


## 2 Is that correct?

## Spelling things out

- 1 Do you have to speak English on the phone? (Who to and what about?)
- 2  Listen to a phone call and check this email address. If it's wrong, correct it.

q\_barlow@bqe.com

- 3**  Listen again and complete the sentences.
- 1 It's very noisy here. Can you .....?
  - 2 Are you .....?
  - 3 No. Just a ....., I need to open a file.
  - 4 OK, go .....
  - 5 ..... you spell that?
  - 6 ..... g dot bahlow at VQE dot com, .....?
  - 7 You're welcome. Anything .....?
  - 8 No, ....., thanks.
- 4** Here are some similar phrases. Match each one to a phrase in **3**.
- a Can you spell that for me?
  - b Is that everything?
  - c Hang on.
  - d Shall I start?
  - e No, there's nothing else.
  - f I'm afraid I can't hear you.
  - g Let me read that back to you. It's ...
  - h I'm ready now.

- 5** The English alphabet has seven sounds. Put the letters in the correct columns. Then spell your name and your company name aloud.

D	E	G	J	K	N	O	P	R
S	T	U	V	W	X	Y		

1	2	3	4	5	6	7
A	B	F	I		Q	
H	C	L				
		M				
			Z <sup>*</sup>			
			Z <sup>*</sup>			

z is pronounced /zed/ **BrE** – z is pronounced /zi:/ **AmE**

- 6** Label the parts of these addresses with words from the list.

- hyphen
- underscore
- dot
- at
- colon
- slash\*

ALShaper-78@ringtip.net

<http://www.oup.com/elt/gb/>

We also say 'back slash'


Dictate some email and website addresses that you know to the class. They should write them down.

- 7** Work with a partner and act out some calls.  
**A** – look at file 28 on page 111.  
**B** – look at file 1 on page 102.

# Measurements

1 Do you know any non-metric measurements?

- 1 Which is longer: a kilometre or a mile?
- 2 Which is bigger: a litre or a gallon?

 Listen and check your answers. Write down the numbers you hear.

2 Read the measurements in the table aloud. Check the notes on decimal numbers for help.

1 mile = 1.609 km	1 inch = 25.4 mm
1 gallon = 4.54609 L	1 pound = 0.45 kg

3 Work with a partner or in small groups and do the quiz. Make a note of your answers.

## Measurements quiz

- 1 Which is longer: a centimetre or an inch?
- 2 Which is shorter: a metre or a yard?
- 3 Which is taller: a 200-metre building or a 200-foot building?
- 4 Which is faster: 100 kilometres an hour or 100 miles an hour?
- 5 Which is hotter: 100 degrees Celsius or 100 degrees Fahrenheit?
- 6 Which is colder: 0 degrees Celsius or 0 degrees Fahrenheit?
- 7 Which is heavier: a kilogram or a pound?
- 8 Which is lighter: a gram or an ounce?
- 9 Which holds more water: a one-litre bottle or a one-pint bottle?
- 10 Which is heavier: a two-tonne truck or a two-ton truck?

See file 8 on page 104 for answers.

## Decimal numbers

Write decimal points as a point (.), not a comma (,).

After the point, say numbers separately.

1.609 One point six oh nine

Before the point, say numbers together.

25.4 Twenty five point four

After the point, 0 is zero or oh.

4.54609 Four point five four six oh nine

Before the point, 0 is nought, or zero, or we don't pronounce it at all.

0.45 nought point four five or point four five

4 Match these abbreviations to the correct measurements in the quiz.

°C	km	in	yd	L	oz	cm
gal	m	mph	°F	lb	ft	

5 Work with a partner.

A – look at the information below.

B – look at file 13 on page 105.

A

Ask your partner questions. Complete the chart.

Example How many yards is one metre?



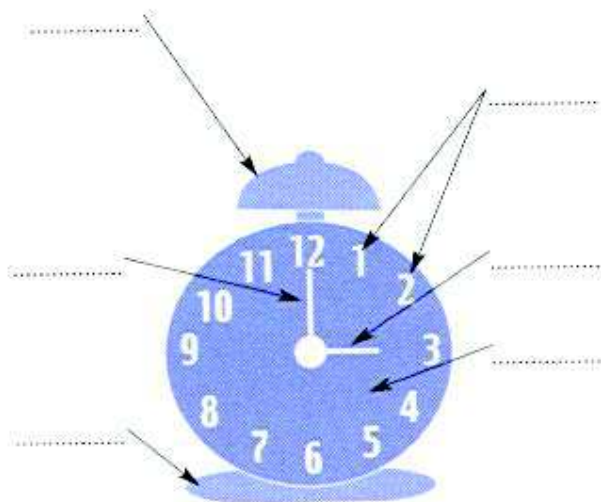
1 cm = 0.393701 in  
 1 m = ..... yd  
 1 m = 3.2808 ft  
 1 km = ..... miles  
 100 °C = 212 °F  
 0 °C = ..... °F  
 1 kg = 2.2 lb  
 1 g = ..... oz  
 1 L = 1.76 pints (UK)  
 1 L = 2.133 pints (USA)  
 1 tonne = ..... tons

Is that correct?

## Defects

- 1 What different parts does this clock have?  
Label it with the words and phrases in the list.

numbers	base	alarm
hour hand	face	minute hand



- 2 Listen to a phone call.

- Which clock is it about?
- What's wrong with it?
- What are they going to do about it?



a



b



c



d



e



f



g



h



i



j



k



l



m



n

- 3 Listen again and complete the sentences.

- Hi, Franz, .....
- The ..... is the wrong .....
- Yes, the ..... five centimetres and it's eight.
- It ..... our packaging.
- Send it ....., Franz, and I'll give you a .....

- 4 Look at all the other clocks and say what's wrong with them.

- 5 Match these defects to the correct clock.

- It doesn't have an alarm.
- There are no hands.
- It's too small.
- The alarm is in the wrong place.
- The numbers are upside down.
- It has too many hands.
- It's the wrong shape.
- The base is missing.
- It only has one hand.
- The alarm is the wrong colour.
- The base is the wrong size. It's too big.
- There are two hour hands and there's no minute hand.
- The hands are too long. They don't fit inside the case.
- The numbers are the wrong way round. They're back to front.

6 Use words from the list to label the pictures.

hand cart	cork	handle	title
receiver	spout	tights*	
traffic lights*	wheels	blades	

tights BrE – pantyhose AmE

traffic lights BrE – traffic signals AmE



7 Describe what's wrong. Use phrases from the box.

It doesn't have ...  
 The ... is / are missing.  
 There is / are no ...  
 There is / are too many ...  
 The ... doesn't fit  
 The ... is / are in the wrong place.  
 too ...  
 back to front.  
 upside down.  
 inside out.  
 the wrong shape /  
 colour / size.

8 Work with a partner.

A – look at the information below.

B – look at file 33 on page 114.

A

Call 1

You know there were some quality problems at your factory last week. You sold your partner this filing cabinet. They call you to complain.

- 1 Find out what's wrong with it.
- 2 Make notes to give to your quality department.



Call 2

You bought this printer cable, ink cartridge, and web cam from your partner last week. There are some problems with them. Call your partner and explain what's wrong.

You ordered  
3 metres



Wrong shape  
for your printer

Missing base



Is that correct?

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