

Review and Remember 6

Instructions

- 1 Read about some field service management software.
Do you know anyone who uses software like this?

1 Frank is a field service manager and he travels a lot. He stays in contact with his company with his PDA (Personal Digital Assistant).

		PRIORITY
09.00	Jameson's	high
11.00	DK Marine	high
13.30	Daytona	medium
15.00	AA Steel	low
16.30	Bailey's	medium

2 In the morning, he connects his PDA to the company server and downloads his work list for the day. His first customer is Jameson's and his appointment is at nine o'clock. He clicks on 'Jameson's' to get more information.

3 Jameson's is located at 256 Godwin Street and his contact's name is Jim Novak. He clicks on '?'.
 Client: Jameson's
 Order no: RV 875
 Date: 07/08
 Contact: Jim Novak
 Tel: 410 555 8269
 Address: 256 Godwin Street, Columbia, MD

4 He sees the problem. A tunnel fan isn't working. Frank goes to Jameson's at 256 Godwin Street to repair the fan.

5 The fan needs just one new part – a belt. The part number is XA975/3W. He installs it, then adds it to the bill.

6 Jameson's now has a '+' sign. This means Frank has to update the company server. When he clicks on 'update', his PDA connects, the company gets the new bill, and Frank gets an updated work list. He's ready for the next job.

- 2 Use words from the list to complete these instructions.

upload download updated connect
install remember click clicking

Connect ¹ to the company server and ² your day's work list. Click on your customer's name to see the contact name and then ³ on '?' to learn more about the job. When you make a repair, ⁴ to add any new parts you ⁵ to the bill. When you complete each job, connect to the company server again by ⁶ on 'update'. ⁷ the billing information and download your ⁸ work list.

- 3 Use click or clicking to complete some more instructions.

- 1 Start the application by on 'Field Service'.
- 2 on the customer's name for more information.
- 3 Learn more about the job by on the question mark.
- 4 To bill the customer for spare parts, on 'Add'.
- 5 on 'Update' to connect to the company server.

Quantities

1 Complete the questions. Write *much* or *many*.

- 1 How much fuel does a jumbo jet use at take-off?
- 2 How seconds are there in a year?
- 3 How steps does the Eiffel Tower have?
- 4 How does it cost to run a refrigerator?
- 5 How people are there on earth?
- 6 How time does it take to download a 1MB file?
- 7 How paint do you need to paint a wall?

2 Match these answers to the correct questions.

- a 1,792.
- b About five cents a minute.
- c It depends on your connection speed.
- d A 5-litre can covers about 70 m².
- e Around 20,000 litres.
- f 31,557,600.
- g Approximately six billion.

Two-part verbs

Complete the signs. Use the prepositions in the list.

up in on off up down away

Fill the tank up
with unleaded
petrol after use.

1

Please shut your computer
..... and switch all
the lights when you leave
the office.

2

Lift the cover to see inside.

3

Don't throw old papers
Put them the recycle bin.

4

Check the cable
before you turn
the power

5

Which word?

1 Read the conversations and underline the correct word.

- A Hi, Horst. How are you?
- B I'm *fine/nice*¹ thanks, and you?
- A Can you *say/tell*² me the time?
- B Yes, it's quarter to three.
- A Don't *forget/remember*³ the password.
- B *Lend/Borrow*⁴ me your pen and I'll write it down.
- A A *single/return*⁵ ticket to Blackpool, please.
- B When are you travelling back?
- A So that's 14 cases of disinfectant.
Anything *other/else*⁶?
- B No, that's all thanks.
- A That's €13.40.
- B Can I have a *form/receipt*⁷, please?
- A Can I *lend/borrow*⁸ some money?
- B How *much/many*⁹ do you need?

2 Underline the word that's different. Why is it different?

Example

screwdriver, wrench, tyre, jack

A tyre is part of the wheel of a car. The other things are all tools.

- 1 coffee, egg, milk, beer
- 2 nail, cable, bolt, screw
- 3 elevator, shuttle bus, bicycle, cart
- 4 gloves, face mask, wear, boot,
- 5 earth, sun, moon, fan
- 6 write, receipt, form, ticket
- 7 lower, fall, raise, drop
- 8 water, boil, pour, drink