



Listen again and complete the extract from the conversation.

Assistant: Do you need any (1) help?

Paul: Um, yes, we're looking for a Mac computer. Have you got any fairly basic ones?

Assistant: Yes, sure. If you'd like to come over here.

Paul: What different (2) models are there?

Assistant: At the moment we've got these two models: the iMac, which is a desktop computer with an Intel Core 2 Duo processor (3) operating at 2.33 gigahertz, and the portable MacBook, which has a processor (4) running at 2.0 gigahertz. Core Duo technology actually means two cores, or processors, built into a single chip, offering up to twice the speed of a traditional chip.

Sue: So they're both very (5) fast, then. And which one has more memory? I mean, which has more RAM?

Assistant: Well, the iMac has two gigabytes of RAM, which can be (6) expanded up to three gigabytes, and the MacBook has one gigabyte, expandable to two gigabytes. It all depends on your needs. The iMac is (7) suitable for home users and small offices. The MacBook is more (8) practical if you travel a lot.

Language functions in a computer shop

Look at the language functions in the HELP box and then correct one mistake in each of these sentences. Decide which functions are being expressed in each sentence.

- 3 1 The Ulysses SD is a ^{powerful} ~~power~~ expandable computer that offers high-end graphics at a low price.
- 4 2 A laptop is likely to be more expensive than the equivalent desktop, but a laptop is ^{less} ~~more~~ practical if you travel a lot.
- 6 3 ^{What more} ~~Where's~~ the storage capacity of the hard drive?
- 5 4 I'm looking ^{for} a desktop PC that has good graphics for games.
- 1 5 Do you need ^{any/some/ø} ~~the~~ help?
- 7 6 And how ^{much} ~~many~~ does the PDA cost?
- 2 7 This workstation ^{has} ~~is~~ a Pentium processor with dual-core technology, 1,024 gigabytes of RAM, and 1 terabyte of disk space.

HELP box

Language functions useful to a sales assistant

- 1 • Greeting and offering help
Good morning. Do you need any help?
- 2 • Giving technical specifications (specs)
The MacBook has a processor running at 2.0 gigahertz.
The iMac has two gigabytes of RAM.
They feature a camera built into the display.
- 3 • Describing
Both computers are very fast and reliable.
- 4 • Comparing
The MacBook is more practical if you travel a lot.
PDAs are cheaper than laptops but laptops are more powerful.

Language functions useful to a customer

- 5 • Explaining what you are looking for
We're looking for a personal computer. Have you got any fairly basic ones?
- 6 • Asking for technical specs
What's the storage capacity of the hard drive?
Do they have a DVD drive?
- 7 • Asking the price
How much do they cost?
How much is it?