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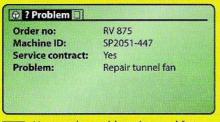
# Review and Remember 6

#### Instructions

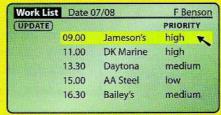
1 Read about some field service management software. Do you know anyone who uses software like this?



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).



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



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.



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



Jameson's is located at 256 Godwin Street and his contact's name is Jim Novak. He clicks on '?'.



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.

### **Ouantities**

- 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
- **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 m<sup>2</sup>.
  - 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.

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

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#### Which word?

- 1 Read the conversations and underline the correct word.
  - A Hi, Horst. How are you?
  - B I'm fine/nice1 thanks, and you?
  - A Can you say/tell2 me the time?
  - B Yes, it's quarter to three.
  - A Don't forget/remember<sup>3</sup> the password.
  - B Lend/Borrow4 me your pen and I'll write it
  - A A single/return5 ticket to Blackpool, please.
  - B When are you travelling back?
  - A So that's 14 cases of disinfectant. Anything other/else6?
  - B No, that's all thanks.
  - A That's €13.40.
  - B Can I have a form/receipt7, please?
  - A Can I lend/borrow8 some money?
  - B How much/many 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

Lift ..... the cover to see inside.

Don't throw old papers ...... Put them \_\_\_\_ the recycle bin. Check the cable 1 before you turn

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