


- talk about e-commerce companies and websites
- talk about quantity
- talk about future arrangements
- present a plan

E-commerce companies

- Speaking 1** What products or services do you usually buy online? What products do you not buy online? Why?



- Listening 2**  29 Listen to this interview with David Aston. He works for a company that sells home cleaning products. Mark the statements true (T) or false (F).


- 1 David's company sells mainly online. T / F
- 2 70% of their business is online. T / F
- 3 People buy their cleaning products when they buy their food. T / F
- 4 People buy their cleaning products in supermarkets. T / F
- 5 Online sales are growing. T / F

Language

Talking about quantity

We use many and a few with countable plural nouns.	We need a few users to test this. They don't have many customers.
We use much and a little with uncountable nouns.	We have a little money for online shopping each week. I don't have much knowledge on that subject.
We use a lot of and some with countable and uncountable nouns.	A lot of businesses need E-commerce upgrades. Some money has been kept aside for this.

- 3** Choose the correct words to complete these sentences.
- 1 *A lot of/Much* shops have online presence. They sell *many/much* products online.
 - 2 *Some/A little* companies offer customer service and advice on their E-commerce websites.
 - 3 I don't have *much/many* knowledge of computers, but I can still shop online.
 - 4 Companies spend *a lot of/many* money on E-commerce security.
 - 5 Even when companies only have *a little/a few* money for online marketing, they should spend it.

Listening 4  30 Listen and repeat these phrases.

- 1 not a lot of time
- 2 too much work
- 3 only a little money
- 4 a few computers
- 5 a lot of memory

Speaking 5 Work in pairs. Use the words in the Language box on page 36 to talk about your own online shopping habits.

Example: I buy a lot of music online but I get few clothes online.

Vocabulary 6 Match the types of business in the box to the correct column 1–4.

B2C business-to-consumer	C2C consumer-to-consumer
B2B business-to-business	M-commerce

Types of Business	1 _____	2 _____	3 _____	4 _____
Explanation	Companies exchange information and make wholesale transactions.	Companies sell products or services to customers over the Internet.	People sell or exchange second-hand, used items and collectibles.	Customers purchase products and services via mobile devices.
Examples	coffee supplier to Nestlé	Amazon	eBay	news, sport results

7 Give examples of the four types of business in 6.

Writing 8 What are the advantages and disadvantages of shopping online? Use this table to make notes and then make sentences.

Example: There's more choice online but you can see things better in a shop.

	advantages	disadvantages
security		
speed		
choice		
convenience		
price		

Speaking 9 Present your ideas to the group.



E-commerce features

Speaking 1 Work in small groups. What are the features of this website?

The screenshot shows the Amazon.co.uk website interface. At the top, there's a navigation bar with the Amazon logo, a search bar, and various utility links like 'Sign in', 'Your Account', and 'Basket'. Below this is a secondary navigation bar with categories like 'Books', 'Advanced Search', 'Browse Games', etc. The main content area features a product page for 'Revision Express AS and A2 Media Studies (Paperback)'. It includes a product image, a 'LOOK INSIDE!' banner, a 'Tell the Publisher!' section, a 'Customers Viewing This Page May Be Interested in These Sponsored Links' section, and a 'Customers Who Bought This Item Also Bought' section with product recommendations.

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Vocabulary 2 What are the steps in buying products online? Number these sentences in the correct order.

- a) The customer opens an account.
- b) The customer goes to the check-out.
- c) The customer puts the item(s) in a basket or shopping cart.
- d) The customer pays for the product(s) with a credit or debit card.
- e) The customer goes to the website.
- f) The customer searches and/or browses the website.
- g) The customer chooses the item(s) to buy.
- h) The customer checks the order.

Listening 3 31 Listen and repeat these phrases.

- 1 open an account
- 2 go to the checkout
- 3 put an item in the basket
- 4 browse the website
- 5 choose an item
- 6 check the order

Speaking 4 Work in pairs. Use *firstly*, *secondly*, *then*, *after that*, *finally* to describe the steps in buying a product or service. Talk about something you have bought, like a DVD or an airline ticket.

Linking ideas

We use and to link sentences that describe similar actions or situations.	<i>I have a PC and a laptop at home.</i>
We use but to link sentences that describe different ideas/actions or situations.	<i>I use Amazon but I don't use iTunes.</i>
We use so to say that something has happened as a result of something.	<i>She's got a Kindle, so she doesn't buy many books now.</i>
We use or to link sentences that describe two possible actions or situations.	<i>Would you like tea or coffee?</i>

Reading 5 Complete this text with the words in the box.

and but or so

Companies want to reach more customers, (1) _____ they go online. It is easy to set up an online business (2) _____ it is difficult to design and develop a website that attracts a lot of customers. Hardware (3) _____ software provide basic infrastructure for E-commerce.

Networking, customer interface and payment solutions are very important parts of a company's E-commerce solution. Customers expect a fast and reliable service (4) _____ they will go somewhere else to buy things.

Vocabulary 6 Match the first half of the sentences 1–6 to the second half a–f.

- | | |
|--|--|
| 1 Effective product information and | a) I'll check online tutorials. |
| 2 Customers can use their credit cards, PayPal or | b) electronic cheques to pay for transactions. |
| 3 We used a lot of promotions, so | c) you can't touch it. |
| 4 I don't know how to buy online but | d) our sales improved a lot. |
| 5 They want to buy a Cat 5e cable so | e) they search the Internet. |
| 6 In E-commerce you can look at a picture of a product but | f) promotions attract customers. |

Speaking 7 Work in small groups. Talk about an E-commerce website you know and like. Say what is good about it. Use *and*, *so*, *but* and *or*.

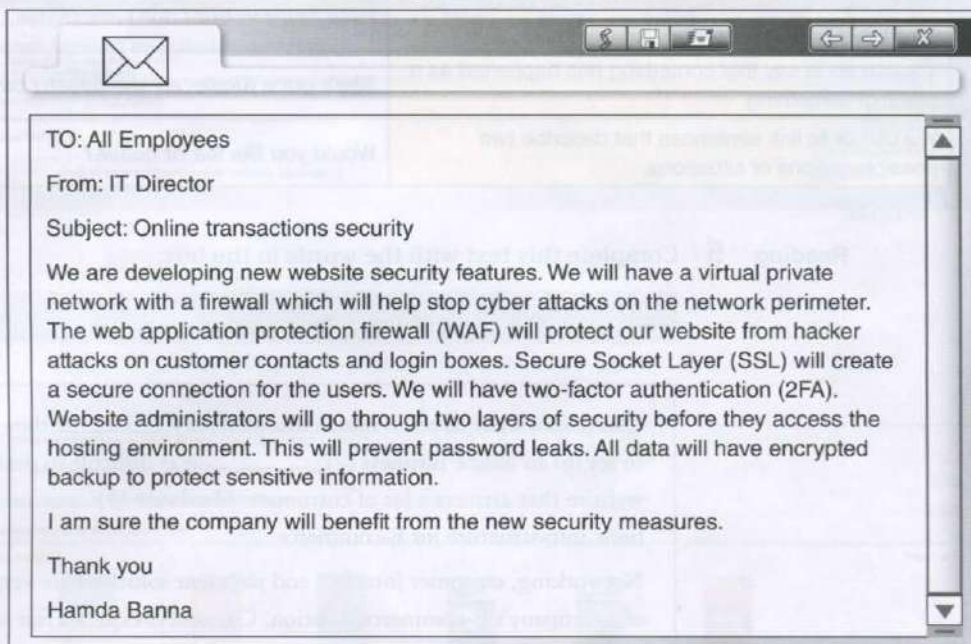
Example: *I like the B&Q website. It has ... and ...*



Transaction security

Speaking 1 What are the potential security threats to online shopping? Share your ideas with the group.

Reading 2 Read this email. Answer these questions.



TO: All Employees
 From: IT Director
 Subject: Online transactions security

We are developing new website security features. We will have a virtual private network with a firewall which will help stop cyber attacks on the network perimeter. The web application protection firewall (WAF) will protect our website from hacker attacks on customer contacts and login boxes. Secure Socket Layer (SSL) will create a secure connection for the users. We will have two-factor authentication (2FA). Website administrators will go through two layers of security before they access the hosting environment. This will prevent password leaks. All data will have encrypted backup to protect sensitive information.

I am sure the company will benefit from the new security measures.


Thank you
 Hamda Banna

- 1 How many security features will the company have?
- 2 Which security feature will stop attacks on the company network?
- 3 What solution will protect customer contacts and login boxes?
- 4 What will protect private user information sent over the network?
- 5 What will the two-factor authentication prevent?
- 6 What will protect information?

Language

Future (will + infinitive)

<p>We use will + infinitive without <i>to</i> to talk about plans for the future. (Something we think, believe or know will happen.)</p>	<p>The new security system will protect our customer's better.</p>
	<p>Hackers won't/will not get into the network.</p>
	<p>When will we change to the new security system? We'll/we will do it next month.</p>
	<p>Will the new system have a firewall? Yes, it will./No, it won't.</p>

Listening 3  32 Listen and repeat these sentences.

- 1 The company won't provide Internet access to all employees.
- 2 I'll do the security checks and then upgrade this week.
- 3 When will you finish the work?
- 4 Yes, I will.
- 5 No, she won't.

Speaking 4 Work in small groups. Talk about your organisation's plans or your own plans for the future. Ask and answer each other questions.

Example:

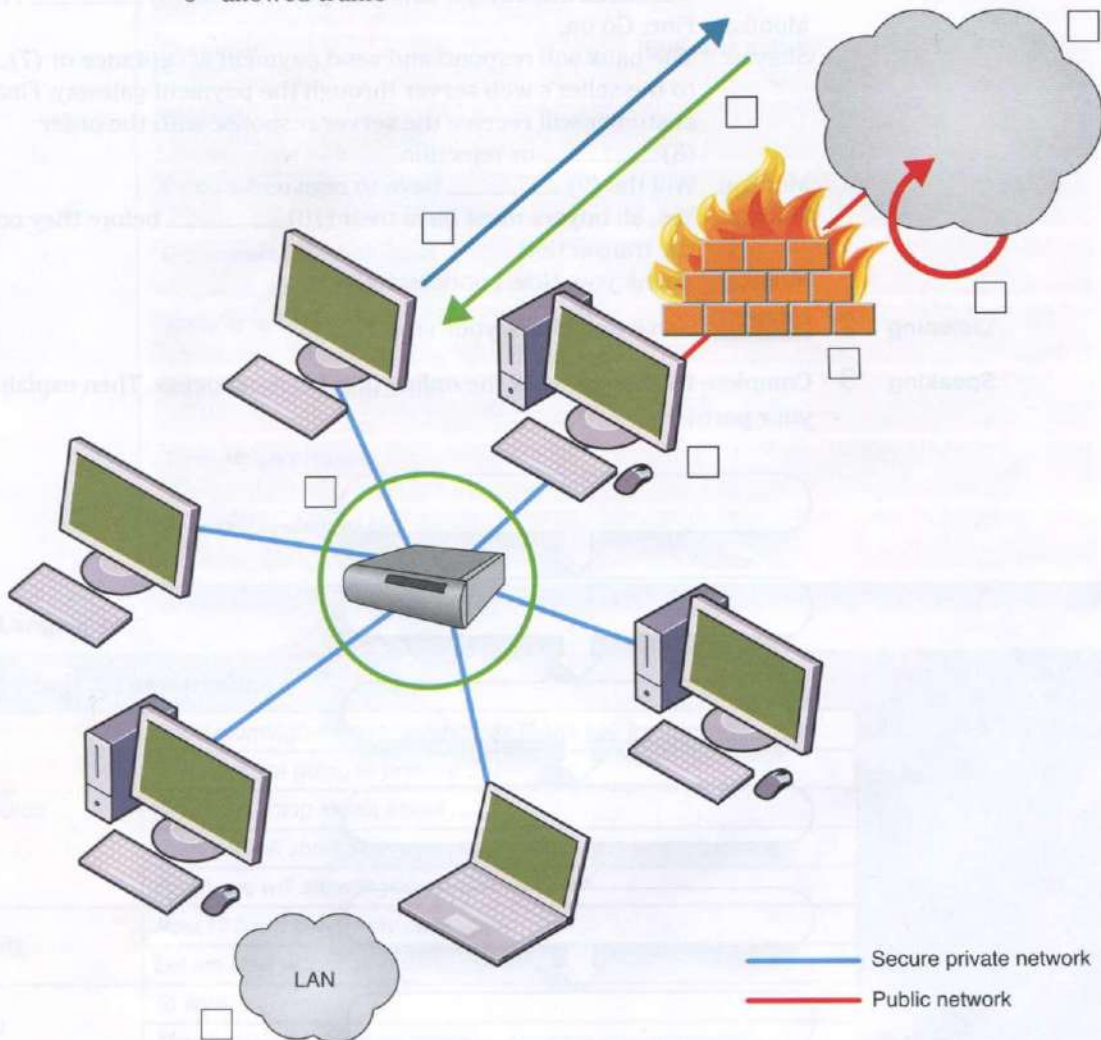
A: *We'll open a new office in Singapore.*

B: *When will you open it?*

A: *Next year.*

Vocabulary 5 Label the network diagram with the correct item 1–8.

- 1 the Internet
- 2 the local area network
- 3 the hardware firewall (with a router)
- 4 computers with firewall software
- 5 outbound traffic
- 6 inbound traffic
- 7 restricted traffic
- 8 allowed traffic



Speaking 6 You are setting up a new computer workstation with a network connection. Your client wants to use the set-up for online purchases, bank dealing and financial transactions securely. Talk about what security solution you will install. Present your solution to the group.

Online transactions

Reading 1 Shayan is telling Monika how customers will pay for something online on a new website. Complete this dialogue with the words in the box.

accounts bank completes confirmation customer First
gateway payment rejection web

Monika: Shayan, can you explain how a customer (1) _____ an online transaction?

Shayan: OK, it's very easy. (2) _____ the customer will place an order. The seller's (3) _____ server will confirm availability of the product and send a response. After that, the customer checks out and completes the (4) _____ instructions. Then the server will send a payment request to a payment (5) _____. The payment gateway will check the buyer's ability to pay with the (6) _____. OK?

Monika: Fine. Go on.

Shayan: The bank will respond and send payment acceptance or (7) _____ to the seller's web server through the payment gateway. Finally, the customer will receive the server response with the order (8) _____ or rejection.

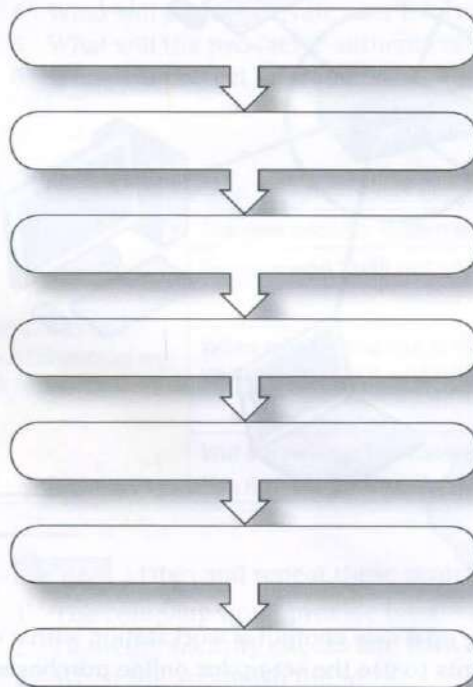
Monika: Will the (9) _____ have to register?

Shayan: Yes, all buyers must have their (10) _____ before they complete the transaction.

Monika: Thank you. Now I understand.

Listening 2  33 Listen and check your answers.

Speaking 3 Complete the flowchart of the online purchasing process. Then explain it to your partner.



Business matters

Writing 1 You work for SellOnline.com. The company develops E-commerce solutions for small businesses. Your client, Document Ltd, sells stationery. They sell lots of different types of product. Document Ltd wants to develop its online presence to reach customers more effectively. Complete the proposal template. Use these questions to help you.

- 1 What type of E-commerce will Document Ltd offer?
- 2 What E-commerce technologies will Document Ltd use to attract customers?
- 3 What security solutions will the company set up in order to protect both the customer and the company?
- 4 What tools and features will the company website have?
- 5 How will the customer complete transactions?

Proposal No. 2011/123/45	Date:
Customer:	Business activity:
Subject:	
E-commerce type:	
E-commerce technologies:	
Security solutions:	
Website features and tools:	
Transaction process:	
Proposal presented by:	

Language

Useful phrases for presentations

Introduction	<i>Good morning/afternoon everybody. Thank you for coming.</i>
	<i>Today we are going to present</i>
	<i>First, I am going to talk about</i>
	<i>Then, we will show you</i>
Speakers	<i>Finally, we will answer your questions</i>
	<i>Now, I'll hand over to my colleague.</i>
Closing	<i>Let me start with</i>
	<i>To finish</i>
	<i>Thank you very much for listening. Are there any questions?</i>

Speaking 2 Prepare and deliver a presentation for the marketing director of Document Ltd. Use your proposal from 1 to help you.