

A company website



Hier lerne ich ...

→ mit dem Internetangebot einer Firma professionell zu arbeiten.

- 1** You are a painter and decorator with a company in Germany. This is the home page of a company in Britain. It sells paint, tools, wallpaper etc. Match the buttons 1-6 and the web pages A-F below. Write in the number of the button.

Paint-To-Go – everything for painting and decorating!

About us 1

Our products 2

Shop online 3

Contact 4

Careers 5

News 6



GO!

[Home](#) | [About us](#) | [Our products](#) | [Shop online](#) | [Contact](#) | [Careers](#) | [News](#)

Email:
info@painttogo.co.uk
Phone:
(+44) 020 713 9114

A



Are you interested in a job with Paint-To-Go? For more information email: careers@painttogo.co.uk

B



Paint-To-Go is the UK's biggest and best online store for all painting and decorating products. The company started in 1995. Today we have customers around the world.

C



paints [more ...](#)
brushes [more ...](#)
ladders [more ...](#)
wallpaper [more ...](#)
tables [more ...](#)
scissors [more ...](#)

D



PW14B
£15.00
[Add to basket](#)



E



Paint-To-Go wins an award for the year's best e-commerce business!
[Read more ...](#)

F



- 2** Work with a partner. Take it in turns to ask about the website.

How can I ...

- find out about the company? – You click on the '...' button.
- get information about the company's products? – Go to the '...' page.
- buy products online?
- contact the company direct?
- find out about jobs with the company?
- get news about the company?

- 3** Do you buy many things online? What? When? Why? Ask a partner.

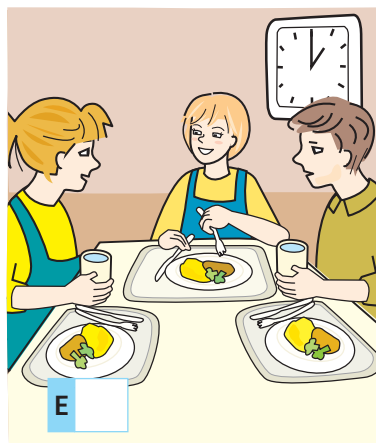
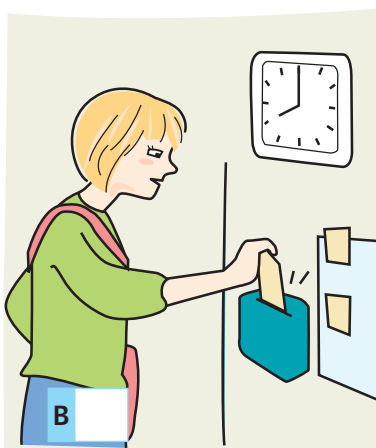
A day at work



Hier lerne ich ...

→ den Tagesablauf am Arbeitsplatz zu beschreiben und Fragen dazu zu stellen.

- 1** Sam(antha) is talking about her day at work. Match the things she says (1–6) and the pictures (A–F).
- 1 My supervisor is called Harry. He talks to me and tells me what to do. He's very nice.
 - 2 Hi. My name's Sam – that's Samantha. I'm an engineering operative. I work in an engineering company. We make great classic sports cars!
 - 3 I start work every day at 8 a.m. When I arrive at work, I clock on.
 - 4 I finish work at 5 p.m. I clock off and go home.
 - 5 What do I do in my job? I make parts for the cars. I often use a lathe. I also help to assemble the cars – that means, to put them together.
 - 6 We have a short break in the morning at 10 a.m. and a second break in the afternoon at 3 p.m. I have a coffee and a sandwich in the workshop. We have an hour for lunch at 1 p.m. There's a canteen in the factory. I usually eat there.



- 2** Work with a partner. Take it in turns to be Sam. Ask and answer the questions below.

Where do you work?

What do you do in your job?

Who is your supervisor?

When do you start/finish work?

What do you do at lunchtime?

When do you have lunch?

Clothes for work



Hier lerne ich ...

- Berufskleidung zu benennen,
- zu beschreiben, wie jemand angezogen ist.

1 Tom is a mechanic, Sue is an electrical technician, Alan is a construction worker and Ken is a motorway construction worker. They're all wearing their work clothes. What are they? Write in the words from below the photos (1-8).

- a T-shirt
- boots
- overalls
- a work shirt
- a hard hat
- bib and brace overalls
- a tool pouch
- a high visibility jacket



- | | | | |
|---|-----------------|---|-------|
| 1 | <u>overalls</u> | 5 | _____ |
| 2 | _____ | 6 | _____ |
| 3 | _____ | 7 | _____ |
| 4 | _____ | 8 | _____ |

2 Look at the colours below. Write sentences about the people.

Sue is wearing a white T-shirt and a blue hard hat.

Ken is wearing ...

- white
- blue
- yellow
- brown

3 Work with a partner. Partner B: close your book. Partner A: ask questions about Tom, Sue, Alan and Ken.

What's Ken wearing?

He's wearing ...

Is Tom wearing blue overalls?

No, he's wearing ...



Tips and tricks

Trousers are plural in English:
He's wearing **trousers**.
His trousers **are** black.

On the phone (1)

- 1** Olli Feldmann is a mechanic in a car workshop in Germany. Lots of Olli's customers are British or American business people. He's calling two customers this morning. Read his conversations and underline the English for these German phrases.

1 Bleiben Sie am Apparat, bitte.

2 Könnte ich bitte mit ... sprechen?

3 Wer ist am Apparat, bitte?

4 Würden Sie Ihren Namen bitte buchstabieren?

5 Hier ist ...


6 Einen Moment, bitte. Ich stelle Sie durch.

Conversation 1

Receptionist Britex Engineering Ltd. Good morning.
Holger Good morning. This is Olli Feldmann from the VMW Workshop. Could I speak to Mr Rogers, please?
Receptionist One moment, please, Mr Feldmann. I'll put you through.

Conversation 2

Receptionist Amtech Corporation. Good morning.
Holger Good morning. Could I speak to Ms Westenburger, please?
Receptionist Who's calling, please?
Holger It's Olli Feldmann from the VMW workshop.
Receptionist Could you spell your name for me?
Holger Yes, Feldmann. F-E-L-D-M-A-N-N.
Receptionist Thank you, Mr Feldmann. Hold the line, please. I'll put you through.

Hier lerne ich ... 

- jemanden anzurufen,
- ein Gespräch weiterzuleiten.



- 2** Make this conversation with a partner. Partner A: you're the receptionist at Codex Software Ltd in Olli's town. Partner B: you're YOU.

Partner A

Melde dich.

Bitte Partner B ihren/seinen Namen zu buchstabieren.

Bedanke dich bei deiner Partnerin/deinem Partner und bitte sie/ihn, am Apparat zu bleiben. Du stellst durch.

Partner B

Melde dich. Du möchtest gern mit Herrn Davis sprechen.

Buchstabiere deinen Namen.

- 3** Make another conversation with your partner. Think of names etc. yourselves.

On the phone (2)

- 4** Sandra Schulz is a carpenter from Germany. She's working in England and she's calling Mr Baker at the office of a building company. Read her conversation and underline the English for the German phrases.



Receptionist Good morning. Midlands Construction Ltd. How can I help you?
Sandra Good morning. This is Sandra Schulz from the construction site. Could I speak to Mr Baker, please?
Receptionist I'm sorry, Ms Schulz. Mr Baker isn't here at the moment. Can he call you back in about 15 minutes?
Sandra Oh, yes, thank you.
Receptionist Can I take your mobile number?
Sandra Yes, it's 0171 643 7199.
Receptionist OK. I have that.
Sandra Great. Thanks. Goodbye.
Receptionist Bye.

- 5** Make this conversation with a partner. Partner A: you're the receptionist at Highland Construction Ltd in Scotland. Partner B: you're YOU.

Partner A	Partner B
Melde dich.	Melde dich. Du möchtest mit Frau Brown sprechen.
Frau Brown ist leider nicht da. Ob sie Partner B in etwa einer Stunde zurückrufen darf?	In Ordnung.
Bitte Partner B um ihre/seine Handynummer.	Gib deine Nummer durch.
Alles klar!	Verabschiede dich.
Verabschiede dich.	

- 6** Make another conversation with your partner. Think of names etc. yourselves.

Hier lerne ich ...



- jemanden anzurufen,
- Telefonnummern auf Englisch anzugeben.



So gibt man Telefonnummern auf Englisch an:

0 = **oh**
 88 = **double** eight
 0171 643 7199 = oh one seven one, six four three, seven one double nine

1 Tschüs.

2 Es tut mir leid, ... ist momentan nicht da.

3 Auf Wiederhören.

4 Wie kann ich Ihnen helfen?

5 Kann er/sie Sie zurückrufen?

6 Dürfte ich Ihre Nummer notieren?

At the reception desk

Hier lerne ich ...



→ eine/n Besucher/in im Betrieb korrekt zu empfangen.

1 Danny Heiderich installs and repairs large machines for a German engineering company. At the moment, he's at an English factory. He's talking to the receptionist at the reception desk. Read his conversation with a partner.

Receptionist Good morning. Can I help you?
Danny Good morning. I have an appointment with Mr Sands at 10.30.
Receptionist Can I take your name, please?
Danny Heiderich. That's H-E-I-D-E-R-I-C-H.
Receptionist Ah yes Mr Heiderich. Could you fill in the visitors' book for me? The date, your name, your time of arrival, and your signature, please.
Danny OK. Here you are.
Receptionist Thank you. And here's your visitor's badge. Please wear it at all times.
Danny Thank you.
Receptionist Please take a seat over there. Would you like a tea or a coffee while you're waiting?
Danny No thanks.
Receptionist Fine. Mr Sands will be here soon.



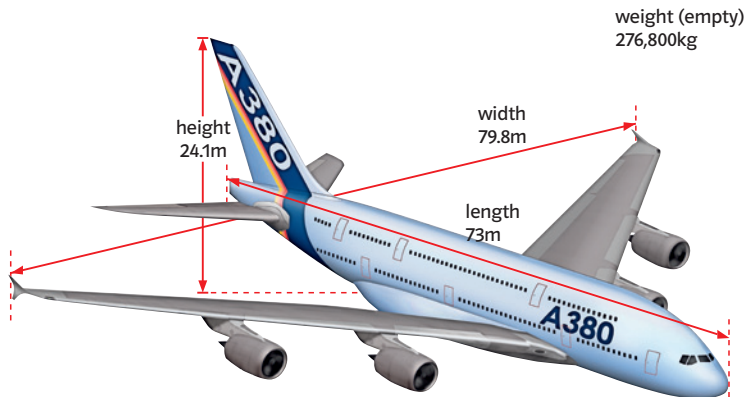
2 Work with a partner. Partner A: you are the receptionist. Partner B: you are a visitor. Change the names in the dialogue in exercise 6 and make a new conversation. Write in the visitors' book below and make a name badge, too. Can you do make the dialogue with your books closed?



Date	Name	Time in	Time out	Signature
12th June	D. Heiderich	10:25		D Heiderich

Dimensions

1 Read about the A 380, then complete the table below.



Hier lerne ich ...



- Maßangaben zu verstehen,
- die Maße von verschiedenen Gegenständen korrekt auszudrücken.

When you see planes in the sky, they look small. But on the ground – at an airport – they're big. This plane is very big. In fact it's the biggest passenger plane in the world today. It's the A380 Airbus. It's 79.8 meters wide, 24.1 meters high, and 73 meters long. Empty – that's with no passengers – it weighs 276,800 kilograms.

- | | |
|--|----------------------------------|
| 1 The width of the plane is 79.8m. | The plane is 79.8m <u>wide</u> . |
| 2 The height of the plane is 24.1m. | It's 24.1m _____. |
| 3 The _____ of the plane is 73m. | It's 73m long . |
| 4 The _____ of the plane is 276,800kg. | It weighs 276,800kg. |

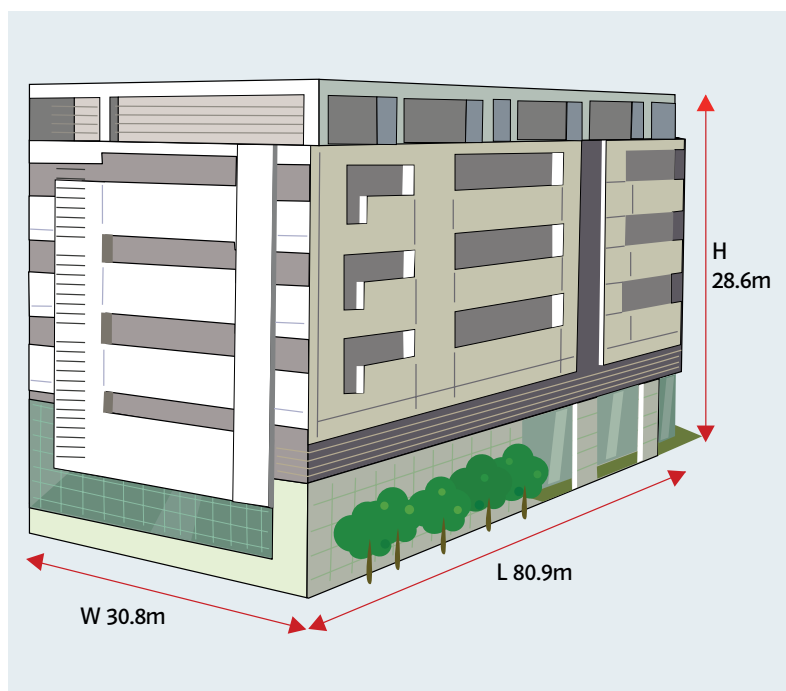
2 Here's an architect's drawing of a new car park at an airport. Finish the text with the correct words: **long/length, wide/width and high/height**.

NEW AIRPORT CAR PARK


The new car park will be 80.9m (1) _____.

The (2) _____ of the new building will be 30.8m

and the (3) _____ will be 28.6m. Building work will begin next May.



3 Read the information in the box, then complete the text about this microwave.



DIMENSIONS (mm)
H368 x W464 x D370

This new microwave oven is for commercial kitchens. It is strong, robust and reliable. The microwave is 368 millimeters (1) _____ and 370 millimeters (2) _____. The (3) _____ is 464 millimeters. The full dimensions of the microwave are as follows: it is 368 millimeters high (4) _____ 464 millimeters wide (5) _____ 370 millimeters (6) _____.

Tips and tricks



Wenn man die Dimensionen von kleineren und vor allem würfelförmigen Gegenständen angibt, benutzt man *height* (H), *width* (W) und *depth* (D). Hier hat *width* eine andere Bedeutung als bei größeren Gegenständen. Bei *depth* kann man auch sagen: *The microwave is ...mm deep*. Gibt man alle drei Dimensionen, dann wird oft den Ausdruck *by* verwendet:
The microwave is ...mm (high) by ...mm (wide) by ...mm (deep).

4 Here are some more facts and figures about the A380 Airbus. Practise your numbers! Read the text aloud.

Did you know?

- The plane has 530km of electrical cables.
- It carries 310,000 liters of fuel and can fly non-stop from Chicago to Sydney, Australia (about 15,000 kilometers).
- It can carry between 550 and 850 passengers and 6,000kg of food for them.
- It can also carry 150,000kg of cargo.
- The planes can have a bar, shops, a fitness club, showers and a multimedia centre.
- The plane flies at a speed of 0.85 mach (over 1,000 kilometers per hour). Its maximum speed is 0.89 mach (almost 1,100kph).

Tips and tricks



Zahlen

Englische Zahlen findest du auf Seite 156. Nicht vergessen! Das Komma wird im Englischen und Deutschen anders benutzt:

7.4 (seven **point** four) = 7,4 (sieben Komma vier)

162.400 = 162.400

Maßeinheiten

millimeter (mm)	kilometer (km)
centimeter (cm)	kilo(gram) (kg)
meter (m)	

Nicht vergessen! Maßeinheiten werden in der Mehrzahl angegeben:

*It's seven meter**s** high.*

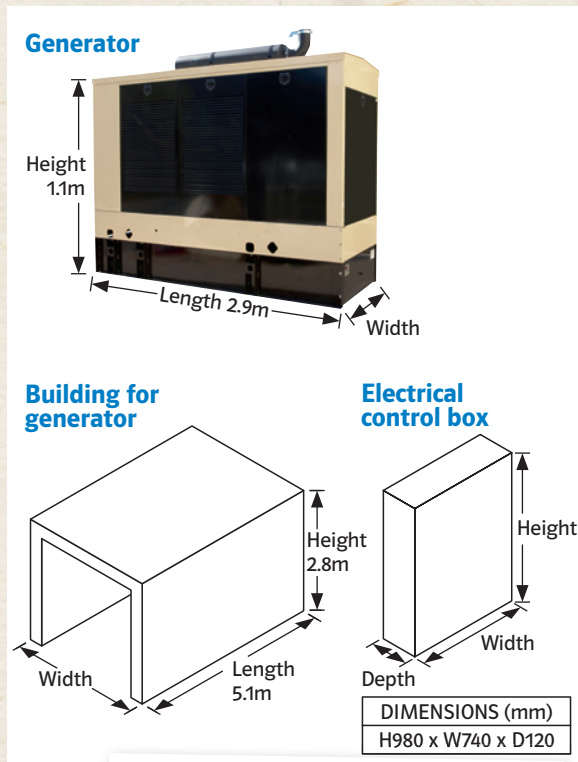
*It weighs four point six kilogram**s**.*

Communication

- 1** Jan Kempf is a German construction worker. He has a job in Scotland at the moment. Jan wants to know some dimensions and he's phoning Kim, a British work colleague. Look at the diagrams below and complete the dialogue. Then practise the dialogue with a partner.



Jan Hi, Kim. It's Jan here.
 Kim Oh, hi, Jan. How can I help?
 Jan Could you give me the dimensions of the generator, the building for the generator and the electrical control box, please?
 Kim Sure. Just a minute. OK, are you ready?
 Jan Yes, go ahead.
 Kim The generator is 2.9 metres
 (1) _____, 1.1 metres (2) _____
 and 1.6 metres (3) _____. OK.
 The (4) _____ of the building is
 5.1 metres, the (5) _____ is
 3 meters, and the (6) _____ is
 2.8 meters.
 Jan OK, I have all that. And the control box?
 Kim That's 980 millimeters (7) _____ 740
 millimeters (8) _____ 120 centimeters.
 Jan That's 980 millimeters (9) _____,
 740 millimeters (10) _____ and
 120 millimeters (11) _____, right?
 Kim Right.
 Jan Thanks very much, Kim.
 Kim No problem. Bye.

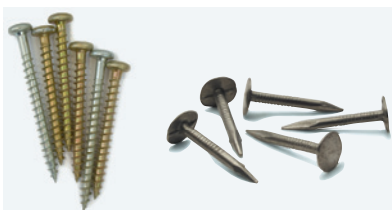


- 2** Now YOU. Work with your partner again. Make a phone call. Partner A: you want some dimensions. Partner B: give the dimensions. Partner A: write down the dimensions, then check with your partner. Think of objects and dimensions yourselves.

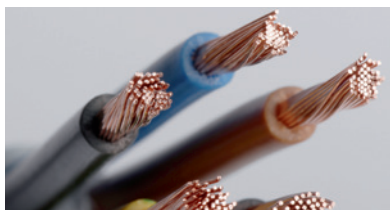
Materials

1 Match the sentences 1–12 and the objects below. Write numbers next to the objects.

- | | |
|---|--|
| 1 They're made of copper. Plumbers use them. | 8 They're made of plastic and metal and they contain acid. Mechanics work with them. |
| 2 Carpenters use this all the time. | 9 They're often made of concrete. You walk on them. |
| 3 They're made of rubber. You find them on cars. | 10 Bricklayers build them. They're made of bricks and cement. |
| 4 They're made of metal and plastic (or rubber). Electricians work with them. | 11 They're made of cloth or leather and you find them in cars. |
| 5 They're made of PVC and glass. You find them in houses. | 12 They're made of strong steel. You build buildings with them. |
| 6 Carpenters use these, too. They're made of hard metal. | |
| 7 They're made of glass and plastic. You use them in telecommunications. | |



screws and nails



wires



window



1 pipes



fibre optic cable



car battery



girders



wood



car seats



wall



tyres



floor

2 Find the English for these words in exercise 5.

- Beton concrete Stoff _____ Glas _____ Gummi _____
 Holz _____ Kunststoff _____ Kupfer _____ Leder _____
 Metall _____ Stahl _____ Zement _____

3 Read this magazine article and answer the questions below.

Very fast ...

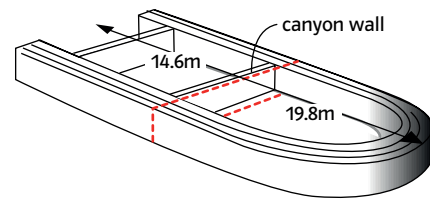
- Formula One (F1) racing cars are the ultimate driving machine. They have maximum speeds of around
- 370kph and can go from 0 to 100kph in 2 seconds. So
- 5 what are they made of? The engine and transmission
- are made of metal alloys, but the body (and chassis) of
- the car are made of carbon fibre. At the moment, the
- wheels are also made of metal alloys, but soon there
- will be carbon fibre wheels, too. F1 cars are extremely
- 10 light, some weigh only 440kg. Tyres are an important
- part of the car. They are made of rubber. Normal car
- tyres last a long time, say, 80,000km. But F1 car tyres
- last just one race, about 300km. And finally, yes, under
- the car there is a plank of wood. It is 10mm thick. At
- 15 the end of the race it must still be at least 9mm thick.
- This shows that the car is not too low.

... and very high

- The Grand Canyon Skywalk in Arizona, USA, opened in
- 2007. At a height of 1,200 meters above the floor of the
- 20 canyon, it is much higher than the highest skyscraper
- in the world today. 19.8 meters of the Skywalk are in
- front of the canyon wall (over the canyon) and 14.6
- meters are behind the wall. The Skywalk is made of
- steel and glass. The glass floor is 10.2cm thick and it
- 25 can carry a maximum weight of 70,000kg – that’s
- around 800 people. In fact, only 120 people can visit
- the Skwalk at one time.



Did you know? Under a F1 car there's a plank of wood 10mm thick? At the end of a race, it shows that the car was not too low.



1 What are F1 racing cars made of? Give the parts and the materials.

2 What is the Grand Canyon Skywalk made of?

3 What's the maximum speed of a racing car?

4 What's the maximum weight which the Skywalk can carry?

5 Why is there a plank of wood under a racing car?

6 How high is the Skywalk?

7 What is the difference between the tyres of a racing car and a normal car?

Communication

Mehmet Bahar is an apprentice at Baucenter Huber, a building suppliers in Germany. Today, Mehmet has an English-speaking customer. Read the conversation with a partner. Then make a new conversation with your partner. Use the products below.

a can of paint

a bag of cement

L = liter



Mehmet Guten Tag. Wie kann ich Ihnen helfen?
Customer Sorry, do you speak English?
Mehmet Sure. How can I help you?
Customer Great. Thanks. I'd like some nails, please.
Mehmet What size?
Customer I'd like a hundred 40mm and fifty 75mm.
Mehmet Here you are. Anything else?
Customer Yes, I need some wood. Do you have 18 by 28mm wood?
Mehmet Yes. What length would you like?
Customer Four meters.
Mehmet OK. Is that all?
Customer No, I'd like some 10mm electrical cable.
Mehmet We have 50m and 100m rolls.
Customer 50m, please. And one more thing. I need a stepladder.
Mehmet This one is very good and it isn't expensive.
Customer How high is it?
Mehmet 990mm.
Customer Fine, I'll take that. OK, that's all.
Mehmet That's €78 then, please. Thank you.
Customer Thanks. Bye.
Mehmet Goodbye.



DIN96, DIN97,
DIN7997



2.5L, 5L



25mm, 40mm, 60mm,
75mm, 125mm



18x44mm, 18x28mm,
12x32mm



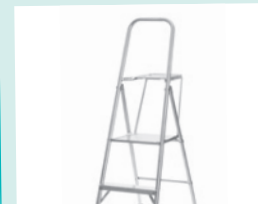
10mm x 50m



10kg, 25kg



22mm

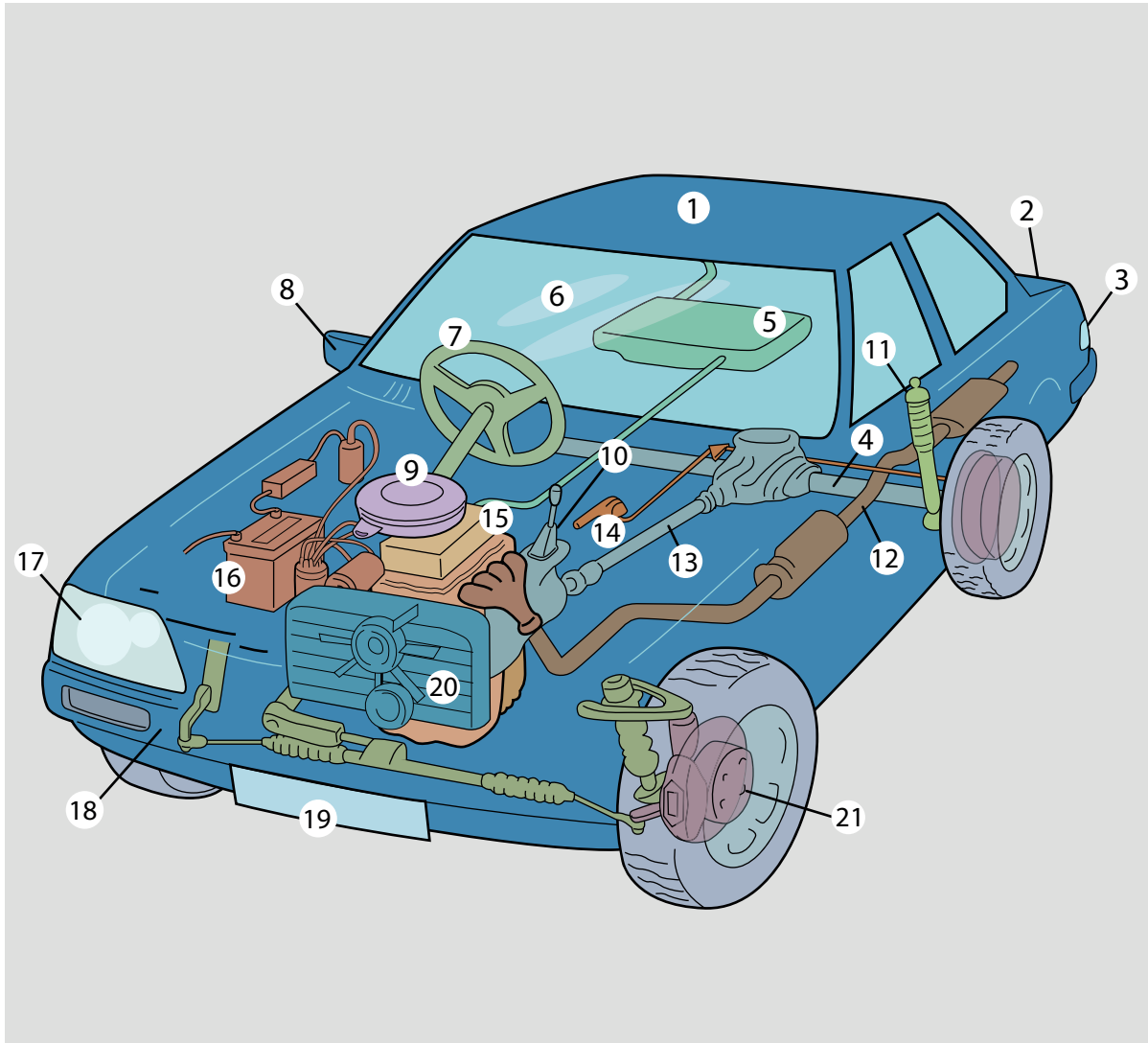


990mm

Cars

1 Can you find the parts of the car? Write the correct words below.

- | | | | | |
|-------------|-----------------|----------------|-------------|-----------|
| air filter | axle | battery | boot | bumper |
| drive shaft | engine block | exhaust | gears | handbrake |
| headlight | mirror | number plate | petrol tank | radiator |
| rear light | roof | steering wheel | suspension | wheel |
| windscreen | | | | |



- | | | |
|---------------|----------|----------|
| 1 <u>roof</u> | 8 _____ | 15 _____ |
| 2 _____ | 9 _____ | 16 _____ |
| 3 _____ | 10 _____ | 17 _____ |
| 4 _____ | 11 _____ | 18 _____ |
| 5 _____ | 12 _____ | 19 _____ |
| 6 _____ | 13 _____ | 20 _____ |
| 7 _____ | 14 _____ | 21 _____ |

2 Read about Scott and Dean and answer the questions below.



Scott and his friend Dean live in Kansas City in the USA. They're both apprentice auto mechanics. About six months ago, Scott bought an old car. In fact, it was very old and in very bad condition. Scott worked on the car in the evenings and at weekends. And now his car is fantastic! He's showing the car to Dean for the first time.

- Dean** Cool wheels, man! Scott, that is awesome!
- Scott** Yeah, not bad.
- Dean** So where did you get it?
- Scott** From a friend of my dad. He had it in his garage for years – never drove it, you know – so he sold it to me for \$100.
- Dean** And what was it like when you got it?
- Scott** It needed a lot of work. First I cleaned and painted the body. The headlights were broken so I replaced them. It needed new tyres, a new exhaust and a new battery. There was a hole in the radiator, the petrol tank was rusty ...
- Dean** OK, I understand! And what about the engine?
- Scott** Have a look ... I cleaned it, of course, and put in new spark plugs and stuff. But it was basically OK.
- Dean** Cool. So can we go for a ride?
- Scott** Sure. You'll be my first passenger in the Scottmobile!
- Dean** Yahoo!

Finish the sentences with the missing information.

- 1 Scott bought the car from _____ for \$ _____
- 2 When he got the car, Scott first cleaned and _____
- 3 He replaced the headlights because they were _____
- 4 The car also needed three new things: _____

- 5 The _____ was rusty and there was a hole in the _____
- 6 The engine was basically OK but Scott _____

Communication

1 Read the dialogue below and fill in the missing words.

Janna Peters is a car mechanic at a garage in Germany. She's talking to Mr Henry, an English customer. Janna has just serviced Mr Henry's car.



Janna Your car is ready, Mr Henry.

Mr Henry Great. Thanks. Were there many problems?

Janna Here's our service report. We changed the oil, the oil filter and the spark plugs. We checked the brakes and they were OK.

Mr Henry Good.

Janna But when we checked the tyres, they were in a bad condition. We put on two new tyres at the front.

Mr Henry OK.

Janna We checked the exhaust – it was OK. But there was a small hole in your radiator. We repaired that. The headlights were OK, but your battery wasn't so good. We replaced the battery. So the total cost was €550.

Mr Henry Thanks. A service is always more expensive than you think, isn't it?

Janna Yes, I'm sorry, Mr Henry. But your car is perfect again now.

Mr Henry OK, thanks, Janna. Here's my credit card.

WARTUNGSBERICHT

Ölwechsel	<input checked="" type="checkbox"/>
Ölfilter wechseln	<input checked="" type="checkbox"/>
Zündkerzen wechseln	<input checked="" type="checkbox"/>
Bremse überprüfen	<input checked="" type="checkbox"/>
Reifen überprüfen	schlechter Zustand 2 neue Reifen vorn
Auspuff überprüfen	<input checked="" type="checkbox"/>
Kühler überprüfen	kleines Loch repariert
Scheinwerfer überprüfen	<input checked="" type="checkbox"/>
Batterie überprüfen	Batterie ausgetauscht
Gesamtbetrag	€550.00

wecheln to change reparieren _____
 überprüfen _____ austauschen _____

2 Now YOU. Write a new service report and make a dialogue with your partner.

Talking about problems

Hier lerne ich ...

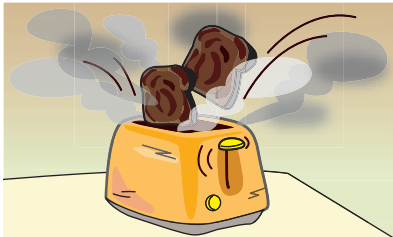


→ technische Pannen zu beschreiben und darüber zu sprechen.

1 Finish the sentences under the pictures with words and phrases from the box.

broken bent empty the wrong size torn

~~isn't working~~ damaged level is leaking



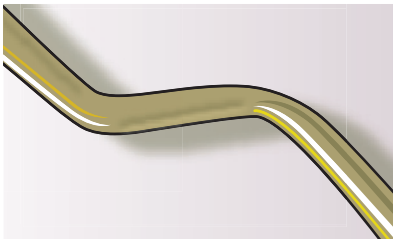
1 The toaster isn't working properly.



2 The glass in the window is broken.



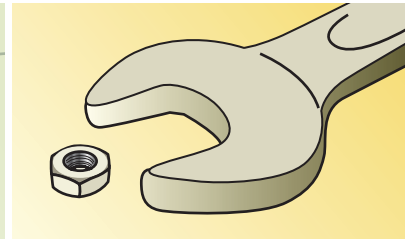
3 Jeanette doesn't have any petrol in her car. The petrol tank is empty.



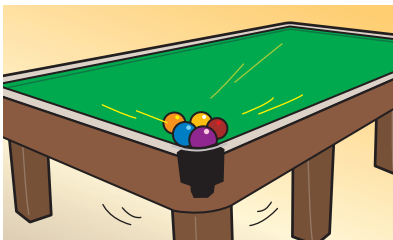
4 The pipe is leaking.



5 The bucket is damaged.



6 The spanner is the wrong size. It's too big.



7 You can't play billiards on this table. It isn't bent.



8 Yesterday Tony dropped his laptop. Now it's badly damaged.



9 Bob's jeans are torn.

2 Ask and answer questions about the things in exercise 6 with a partner. Partner B, can you answer the questions with your book closed?

What's the problem with the glass in the window ...?

What's wrong with ...?

A

It's broken. They ...

B

3 Read about Steve and answer the questions below.

Steve Webster is from Melbourne in Australia. He's an electrician. Steve's firm maintains and repairs wiring and electrical equipment in homes, offices and factories around Melbourne.

Regular maintenance of wires, cables, switches and electrical equipment is important. It helps to prevent problems. When there is a problem, however, customers call Steve's firm and Steve or another electrician visit the customer and repair the fault. Sometimes it's very simple, and Steve can repair the fault quickly. But sometimes it's more complicated and he has to replace faulty wires or equipment.

One of the tools Steve uses a lot as an electrician is a multimeter. It's an instrument which measures electrical current. With the multimeter, Steve can check wires and circuits. When he finds out where there's a problem, he can solve it.



1 What's the English for ...?

- | | | | |
|---|-----------------------------------|---|-----------------------------|
| a | instand halten <u>to maintain</u> | f | verhindern, vermeiden _____ |
| b | elektrische Leitung _____ | g | Fehler, Störung _____ |
| c | Geräte _____ | h | fehlerhaft _____ |
| d | Wartung _____ | j | Strom _____ |
| e | Schalter _____ | k | Stromkreis _____ |

2 Finish the sentences. Use words from the exercise above.

- a Steve _____ and repairs wiring and equipment.
- b We use a _____ when we turn a light on or off.
- c Regular maintenance of equipment is always important because it helps _____ problems.
- d When something isn't working, you say that it's faulty or that there's a _____ with it.
- e Electricians often use a multimeter to measure electrical _____.
- f You can check wires and _____ with a multimeter.

4 Write three sentences about how people in other jobs solve problems.

Communication

- 1 Read about Tatjana, then read the dialogue with a partner.



Tatjana Bergmann works in the customer service department of Stella Küchengeräte. The company makes kitchen equipment for hotels and restaurants. This morning, there is a call from a customer, the manager of an American restaurant in her town, Mr Ross.

Tatjana Stella Küchengeräte. Guten Tag.
Mr Ross Hi. Good morning. It's Bernard Ross here from the Texas Steakhouse.
Tatjana Oh, good morning, Mr Ross. How can I help you today?
Mr Ross I have a problem with one of our ovens. Could you send out a technician to look at it?
Tatjana Certainly, Mr Ross. Which oven is it? On my computer it says that you have three of our ovens.
Mr Ross That's right. It's the largest of the three, the Model 774 oven.
Tatjana And what's the problem with the equipment?
Mr Ross I can't control the temperature. The oven is getting too hot.
Tatjana It sounds like a faulty thermostat. Let me just check. Our technician will be with you between 11 and 11.30. Is that OK for you?
Mr Ross Not sooner? It's very urgent.
Tatjana I'm sorry, Mr Ross. All the technicians are busy until 11.
Mr Ross OK, but no later, please. Thanks a lot.
Tatjana You're welcome. Goodbye.
Mr Ross Bye.

- 2 Finish the phrases with the missing words.

a How _____ you today?

b Could you _____ a technician?

c What's _____ the equipment?

d It _____ a faulty thermostat.

e Our technician _____ at 11.

- 3 Make a new conversation with your partner. One of you works in customer service. Think of a typical problem and send out a technician (carpenter, mechanic etc.) to look at the problem.

Instructions

Hier lerne ich ...



→ einfache technische Anleitungen zu verstehen und schreiben.

Tips and tricks



Instructions

Instructions (Anleitungen) gehören zum Alltag in der Bautechnik, der Elektrotechnik, der Autowerkstatt und anderen Bereichen der technischen Arbeitswelt. Und manchmal sind sie auf Englisch. Meist braucht man sie nur zu lesen und zu verstehen. Der Trick ist es, einige

Verben zu kennen, die in Anleitungen immer wieder auftauchen. Diese können von Bereich zu Bereich variieren, z. B. im Computerbereich und im Bereich der Holztechnik, aber viele Vorgänge sind überall gleich. Hier eine Liste solcher Verben.

to close	schließen
to connect (to)	anschießen/verbinden
to cut	schneiden
to hold	halten
to insert	einfügen
to loosen	lockern
to open	öffnen
to place/position	legen/anbringen
to pull	ziehen
to push	schieben

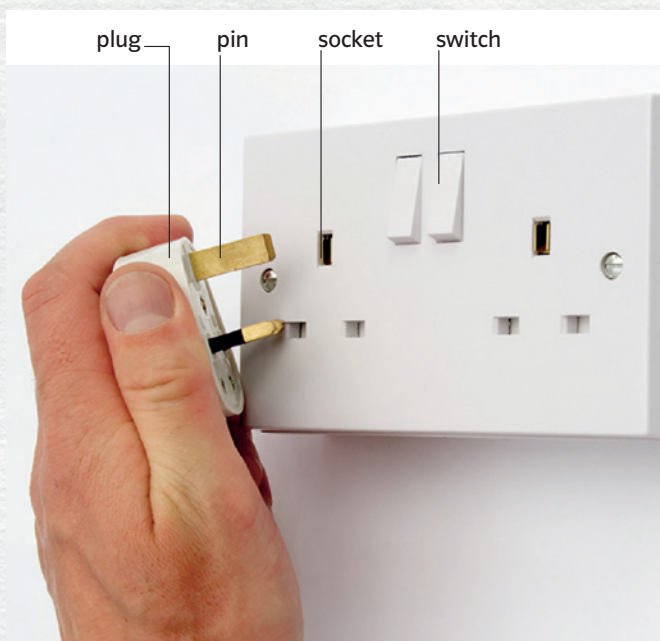
to remove	entfernen
to replace	ersetzen
to switch off	ausschalten
to switch on	einschalten
to take off	abnehmen
to take out	herausnehmen
to tighten	festziehen
to turn	drehen
to twist	verflechten
to unscrew	abschrauben

- 1** Below and on the next page you can see an article about **British electrical plugs**. Read the article and complete the text with **verbs from the Tipps und Tricks box**. (Sometimes more than one verb is possible).

Wiring a British plug

Plugs and sockets in Britain

Electrical plugs and sockets are different in Britain from those in the USA and in other European countries. Britain uses 3-pin plugs. There is one *live* pin, one *neutral* pin and one *earth* pin. The earth pin is the largest of the three pins and is at the top of the plug. The pins are square (in many other European countries they are round). The standard plug for most things in Britain is 13 amp.

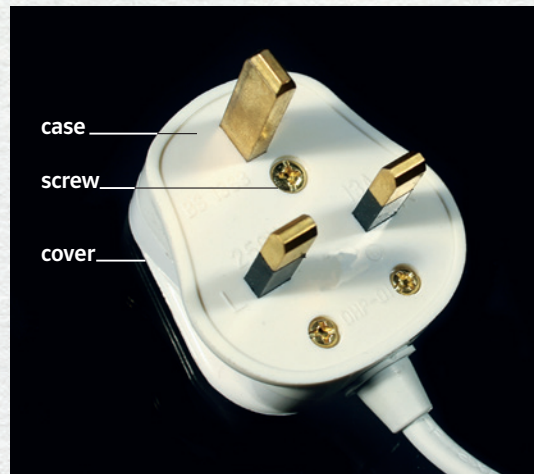


Wiring the plug

Electricity can be dangerous so it is important to wire a plug correctly. The instructions below tell you exactly what to do.

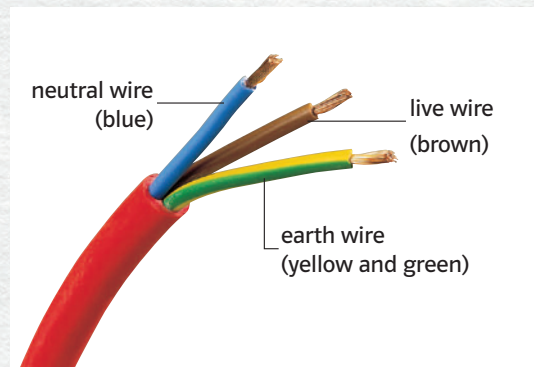
Step 1: open the plug

With a screwdriver, (1) loosen/unscrew the screw on the bottom of the case and (2) _____ the cover.



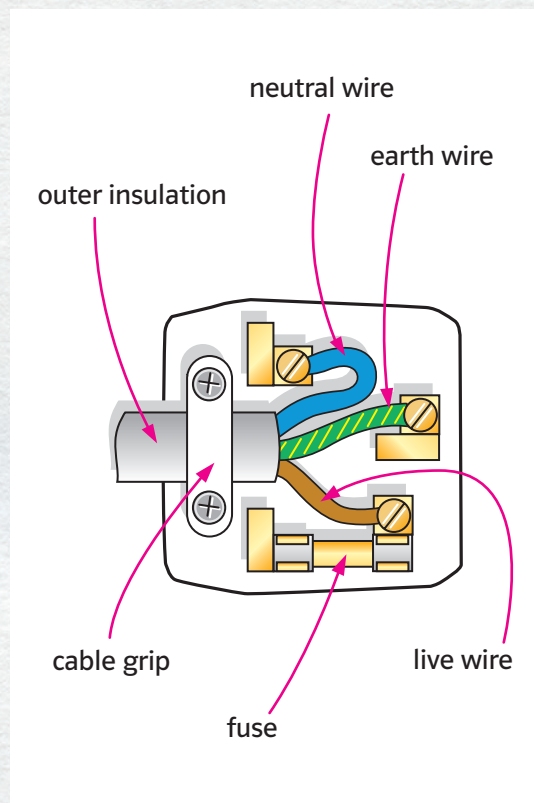
Step 2: cut the wires

With wire cutters or a sharp knife, (3) _____ the cable and (4) _____ the outer insulation so that you can see the three wires inside. Now (5) _____ the three wires as in the diagram.



Step 3: connect the wires

First (6) _____ the two screws which hold the cable grip so that you can (7) _____ the cable under the grip. Now (8) _____ the three screws on the ends of the pins. (9) _____ the wires under the screws (see the diagram for the correct places). Now (10) _____ the screws so that they (11) _____ the wires firmly. (12) _____ the two screws on the cable grip. Finally, (13) _____ the lid and close it with the screw on the bottom of the case.



Kopiervorlage 1

Kopiervorlage 1

An application form

You want to go on this language course in London. Fill in the application form.

English in London!
Do you want to practise your English? Our course from 15-19 August is for students at vocational colleges around Europe.
For an application form, call Ken Richards on ++ 44 020 714 3000 NOW!

Please write in CAPITAL letters.

Surname _____
First name _____
Date of birth _____
Nationality _____
Address (street/number) _____
(post code/town) _____
(country) _____
Telephone number (home) _____
(mobile) _____
Email address (not capital letters) _____
Name and address of college _____

Please write a short text here about yourself (in 50-70 words). You can write about your town, your course, your college, your hobbies, your job plans etc.

1 © Ernst Klett Verlag GmbH, Stuttgart 2015. Kickoff Foundation/Upgrade, Workbooks ISBN 978-3-12-808293-6/808294-1. Alle Rechte vorbehalten. (Vervielfältigung zum Unterrichtsgebrauch gestattet.)

Kopiervorlage 2

Kopiervorlage 2

Tools

1 Look at the pictures. What jobs can you see? Write in the job titles.
a Carpenter a car mechanic a bricklayer an electrician

2 Now match the tools and the jobs. First find the names of the tools, then write the names in the workers' toolboxes and toolbags.

torque wrench (D), spanner (I), car jack (O), CAR MECHANIC
multimeter (G), soldering iron (K), pliers (Q), ELECTRICIAN
saw (E), chisel (H), hammer (B), drill (A), CARPENTER
trowel (F), spirit level (L), plumb bob (M), BRICKLAYER

2 © Ernst Klett Verlag GmbH, Stuttgart 2015. Kickoff Foundation/Upgrade, Workbooks ISBN 978-3-12-808293-6/808294-1. Alle Rechte vorbehalten. (Vervielfältigung zum Unterrichtsgebrauch gestattet.)

Kopiervorlage 3

Kopiervorlage 3

A company website

1 You are a painter and decorator with a company in Germany. This is the home page of a company in Britain. It sells paint, tools, wallpaper etc. Match the buttons 1-6 and the web pages A-F below. Write in the number of the button.

2 Work with a partner. Take it in turns to ask about the website.
How can I ...
• find out about the company? - You click on the '...' button.
• get information about the company's products? - Go to the '...' page.
• buy products online?
• contact the company direct?
• find out about jobs with the company?
• get news about the company?

3 Do you buy many things online? What? When? Why? Ask a partner.

3 © Ernst Klett Verlag GmbH, Stuttgart 2015. Kickoff Foundation/Upgrade, Workbooks ISBN 978-3-12-808293-6/808294-1. Alle Rechte vorbehalten. (Vervielfältigung zum Unterrichtsgebrauch gestattet.)

Kopiervorlage 4

Kopiervorlage 4

A day at work

1 Sam(antha) is talking about her day at work. Match the things she says (1-6) and the pictures (A-F).

2 Work with a partner. Take it in turns to be Sam. Ask and answer the questions below.

Where do you work? What do you do in your job? Who is your supervisor?
When do you start/finish work? What do you do at lunchtime? When do you have lunch?

4 © Ernst Klett Verlag GmbH, Stuttgart 2015. Kickoff Foundation/Upgrade, Workbooks ISBN 978-3-12-808293-6/808294-1. Alle Rechte vorbehalten. (Vervielfältigung zum Unterrichtsgebrauch gestattet.)

Kopiervorlage 5

Kopiervorlage 5

Clothes for work

1 Tom is a mechanic, Sue is an electrical technician, Alan is a construction worker and Ken is a motorway construction worker. They're all wearing their work clothes. What are they? Write in the words from below the photos (1-8).

- a T-shirt
- boots
- overalls
- a work shirt
- a hard hat
- bib and brace overalls
- a tool pouch
- a high visibility jacket



- 1 overalls
- 2 a T-shirt
- 3 bib and brace overalls
- 4 boots
- 5 a work shirt
- 6 a tool pouch
- 7 a hard hat
- 8 a high visibility jacket

2 Look at the colours below. Write sentences about the people. Sue is wearing a white T-shirt and a blue hard hat. Ken is wearing ...

- white
- blue
- yellow
- brown

3 Work with a partner. Partner B: close your book. Partner A: ask questions about Tom, Sue, Alan and Ken.

- What's Ken wearing? He's wearing ...
- Is Tom wearing blue overalls? No, he's wearing ...

Hier lerne ich ...
→ Berufskleidung zu benennen,
→ zu beschreiben, wie jemand
angezogen ist.

Tips and tricks
Trousers are plural in English:
He's wearing **trousers**.
His trousers **are** black.

Kopiervorlage 6a

Kopiervorlage 6a

On the phone (1)

1 Olli Feldmann is a mechanic in a car workshop in Germany. Lots of Olli's customers are British or American business people. He's calling two customers this morning. Read his conversations and underline the English for these German phrases.

- 1 Bleiben Sie am Apparat, bitte.
- 2 Könnte ich bitte mit ... sprechen?
- 3 Wer ist am Apparat, bitte?
- 4 Würden Sie Ihren Namen bitte buchstabieren?
- 5 Hier ist ...
- 6 Einen Moment, bitte. Ich stelle Sie durch.

Conversation 1
Receptionist Britex Engineering Ltd. Good morning.
Holger Good morning. This is Olli Feldmann from the VMW Workshop. Could I speak to Mr Rogers, please?
Receptionist One moment, please, Mr Feldmann. I'll put you through.

Conversation 2
Receptionist Amtech Corporation. Good morning.
Holger Good morning. Could I speak to Ms Westenburger, please?
Receptionist Who's calling, please?
Holger It's Olli Feldmann from the VMW workshop.
Receptionist Could you spell your name for me?
Holger Yes, Feldmann. F-E-L-D-M-A-N-N.
Receptionist Thank you, Mr Feldmann. Hold the line, please. I'll put you through.



2 Make this conversation with a partner. Partner A: you're the receptionist at Codex Software Ltd in Olli's town. Partner B: you're YOU.

Partner A Partner B
Melde dich. Melde dich. Du möchtest gern mit Herrn Davis sprechen.
Bitte Partner B ihren/seinen Namen zu buchstabieren. Buchstabiere deinen Namen.
Bedanke dich bei deiner Partnerin/deinem Partner und bitte sie/ihn, am Apparat zu bleiben. Du stellst durch.

3 Make another conversation with your partner. Think of names etc. yourselves.

Kopiervorlage 6b

Kopiervorlage 6b

On the phone (2)

4 Sandra Schulz is a carpenter from Germany. She's working in England and she's calling Mr Baker at the office of a building company. Read her conversation and underline the English for the German phrases.



Receptionist Good morning. Midlands Construction Ltd. How can I help you?
Sandra Good morning. This is Sandra Schulz from the construction site. Could I speak to Mr Baker, please?
Receptionist I'm sorry, Ms Schulz. Mr Baker isn't here at the moment. Can he call you back in about 15 minutes?
Sandra Oh, yes, thank you.
Receptionist Can I take your mobile number?
Sandra Yes, it's 0171 643 7199.
Receptionist OK, I have that.
Sandra Great. Thanks. Goodbye.
Receptionist Bye.

Hier lerne ich ...
→ jemanden anzurufen,
→ Telefonnummern auf
Englisch anzugeben.

So gibt man Telefonnummern auf Englisch an:
0 = oh
88 = double eight
0171 643 7199 = oh one seven one, six four three, seven one double nine

- 1 Tschüs.
- 2 Es tut mir leid, ... ist momentan nicht da.
- 3 Auf Wiederhören.
- 4 Wie kann ich Ihnen helfen?
- 5 Kann er/sie Sie zurückrufen?
- 6 Dürfte ich Ihre Nummer notieren?

5 Make this conversation with a partner. Partner A: you're the receptionist at Highland Construction Ltd in Scotland. Partner B: you're YOU.

Partner A Partner B
Melde dich. Melde dich. Du möchtest mit Frau Brown sprechen.
Frau Brown ist leider nicht da. Ob sie Partner B in etwa einer Stunde zurückrufen darf? In Ordnung.
Bitte Partner B um ihre/seine Handynummer. Gib deine Nummer durch.
Alles klar! Verabschiede dich.
Verabschiede dich.

6 Make another conversation with your partner. Think of names etc. yourselves.

Kopiervorlage 7

Kopiervorlage 7

At the reception desk

1 Danny Heiderich installs and repairs large machines for a German engineering company. At the moment, he's at an English factory. He's talking to the receptionist at the reception desk. Read his conversation with a partner.

Receptionist Good morning. Can I help you?
Danny Good morning. I have an appointment with Mr Sands at 10.30.
Receptionist Can I take your name, please?
Danny Heiderich. That's H-E-I-D-E-R-I-C-H.
Receptionist Ah yes Mr Heiderich. Could you fill in the visitors' book for me? The date, your name, your time of arrival, and your signature, please.
OK. Here you are.
Danny Thank you. And here's your visitor's badge. Please wear it at all times.
Receptionist Thank you.
Danny Please take a seat over there. Would you like a tea or a coffee while you're waiting?
No thanks.
Receptionist Fine. Mr Sands will be here soon.



2 Work with a partner. Partner A: you are the receptionist. Partner B: you are a visitor. Change the names in the dialogue in exercise 6 and make a new conversation. Write in the visitors' book below and make a name badge, too. Can you do make the dialogue with your books closed?

VISITOR
Mr D. Heiderich

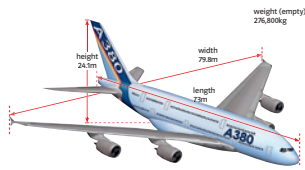
Date	Name	Time in	Time out	Signature
12th June	D. Heiderich	10:25		D Heiderich

Kopiervorlage 8a

Kopiervorlage 8a

Dimensions

1 Read about the A 380, then complete the table below.



Hier lerne ich ...
 → Maßangaben zu verstehen,
 → die Maße von verschiedenen Gegenständen korrekt auszudrücken.

When you see planes in the sky, they look small. But on the ground – at an airport – they're big. This plane is very big. In fact it's the biggest passenger plane in the world today. It's the A380 Airbus. It's 79.8 meters wide, 24.1 meters high, and 73 meters long. Empty – that's with no passengers – it weighs 276,800 kilograms.

- 1 The width of the plane is 79.8m. The plane is 79.8m wide.
- 2 The height of the plane is 24.1m. It's 24.1m high.
- 3 The length of the plane is 73m. It's 73m long.
- 4 The weight of the plane is 276,800kg. It weighs 276,800kg.

2 Here's an architect's drawing of a new car park at an airport. Finish the text with the correct words: long/length, wide/width and high/height.

NEW AIRPORT CAR PARK

The new car park will be 80.9m (1) long.

The (2) width of the new building will be 30.8m and the (3) height will be 28.6m. Building work will begin next May.

Kopiervorlage 8b

Kopiervorlage 8b

3 Read the information in the box, then complete the text about this microwave.



DIMENSIONS (mm)
 H368 x W464 x D370

This new, robust oven is for commercial kitchens. It is strong, robust and reliable. The microwave is 368 millimeters (1) high and 370 millimeters (2) deep. The (3) width is 464 millimeters. The full dimensions of the microwave are as follows: it is 368 millimeters high (4) by 464 millimeters wide (5) by 370 millimeters (6) deep.

Tips and tricks
 Wenn man die Dimensionen von kleineren und vor allem würfelförmigen Gegenständen angibt, benutzt man **height (H)**, **width (W)** und **depth (D)**. Hier hat **width** eine andere Bedeutung als bei größeren Gegenständen. Bei **depth** kann man auch sagen: **The microwave is ...mm deep**. Gibt man alle drei Dimensionen, dann wird oft den Ausdruck **by** verwendet: **The microwave is ...mm (high) by ...mm (wide) by ...mm (deep)**.

4 Here are some more facts and figures about the A380 Airbus. Practise your numbers! Read the text aloud.

- Did you know?**
- The plane has 530km of electrical cables.
 - It carries 310,000 liters of fuel and can fly non-stop from Chicago to Sydney, Australia (about 15,000 kilometers).
 - It can carry between 550 and 850 passengers and 6,000kg of food for them.
 - It can also carry 150,000kg of cargo.
 - The planes can have a bar, shops, a fitness club, showers and a multimedia centre.
 - The plane flies at a speed of 0.85 mach (over 1,000 kilometers per hour). Its maximum speed is 0.89 mach (almost 1,100kph).

Tips and tricks
Zahlen
 Englische Zahlen findest du auf Seite 156. Nicht vergessen! Das Komma wird im Englischen und Deutschen anders benutzt:
 7.4 (seven point four) = 7,4 (sieben Komma vier)
 162.400 = 162.400
Maßeinheiten
 millimeter (mm) kilometer (km)
 centimeter (cm) kilo(gram) (kg)
 meter (m)
 Nicht vergessen! Maßeinheiten werden in der Mehrzahl angegeben:
 It's seven meters high.
 It weighs four point six kilograms.

Kopiervorlage 9

Kopiervorlage 9

Communication

1 Jan Kempf is a German construction worker. He has a job in Scotland at the moment. Jan wants to know some dimensions and he's phoning Kim, a British work colleague. Look at the diagrams below and complete the dialogue. Then practise the dialogue with a partner.

Jan Hi, Kim. It's Jan here.

Kim Oh, hi, Jan. How can I help?

Jan Could you give me the dimensions of the generator, the building for the generator and the electrical control box, please?

Kim Sure. Just a minute. OK, are you ready?

Jan Yes, go ahead.

Kim The generator is 2.9 metres (1) long, 1.1 metres (2) wide and 1.6 metres (3) high. OK.

The (4) length of the building is 5.1 metres, the (5) width is 3 metres, and the (6) height is 2.8 metres.

Jan OK, I have all that. And the control box?

Kim That's 980 millimeters (7) by 740 millimeters (8) by 120 centimeters.

Jan That's 980 millimeters (9) high, 740 millimeters (10) wide and 120 millimeters (11) deep, right?

Kim Right.

Jan Thanks very much, Kim.

Kim No problem. Bye.

DIMENSIONS (mm)
 H980 x W740 x D120

2 Now YOU. Work with your partner again. Make a phone call. Partner A: you want some dimensions. Partner B: give the dimensions. Partner A: write down the dimensions, then check with your partner. Think of objects and dimensions yourselves.

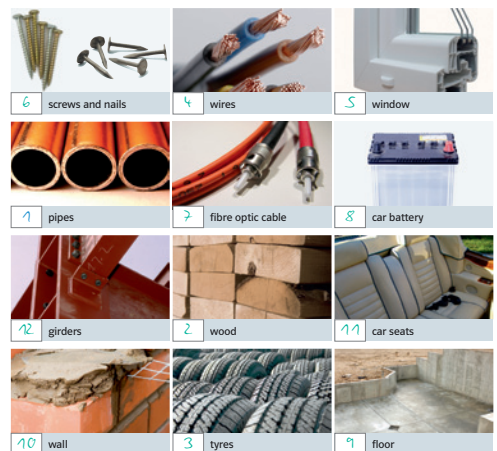
Kopiervorlage 10a

Kopiervorlage 10a

Materials

1 Match the sentences 1-12 and the objects below. Write numbers next to the objects.

- 1 They're made of copper. Plumbers use them.
- 2 Carpenters use this all the time.
- 3 They're made of rubber. You find them on cars.
- 4 They're made of metal and plastic (or rubber). Electricians work with them.
- 5 They're made of PVC and glass. You find them in houses.
- 6 Carpenters use these, too. They're made of hard metal.
- 7 They're made of glass and plastic. You use them in telecommunications.
- 8 They're made of plastic and metal and they contain acid. Mechanics work with them.
- 9 They're often made of concrete. You walk on them.
- 10 Bricklayers build them. They're made of bricks and cement.
- 11 They're made of cloth or leather and you find them in cars.
- 12 They're made of strong steel. You build buildings with them.



2 Find the English for these words in exercise 5.
 Beton concrete Stoff cloth Glas glass Gummi rubber
 Holz wood Kunststoff plastic Kupfer copper Leder leather
 Metall metal Stahl steel Zement cement

Kopiervorlage 10b

Kopiervorlage 10b

3 Read this magazine article and answer the questions below.

Very fast ...

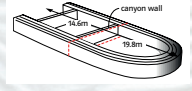
Formula One (F1) racing cars are the ultimate driving machine. They have maximum speeds of around 370kph and can go from 0 to 100kph in 2 seconds. So what are they made of? The engine and transmission are made of metal alloys, but the body (and chassis) of the car are made of carbon fibre. At the moment, the wheels are also made of metal alloys, but soon there will be carbon fibre wheels, too. F1 cars are extremely light, some weigh only 440kg. Tyres are an important part of the car. They are made of rubber. Normal car tyres last a long time, say, 80,000km. But F1 car tyres last just one race, about 300km. And finally, yes, under the car there is a plank of wood. It is 10mm thick. At the end of the race it must still be at least 9mm thick. This shows that the car is not too low.

... and very high

The Grand Canyon Skywalk in Arizona, USA, opened in 2007. At a height of 1,200 meters above the floor of the canyon, it is much higher than the highest skyscraper in the world today. 19.8 meters of the Skywalk are in front of the canyon wall (over the canyon) and 14.6 meters are behind the wall. The Skywalk is made of steel and glass. The glass floor is 10.2cm thick and it can carry a maximum weight of 70,000kg – that's around 800 people. In fact, only 120 people can visit the Skywalk at one time.



Did you know? Under a F1 car there's a plank of wood 10mm thick! At the end of a race it shows that the car was not too low.



- What are F1 racing cars made of? Give the parts and the materials.
They are made of metal alloys (engine and transmission) and carbon fibre (body and chassis).
- What is the Grand Canyon Skywalk made of?
It's made of steel and glass.
- What's the maximum speed of a racing car?
The maximum speed is 370kph.
- What's the maximum weight which the Skywalk can carry?
It can carry 70,000kg.
- Why is there a plank of wood under a racing car?
To show that the car is not too low.
- How high is the Skywalk?
It's 1,200 metres above the floor of the canyon.
- What is the difference between the tyres of a racing car and a normal car?
Racing car tyres last just one race.

Kopiervorlage 11

Kopiervorlage 11

Communication

Mehmet Bahar is an apprentice at Baucenter Huber, a building suppliers in Germany. Today, Mehmet has an English-speaking customer. Read the conversation with a partner. Then make a new conversation with your partner. Use the products below.

- a can of paint
- a bag of cement
- L = liter



Mehmet: Guten Tag. Wie kann ich Ihnen helfen?
Customer: Sorry, do you speak English?
Mehmet: Sure. How can I help you?
Customer: Great. Thanks. I'd like some nails, please.
Mehmet: What size?
Customer: I'd like a hundred 40mm and fifty 75mm.
Mehmet: Here you are. Anything else?
Customer: Yes, I need some wood. Do you have 18 by 28mm wood?
Mehmet: Yes. What length would you like?
Customer: Four meters.
Mehmet: OK. Is that all?
Customer: No, I'd like some 10mm electrical cable.
Mehmet: We have 50m and 100m rolls.
Customer: 50m, please. And one more thing. I need a stepladder.
Mehmet: This one is very good and it isn't expensive.
Customer: How high is it?
Mehmet: 990mm.
Customer: Fine, I'll take that. OK, that's all.
Mehmet: That's €78 then, please. Thank you.
Customer: And two euros change.
Mehmet: Thanks. Bye.
Customer: Goodbye.



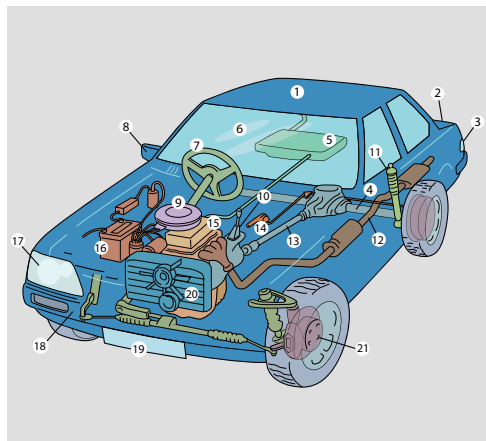
Kopiervorlage 12a

Kopiervorlage 12a

Cars

1 Can you find the parts of the car? Write the correct words below.

- | | | | | |
|-------------|--------------|----------------|-------------|-----------|
| air filter | axle | battery | boot | bumper |
| drive shaft | engine block | exhaust | gears | handbrake |
| headlight | mirror | number plate | petrol tank | radiator |
| rear light | roof | steering wheel | suspension | wheel |
| windscreen | | | | |



- | | | |
|------------------|----------------|-----------------|
| 1 roof | 8 mirror | 15 engine block |
| 2 boot | 9 air filter | 16 battery |
| 3 rear light | 10 gears | 17 headlight |
| 4 axle | 11 suspension | 18 bumper |
| 5 petrol tank | 12 exhaust | 19 number plate |
| 6 windscreen | 13 drive shaft | 20 radiator |
| 7 steering wheel | 14 handbrake | 21 wheel |

Kopiervorlage 12b

Kopiervorlage 12b

2 Read about Scott and Dean and answer the questions below.



Scott and his friend Dean live in Kansas City in the USA. They're both apprentice auto mechanics. About six months ago, Scott bought an old car. In fact, it was very old and in very bad condition. Scott worked on the car in the evenings and at weekends. And now his car is fantastic! He's showing the car to Dean for the first time.

Dean: Cool wheels, man! Scott, that is awesome!
Scott: Yeah, not bad.
Dean: So where did you get it?
Scott: From a friend of my dad. He had it in his garage for years – never drove it, you know – so he sold it to me for \$100.
Dean: And what was it like when you got it?
Scott: It needed a lot of work. First I cleaned and painted the body. The headlights were broken so I replaced them. It needed new tyres, a new exhaust and a new battery. There was a hole in the radiator; the petrol tank was rusty ...
Dean: OK, I understand! And what about the engine?
Scott: Have a look... I cleaned it, of course, and put in new spark plugs and stuff. But it was basically OK.
Dean: Cool. So can we go for a ride?
Scott: Sure. You'll be my first passenger in the Scottmobile!
Dean: Yahoo!

Finish the sentences with the missing information.

- Scott bought the car from a friend of his dad for \$ 100.
- When he got the car, Scott first cleaned and painted the body.
- He replaced the headlights because they were broken.
- The car also needed three new things: new tyres, a new exhaust and a new battery.
- The petrol tank was rusty and there was a hole in the radiator.
- The engine was basically OK but Scott cleaned it and put in new spark plugs (and stuff).

Kopiervorlage 13

Kopiervorlage 13

Communication

1 Read the dialogue below and fill in the missing words.

Janna Peters is a car mechanic at a garage in Germany. She's talking to Mr Henry, an English customer. Janna has just serviced Mr Henry's car.

Janna: Your car is ready, Mr Henry.
Mr Henry: Great. Thanks. Were there many problems?
Janna: Here's our service report. We changed the oil, the oil filter and the spark plugs. We checked the brakes and they were OK.
Mr Henry: Good.
Janna: But when we checked the tyres, they were in a bad condition. We put on two new tyres at the front.
Mr Henry: OK.
Janna: We checked the exhaust – it was OK. But there was a small hole in your radiator. We repaired that. The headlights were OK, but your battery wasn't so good. We replaced the battery. So the total cost was €550.
Mr Henry: Thanks. A service is always more expensive than you think, isn't it?
Janna: Yes, I'm sorry, Mr Henry. But your car is perfect again now.
Mr Henry: OK, thanks, Janna. Here's my credit card.



WARTUNGSBERICHT	
Ölwechsel	<input checked="" type="checkbox"/>
Ölfilter wechseln	<input checked="" type="checkbox"/>
Zündkerzen wechseln	<input checked="" type="checkbox"/>
Bremse überprüfen	<input checked="" type="checkbox"/>
Reifen überprüfen	<input checked="" type="checkbox"/>
Auspuff überprüfen	<input checked="" type="checkbox"/>
Kühler überprüfen	<input checked="" type="checkbox"/>
Scheinwerfer überprüfen	<input checked="" type="checkbox"/>
Batterie überprüfen	<input checked="" type="checkbox"/>
Gesamtbetrag	€550,00

wecheln to change reparieren to repair
überprüfen to check austauschen to replace

2 Now YOU. Write a new service report and make a dialogue with your partner.

17

© Ernst Klett Verlag GmbH, Stuttgart 2015. Kickoff Foundation/Upgrade, Workbooks ISBN 978-3-12-808293-6/808294-3. Alle Rechte vorbehalten. (Vervielfältigung zum Unterrichtsgebrauch gestattet.)

© Ernst Klett Verlag GmbH, Stuttgart 2015. Kickoff Foundation/Upgrade, Workbooks ISBN 978-3-12-808293-6/808294-3. Alle Rechte vorbehalten. (Vervielfältigung zum Unterrichtsgebrauch gestattet.)

Kopiervorlage 14a

Kopiervorlage 14a

Talking about problems

Hier lerne ich ...

→ technische Pannen zu beschreiben und darüber zu sprechen.

broken bent empty the wrong size torn
isn't working damaged level is leaking



1 The toaster isn't working properly.
2 The glass in the window is broken.
3 Jeanette doesn't have any petrol in her car. The petrol tank is empty.



4 The pipe is bent.
5 The bucket is leaking.
6 The spanner is the wrong size. It's too big.



7 You can't play billiards on this table. It isn't level.
8 Yesterday Tony dropped his laptop. Now it's badly damaged.
9 Bob's jeans are torn.

2 Ask and answer questions about the things in exercise 6 with a partner. Partner B, can you answer the questions with your book closed?

What's the problem with the glass in the window ...?
What's wrong with ...?

It's broken.
They ...

A **B**

18

© Ernst Klett Verlag GmbH, Stuttgart 2015. Kickoff Foundation/Upgrade, Workbooks ISBN 978-3-12-808293-6/808294-3. Alle Rechte vorbehalten. (Vervielfältigung zum Unterrichtsgebrauch gestattet.)

© Ernst Klett Verlag GmbH, Stuttgart 2015. Kickoff Foundation/Upgrade, Workbooks ISBN 978-3-12-808293-6/808294-3. Alle Rechte vorbehalten. (Vervielfältigung zum Unterrichtsgebrauch gestattet.)

Kopiervorlage 14b

Kopiervorlage 14b

3 Read about Steve and answer the questions below.

Steve Webster is from Melbourne in Australia. He's an electrician. Steve's firm maintains and repairs wiring and electrical equipment in homes, offices and factories around Melbourne.

Regular maintenance of wires, cables, switches and electrical equipment is important. It helps to prevent problems. When there is a problem, however, customers call Steve's firm and Steve or another electrician visit the customer and repair the fault. Sometimes it's very simple, and Steve can repair the fault quickly. But sometimes it's more complicated and he has to replace faulty wires or equipment.

One of the tools Steve uses a lot as an electrician is a multimeter. It's an instrument which measures electrical current. With the multimeter, Steve can check wires and circuits. When he finds out where there's a problem, he can solve it.



1 What's the English for ...?
a instand halten to maintain f verhindern, vermeiden to prevent
b elektrische Leitung wiring g Fehler, Störung fault
c Geräte equipment h fehlerhaft faulty
d Wartung maintenance j Strom current
e Schalter switch k Stromkreis circuit

2 Finish the sentences. Use words from the exercise above.
a Steve maintains and repairs wiring and equipment.
b We use a switch when we turn a light on or off.
c Regular maintenance of equipment is always important because it helps to prevent problems.
d When something isn't working, you say that it's faulty or that there's a fault with it.
e Electricians often use a multimeter to measure electrical current.
f You can check wires and circuits with a multimeter.

4 Write three sentences about how people in other jobs solve problems.

19

© Ernst Klett Verlag GmbH, Stuttgart 2015. Kickoff Foundation/Upgrade, Workbooks ISBN 978-3-12-808293-6/808294-3. Alle Rechte vorbehalten. (Vervielfältigung zum Unterrichtsgebrauch gestattet.)

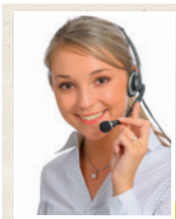
© Ernst Klett Verlag GmbH, Stuttgart 2015. Kickoff Foundation/Upgrade, Workbooks ISBN 978-3-12-808293-6/808294-3. Alle Rechte vorbehalten. (Vervielfältigung zum Unterrichtsgebrauch gestattet.)

Kopiervorlage 15

Kopiervorlage 15

Communication

1 Read about Tatjana, then read the dialogue with a partner.



Tatjana Bergmann works in the customer service department of Stella Küchengeräte. The company makes kitchen equipment for hotels and restaurants. This morning, there is a call from a customer, the manager of an American restaurant in her town, Mr Ross.

Tatjana: Stella Küchengeräte. Guten Tag.
Mr Ross: Hi. Good morning. It's Bernard Ross here from the Texas Steakhouse.
Tatjana: Oh, good morning, Mr Ross. How can I help you today?
Mr Ross: I have a problem with one of our ovens. Could you send out a technician to look at it?
Tatjana: Certainly, Mr Ross. Which oven is it? On my computer it says that you have three of our ovens.
Mr Ross: That's right. It's the largest of the three, the Model 77a oven.
Tatjana: And what's the problem with the equipment?
Mr Ross: I can't control the temperature. The oven is getting too hot.
Tatjana: It sounds like a faulty thermostat. Let me just check. Our technician will be with you between 11 and 11.30. Is that OK for you?
Mr Ross: Not sooner? It's very urgent.
Tatjana: I'm sorry, Mr Ross. All the technicians are busy until 11.
Mr Ross: OK, but no later, please. Thanks a lot.
Tatjana: You're welcome. Goodbye.
Mr Ross: Bye.

2 Finish the phrases with the missing words.

a How can I help you today?
b Could you send out a technician?
c What's the problem with the equipment?
d It sounds like a faulty thermostat.
e Our technician will be with you at 11.

3 Make a new conversation with your partner. One of you works in customer service. Think of a typical problem and send out a technician (carpenter, mechanic etc.) to look at the problem.

20

© Ernst Klett Verlag GmbH, Stuttgart 2015. Kickoff Foundation/Upgrade, Workbooks ISBN 978-3-12-808293-6/808294-3. Alle Rechte vorbehalten. (Vervielfältigung zum Unterrichtsgebrauch gestattet.)

© Ernst Klett Verlag GmbH, Stuttgart 2015. Kickoff Foundation/Upgrade, Workbooks ISBN 978-3-12-808293-6/808294-3. Alle Rechte vorbehalten. (Vervielfältigung zum Unterrichtsgebrauch gestattet.)

Kopiervorlage 16a

Kopiervorlage 16a

Instructions

Hier lerne ich ...

→ einfache technische Anleitungen zu verstehen und schreiben.

Tips and tricks

Instructions

Instructions (Anleitungen) gehören zum Alltag in der Bautechnik, der Elektrotechnik, der Autowerkstatt und anderen Bereichen der technischen Arbeitswelt. Und manchmal sind sie auf Englisch. Meist braucht man sie nur zu lesen und zu verstehen. Der Trick ist es, einige

Verben zu kennen, die in Anleitungen immer wieder auftauchen. Diese können von Bereich zu Bereich variieren, z. B. im Computerbereich und im Bereich der Holztechnik, aber viele Vorgänge sind überall gleich. Hier eine Liste solcher Verben.

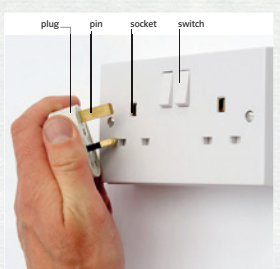
to close	schließen	to remove	entfernen
to connect (to)	anschießen/verbinden	to replace	ersetzen
to cut	schneiden	to switch off	ausschalten
to hold	halten	to switch on	einschalten
to insert	einfügen	to take off	abnehmen
to loosen	lockern	to take out	herausnehmen
to open	öffnen	to tighten	festziehen
to place/position	legen/anbringen	to turn	drehen
to pull	ziehen	to twist	verflechten
to push	schieben	to unscrew	abschrauben

1 Below and on the next page you can see an article about British electrical plugs. Read the article and complete the text with verbs from the Tips and Tricks box. (Sometimes more than one verb is possible).

Wiring a British plug

Plugs and sockets in Britain

Electrical plugs and sockets are different in Britain from those in the USA and in other European countries. Britain uses 3-pin plugs. There is one live pin, one neutral pin and one earth pin. The earth pin is the largest of the three pins and is at the top of the plug. The pins are square (in many other European countries they are round). The standard plug for most things in Britain is 13 amp.



21

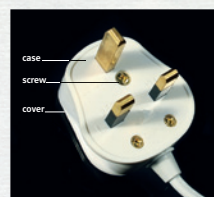
© Ernst Klett Verlag GmbH, Stuttgart 2015. Kickoff Foundation/Upgrade, Workbooks ISBN 978-3-12-808293-6/808294-3. Alle Rechte vorbehalten. (Vervielfältigung zum Unterrichtsgebrauch gestattet.)

Kopiervorlage 16b

Kopiervorlage 16b

Wiring the plug

Electricity can be dangerous so it is important to wire a plug correctly. The instructions below tell you exactly what to do.

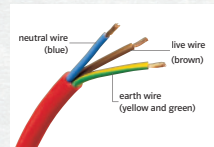


Step 1: open the plug

With a screwdriver, (1) loosen/unscrew the screw on the bottom of the case and (2) remove/take off the cover.

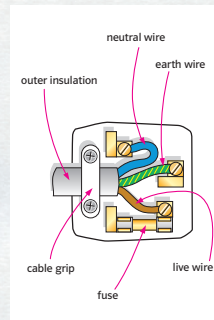
Step 2: cut the wires

With wire cutters or a sharp knife, (3) cut the cable and (4) remove/take off the outer insulation so that you can see the three wires inside. Now (5) cut the three wires as in the diagram.



Step 3: connect the wires

First (6) loosen/unscrew the two screws which hold the cable grip so that you can (7) push/place the cable under the grip. Now (8) loosen/unscrew the three screws on the ends of the pins. (9) Insert the wires under the screws (see the diagram for the correct places). Now (10) tighten the screws so that they (11) hold the wires firmly. (12) Tighten the two screws on the cable grip. Finally, (13) replace the lid and close it with the screw on the bottom of the case.



22

© Ernst Klett Verlag GmbH, Stuttgart 2015. Kickoff Foundation/Upgrade, Workbooks ISBN 978-3-12-808293-6/808294-3. Alle Rechte vorbehalten. (Vervielfältigung zum Unterrichtsgebrauch gestattet.)

Kopiervorlage 16c

Kopiervorlage 16c

2 A German friend would like to have these instructions but doesn't speak English as well as you. Write the main ideas of the text in German below. Use your dictionary.

How to change a wheel

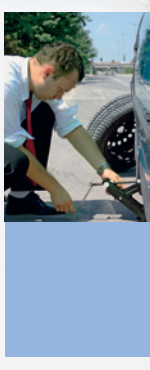
Changing a wheel is not difficult if you have the right tools and know exactly what to do. If you are a new driver, practise changing a wheel at home. Remember, when you really need to change a wheel it can be dark, rainy and you may be on a lonely road. So practising first is a good idea.

Important!

- DON'T change a wheel at the side of a motorway. Stop and telephone for help.
- DON'T change a wheel where the earth is soft.
- DON'T change a wheel when there are passengers in the car.
- DON'T work under the car.

What to do

Switch off the engine and put on the car's handbrake. Switch on your warning lights and (if you have one) place your warning triangle about 20 meters from the car. Take your spare wheel from the car and place it next to you on the ground. Now, first use the jack to lift the car. When the wheel is no longer on the ground, remove the hubcap and loosen and remove the four nuts which hold the wheel. Remove the wheel. Place the spare wheel on the hub. Replace the four nuts. Use your fingers and tighten all four nuts a little at a time. When the nuts are tight enough, lower the car again. Now you can tighten the nuts completely. Replace the hubcap and put the old wheel in the car. Check that you have all your tools – and you're finished!



Aus besten wirst du erst einmal zu Hause, wie man ein Rad wechselt. Denn im Ernstfall ist es vielleicht dunkel, es regnet und du stehst auf einer verlassenem Landstraße. Wichtig:

- Wechsele nie ein Rad auf der Autobahn. Telefoniere und hole dir Hilfe.
- Wechsele kein Rad, wenn der Untergrund weich ist.
- Wechsele kein Rad, wenn jemand im Auto sitzt.
- Arbeite nicht unter dem Auto.

Stelle den Motor ab und ziehe die Handbremse an. Schalte die Warmlichtanlage ein und stelle möglichst dein Warndreieck auf. Lege das Ersatzrad neben dich auf den Boden. Hebe das Fahrzeug mit dem Wagenheber an. Wenn das Rad nicht mehr den Boden berührt, entferne die Radkappe und die vier Radmutter und nimm das Rad ab. Setze das Ersatzrad auf die Nabe, setze die vier Mutter an und schraube sie mit den Fingern fest. Wenn sie fest genug sitzen, senke den Wagen wieder ab. Jetzt kannst du die Mutter fest anziehen. Setze die Radkappe wieder auf. Überprüfe deine Werkzeuge – und fertig!

23

© Ernst Klett Verlag GmbH, Stuttgart 2015. Kickoff Foundation/Upgrade, Workbooks ISBN 978-3-12-808293-6/808294-3. Alle Rechte vorbehalten. (Vervielfältigung zum Unterrichtsgebrauch gestattet.)