

Reading and listening

Comparing cleaning agencies

1 Read the adverts below and tick (✓) the correct column in the table.

	Spotless Cleaning Service	Parkwood Cleaning
Cleaners any day of the week		
High-quality		
Eco-friendly cleaning products		
Fixed fee		
Own equipment		
Service between 6 a.m. and 10 p.m.		
Wide range of services		
Window and carpet cleaning		

Spotless Cleaning Service

Expert cleaning services.

We offer a wide range of cleaning services for offices, hotels, restaurants, schools, universities and hospitals.

We can supply window and carpet cleaners.

We have expert, experienced cleaners.

We supply all our own equipment.

We use eco-friendly cleaning products.

We provide a high-quality service at great prices.

Parkwood Cleaning

The answer to all your cleaning needs.

We have a very high number of cleaners for all types of cleaning jobs.

We can supply a cleaner any day of the week, between 6 a.m. and 10 p.m.

We supply cleaning products and equipment.

We offer a complete service for a fixed fee.

2 > 7.01 Listen to the conversation and answer the questions.

- 1 What's the problem?
- 2 Which company do Tina and Ian choose?

3 Listen again. Are the sentences *true* (T) or *false* (F)?

- 1 Ian and Tina have a client meeting this week. _____
- 2 Ian thinks Spotless are more professional. _____
- 3 Tina and Ian don't need the carpets cleaned. _____
- 4 Tina thinks the Parkwood cleaners are more experienced. _____
- 5 The service is more expensive at Parkwood. _____
- 6 Ian thinks they don't need expert cleaners. _____
- 7 Tina wants to pay more for better quality. _____
- 8 Tina and Ian choose the cheaper company. _____

Functional language

Presenting

1 ▶ 7.02 Put the sentences from the beginning of a presentation in the correct order. Then listen and check.

- a ☐ Thank you for attending this presentation.
- b ☐ Finally, we'll have a question and answer session.
- c ☐ First, I'll tell you about our traditional product range.
- d ☒ So, good morning everyone. I'm Theo Robson, Sales Director at Lucy's Luxury Leather.
- e ☐ Then, I'll explain our new range and how you can present it to our customers.
- f ☐ The aim of today's presentation is to introduce our new product range.

2 ▶ 7.03 Choose the correct option. Then listen to the second part of the presentation and check.

Let's start ¹at / with more information about our traditional product range. Lucy's Luxury Leather started in 1972 and we are the ²bigger / biggest provider of traditional leather bags in the country. We're ³based / built in Worcester, UK, and we also have offices in Spain and Portugal. We ⁴give / provide a range of leather goods including purses, wallets, belts and bags. Let's look at some of our best-sellers now. Here, for example, are the Kensington belt and the Luxury bag ...

So that's the traditional range. Now, let's ⁵go into / move onto our new range aimed at a younger customer. Let's talk ⁶about / onto our typical younger customers. We ⁷can / can't create a range for this group and grow the business. ⁸We'll / We offer an original and modern range of leather goods for young customers. We think the Graduate wallet and the Casual belt will be very popular.

3 ▶ 7.04 Complete the presentation with one or two words in each gap. Use Exercises 1 and 2 to help you. Then listen and check.

So, ¹_____ everyone. For staff who are new to the company, I'm Sophie Dean, Marketing Director here at Lucy's Luxury Leather. The ²_____ this presentation is to introduce our new online shop. ³_____, I'll talk about our present system and tell you about why we need to improve it. ⁴_____, I ⁵_____ our new system and how it can help you. ⁶_____, we'll have a question and answer session at the end.

So, ⁷_____ start with our present online shop ...

4 Match the sentence halves for giving a presentation.

- 1 For the introduction to a presentation,
- 2 To introduce your company,
- 3 To give the agenda,
- 4 When you want to change topic,
- 5 To explain what you offer,
- a say when it started, where it is based and what it provides.
- b say *good morning / afternoon*, thank people for attending and tell them the aim of the presentation.
- c say *we can* + verb or *we'll* + verb.
- d use *let's move onto*, *let's talk about* and *let's look at*.
- e use *first*, *then*, *finally* and *will* + verb.