



6 ))) Listen again and complete these sentences.

1 Oh, yes. \_\_\_\_\_ now. \_\_\_\_\_ you \_\_\_\_\_ inside?

2 I \_\_\_\_\_ it but I need to.

3 But \_\_\_\_\_ problems making calls.

4 This one's great. \_\_\_\_\_ it for about a month.

5 \_\_\_\_\_ reliable?

7 Find examples of questions and negative forms in exercise 6. Then complete these rules.

**Present perfect questions and negatives**

Rules:

1 We use *hasn't* and \_\_\_\_\_ in negative sentences.

2 We change the word order to form \_\_\_\_\_.

8 Complete these sentences. Use the verbs from the box in the present perfect.

install program break down show  
buy (not) work out (not) use

1 Tom's car \_\_\_\_\_. Its computer says there's something wrong with the steering lock and it won't start.

2 \_\_\_\_\_ Peter \_\_\_\_\_ you how to use the television? I'm afraid it's a bit complicated.

3 They \_\_\_\_\_ a new voicemail system at work. We have to press ten buttons before we can hear our messages.

4 My car has a computerized electronic locking system. I \_\_\_\_\_ it yet because I'm worried that I'll lock myself in.

5 My husband bought a new electric toothbrush with computer sensors a month ago. He still \_\_\_\_\_ how to use it.

6 \_\_\_\_\_ you \_\_\_\_\_ a new stereo? I think you had a different one last time I was here.

7 I \_\_\_\_\_ the coffee maker. Tomorrow morning it's going to wake us up, play us music and make us cappuccino.

**Speaking: Updates and upgrades**

9 Look at this web page and say what changes Cool Presents has made to their products. Use these verbs

reduce improve upgrade add introduce simplify

**COOLPRESENTS.com**

<p><b>Sun glasses with built-in radio</b> €29</p> <p>Improved design! Now features unbreakable lenses.</p>	<p><b>Pen-type digital camera</b> €39.95</p> <p>New colours! Now available in black, white, red or silver.</p>
<p><b>Mouse pad with built-in calculator</b></p> <p>More features! Now comes with digital thermometer and USB hub.</p> <p>Price reduction. Now only €85!</p>	<p><b>Digital photo wallet</b> €69.</p> <p>New one-button controls. Easy to operate.</p> <p>Memory upgrade! Now holds 500 photos.</p>

10 Work in pairs. Take it in turns to be a Cool Presents salesperson and a customer calling to place an order. The Salesperson's information is below. Customer 1's information is in File 14, page 141. Customer 2's information is in File 19, page 142.

**Salesperson**

Your partner will call you to place an order. Tell them about the improvements you've made to your products and try to persuade them to buy as many things as possible.

Use the information on the web page and make up any other information you like. Take a few minutes to prepare what to say before they call. Answer the phone with: 'Cool Presents. How can I help you today?'

**TALKING POINT**

- Who is to blame for products that are difficult to use
- a designers who make them too complicated?
  - b manufacturers who add cheap features?
  - c consumers who want products with more features (until they get them home and try to use them)?