

UNIT 13

VOCABULARY

Use the letters in brackets to form a word to complete each sentence.

- 1 Last year _____ (NAMDDE) for our products decreased slightly as some of our customers switched to cheaper, alternative products.
- 2 We are now processing the answers to our most recent _____ (ITSQEUNERNOIA) which was used to interview more than five thousand customers.
- 3 The new display units, which take up less space, have been designed specifically for use in small-sized _____ (STUOELT).
- 4 A _____ (VRUSYE) of existing customers has shown that a significant proportion are unhappy with the quality of our after sales service.
- 5 We have signed an agreement which will allow us to distribute through a _____ (TWENOKR) of supermarkets across Europe.
- 6 The promotional campaign will be centred on _____ (RITCED LIMA) which will be sent to potential customers in major towns in this area.
- 7 This is a completely new product so we will be promoting it with a series of _____ (LEPSAIC FOERFS) during the launch period.
- 8 When customers place an order, we guarantee _____ (VYREDLIE) within three days.

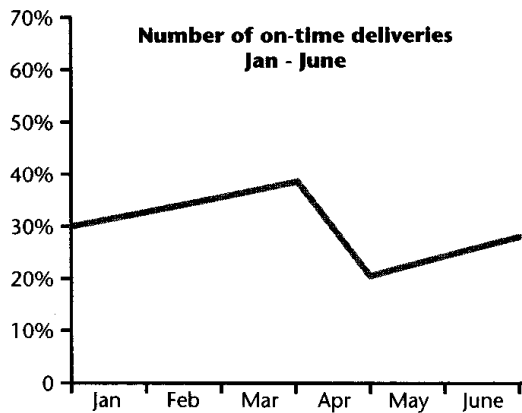
REPORTED SPEECH

Complete the gaps with the correct form of *ask*, *say* or *tell* and give the correct form of the verbs in brackets.

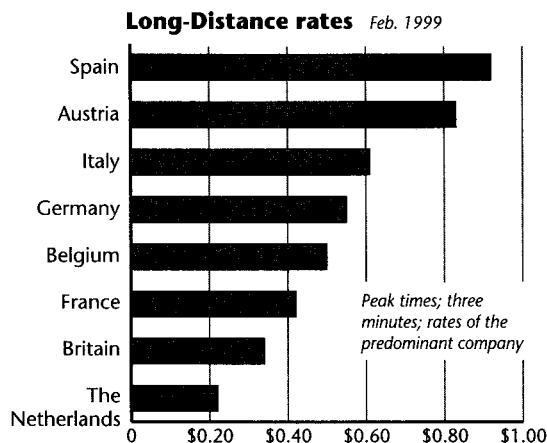
As part of our most recent consumer survey, we recently interviewed 50 car drivers about their experience of buying fuel. The first question that they 1 *were asked* was how often they 2 *had visited* (*visit*) a petrol station during the last month. The majority of the people interviewed 3 _____ that they 4 _____ (do) so at least three times to buy either petrol or diesel for their vehicles. We then 5 _____ them if they 6 _____ (can) give us their opinion about the quality of the services that they had found. While most of our sample group 7 _____ that they 8 _____ (be) satisfied with the services provided, several drivers 9 _____ us that they 10 _____ (like) to see improvements in certain areas in the future. When these respondents 11 _____ to elaborate on this, several of them 12 _____ that they 13 _____ (feel) more relaxed if they did not have to do the work of refuelling their cars by themselves. Two respondents also 14 _____ us that they 15 _____ (be) happy to see the introduction of systems which would make it possible for drivers to complete all transactions without leaving the car. We also 16 _____ everyone in the sample if they 17 _____ (appreciate) some form of automated diagnosis of their vehicle. More than 50% of those interviewed 18 _____ that they 19 _____ (welcome) this especially if it could provide automated tyre pressure and oil level checks. In the final question they 20 _____ if they 21 _____ (hear) about any of our latest innovations such as 'the auto pump' but only one person in the survey had any knowledge of this.

COMPARISON

Study the information in the chart and graph and read the corresponding passage. If the underlined information in the passage is incorrect, write the correction.



If we look at our performance in meeting delivery deadlines over the last six months, we can see that there was a slight fall during the first three months of the year. In April, however, completed deliveries were a little lower than in the previous months. During May and June we achieved a significantly higher rate of on-time completions.



The comparative prices of long-distance phone calls in different European countries show that it is significantly more expensive to call long-distance from the Netherlands than from Germany. The cost for the same type of call in Austria is a little less than in Spain although it is still slightly more than in Belgium and France.