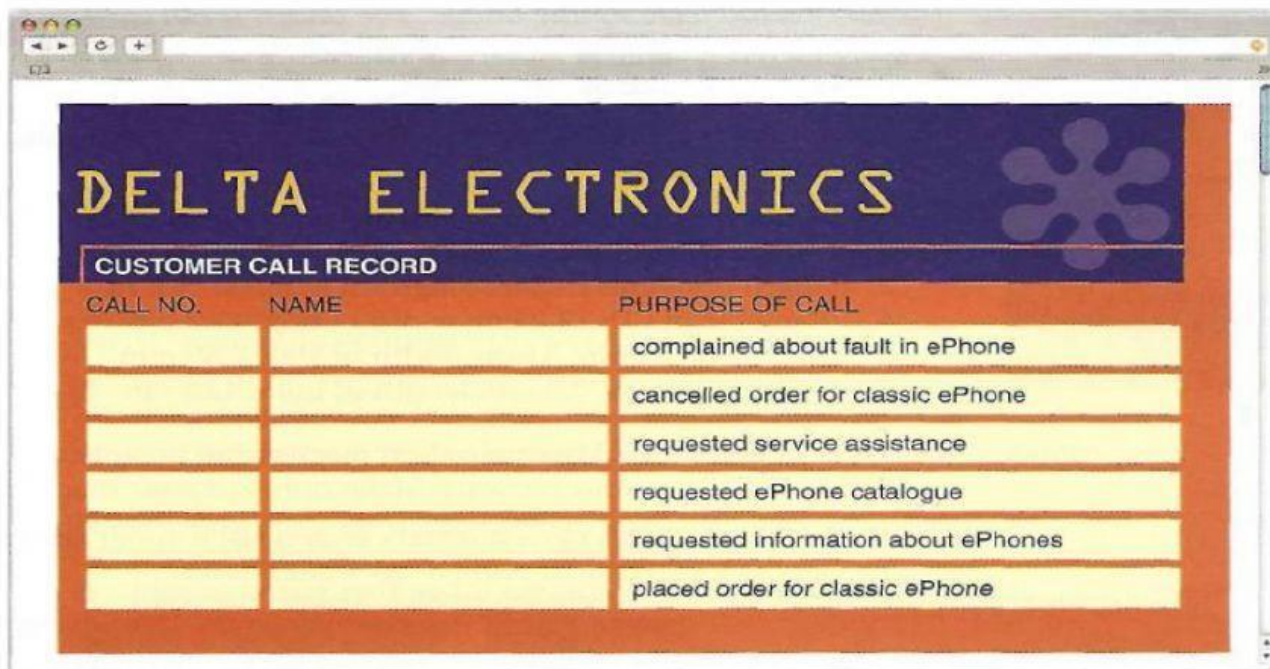


3.2 Products

1  08 – Listen and complete the details in the customer call record.



The screenshot shows a web browser window with the Delta Electronics logo and a 'CUSTOMER CALL RECORD' form. The form has three columns: CALL NO., NAME, and PURPOSE OF CALL. The PURPOSE OF CALL column contains a list of call reasons.

CALL NO.	NAME	PURPOSE OF CALL
		complained about fault in ePhone
		cancelled order for classic ePhone
		requested service assistance
		requested ePhone catalogue
		requested information about ePhones
		placed order for classic ePhone

2  08 – Listen again and complete the sentences.

- 1 Sorry, _____ you repeat that, please? (Phone call 1)
- 2 _____ I have your name, please? (Phone call 2)
- 3 I _____ like to cancel an order, please. (Phone call 3)
- 4 _____ you think you _____ tell me the model number, please? (Phone call 3)
- 5 I _____ like some information about the ePhone, please. (Phone call 4)
- 6 _____ you like me _____ send you a specification table? (Phone call 4)
- 7 _____ I put you through to the service department? (Phone call 5)
- 8 _____ you mind _____ me what the problem is? (Phone call 6)

3/ Match the sentences from 3 with these language functions.

- | | | | | | | | | |
|-----------------------------------|---|---|---|---|---|---|---|---|
| a) Saying what you want | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| b) Offering to do something | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| c) Asking someone to do something | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| d) Checking information | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |

4/ Match the words to the questions about ePhones.

- | | | |
|-----------------|--|--|
| 1 dimensions | | A What is the diagonal distance across the screen? |
| 2 weight | | B How long does it take to recharge the battery fully? |
| 3 screen size | | C How much does it weigh? |
| 4 capacity | | D How long does the battery last? |
| 5 battery | | E What other things are in the specifications? |
| 6 charging time | | F What are its measurements? |
| 7 features | | G How many gigabites does it have? |

5/ Look at the chart and complete the phone conversation.

Comparison between two ePhones		
	Classic	Fonarama
Dimensions	115 x 61 x 11.6 mm	96 x 52 x 9.7 mm
Weight	135 g	94 g
Screen size	88.9 mm (diagonal)	72 mm (diagonal)
Capacity	8GB, 12GB	8GB, 12GB, 16GB
Battery	16 hours	24 hours
Charging time	3.5 hours	3 hours

C = Customer; S = Salesperson

- C What is the difference between the Classic and the Fonarama ePhones?
- S Well, the Fonarama is much ① _____ than the Classic. It's only 9.7 mm thick.

- C I see. And what about the weight?
- S The Fonarama is much ② _____ than the Classic. It weighs only 94 g.
- C Okay, and what about the screen size?
- S The screen of the Fonarama is much ③ _____. It's only 72 mm across.
- C I prefer a ④ _____ screen size. I want to watch movies on it. I'll order the Classic.
- S Certainly. Which one would you like? The 8 GB or 12 GB?
- C The 12 GB one, please.

6/ Complete Part 1 of a phone conversation. A customer (C) is asking a salesclerk (S) about power boats.



- C Hello. I'm interested in the Velocity 150 and the Velocity 200.
- Right. Would you ① _____ Sales
- S Department, or ② _____ a catalogue?
- C At this stage, I just need a catalogue.
- S Okay. Could ③ _____?
- C Sure. It is Al Mansoori. That is A, little L, Big M, little A-N-S-O-O-R-I. Al Mansoori, initial B.
- S Is ④ _____ or ⑤ _____?
- C B – for Bravo.
- S And ⑥ _____?
- C Airport Road, Masdar City.

- S Could ⑦ _____ ?
- C Yes, it's M-A-S-D-A-R, Masdar City, Abu Dhabi, United Arab Emirates. The villa number is 610211.
- S Would ⑧ _____ ?
- C 610211
- S And could I ⑨ _____ ?
- C Sure. It's 050 123 4567.
- S Fine. I'll get that in the post to you today.

7/ Complete Part 2 of the dialogue. The customer (C) is placing an order. Use the information from the table.

Model	ProCraft Velocity 150/ 200	Colour	Blue/yellow; Red/white
Fuel tank	50 / 70 litres	Trailer (extra)	AED 1800/ 2100

- C Hello. I'd like to order a Velocity power boat. I've seen your catalogue.
- S ① *Which one would you like to order*, the 150 or the 200?
- C ② *The larger one*, the 200 model.
- S Okay. What size fuel tank? The smaller size holds 50 litres and the larger one holds 70 litres.
- C ③ _____.
- S Which colours? We have a blue and yellow one in stock and a red and white one.
- C ④ _____.
- S What about a trailer? We do a standard one at 1,800 dirhams, or we do a heavier one at 2,100 dirhams.
- C ⑤ _____.