

Listen to the following discussion between the senior developer and the applications engineer of a software firm about one of their firm's newest products. Decide if the following statements are true or false.

	true	false
1. Hothouse is a firm which produces design software.		
2. Sleekware was written for a single, specific purpose.		
3. Tom blames faulty hardware for Sleekware's printing problems.		
4. Jerry reports that the people at Hothouse are completely dissatisfied with the Sleekware program.		
5. Tom is annoyed that the Hothouse people didn't follow his hardware recommendations.		
6. The Hothouse people were eager to buy Sleekware.		
7. There is nothing Tom can do or suggest to help Jerry with the problem.		

Listen again and fill in the blanks. (pto)

- Jerry: Uh, Tom have you got a minute?
- Tom: Well ...
- Jerry: Look, I know you're busy and I wouldn't bother you if the Hothouse people weren't breaking down my door, but ...
- Tom: That's OK, Jerry. No problem. Come in and have a seat. I suppose it's about the appliance design software we put together for them, that _____ program.
- Jerry: That's right – Sleekware we called it.
- Tom: So?
- Jerry: Well, they really like Sleekware's _____ - it's faster and more stable than the parent program. They only wish they'd had it all along. It would have saved them a lot of time and _____. The thing is...
- Tom: Out with it.
- Jerry: It's the product planning part of the program. When they try to print their cost calculations they get _____.
- Tom: The printing routines we used are absolutely standard and were _____ tested.
- Jerry: I realize that but I'm getting a lot of _____ from these Hothouse people – hotheads would be a better name for them. Can't you do some kind of work around?
- Tom: That's not the point. It would be a waste of time and energy to try and doctor up a piece of perfectly sound software. When we were there the program ran _____ and they had no complaints. The question is: Have they changed anything since?
- Jerry: Yes, you remember they said they wanted to invest in a couple of new printers and print servers.
- Tom: And what did they end up buying?
- Jerry: Quickie Print.
- Tom: Well, no wonder they're having trouble. I _____ Jewel Packets. If they'd followed my advice and invested a few more hundred in decent hardware they wouldn't be having these problems. We should have _____ more.
- Jerry: Maybe, but it was a hard sell. If we'd made it a _____, I'm afraid we would have _____.
- Tom: Could be but it's too late now. My only suggestion at this point would be to lend them a printer and print server. If the software runs smoothly – and I'm sure it will – it would prove I'm right and that it's their hardware and not our program that's at fault.
- Jerry: Good, that's a _____ - I'll get back to you on that.