

Answer Key

1A.

- 1.d
- 2.h
- 3.e
- 4.b
- 5.a
- 6.f
- 7.g
- 8.c

1B.

- A.F
- B.T
- C.F
- D.T
- E.T

1C.

- a. <http://www.technova-refurb.com>
- b. In the footer section.
- c. The search box.
- d. The live chat application and the contact form.

2.

1. Bob will do it himself
2. They will have it done
3. Bob will do it himself
4. They will have it done
5. They will have it done
6. Bob will do it himself

3.

1. get the hard drive formatted
3. have the antivirus software upgraded
5. have the screen changed
6. get the battery replaced
8. have it serviced
9. get these devices refurbished

4.

Expressions of Surprise

1. You are kidding!
2. I can't believe it!

Expressions of Happiness

1. Hurray!

Expressions of Interest

1. I'm mad about
2. That's incredible!

Expressions of Indifference

1. I couldn't care less
2. It doesn't make any difference to me.

5.

1. It is cheaper than a new phone, so you save money.
2. It reduces electronic waste and protects the environment.
3. The device may break easily because it is old.
4. No, used phones do not always have a guarantee.

6.

1. have the air conditioner serviced
2. please have the main meeting room screen replaced
3. please have the office carpet deep cleaned

(T12.9.1)

Hi, Alex. It's Mr. Henderson. I'm stuck in traffic on my way to the headquarters, so I need you to handle a few technical things at the office for me today.

First, please go to my desk and grab my old laptop. It's running very slowly. Take it to the IT support desk and get the hard drive formatted. I think it has too many unnecessary files. While you are there, ask them to have the antivirus software upgraded to the latest version.

Secondly, look at the company tablet in the drawer. I dropped it yesterday. You need to take it to the repair shop and have the screen changed. It's completely cracked. Also, the battery dies really fast, so please get the battery replaced while they have it open.

Finally, the printer in the meeting room is making a strange noise. Call the service center and have it serviced immediately. We can't afford a breakdown during the meeting.

I know it's a lot, but we need to get these devices refurbished by tomorrow afternoon. Thanks, Alex!