a position with better pay.' But then two years later, that firm went out of business and
25 TestPilot moved on. 'I've been with my current company for a year. They've just made me Quality Assurance Manager, so I feel happy about that. To be honest, the money isn't great, but it's enough. I've already had two pay increases, and I haven't become bored with it yet, and I don't expect to. So I guess this is
30 my career, now!'

The biggest problem, says TestPilot, is that he doesn't often play games for fun these days. 'It's too much like work.'



4 Read the article again. The statements below are incorrect. Underline the information in the article that shows the correct information.

- 1 TestPilot spends most of his time playing video games.
- 2 Being a video game Quality Assurance Tester is the easiest job in the world.
- 3 TestPilot has just started working as a video games tester.
- 4 As a child, he dreamt of working as a games tester.
- 5 TestPilot's employer has never promoted him.
- 6 After work, he relaxes by playing video games.

5A In your opinion, what are the pros and cons of TestPilot's job? Write a list. Then decide if you would like to do the job or not.

Present Perfect Simple with *just*, *already* and *yet*

6 Read the sentences from the article and answer the questions.

- a Today, I've **already** spent two hours in meetings.
- b I've **just** spent an hour writing emails.
- c I haven't even looked at a video game **yet** today.
- d They've **just** made me Quality Assurance Manager, so I feel happy about that.
- e I've **already** had two pay increases.
- f I haven't become bored with it **yet**, and I don't expect to.

Which two sentences

- 1 describe things that have happened very recently?
- 2 describe things that have not been done or have not happened?
- 3 describe things that happened some time in the past, without saying specifically when?

7 Choose the correct option in *italics* to complete the sentences.

- 1 I've *tested already* / *already tested* three types of cleaning product today.
- 2 We can ignore this bill because we've *just paid it* / *paid it yet*.
- 3 I need to talk to Jim today, but I haven't seen him *yet* / *already*.
- 4 She's *just* / *yet* finished writing her test report.
- 5 I've been here for six months, and I haven't had a pay increase *already* / *yet*.
- 6 *Has he started his new job already?* / *Already has he started his new job?*

8 Complete these sentences so they're true for you.

- 1 Today, I haven't _____ yet.
- 2 This week, I've already _____.
- 3 I've just _____.

Present Perfect Simple with *just*, *already* and *yet*

1 Put the words in the correct order to complete the sentences.

1 a / smartphone / I / ordered / new / just / have

2 candidates / already / we / interviewed / have / three

3 yet / you / have / lunch / had / ?

4 ticket / I / already / have / booked / my

5 a / yet / found / have / you / solution / ?

6 yet / started / two / I / but / finished / hours / haven't / ago / I

7 point / am / we / afraid / have / already / I / that / discussed

8 left / I / but / she / just / sorry / am / has

2 Match the questions (1–8) with the responses (a–h).

- | | |
|---|--|
| 1 Do you want to come for lunch? | a Room 121 but they've already started. |
| 2 Could I speak to Maria, please? | b No, not yet. I'll do it now. |
| 3 Could I take a look at your report? | c Yes, she's just called. |
| 4 Have you booked the flights? | d Thanks, but I've already eaten. |
| 5 Have you seen Juan and Mario today? | e I'm afraid she's just left. |
| 6 Could you tell me where the meeting is? | f I think I've already given it to you. It's on my card. |
| 7 Can I have your number? | g Sorry but I haven't finished it yet. |
| 8 Have you heard from Carla? | h Yes, I've just seen them in the cafeteria. |

3 Complete the sentences and questions using the words in the box.

already just yet (x2)

1 A: Have you paid that invoice _____ ?

B: Yes, I've _____ paid it. I'm printing off the confirmation now.

2 A: Can you do that translation for me?

B: I've _____ done it! I emailed it to you last night.

3 A: Do you want me to check the contract?

B: We haven't got it _____. They only posted it yesterday.

1 Read the scenarios and choose the correct options.

- 1 Bruno invited Nina to the cinema to see a science fiction film he was interested in. Nina didn't go with him because she'd seen the film with her sister.
a Nina has already seen the film. **b** Nina hasn't seen the film yet.
- 2 Greg wants to buy a new tablet but he doesn't have enough money for it.
a Greg hasn't saved the money yet. **b** Greg has already saved the money.
- 3 I got a text from my brother asking me to phone our dad. But two minutes before I received the text, I was speaking to my dad on the phone!
a I've just spoken to my dad. **b** I haven't spoken to my dad yet.
- 4 The assistant is offering us coffee but we'd both had one on our way to the meeting.
a We haven't had coffee yet. **b** We've just had coffee.
- 5 Zoe got a new smartphone but it's still in the box. She says she'll open it tomorrow.
a Zoe has already used her new phone. **b** Zoe hasn't used her new phone yet.
- 6 Liam ordered a new camera online. A week later he changed his mind and tried to cancel the order, but the company said it had been shipped a few days before.
a The camera has already been shipped. **b** The camera has just been shipped.

9A Look at the list of activities that people do in a typical day at work. Add three or four ideas of your own.

make phone calls, write emails, go to meetings

B Write five questions using your ideas to find out what your partner has done today. Use the Present Perfect Simple.

Have you made a phone call yet? Have you written any emails yet?

C Take turns to ask and answer questions.

A: Have you made a phone call yet? B: No, not yet. But I've had three meetings already.

1 5.01 **Listen to the radio programme and choose the correct option.**

- | | |
|--|--|
| 1 What does Steven do?
a He works for an airline company.
b He works as a test driver.
c He's retired. | 5 Who does Penny work for?
a her own company
b her husband
c a group of restaurants |
| 2 He got the job when
a he left school.
b he visited the circuit.
c the previous test driver stopped work. | 6 Her job involves
a serving in restaurants.
b cooking the dishes.
c helping create new dishes. |
| 3 How often does Steven have accidents?
a never
b hardly ever
c quite often | 7 What does she often have to do?
a find new chefs
b test the same dish
c inform her boss of problems |
| 4 After the tests
a he is allowed to keep the car.
b he drives home in a luxury car.
c he drives home in his own car. | 8 The mystery shoppers
a come from the general public.
b work for the chain.
c know all the chefs. |

2 Listen again and complete the table.

Steven ...	Penny ...
tests ¹ _____ cars.	works in quality ⁵ _____.
checks the cars work well and ² _____.	checks the food is up to ⁶ _____.
makes sure they are comfortable, fast and ³ _____.	reports problems and tries to find ⁷ _____.
has to test them in ⁴ _____ weather.	uses mystery shoppers who write a report in return for a free ⁸ _____.

1 Before you read, choose the correct definition (a or b) for the words/phrases in bold in these sentences. Then read the article to check your answers.

- 1 Design and innovation are **intrinsically linked** and often work together.
a completely different
b very closely connected
- 2 Design companies don't always have the **resources** to spend on developing their ideas.
a finance
b employees
- 3 Not all suggestions **make the grade**, but the team knows that we listen to their ideas.
a are tested
b are successful
- 4 The engineers made a model of the design but we needed to produce 1,000 for our customer and it was too expensive **scaling up** production.
a increasing the amount of materials required to produce a larger number of products
b saving money by using more than one manufacturer to produce products
- 5 Small companies can save money if they work **collaboratively**, for example by sharing ideas or equipment.
a together
b in competition

2 Complete the sentences with words/phrases from Exercise 1.

- 1 Some of the best designs are a result of the team working _____ and sharing ideas.
- 2 We researched the equipment and _____ that we needed to complete the project and then we agreed a budget.
- 3 Good looks and usefulness are _____ when designing products for the home.
- 4 Eduardo didn't _____ in his exams last term but his latest work shows significant improvement.

3 Read the article quickly and match the sub-headings (1–5) with the sections of the article (A–D). There is one extra sub-heading which you don't need to use.

- 1 What challenges do small design firms face? _____
- 2 What are design skills used for? _____
- 3 How do small design companies work together? _____
- 4 How much finance is required? _____
- 5 What should good design and innovation do? _____

4 Read the summaries of sections A–D. Replace the words in italics with the words in the box.

critical distribution visionary work spaces

- A There are many *imaginative* design companies that create interesting products for their customers by using existing or future trends. _____
- B Production and *delivery* to customers and retail outlets is expensive for small companies. _____
- C Finance is *essential* to help small design companies to grow. _____
- D Some companies work together by sharing *offices or design studios*. _____

The funding dilemma for small design firms

By Steve Hemsley

- A** Design and innovation are intrinsically linked, with both able to significantly improve business performance.

The design sector is full of visionary companies and individuals using their skills to develop products and services for their clients, solving problems or connecting with consumers in a particularly effective way. Great designers could be tapping into a trend or predicting a new demand from customers.

- B** However, design companies face unusual challenges, particularly when they are small businesses. Anything new requires investment at an early stage of its development, and smaller design businesses can struggle to support their R&D strategy and facilities. Without the resources to spend on great new ideas – and on ideas that never make the grade – it's easy for innovation to stagnate as a business struggles to juggle the demands of sustaining existing client work with developing their product range or breaking new markets.

Often, an SME* in the design or engineering sector will produce an innovative idea which proves incredibly popular. However, scaling up production or distribution can be a real challenge or even impossible without adequate funding.

- C** 4C Design are successful innovators who understand how important future investment will be if they are to reach their full potential. 4C Design's founder, William Mitchell, says funding is critical to continue expanding. He believes that no product design or engineering company can survive without innovation, but he stresses that any invention or creative advance must solve a real problem.

'I have always been excited by design and I appreciate products that work well, look good and have been put together well,' he says. 'But we do have a natural filter within the consultancy to only work on projects that use innovation to create something new and useful. It essentially has to solve a problem and not just clog up your life.'

- D** Many SME design companies are keen to work more collaboratively with similar businesses. There is a trend, for example, for designers to support each other by sharing ideas and even work spaces. But smaller design and engineering firms need investment to enable them to devote their time and expertise to doing what they do best creating great products.

5 Decide if the statements are *true* (T) or *false* (F).

- 1 The design sector doesn't have enough companies with interesting ideas.
- 2 For small companies, investment is particularly important during the later stages of development.
- 3 Innovation requires time and money to experiment on ideas that work and also on ideas that don't work.
- 4 William Mitchell believes that finance for small design companies is essential to help them develop and have future success.
- 5 4C Design think that if a product looks good then it doesn't always need to be useful.
- 6 The main reason that designers and engineers need more funding is to spend time creating effective marketing campaigns.