


1 Working in industry

 **Some useful phrases.**
Listen to the recording and repeat.

I work for a large, multinational company.
We manufacture components for our car production plants in Europe.
The company has operations in over fifty countries.
We export to Eastern Europe and the Far East.
The domestic market accounts for about 40 per cent of our total production.

The company was founded in 1960.
We have over sixty employees.
What's your annual turnover?
What does IABS stand for?

What does your job involve?
I'm in charge of twenty-five assembly workers.
I have to liaise with our inspectors.
Who do you report to?

I'm on flexi-time.
Do you do overtime?
We have a three-shift system.
I'm on the early shift.



Dialogues 1

A manufacturing company

- A:** So, who do you work for?
B: **I work for a large multinational company** called DAK Group. We have five main areas of business – construction, heavy industry, shipbuilding, motor vehicles and telecommunications.
A: And which side of the business do you work in?
B: The motor vehicles division. I work in our Belgian factory. **We manufacture components for our car production plants in Europe.**
A: Where are DAK headquarters?
B: In Seoul. But **the company has operations in over fifty countries** and thirty factories over the world.

Products and markets

- A:** What does your company do exactly?
B: We design and assemble a wide range of electric generators for hospitals, hotels and small factories. **We specialise in medium-sized generators** but we're hoping to diversify into larger models next year.
A: And who do you sell to?
B: **We export to Eastern Europe and the Far East. The domestic market accounts for about 40 per cent of our total sales.**

Company size

- A:** How many people does your company employ?
B: **We have over sixty employees. We have about forty factory workers and technical people** and **the rest are admin and sales staff.** We started off with only ten people so **our workforce has grown a lot.**
A: **What's your annual turnover?**
B: It was just over two million euros last year.

Company background

- A:** How long has the company been in business?
B: For over forty years. **The original company** – Davies Engineering – **was founded in 1950** by the Davies brothers in a small workshop near Manchester. They closed down the workshop in 1980 and opened up a new factory in Leeds.
A: When did it become IABS?
B: In 1997 – when it was bought by a German company. They set up two more businesses in the UK.
A: **What does IABS stand for?**
B: International Air Braking Systems.

Dialogues 2

Training

- A: What do you do?
B: **I'm an apprentice** with a local engineering firm. My training lasts for two years. Two days a week I study Engineering at a local college. If I pass all my exams, **I hope the company will take me on as an engineer.**

Job responsibilities

- A: **What does your job involve?**
B: I'm the Project Manager so **I have to make sure our projects run smoothly.** I work with three Project Engineers. They take care of after-sales service and look after the maintenance side of the business.

Being in charge

- A: I'm a foreman in our assembly shop. **I'm in charge of about twenty-five assembly workers. I have to liaise very closely with our inspectors.** It's their job to check the quality of the work.
B: **Who do you report to?**
A: I report to the Shift Supervisor, and he reports to the Factory Manager.

Team-working

- A: Tell me about how you work here.
B: We work in teams. There are about four to six people in each team. I'm training to be a team leader. **Each team member is responsible for the quality of the goods we produce. We are multi-skilled so we can rotate jobs.** I like that. It stops the work getting boring.

Hours and holidays

- A: How many hours do you work a week?
B: I do a forty-hour week. **I'm on flexi-time.** I usually start work at 8 a.m. and finish at 4:30 and have half an hour for lunch. But I can start and finish earlier or later if I want.
A: And how many weeks holiday do you get a year?
B: Four – plus public holidays. **I usually take two weeks off in the summer** and the rest at New Year.
A: **Do you do overtime?**
B: Yes, if we're busy. **I'm paid double-time if I work at weekends.**

Shift systems

- A: What sort of shift-system do you operate?
B: **We have a three-shift system** – that's three eight-hour shifts each weekday. We're shut at weekends. This week **I'm on the early shift.**
A: Do you ever have to do the night shift?
B: Yes, sometimes. I don't like working nights – I have problems sleeping during the day.

Practice

1 Write down a question from the dialogues for the following responses.

EXAMPLE: *Who do you sell to?*

We sell mainly to domestic packaging companies.

a ?

An electronics company called Eurotron.

b ?

We design jet engines.

c ?

We have over 1 000 employees worldwide.

d ?

I'm a computer engineer.

e ?

My job involves liaising carefully with our production people to plan our production schedules.

f ?

I report to our shift supervisor.

g ?

I work on average thirty-five hours a week.

h ?

Just over two million dollars a year.

2 Complete the sentences with a preposition.

EXAMPLE: I'm *on* the afternoon shift this week.

a We produce components the car industry.

b Exports account 70 per cent of total sales.

c *We have factories all* *the world.*

d We specialise top-of-the-range cars.

e We're trying to diversify more expensive models.

f What does IBM stand ?

g He's responsible Quality Control.

h I'm in charge the workshop.

i Who takes care after-sales service?

j I have to liaise our production planners.

3 Complete the sentences using a word from the box below.

apprentice	components	flexi-time	workforce	shift
turnover	operations	plant	people	overtime

EXAMPLE: Our turnover this year will be about \$500 000.

- a I'm doing this week so I'll earn more money.
- b My son is an at a local furniture factory.
- c She works so she can start work any time between 8 a.m. and 9 a.m.
- d Our company has in more than twenty countries.
- e What are you on this week?
- f Our has been cut because we don't have enough orders.
- g They manufacture electronic for computers.
- h Our maintenance do all our repairs.
- i DAK is opening a new car in the UK next year.

4 Match the products and industries. Use a dictionary to help you if necessary.

- | | |
|-------------------|------------------------------------|
| 1 diesel oil | a the pharmaceutical industry. |
| 2 car components | b the construction industry. |
| 3 buildings | c the textile industry. |
| 4 drugs | d the electronics industry. |
| 5 jet engines | e the petrochemical industry. |
| 6 cardboard boxes | f the aerospace industry. |
| 7 semi-conductors | g the telecommunications industry. |
| 8 gold | h the automotive industry. |
| 9 cloth | i the packaging industry. |
| 10 mobile phones | j the mining industry. |

5 Add a verb to the preposition to make a two-part verb.

EXAMPLE: The company is planning to open up a factory in China next year.

- a We will have to **on** some more machine operators as we are behind with orders.
- b Our IT people **after** the maintenance of our computer systems.
- c They had to **down** their German factory because costs were too high.
- d I'm going to **off** the whole of July this year. I need a good holiday.
- e I would like to become self-employed and **up** my own car repair business.

6 Add *the* if necessary to these geographical areas.

EXAMPLE: *The* Far East

- a European Union (EU)
- b South-East Asia
- c China
- d South America
- e United States (US)
- f United Kingdom (UK)
- g Russia
- h Western Europe
- i Germany
- j Middle East

7 Match the following descriptions with one of the jobs below. Use your dictionary if necessary.

production planner	electronic engineer	joiner	mechanic	fitter
machine operator	inspector	welder	electrician	lab technician

EXAMPLE: Someone who works with wood: *joiner*

- a Someone who works in a laboratory:
- b Someone who works with a machine on a production line:
- c Someone who puts together, adjusts or installs machinery or equipment:
- d Someone who works with electrical equipment:
- e Someone who joins metal together, usually using heat:
- f Someone who repairs and maintains engines, especially car engines:
- g Someone who checks the quality of work or goods:
- h Someone who schedules the order of production runs:
- i Someone who works with things like computers, TVs, radios, etc.:

2 A tour of the workplace



Some useful phrases.

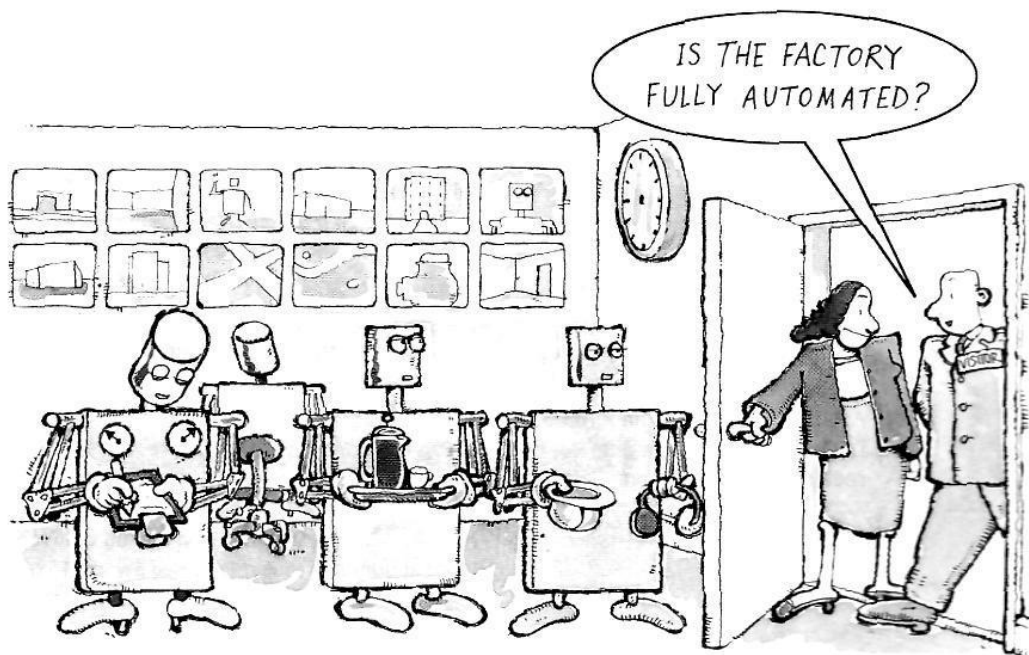
Listen to the recording and repeat.

We used to be on an industrial estate.
We moved to a greenfield site last year.
I'd like to show you the layout of the factory.
This is the main factory area.

What's going on over there?
The goods are being wrapped and loaded onto pallets.
They're setting up the machine for a new run.
How long does that usually take?

Would you like me to show you our new cleaning unit?
This is our newest machine.
What's the running speed of the machine?
Our maximum output is 160 000 tonnes per annum.

It passes through a series of rollers.
Most of the water is extracted.
Is the factory fully-automated?
Some of the work is still done manually.



Dialogues 1

Arriving

- A:** I'm phoning about the factory visit next Friday. What should I do when I arrive?
- B:** **Park in the visitors' car park in front of the factory** and then go to the gatehouse. It's directly opposite the entrance to the car park. The Security people will sign you in and give you a visitor's badge. My assistant will come down to meet you.
- A:** OK, thanks. Look forward to seeing you on Friday, then.

Location

- A:** Have you always been on this site?
- B:** No, **we used to be on an industrial estate on the outskirts of York.**
- A:** Why did you move?
- B:** **We needed larger premises** so **we moved to this greenfield site last year.** It's nearer the motorway so it's better for transportation.

Describing the layout

Good morning, everybody. Welcome to IAM Technology. I'm very pleased so many of you could make it here today. My name's Sam Weiss. I'm the Production Manager. **I'd like to show you the layout of the factory** before we go and visit it. As you can see from this diagram, everything is under one roof. We've designed it this way to help the flow of materials and to avoid bottlenecks.

This area here is where we keep our raw materials. **The main production area – our machine hall – is situated next to it.** Maintenance is situated between the stores and the production area. Just to the right of Maintenance, there are steps up to the Lab and the Admin Section. *Process Control is also on the upper level. It's located above the factory floor so that the operators can monitor everything that is going on below.*

Showing a visitor around

- A:** OK, so **this is the main factory area.** We're now walking past the printing machine. It's printing in four colours at the moment.
- B:** **What's going on over there?**
- A:** **They're setting up the machine for a new run.**
- B:** **How long does that usually take?**
- A:** About twenty minutes.
- B:** What's happening at the far end?
- A:** That's the packing line. **The goods are being wrapped and loaded onto pallets** ready for transportation.

Dialogues 2

A new installation

- A:** **Would you like me to show you our new cleaning unit?** It's a clever design.
- B:** Yes, I'd like to see that. What does it clean exactly?
- A:** It washes the solvent off all the metal parts – the blades, trays etc. – and then sends it back into the system.
- B:** **What does the unit consist of?**
- A:** Well, it's basically two tanks – one for the dirty solvent and one for the clean solvent – a pump and a washing unit. Oh, and there's a cooling system and a filter. It's all controlled by a PLC system – that stands for Process Logic Control.

Speed and capacity

- A:** OK, so **this is our newest machine.** It was only installed last year.
- B:** **What's the running speed of the machine?**
- A:** About 1 500 metres per minute. It's one of the fastest in the world. We had a few problems with it after start-up but it's running very well now.
- B:** And what's the maximum output?
- A:** **If we're running at full capacity, it's 160 000 tonnes per annum.**

Explaining the process

- A:** Could you explain the paper-making process to us – in very simple terms – please?
- B:** Well, **the pulp falls from a box onto the first part of the paper machine,** which is basically a wire bed with large holes in it, where **most of the water is extracted.**
- A:** So, is it actually paper at this stage?
- B:** Yes, it is. But we need to take out more water. So **it then passes through a series of rollers,** where more water is squeezed out. After that it goes through the dryers, which are at a very high temperature. The paper is then coated. And finally it's wound onto reels and cut down into smaller lengths.

Automation

- A:** **Is the factory fully-automated?**
- B:** Not completely. Our production process is partially-automated. We use robots on the production line for routine assembly jobs but **some of the work is still done manually.**
- A:** What about supply of parts to the production line?
- B:** Well, the parts are automatically selected from the store room using **a bar-code system.** And there is an automatic feeder which takes them to the conveyor belt at the start of the production line.
- A:** What about the smaller components?
- B:** They're transported to the workstations on automated vehicles – robot trucks – which run on guide rails around the factory.

Practice

1 Rewrite these sentences in the correct passive form – present simple or present continuous.

EXAMPLE: They are setting up the machine for a new run.

The machine is being set up for a new run.

a We make the smaller models in our French factory.

b We print the paper on both sides.

c They are repairing the A-line at the moment.

d The machine then winds the plastic onto reels.

e We change the blades twice a week.

f The men are loading the finished goods onto lorries.

g They are building a new plant just outside Cape Town.

h A machine selects the components automatically.

2 Complete the sentences with a preposition.

EXAMPLE: We're located ⁱⁿ an industrial zone.

a What's going on ^{at} the far end of the production line?

b The goods are loaded ^{on} pallets.

c I look forward ^{to} seeing you next week.

d What does it consist ^{of}?

e It is cut ^{into} smaller lengths.

f We moved ^{to} this site last year.

g We're running ^{at} half capacity at the moment.

h ^{at} this stage the metal is painted.

i The fabric then passes ^{through} a series of rollers.

j Welcome ^{to} HLB Engineering.

3 Complete the sentences with the words from the box.

premises	capacity	layout	gatehouse	level
bar-codes	estate	brownfield	conveyor	outskirts

EXAMPLE: The laboratory is situated on the upper level

- a Our warehouse is located on the of the city.
- b If we build on a site, it will be much cheaper.
- c When you arrive, go to the to get a visitor's badge.
- d The belt transports goods around the factory.
- e We're moving to new next year.
- f The on every product allow us to identify them.
- g We're not running at full at present.
- h This diagram shows the of the factory.
- i We're located on an industrial by the motorway.

4 Rewrite these sentences about the paper-making process in the passive. Then put them in the right order.

EXAMPLE: a The paper machine dries the paper with hot air.

The paper is dried with hot air

- b A container drops the pulp onto the paper machine.
.....
- c A machine breaks down the pieces of wood into fibres.
.....
- d A machine mixes the fibres with water to make pulp.
.....
- e A machine cuts the wood into little pieces.
.....
- f Someone transports the reels to the customers.
.....
- g Someone cuts down the trees.
.....
- h The paper machine extracts water from the paper.
.....
- i The paper machine winds the paper onto reels.
.....

Order

7

5 Match the questions and answers.

- | | |
|--------------------------------------|-----------------------------------|
| 1 How long does it usually take? | a Two tanks and a cooling system. |
| 2 What's the maximum output? | b No, we moved here last year. |
| 3 What does it consist of? | c No, only partially. |
| 4 What's the running speed? | d About twenty minutes. |
| 5 Have you always been on this site? | e 1 500 metres per minute. |
| 6 Is the factory fully-automated? | f About 50 000 tonnes per annum. |

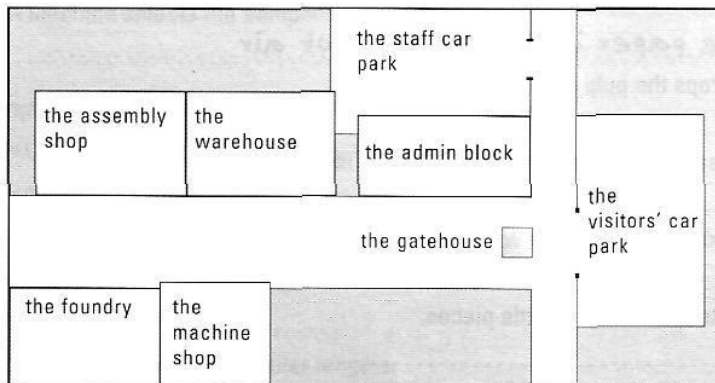
6 Choose a word from the box to make the name of a place where something is produced or processed. Use a dictionary if necessary.

factory mine ~~station~~ yard refinery works mill reactor

EXAMPLE: power station


- | | |
|---------------|-------------------|
| a oil | e nuclear |
| b steel | f chocolate |
| c coal | g cotton |
| d ship | |

7 Fill in the gaps with a preposition (or prepositions) to show location.



- | | |
|-------------------------------|---|
| a The warehouse is | the assembly shop and the admin block. |
| b The foundry is | the machine shop. |
| c The gatehouse is | the entrance to the visitors' car park. |
| d The staff car park is | the admin block. |
| e The warehouse is | the machine shop. |
| f The admin block is | the warehouse. |

4 Suppliers and sub-contractors

 **Some useful phrases.**
Listen to the recording and repeat.

We look for companies with a good track record.
We've built up very good relationships with our suppliers.
We tend to deal with three local companies.

At peak times we hire in casual workers.
We contract out certain services.

Our usual supplier has let us down.
I'm not happy with their response time.
We work to very low tolerance levels.

I'd like to check the terms and conditions of the contract.
It's due for renewal at the end of the month.
Is it still under guarantee?

We recommend you take out an extended warranty.
What does that include?
It covers all parts and labour.
There's no call-out fee.
It's included in the annual service contract.





Dialogues 1

Choosing suppliers

- A: How do you choose which companies to work with?
- B: Well, there are lots of things to consider. Quality and delivery times are as important as price. We also take into consideration technical support and after-sales service. **We look for companies with a good track record.** We place a few trial orders and if everything goes well, we put them on our approved list. It's important to choose companies you feel you can work closely with.

Guaranteed supply

- A: Quality is very important to us. **We work to very low tolerance levels.** We need to have guaranteed supplies of consistently high quality raw materials. Over the years **we've built up very good relationships with our suppliers.**
- B: Do you have many different suppliers?
- A: Yes. **There are about fifty names on our approved supplier list,** but for raw materials **we tend to deal with three local companies.**

Extra staff

- A: I was surprised to see how few people you have on-site. You provide a wide range of goods and services but have a very small workforce.
- B: It depends on the time of year. **At peak times we hire in casual workers** to help with packing and dispatch. **We also contract out certain services** all year round, for example, cleaning. We run a very tight operation!
- A: Do you handle the recruiting yourselves?
- B: Sometimes we use a local employment agency. It depends on the job.

A new supplier

- A: Hi Steve. What do you think of the new supplier?
- B: We haven't had any problems so far. They offer a 24-hour technical back-up service. We've called them in three times this month. **They always arrive within a couple of hours.**
- A: That's good service. Do we have to pay extra for that?
- B: No. **There's no call-out fee. It's included in the annual service contract.**

A rush order

- A: **Our usual supplier has let us down** and I've been looking through your parts catalogue. I need fifty GT670s. **How soon can you deliver?**
- B: Just a moment and I'll check. We're expecting a delivery on Friday. We've only got ten in stock at the moment. I can deliver those **by first thing tomorrow morning.** **There'll be an extra charge for special delivery.** I'll have to **send them by courier.**

Dialogues 2

A service contract

- A: Do you have a copy of our service contract with Telecoms? **I'm not happy with their response time and I'd like to check the terms and conditions of the contract.**
- B: Sure. I've got a copy here. **It's due for renewal at the end of next month.** We've still got time to look for another supplier if you're not happy.

Extended warranty

- A: How long have we had the A3 printer in the sales department?
- B: Just over a year I think. Why, what's the problem?
- A: I'm not sure but there seems to be something wrong with it. **Is it still under guarantee?**
- B: I think **the guarantee's just run out.** Let me check. Oh, it's OK. **We took out an extended warranty. It runs until next March.**

A product guarantee

- A: Can you tell me what's included in your warranty?
- B: Certainly. The product has a two-year guarantee. If it breaks down during that period we offer a replacement unit completely **free of charge.** Our products are very reliable but **we recommend you take out** an extended warranty. This covers you for a further two years.
- A: I see. **What does that include?**
- B: It covers all parts and labour, except for normal wear and tear of course.
- A: What sort of response time do you guarantee?
- B: **Our engineers are on call 24 hours a day.** We guarantee someone will be with you within four hours, but in practice it's often much sooner.
- A: **Are there any exclusions?**
- B: Not really. **It's a very comprehensive warranty.** I'll put a copy in the post to you and you can **read through the small print.**

An insurance policy

- A: Bad news, I'm afraid. **Our supplier has gone bust.** The parts you ordered have arrived at the docks but the handling agent won't release them until someone pays the invoice. We also need to arrange transport to the factory.
- B: Don't worry about the cost. **Our insurance policy covers us against situations like this.** We need those parts urgently. Could you please try to get them here tomorrow?

Practice

1 Complete the sentences with a preposition.

- a The guarantee is valid ~~for~~ three years.
- b If it breaks down, we will replace it free charge.
- c We can provide a new unit no extra cost.
- d We guarantee delivery three working days.
- e We buy certain services when we're busy.
- f We have decided not to take the extended warranty.
- g Is the unit still guarantee?
- h We've built very good relationships with our suppliers.
- i We don't deal that supplier any more.

2 Match the two parts of the sentences.

- | | |
|--|------------------------------|
| 1 Are we covered | a small workforce. |
| 2 I'm glad we took out | b due for renewal. |
| 3 The service contract is | c to break down quite often. |
| 4 The policy doesn't provide cover against | d for accidental damage? |
| 5 We have a very | e theft. |
| 6 The packing machine tends | f an extended warranty. |

3 Complete the sentences using the words from the box below.

services	charge	suppliers	deliver	tolerance	bust	deal
peak	reputation	conditions	comprehensive	approved		

EXAMPLE: If we don't ~~deliver~~ this order on time, we will lose the contract.

- a We're thinking of changing our raw material
- b It's a very warranty. It covers everything.
- c I work in the Lab. I don't usually with our customers directly.
- d We supply a wide range of goods and
- e We operate to very tight levels.
- f It's important to have a good in business.
- g Is the company on our list?
- h We're very busy at the moment. It's one of our times.
- i I've just heard that our main supplier has gone
- j Are you sure you've read the terms and carefully?
- k We guarantee to replace it free of

4 Choose the correct time preposition

EXAMPLE: The guarantee is valid *until* for *by* three years.

- a The warranty runs out *within / in / until* September.
- b It's due for renewal *at / on / in* the beginning of the month.
- c The guarantee runs *for / until / in* next June.
- d We must have that part *on / by / in* next Friday.
- e If the machine breaks down *on / during / for* the guarantee period, we offer an immediate replacement.
- f We guarantee delivery *for / by / within* three working days.
- g We usually take on extra fitters *on / within / at* peak times.
- h We can't deliver the part *until / on / during* next Monday.
- i If the job is urgent, we will get to you *for / during / within* a couple of hours.

5 Match the two parts of the expressions.

wear parts goods terms repair	and	conditions tear maintenance labour services
---	-----	---

6 Put the verb in brackets into the correct form.

EXAMPLE: We're *expecting* (expect) another delivery on Friday.

- a We (build up) good relationships over the past few years.
- b Have you heard the news? Our suppliers (go bust).
- c The contract (run out) tomorrow.
- d Our engineers (be) always on call 24 hours a day.
- e I (put) a copy of the contract in the post to you tomorrow.
- f When we're busy, we (hire in) casual workers.
- g There (seem) to be something wrong with my laptop.

7 Write a suitable question for each answer. Refer to the dialogues and notes.

EXAMPLE: Have ..you contracted out any of your services.....?

Yes, we've contracted out all our cleaning and catering services.

a Is?

No, it's just run out.

b Do?

No, we use a local employment agency.

c Do?

Yes, there are about thirty on our approved list.

d How?

We can deliver the order by the end of the week.

e When?

At the end of the month. Shall we renew it, or look for another supplier?

f What?

It covers you for fire, theft and accidental damage, but not wear and tear.

g How?

It's valid for three years from date of purchase.

h Are there?

Not really. It's a very comprehensive warranty.

i Do we?

No, there's no call-out fee. It's included in the contract.

j What?

It includes all parts and labour.

Answers

1 Working in industry

- 1 a Who do you work for?
 b What does your company do exactly?
 c How many people does your company employ?
 d What do you do?
 e What does your job involve?
 f Who do you report to?
 g How many hours do you work a week?
 h What's your annual turnover?
- 2 a for b for c over d in e into f for g for h of i of j with
- 3 a overtime b apprentice c flexi-time d operations e shift f workforce
 g components h people i plant
- 4 1 e 2 h 3 b 4 a 5 f 6 i 7 d 8 j 9 c 10 g
- 5 a take b look c close/shut d take e set/start
- 6 a the b- c- d- e the f the g- h- i- j the
- 7 a lab technician b machine operator c fitter d electrician e welder f mechanic
 g inspector h production planner i electronic engineer

2 A tour of the workplace

- 1 a The smaller models are made in our French factory.
 b The paper is printed on both sides.
 c The A-line is being repaired at the moment.
 d The plastic is then wound onto reels.
 e The blades are changed twice a week.
 f The finished goods are being loaded onto lorries.
 g A new plant is being built just outside Cape Town.
 h The components are selected automatically.
- 2 a at b onto c to d of e into f to g at h At i through j to
- 3 a outskirts b brownfield c gatehouse d conveyor e premises f bar-codes
 g capacity h layout i estate
- 4
- | | Order |
|---|--------------|
| a The paper is dried with hot air. | 7 |
| b The pulp is dropped onto the paper machine. | 5 |
| c The pieces of wood are broken down into fibres. | 3 |
| d The fibres are mixed with water to make pulp. | 4 |
| e The wood is cut into little pieces. | 2 |
| f The reels are transported to the customers. | 9 |
| g The trees are cut down. | 1 |
| h Water is extracted from the paper. | 6 |
| i The paper is wound onto reels. | 8 |
- 5 1 d 2 f 3 a 4 e 5 b 6 c

- 6 a oil refinery b steel works/mill c coal mine d shipyard e nuclear reactor
f chocolate factory g cotton mill
- 7 a between b next to/to the left of c opposite d behind e opposite f next to/to the right of

3 Tools and equipment

- 1 a at; of b by c by d for e of f by g in
- 2 a wide b width c long d lengthen e length f deep g depth h high i height
- 3 a round b check c loosen d stored e facilities f workbench g tape
- 4 **Across**
2 lathe 6 screwdriver 8 hammer 9 pliers 10 rag 11 nut 13 callipers 15 bolt 16 chisel
17 crate 18 sandpaper
- Down**
1 knife 3 hacksaw 4 drill 5 wire-cutters 6 spanner 7 workbench 10 ruler
12 nails 13 clamp 14 tongs
- 5 1 d 2 e 3 f 4 g 5 b 6 a 7 h 8 c
- 6 cylinder – cylindrical – cylindrical
sphere – spherical – sphere-shaped
pyramid – pyramid – pyramid
cube – cuboid – cube
oval – oval – oval
oblong – oblong – oblong; rectangle – rectangular – rectangle

4 Suppliers and subcontractors

- 1 a for b of c at d within/in e in f out g under h up i with
- 2 1 d 2 f 3 b 4 e 5 a 6 c
- 3 a suppliers b comprehensive c deal d services e tolerance f reputation g approved
h peak i bust j conditions k charge
- 4 a in b at c until d by e during f within g at h until i within
- 5 wear and tear
parts and labour
goods and services
terms and conditions
repair and maintenance
- 6 a 've built up b have gone bust c runs out d are e 'll put f hire in g seems
- 7 a Is it/the product still under guarantee?/Is the guarantee still valid?
b Do you handle the recruiting yourselves?
c Do you have many suppliers?
d How soon can you deliver?
e When does the contract run out/is the contract due for renewal?
f What does the warranty/it include?; ... cover us for/against?
g How long is it valid?/How long does it last?