

26.1

Find a word related to each clue. The first letter has been given below to help you.

- When a product is easy to operate it is
- When a product helps or allows you to do something, it you to do it.
- When a product ensures something, it it.
- When a product comes with certain functions or attachments, it them.
- When a product is perfect for a certain audience, it is for them.

- U _ _ _ - _ _ _ _ _ _ _ _
- E _ _ _ _ _ _ _
- G _ _ _ _ _ _ _ _ _
- I _ _ _ _ _ _ _ _
- D _ _ _ _ _ _ _ _

26.2

Complete the sentences with a word or phrase from the box.

well-constructed	state of the art	massive
tough	light	sophisticated
		tailor-made

- To match the client's requirements exactly, the product will have to be
- This is the most modern technology available on the market at the moment - it's
- The size of this project is huge - in fact, it's !

- The quality of this product is superb. It's extremely
- The technological solution for this was very complex and
- During tests this product proved to be and resilient.
- Our new mobile phone is so small and that it's easy to carry around.

26.3

Decide which of the alternatives (A-G) each speaker is talking about. Write the letter of your answer in the box at the end of the sentence.

1 'I'll check for you and get back to you within the hour.'	
2 'I'm very sorry about that.'	
3 'There was a fault with the product - the A272.'	
4 'We can replace it by tomorrow afternoon. Is that OK?'	
5 'There was a manufacturing problem but we have resolved that now.'	
6 'I'm really sorry again.'	
7 'We'll talk next week.'	
8 'Is that OK with you?'	

- A Apologising strongly
- B Offering a solution
- C Giving reason for the problem
- D Confirming details of the problem
- E Referring to next contact
- F Apologising again
- G Checking customer is happy
- H Promising to investigate and call back

Test mark /20
