



# 8 Orders

## Learning objectives in this unit

- Talking about orders and deliveries
- Talking about the future using the present continuous, *going to*, and *will*
- Making arrangements
- Making and responding to suggestions

## Case study

- Choosing a delivery company

## Starting point

- 1 What goods and services are often bought online? Why?
- 2 What do you buy online?
- 3 Is there anything you would not buy online? If so, why not?



## Working with words | Orders and deliveries

### 1 Read the text and answer the questions.

- 1 In what ways are Amazon.com and UPS similar?
- 2 What do customers expect from Amazon.com?
- 3 In what ways does UPS help Amazon meet these expectations?
- 4 How does this relationship help Amazon.com?

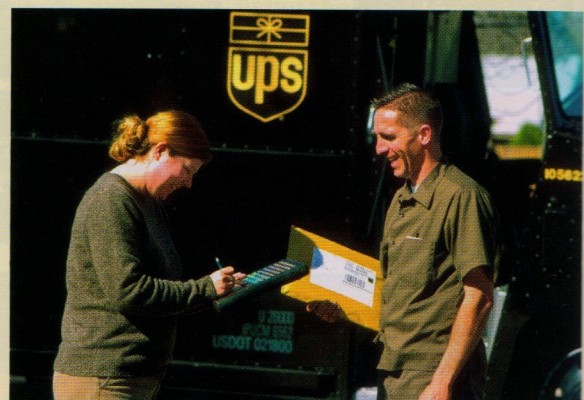
## The Amazon.com and UPS relationship

Two market-leading companies which were founded in the same city in the USA, Seattle, one almost a hundred years before the other, signed an important business deal in 1995. UPS, founded in 1907, is now the largest express delivery company in the world and Amazon, founded in 1995, has become the world's most popular online retailer.

On Amazon.com, customers can **purchase goods** 24 hours a day, seven days a week after they have **checked that they are in stock**. Once the customer **places an order**, Amazon is expected to **deliver the goods** quickly and offer customers choice, competitive prices, and excellent customer service at the same time. UPS helps Amazon meet all of these needs.

Firstly, UPS allows Amazon to **process the customer's order** faster. With UPS Online Tools on its website, Amazon can **quote its customers prices** for a wide choice of delivery options. Secondly, customers can **track their shipment**, using the UPS order tracking system. Finally, customers can use UPS's excellent Returns on the Web services if there is a problem with the product on delivery.

These tools are not only popular with customers, who can **make an enquiry** about the status of their order online, but they also help Amazon cut costs. Nearly all customer contact is made via the website, including billing, as customers **pay the invoice** online before UPS **makes the delivery**.





**2** Match 1–10 below from the text to definitions a–j.

- |                    |                                       |
|--------------------|---------------------------------------|
| 1 to purchase ____ | a a question                          |
| 2 in stock ____    | b things you buy or sell              |
| 3 goods ____       | c transporting products to a customer |
| 4 to process ____  | d a request for something to be sent  |
| 5 an order ____    | e to say how much something will cost |
| 6 to quote ____    | f to deal with, e.g. an order         |
| 7 a shipment ____  | g to buy                              |
| 8 an enquiry ____  | h goods which are being transported   |
| 9 an invoice ____  | i a document you must pay             |
| 10 a delivery ____ | j ready to sell                       |

**3** Work with a partner. Complete 1–10 with a suitable verb, using the phrases in **bold** in the text to help you. Then take turns to put the phrases into a sentence.

- |                               |                    |
|-------------------------------|--------------------|
| 1 _____ a price               | 6 _____ an order   |
| 2 _____ an invoice            | 7 _____ a shipment |
| 3 _____ an order              | 8 _____ a delivery |
| 4 _____ a product is in stock | 9 _____ an enquiry |
| 5 _____ goods                 | 10 _____ the goods |

**4** 37▷ Work with a partner. Put the process of ordering in the right order. Then listen and compare your answers with a manager from an online retail company.

- a \_\_\_\_\_ **The customer tracks the progress of the order online.**
- b **1** \_\_\_\_\_ **The customer makes an enquiry about the supplier's products and the price.**
- c \_\_\_\_\_ **The customer pays the invoice.**
- d \_\_\_\_\_ **The customer places an order with the supplier by phone, fax, or email.**
- e \_\_\_\_\_ **The supplier provides information and quotes a price for the product or service.**
- f \_\_\_\_\_ **The supplier delivers the goods to the customer.**
- g \_\_\_\_\_ **The supplier confirms the order with the customer.**
- h \_\_\_\_\_ **The supplier checks that the product is in stock.**
- i \_\_\_\_\_ **The supplier gives the customer a date for delivery of the goods.**
- j \_\_\_\_\_ **The supplier begins to process the order.**

» For more exercises, go to **Practice file 8** on page 116.

**5** Work with a partner. What was the last thing you ordered by phone, fax, or the Internet? Take turns to explain what happened, using the words and phrases from the unit.

🔊 » Interactive Workbook » Glossary



**Tip | invoice and bill**

In British English we use *invoice* in more formal English and *bill* in informal English. In a restaurant we use *bill*. In American English a restaurant *bill* is called a *check*, and a banknote is a *bill*.



## Language at work | *will* / *going to* / present continuous

- 1 38▷** Listen to a customer phoning a supplier about a delivery and complete the information on the message pad below.

Client: \_\_\_\_\_ Consulting  
 Order number: \_\_\_\_\_  
 Original delivery date: \_\_\_\_\_  
 New delivery date: \_\_\_\_\_  
 Action: change delivery date to \_\_\_\_\_

- 2** Read these sentences from the phone conversation and complete the rules about future verb forms.

- a We're going to deliver the cards next Thursday morning.
- b We're attending the company conference in Toronto on 5th March.
- c As soon as I've spoken to him, I'll call you back.

- 1 Use \_\_\_\_\_ to make a decision at the moment of speaking.

*Example:* \_\_\_\_\_

- 2 Use \_\_\_\_\_ to talk about a plan that's already decided.

*Example:* \_\_\_\_\_

- 3 Use \_\_\_\_\_ for an arrangement with a fixed time or place.  
(You can often use *going to* here instead.)

*Example:* \_\_\_\_\_

- 3** Match sentences 1–6 to responses a–f. Then put the verbs in brackets in a–f into the correct form.

- 1 Do you have any plans for the weekend? \_\_\_\_
- 2 I'm afraid I can't answer your question. \_\_\_\_
- 3 Have you decided what to do about the new sales post? \_\_\_\_
- 4 Can you stay a bit later tomorrow night? \_\_\_\_
- 5 I can't come to the meeting in the morning. \_\_\_\_
- 6 Have you thought about how to get to your new job? \_\_\_\_

- a OK. I \_\_\_\_\_ (change) it to the afternoon.
- b No, sorry. I \_\_\_\_\_ (meet) some friends for a drink.
- c Yes, I have. I \_\_\_\_\_ (buy) a car.
- d Yes, it's my birthday and I \_\_\_\_\_ (have) a party. Do you want to come?
- e Don't worry. I \_\_\_\_\_ (ask) someone else.
- f We \_\_\_\_\_ (advertise) in the national newspapers.





**4** Work with a partner. Take turns to ask the questions and to respond, using the prompts in *italics* with *going to*, *present continuous*, or *will*.

- 1 A Shall we go for coffee?  
B Sorry. *I / meet* the manager at 11.
- 2 A Can you bring me to work tomorrow?  
B OK. *I / pick* you up at 8 o'clock.
- 3 A What's going to happen about your job?  
B *I / look* for a new one.
- 4 A Can we talk about this next week?  
B Yes. *I / give* you a call.
- 5 A Are you happy where you live?  
B No. *I / look* for a new flat.
- 6 A Can we have lunch together?  
B Sorry. *I / go* to the gym.
- 7 A What are you doing tonight?  
B *I / play* tennis with a friend.
- 8 A Have you thought about your holiday yet?  
B Yes. *We / book* a cruise.
- 9 A Can I have a glass of water?  
B Yes. *I / go* and get you one.

» For more information and exercises, go to **Practice file 8** on page 117.

**5** Work with a partner. Ask and answer the questions in **4** with your own ideas.

### Practically speaking | How to make arrangements

**1** Work with a partner. Look at the phrases from a conversation in **A** below. Is the conversation formal or informal?

A	B
1 I'd like to meet you.	_____ for lunch next week?
2 When are you available?	When _____?
3 Does ... suit you?	_____ Tuesday OK _____?
4 I'm afraid I'm not available on Tuesday.	Sorry, I can't _____ on Tuesday.
5 Shall we say ...?	_____ Thursday at 12.30 instead?
6 That suits me.	_____ good.

**2** 39▶ Listen to Fenola Young using the language from **1** to talk to a supplier on the phone. Why and when are they meeting?

**3** 40▶ Listen to Fenola now using more informal language to talk to a colleague, Sven. Why and when are they meeting?

**4** 40▶ Listen again and complete column **B** in **1** with the equivalent informal phrases. Check your answers with the audio script on page 153.

**5** Work with a partner and role-play the following situations.

- 1 A supplier calling a new customer to arrange a presentation.
- 2 A colleague calling another colleague to arrange a tennis match.



## Business communication | Making and responding to suggestions

- 1 Work with a partner. Talk about your company logo. Do you like it?
- 2 41▷ Listen to a meeting between four colleagues who are discussing changing the logo of their company. What decisions do they make about
  - 1 the company name on the logo?
  - 2 the designer of the logo?
- 3 41▷ Listen again and match suggestions 1–6 with responses a–f.
 

1 Why don't we ...? ____	a I'm not sure about that.
2 Maybe we should ... ____	b OK. Let's ...
3 We could ... ____	c Fine.
4 How / what about ...? ____	d I don't think that will work.
5 I suggest ... ____	e That's a great idea!
6 Shall we ...? ____	f Yes, I think we should ...
- 4 Look at the responses in 3. Which responses are used to accept a suggestion and which responses are used to reject a suggestion?
- 5 Work with a partner. Look at situations 1–6 and take turns to make a suggestion and respond, using the ideas in the box.

*Example: A Shall we have lunch in that new Italian restaurant?  
B Yes, that's a great idea. I fancy a pizza.*

Situation	Suggestion
1 You want to have lunch with a colleague.	The new Italian restaurant.
2 You are launching a new product.	An email to all customers.
3 A friend is unhappy with her salary.	Ask for a pay rise.
4 You need a new supplier.	Search on the Internet.
5 A colleague looks unwell and tired.	Leave early.
6 There are communication problems in your office.	A weekly meeting.

» For more exercises, go to **Practice file 8** on page 116.

- 6 Work with a partner or in small groups. Your company is going to open a canteen and would like your suggestions. Have a meeting to discuss what you would like, using the prompts below to help you. Present your ideas to the class.
  - location
  - hours – all day starting with breakfast?
  - cost – average price of a meal?
  - types of food

① » Interactive Workbook » Email and » Exercises and Tests

### Key expressions

#### Making suggestions

Why don't we (do) ...?  
 Maybe we should (do) ...  
 We could (do) ...  
 How / what about (doing) ...?  
 Shall we (do) ...?  
 I suggest we (do) ...

#### Accepting suggestions

Yes, I think we should (do) ...  
 Fine.  
 OK. Let's (do) ...  
 That's a great idea.

#### Rejecting suggestions

I'm not sure about that.  
 I don't think that will work.

① » Interactive Workbook  
 » Phrasebank





## Choosing a delivery company

### Background

### Company sets up online retail service

Dixons is a leading electrical retailer and part of the DSG International Group, which owns stores across much of Europe, including Electro World. Dixons once had a store in most towns and cities across the UK and Ireland. In response to the crisis in the retail industry, the company is now concentrating on its online service. It has seen its Internet sales grow 50% each year during the last four years, and it now gets over one million visitors per month. The company's CEO has stated that the company intends to become 'the most successful electrical retailer on the web'.

### Discussion

- 1 Why are companies like Dixons setting up an online retailing service?
- 2 What do you think would make a good online retail service?
- 3 What does an online retailer look for in a delivery company?

### Task

- 1 **42▶** Listen to a logistics expert talking about what online retailers should consider when choosing a delivery company. Listen to the interview and number the following characteristics in the order you hear them. Were your answers to **3** similar?
  - speed of delivery* —    *tracking system* —    *delivery options* —
  - first time delivery rate* —    *price* —
- 2 You work for a company which wants to set up an online service. You need to find a suitable delivery company. Work in groups of three. Student A, turn to File 17 on page 138 for information on Interglobal Ltd., Student B, turn to File 42 on page 144 for information on Stable & Sons, and Student C, turn to File 54 on page 146 for information on Nova Solutions. Look at your information and decide on the main advantages and disadvantages of the company.
- 3 Have a meeting to present the information about your company. Decide which company you think is best.

## Case study



# Information files | 14–23

## File 14 | Unit 6

### Case study, Discussion, Exercise 4, page 41

The awards can be given in different categories including teams, individual, and innovation. However, the WOW award is the only category where the winner is nominated by the customers. Companies which win an award can use it to promote their businesses.

One recent winner of the WOW award was I Want One Of Those (IWOOT), an online company which sells gadgets, gifts, and toys, ideal for people who do not actually *need* anything. This company received 300 nominations for the award in seven months. Some of the comments from satisfied customers included '... the delivery time was so quick and hassle free', '... helpful and friendly' staff, '... lovingly packaged by Kamal', '... you keep me informed of every step of my order', with a '... good means of tracking the parcel'.

## File 15 | Unit 7

### Working with words, Exercise 5, page 43

#### Student A

Have conversations with your partner for these situations.

- 1 You are checking out of a hotel. Student B is the receptionist.  
Ask
  - to check out
  - for your bill
  - if you can book a room for next month (two nights)
  - for the receptionist to call a taxi to take you to the airport (Terminal 4).
- 2 You work in the ticket office of an airline at your local airport. Student B is a passenger. Respond to his / her questions. Invent your answers.

## File 16 | Unit 7

### Language at work, Exercise 8, page 45

#### Student A

- 1 You are a receptionist at the hotel in Hong Kong where Student B is staying. Use this information to answer his / her questions.

**Transport:** You recommend the Airport Express train service, which is quicker than a taxi and there is no problem with the traffic.

23-minute journey to the airport. Costs HK\$100. Trains every 12 minutes. First train at 05.50.

**Check-in:** You recommend the flight check-in service at Hong Kong railway station. This is for passengers using the Airport Express service (seven check-in desks for Cathay Pacific). Open at 5.30 a.m.

**Shops at airport:** Cartier, Gucci, Hermès, Muji to Go, Omega, etc.

- 2 You are looking for a luxury hotel in Portugal for a future conference. Phone the Dom Pedro Palace Hotel in Lisbon and find out the following information.

**Location:** Where? How far from airport / railway station?

Free airport shuttle bus?

**Facilities:** Number of rooms? Air conditioning in rooms? How much space for meetings? Any restaurants? Business centre with computers / fax machines etc.? Other facilities or services?

**Leaving and arriving:** Check-in and check-out times?

## File 17 | Unit 8

### Case study, Task, Exercise 2, page 53

#### Student A

Look at the information below about Interglobal Ltd.

<b>Company history:</b>	Global carrier since 2000
<b>Type of company:</b>	International
<b>Price:</b>	€6 per package. Discount starts at 1,000 packages
<b>Collection:</b>	Twice daily
<b>Speed:</b>	Three working days
<b>Delivery options:</b>	10.30 delivery / 15.30 delivery (only weekdays) Call and collect service
<b>First time delivery rate:</b>	75%
<b>Tracking facilities:</b>	Via call centre



# Information files | 42–52

## File 42 | Unit 8

Case study, Task, Exercise 2, page 53

Student B

Look at the information below about Stable & Sons.

<b>Company history:</b>	30 years in the business
<b>Type of company:</b>	National
<b>Price:</b>	€10 per package Discount starts at 500 packages
<b>Collection:</b>	Daily
<b>Speed:</b>	Four working days
<b>Delivery options:</b>	Daily delivery (including Saturdays) Early morning and late evening special service
<b>First time delivery rate:</b>	80%
<b>Tracking facilities:</b>	Via email

## File 43 | Unit 9

Case study, Task, Exercise 1, page 59

Student B

These are the ideas that you have for promoting the 3C card and their costs.

- Outdoor advertising on buses taking young people to school and university. €80,000
- National competition for best photo taken by a mobile phone. Photos posted on your bank's website. 100 winners get a 3C card and \$300 in cash. €80,000
- Ten 30-second TV adverts on popular youth music channel. €90,000
- Free concert tickets for the first 1,000 people to take out cash with the card on a particular date. €60,000

## File 44 | Unit 10

Business communication, Exercise 6, page 64

Student B

You work for a company of green consultants. Give a presentation to Student A about your service, using the notes below.

### Advantages of using a green consultancy company

- expert advice from experienced consultants
- receive list of green contacts
- kept up-to-date on any changes in law
- improves company image – shows you are serious about environment.

## File 45 | Unit 10

Case study, Task, Exercise 1, page 65

Group B

Your issue is resources. You think that the company could reduce its consumption of paper and water by 25%. These are some of the measures your company could take:

- cutting paper wastage – *how?*
- more recycling – *what?*
- conserving and recycling water – *how? where?*
- reducing waste in the canteen – *how?*

## File 46 | Unit 11

Case study, Task, Exercise 1, page 71

Group B

### The Boat Race

Guests are given the pieces of a full-size boat which they have to build and brand in teams using their own imagination. They then have the opportunity to race in their boat against the other teams to see whose boat is the fastest. At the end of the race, the winners celebrate their victory with a bottle of champagne. The day ends with a fantastic barbecue and buffet-style dinner with a free bar.

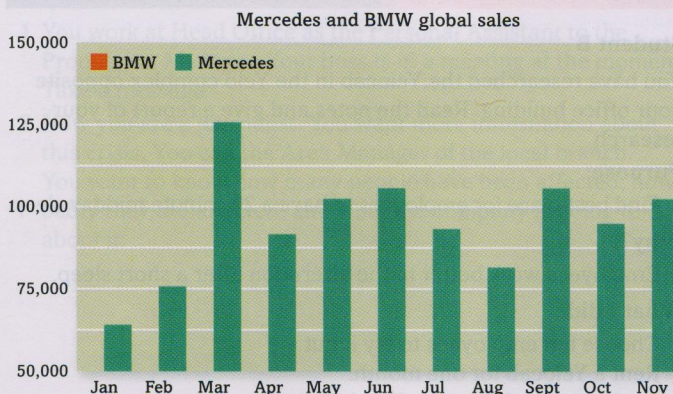
## File 47 | Unit 12

Business communication, Exercise 6, page 76

Student B

- 1 Listen to your partner's description of BMW's sales, and mark them on your graph below.
- 2 Describe Mercedes' sales. Your partner will mark them on his / her graph.

**Example:** In January, sales were about 65,000. In February, they rose to just over ...





# Information files | 53–58

## File 53 | Unit 16

Business communication, Exercise 4, page 100

### Student B

Look at the information on Asami Takahashi and prepare a short presentation about her.

<b>Asami Takahashi</b> <i>(female)</i>	Psychology degree – Tokyo University Master's degree in Human Resources Management
Previous employment	HR Department Sanyo 2001–2004 Assistant HR Manager Sony 2004–2007
Recent experiences	Gave courses on staff motivation Introduced procedures to improve employee-management relations
Present role	Head of HR Developing plan to restructure departments
Plans for the future	Discuss problems with heads of department Make changes to improve staff morale

## File 54 | Unit 8

Case study, Task, Exercise 2, page 53

### Student C

Look at the information below about Nova Solutions.

<b>Company history:</b>	Founded last year
<b>Type of company:</b>	National
<b>Price:</b>	€8 per package Discount starts at 100 packages
<b>Collection:</b>	On demand online
<b>Speed:</b>	Two working days
<b>Delivery options:</b>	Every day delivery (including Sundays) Notification of delivery service (by text to customer)
<b>First time delivery rate:</b>	90%
<b>Tracking facilities:</b>	On website

## File 55 | Unit 9

Case study, Task, Exercise 1, page 59

### Student C

These are the ideas that you have for promoting the 3C card and their costs.

- Adverts at bottom of emails at times when young people use email most (9.00–12.00 a.m., 6.00–9.00 p.m.). Users can click on a link to the 3C website. €60,000
- Adverts on most popular national TV channels between 9.00 p.m. and midnight. €80,000
- Direct mailing to all school and university students. €50,000
- Adverts on popular social networking site used by young people between 8.00 p.m. and midnight. €100,000

## File 56 | Unit 10

Case study, Task, Exercise 1, page 65

### Group C

Your issue is energy. You think your company should reduce its energy consumption by 40%. These are some of the measures your company could take:

- cutting electricity consumption – *how? where?*
- finding alternative renewable sources of energy – *what? cost?*
- motivating employees to save energy – *how? what?*
- replacing old systems and machines – *which?*

## File 57 | Unit 14

Language at work, Exercise 8, page 87

**Mostly 'a's** Doing things on time is very important for you. You need to live in a 'clock time' culture.

**Mostly 'b's** You would probably be happy in a 'clock time' or 'event time' culture.

**Mostly 'c's** You're very relaxed! An 'event time' culture would be very good for you.

## File 58 | Unit 11

Case study, Task, Exercise 1, page 71

### Group D

#### MotoGP

Guests are invited to spend a day in the hospitality area of the MotoGP. They will enjoy a full day of delicious food and plenty of drinks in a marquee which is in the middle of the action. All marquees have a magnificent view of the start / finish line so that guests can see the most exciting moments of the race. The event includes a guided visit to the pit lane where mechanics will give a demonstration of a wheel change.



it. Obviously, we check first of all that the product or products are in stock, and then we confirm the order with the customer and give them a delivery date. If they agree with the date, we package the goods and ship them to the customer. Our customer can track the progress of their order at any moment, in real time, using our online tracking service. We then deliver the shipment to the customer, hopefully to the right address, with the invoice attached. We then ask them to pay the invoice within 30 days. Fortunately, most of them do.

## 38

**Supplier** JPH printing. How can I help you?

**Customer** Hello. This is Houghton Consulting here. H-O-U-G-H-T-O-N. I'm calling about an order for some business cards. I'd like to know when we can expect them.

**Supplier** Could I have the order number please, madam?

**Customer** Yes, it's 762/29B.

**Supplier** One moment, please. I'll just check. Right, here it is. 762/29B, you said?

**Customer** Yes, that's right. The delivery date was Monday the 26th of February, but the business cards didn't arrive then.

**Supplier** Yes, there's a note on the order. I'm afraid there's been a problem with the quantity you ordered. We're going to deliver the cards next Thursday morning instead. That's the 8th of March.

**Customer** Oh no, that's too late. We're attending the company conference in Toronto on the 5th of March and we need the business cards to take with us.

**Supplier** So, when is the latest we can deliver the cards?

**Customer** On Friday the 2nd of March at the latest.

**Supplier** OK. I'll speak to the manager and see if we can change the delivery date. As soon as I've spoken to him, I'll call you back. OK?

**Customer** Yes, thank you. I'll expect your call very soon then. Thanks.

## 39

**Fenola** Hello. Is that Michael Wan?

**Michael** Speaking.

**Fenola** Hello, Michael. It's Fenola Young here from GW Architects.

**Michael** Hello, Fenola. How can I help you?

**Fenola** I'd like to meet you some time next week to discuss our ideas for the new software application.

**Michael** Yes, of course. When are you available?

**Fenola** Does Tuesday morning suit you?

**Michael** I'm afraid I'm not available on Tuesday. Shall we say Wednesday at 11 instead?

**Fenola** Yes, that suits me. Thank you so much.

**Michael** Thank you. So that's Wednesday at 11, then.

**Fenola** Yes. Goodbye.

## 40

**Fenola** Hi. Sven?

**Sven** Hi, Fenola. How's it going?

**Fenola** Not too bad. Listen. Can we meet for lunch next week?

**Sven** Great idea. When are you free?

**Fenola** Is Tuesday OK for you?

**Sven** Sorry, I can't make it on Tuesday. How about Thursday at 12.30 instead?

**Fenola** Sounds good. Same place as usual?

**Sven** Yes. Same place at 12.30. See you then.

**Fenola** See you on Thursday. Bye.

## 41

**Heather** OK, then, let's start, shall we?

We're here to decide on a new logo for the company. Any ideas?

**Tony** Well, personally, I quite like the old one. Why don't we just change the colours, make it look a bit more modern, and leave it at that?

**Heather** I don't think that'll work, Tony. We want something really new here. A state-of-the-art design that shows how far we've come since we started.

**Ingrid** Maybe we should change the name of the company, too. I mean 'Rollinson's Audiovisual Solutions' is quite long, isn't it?

**Karl** Yes, I think we should shorten it. We could just have the initials R-A-S in the logo.

**Ingrid** That's a great idea, Karl! 'R-A-S'. That sounds good, doesn't it? How about changing our name to R-A-S?

**Heather** I'm not sure about that, Ingrid. One thing is the company logo and another thing is the name. I suggest we use the initials R-A-S in the logo, but keep our name so that people still know who we are. What do you think?

**Karl** Fine. I think that makes sense.

**Heather** Good. Now, let's move on to the question of who's going to design the logo.

**Tony** Well, if we want a complete change, we'll need to find a different designer. Shall we ask a few local designers to send us a sample of their work, and take it from there?

**Heather** OK. Let's look at some local companies first and see what sort of work they produce. Tony, will you look into that?

**Tony** Yes, of course. No problem.

**Heather** Right then. What about style? What are we actually looking for here ...

## 42

One of the most obvious considerations for an online retailer when choosing a delivery company is the price of the service. However, a low-cost company is only a good choice if the service is fast. Customers want the products they order as soon as possible and so a next-day service is the most popular. They also like to know

where their goods are, so an efficient online tracking system is essential.

It's important that your delivery company offers a number of different delivery options, like early morning or late evening, to make the delivery convenient for the customer. Some companies send a text message or an email to their customers to tell them when to expect their goods. This obviously improves their first time delivery rate. If you have to deliver the same product more than once, the delivery is more expensive for the retailer. Finally, the speed of the delivery can also be improved if the goods are collected from the retailer daily, twice daily, or on demand.

## Unit 9

### 43

1

I know that companies have to advertise to sell their products. But you don't need to have big billboards everywhere. They're really horrible and they get bigger and bigger every year. I think the Mayor of São Paulo was right to do what he did.

2

I think you need to have laws on advertising. You have to stop companies advertising products which are bad for you. In my country, you aren't allowed to advertise cigarettes, for example.

3

I think some advertising laws are really stupid. Where I live, you are allowed to advertise beer and alcohol on TV, but you can't do it before 8.00 p.m. The idea is to protect children, but most children watch TV until at least 10.00 p.m.

4

Some people say there's too much advertising online. But when we use the Internet, we usually don't have to pay to get the information we need. That's because many website owners make their profits from advertising, so we can use their websites for free. I agree that there are a lot of ads online, but you don't have to look at them.

### 44

**A** I don't agree at all. I think it's wrong to close all these factories and move production to low-cost countries.

**B** Sorry, but when you produce goods in China, for example ...

**A** Can I just finish?

**B** Sorry, go ahead.

**A** I mean, it's all happening so quickly. Factories are closing and there are no new jobs for factory workers here.