## Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>01 BEING ME</strong> p.04</td>
<td></td>
</tr>
<tr>
<td>Grammar</td>
<td></td>
</tr>
<tr>
<td>Question forms</td>
<td></td>
</tr>
<tr>
<td>Short answers</td>
<td></td>
</tr>
<tr>
<td>(Yes, I do, No, I haven't)</td>
<td></td>
</tr>
<tr>
<td>Speak out</td>
<td></td>
</tr>
<tr>
<td>Asking questions and finding out personal information</td>
<td></td>
</tr>
<tr>
<td><strong>02 SOCIAL LIFE</strong> p.07</td>
<td></td>
</tr>
<tr>
<td>Vocabulary</td>
<td></td>
</tr>
<tr>
<td>Free time activities</td>
<td></td>
</tr>
<tr>
<td>English in use</td>
<td></td>
</tr>
<tr>
<td>Making arrangements, invitations, and suggestions</td>
<td></td>
</tr>
<tr>
<td>Accepting and refusing</td>
<td></td>
</tr>
<tr>
<td>Pronunciation - weak forms</td>
<td></td>
</tr>
<tr>
<td>Speak out</td>
<td></td>
</tr>
<tr>
<td>Making dates and social arrangements</td>
<td></td>
</tr>
<tr>
<td><strong>03 MEET THE FAMILY</strong> p.10</td>
<td></td>
</tr>
<tr>
<td>Vocabulary</td>
<td></td>
</tr>
<tr>
<td>Family members</td>
<td></td>
</tr>
<tr>
<td>Describing people - appearance and personality</td>
<td></td>
</tr>
<tr>
<td>Very, really, quite, fairly</td>
<td></td>
</tr>
<tr>
<td>Get on with, look like, take after</td>
<td></td>
</tr>
<tr>
<td>Compound adjectives (blue-eyed, narrow-minded)</td>
<td></td>
</tr>
<tr>
<td>Speak out</td>
<td></td>
</tr>
<tr>
<td>Describing families and family trees</td>
<td></td>
</tr>
<tr>
<td><strong>04 NEAREST AND DEAREST</strong> p.12</td>
<td></td>
</tr>
<tr>
<td>Vocabulary</td>
<td></td>
</tr>
<tr>
<td>Relationship verbs</td>
<td></td>
</tr>
<tr>
<td>(fall in love, get married)</td>
<td></td>
</tr>
<tr>
<td>Listening</td>
<td></td>
</tr>
<tr>
<td>People describing different relationships</td>
<td></td>
</tr>
<tr>
<td>Speak out</td>
<td></td>
</tr>
<tr>
<td>Describing relationships</td>
<td></td>
</tr>
<tr>
<td><strong>05 BEING A TRAVELLER</strong> p.14</td>
<td></td>
</tr>
<tr>
<td>Grammar</td>
<td></td>
</tr>
<tr>
<td>Past simple and continuous</td>
<td></td>
</tr>
<tr>
<td>The twenty most common verbs in spoken English</td>
<td></td>
</tr>
<tr>
<td>Pronunciation - -ed endings, /id/, /id/-, /a/</td>
<td></td>
</tr>
<tr>
<td>Speak out</td>
<td></td>
</tr>
<tr>
<td>Completing a holiday dialogue and talking about holidays</td>
<td></td>
</tr>
<tr>
<td><strong>06 ON THE ROAD</strong> p.17</td>
<td></td>
</tr>
<tr>
<td>Vocabulary</td>
<td></td>
</tr>
<tr>
<td>Forms of transport, and associated places, people, and verbs</td>
<td></td>
</tr>
<tr>
<td>English in use</td>
<td></td>
</tr>
<tr>
<td>Travel situations - asking for travel information, booking a hotel room</td>
<td></td>
</tr>
<tr>
<td>Pronunciation - question intonation</td>
<td></td>
</tr>
<tr>
<td>Speak out</td>
<td></td>
</tr>
<tr>
<td>Travel situation dialogues</td>
<td></td>
</tr>
<tr>
<td><strong>07 ENJOY YOUR TRIP</strong> p.20</td>
<td></td>
</tr>
<tr>
<td>Vocabulary</td>
<td></td>
</tr>
<tr>
<td>Things people take on holiday, Compound nouns (penknife, money belt)</td>
<td></td>
</tr>
<tr>
<td>Pronunciation - word stress in compound nouns</td>
<td></td>
</tr>
<tr>
<td>Multi-word verbs associated with travel (set off, get back)</td>
<td></td>
</tr>
<tr>
<td>Speak out</td>
<td></td>
</tr>
<tr>
<td>Choosing a holiday and deciding what to take</td>
<td></td>
</tr>
<tr>
<td><strong>08 TRAVELLER’S TALES</strong> p.22</td>
<td></td>
</tr>
<tr>
<td>Listening</td>
<td></td>
</tr>
<tr>
<td>Travel advice about Florida, A story of a holiday robbery</td>
<td></td>
</tr>
<tr>
<td>Speak out</td>
<td></td>
</tr>
<tr>
<td>Describing holiday problems</td>
<td></td>
</tr>
<tr>
<td><strong>09 BEING IN TOUCH</strong> p.24</td>
<td></td>
</tr>
<tr>
<td>Grammar</td>
<td></td>
</tr>
<tr>
<td>Present perfect and past simple</td>
<td></td>
</tr>
<tr>
<td>Pronunciation - weak forms of have, has, and been</td>
<td></td>
</tr>
<tr>
<td>Been and gone</td>
<td></td>
</tr>
<tr>
<td>Speak out</td>
<td></td>
</tr>
<tr>
<td>Catching up on news</td>
<td></td>
</tr>
<tr>
<td><strong>10 IT’S FOR YOU</strong> p.27</td>
<td></td>
</tr>
<tr>
<td>Vocabulary</td>
<td></td>
</tr>
<tr>
<td>Telephone words (dial a number, leave a message)</td>
<td></td>
</tr>
<tr>
<td>English in use</td>
<td></td>
</tr>
<tr>
<td>Formal and informal phone language</td>
<td></td>
</tr>
<tr>
<td>Pronunciation - question intonation</td>
<td></td>
</tr>
<tr>
<td>Speak out</td>
<td></td>
</tr>
<tr>
<td>Formal and informal phone conversations</td>
<td></td>
</tr>
<tr>
<td><strong>11 TALK TO ME</strong> p.30</td>
<td></td>
</tr>
<tr>
<td>Vocabulary</td>
<td></td>
</tr>
<tr>
<td>Technology and communication</td>
<td></td>
</tr>
<tr>
<td>Similar words (look I see / watch)</td>
<td></td>
</tr>
<tr>
<td>Speak out</td>
<td></td>
</tr>
<tr>
<td>Are you ‘techno-friendly’?</td>
<td></td>
</tr>
<tr>
<td><strong>12 OUT OF TOUCH</strong> p.32</td>
<td></td>
</tr>
<tr>
<td>Listening</td>
<td></td>
</tr>
<tr>
<td>Discussing opinions about what men and women say</td>
<td></td>
</tr>
<tr>
<td>Phrases for agreeing and disagreeing (So do I, definitely not)</td>
<td></td>
</tr>
<tr>
<td>A radio programme about men's and women's speech</td>
<td></td>
</tr>
<tr>
<td>Speak out</td>
<td></td>
</tr>
<tr>
<td>Are you a typical woman or man?</td>
<td></td>
</tr>
<tr>
<td><strong>13 BEING A CONSUMER</strong> p.34</td>
<td></td>
</tr>
<tr>
<td>Vocabulary</td>
<td></td>
</tr>
<tr>
<td>Money words and verbs</td>
<td></td>
</tr>
<tr>
<td>(credit card, coins, afford)</td>
<td></td>
</tr>
<tr>
<td>Grammar</td>
<td></td>
</tr>
<tr>
<td>First conditional</td>
<td></td>
</tr>
<tr>
<td>Present simple after when, before, after, as soon as</td>
<td></td>
</tr>
<tr>
<td>Will be able to</td>
<td></td>
</tr>
<tr>
<td>Speak out</td>
<td></td>
</tr>
<tr>
<td>Discussing good and bad ideas for saving money</td>
<td></td>
</tr>
<tr>
<td><strong>14 READY TO ORDER</strong> p.37</td>
<td></td>
</tr>
<tr>
<td>Vocabulary</td>
<td></td>
</tr>
<tr>
<td>Restaurant and fast food words</td>
<td></td>
</tr>
<tr>
<td>(wine glass, candles, tray, straw)</td>
<td></td>
</tr>
<tr>
<td>English in use</td>
<td></td>
</tr>
<tr>
<td>Useful language for eating out, or at someone's house</td>
<td></td>
</tr>
<tr>
<td>Grammar</td>
<td></td>
</tr>
<tr>
<td>Short questions (Black or white? Milk and sugar?)</td>
<td></td>
</tr>
<tr>
<td>Speak out</td>
<td></td>
</tr>
<tr>
<td>Talking about students' favourite restaurants</td>
<td></td>
</tr>
<tr>
<td><strong>15 FOOD TO GO</strong> p.40</td>
<td></td>
</tr>
<tr>
<td>Vocabulary</td>
<td></td>
</tr>
<tr>
<td>Food vocabulary</td>
<td></td>
</tr>
<tr>
<td>Supermarket vocabulary</td>
<td></td>
</tr>
<tr>
<td>(toiletries, frozen food)</td>
<td></td>
</tr>
<tr>
<td>Containers (a packet of crisps)</td>
<td></td>
</tr>
<tr>
<td>Pronunciation - weak forms of o and of</td>
<td></td>
</tr>
<tr>
<td>Countable and uncountable nouns</td>
<td></td>
</tr>
<tr>
<td>Speak out</td>
<td></td>
</tr>
<tr>
<td>Planning a perfect meal</td>
<td></td>
</tr>
<tr>
<td><strong>16 SHOP TILL YOU DROP</strong> p.42</td>
<td></td>
</tr>
<tr>
<td>Listening</td>
<td></td>
</tr>
<tr>
<td>Opening hours in different countries</td>
<td></td>
</tr>
<tr>
<td>Changing opening hours and shopping times in Britain</td>
<td></td>
</tr>
<tr>
<td>Expressing likes and dislikes</td>
<td></td>
</tr>
<tr>
<td>Speak out</td>
<td></td>
</tr>
<tr>
<td>Are you a shopaholic?</td>
<td></td>
</tr>
<tr>
<td>17 BEING A FOREIGNER</td>
<td>18 WHEN IN ROME</td>
</tr>
<tr>
<td>----------------------</td>
<td>----------------</td>
</tr>
<tr>
<td><strong>Vocabulary</strong></td>
<td><strong>English in use</strong></td>
</tr>
<tr>
<td>Pronunciation - word stress.</td>
<td>Polite language (Would you like ...? Could I have ...?).</td>
</tr>
<tr>
<td>Grammar</td>
<td>Pronunciation - word stress.</td>
</tr>
<tr>
<td>Comparatives and superlatives.</td>
<td>Not as ... as, much, a bit.</td>
</tr>
<tr>
<td>Not as ... as, much, a bit.</td>
<td>Pronunciation - weak forms of than and as.</td>
</tr>
</tbody>
</table>
| Pronunciation - weak forms of than and as. | Speak out | Pronunciation - third person -s, -es, -s, 

<table>
<thead>
<tr>
<th>21 BEING FASHIONABLE</th>
<th>22 JUST LOOKING</th>
<th>23 NOTHING TO WEAR</th>
<th>24 MY GENERATION</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Grammar</strong></td>
<td><strong>Vocabulary</strong></td>
<td><strong>Vocabulary</strong></td>
<td><strong>Listening</strong></td>
</tr>
<tr>
<td>Obligation - have to, don't have to, mustn't.</td>
<td><strong>Names of shops</strong> (newsagent, jeweller's).</td>
<td>Clothes and accessories.</td>
<td>Talking about events in the twentieth century.</td>
</tr>
<tr>
<td>Pronunciation - have and have to.</td>
<td>English in use Shopping language.</td>
<td>Go with, suit, fit, look.</td>
<td>Vague language (I'm not sure, could be).</td>
</tr>
<tr>
<td>Speak out</td>
<td><strong>Speak out</strong></td>
<td>Words that go together (gold earrings, leather watch strap).</td>
<td><strong>Speak out</strong></td>
</tr>
<tr>
<td>Predicting the content of magazine articles.</td>
<td><strong>Buying clothes</strong></td>
<td>Discussing what to wear in different situations.</td>
<td><strong>Discussing what people will remember of today's clothes, music, films.</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>25 BEING A WORKER</th>
<th>26 ALL WORK AND NO PLAY</th>
<th>27 9 TO 5</th>
<th>28 JUST THE JOB</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Grammar</strong></td>
<td><strong>Vocabulary</strong></td>
<td><strong>Vocabulary</strong></td>
<td><strong>Listening</strong></td>
</tr>
<tr>
<td>Present simple and continuous.</td>
<td>Jobs and work</td>
<td>Jobs and work</td>
<td>Advice for interviewers.</td>
</tr>
<tr>
<td>Adverbs of frequency.</td>
<td>(reliability / reliable, ambition / ambitious).</td>
<td>(anger / angry, happiness / happy).</td>
<td>Listening to two contrasting job interviews.</td>
</tr>
<tr>
<td><strong>Speak out</strong></td>
<td><strong>Speak out</strong></td>
<td><strong>Speak out</strong></td>
<td><strong>Speak out</strong></td>
</tr>
<tr>
<td>Interviewing someone about their lifestyle.</td>
<td>Giving people advice.</td>
<td>Describing and ranking jobs.</td>
<td>A job interview.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>29 HUMAN BEING</th>
<th>30 GET WELL SOON</th>
<th>31 MIND AND BODY</th>
<th>32 UNDER PRESSURE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Vocabulary</strong></td>
<td><strong>Vocabulary</strong></td>
<td><strong>Vocabulary</strong></td>
<td><strong>Listening</strong></td>
</tr>
<tr>
<td>Age groups and associated words (babies, teenagers, babysit, computer games).</td>
<td>Work and study words (colleague, revise).</td>
<td>Parts of the body and emotions.</td>
<td>What makes you feel stressed?</td>
</tr>
<tr>
<td>Grammar</td>
<td>Pronunciation - sentence stress.</td>
<td>Pronunciation - word stress.</td>
<td><strong>Speak out</strong></td>
</tr>
<tr>
<td>Talking about the future (want to, would like to, hope to, plan to, look forward to, going to).</td>
<td><strong>Speak out</strong></td>
<td>-ed and -ing adjectives (bored / boring, interested / interesting).</td>
<td><strong>Ranking stressful activities, and giving advice to help.</strong></td>
</tr>
<tr>
<td><strong>Speak out</strong></td>
<td><strong>Speak out</strong></td>
<td><strong>Speak out</strong></td>
<td><strong>Speak out</strong></td>
</tr>
<tr>
<td>Talking about your future, and 'life plans'.</td>
<td>Preparing health advice for tropical travel.</td>
<td>Discussing similarities between people and animals.</td>
<td></td>
</tr>
</tbody>
</table>

**PRACTICE** p.84 **TAPESCRIPTS** p.106
In this lesson
• Question forms
• Short answers
• Talking about yourself

Speak for yourself
1 Complete these sentences in as many different ways as possible.
   I come from Barcelona / Spain / a big family.
   1 I come from ...
   2 I was born in ...
   3 My family ...
   4 I work / study ...
   5 I live ...
   6 I've never ...
   7 One day I'd like to ...

2 In pairs. Compare your ideas and ask questions.

Grammar
Question forms
1 Read the texts about Sarah and George. Match these headings to the paragraphs. Which heading is used twice?
   • My future       • My daughter
   • My home         • My work       • My family
   • My free time

2 How are they similar or different to you?

Sarah Brown, 28, lives in Eastbourne with her daughter Kate.

1 Kate's five. When my husband and I split up three years ago we decided she should have two homes. So now she stays with him in his flat from Sunday to Tuesday, and with me from Wednesday to Saturday. She's a happy little girl - she loves going to school and telling me how to run my life!

2 I live in a small two-bedroom house which I bought two years ago. It's in a quiet neighbourhood very near the town centre. I'm spending every evening and weekend decorating it at the moment.

3 When I finished university I wanted to be an artist, but then I had Kate. I always wanted to be a long-distance lorry driver when I was young, but now I'm an assistant manager in a hotel. It's not a very interesting job but it pays well and the holidays are good.

4 I don't really have any plans for the future. I've done what I wanted to do, like travelling, being a wild student, and becoming a mum. What more could I ask for?
George Conway, 24, lives in Winnipeg, Canada, with his parents and his brother Bruce.

I finished college last year, and I started a temporary job at Winnipeg Public Library. I've been offered a permanent job, but I'm going to go back to university.

I spend a lot of time on the net, talking to people, designing web pages, or just surfing around. Maybe I'm a bit of a nerd! I have a girlfriend, Robyn — it's not serious yet, but we go out together two or three times a week. You'd be surprised what you can do in Winnipeg, even when it's 40 degrees below. Because it's so isolated we have our own symphony orchestra and our own opera company, and we have more restaurants per capita than any city in North America.

My dad's getting old now but he's still quite active. He worked for Manitoba Heat and Light until he retired, and now he annoys my mom because he's around the house all day. My mom was a teacher and she still sometimes does some substitute teaching. My brother Bruce is a bit of a nerd too, but he gets paid for it — he's a computer engineer.

3 Cover the texts and complete these sentences. Which ones have an auxiliary verb?

1 Kate ________ with her father for three days a week.
2 Sarah ________ every evening decorating her house.
3 She and her husband ________ three years ago.
4 Sarah ________ what she wanted to do.
5 George ________ work at the library last year.
6 He ________ to go back to university.
7 You ________ do a lot in Winnipeg.
8 George's dad ________ old.

4 Make the sentences into Yes/No questions. Which need a new word?

Does Kate stay with her father for three days a week?
Practice

1 Match these question words with the answers.
   What
   Where
   Who
   When
   Why
   How much
   How often
   In Winnipeg.
   Two years ago.
   Because it's so isolated.
   She's an assistant manager.
   Two or three times a week.
   His parents and his brother.
   £22,000 a year.

2 In pairs. What are the complete questions about Sarah and George? Ask and answer.

3 Put these words in the correct order to make questions.
   1 last what do did night you
   2 English you studying are why
   3 last where you for go holiday did your
   4 free like doing do in you your what time
   5 this what going do weekend to you are
   6 like to you the UK would live in

4 In pairs. Ask and answer questions 1–6. Ask follow-up questions.

5 Against the clock 5 minutes Ask your partner questions to get these answers. Tick (✓) each answer when you hear it.
   Can you remember ...
   - how to make questions and short answers
   - six things about George Conway
   - five words or phrases you can use to talk about yourself

   If someone asks you a question which you don't want to answer, e.g. 'Are you rich?', say 'That's rather a personal question!'

Speak out

1 Your teacher will write five answers to Wh- questions about herself / himself. Try to ask questions for the answers.

2 Write down five answers of your own. Work in pairs and try to ask the right questions.
Speak for yourself

1 What do you like doing in your spare time? What sort of person are you? (The answer could be 'both' or 'neither'.)
- a cinema person or a video person?
- a restaurant person or an eat-at-home person?
- a television person or a book person?
- an indoor person or an outdoor person?
- a sport person or a culture person?
- a solitary person or a sociable person?

2 In groups. Compare your ideas. Are you similar?

Vocabulary

Staying in and going out

Vocabulary

1 Against the clock 3 minutes Add these activities to the word web. Can you think of any more?
- watch TV
- go out for dinner
- chat on the phone
- go to a sports centre
- go to the cinema
- go for a walk
- surf the net
- play tennis
- get a take-away
- go to a nightclub
- go to a football match
- go to the pub
- have dinner with friends
- read a book
- have an early night

2 Which things do you do most often?
English in use
Social arrangements

1. Look at this dialogue and complete the missing lines. Where are Oliver and Holly going?

<table>
<thead>
<tr>
<th>are you going</th>
<th>this evening</th>
<th>to come</th>
<th>and pick you up</th>
</tr>
</thead>
<tbody>
<tr>
<td>near the station</td>
<td>7.30</td>
<td>be nice</td>
<td>nothing special</td>
</tr>
</tbody>
</table>

Oliver: Are you doing anything ______?  
Holly: No, ______.  
Oliver: Well, we're going to that new Chinese restaurant ______. Would you like ______?  
Holly: Yes, that would ______. What time ______?  
Oliver: About 8.00. Shall we come ______?  
Holly: Yes, great.  
Oliver: OK, I'll call for you at ______.

2. Listen and check your ideas.

3. Listen to two more dialogues. What decisions do the people make?

4. You don't always want to accept an invitation. Listen to these four dialogues.

   1. What phrases do the people use for refusing the invitations?

   2. What reasons do they give?

   Use useful language

   1. Listen to the dialogues in exercises 3 and 4 again and tick (✓) the expressions you hear.

   **Invitations and suggestions**
   - Would you like + infinitive?
   - Do you fancy + -ing?
   - How about + -ing?
   - Shall we + verb?
   - Let's + verb
   - Why don't we + verb?

   **Accepting**
   - That would be nice.
   - That would be great.
   - Good idea!
   - Great idea!
   - I'd love to.
   - Fine.
   - Yes, OK.
   - That's a good idea.

   **Refusing**
   - I'm (really) sorry, but I can't. I'm + -ing...
   - I'm afraid I can't. I have to ...
   - I'd love to, but I ...
   - I don't really like ...
   - I'm afraid I'm a bit busy.
   - How about ... instead?

   2. Against the clock 3 minutes: How many invitations and suggestions can you make?

   Shall we go for a walk?  Would you like to go for a walk?  Do you fancy going for a walk?

   go to go going  a coffee  a sandwich  for a walk  tennis
   play to play playing  a take-away  to the cinema
Practice

1 How are these words pronounced?
   shall we
   are you
   do you
   would you

2 Now listen to them in sentences. How are they pronounced?
   Repeat them and try to sound exactly the same.
   Shall we go to the theatre?
   Are you doing anything this evening?
   Do you fancy a take-away?
   Would you like to see the new musical?

3 In pairs. Make short dialogues with invitations and suggestions.
   Accept some and refuse others.
   A Do you fancy going out for dinner?
   B Yes, that would be nice.
   A Where shall we go?
   • go out for dinner
   • stay in this evening
   • go out
   • go to the pub
   • go to see a film
   • go to a football match
   • go to Edinburgh for the weekend

Can you remember ...?
- two different ways of making invitations and suggestions
- two expressions for refusing invitations
- ten free time activities

Practice p.85

Speak out

1 Think about things you would like to do this weekend. Decide what, where, and when.

2 In pairs. Make dates and social arrangements by following the arrows in the chart.

3 Practise your dialogues and perform them for the class.
In this lesson
- Family vocabulary
- Describing people
- Compound adjectives

Speak for yourself
1 Complete the family members of the five generations.
2 In pairs. How many of these things are you?

<table>
<thead>
<tr>
<th>Older</th>
<th>Grandfather</th>
<th>Grandmother</th>
<th>Father</th>
<th>Mother</th>
<th>Uncle</th>
<th>Aunt</th>
<th>You</th>
<th>Cousin</th>
<th>Brother</th>
<th>Sister</th>
<th>Grandson</th>
<th>Granddaughter</th>
</tr>
</thead>
<tbody>
<tr>
<td>Younger</td>
<td>Grandfather</td>
<td>Grandmother</td>
<td>Father</td>
<td>Mother</td>
<td>Uncle</td>
<td>Aunt</td>
<td>You</td>
<td>Cousin</td>
<td>Brother</td>
<td>Sister</td>
<td>Grandson</td>
<td>Granddaughter</td>
</tr>
</tbody>
</table>

Vocabulary
Describing people
1 Read the texts. What family members do you think the people are describing? Match the pictures to the texts.

He's everything I'm not! He's very tall and slim, he's got dark hair, and he's confident, outgoing, and good at sports. Luckily, he's no good at school - I'm the intelligent one...

She's still very young, and she's a gorgeous little kid. She's got curly ginger hair, and she's really lively and friendly. People say she's got her mother's eyes, but I think she looks more like me...

He's quite old now, in his seventies I think, but he's never gone bald. He's got short grey hair (he calls it 'silver') and glasses. He's fairly quiet. He's always been quite thin, and he was probably very good-looking when he was young.

2 Underline the words connected with appearance and personality.
1 Add them to the chart.

<table>
<thead>
<tr>
<th>Hair</th>
<th>Height + Build</th>
<th>Age</th>
<th>Looks</th>
<th>Personality</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tall</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Be careful with words like thin and skinny - they can sound negative. Slim is better.

2 Against the clock 3 minutes Add these words to the chart.
- skinny a teenager attractive middle-aged a beard a moustache
- shy blonde fair in his/her twenties elderly straight

3 Can you find any opposites in the chart? Can you add any more words?
1 Look at the texts again. What four words make the adjectives stronger or weaker?

Stronger
Weaker

2 If you don’t know how old someone is, you can say e.g. 25-ish or 40-ish.

3 Can you remember ...
- ten family members
- five adjectives to describe personality
- ten adjectives to describe appearance

Practice p.85

4 Listen. Repeat the words and sentences.

5 In pairs. A gives B a word from the chart, and B makes a sentence with He’s / She’s (a) … or He’s got / She’s got (a) … Then change over.

A beard
B He’s got a beard.

6 Which descriptions do these sentences go with? Check the meaning of the parts in italics.

1 I get on with him really well – he likes telling me about when he was young.
2 I don’t look like him at all – people can’t believe we’re brothers.
3 She takes after her mother in lots of ways – she never does anything she doesn’t want to.

Practice

1 Imagine you are arranging to meet a relative you have never met. Describe yourself so that they can recognize you.

2 Describe someone in your class or a famous person. The class must guess the person you are describing.

3 In pairs. Draw your family tree, and tell your partner something about the people in it.

4 Now make sentences with look like, take after, and get on with.

I look like my _____. Both of us / Neither of us ...
I don’t look like my _____. because ...
I take after my _____. because ...
I don’t take after my _____. because ...
I get on with my _____. because ...
I don’t get on with my _____. because ...

Speak out

1 In pairs. Draw your family tree, and tell your partner something about the people in it.

2 Now make sentences with look like, take after, and get on with.

I look like my _____. Both of us / Neither of us ...
I don’t look like my _____. because ...
I take after my _____. because ...
I don’t take after my _____. because ...
I get on with my _____. because ...
I don’t get on with my _____. because ...

03 MEET THE FAMILY
Listen for yourself
Who are they?
1 Look at this diagram. Listen to Maria describing it.
   1 Who are the people?
   2 Give each group a heading.

2 Make a similar diagram for yourself. Use different headings if you like.
3 In pairs. Talk about your diagrams.

Vocabulary
Relationships
1 Look at the pictures. Which words go with each picture?
   fall in love with
   get on well with
   get married to
   get divorced from
   split up with
   argue with
   fancy

2 Which of the things above could you do with these people?
   1 your boyfriend / girlfriend
   2 your boss
   3 your brother / sister
   4 your neighbour
   5 your husband / wife
Listen 2
My best friend

1 Listen to these people talking about relationships.
   1 What relationships are they talking about? Which one isn’t real?
   2 Listen again. Can you find two or three key words in each description which
tell you the relationship?

<table>
<thead>
<tr>
<th>relationship</th>
<th>key words</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2 Which relationships do these sentences go with?
   a A lot of our friends have split up, but I don’t think we will.
   b We sometimes go for a drink after work.
   c She often wakes me up at 6.00 asking for her breakfast.
   d They never have noisy parties or anything.
   e If it’s not impossible, is it?

Speak out
1 Think of three relationships of your own. They can be real or
imaginary, family members, girlfriend / boyfriend, colleagues,
neighbours, or anything else. Think about these things.

   How long have you known them?
   How often do you see them?
   What are they like?
   What do they look like?
   Do you get on well? Why / Why not?

2 In groups. Describe your relationships. Ask and answer questions.
In this lesson

- Past simple and continuous
- Regular and irregular verbs
- Talking about travel experiences

Speak for yourself

1. Look at the map of Africa and mark these countries.
   - Sudan
   - Tanzania
   - Ethiopia
   - South Africa

2. What do you know about these places? What would travelling in Africa be like?

Grammar

Past simple and continuous

1. Look at the picture and the words in the box. What do you think the text is about?

- a herd of elephants
- Cape Town
- temperature
- a cobra
- bees
- chocolate cake
- litres
- the Egyptian military
- pasta
- border
- illness

2. Read the text quickly and check your ideas.

Heat, cold, mountains, deserts, illness, and animals. All of these were possible dangers when Nick Bourne decided to run from one end of Africa to the other – a journey that many people thought was impossible.

Bourne began his run in northern Egypt in October 1997. His adventure nearly ended 500 miles later while he was waiting to cross the Sudanese border – the Egyptian military stopped him and refused to let him leave the country.

Eventually, he flew to Cape Town and started again on 21 January 1998. Every day he got up at 3.30 a.m., ate a breakfast of cereal, and started running. After 20 miles he stopped for a rest and had a pasta lunch, before running another 20 miles. He drank up to 15 litres of liquid a day.

He had some incredible experiences. He was crossing the Kalahari Desert in temperatures of 62°C when he came face to face with a giant cobra. In Zambia his heartbeat went up from 135 a minute to over 190, and his doctor found that he had malaria. He saw lions and ran through a herd of elephants, and a swarm of bees attacked him while he was running through Tanzania. He celebrated his 28th birthday with a chocolate cake in the shadow of Kilimanjaro.

After eleven months and 6,021 miles he arrived at the Pyramids and finished perhaps the most amazing run ever.
3 Read the text again. Put these events in order.

- He saw a snake.
- He decided to start from South Africa.
- He started for the first time.
- He arrived at the Pyramids.
- A swarm of bees attacked him.
- He became ill.
- He crossed the border into Egypt.
- He started for the second time.
- He celebrated his birthday.
- He flew to Cape Town.

4 **Against the clock** 5 minutes Find all the past simple verbs in the story. Can you divide them into regular and irregular verbs?

5 Look at this sentence. What tenses are the two verbs?

- He was crossing the Kalahari when he came face to face with a giant cobra.

6 Find two more examples like this in the text.

---

**Past simple and continuous**

**Form**

Complete the tables with the verb *run*.

<table>
<thead>
<tr>
<th>Past simple</th>
<th>Use</th>
</tr>
</thead>
<tbody>
<tr>
<td>+ I / You / He / She / It / We / They <strong>ran</strong>.</td>
<td>1 Look at the example and complete the rules with finished and continuing.</td>
</tr>
<tr>
<td>- <strong>ran</strong>.</td>
<td>He was <strong>running</strong> through Zambia when he <strong>saw</strong> a lion.</td>
</tr>
<tr>
<td>? <strong>run</strong>?</td>
<td>We use the past simple to talk about a ____ activity in the past.</td>
</tr>
<tr>
<td>Past continuous</td>
<td>We use the past continuous to talk about a ____ activity in the past.</td>
</tr>
<tr>
<td>+ I / He / She / It <strong>was running</strong>.</td>
<td>2 What's the difference between these sentences?</td>
</tr>
<tr>
<td>You / We / They <strong>were running</strong>.</td>
<td>When she arrived I made some coffee.</td>
</tr>
<tr>
<td>- I / He / She / It <strong>ran</strong>.</td>
<td>When she arrived I was making some coffee.</td>
</tr>
<tr>
<td>You / We / They <strong>ran</strong>.</td>
<td>3 Do you have the same rules in your language?</td>
</tr>
</tbody>
</table>
| ? **run**? | ?

---

**Practice**

1 You will hear the twenty most common verbs in spoken English (most of them are irregular). What is the past tense of each verb?

2 The *-ed* ending of regular verbs can be pronounced in three ways. 

1 Put these verbs from the text into the correct column.

<table>
<thead>
<tr>
<th>decided</th>
<th>started</th>
<th>ended</th>
<th>arrived</th>
<th>stopped</th>
<th>celebrated</th>
<th>refused</th>
<th>finished</th>
</tr>
</thead>
<tbody>
<tr>
<td>/d/</td>
<td>/d/</td>
<td>/t/</td>
<td>/d/</td>
<td></td>
<td>/t/</td>
<td></td>
<td>/d/</td>
</tr>
</tbody>
</table>

2 Can you add two more verbs to each column?
3 Make sentences about Nick's journey using these words.
- a cobra
- the Egyptian military
- chocolate cake
- elephants
- malaria
- 15
- Cape Town
- birthday
- bees
- 21 January
- 3.30 a.m.
- cereal

4 Against the clock 3 minutes. Make as many sentences as you can.
I was travelling in Kenya when
1 travel / Kenya slip / fail
2 wait / train lose / passport
3 drive / airport see / shark
4 climb / mountain begin / feel ill
5 walk / Scotland meet / future husband / wife
6 lie / beach notice / not have / tickets
7 eat / cheap restaurant fall asleep / get sunburnt
8 swim / Indian Ocean someone / steal / wallet

5 In pairs. Ask and answer questions.
What were you doing when you met your future husband?

Speak out

1 Complete the questions in this dialogue.

A I got back from my holiday last week.
B Where ____________________________
A Peru.
B Really? What _______________________
A It was fantastic, really great.
B How long __________________________
A Three weeks altogether - I wanted to stay longer!
B __________________________ expensive?
A Well, the flight was, but it was cheap when we got there.
B Who ____________________________
A My sister and her boyfriend.
B __________________________ any problems?
A Nothing serious. I lost my watch.
B How __________________________ happen?
A We were staying in a cheap hotel and I left it in the bathroom.
B __________________________ go back?
A Yes, I'd love to. Maybe next year ...

2 In pairs. Talk about your last holiday. Use the questions above, and try to find out as much as you can.
In this lesson
- Transport vocabulary
- Asking for travel information
- Making hotel bookings

Speak for yourself
1 Look at these pictures. Which do you think look ...
   - most exciting
   - most comfortable
   - most interesting

2 Which would / wouldn't you like to experience when travelling? Compare your ideas.

Vocabulary
Transport
1 Listen. Where would you hear these announcements?
2 Can you think of more forms of transport?
3 Which can you get off? get on? get into? get out of? ride?
4 Make word webs for some of the forms of transport. Include places, people, and verbs.
English in use
Travel situations

1 You're going to hear two dialogues. Think of two questions you expect to hear in each one.
   • asking for train information
   • booking a hotel room

2 Look at these sentences.

1 A ________________?
   B A double, please, ensuite if possible.
2 Single or return?
3 First or standard?
4 A ________________?
   B Yes, a continental breakfast.
5 A ________________?
   B Sunday, about 10 o'clock.

1 Which dialogues are they from?
2 Can you complete the questions?

Asking for travel information

1 In pairs. Put the dialogue in the right order.

☐ Single or return?
☐ When for?
☐ Oh, standard.
☐ Hold on a second ... right, there's one at 10.00 from King's Cross, which reaches Edinburgh at 3.21, or there's one at 10.30 which gets in at 4.06.
☐ Thanks for calling. Bye.
☐ And how much is it?
☐ Hello, National Rail Enquiries, Tracy speaking, how may I help you?
☐ Return, please.
☐ This Sunday, at around 10.00.
☐ First or standard?
☐ That's £66.00, and there are no time restrictions on that ticket.
☐ Oh hello, I'd like to ask about trains from London to Edinburgh.
☐ OK, thanks very much.

2 Join another pair and compare your answers.
   1 Do you agree on the order?
   2 Listen and check your ideas.

3 Imagine you want to fly from London to your home town. Change the dialogue as necessary.
   A Hello, Eurotravel, how may I help you?
   B Hello, I'd like to ask ...
Booking a hotel room

1 Try to complete the dialogue.

<table>
<thead>
<tr>
<th>Receptionist</th>
<th>Guest</th>
</tr>
</thead>
<tbody>
<tr>
<td>Good evening madam, how can I help you?</td>
<td></td>
</tr>
<tr>
<td>One moment, I'll just check.</td>
<td></td>
</tr>
<tr>
<td>How many nights would you like to stay?</td>
<td></td>
</tr>
<tr>
<td>Would you like a single, a double, or a twin?</td>
<td></td>
</tr>
<tr>
<td>Yes, a continental breakfast.</td>
<td></td>
</tr>
<tr>
<td>For the two nights that's £250.</td>
<td></td>
</tr>
<tr>
<td>Yes, we have a double ensuite deluxe.</td>
<td></td>
</tr>
<tr>
<td>Very good. Could you fill in this card, please?</td>
<td></td>
</tr>
</tbody>
</table>

Guest

Can you remember ...?
- eight forms of transport
- three types of hotel room
- four questions a travel agent would ask

Practice p.87

- What forms of transport are available?
- What types of hotel rooms are available?
- What questions would a travel agent ask?

Useful language

1 Look at the expressions and mark them T for travel information and H for hotel.

- to ask about trains from ___ to ___.
- first or economy?
- Would you like to travel?
- fill in this card?
- to ask about flights from ___ to ___.
- a single or a return?
- would you like to stay?
- tell me how much a return costs?
- a double room, please.
- a single, a double, or a twin?
- When
- How many nights
- Could you

2 Listen to these questions.

1 Does the intonation rise or fall at the end?
2 Practise the questions.

3 If you were speaking English, which situation would you feel most confident in?

Speak out

1 In pairs. Choose 'travel information' or 'booking a hotel room'. Underline appropriate words and information below, and make dialogues.

- single / return
- flights __ New York London 7.50 / Bristol 9.25
- first / standard
- Saturday morning
- breakfast single / double / twin London 8.15 / Bristol 9.35
- £24.50 / £85 London to Bristol £320
- trains first / economy
- free rooms

2 Practise your dialogue and perform it for the class.
In this lesson

- Travel vocabulary
- Multi-word verbs
- Planning what to take on holiday

Speak for yourself

1 Here are some things that people always take with them when they travel, and their reasons for taking them. Match the 'travel essentials' to the reasons.

1 I never leave without a moisturiser.
2 We always take a travel alarm clock.
3 My essential is a corkscrew.
4 I never leave without my cassette recorder.
5 I make sure I take travel sickness pills.
6 I wouldn't travel without earplugs.
7 Our essential is a short-wave radio.

a We often have to get up at dawn to catch flights.
b We can keep in touch with things back home.
c I record my feelings, and listening to the tape brings back more memories than a diary.
d Long flights, hot sunshine, and hotel air conditioning really dry out my skin.
e They're great for getting to sleep in noisy hotel rooms.
f I'm a hopeless traveller — I get carsick, airsick, and seasick.
g I was once delayed at an airport in Bulgaria, and the only thing I had to drink was a bottle of wine.

2 What are your 'travel essentials'? Why?

Vocabulary

Packing your bags

1 The extracts below are from guidebooks for Iceland and Zimbabwe. Read the extracts and match them to the countries.

There are three things that no traveller here should be without: a tent, a sleeping bag, and a torch. Take a tracksuit for mornings and evenings in game parks, with shorts for the daytime. A jacket and warm socks are a good idea as it can get cold at night. Other items which will be handy are a small travel alarm, a basic first aid kit, a water bottle, a towel, a camera and film, a penknife, and any batteries that you need. Take insect repellent, sunscreen, and a money belt.

Warm clothing will be of great importance to everyone. Between May and September you should take several pairs of thick socks, heavy windproof gloves, high-protection sunglasses, a wool hat, a jumper, hiking shorts, wool shirt and trousers (jeans are cold and uncomfortable when wet), and a waterproof jacket. Travellers in winter need to prepare for Arctic conditions. If you're camping, take your own stove, and as much dried food as possible.

2 Imagine you're going to one of these countries. How many things have you got already, and what would you have to buy?
Practice

1 When you last packed a bag, where were you going and what exactly did you take? Make a list.

2 **Against the clock** 3 minutes **In pairs**. A asks ‘Why did you take _______?’ and B answers. Then change over.
   A Why did you take a penknife?
   B Because it’s useful for peeling fruit. Why did you take a torch?

3 There are lots of compound nouns in the texts, like sleeping bag.
   1 How many can you make from these words?

<table>
<thead>
<tr>
<th>insect</th>
<th>cream</th>
<th>belt</th>
<th>repellent</th>
<th>sun</th>
<th>water</th>
</tr>
</thead>
<tbody>
<tr>
<td>knife</td>
<td>pen</td>
<td>glasses</td>
<td>alarm</td>
<td>money</td>
<td>bottle</td>
</tr>
</tbody>
</table>

   2 Where is the stress in words like this? Practise saying them.

**Multi-word verbs**

a 1 Listen to these seven dialogues. Are they before, during, or after the holiday?

b Listen again and write exactly what the second person says.

c Underline the multi-word verbs in the sentences. Check the meaning.

d Can you remember the first lines? Work in pairs and practise the dialogues.

Speak out

1 **In groups**. Choose one of these trips.
   - Norway for an adventure holiday.
   - Florida on a business trip.
   - Spain for a sightseeing holiday.

2 What sort of bag would you take and what would you pack? Why? Choose from the items below and add more of your own.

- camera and film
- beach towel
- Traveller's cheques
- passport
- driving licence
- mosquito repellent
- phrase book
- walking boots
- guidebook
- T-shirts
- diary
- jeans
- novels
- suit and tie
- jumper
- sunglasses
- raincoat
- shorts
In this lesson
• Travel advice
• Listening: a holiday incident
• Describing a holiday problem

Listen for yourself

Foreign Office advice

1 What do you know about Florida? Would you like to go there on holiday? Why / Why not?

2 In pairs. Complete this advice for visitors to Florida.

United States

It is 1 ________ that travellers to the United States take out travel insurance.

If staying in a hotel, do not 2 ________ at any time.
Do not wear 3 ________ and avoid walking in run-down areas.

If arriving 4 __________, take a taxi to your hotel and collect your hire car the next day.

If departing on an evening flight do not leave 5 ________ in view in your hire car during the day. Thieves are looking for these vehicles and 6 ________ .

Drive on main 7 ________ and use well-lit car parks.
Do not 8 ________ if your car is bumped from behind. Instead, indicate to the other driver to follow you to the nearest public area and call for police 9 ________ .

Do not 10 ________ in your car on the roadside or in rest areas.

Foreign and Commonwealth Office

3 Listen to someone calling the Foreign Office travel advice line.
1 How many countries have recorded information?
2 Check your ideas about visiting Florida.

4 Listen to these three sentences again. Which words are stressed?
Listen 2
Highway robbery!

1 Listen to four sentences about a holiday in Florida. Complete the gaps.
   1 ____ ____ in the twenty-first century!
   2 It all happened ____ ____ ____ ____._
   3 I didn't really know ____ ____ ____
   4 I ____ ____ ____ and so did he.

2 What do you think happened? Which piece of Foreign Office advice did they ignore?

3 Now listen to the whole story. Were you right?

4 Listen again. Are these sentences true (✓) or false (✗)?
   1 The whole family enjoyed the holiday.
   2 They didn't have any problems until the end.
   3 Chris was driving a hire car.
   4 The robbers were violent.
   5 The robbers took everything.
   6 Nobody was hurt.
   7 Chris and his family missed their flight.
   8 The police didn't help.

5 Against the clock 2 minutes Put these sentences in the order they were used in the story.
   [Blank boxes for sentences:]

6 In pairs. Practise telling the story. Use the sentences above. Include as much detail as you can.

Speak out
1 You are going to talk about a problem that you or someone you know has had on holiday.
   1 Think about these things.
      • What happened?
      • Who did it happen to?
      • When did it happen?
      • Where did it happen?
   2 Write down ten words you're going to use to tell your story.

2 In groups. Tell your stories. Ask more questions.
In this lesson
- Present perfect and past simple
- Past participles
- Giving news

Speak for yourself
Find out if these statements are true (√) or false (X) by doing a class survey. If they are false, change them so that they are true.
1. Some of us have sent a fax recently.
2. A few of us have written an e-mail this week.
3. Most of us write letters regularly.
4. We all send birthday cards to family and friends.
5. One of us has received a postcard recently.
6. Nobody has ever used a videophone.
7. A lot of us made more than ten phone calls last week.

Grammar
Present perfect and past simple

1. Read these messages. Decide if they are from an answerphone, an e-mail, a letter, or a postcard. How do you know?

2. Complete the gaps in the messages. Compare your ideas with a partner. What verbs did you use?

Sorry I haven't been in touch this week, but I've had a lot of problems to sort out at work. Anyway, now you've got e-mail I thought I'd drop you a line. Have you heard from Mike this week?

Hello, Vic? It's Silvana here. I'm off to Italy next week. Have you ever been to Rome? Do you know any good hotels? Can you call me back? Thanks!

Dear Pete, How are you? I haven't seen you for months! I hope you're settling into your new house. Have you got a new cooker?

As you can see I'm on a skiing holiday! I've never seen such beautiful mountains, but I'm afraid I'll break my leg or something! I've taken hundreds of photos.

My computer crashed last week, so I couldn't answer your message. Work's been terrible this week — my boss has asked me to work this weekend.

Hi Jan, it's me. I'm ringing to ask if you've heard from Paul. Do you know where he is? Call me when you can!

Having a fantastic time. The weather's not too bad. This week we've had three sunny days, but yesterday wasn't very nice, so we went to a museum. Wish you were here!

I can't remember what number your house is, so I hope this arrives. How have you been? I've had an exciting time since Christmas — three trips abroad. In January I went to Brazil, and this month I've been to Paris three times.
3 Look at these sentences from the texts.

a This week we've had three sunny days.
   Sorry I haven't been in touch this week.
   Have you ever been to Rome?

b My computer crashed last week.
   Yesterday wasn't very nice.
   In January I went to Brazil.

1 What tense is used in the sentences in a?
2 What tense is used in the sentences in b?

Present perfect and past simple

Form

Complete this rule and the table.

We make the present perfect with h _____ or h ______ and a _____ participle.

<table>
<thead>
<tr>
<th>+</th>
<th>-</th>
</tr>
</thead>
<tbody>
<tr>
<td>I've seen Paul today.</td>
<td>I _________ Paul today.</td>
</tr>
<tr>
<td>He's been to Madrid.</td>
<td>He _________ to Madrid.</td>
</tr>
</tbody>
</table>

Use

1 Look at the examples. Complete the rules with finished or unfinished.
   I've phoned him twice this week.
   I phoned him twice last week.

2 Compare the rules for the present perfect and the past simple with your language. Are they the same or different?

3 In pairs. Correct the mistakes in these sentences (there may be more than one possible correction).

1 I've written two letters yesterday.
2 Do you have been to Holland?
3 She phoned me four times this week.
4 He haven't lived here for long.
5 They've been to France ten years ago.
6 Never I haven't broke my leg.
7 We've had breakfast two hours ago.
8 I've worked there until 1997.

We use the present perfect to talk about ______ time.
We use the past simple to talk about ______ time.

Practice

1 Listen. What happens to have and has? What happens to been?
   John's gone on holiday.
   Work's been terrible.
   I haven't seen you for ages.
   Have you ever been to the States?
   How many books have you read?

2 Copy the stress and intonation. Try to sound exactly the same.
3 Against the clock 2 minutes What are the past participles of these verbs?

<table>
<thead>
<tr>
<th>ride</th>
<th>write</th>
<th>be</th>
<th>meet</th>
<th>break</th>
</tr>
</thead>
<tbody>
<tr>
<td>see</td>
<td>sing</td>
<td>speak</td>
<td>live</td>
<td>eat</td>
</tr>
<tr>
<td>understand</td>
<td>give</td>
<td>win</td>
<td>forget</td>
<td>buy</td>
</tr>
<tr>
<td>come</td>
<td>teach</td>
<td>make</td>
<td>ring</td>
<td>send</td>
</tr>
</tbody>
</table>

4 In pairs. Give your partner a number and a letter. Your partner makes a sentence in the present perfect or the past simple.

A 1, f
B She didn't phone me last week.
1 She / not phone me
2 It / very wet
3 I / not see him
4 We / go to London
5 They / not eat out
6 I / write two letters

5 Match verbs in exercise 3 with these things.
for / - your mother's birthday
• your mother's birthday
• in an expensive restaurant
• a sunrise from a mountaintop
• your leg
• abroad

6 In groups. Ask questions with Have you ever ...? Ask more questions with the past simple – find out as much as you can.

Have you ever forgotten your mother's birthday? What did she say? What did you do?

Speak out

1 Imagine you meet a friend that you haven't seen for six months. Tell him / her what you've done, and ask questions about what he / she's done. Think about these things.

2 Start your conversation like this.
A Hello! I haven't seen you for ages! How are you?
B I'm fine. It's been a busy few months.
A Why? What's happened?
B Well, ...
Speak for yourself

1 In groups. Have you ever made a phone call in English? Who to? Did you have any problems?

2 Complete this statement in as many ways as possible.
   Phone calls in English can be difficult because ...

3 Look at the picture. What problems is this student of English having?

4 Make the student sound more polite and friendly. Put these words in the right order to make useful sentences.
   1 say you that you , couldn’t again could ?
   2 I’m you I quite hear , can’t sorry
   3 please up could , bit speak you a ?
   4 that do spell how you ?
   5 I’m quite catch , didn’t I sorry that
   6 bit , speak slowly you could please a more ?

5 Listen and check. Practise saying the sentences.

Vocabulary

Telephones

1 Match the verbs with the nouns.
   1 pick a message
   2 answer a number
   3 make the phone down
   4 ring someone up
   5 put the phone up
   6 leave the line
   7 dial the phone
   8 hold a call

2 Listen and decide what to do (you can sometimes do more than one thing).
   - put the phone down / hang up
   - answer the phone
   - try again later
   - hold on / hold the line
   - dial an extension number
   - dial a single number
   - redial with a new number
   - leave a message
   - check you have the right number
English in use
On the phone

1 In pairs. Read the phone dialogue below and try to number the boxes in the right order.

- I'm sorry, he's engaged at the moment. Will you hold?
- Could you tell him Allan called?
- Allan MacFarlane.
- Thank you.
- International Shipping, Elaine speaking, how may I help you?
- Hold on a moment please, Mr MacFarlane.
- Thanks very much. Goodbye.
- Could I speak to Bob Harris, please?
- No, thanks, I'll ring back later.
- Could I ask who's calling?
- Would you like to leave a message?
- Certainly Mr MacFarlane, I'll tell him.

2 Listen and check.

3 Listen again. What's different?

4 Listen to a different call. Write exactly what you hear. Check your ideas in Tapescript 10.5 on p.107.

A Hello?
B Hello. ___________, please?
A Who ___________?
B ___________ Mark.
A Hello, Mark. ___________, I'll just ___________.
B ___________. I'll ___________.
A Can I ___________?
B Just tell her ___________.
A OK.
B ___________.

5 Listen to these questions. Does the intonation rise or fall at the end?

1 Can I speak to Mike, please?
2 Who is it?
3 Could I leave a message?
4 Would you like to leave a message?
5 Can you ring back later?

6 Practise the questions. Try to sound exactly the same.
Useful language

1 Complete the gaps with words and phrases.

<table>
<thead>
<tr>
<th>Formal</th>
<th>Informal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Could I speak to the manager, please?</td>
<td>to John, please? / Is John ______, please?</td>
</tr>
<tr>
<td>______ I ______ who's calling?</td>
<td>Who's ______? / Who ______ it?</td>
</tr>
<tr>
<td>Hold ______ a moment, please.</td>
<td>______ on a ______.</td>
</tr>
<tr>
<td>I'll just ______ you through.</td>
<td>I'll just ______ her.</td>
</tr>
<tr>
<td>______ I leave a message?</td>
<td>______?</td>
</tr>
<tr>
<td>______ to ______ a message?</td>
<td>Can I ______ her a ______?</td>
</tr>
<tr>
<td>______ you ______ her I called?</td>
<td>Just ______ him I ______.</td>
</tr>
<tr>
<td>I'll ring / phone ______ later. (formal and informal)</td>
<td>__________.</td>
</tr>
<tr>
<td>Goodbye.</td>
<td>__________.</td>
</tr>
</tbody>
</table>

2 Mark the sentences C for the caller and A for the person answering.

3 Which phrases do you think you would use most often? Which wouldn't you use? Why?

Speak out

1 In pairs. Look at the conversations below. Decide what to say, then have the conversations.

2 Now change the dialogues and have formal and informal dialogues of your own.

3 Perform your dialogues for the class.

Can you remember ...?
- five expressions you would use or hear on the telephone
- five 'telephone' verbs
- three useful phone numbers in Britain

Practice p.91
Speak for yourself

1 Think of one advantage and one disadvantage of each of these things.
   - mobile phones
   - fax machines
   - the Internet
   - satellite television
   - laptops
   - answering machines

2 Does new technology improve people's lives? Why / Why not?

Vocabulary

Technology and communication

1 These texts are about three different ways of communicating. What is each text referring to? Is it 'for' or 'against'?
2 Which points of view do you agree with?

1 There's no escape. They seem to be ringing everywhere these days. Nowhere is safe - restaurants, trains, pubs, even cinemas and theatres. People never turn them off, and listening to other people's conversations drives me mad.

2 A recent US survey found that managers often receive over 200 messages a day. Many office workers switch off their computers so they can get some work done...

3 Lots of people don't often need to use them. But imagine you're driving along in the middle of nowhere and you break down. You can phone for help straight away, and save time, money, and worry.

4 Surfing the net is becoming a major free-time activity for millions of people. The problem? 99% of what's on it is rubbish. Some people say it will replace books, newspapers, and magazines, but I don't think so.

5 All human knowledge is there. Want to know about French literature, the US Space Programme, the love life of frogs? Just log on and learn. It's like being in the world's biggest library, but with no librarians.

6 It's fantastic, it's so convenient. I can switch on my computer, press a button, send a document, and seconds later someone can open it on the other side of the world. I never use snail mail anymore!

3 Make short statements for and against satellite television. Try to use these words and phrases.

channels  sports  wonderful  whenever you want
rubbish  programmes  quality  whatever you want
quiz shows  awful  choice  24 hours a day
Practice

1 Cover the texts. Complete these phrases.
   1 People never turn on/off their mobile phones.
   2 Is the net a major free-time activity.
   3 Managers often read over 200 e-mails a day.
   4 Just I listen to and learn.
   5 You can plug in for help wherever you are.
   6 I can switch on my computer, send a document round the world, and someone can switch it a few minutes later.

2 Check the meaning of these verbs. How many opposites to the verbs above can you find?
   - turn on turn up turn down watch
   - plug in write unplug switch off
   - close log off listen to read

3 In pairs. Complete the word web with verbs from exercises 1 and 2.

4 Listen and write down these e-mail addresses and websites. Check in Tapescript 11.1 on p.107. Practise saying them.

Similar words

a Put these words into three groups.

- see hear speak
- listen to talk look at
- say watch tell

b In pairs. Correct the mistakes in these sentences.

1 He said me his name.
2 Ssh! I'm hearing the news.
3 Hello? Hello? I can't listen to you.
4 What did he say you?
5 I looked at the TV for three hours last night.
6 It's completely black - I can't look at anything.

Can you remember ...?
- four ways of communicating
- how to say e-mail addresses and websites
- four 'television' verbs

Speak out

1 What do you think? Delete the coloured words to make sentences.
   1 I never use a computer when I have to every day
   2 I would never happily use a mobile phone only in emergencies
   3 I think e-mails are better worse than letters.
   4 I'd find a laptop very useful useful once a while useless
   5 Having an answering machine is isn't important to me.
   6 I've got haven't got will never have a satellite television.
   7 I never occasionally use the Internet a lot.
   8 Books and newspapers will never soon be replaced.

2 In groups. Compare your answers, and explain them. Who is the most 'techno-friendly' person?
In this lesson
- Agreeing and disagreeing
- Listening: male and female English
- Talking about men and women

Listen for yourself
What do you think?

1 In groups. Do you think a man or a woman would say these things? Why? What could the situation be?
   1 Let me look at the map.
   2 How do I look?
   3 Come on! Hurry up!
   4 But you never do the washing up!
   5 Where did I put the car keys?
   6 Do you want to talk about it?
   7 We never go out any more.
   8 I love you, too.
   9 You’re wearing a new shirt!
   10 I’ll do it later.

2 Listen to two people discussing 1–10 above. Do they have the same ideas as you?

3 Look at these phrases.

<table>
<thead>
<tr>
<th>Agreeing</th>
<th>Disagreeing</th>
</tr>
</thead>
<tbody>
<tr>
<td>That’s what I think.</td>
<td>I don’t agree (with that).</td>
</tr>
<tr>
<td>That’s true.</td>
<td>So do I.</td>
</tr>
<tr>
<td>Definitely not.</td>
<td>That’s not true.</td>
</tr>
<tr>
<td>I agree (with that).</td>
<td>Neither do I.</td>
</tr>
<tr>
<td>That’s rubbish.</td>
<td>I disagree (with that).</td>
</tr>
<tr>
<td>Definitely.</td>
<td>Me too.</td>
</tr>
</tbody>
</table>

1 Which are for agreeing? Which are for disagreeing?
2 Listen again. Tick (✓) the phrases the people use.

4 Think of three more things that men or women typically say. Compare your ideas.
Listen 2
His and Her English

1 Complete these statements with men, women, male, or female.
1 _______ change their minds more often than _________.
2 The _______ mosquito is the one which bites.
3 _______ describe colours better than _________.
4 _______ have better memories than _________.
5 _______ apologize more than _________.
6 _______ talk more than _________.
7 _______ talk more about jobs, _________ talk more about emotions.
8 _______ are more polite.
9 _______ birds are usually more colourful than _________ birds.
10 _______ are safer drivers than _________.

2 In pairs. Compare your ideas. Do you agree?

3 Read this information about a radio programme.
   1 Listen and check your answers to exercise 1.
   2 Which sentences are not discussed?

4 Against the clock 3 minutes. What can you remember?
   1 Complete this table about men's and women's speech.

<table>
<thead>
<tr>
<th>linguistic differences</th>
<th>topic differences</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2 Listen again. Check your ideas.

Speaking out
Are you a typical woman or man?

1 Think of five ways that you're typical and five ways that you're not. Think about these things.

topics of conversation
books and magazines
working TV
eating socializing
clothes and hair

2 In groups. Compare your ideas. Who is most 'typical', and who is most 'different'?
In this lesson

- Money vocabulary
- First conditional, when, before, after, as soon as
- Discussing ideas for saving money

Speak for yourself

1. Think of three things that you spend your money on
   - every day.
   - every week.
   - once a month.
   - once a year.
2. Compare with a partner. Do you spend your money on the same things?

Vocabulary

Money

1. Match these words with the pictures.

2. Check the meaning of the verbs below and complete the questions.

<table>
<thead>
<tr>
<th>afford</th>
<th>spend</th>
<th>save</th>
<th>buy</th>
</tr>
</thead>
<tbody>
<tr>
<td>pay for</td>
<td>cost</td>
<td>lend</td>
<td>borrow</td>
</tr>
</tbody>
</table>

   1. Do you try to ___ money or do you usually ___ it as soon as you get it?
   2. Do you ___ your shopping in cash or by credit card?
   3. How much does a CD ___ where you live?
   4. What kinds of thing do you ___ second-hand?
   5. Do you ever ___ money or ___ money to other people? What for? Who to?
   6. What can't you ___ to do this year?

3. In pairs. Ask and answer the questions.
Grammar
First conditional

1 Read this advertisement. Which parts do you believe? Would you try it?

Can you survive abroad?

If you go abroad this year, how will you communicate? What will you say when you order food and drink in a restaurant, or if you need a receipt? How will you ask for travel information, change traveller's cheques, or understand taxi drivers? If you can speak the language, you'll enjoy your holiday or business trip much more. People will be friendlier, and you'll save money and have a better time. But if you can't speak the language, you'll never survive.

Anyone can learn a language in three weeks!

We guarantee that if you study for just three weeks before you go, you'll be able to say whatever you need to. You'll start learning as soon as you open your book.

All you need to do is turn on the cassette player, read, listen, and repeat. If you study for ten minutes every day, you'll soon have a vocabulary of over 300 words for everyday situations.

Yes! You can afford it

The course costs just £29.99, and if you order in the next ten days you'll save £5.00.

Our promise

Of course, if you're not completely satisfied we'll refund your money. But we think you'll enjoy learning a language so much that you'll want to keep studying after you get back home!

2 In pairs. Cover the text and complete these sentences.

1 People will be friendlier if ...
2 How will you communicate if ...
3 We'll refund your money if ...
4 If you study for three weeks before ...
5 As soon as you open your book ...
6 We think that after you get home ...
7 You'll save £5.00 if ...
8 You won't survive if ...

3 Do we use will or the present simple after if, when, before, after, and as soon as?

First conditional

Form

Choose the correct verb forms to make example sentences.

+ If she studies I'll study for three weeks, she'll speak perfect Italian.
- If I won't study I don't study every day, I won't learn anything.
? How will I do they ask for a receipt if they don't speak Russian?

Use

1 We use the first conditional to talk about possible events in the future. What's the difference between these sentences?
I'll tell him if I see him.
I'll tell him when I see him.

2 We also use the present simple to talk about the future after when, before, after, and as soon as. Find as many examples as you can in the advert.
Practice

1 Richard wants to borrow £5,000 to buy a car. What does he say to his bank manager? What does his bank manager think? Make sentences with If...

If you lend me £5,000, I'll buy a car.
If I buy a car...

<table>
<thead>
<tr>
<th>If you lend me £5,000,</th>
<th>If I lend him £5,000,</th>
</tr>
</thead>
<tbody>
<tr>
<td>I / buy a car</td>
<td>he / buy a car</td>
</tr>
<tr>
<td>I / not travel by train</td>
<td>he / have to pay for petrol and insurance</td>
</tr>
<tr>
<td>I / not spend money on tickets</td>
<td>he / not have much money</td>
</tr>
<tr>
<td>I / save £300 a month</td>
<td>he / not be able to pay back the loan</td>
</tr>
<tr>
<td>I / open another bank account</td>
<td>he / sell the car</td>
</tr>
<tr>
<td>I / save more money</td>
<td>he / get less than he paid</td>
</tr>
<tr>
<td>you / be happy</td>
<td>I / lose money</td>
</tr>
</tbody>
</table>

2 In pairs. Test each other. Ask questions about Richard.

What will happen if he...

3 Against the clock 3 minutes. Make as many sentences as you can about your life with if or when (they can be negative sentences too).

If I get married, I'll...
When I get a degree I'll...

get married
change my job
make a lot of money
meet the man / woman of my dreams

get a degree
buy a big house
retire early
have children
have enough money
start my own business

Speak out

1 Look at these ideas about how to save money. What are the good and bad points of each idea?

If you pay off your credit card, you won’t have to pay interest, but credit cards are very convenient.

- Pay off your credit card. You often have to pay interest on what you borrow – about 20% a year. Then cut your card up and throw it away!
- If you use public transport, you won’t have to buy petrol and pay for insurance.
- Move to a smaller house or flat. Your bills will be much lower.
- Don’t go away on holiday. If you go abroad, you’ll spend a fortune on flights, hotels, and food. If you stay at home, you’ll save all that money.
- Don’t cook special dinners for friends. If they’re really your friends, they won’t mind what you give them to eat.

2 Can you think of any more ideas for saving money?
Speak for yourself
1 Complete these sentences about food in Britain. Compare your ideas.
   1 A typical breakfast is _____.
   2 The main meal of the day is _____.
   3 Dinner is usually eaten between ____ and ____ p.m.
   4 A lot of office workers have _____ for lunch.
   5 The national dish is _____.
   6 The national drink is _____.
   7 People eat ____ nearly every day.
   8 ____ and Indian restaurants are very popular.

2 Now write sentences about your country.

Vocabulary
Restaurants
1 Against the clock 3 minutes Which words go with each picture?

<table>
<thead>
<tr>
<th>menu</th>
<th>tablecloth</th>
<th>straw</th>
<th>waiter</th>
</tr>
</thead>
<tbody>
<tr>
<td>ketchup</td>
<td>wine glass</td>
<td>candles</td>
<td>salt and pepper</td>
</tr>
<tr>
<td>tray</td>
<td>milkshake</td>
<td>cutlery</td>
<td>wine list</td>
</tr>
<tr>
<td>paper napkin</td>
<td>flowers</td>
<td>French fries</td>
<td>bin</td>
</tr>
<tr>
<td>plastic cup</td>
<td>tip</td>
<td>bill</td>
<td>fast food</td>
</tr>
</tbody>
</table>

2 When would you eat in restaurants like this? Who with?
English in use
Eating in and out

1 Listen and write the sentences you hear.
2 Match these questions with the sentences. Are the dialogues in a
restaurant or café, or in someone's house? How do you know?
   a. How would you like the steak?
   b. Do you want some more ice-cream?
   c. Shall I lay the table for you?
   d. How much is that?
   e. Would you like to see the wine list?
   f. Would you like anything else?
   g. Could we have the bill, please?
   h. Could you pass the salt, please?

3 In pairs. Put this restaurant dialogue in the right order.
   1 I'll have the vegetable soup to start ...
   2 Are you ready to order, sir?
   3 The salmon with a salad.
   4 I'll have the vegetable soup too, please.
   5 And I'll have a steak, I think.
   6 Two vegetable soups.
   7 Yes, I think so. Darling?
   8 Thank you very much, sir. Would you like to see the wine list?
   9 And for you, sir?
   10 How would you like it, sir? Rare, medium, or well done?
   11 The vegetable soup. And to follow, madam?
   12 Very rare – blue if you can.

4 Listen and check your ideas.
5 In groups. Practise the dialogue. Then close the book and see if you
can remember it.
6 Change roles and perform the dialogue again. You can change the
things you order if you want.

Useful language

Complete the boxes with these words.

Restaurant
1. Are you ready to order?
2. Could I have the tomato soup?
3. Would you like to see the wine list?
4. I'll have a salad, please.

Someone's house
5. Would you like a second helping?
6. This is really delicious.
Grammar
Short questions

1. Complete these pairs. What are the questions about?
   1. Black or white?
   2. M__ and sugar?
   3. With or without sugar?
   4. Brown or white bread?
   5. Red or white?
   6. English or continental breakfast?
   7. Ice and lemon?
   8. Still or sparkling?

2. Listen to this pattern. Repeat the questions. Try to sound exactly the same.
   Would you like some toast?
   Like some toast?
   Some toast?
   Toast?

3. Practise the pattern with these words.
   pepper  coffee  orange juice  tea

4. In pairs. Look at this dialogue. Take out as many words as you can.
   Waiter  Customer
   Are you ready to order?
   Yes, I'd like to have the potato soup.
   Would you like white or brown bread?
   I'd like some white bread, please.
   Would you like to follow?
   I'd just like a chicken salad, please.
   And what would you like to drink?
   I'll have a glass of mineral water.
   Would you like still or sparkling?
   I'd like sparkling, please.
   Would you like ice and lemon?
   I'd like both, please.

5. Listen and check your ideas. Then practise the dialogue.

Speak out
In pairs. Tell each other about your favourite restaurant.

Where is it?
What kind of restaurant is it?
What's it like?
What food and drink can you have there?
Who do you go there with?
Is it expensive?
In this lesson

- Supermarket vocabulary
- Countable and uncountable nouns
- Describing a perfect meal

Speak for yourself

1. What supermarkets do you have in your country? Are there any differences between them?

2. These products are all for sale in supermarkets. Look at the labels. What do you think they are?

| 1 | Perfect with red meat, pasta, and cheeses.  
|   | Open one hour before serving.  
|   | Serve between 16–18°C.  
| 2 | Wash before eating  
| 3 | Take two every four hours.  
| 4 | Avoid contact with eyes and skin.  
|   | Do not drink.  
|   | Keep out of reach of children.  
| 5 | Just add milk and sugar for a delicious start to the day  
| 6 | So gently you can wash your hair every day.  
| 7 | Use one bag per cup.  
|   | Allow to stand for two minutes before removing bag.  
|   | Best served with milk.  
| 8 | Once opened keep refrigerated

Vocabulary

Supermarkets

1. This is a guide to a reorganized supermarket. Which things are better than before, and which are completely new?

Dear shopper

This simple guide is to tell you about the changes we have made.

You’ll find lots of fresh new features, including a bakery, a Salad Bar serving delicious crisp salads, a wider choice of frozen food, and our fish and meat counters have been improved. On top of all this, wider aisles and a larger restaurant will make your visit more enjoyable.

If you need any assistance in finding anything, please don’t hesitate to ask, or alternatively help is always at hand at our Customer Services Desk. We hope you enjoy the improvements.

Yours sincerely

Brian Otter  
Store Manager

PS Remember to sign up for your Loyalty Card.
2 Put these phrases in the correct place in the text.
   a a member of staff
   b to give you a better selection
   c and look forward to seeing you again very soon
   d to pick up even bigger savings
   e with more seating
   f and a brand new Food-To-Go Counter

3 What would you find in these sections of a supermarket?
   • bakery  • frozen food
   • toiletries  • snacks

4 Look at the vocabulary below and match it to a container.

   a packet of  crsps  beans
   a bottle of  biscuits  orange juice
   a tin of  tuna  Coke
   a can of  milk  shampoo
   a carton of  tissues  matches
   a box of  beer  chocolates

5 Listen. What happens to a and of?

   a Delete countable or uncountable to make rules.
      1 Countable / Uncountable nouns have no plural.
      2 Countable / Uncountable nouns can be either singular or plural.
      3 Countable / Uncountable nouns can take a or an.
      4 Countable / Uncountable nouns can take a plural verb.
      5 With countable / uncountable nouns use much.
      6 With countable / uncountable nouns use many.

   b Look at the words in this lesson. Find five countable and five uncountable nouns.

Can you remember ...?
   - five containers
   - how to pronounce a and of
   - three differences between countable and uncountable nouns

Practice p.94

Speak out

1 What would you need to buy for a perfect meal? Give as much detail as you can.
   For breakfast I'd need to buy some Colombian coffee, a carton of milk, and some sugar. I'd need a loaf of bread ...

2 In groups. Compare your ideas.
   Who has the most expensive taste?
In this lesson
- Discussing opening hours
- Listening: changing shopping habits
- Likes and dislikes

Listen for yourself
Opening hours

1. What time do these places open and close...?
   - in your country
   - in Britain

<table>
<thead>
<tr>
<th>time</th>
<th>banks</th>
<th>supermarkets</th>
<th>post offices</th>
<th>bars</th>
<th>smaller shops</th>
</tr>
</thead>
<tbody>
<tr>
<td>AM</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MON</td>
<td>9.00</td>
<td>1.00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TUE</td>
<td>9.00</td>
<td>1.00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>WED</td>
<td>9.00</td>
<td>1.00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>THURS</td>
<td>9.00</td>
<td>1.00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FRI</td>
<td>9.00</td>
<td>1.00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SAT</td>
<td>9.00</td>
<td>1.00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SUN</td>
<td>CLOSED</td>
<td>CLOSED</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PM</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.00</td>
<td></td>
<td>2.00</td>
<td>5.30</td>
<td></td>
<td>2.00 - 5.30</td>
</tr>
<tr>
<td>2.00</td>
<td></td>
<td>2.00</td>
<td>5.30</td>
<td></td>
<td>2.00 - 5.30</td>
</tr>
<tr>
<td>2.00</td>
<td></td>
<td>2.00</td>
<td>5.30</td>
<td></td>
<td>2.00 - 5.30</td>
</tr>
<tr>
<td>2.00</td>
<td></td>
<td>2.00</td>
<td>5.30</td>
<td></td>
<td>2.00 - 5.30</td>
</tr>
<tr>
<td>2.00</td>
<td></td>
<td>CLOSED</td>
<td>CLOSED</td>
<td></td>
<td>CLOSED</td>
</tr>
</tbody>
</table>

2. Do these opening hours suit you? Which would you change?

Listen to these people talking about opening hours in different countries. Complete the table.

<table>
<thead>
<tr>
<th>country</th>
<th>place mentioned</th>
<th>opening hours</th>
<th>opinion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Roger</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Teresa</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Anna</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Listen 2
Time to shop

1. Against the clock [3 minutes] How many differences can you think of between the shops in the pictures? Think about these things.
   - opening hours
   - price
   - convenience
   - personal service
   - selection
   - speed
   - location
2 You're going to listen to a tape about changes in British opening hours.

1 What do you think the main message is?
   • Opening hours haven't changed much.
   • Opening hours have changed, but people still shop at the same times.
   • Opening hours have changed, and people now shop at all hours of the day and night.

2 Listen and check.

3 Listen again. Are these sentences true (✓) or false (✗)?

1 Not many people shop in the evenings.
2 Some people didn't want Sunday opening.
3 Most supermarkets are open 24 hours a day.
4 Supermarkets are busy all night.
5 Sundays are still different from other days of the week.
6 The Internet won't change shopping habits.


<table>
<thead>
<tr>
<th>time</th>
<th>reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>woman 1</td>
<td>the evening</td>
</tr>
<tr>
<td>man 1</td>
<td>7.00 – 8.00 p.m.</td>
</tr>
<tr>
<td>woman 2</td>
<td></td>
</tr>
<tr>
<td>young women</td>
<td></td>
</tr>
<tr>
<td>man 2</td>
<td></td>
</tr>
</tbody>
</table>

Did you notice ...?
the phrases people used to talk about what they like and don't like
How many can you find in Tapescript 16.2?

Practice p.94

Speak out

1 Complete this questionnaire.

Are you a shopaholic?

Mark these sentences true (✓) or false (✗).

1 I enjoy shopping for clothes.
2 I like buying Christmas presents.
3 I think shops should be open every day of the week.
4 Shopping is good family entertainment.
5 Shopping cheers me up.
6 I buy new clothes at least once a month.
7 I have two or more credit cards.
8 I love window shopping.
9 I often buy clothes and then never wear them.
10 I always buy something when I go shopping.

2 In groups. Compare your answers.
In this lesson

- Describing countries
- Comparatives and superlatives
- Comparing countries

Speak for yourself

1 In pairs. What cities and countries are the people describing?

I imagine ancient mountains, cold winds, rain, hill farms, sheep, and dragons when I think of ... Wales.

1 I imagine very green hills, lots of cows, soft rain, folk music, and Guinness when I think of ...

2 I imagine an enormous island, a beautiful coastline, a dry desert interior, unique animals, and barbecues when I think of ...

3 I imagine lots of tourists, terrible traffic, fantastic ice-cream, lots of ancient monuments, and the Vatican when I think of ...

4 I imagine thousands of busy people walking to work, tall skyscrapers, yellow taxis, really hot Julys, really cold Januarys, and the Statue of Liberty when I think of ...

2 Imagine a country or a city. Describe it to your class. Ask them to guess the place you are thinking of.

Vocabulary

Describing countries

1 Match the groups of adjectives in A with the nouns in B.

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
</tr>
</thead>
<tbody>
<tr>
<td>busy, polluted, noisy, modern, exciting</td>
<td>countryside</td>
</tr>
<tr>
<td>friendly, helpful, aggressive, polite, rude</td>
<td>weather</td>
</tr>
<tr>
<td>hilly, mountainous, flat, wonderful, unspoilt</td>
<td>food</td>
</tr>
<tr>
<td>awful, dry, changeable, sunny, wet</td>
<td>people</td>
</tr>
<tr>
<td>golden, sandy, beautiful, crowded, deserted</td>
<td>cities</td>
</tr>
<tr>
<td>spicy, delicious, tasty, expensive, lovely</td>
<td>beaches</td>
</tr>
</tbody>
</table>

2 Put the adjectives in the right column. Which ones don't have these stress patterns?

3 In pairs. Cover the left-hand part of the table.

1 How many adjectives can you remember?

2 Try saying them with the nouns — remember to use the correct stress pattern. hilly countryside, mountainous countryside, etc.

4 Which adjectives could describe your country?
Grammar
Comparatives and superlatives

1. How much do you know about the world? Circle the correct answers.

The most common first language in the world is English / Chinese, which is spoken by approximately 800 million / 1,200 million people.

The largest country in the world is Russia / Canada, with a total area of over 17 million / 6 million square kilometres. It is 70 / 7 times larger than the UK.

The biggest city in the world is Tokyo / Mexico City, with a population of about 30 million / 15 million. The second biggest is São Paulo / Calcutta.

The highest mountain in the world is Everest / K2, which is 8,863 / 8,863 metres high. Annapurna / K2, the second highest, is 25 / 982 metres lower.

The most popular country with foreign visitors is France / the USA, with over 30 million / 60 million a year.

The driest desert is the Atacama desert in Chile / Mexico - in some areas rain hasn’t fallen for 400 / 4,000 years.

The sunniest place is Yuma, in Peru / Arizona, where there are over 4,000 / 10,000 hours of sunshine a year.

2. Compare your ideas with your partner.

3. How many comparative and superlative adjectives can you find?

Comparatives and superlatives

1. Complete the table. What are the rules for comparatives and superlatives? Are they the same in your language?

<table>
<thead>
<tr>
<th>adjective</th>
<th>comparative</th>
<th>superlative</th>
</tr>
</thead>
<tbody>
<tr>
<td>high</td>
<td>higher (than)</td>
<td>the highest</td>
</tr>
<tr>
<td>big</td>
<td></td>
<td></td>
</tr>
<tr>
<td>large</td>
<td></td>
<td></td>
</tr>
<tr>
<td>dry</td>
<td></td>
<td></td>
</tr>
<tr>
<td>sunny</td>
<td></td>
<td></td>
</tr>
<tr>
<td>common</td>
<td></td>
<td></td>
</tr>
<tr>
<td>popular</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2. There are three irregular adjectives.

<table>
<thead>
<tr>
<th>adjective</th>
<th>comparative</th>
<th>superlative</th>
</tr>
</thead>
<tbody>
<tr>
<td>good</td>
<td></td>
<td></td>
</tr>
<tr>
<td>bad</td>
<td></td>
<td></td>
</tr>
<tr>
<td>far</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

3. We can also use (not) as ... as to compare things.
   * Geneva is as expensive as Tokyo.
   * The Amazon isn’t as long as the Nile.

4. Look at this sentence. Where can you put these words? Which sentence is true?
   * much a bit
   * England is bigger than Scotland.
Practice

1 Listen to these dialogues. What is the pronunciation of than and as?

A I think Japan is the safest country in the world.
B Yes, but it's not as safe as Singapore.

A I think English people are more polite than Americans.
B Really? I think Americans are more polite than English people.

2 In pairs. Practise the dialogues. Try to sound exactly the same.

3 Make your own dialogues about these things.
   1 New York / Paris / beautiful
   2 Italian food / Spanish food / good
   3 Australians / British people / friendly
   4 Hong Kong / Singapore / modern
   5 Scottish countryside / Irish countryside / unspoilt
   6 India / China / interesting
   7 Switzerland / Norway / expensive
   8 Canada / the United States / big

4 Use four comparisons from exercise 3. For each one, make another sentence which means the same thing.

Paris is more beautiful than New York.
New York isn't as beautiful as Paris.

5 Against the clock 3 minutes. Make as many sentences about these cities and countries as you can. Use a different adjective for each sentence.

Can you remember ...
- ten adjectives to describe your country
- the three irregular comparatives and superlatives
- how to use (not) as ... as

Speak out

Compare the following things in your country with the UK or another country that you know. Give as many examples as you can.
Speak for yourself

What's the most 'foreign' place you've been to? Why did it feel foreign to you? Think about these things.

- people
- language
- buildings
- weather
- customs
- music
- transport
- food

English in use

Politeness and customs

1 Read the text about customs. Match these headings to the paragraphs. Can you guess which country this advice is for?

<table>
<thead>
<tr>
<th>Asking for things in a shop</th>
<th>Attracting attention</th>
<th>Topics of conversation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attitudes to time</td>
<td>Talking to strangers</td>
<td>Offering and accepting</td>
</tr>
<tr>
<td>Saying hello</td>
<td>Introductions</td>
<td></td>
</tr>
</tbody>
</table>

1 To say hello, say 'Good luck for the morning / afternoon / evening.' When you meet someone you know, shake hands and ask 'What's the news?' Men and women can shake hands but not kiss or hug in public. Good male friends can hug or hold hands.

2 When you are introduced to somebody, shake hands and say your name.

3 Say 'please' if you offer something to someone, for example 'Please have some tea.' Say 'Thank you' when you accept something.

4 Time isn't important here. The word for 'tomorrow' means 'sometime in the future' and the word for 'yesterday' means 'sometime in the past.' If you ask what time the bus or train will arrive, the usual answer is 'Rubber time', meaning 'Who knows?'

5 There is no word for 'please' when you ask for something. You can be more polite by saying 'Help' before you ask. Always use your right hand to give and receive.

6 To get someone's attention, say 'Excuse me.' To ask someone to repeat what they said, say 'What?'

7 It's OK to start conversations with strangers, to touch them, even to wake them up on a bus or train. Call a stranger 'father' or 'mother' if they are older than you, 'uncle' or 'sister' if they are the same age, or 'child'.

8 It's acceptable to ask people their name, address, telephone number, and questions like, 'Where are you going?', 'Where are you from?', 'Are you married?', and 'What is your religion?'
In pairs. Do you think these sentences about Britain are true (✓) or false (✗)? If they are false, change them so they are true.
1 Always shake hands with your friends when you meet them.
2 When you're introduced to someone you can just say 'Hello' and smile, or 'Pleased to meet you'.
3 British people don't say 'please' and 'thank you' much.
4 It doesn't matter if you're late for an appointment.
5 In shops you can say 'Give me ...' to get someone’s attention, say 'Excuse me'.
6 British people love starting conversations with people they don’t know—feel free to ask lots of personal questions.
7 You should be as polite as possible when talking to people you don’t know.

Useful language

1 Here are some useful 'polite phrases'.

Would you like ... + infinitive / noun?
Could I have ... + noun?
Could you tell me ...?
Do you mind if I ... + verb?
You couldn't ... + verb, could you?
Excuse me, ... , please?

2 Complete the phrases in exercise 1 to make questions.

1 open the window
2 lend me 50p
3 a coffee, please
4 is this the way to the station
5 to see the photos I took
6 how much this costs

3 When / Where would you say these things? Who to?

Practice

1 Complete these questions. Match them with the responses.

1 Would you _____ a cup of coffee?
2 Hello, how _____ you?
3 _____ I have some aspirin, please?
4 _____ me, do you know the way to the stadium?
5 Have you _____ the time, please?
6 My _____ number's 0161 7663339.
7 Richard, can I _____ you to Nicola Rendall?
8 It's a lovely day, _____ it?

a Pleased to meet you, Nicola.
b I'm afraid I don't. I'm a stranger here myself. Sorry.
c Thanks, that'd be lovely.
d It's ten past ten.
e Yes, beautiful.
f Would you like 24 or 48?
g I'm fine, thanks. And you?
h Sorry, you couldn't repeat that, could you?

2 Listen and check your answers.
3 In pairs. Listen again and repeat the dialogues. Try to sound exactly the same.

4 Look at Tapescript 18.1 on p.109. Write down four key words from each dialogue. Then close your books and practise them.

5 Against the clock 2 minutes Look at the language in the Useful language box and make these sentences more polite.
   1 What's the time?
   2 Can I close the window?
   3 What did you say?
   4 Do you want a cup of coffee?
   5 Give me some aspirin.
   6 Where's the post office?
   7 Lend me some change for the phone.
   8 Be quiet.

6 Make dialogues from these cues.
   1 A 0131 7766121 B repeat?
   2 A some stamps? B first or second class?
   3 A cup of tea? B thanks
   4 A introduce / Steven Richards B pleased
   5 A how / you? B not bad / you?
   6 A time? B 8.20
   7 A way / New Theatre B sorry / stranger
   8 A horrible day B awful

Can you remember ...?
• three differences between customs in Indonesia and Britain
• four ‘polite phrases’

Practice p.96

Speak out
1 In groups. Talk about politeness and customs in your country. Try to give examples. Think about these things.

small talk
talking to strangers and older people
greetings and touching
misunderstandings
asking for things in a shop
time
offering, inviting, and accepting

2 What advice about customs would you give someone visiting your country from Britain?
Let's Celebrate

In this lesson
- Saying dates
- Celebrations
- Words that go together

Speak for yourself

1 These days are important in Britain. Do you know what they are?
   25 December 1 January 14 February 24 December
   31 October 5 November 31 December

2 Which day(s) do you associate with these things?
   fireworks   presents  children asking for sweets
   cards       love      last-minute shopping
   midnight    a day off work

3 Think of four or five important dates for you / in your country.
   Why are they important?
   10 September is important because it's my birthday.
   5 August is important in my country because it's Independence Day.

Vocabulary

Special days

1 Think of two things that British people do on each of these days.
   birthday  Christmas  New Year  Valentine's Day

2 Read the texts and match the days with the descriptions. Were your ideas right? Was there anything you didn't know?

1 In some countries they celebrate on the 24th, but in Britain we celebrate on the 25th. In our family we get up early and go to church. Then we come home and open the presents under the tree, which is always covered with beautiful decorations and lights. The bit I enjoy most is having a traditional dinner of turkey, roast potatoes, and vegetables, and because it's a special occasion we always ...

2 Some people say the place to be is Princes Street in Edinburgh, where they have a huge street party. There's music, dancing, singing, and of course drinking, and at midnight everyone hugs and kisses everyone else, friends, family, and even complete strangers! Lots of people make resolutions which ...

3 We had a postbox at school where you could put cards. Some people get lots of cards, and some people didn't get any. Most of the cards were handmade, with hearts and romantic poems on them. Now I send my girlfriend a single red rose and pretend I didn't. I proposed ...

4 Children love these. They get cards and presents from family and friends and they usually have a party with a cake and candles. We tell them to make a wish when they blow out the candles. The most important used to be your 21st but now it's your 18th. In some countries you buy the drinks, but in Britain ...
**Special Days**

- Christmas: 25/12 presents tree
- Valentine's Day
- New Year

**SPEAK OUT**

**In groups.** Describe a celebration in your country. Think about these things.

1. **When is it?** Is it for family and / or friends?
2. **What do people wear?**
3. **What preparations do they make?** Do they play any special games or sing songs?
4. **Do they give cards or presents?** What kinds of presents do they give?
5. **What food do they eat?** How is it different to the UK?
6. **Do you like it? Why / Why not?**
In this lesson
• Views of living abroad
• Listening: what to take when you go to live abroad
• Giving opinions about different countries

Listen for yourself
Other countries

1 In groups. Look at these quotes from British people living abroad. Which countries could they be talking about?
1 Buses and trains are always on time - it's great!
2 I think the best thing is eating out. The food is delicious - hot, spicy, and cheap.
3 The people are really hospitable. They're always inviting me into their houses, and introducing me to their families.
4 Winter is depressing - we only get about five hours' daylight.
5 People say it's dangerous, but it never seems it to me.

2 You will hear an interview with Thérèse, a French woman, talking about her experience of living in Britain.
1 Listen to the questions. Write exactly what you hear.
What _____ thing _____ living _____ Britain?
2 ________ worst ________?
3 ________ miss ________ France?
4 ________ strangest ________ living in Britain?
5 ________ advice _______ give someone _______ Britain?
2 Compare with a partner.
3 Which answers do you think go with the questions above?

4 Listen to the interview and check.

5 Now listen to an interview with Jim, who lived in Ecuador.
1 How will the questions be different?
2 What answers does he give?

6 In pairs. Imagine you're living abroad. Interview one another, using the questions in exercise 2.
Listen 2
What should I take?

1. Jim's next job is in Sri Lanka. He's asking his friend Andrew for advice.
   - Listen. Tick (✓) the topics they mention.
     - climate
     - places to visit
     - money
     - people
     - crime
     - food
     - things to do
     - restaurants
     - what to take
     - health
     - what to wear
     - nightlife

2. Listen again and take notes.
3. In groups. Compare your ideas.

2. What can you remember? Make sentences including these words.
   - He doesn't need to take many clothes.

   - clothes
   - shoes
   - a jumper
   - English books
   - glasses
   - safe
   - friendly
   - hot and spicy
   - water

3. What advice would you give someone coming to live in your country?

Speak out
1. Write the names of these countries – don’t write them in order.

2. In pairs. Read your partner's list. Guess which category each country is in.
In this lesson

- Talking about magazines
- Obligation: have to, don't have to, and mustn't
- Pronunciation of have

Speak for yourself

1. Look at the magazine cover. What are the articles usually about in magazines like this?
2. Which of these articles do you think you would find?

The most exclusive shops in London
World financial crisis
Your horoscope for this week
Banks raise interest rates again
101 ways to find love

Prime Minister to visit Far East
How to be healthy
Perfect honeymoons
This year's fashion rules

Grammar
Obligation

1. Read extracts 1-6. Which articles are they from? Would they be in a women's magazine, a men's magazine, or both? How do you know?

Virgo 24 August - 23 September

Career It's a difficult week for Virgos. You've got too much work to do, and too little time, and nobody understands your problems.

Money As usual, you never have enough money, but don't worry – you don't have to be rich to enjoy life!

Love You mustn't get involved in office romance – it's never a good idea, and you need all your time for work at the moment.
2 Are these sentences true (✓) or false (✗)? Which sentences in the extracts tell you?

1. It's good to go swimming three times a week. ✓
2. You need a lot of money to shop in London. ✗
3. Never fall in love with a colleague. ✓
4. It's important to have a boyfriend or girlfriend. ✗
5. Go to an exciting country on your honeymoon. ✓
6. Suits are boring. ✗
7. It's OK to get cheap flights for your honeymoon. ✓
8. You don't need lots of money to enjoy life. ✓
9. Do a lot of exercise immediately. ✗
10. Women can ask men out. ✓

3 In groups. Which ideas do you agree with?

Obligation

Use

Complete the sentences and match them to the uses.

I have to get up at 5.00 tomorrow, because...
She doesn't have to go to work tomorrow, because...
He mustn't wear jeans at work, because...

Form

1 Complete the table for have to.

<table>
<thead>
<tr>
<th></th>
<th>I / You / We / They</th>
<th>get up at 5.00 tomorrow.</th>
</tr>
</thead>
<tbody>
<tr>
<td>+</td>
<td>He / She</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>I / You / We / They</th>
<th>wear a uniform.</th>
</tr>
</thead>
<tbody>
<tr>
<td>-</td>
<td>He / She</td>
<td></td>
</tr>
</tbody>
</table>

What time do I / you / we / they get up?
What time does he / she get up?

2 Correct the mistakes.

1. She's have to go now.
2. I am have to go home.
3. You mustn't to smoke.
4. I not have to take the exam.
5. Do I have got to come?
6. He's not have to wear a uniform.
Practice

1 Listen to these sentences from the horoscope. How is have pronounced?
You never have enough money.
You don't have to be rich.

2 Against the clock 3 minutes Make as many sentences as you can.

<table>
<thead>
<tr>
<th>Teachers</th>
<th>(don't) have to</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business people</td>
<td>go to conferences.</td>
</tr>
<tr>
<td>Students</td>
<td>work on Saturdays.</td>
</tr>
<tr>
<td>I</td>
<td>travel a lot.</td>
</tr>
<tr>
<td></td>
<td>get up early.</td>
</tr>
</tbody>
</table>

3 Can you add more sentences about yourself?

4 Complete these sentences with have to, don't have to, or mustn't. Which magazine article do they go with?

1 If you want to lose weight, you ______ eat less and exercise more.
2 Love is also hard to find, but you ______ be patient.
3 You ______ wear brown shoes with grey trousers.
4 You ______ do anything you don't want to – just be happy together.
5 You ______ phone him first – make him wait!
6 You ______ buy anything. Looking is half the fun.

5 Don't look at the texts. What can you remember?

1 suits / boring 6 wait for a man to ask you out
2 clothes / work hard 7 fly economy
3 do too much exercise at first 8 go swimming at least twice a week
4 go somewhere exotic 9 rich / enjoy life
5 everything / black 10 office romance

Speak out

1 In groups. What would you find in these magazine articles? Make sentences with have to, don't have to, and mustn't.

**Top tips for a healthier you**

**What to wear to a wedding**

**How to be a model**

**How to make him / her love you**

**How to be successful at work**

2 Compare your ideas – do you agree?
In this lesson
• Shop vocabulary
• Shopping language
• Buying clothes

Speak for yourself

1 In pairs. A memory test - when was the last time you bought these things?

<table>
<thead>
<tr>
<th>Item</th>
<th>Shop or place</th>
</tr>
</thead>
<tbody>
<tr>
<td>a book</td>
<td>buy a novel</td>
</tr>
<tr>
<td>an item of clothing</td>
<td>buy jeans</td>
</tr>
<tr>
<td>a CD</td>
<td>buy painkillers</td>
</tr>
<tr>
<td>fast food</td>
<td>have an eye test</td>
</tr>
<tr>
<td>a present for somebody</td>
<td>have a drink</td>
</tr>
<tr>
<td>a train or plane ticket</td>
<td>have dinner</td>
</tr>
<tr>
<td></td>
<td>send a parcel</td>
</tr>
<tr>
<td></td>
<td>have a haircut</td>
</tr>
</tbody>
</table>

2 Try to remember as much as you can about what happened. Think about these things.
• Where did you buy it?
• How much did it cost?
• How long did it take you to decide what to buy?

Vocabulary

Spending money

1 What shops or places would you do these things in?

- buy jeans
- buy painkillers
- have an eye test
- have a drink
- have dinner
- send a parcel
- have a haircut
- do the weekly shop
- buy a newspaper
- buy a ring
- see a film
- buy a film
- change money
- buy a novel

2 Which things can you do at these times in your country?

midnight 10.00 a.m. 7.00 p.m. Sunday morning
English in use
Spending more money

1 Here are ten requests connected with buying things.
1 Listen and complete them.
   1 Excuse me, can you tell me ________, please?
   2 Excuse me, do you think I could ________?
   3 I'd like to buy ________.
   4 ________ Casablanca, please.
   5 Excuse me, could you tell me ________ the toothpaste, please?
   6 Can I have ________, please?
   7 Could you tell me ________?
   8 Could you possibly ________ in one hour?
   9 Can I ________ you?
10 Could I ________ for this afternoon, please?

2 Compare your answers with your partner. Check in Tapescript 22.1 on p.109.

2 Match each request with a response below. Listen and check.
a Certainly. They'll be ready after lunch.
b I think it's in aisle seven. I'll show you.
c There you are. Screen two is on the left. Enjoy the film.
d Standard 35 mm would be fine.
e Certainly. Would you like 10, 20, or 50 units?
f Sure. Can I have a look at it?
g Yes, the fitting rooms are over there.
h No, thanks. I'm just looking.
i They're on the second floor.
j Is that for a cut or a wash, cut, and blow dry?

3 Which dialogue would you hear in a clothes shop? Where would you hear the other dialogues?

Useful language

1 Look at these expressions in a clothes shop, and mark them C for customer and A for assistant.

**Asking**
- I'm just looking, thanks.
- Can I help you?
- What size would you like?
- Have you got this in a size 12 / a medium?
- I'll just have a look.
- I'll take it / them.

**Trying on**
- Could I try it / them on, please?
- The fitting rooms are over there.
- Any good?
- It's a bit tight / big / small.
- Do you think I could try on a bigger one?

**Paying**
- Can I pay by credit card?
- How would you like to pay?
- Cash or credit card?
- Your receipt's in the bag.

2 Listen to this dialogue and tick (✓) the expressions you hear.

3 Which expressions could be useful for buying other things?

4 Compare these two questions. Which is more polite?
   Where are the CDs, please?  Could you tell me where the CDs are, please?
Practice

1 Against the clock 3 minutes Make these sentences more polite.
1 I want to try it on.
2 Where's the shampoo?
3 Give me a phonecard.
4 I want to pay by credit card.
5 I want you to dry clean this suit today.
6 How much is this?
7 Give me a smaller one to try.
8 Where are the fitting rooms?

2 Listen and check your ideas. Repeat the sentences and try to sound exactly the same.

3 In pairs. Make short dialogues which include these phrases.

A Could I have a film for this camera, please?
B Would you like black and white or colour?
A Colour, please.
1 black and white or colour?
2 where the travel books are?
3 dry clean this jacket?
4 battery for my camera?
5 shirt costs?
6 I'm sorry, we haven't got any fitting rooms.
7 wash, cut, and blow dry.
8 24 aspirin?
9 film starts?

Can you remember ...?
- six types of shop
- six phrases you use or hear in a clothes shop

Practice p.99

Speak out

1 In pairs. You are in a clothes shop. Decide what to say and have the conversation.

<table>
<thead>
<tr>
<th>Shop assistant</th>
<th>Customer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hello / help you?</td>
<td>try trousers on?</td>
</tr>
<tr>
<td>What size and colour / like? small / medium / large / blue</td>
<td>fitting rooms / over there Thank you</td>
</tr>
<tr>
<td>good? bit big / smaller?</td>
<td>better? Yes / how much</td>
</tr>
<tr>
<td>35.99</td>
<td>take them</td>
</tr>
<tr>
<td>how / pay? cash / credit card</td>
<td>There you are / receipt / bag Thank you</td>
</tr>
<tr>
<td>Thank you</td>
<td>Thank you / bye</td>
</tr>
</tbody>
</table>

2 Now change the details of the conversation (item of clothing, size, colour, price) and change roles.

3 Perform one of your dialogues for the class.
In this lesson

- Clothes and accessories
- go with, suit, fit, look
- Words that go together

Speak for yourself

Find out if these statements are true (✓) or false (✗) by doing a class survey. If they are false, change them so that they are true.

1. No one wears earrings every day.
2. Not many of us buy second-hand clothes.
3. Only one of us has a tattoo.
4. All of us have changed our hairstyles recently.
5. We all usually wear make-up.
6. None of us has any designer clothes.
7. Nobody has more than ten pairs of shoes.
8. One of us never wears a watch.

Vocabulary

Clothes and accessories

1. Read the texts. What do they tell you about the three people?

I usually wear a dark suit, a white shirt, and a tie to the office. I carry a briefcase with me, and if it's raining, an umbrella and raincoat. At home I wear a pair of old trousers, and a cardigan which smells of my pipe smoke.

I have to wear a uniform. I hate the colours - brown and green. We have to wear skirts and a shirt and tie, and we can't wear make-up or jewellery. I can't wait for the weekend, and then I can wear what I want - jeans and a top, and lots of rings and bracelets. I love big earrings!

To work I wear the same thing every day: white shirt, black tie, black jacket and trousers, and black shoes. And a hat when I'm on duty. We're not allowed to wear jewellery; it could be dangerous if we have to make an arrest, and no make-up either. At home, I usually wear something very casual, maybe joggers and a T-shirt, and trainers.

2. Read the texts again and underline all the clothes and accessories.

3. In groups. Complete the word web with as many clothes and accessories as possible.
Practice

1 Look at the word web again. Which things are only for men / women?

<table>
<thead>
<tr>
<th>men</th>
<th>women</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2 Against the clock 3 minutes Make sentences about people in the class. Tick (✓) as many words in the word web as you can.

(Keiko) is wearing ...
(David) has got ...

3 Check the meaning of the verbs in italics.
Do you think this shirt goes with these trousers?
That hat really suits you.
This suit doesn't fit very well.
That jacket looks great.

4 In groups. Practise complimenting each other on your clothes.
I like your jumper – it really suits you / it looks great ...

Can you remember ...?
- three items of jewellery
- four informal items of clothing
- three things that only women wear

Practice p.100

Speak out

In groups. What would you wear in these situations?
- a wedding (not your own)
- a job interview
- a party
- to walk the dog
- at work
- after work
- on a first date
- at the weekend

In groups. What would you need new clothes for?
In this lesson
- The last 40 years
- Listening: couples talking about old photographs
- Talking about important current events

Listen for yourself
When was that?

1. What do you know about the people and events in these pictures?
   Can you complete the years?
2. Check your ideas on p.109.

3. Listen to these people talking about the events above. Do they get the years right?
4. They often don't know the exact answer. Listen again and tick (✓) the phrases they use when they're not sure.

   1. I'm not sure.
   2. I don't know.
   3. I think it was ...
   4. Something like that.
   5. Could be.
   6. I think so.
   7. I may be wrong.
   8. No idea.
   9. I can't remember.

5. What other famous people and events can you think of from the 1960s, 70s, 80s, and 90s?
Listen 2
The way we were

1 Look at these two photographs.
   1 When do you think they were taken?
   2 Describe the couples' clothes and hair.

2 Look at the beginning of the conversations. Match the photographs to the couples.

   Susan   Look at this photo. I can't believe we looked like that!
   Dave    I know, it's so embarrassing ...

   Sam     Well, we haven't changed that much.
   Daniel  Not really, no ...

3 Now listen to the two couples talking about the photographs.
   1 When were they taken?
   2 What people and things do they talk about?

   phrasess which mean 1980-83, 1974-76, and 1967-69
   clothes and jewellery   famous people   sport   music

---

Speak out

1 What will people remember about this year in ten years' time?
   Think about these things.

   clothes and fashion   sport   events
   sport   politics   music
   events   famous people

2 In groups. Compare your ideas.
In this lesson

- Present simple and continuous
- Adverbs of frequency
- Talking about lifestyles

Speak for yourself

Do you agree with these statements?

1. Housework isn't really work.
2. One parent should stay at home with the children.
3. Women are better than men at looking after children.
4. Parents should spend some time with their children every day.
5. Women can have children and a career.

Grammar

Present simple and continuous

1. Read the text. Which of the statements above would Mike and Tina agree with?

It’s early evening and Mike Beaver, 41, is sitting in the living room of his suburban house near London. He’s reading to his daughter Louise, six, and his baby son Eddie is playing with his toys. Aha, you think, Mike has come home from work and he’s enjoying quality time with his children.

But you’d be wrong. Mike is a househusband. He looks after the children full-time, and he does the same things any housewife does. He wakes the children up and gives them their breakfast, takes Louise to school, and one day a week takes Eddie to the nursery. Then he cleans the house, does the shopping, and picks the children up from school. He makes dinner for his wife Tina. Then he puts the children to bed—all while she’s at work.

Tina is the director of a PR firm in London so she earns a good salary, but she works long hours. She goes to work at 7.00 in the morning and she often doesn’t get home until 8 p.m., when the children are usually asleep, so she hardly ever sees them during the week. But at the weekend they spend time together. They go shopping, go for a family walk, the children sometimes invite friends over, and in the evening they all sit in front of the television. For these two days, Tina forgets her career, and she enjoys being with the children.

‘Many people, especially men, don’t believe me, but I’m enjoying life. I’m doing what I want to do,’ says Mike. And what does Tina think? ‘It means that I can have a career, which I love. And I admire Mike for being so good at what he does—he does a better job than I ever could!’ she says with a smile.

2. In groups. Discuss these questions.

- What do you think of Mike’s ‘job’?
- Could you be like Mike? Would you marry someone like Mike? Why / Why not?
3 Look at the text again. Complete the gaps.
   a He _______ to his daughter Louise.
   b He _______ the children full-time.

4 What tenses are used in sentences a and b? Look at the text again
   and find three examples of each tense.

Present simple and continuous

Form

Complete the tables with the verb work.

<table>
<thead>
<tr>
<th>Present simple</th>
<th>+</th>
<th>-</th>
<th>?</th>
</tr>
</thead>
<tbody>
<tr>
<td>I / You / We / They work</td>
<td>______</td>
<td>______</td>
<td>______</td>
</tr>
<tr>
<td>He / She / It work</td>
<td>______</td>
<td>______</td>
<td>______</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Present continuous</th>
<th>+</th>
<th>-</th>
<th>?</th>
</tr>
</thead>
<tbody>
<tr>
<td>I'm working</td>
<td>______</td>
<td>______</td>
<td>______</td>
</tr>
<tr>
<td>You / We / They working</td>
<td>______</td>
<td>______</td>
<td>______</td>
</tr>
<tr>
<td>He / She / It working</td>
<td>______</td>
<td>______</td>
<td>______</td>
</tr>
</tbody>
</table>

Use

1 Complete the rules with a, b, c, and d.
   We use the present simple to talk about...
   We use the present continuous to talk about...
   a habits / regular events.  c what is happening now.
   b temporary states.  d facts.

2 Do you have the same rules in your language?

Adverbs of frequency

1 Find four adverbs of frequency in the text.
   always  o  s  h  e never

2 Do these words go before or after the verb? What about the verb to be? Check your ideas in the text.

Practice

1 What is the he / she / it form of these verbs?
   1 A  Try saying them, and put them in the right column.

<table>
<thead>
<tr>
<th>/s/</th>
<th>/z/</th>
<th>/\z/</th>
</tr>
</thead>
<tbody>
<tr>
<td>sit</td>
<td>drive</td>
<td>start</td>
</tr>
<tr>
<td>pass</td>
<td>go</td>
<td>work</td>
</tr>
<tr>
<td>look</td>
<td>speak</td>
<td>kiss</td>
</tr>
<tr>
<td>understand</td>
<td>belong</td>
<td>put</td>
</tr>
<tr>
<td>make</td>
<td>earn</td>
<td>watch</td>
</tr>
<tr>
<td>do</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2 Listen and check.
2 Here are some everyday activities.
1 Complete the gaps with a verb.

<table>
<thead>
<tr>
<th>earn</th>
<th>work</th>
<th>get</th>
<th>make</th>
<th>invite</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>go</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>look</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1 ___ after the children  7 ___ friends over
2 ___ them to school  8 ___ in front of the television
3 ___ home from work  9 ___ long hours
4 ___ for a walk  10 ___ the house
5 ___ the shopping  11 ___ dinner
6 ___ the children to bed  12 ___ a good salary

2 Who does these things - Mike, Tina, the children, or the whole family?

3 Compare yourself and your family with Mike and Tina - try to use
  adverbs of frequency.

Mike cleans the house, but I never do. My wife always does it.

4 Listen to the dialogues. Match the people and the activities.
1 Jack and Chloe
2 David
3 Stephanie
4 Mike
5 John and Sara
6 Kate

5 In pairs. Ask and answer questions about the people.
  'Is David doing the shopping?' 'No, he isn't, he's ...'
  'What are John and Sara doing?' 'They're ...'

6 Listen again. What exactly do the people say? Check in Tapescript 25.2
  on p.110. Repeat the dialogues and try to sound exactly the same.

Speak out

1 You're going to interview someone about their lifestyle. Make as
   many questions as you can. Ask questions about these things, and try
   to use all the question words.

   **Home**  **Who**
   **Free Time**  **When**
   **Daily Routine**  **How often**
   **Work/Study**  **How much**
   **Family**  **How many**
   **What time**
   **Where**  **What**

2 In pairs. Ask and answer questions. Try to give as much information
   as you can.

3 How would you like your lifestyle to be different?
   I usually get up at 7.00. I'd like to get up at 9.00!
In this lesson

- Work and study vocabulary
- Asking for and giving advice
- Talking about work and study problems

Speak for yourself

1. Try this questionnaire to see if you are addicted to work. Circle the numbers and add up your score.

** ARE YOU A WORKAHOLIC? **

1 = never  2 = rarely  3 = sometimes  4 = often

1. I find it difficult to find time to relax at home.  
2. I take work home.  
3. I spend my evenings and weekends working.  
4. I spend my holidays worrying about work.  
5. I work during coffee breaks and lunchtime.  
6. I work late and go home late.  
7. I forget about arrangements which are not work arrangements.  
8. I talk about work when I'm socializing.  
9. I find it difficult to find time to go out.  
10. I like to be in control.

2. In groups. What kind of workers are you? Do you agree with the questionnaire?

Vocabulary

Work and study

1. Which of these words are connected with jobs, being a student, or both?

<table>
<thead>
<tr>
<th>colleague</th>
<th>exams</th>
<th>library</th>
<th>business</th>
</tr>
</thead>
<tbody>
<tr>
<td>revise</td>
<td>boss</td>
<td>deadline</td>
<td>study</td>
</tr>
<tr>
<td>office</td>
<td>learn</td>
<td>conference</td>
<td>meeting</td>
</tr>
</tbody>
</table>

2. In pairs. Use the words to talk about yourself.

I work in an office. I get on with my colleagues, but I hate my boss.
English in use
Giving advice

1 Look at this newspaper problem page. What’s Susan’s problem? What advice would you give her?

My name’s Susan. My husband runs his own business and I think he’s a workaholic. He goes to work at 7.00 a.m., seven days a week, and doesn’t come home until 8.00 or 9.00. He usually brings work home with him and when he doesn’t, he spends the evening talking about it. We never go out any more. We don’t even go on holiday together – last year I went away with friends. How can I make him understand that I want to spend more time with him?

2 Now read the advice. Which do you think is better? Why?

Men! They wine us, dine us, marry us, and then they forget about us. I think you should tell him that he has to look after you and his marriage, not his business. If I were you, I’d tell him to work less, and start spending more time with me! My advice is to arrange a surprise holiday for the two of you – and if he refuses to go, you should go without him!

Don’t worry, Susan, this is perfectly normal. Your husband is married to his job and it seems as if he doesn’t love you any more, but it’s not true. Have you thought of talking to him about it? You should tell him how you feel, how much you miss him, and how much you want to go on holiday with him. Why don’t you suggest a weekend in the country? Maybe this will make him think about his priorities in life.

3 What advice would you give Susan’s husband?

Useful language

1 Read the problem page again. Complete these phrases.
   You sh _____ / sh _____ + verb.
   My _____ is to + verb.
   If I _____ you, I’d + verb.
   Have you _____ of + -ing form?
   Why _____ you + verb?

2 Match the two parts of these sentences. What do you think the problems are?
   1 I think take some aspirin and go to bed.
   2 My advice is to take him to the vet.
   3 If I were you, you should get more exercise.
   4 Have you thought of I’d break the window.
   5 Why don’t you having contact lenses?

3 Listen to the sentences.
   1 Sentences 1, 2, and 3 – which words have the strongest stress?
   2 Sentences 4 and 5 – which has rising intonation on the last syllable?

4 Listen again and repeat the sentences. Try to sound exactly the same.
Practice

1 Listen to these five people. What are their problems?

2 Match the problems with this advice.
   • go but don't stay long
   • stay until you find something more interesting
   • go to see a doctor
   • pay for the damage
   • go by train

3 Practise giving the advice in different ways, using the Useful language box on p.68.

   I think you should go by train.
   My advice is to go by train.

4 Listen and complete this dialogue for problem 1. How does the person ask for advice?

   Jane: I've got a real __ - I'm afraid __ and my boss has asked me to __. What __ you think __?
   Owen: the meeting?
   Jane: __ at 10.00.
   Owen: Well, __, I'd go by train __. Then __ a bit of Paris, too.
   Jane: __! Thanks.

5 In pairs. Make short dialogues for the other four problems using this pattern.

   A Tell B that you have a problem, and ask for advice
   B Ask questions about the problem
   A Answer the questions, explain the problem
   B Offer advice
   A Accept the advice

Can you remember ...?
- one way of asking for advice
- four ways of giving advice

Speak out

1 Think of a problem with work or study - it can be real or invented.

   Use the ideas below to help you.

   exams
   deadlines
   money
   illness
   travel
   relationships

2 In pairs. Make a dialogue using the pattern in exercise 5.

3 Practise your dialogue and perform it for the class.
In this lesson
- Jobs and work
- Parts of speech – nouns and adjectives
- Describing jobs

Speak for yourself
1 Match the beginnings and ends of these sayings.
   1 All work and no play a make light work.
   2 A woman's work b makes Jack a dull boy.
   3 Work won't kill c is never done.
   4 Many hands d but worry will.

2 Do you have similar sayings about work in your language? Translate them into English.

Vocabulary
Jobs and work
1 Against the clock Read the job adverts and answer the questions.
   1 Which job pays most?
   2 Which job doesn't pay at all?
   3 Which needs most experience?
   4 Which involves most travel?
   5 Which isn't permanent?
   6 Which job do you need a computer to apply for? Why?
   7 Which jobs want people who've been to university?
   8 Which could somebody leaving school apply for?

INTERNATIONAL VOLUNTARY WORK PROGRAMME
If you're planning to do voluntary work over the summer, take a look at what we have to offer. We send volunteers on four-week projects round the world, helping local communities.
Volunteers need no qualifications, should be aged 18+, enthusiastic, friendly, flexible, and enjoy working in a team.
For more information write to:
IVWP
19 Brook Street
Guildford
GU5 2JY
or visit our homepage at www.ivwp.org

INTERNATIONAL VOLUNTARY WORK PROGRAMME
If you're planning to do voluntary work over the summer, take a look at what we have to offer. We send volunteers on four-week projects round the world, helping local communities.
Volunteers need no qualifications, should be aged 18+, enthusiastic, friendly, flexible, and enjoy working in a team.
For more information write to:
IVWP
19 Brook Street
Guildford
GU5 2JY
or visit our homepage at www.ivwp.org

City of Eureka, California
Parks and Beaches Manager
Full-time
Salary $4,500–$6,500 per month
Application closing date: Open until filled. Apply ASAP.
You will be responsible for the development and care of the city's parks and recreation facilities. You must have a degree in park management and four years' experience. The position requires excellent communication skills, and the ability to work independently. Applicants must have a California Driver's License.
For more information contact:
City of Eureka Personnel Department
10 Manchester Drive
Eureka California 90401

Can you see into the future?
If you can, and you see yourself in IT, then we want to hear from you. We have vacancies for recent graduates in our Systems Support Network.
We offer:
- a starting salary in the region of £20K
- a full package of benefits including pension, health insurance, and flexitime
- challenging and varied work
You offer:
- a degree or diploma in computer science
- at least a year's experience in systems support
- enthusiasm, reliability, flexibility, and ambition
Interested? E-mail us.
networker@ssncv.co.uk
2 Look at the vocabulary below. Match the headings with the groups of words. Add more words from the adverts.

- skills
- personality
- type of work
- pay
- benefits
- hours

<table>
<thead>
<tr>
<th>highly-paid (not) well-paid</th>
<th>low-paid</th>
</tr>
</thead>
<tbody>
<tr>
<td>computer skills</td>
<td>part-time</td>
</tr>
<tr>
<td>attention to detail</td>
<td>boring</td>
</tr>
<tr>
<td>driving</td>
<td>interesting</td>
</tr>
<tr>
<td>languages</td>
<td>overtime</td>
</tr>
<tr>
<td>organized</td>
<td>a company car</td>
</tr>
<tr>
<td>independent</td>
<td>reliable</td>
</tr>
<tr>
<td>patient</td>
<td></td>
</tr>
</tbody>
</table>

3 Against the clock [3 minutes] Make as many sentences as you can about your job (or a job you'd like to have), using the words in the chart.

- Volunteers should be en _____ and fl _____.
- You offer en _____ and fl _____.

b Use your dictionary to complete this table.

<table>
<thead>
<tr>
<th>noun</th>
<th>adjective</th>
</tr>
</thead>
<tbody>
<tr>
<td>reliability</td>
<td>patient</td>
</tr>
<tr>
<td>a friend</td>
<td>challenging</td>
</tr>
<tr>
<td>ambition</td>
<td>responsible</td>
</tr>
<tr>
<td>independent</td>
<td></td>
</tr>
</tbody>
</table>

c In groups. Use the words to describe yourself or the work you do.

Speak out

1 Which of these jobs would you be good at? Which would you like?

- fitness instructor
- nurse
- dentist
- politician
- factory worker

2 Rank the jobs according to these things.

Pay Stress Skills needed Value to society

3 Compare your ideas.
In this lesson
- Talking about interview experiences
- Listening: two job interviews
- Having a job interview

### Listen for yourself

#### Advice for interviewers

1. **Have you ever had an interview? What can you remember about it?**
   - What was it for?
   - Where was it?
   - How did you feel?
   - Who interviewed you?
   - What did you wear?
   - How long did it last?
   - Did it go well?

2. **Which of these topics do interviewers ask questions about?**
   - education
   - politics
   - personality
   - hobbies
   - salary
   - religion
   - health
   - diet

3. **Look at these ideas about how to be a good interviewer.**

   **Advice for interviewers**
   1. Put a notice on the door so that people don't interrupt. Make sure the chairs are all the same height, and don't sit behind a desk.
   2. Help the applicant to relax. Give them a cup of coffee and ask about their journey.
   3. Don't make a decision in the first minute.
   4. Don't be afraid to ask difficult questions — they often get the best answers.
   5. Make a quick decision and tell the interviewees — nobody likes waiting to hear if they've got a job.

4. **Listen to a manager talking about the ideas. Complete the table.**

   1. **How do you prepare the interview room?**
   2. **How do you help people relax at the start of the interview?**
   3. **Do you make snap decisions?**
   4. **What questions do people find difficult to answer?**
   5. **When do you tell people the result?**

5. **Does he follow the advice for interviewers?**
Listen 2
Two interviews

1 Complete these questions. Which does an interviewer ask and which
does an interviewee ask?
1 Why want work for us?
2 Who I work with?
3 How much earn current job?
4 How much I learn?
5 What strengths weaknesses?
6 Why think good at this job?
7 What training opportunities?
8 Where want to be five years time?
9 Like work in a team?
10 Possible work flexitime?

2 Listen and check. Which questions have Yes No answers?
3 Listen again. Repeat the questions. Does the intonation rise
(↑) or fall (↓) at the end?
4 Look back at the IT job advert on p.70. Listen to two extracts
from interviews for the job.
1 Which person gives better answers?
2 Which person would you give the job to? Why?
5 In pairs. What can you remember? Which person ...
1 wants to live abroad? Where?
2 is making financial plans for the future? How do you know?
3 wants to stay in his new job for several years?
4 talks about qualifications?
5 works harder?
6 is more ambitious? How do you know?
7 is probably healthier? How do you know?
8 was late for the interview? Why?
9 wants to work flexitime? Why?
10 would earn more than before? How much more?

6 Listen again and check your ideas.

Speak out
1 In pairs. You're going to have a job interview. Choose one of the jobs
on p.70.

Interviewer
Think about these things:
• How will you help the interviewee to relax?
• What questions will you ask about education,
experience, personal qualities, and future plans?
• Will you ask the interviewee if he she has
any questions?
• How will you finish the interview?

Interviewee
Think about these things:
• Why do you want the job?
• Why are you suitable for the job?
• What qualifications, skills, and personal qualities do
you have?
• What questions will you ask about the job, the
company, and the salary?

2 Have the interview.
In this lesson
• Life stages
• Multi-word verbs
• Talking about the future

Speak for yourself
1 Match the ages on the left with the things on the right.

<table>
<thead>
<tr>
<th>Babies</th>
<th>Go bald</th>
<th>Have children</th>
</tr>
</thead>
<tbody>
<tr>
<td>Children</td>
<td>Leave home</td>
<td>Babysit</td>
</tr>
<tr>
<td>Teenagers</td>
<td>Put on weight</td>
<td>Go on a cruise</td>
</tr>
<tr>
<td>Twenty-somethings</td>
<td>Eat sweets</td>
<td>Live on a pension</td>
</tr>
<tr>
<td>Thirty-somethings</td>
<td>Get married</td>
<td>Get their first job</td>
</tr>
<tr>
<td>Middle-aged people</td>
<td>Wear nappies</td>
<td>Go grey</td>
</tr>
<tr>
<td>Retired people</td>
<td>Play computer games</td>
<td>Get into trouble</td>
</tr>
</tbody>
</table>

2 Compare your ideas with a partner.

3 What are the most important events in a person's life? What have been the most important events in your life?

Vocabulary
Multi-word verbs
1 Look at these verbs from the texts. Use a dictionary and complete the sentences.

<table>
<thead>
<tr>
<th>Look after</th>
<th>Grow up</th>
<th>Give up</th>
<th>Look forward to</th>
</tr>
</thead>
<tbody>
<tr>
<td>Take up</td>
<td>Settle down</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1 What do you want to be when you ________?
2 I'm really ________ seeing you again.
3 I'd like to ________, get married, and have children.
4 I'm too young to ________ golf!
5 Who's going to ________ your cat while you're away?
6 I ________ smoking last year.

2 In pairs. Ask and answer these questions.

1 What did you want to be when you grew up?
2 Who looked after you when you were young?
3 Have you ever given anything up?
4 What are you looking forward to at the moment?
5 What sports or hobbies would you be interested in taking up?
6 What age do you think is best to settle down?
Grammar
The future

1 Read these texts and match them to the pictures. What life changes are the people talking about?

1—I was really tired of school, and I’m looking forward to university — I’ve finally grown up! I’m hoping to live in university accommodation for the first year, and after that I’d like to get a house with some friends. I’m going to study geography, but I want to have plenty of time for wild parties too.

2—I’m looking forward to earning more money, but I’m a bit worried about moving to Edinburgh. I’m going to stay with friends for a while, but I’d like to buy a place of my own soon, and I think Edinburgh’s quite expensive …

3—I’d like to take up painting, and I want to spend more time in the garden. After working for 40 years I’m not looking forward to having so much free time, but my grandchildren live just round the corner, so I’m planning to see a lot of them.

4—We’re planning to have kids, maybe three or four, but not yet. Looking after them costs a fortune, and we’d like to have a few years on our own first — we’re going to travel and see the world a bit. We’re really looking forward to sharing our lives.

5—I’m looking forward to being single again, but it’s difficult after you’ve been married. I feel as if it’s time for a change — I hope to get a job outside London, and I’m going to give up smoking. At least we haven’t got any children, so that isn’t a problem.

2 Which people seem happiest about the future? Why?

3 How many different ways of talking about the future can you find in the texts? Check your ideas below.

The future

1 Look at these ways of talking about your future. Are they followed by a verb, an -ing form, or a noun?

- I want to + ___________
- I’d like to + ___________
- I hope to / I’m hoping to + ___________
- I plan to / I’m planning to + ___________
- I’m looking forward to + ___________ / ___________
- I’m going to + ___________

2 How do we make negatives and questions with these forms?

3 Correct the mistakes in these sentences.

1 They’re hoping get married soon.
2 He not want be doctor.
3 I’d really like taking up the piano.
4 I like to travel the world next year.
5 I’m looking forward to go to Brazil.
6 She wants be an engineer.
7 We’re planning start a business.
8 I don’t going to have any children.
Practice

1. Look at these sentences. What can you say about each person?
   - I hope to ... and I'm planning to ...

2. How old are they?
   - I'm hoping to ...
   - I'm planning to ...

3. I'm going to go on a diet.
4. I'm looking forward to retiring.
5. I'm going to give up my job.
6. I'd like to hitchhike across the States.
7. I want to be a racing driver when I grow up.
8. I'm never going to get married again.
9. I'm hoping to study modern languages.
10. We're planning to sell the house when the children grow up and leave.

2. Now listen to the sentences.
   - What happens to ...
   - What happens to going to and want to?

3. Repeat the sentences. Try to sound exactly the same.

4. Against the clock [3 minutes] Look at Angela and Janet. Make as many sentences about their futures as you can.
   - She's looking forward to going round the world.
   - She doesn't want to work in an office for ever.

5. Compare your sentences with the rest of the class. Can they tell you which person each sentence is about?

Speak out

1. In pairs. Make sentences about your future. Use the forms in this lesson.

   - finish university
   - have children (how many?)
   - have my own place
   - get married
   - take exams
   - live abroad (where?)
   - go home
   - have my own business
   - be rich
   - travel the world
   - work (as a ...)
   - retire
   - do a parachute jump

2. Compare your sentences with another pair. Do you have the same ideas about the future? Ask more questions.
   - A: I'd like to get married.
   - B: Who to? When? Why?

3. Have you got a 'life plan'?
In this lesson

- Medical vocabulary
- Asking about and describing medical problems
- Talking about health when travelling

Speak for yourself

1 Read these texts. Which do you agree with?

Looking after yourself

For

We should look after ourselves properly. We know it’s dangerous to smoke, we know we shouldn’t drink too much, and we know that diet is important. If we eat good food and take enough exercise we enjoy life more, and we enjoy it for longer. It’s common sense.

Against

It’s ridiculous – people spend their lives worrying about what they eat and drink, going to the gym, and being unhappy about the way they live. And it doesn’t make any difference. Eat what you want to eat, drink what you want to drink, and enjoy yourself. My granddad lived on fish and chips and Guinness, and he lived to 94.

2 What do you do to keep healthy? Think about these things.

- food
- cigarettes
- exercise
- sleep
- alcohol
- work
- medical check-ups

Vocabulary

Medical problems

1 In pairs. What do you do when you have these problems?

A I see a doctor.
B Oh, I carry on as normal.

<table>
<thead>
<tr>
<th>a headache</th>
<th>a sore throat</th>
<th>a cold</th>
<th>a mosquito bite</th>
</tr>
</thead>
<tbody>
<tr>
<td>flu</td>
<td>food poisoning</td>
<td>backache</td>
<td>a sprained ankle</td>
</tr>
<tr>
<td>sunburn</td>
<td>toothache</td>
<td>hiccups</td>
<td>a temperature</td>
</tr>
<tr>
<td>travel sickness</td>
<td>indigestion</td>
<td>stomach-ache</td>
<td>a cut finger</td>
</tr>
</tbody>
</table>

2 How many of the problems have you had in the last year?
English in use
What's the matter?

1 Listen and complete the missing parts of the dialogue.

Helen: Hi, Nick. You ___________ too good.
Nick: No, I feel ___________.

Helen: ___________?
Nick: I've got a ___________ and my body ___________ all over.
Helen: Oh dear. It sounds like flu to me. ___________ go home?
Nick: ___________.

2 Check in Tapescript 30.1 on p.111.
3 Practise the conversation.

Useful language

Look at these sentences. Connect the ones that mean the same thing.

1 I feel ill.
2 What's the matter?
3 You don't look too good.
4 Oh dear.
5 Are you OK?
6 I think you should ___________.
7 I've got stomach-ache.

a Are you all right?
b My stomach hurts.
c Why don't you ___________?
d What's up?
e I feel awful.
f I'm sorry (to hear that).
g You don't look very well.

Practice

1 Listen to these sentences. Which words are stressed? Repeat them and try to sound exactly the same.

You don't look very well.
Are you all right?
Oh dear.
I've got a splitting headache.
My back hurts.
I feel terrible.
I've got an awful cold.

2 Now listen to these three dialogues. What's the problem, and what does the friend suggest?

<table>
<thead>
<tr>
<th>problem</th>
<th>friend suggests</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
</tr>
</tbody>
</table>
What's the difference between I'm cold and I've got a cold?

Can you remember ...
- eight medical problems
- three things to say to someone who looks ill

Practice p.104

3 In pairs. Make a dialogue using these cues.
A
not look too good No / terrible
What / matter? awful toothache
dear / Why don't / dentist? Yes / go tomorrow
B

4 Have similar conversations about these things.
- a bad cold - a high temperature - terrible backache - indigestion

Speak out
1 In groups. Imagine you are travelling to a tropical country. What should you do to avoid getting ill? Complete the information below.

Before you go
Go to your doctor at least ________ weeks before you travel to find out what medication you need.

What to take
You should take a first aid kit containing:

While you are travelling
While you are on the plane, ________.
If you suffer from travel sickness, ________.
If you have jet lag when you arrive, ________.
Avoid insect bites by ________.
In hot climates drink lots of ________.
Drink ________ water if possible.
Wash ________ before you eat it / them.
Don't eat ________.
Keep out of the sun between ________ and ________.
If you get sunburn, ________.
If you are bitten by an animal, ________.

2 What problems will you have if you don't do the things above?
3 What health advice would you give someone visiting your country?
Man has always thought that he is more intelligent than dolphins because he has achieved so much — the wheel, New York, wars, and so on — and all dolphins ever do is play around in the water having a good time. But dolphins have always believed that they are far more intelligent than humans — for exactly the same reasons.

Dolphins are social animals, often swimming in groups which can contain hundreds of individuals. They communicate with each other using a wide range of sounds. They also play, swimming, diving, and jumping out of the water together. They have a well-developed social structure. Female dolphins help each other during birth, while male dolphins often form a separate group. Young dolphins stay with their mothers for several years, and sometimes return to them in times of stress when they are adults. And dolphins help each other when they're in trouble, sometimes refusing to leave a wounded animal.

Humans and dolphins have had a close relationship for thousands of years. There are lots of differences between people and dolphins, but in some ways the similarities are more interesting. Like humans, dolphins are highly intelligent animals. They have been trained to help underwater engineers, and there are also several examples of dolphins rescuing people who are drowning.

Speak for yourself
1 What animals do you associate with these things?

<table>
<thead>
<tr>
<th>speed</th>
<th>wool</th>
<th>the sea</th>
<th>friendliness</th>
</tr>
</thead>
<tbody>
<tr>
<td>stupidity</td>
<td>strength</td>
<td>organization</td>
<td>farms</td>
</tr>
<tr>
<td>cheese</td>
<td>malaria</td>
<td>racing</td>
<td>Christmas</td>
</tr>
<tr>
<td>feathers</td>
<td>honey</td>
<td>intelligence</td>
<td>Australia</td>
</tr>
</tbody>
</table>

2 If you were an animal, what would you like to be? Why?

Vocabulary
Bodies and minds
1 Read the first paragraph of the text. Who do you think is more intelligent? Why?
2 Read the rest of the text.

3 Close your book. How many similarities between humans and dolphins can you remember?
4 Against the clock. Complete the word web with as many parts of the body as possible.

5 Complete this table of feelings and emotions.

<table>
<thead>
<tr>
<th>noun</th>
<th>adjective</th>
</tr>
</thead>
<tbody>
<tr>
<td>anger</td>
<td>angry</td>
</tr>
<tr>
<td>sad</td>
<td>exciting / excited</td>
</tr>
<tr>
<td>boredom</td>
<td>happy</td>
</tr>
<tr>
<td></td>
<td>depressing / depressed</td>
</tr>
<tr>
<td>surprise</td>
<td></td>
</tr>
</tbody>
</table>

6 Look at the adjectives. Which have four syllables? Where is the stress in the three-syllable ones?

- **ed** and **-ing** adjectives

Some adjectives can end in **-ed** or **-ing**, but the meaning is different.

Elephants are very **interesting** animals. I'm not **interested** in birds.

a What's the difference between **interesting** and **interested**?

b Delete the incorrect words.

The film I went to see was really **bored** / **boring**.
I was **disappointed** / **disappointing** when I failed the exam.

7 Complete these sentences so they are true for you.

1 I feel very happy when ___________.
2 It can be very disappointing when ___________.
3 I sometimes feel bored when ___________.
4 ___________ can be very depressing.
5 I get angry if ___________.

8 In groups. Compare your ideas. Do you feel the same way?

Speak out

What similarities and differences can you think of between people and these animals?

Think about these things.
- parts of the body
- emotions
- social structure
- behaviour
- language
Listen for yourself

What stresses you out?

1 Against the clock 3 minutes. What makes people feel stressed? Think of as many things as you can.

2 Listen to these people answering the questions below. Complete the table.

<table>
<thead>
<tr>
<th></th>
<th>Sharon</th>
<th>Brad</th>
<th>Ben</th>
</tr>
</thead>
<tbody>
<tr>
<td>What stresses you out?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>What do you do when you feel stressed?</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

3 Complete these sentences.

1 I find ________ very relaxing.
2 ________, make(s) me nervous.
3 If I feel nervous, I ________.
4 The night before a big day (an exam, for example), I ________.
5 ________ give(s) me a headache.
6 I'm frightened of ________.
7 I worry about ________.
8 If I can't sleep I ________.
9 I work best when ________.

4 In groups. Compare your ideas. Try to explain them, and give each other advice.
Listen 2
Stress management

1 What do you think ‘stress management’ is?
2 Look at these ways of managing stress. Which do you think are good / bad ideas? Which have you used?
   • Talk to yourself in a positive way.
   • Take exercise.
   • Take breaks during the day.
   • Avoid coffee and alcohol.
   • Go for a walk at lunchtime.
   • Spend a day without your watch.
   • Say ‘No’.
   • Practise being happy.
   • Eat more slowly.

3 Listen to an expert talking about how to manage stress. Tick (✓) the ideas that she suggests.

4 In pairs. What can you remember? Complete these sentences.
   1 Bad stress comes from situations when you feel ________.
   2 There are many symptoms of stress, such as ________, ________, or ________.
   3 Stress is like smoking — ________.
   4 You don’t need tranquillisers, and ________.
   5 It’s very important to ________ during the day.
   6 You should eat healthy foods like ________, ________, and ________.

5 Listen again and check.

Speak out
1 In pairs. Rank these things in order of stress.
   1 = the most stressful and 10 = the least stressful.
   • Public speaking
   • Being in a crowd of people
   • Going out alone at night
   • Friday the 13th
   • Going to the dentist
   • Shopping
   • Driving
   • Going on holiday
   • Flying
   • Christmas

2 In groups. Compare your answers and give reasons.

3 Choose one of the things above. What advice would Janet Squire give to make it less stressful?
01

Personal information

1 Match the words with the questions, and complete the questions.

First name(s) a What _____ you do?
Surname b Have you got any _____?
Sex c What's your _____ name?
Age d Where are you _____?
Date of birth e Where _____ you live?
Place of birth f Where _____ you born?
Nationality g When were you _____?
Address h What's _____ surname?
Occupation i How _____ are you?
Marital status j What do you _____ in your spare time?
Dependants k _____ you married?

2 Why are there only 11 questions in the right-hand column?

Question forms

3 Read the text about George on p.05. Put the dialogue in the right order.

A Does he spend all his free time on his computer? [ ]
B I don't think so. George says it is not serious yet. He's too busy at work!
A No, I don't. What a silly idea!
B It's OK, but he's going to go back to university.
A Yes, I do. I told you. He has a girlfriend and they go out two or three times a week. Why are you asking all these questions about George? Do you fancy him?
A Oh! Are they in love with each other?

Error correction

5 Correct the mistakes.

1 Live you in Barcelona? Yes, I live.
Do you live in Barcelona? Yes, I do.
2 Is coming John too? Yes, he comes.
3 What means this word? I know not.
4 Where are you come from? I'm from Barcelona.
5 How long you are staying here? More three days.
6 Are you like learning English? No, I no like. Is difficult.

Short answers

6 Think about your life. Write questions for these answers.

<table>
<thead>
<tr>
<th>Question</th>
<th>Your answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Where does Sarah live?</td>
<td>In Eastbourne.</td>
</tr>
<tr>
<td>Is coming John too?</td>
<td>Yes, he comes.</td>
</tr>
<tr>
<td>What means this word?</td>
<td>I know not.</td>
</tr>
<tr>
<td>Where are you come from?</td>
<td>I'm from Barcelona.</td>
</tr>
<tr>
<td>How long you are staying here?</td>
<td>More three days.</td>
</tr>
<tr>
<td>Are you like learning English?</td>
<td>No, I no like. Is difficult.</td>
</tr>
</tbody>
</table>

Jumbled dialogue

4 Read the text about George on p.05. Put the dialogue in the right order.

A Does he spend all his free time on his computer? [ ]
A No, I don't. What a silly idea!
B Yes, I do. I told you. He has a girlfriend and they go out two or three times a week. Why are you asking all these questions about George? Do you fancy him?
A Oh! Are they in love with each other?

Error correction

5 Correct the mistakes.

1 Live you in Barcelona? Yes, I live.
Do you live in Barcelona? Yes, I do.
2 Is coming John too? Yes, he comes.
3 What means this word? I know not.
4 Where are you come from? I'm from Barcelona.
5 How long you are staying here? More three days.
6 Are you like learning English? No, I no like. Is difficult.

Short answers

6 Think about your life. Write questions for these answers.

<table>
<thead>
<tr>
<th>Question</th>
<th>Your answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Where does Sarah live?</td>
<td>In Eastbourne.</td>
</tr>
<tr>
<td>Is coming John too?</td>
<td>Yes, he comes.</td>
</tr>
<tr>
<td>What means this word?</td>
<td>I know not.</td>
</tr>
<tr>
<td>Where are you come from?</td>
<td>I'm from Barcelona.</td>
</tr>
<tr>
<td>How long you are staying here?</td>
<td>More three days.</td>
</tr>
<tr>
<td>Are you like learning English?</td>
<td>No, I no like. Is difficult.</td>
</tr>
</tbody>
</table>
**Filling in forms**
1. Match the instructions with the items on the right.
   Which instruction has not been followed? Why?
   - Please use block capitals
   - Please underline
   - Please circle
   - For official use only
   - Tick as appropriate
   - Indicate with a cross
   - Delete as appropriate

2. Complete this form.

<table>
<thead>
<tr>
<th>Vixen Loans &amp; Capital</th>
</tr>
</thead>
<tbody>
<tr>
<td>Please write in BLOCK CAPITALS and tick as appropriate.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Title</th>
<th>Surname</th>
<th>Full first names</th>
<th>Sex</th>
<th>Date of birth</th>
<th>Place of birth</th>
<th>Nationality</th>
<th>Marital status</th>
<th>Number of dependent children</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>House number</td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Telephone (inc. code)</th>
<th>Occupation</th>
<th>Present employer</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Signature</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

For official use only
OX 3 5 7 9 2 4 6 8 DMB

**Vocabulary**
1. Match the words.
   - stay
   - go
   - have
   - chat
   - listen to
   - watch
   - read

**Social arrangements**
2. Put the words in each line in the right order.
   - Are you doing anything tomorrow evening?
   - you tomorrow are anything doing evening ?
   - A special no nothing party you fancy do coming a to ?
   - A great sounds yes that meeting a how drink about for first ?
   - would nice be that A like there I really don’t it go Black’s to Café let’s instead
   - see OK there at you 8.00 ?
   - A you fine see

**Refusing**
3. Refuse these invitations and suggestions. Remember to give a reason.
   - Do you fancy going to the cinema tonight?
   - How about a trip to London this weekend?
   - Shall we go out for dinner tonight?
   - Would you like to go for a coffee?

**Family vocabulary**
1. Complete the sentences.
   - My father's brother is my uncle.
   - My mother's daughter is my sister.
   - My sister's son is my nephew.
   - My father's father is my grandfather.
   - My wife's mother-in-law is my mother.
   - My son's daughter is my niece.
   - My aunt's daughter is my niece.
   - My father's sister is my aunt.
Describing people

2 Which is the odd one out?
1 long short curly tall
2 young 40-ish middle-aged shy
3 lively straight outgoing friendly
4 left-handed fair-haired broad-shouldered green-eyed
5 black ginger elderly blonde
6 beautiful confident attractive gorgeous

04

Relationships

1 Complete the text.
young 40-ish middle-aged shy lively straight outgoing friendly left-handed fair-haired broad-shouldered green-eyed black ginger elderly blonde beautiful confident attractive gorgeous

2 Match the questions above with these answers.
a My teacher, Mrs Haddock. Unfortunately she was married and fifteen years older than me.
b Only if there was no alternative. First, I would try to save the relationship.
c More times than I can remember.
d Yes, but only when I don't see them.
e Yes. When I was younger, I wasn't very good at staying with one person for long.
f My sister, but we're always good friends afterwards.
g I'm already married!
h About three years, and then we got married.
i Yes, 100%.

Useful expressions

3 Read tapescript 4.2 on p.106. Complete these sentences.
1 ______ we get on OK.
2 I want him to be tall, ______, and ______.
3 It wasn't exactly love ______!
4 I was ______ when we decided to get married.

05

Past simple

1 Complete the text.

Past simple and continuous

2 Complete the sentences.

3 Match the sentences above to these countries.

the Antarctic China Tanzania
Greece Chile Brazil
Error correction

4 Correct the mistakes.
1 I decided I wanted to travelled around Vietnam.
   *I decided I wanted to travel around Vietnam.*
2 Something strange did happen to me yesterday.
3 I couldn't ring you last night because I not have your phone number.
4 When I was younger, my parents taked me on holiday every year.
5 I skied in the Alps when I felt over and broke my leg.
6 I stayed in a cheap hotel when someone was stealing my passport.
7 I forgot to buy it.
8 I was go on a business trip last week.
9 Where are my keys? I'm sure I putted them on the table.
10 I saw a lot of wildlife when I was drive across Africa.

Pronunciation

5 How many syllables do these past tenses have?
   - stopped [1]
   - walked [1]
   - watched [2]
   - waited [2]
   - decided [1]
   - visited [1]
   - changed [1]

6 Put the verbs in the correct column.

<table>
<thead>
<tr>
<th>/d/</th>
<th>/t/</th>
<th>/t/</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>stopped [1]</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- Match the verbs and the nouns (some verbs go with more than one noun).
- Match the verbs and the nouns (some verbs go with more than one noun).

2 Match the verbs and the nouns (some verbs go with more than one noun).
1 get on
2 get off
3 get into
4 get out of
5 ride
6 fly
7 drive
8 take
9 a car
10 a bus
11 a plane
12 a taxi
13 a bicycle
14 a motorbike
15 a train
16 a horse

Travel word web

3 Complete the word web with these words.

<table>
<thead>
<tr>
<th>Places</th>
<th>People</th>
<th>Verbs</th>
<th>Check in</th>
</tr>
</thead>
<tbody>
<tr>
<td>get on</td>
<td>get off</td>
<td>get into</td>
<td>get out of</td>
</tr>
<tr>
<td>a car</td>
<td>a bus</td>
<td>a plane</td>
<td>a taxi</td>
</tr>
<tr>
<td>a bicycle</td>
<td>a motorbike</td>
<td>a train</td>
<td>a horse</td>
</tr>
</tbody>
</table>

4 Mark the words A for air travel, T for train travel, B for both.

Travel signs

5 Where would you see these signs – a plane, train, or bus?
1 Do not lean out of the window [train]
2 Do not flush while at station [train]
3 Exact fare please [bus]
4 Do not speak to the driver whilst in motion [bus]
5 In case of emergency, pull chain [plane, train, bus]
6 Stand clear of the doors [bus]
7 Fasten your seatbelt [plane, train, bus]
8 Emergency Exit [plane, train, bus]
9 Engaged [bus]

Transport vocabulary

1 What are these forms of transport?
2 rac
3 itax
4 yerrf
5 cleblicy
6 botomiker
7 napel
8 narti
9 bute
10 sub
Train travel and hotels

6 Mark these lines T for train travel and H for hotel booking.

T Can you tell me when the next Manchester train is?
H I'd like to make a reservation, please.
☐ When for?
☐ Standard, please.
☐ For 22 January.
☐ Certainly. Could I have your name and phone number?
☐ It's at 9.22.
☐ That's £36.80, please.
☐ Can I have a return?
☐ A double with bathroom, please.
☐ First or standard?
☐ And what kind of room would you like?

7 Put the lines in order to make two conversations.

Travel advice

1 Match the travel advice to these places.

Ireland Moscow the Caribbean

1 People wear light cotton clothes all year round. The style is always casual. You should wear a tie (though not necessarily a jacket) for business.
2 It can be very hot and humid in summer, and extremely cold in winter - it's important to take the right clothes, though you can easily buy extra clothes there if necessary.
3 A raincoat or an umbrella is a necessity - it's one of the wettest parts of Europe. The climate is generally mild, but it can get chilly in the evenings even during the summer, especially if you're walking in the country.
4 There are many beautiful beaches, but the water can be cold! If you're determined to swim, the warmest water is in the south-east.
5 If you're going to travel between islands by boat, take some plastic bags to put your things in - especially your camera and documents.
6 A phrasebook is useful - very few people speak any English if you need directions, for example. Also, try to learn the alphabet before you go, or you may have trouble understanding signs and notices.

Travel vocabulary

2 Complete the puzzle to find a country.

1 You need these to power your personal stereo or torch.
2 You wear these instead of trousers in hot weather.
3 These protect your eyes from the sun.
4 This might be useful to find your way around.
5 You might wear this if it rains.
6 You need this for dry skin.
7 This is very useful to carry everything in when you travel.
8 You might wear these on your feet on the beach.
9 These are useful if your hotel is noisy!

3 Match the two parts.

1 alarm cream
2 traveller's towel
3 money clock
4 walking bag
5 sun screw
6 beach licence
7 cork cheques
8 driving boots
9 cassette belt
10 sleeping recorder

4 Write sentences with the words in exercise 3.

You need an alarm clock if you have an early flight.

Multi-word verbs

5 Complete the sentences.

1 When did you get back from your holiday?
2 It's very hot, I think I'll put on my sun hat.
3 I can't make up my mind whether to go to Nepal or Mexico for my holiday.
4 It was late, so I got into my sleeping bag and went to sleep.
5 I'm really looking forward to going away.
6 I hope my parents will be at the airport to pick me up when I arrive.
7 They set off at about 6 o'clock in the morning, and they reached the top three hours later.
Holiday incidents

1 These pictures tell a story. Can you put them in the right order?

2 Complete the story and check your ideas.

Last February I went to Brazil on a lecture tour. At the end of the tour my wife and people were swimming and playing football, and we sat and watched. We were back to the hotel when I suddenly realized I'd left my jacket on the seat. All my money and the plane tickets in the hotel, but my passport in one of the pockets. I went but it wasn't there. In a complete panic we ran to the hotel — our flight was leaving in three hours. We running across the lobby when the receptionist called to us, and she my jacket and passport. 'Where did you get that?' I 'One of the hotel porters was football on the beach, and he up and brought it here', she replied. A miracle.

3 Write a new story with this information.

Last April I went to...
April / New York / holiday
fantastic time
last day / top of Empire State Building
restaurant / incredible view
walk back / hotel / realize / bag / restaurant
passport / hotel key / money / bag
go back / not there
run / hotel / receptionist / shout / bag!
'Where / get?'
'Waiter / find / key / bring / here.'

4 Read tapescript 8.4 on p.107. Complete these sentences.

1 Wasn't it 'the _______ of a _______'? 
2 It was _______ fantastic.
3 The kids had a _______ time.
4 Yes, it was really bad _______.

Writing postcards

1 Read the postcard and answer these questions.

   1 Where's Groves?
   2 How much longer is he staying?
   3 Is he enjoying himself?

2 Tick (✓) the things he mentions.

people food weather things he's done
things he's going to do countryside accommodation

3 Find adjectives which mean:

   1 very beautiful
   2 very good (x3)
   3 very cold

4 Imagine you are in a hot, sunny country on holiday. Write a postcard to a friend. Mention five of the things in exercise 2.
Past participles

1 Complete the crossword.

<table>
<thead>
<tr>
<th>across</th>
<th>down</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 steal</td>
<td>14 see</td>
</tr>
<tr>
<td>4 work</td>
<td>15 fell</td>
</tr>
<tr>
<td>5 drive</td>
<td>16 fly</td>
</tr>
<tr>
<td>8 come</td>
<td>19 be</td>
</tr>
<tr>
<td>10 get</td>
<td>21 live</td>
</tr>
<tr>
<td>12 eat</td>
<td>22 ride</td>
</tr>
</tbody>
</table>

Have you ever ...?

2 Complete these questions with verbs from the crossword. Answer with short answers, and give more information where you can.

1 Have you ever written a poem?
   Yes, I have. I wrote one when I was at school.

2 Have you ever ________ a sports car?

3 Have you ever ________ in a helicopter?

4 Have you ever ________ a camel?

5 Have you ever ________ to Scotland?

6 Have you ever ________ snails?

7 Have you ever ________ in love at first sight?

8 Have you ever ________ a cake?

9 Have you ever ________ an eclipse?

10 Have you ever ________ a jumper in bed?

Present perfect and past simple

4 Make sentences with the past simple or the present perfect.

1 I / meet / my new boss / yesterday
   I met my new boss yesterday.

2 I / eat / too much chocolate / today

3 You / ever / eat / frogs' legs?

4 I / start / new job / last week

5 I / go on holiday / three weeks ago

6 I / not go swimming / this year

7 She / phone me / two minutes ago

8 He / have / mobile phone / since last year

5 Write appropriate answers to these questions.

1 Have you been away this year?
   Yes, I have been away twice.

2 Have you ever written an e-mail in English?
   Yes, I have written many e-mails.

3 What did you have for breakfast this morning?
   I had eggs and bacon.

4 What did you do yesterday evening?
   I went to the cinema.

5 How many times have you been to the cinema this year?
   I have been to the cinema five times.

6 When did you last go to the cinema?
   I went last month.

7 Did you go away last year?
   Yes, I went on holiday.

been and gone

6 Choose the correct word.

1 Where have you ________? I was here half an hour ago.
   been / gone

2 Where has Peter ________? He's not at his desk.
   been / gone

3 Have you ________ anywhere interesting recently?
   been / gone

4 I've ________ to the bank. Back soon.
   been / gone

5 Have you ever ________ to Buenos Aires?
   been / gone
10

Useful language

1 Complete the sentences.
   1 I'm sorry, I don't understand.
   2 Could you repeat, please?
   3 I'm sorry, I didn't catch that.
   4 Could you say a bit more, please?
   5 I'm sorry, I can't hear you.
   6 You couldn't say that again, could you?
   7 Could you say it up a bit, please?
   8 Could you spell it?

Using a phone

2 Number the instructions in the right order.
   - Insert more coins when the display flashes.
   - Listen for the dialling tone.
   - When you hear the dialling tone, insert coins.
   - Pick up the receiver.
   - When the person you are calling answers, press the 'ANSWER' button.
   - Dial the number you require.
   - To end the call, replace the receiver.
   - Listen for the ringing tone.
   - If you hear the engaged tone, hang up.

Telephone vocabulary

3 Complete the sentences with these words.
   - cut off
   - wrong number
   - hold on
   - hang up
   - extension
   - ring back
   - area code
   - bad line

1 Why don't you give me a ring when you get home?
2 My _______ is 01424 and my number is 778823.
3 This is a very _______. Can you hear me OK?
4 Sorry, I think you've got the _______. This is the library not the sports centre.
5 Hello again. Did you _______ or were we _______?
6 I'm sorry, her line is _______ at the moment. Would you like to _______ later?
7 Can I speak to Jason Lombard on _______ 245, please?
8 _______, I'll just get him.

Formal / informal phoning

4 Correct the mistakes in this formal phone call.

A Good morning, Okapi Software. How are you?
   Good morning, Okapi Software. How may I help you?
B I want to talk to Mr Singh.
   A Who are you?
   B I'm Dr Max Crisp.
   A Wait a minute, Dr Max.
   B OK.
   A Mr Singh is engaged. Will you hang up?
   B No, thanks, I ring him up later.
   A Would you like a message?
   B Could you say him I called?
   A Sorry, no, I can't.
   B OK, see you later.
   A It was nice talking to you.

11

Technology vocabulary

1 Match the verbs and the nouns (some verbs go with more than one noun).
   - log on
   - plug in
   - send
   - answer
   - hang up
   - turn up
   - turn off
   - open
   - receive
   - pick up

2 Choose the correct verb.
   1 Don't turn it off! I'm _______ this programme!
   2 Hey, come over here and _______ at this picture.
   3 I'd like to _______ / look at you soon.
   4 _______ / Hear me when I'm _______ to you!
   5 Shh. What's that? I can hear _______ to a noise.
   6 A The film was brilliant!
      B I missed it. Tell / Say / Speak me what happened.
   7 A I _______ / told / said to Sue this morning.
      B What did she _______ / talk / say / tell?
**Writing messages**

1. Rewrite these messages as complete sentences.

   **Dave**
   - Gone to yoga.
   - Dinner in oven.
   - xxx

   Dave, I've gone to my yoga class. Your dinner's in the oven. Lots of love.

   **Peter**
   - Sorry, can't meet at 7.00.
   - Outside cinema at 8.00, OK?
   - Sue

   Sorry, can't meet at 7.00. Outside cinema at 8.00, OK?

   **Julia**
   - Gone to dentist. Back by 3.00.
   - If Sue phones, take message.
   - Vicky

   Gone to dentist. Back by 3.00. If Sue phones, take message.

2. Write short messages. Cross out the words you don't need.

   1. Phil, Becky rang you last night. She said she wants to talk to you about your holiday plans.
   2. Bill, the TV has been repaired. The only thing wrong with the TV was the plug! It cost £65! Sue
   3. Ben, Benita phoned you last night. She wants you to call her back. She says it's very urgent.
   4. Paul, I've borrowed £20 from your wallet. I'll pay you back this evening. I'll see you in the restaurant at 8.00, Paula
   5. Angela, I'm really sorry, but I can't meet you at the weekend. I've got too much work to do. Maybe we could meet the weekend after?

**Short responses**

1. Match the sentences with the responses.

   1. He's been to Rio.
   - Neither did I.
   2. He's never late for a date.
   - So was I.
   3. They didn't see it.
   - So have I.
   4. He's buying a computer next week.
   - So am I.
   5. I spent the whole weekend surfing.
   - So did I.
   6. They were bitten by mosquitoes.
   - Neither am I.
   7. He doesn't think men and women are different.
   - Neither do I.

**Useful expressions**

2. Read tapescript 12.2 on p.108. Complete these sentences.

   1. Can you _______ us some examples?
   2. Men _______ to use more imperatives.
   3. I've never _______ that.
   4. It _______ a lot _______ the individual.

**Money verbs**

1. Complete the sentences.

   1. I'd love to go on holiday, but I can't _______ to this year.
   2. How much do you _______ on shoes each year?
   3. Can you _______ me some money? I'll pay you back later.
   4. I want to buy a new car, so I'm going to _______ a little each month until I've got enough.
   5. How will you _______ for it? Cash or credit card?
   6. What a lovely new dress! How much did it _______?

**Money vocabulary**

2. Match the opposites.

   1. buy
   - cheap
   2. win
   - borrow
   3. expensive
   - sell
   4. spend
   - lose
   5. lend
   - save
First conditional
3 Write complete sentences.
1 If it's sunny / we / go / beach
   If it's sunny, we'll go to the beach.
2 If I / pass / my exams / go / university
3 If you / eat too much / feel sick
4 She / get sunburn / if / stay out in the sun
5 If I / earn enough this year / go on holiday
6 I / save money / if / walk to work
7 I / not worry about money / if / win the lottery
8 If you / not ask me / I / not do it
9 If I / work hard / I / miss the game / if / stay at home

Present simple or will?
4 Complete the slogans, and match them to these products.

- a pen
- a CD player
- a diamond ring
- moisturiser
- instant coffee
- a PC

1 If you like music you ___ love ___ this.
2 When you taste it you ___ not believe ___ how good it is.
3 You'll notice the change in your skin as soon as you ___ use ___ it.
4 You'll feel the difference before you ___ start ___ writing.
5 If you want to show you love her, this ___ last ___ forever.
6 We'll give you free advice and on-site servicing for a year after you ___ buy ___ it.

if, when, before, after, as soon as
5 Choose the best word to complete the sentences.
1 I'll meet you after / before the film starts.
2 She'll ring you if / when she gets to the airport.
3 I'll do it before / when I've got time.
4 They'll drive to Edinburgh if / as soon as they can't get a flight.
5 We really want a new car. We'll buy one after / as soon as we get paid.
6 We'll cancel the game if / when it rains.
15

Containers
1 What are these containers?
1 anc  can  4 xob
2 telob  5 tancor
3 tapeck  6 nti

2 What are these things? Match them with the containers above.

a  [] act odof
b  [] sprsic
c  [] newi
d  [] suetiss
e  [] eCko
f  [] faperurgit eciju

Supermarket word web
3 Complete the word web. Put four things in each part.

Counts / uncounts nouns
4 Put the words in the word web in the right column.

Countable Uncountable

PRACTICE
Comparatives and superlatives
1 Read the text about restaurants in the States and Britain. Complete the gaps with comparative and superlative adjectives.

**American restaurants** offer a lot more choice than British restaurants, and the food is more unusual (unusual), which I think is more unusual (good). In Britain the choice is tea or coffee, but in America there are maybe 20 different types of coffee. For breakfast, you can have rye toast, sultana toast, wholewheat toast, eggs scrambled, over easy, sunny side up. But ordering takes much longer (long)! In Britain ordering is much simpler (simple) and quicker (quick).

The service in America is probably the friendlier (good) and faster (fast) in the world but you have to leave large tips than in Britain. American waitresses' wages are lower (low), so waitresses are usually much more friendly (friendly) in America!

It's difficult (difficult) to be a vegetarian in Britain, or have a special diet. But in America you can have whatever you want, and the restaurants are open later (late).

Portions are much larger (large), much more generous (generous) than here, and it's much cheaper (cheap). Perhaps that's why some Americans are among the fattest (fat) people in the world, so maybe more is not always good (good).

2 Five students came to Britain in successive years. They each stayed for different lengths of time. When did they arrive and how long did they stay?

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of Years</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paula</td>
<td>1994</td>
</tr>
<tr>
<td>Alicia</td>
<td></td>
</tr>
<tr>
<td>José</td>
<td></td>
</tr>
<tr>
<td>Mako</td>
<td></td>
</tr>
<tr>
<td>Mohammed</td>
<td></td>
</tr>
</tbody>
</table>

Describing countries
4 Match the first impressions to the places.

**Singapore**
- It sometimes feels like England but it's a lot bigger, wider, and flatter. It's much colder in the winter - minus 50 or 60. Good beer. Much better than the States.

**Paris**
- It's much warmer than Britain, and a lot more crowded, there are lots of people around. They're friendlier and more enthusiastic. There's a lot less alcohol drank than I imagined, they do everything on Coca-Cola.

**Canada**
- The food and wine are fantastic. The people are so much nicer and friendlier than where I come from. We go out at night and eat and eat. Restaurants stay open really late.

**Brazil**
- It's more stylish than London, more beautiful. The architecture is fascinating, there's always something to look at. It isn't as friendly, but outside the city everything's a lot slower.

**Italy**
- The streets are so clean, it must be the cleanest and safest place in the world, and maybe one of the busiest very cosmopolitan.
Writing informal letters

1 Read this letter.

Dear Alex,

I hope you’re well. I’m really enjoying my stay here in Oxford. I’m living in a nice area near the school. I have a beautiful flat, and it’s not too expensive. Everything you hear about Britain is true - the weather’s very bad, and it rains most of the time. When it’s not raining, it’s cloudy and cold. People talk about it all the time.

Life here is a bit different from at home. Here, I get up at about half past seven or eight o’clock. I eat toast, eggs, cereal, and drink tea for breakfast - a real English breakfast, without the bacon! I take the bus to school. We have lunch at one o’clock, not too much, maybe just a sandwich. I go home at five, eat dinner at six, then watch TV or go to the pub. Pubs in Britain are so funny - they close at 11 o’clock!

There are a lot of things I like here - the sense of humour, the fashion and the music, and the shopping in London. And of course, the weather!

Anyway, I must go. Write soon!

Love,

Katie

62 Badger Set Drive
Oxford OX3 7JH
6 September

2 Imagine you are living abroad.
Write a letter to an English-speaking friend. Tell them something about where you are living and what you are doing. Write about:
- the weather
- the food
- the people
- your daily routine
- the night life
- what you like about it

Useful language

Opening
Thanks very much for your letter / postcard.
Sorry I haven’t written for so long. I’ve been really busy ...
I hope everything’s going well ...
It was great / wonderful / lovely to hear from you.
I hope you’re well.

Closing
That’s all for now.
Give my love to your family / Matthew.
I’ll be in touch soon.
Write soon!

18

Polite language

1 Put these words in the right order to make questions.
1 you would biscuit like a ?
   Would you like a biscuit?
2 newspaper at have a could the I look ?
3 please tell the me you time could ?
4 if here you do sit mind ?
5 lend could couldn’t you you me £10.00 ?
6 the this the office way to post is ?
7 you how are hi ?
8 I friend to you can my Harvey introduce ?
9 a it beautiful it’s isn’t day ?
10 you for to like would day out the go ?

2 Match the questions in exercise 1 with these answers.
a [ ] No, not at all, go ahead.
b [ ] What a lovely idea.
c [ ] Not too bad, you?
d [ ] Sorry, I’ve only got £5.00 myself.
e [ ] Chocolate Hobnobs! My favourite!
f [ ] Pleased to meet you.
[ ] isn’t it?
g [ ] It’s about twelve, I think.
h [ ] Yes, carry straight on, you can’t miss it.
j [ ] Do you want the main bit or the sports section?
Politeness and customs

3 Choose the correct answer(s) for Britain.

1 You say this when you want to get past somebody:
   - Excuse me.
   - I'm coming through.
   - Pardon.

2 You say this when you want to attract someone's attention:
   - Listen!
   - Excuse me.
   - Please.

3 You can say this to a stranger:
   - Lovely day, isn't it?
   - Are you married?
   - How much do you earn?

4 Which is better?
   - Please can I borrow your pen?
   - Can I borrow your pen, please?
   - Give me your pen, please.

5 When someone says 'How do you do?' you say:
   - Fine, thanks.
   - I'm a student.
   - Pleased to meet you.

6 If you have an appointment for 11.00, you should arrive at:
   - 10.55.
   - 11.10.
   - 11.30.

7 You can shake hands with people:
   - when you first meet them.
   - every time you see them.
   - when you meet them again after a long time.

Writing cards

Match the occasions and the messages.

1 Your friend's birthday.
2 Someone you know is getting married.
3 Your friend is taking an important exam tomorrow.
4 Someone you know is celebrating 50 years of marriage.
5 Your friend has just passed an important English exam.
6 Someone is ill.
7 A friend has just had a baby.
8 Someone is leaving work aged 65.
9 You are invited to a New Year's party.
10 A friend has failed her driving test.

1 a Congratulations and best wishes for the future!
   b Congratulations! I knew you could do it.
   c Many happy returns. Have a wonderful day!
   d Thank you for asking me. I’d love to come.
   e Happy anniversary!
   f Congratulations! I hope you’re all doing well.
   g Get well soon.
   h Better luck next time.
   i Best wishes for your retirement.
   j Good luck! I’ll keep my fingers crossed.

Useful language

Thank you (very much) for + noun / -ing
   - Thank you very much for a lovely weekend / for taking me to the airport.
Congratulations on + noun / -ing
   - Congratulations on your exam results / on passing your driving test.
Best wishes for + noun
   - Best wishes for the future / for your birthday.
Good luck with + noun
   - Good luck with your new job / with your exams.
I hope + verb
   - I hope you feel better soon / you have a wonderful day.
19

Prepositions
1 Complete the sentences with in, on, at, or nothing.
1 We always have roast turkey __ Christmas Day.
2 It's my birthday __ next month.
3 I was born __ 7 o'clock __ the morning.
4 We usually have a national holiday __ the spring.
5 I'm getting married __ tomorrow morning.
6 Where I come from, people often give each other money __ New Year.
7 What were the New Year's celebrations like __ 31 December 1999?
8 I had my 21st birthday __ 1996.
9 I'll see you __ the weekend.
10 Most people try to get married __ May or June.

Celebration vocabulary
2 Which is the odd one out?
1 Christmas
   a presents b tree c decorations d a wish
2 birthday
   a cards b a party c fireworks d flowers
3 Valentine's Day
   a roses b hearts c a street party d champagne
4 New Year
   a dancing b 21st c resolutions d hugs and kisses

20

Nationalities
1 Complete the crossword.

<table>
<thead>
<tr>
<th>across</th>
<th>down</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 the Netherlands 2 1</td>
<td>2 Thailand 6 1</td>
</tr>
<tr>
<td>3 Brazil 4 Italy 5 1</td>
<td>4 the USA 8 Spain 13 Ireland 14 Kenya</td>
</tr>
<tr>
<td>6 Japan 7 the USA 8 Spain 13 Ireland 14 Kenya</td>
<td></td>
</tr>
<tr>
<td>11 Hungary 12 Greece 10 Turkey 9 Poland</td>
<td></td>
</tr>
<tr>
<td>10 Turkey 12 Greece</td>
<td></td>
</tr>
</tbody>
</table>

(don't) have to
2 Complete the sentences.
1 You (don't) have to wear a tie for the occasion, but you can if you want to.
2 You (mustn't) be mad to work here - but it helps!
3 If you want to pay over the phone you (mustn't) use a credit card.
4 If you want to get fit, you (don't) have to eat more and eat less. You (mustn't) eat too much fried food.
5 You (mustn't) have money to have style. Style can be very economical.
6 You (mustn't) think that the important thing is what people wear. The important thing is how they wear it.
7 If you want to be a successful manager, you (mustn't) dress like a junior secretary.
8 You (mustn't) wear very expensive clothes, but remember that what you wear affects your success with the opposite sex.
Signs and notices
1. Match the signs and notices with the places.
   - cinema
   - shop
   - cashpoint
   - restaurant
   - park
   - nightclub
   - supermarket
   - checkout
   - car park

2. Clean it up!
3. No jeans
4. Shoplifters will be prosecuted
5. Twelve items or fewer
6. Patrons please note this is a no smoking auditorium

Pay and display
7. Insert card here with stripe facing down and to the right
8. Credit cards not accepted

Shopping word web
2. Complete the word web. Put three things in each part.

   - newsagent
   - bookshop
   - post office

   - jeweller's

3. Match the sentences and the objects.
   1. Would you like 10, 20, or 50 units?
      - a shirt
      - a ring
      - a phonecard
   2. I need a size nine, in black.
      - a rainjacket
      - a stereo
      - a dress
   3. I am a 16 neck. Should I get the medium or large?
      - shoes
      - a film
   4. I'd like a standard 35mm, 36 exposures, please.
      - gold or platinum?
   5. Gold or platinum?
   6. I think a size 10 is the same as a 42.
   7. The hood is detachable.
   8. It's got a great pair of speakers.

Taking something back
4. Put the words in each line in the right order.

A. afternoon good can you I help how?
   Good afternoon, how can I help you?
B. please refund this I'd a on sweater like
   not enough big really it's
A. your receipt you have do?
   B. you are here yes
A. you do have credit card your?
   B. it is certainly here
A. here you could sign?
   much thank you goodbye very

5. Choose the correct answer.

   1. If you buy a waterproof jacket and it leaks, what is the shop obliged to do?
      - a. Send it back to the manufacturer for repair.
      - b. Exchange it for another one.
      - c. Give you your money back.

   2. If you break something in a shop and there is a notice that says 'All breakages must be paid for', do you have to pay?
      - a. No. Not if it was a genuine accident.
      - b. Yes. If there is a notice you have to pay.
      - c. Yes. Even if there is no notice displayed you have to pay.

   3. If you buy wine in a French supermarket, how much are you allowed to bring into the UK?
      - b. Twenty litres.
      - c. Two litres.

   4. If you buy a CD and you don't like it, can you take it back?
      - a. Yes, the shop has to give you your money back if you want.
      - b. It depends on the shop - some will change it and some won't.
      - c. No. Once you buy it, it's yours.

   5. If a flight is delayed for three hours, what is the airline obliged to do?
      - b. Give you vouchers for food and drink.
      - c. Give you compensation.

UK consumer quiz
23
Clothes and accessories

1 Match the numbers and the items.

- earrings
- watch
- skirt
- pocket
- collar
- belt
- handbag
- high-heeled shoes
- necklace
- tie

- lipstick
- shirt
- zip
- button
- sleeve
- jacket
- glasses
- hat
- umbrella
- jeans

24
When was that?

1 Match the events and the years.

1 Bob Marley died. 1962
2 Nelson Mandela became president of South Africa. 1981
3 France won the World Cup. 1998
4 Yuri Gagarin was the first man to fly in space. 1978
5 Margaret Thatcher resigned as Prime Minister. 1974
6 Prince Charles married Lady Diana Spencer. 1981
7 There were three Popes in one year. 1961
8 The film Titanic was the biggest blockbuster ever made. 1994
9 Sean Connery starred as James Bond in the first Bond film, Dr No. 1981
10 Abba had their first number 1 hit in the UK charts, Waterloo. 1998

Useful expressions

2 Read transcript 24.2 on p.110. Complete these sentences.

1 I really can't _______ it.
2 I was _______ what to do with my life.
3 I've _______ got that hat.
4 I think this was _______ Diana died.

25
Present simple

1 Look at the table and make sentences about Mike, Tina, and yourself.

<table>
<thead>
<tr>
<th></th>
<th>Mike</th>
<th>Tina</th>
<th>you</th>
</tr>
</thead>
<tbody>
<tr>
<td>get up / 7.00 a.m.</td>
<td>usually</td>
<td>often</td>
<td>?</td>
</tr>
<tr>
<td>work / office</td>
<td>never</td>
<td>always</td>
<td>?</td>
</tr>
<tr>
<td>have a beer / before dinner</td>
<td>always</td>
<td>sometimes</td>
<td>?</td>
</tr>
<tr>
<td>eat out / restaurant</td>
<td>occasionally</td>
<td>often</td>
<td>?</td>
</tr>
</tbody>
</table>

1 Mike usually gets up at 7.00 a.m.
2 Mike _______
   Tina often _______
   I _______

3 Mike _______
   Tina _______
   I _______

4 Mike _______
   Tina _______
   I _______
Present simple and continuous

2 Correct the mistakes.

1 This car is belonging to my father.
   *This car belongs to my father.*
2 She is speaks English.
3 He go shopping twice a week.
4 The film starts now.
5 After I am eating breakfast, I get dressed.
6 She lives not in London.
7 Where you work?
8 She is not understanding the problem.
9 A Do you like chocolate?
   B Yes, I like.
10 Why you do not get a job?

3 Choose the correct verb form.

1 A (Do you eat) Are you eating meat?
   B No, I'm a vegetarian, but I eat / I'm eating fish.
2 A How do you do / are you doing?
   B Pleased to meet you.
3 A How do you do / are you doing?
   B Not very well, this exercise is difficult.
4 A Where do you live / are you living?
   B In a bed and breakfast at the moment.
5 A What do you have / are you having for breakfast?
   B Usually just coffee.
6 A What do you want / are you wanting for breakfast?
   B Nothing, I'm in a hurry.
7 A What do you do / are you doing?
   B I'm an engineer.
8 A What do you do / are you doing?
   B Not much, just watching TV.
9 A Does it rain / Is it raining?
   B Yes, take an umbrella.
10 A Does it snow / Is it snowing much here?
   B Only in winter.

Pronunciation

4 Look back at the text about Mike and Tina on p.64. Find the verbs ending in -s, and put them in the correct column.

<table>
<thead>
<tr>
<th>/s/</th>
<th>/z/</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

26

Work and study vocabulary

1 Complete the words to find the name of a job.

1 You take lots of these at university.
2 A big meeting, often once a year.
3 Where a businessperson works.
4 Someone who can't stop working.
5 A place where you can borrow books.
6 Someone at university.
7 To look back at your work before an exam.
8 Someone who works with you.
9 If you apply for a job you may have one of these.

Giving advice

2 Read the text. Write six sentences giving advice to a friend who is going for a job interview tomorrow.

If I were you, I'd wear a suit.

We asked ten managers why people do badly in interviews. Is it because they don't wear the right clothes, or they're too confident (or not confident enough)? Here are their top six answers:

1 Poor personal appearance
2 Nervousness and lack of self-confidence
3 Give vague answers to questions
4 Arrive late for the interview
5 Fail to ask questions about the job
6 Too interested in money and salary

PRACTICE 101
3 Put the dialogue in the right order.
   □ Yes, that's right. They're already talking about downsizing and making people redundant. I could lose my job.
   □ Maybe I will. Thanks for the advice.
   □ Hello, Rodney. I hear Global are taking over your company.
   □ No, not yet. No one in Global is talking to me, and that's a bad sign.
   □ Are you sure? Have you talked to the new Managing Director?
   □ Well, if I were you I wouldn't wait to be asked. I'd ring the Managing Director and ask to see him.

27 Jobs and work
1 How many work-related words can you find? There are fifteen.
   - PRACTICAL
   - SECRETARY
   - RY V S
   - M K O V E R T I M E
   - A O D AT V O L U N T E E R
   - N F C M J X G D A Q T U R E
   - A E H D E M U S I C I A N
   - G S U E X E P D T U P R G
   - E S P N S C I E N T I S T L
   - R I A T U H S Y U H P Q E A
   - R O L I R A C O D R S C A W
   - S N W S G N S A L A R Y
   - J A V T E I H Z A Y O F H E
   - L L Y W O C E N G I N E E R
   - J O U R N A L I S T
   - J H R T

2 Match the words with these definitions.
   1 A person who types letters and answers the phone.
      secretary
   2 A person whose job is to repair machines.
   3 Someone who studies science.
   4 A doctor who performs operations.
   5 A person who looks after people's teeth.
   6 Someone whose job is to give advice on legal matters.
   7 A person whose job is to collect, write, or publish news.
   8 A person who designs or builds roads, bridges, etc.
   9 Someone who works for no pay.
   10 Someone who helps students learn.
   11 A person whose job is to play a musical instrument.
   12 Any person whose job needs advanced training.
   13 Someone with a senior position in a company.
   14 The money you earn.
   15 Extra hours that you work.

3 Complete the sentences.
   1 I only work part-time, usually 15 hours a week.
   2 My job isn't well-paid, but it's very interesting.
   3 She's lucky; she's got a comfortable car.
   4 I won't get the job, I haven't got the right qualifications.
   5 I need a holiday, my job is much too stressful.
   6 He's responsible for the whole project.

28 Applying for a job
1 Complete the text.
   First you see an advertisement for a job. You send off an application form. You fill in the form and send it off with a covering letter and your CV. If they like your application, they invite you for an interview. They ask you questions about your education and work history, and you ask them questions about the job and the company. If your interview is successful, they offer you the job.

Useful expressions
2 Read transcript 28.3 on p.110. Complete these sentences.
   1 I have to work on Saturdays and Sundays.
   2 I'd like more money too, I would.!
   3 It took me longer to get here.
   4 I'm really late.
Writing formal letters

1. Read this letter of application.

The address of the person/company you are writing to

BVJ Airlines Personnel Dept
Crescent House
32 Crescent Road
London
SW12 1JB

Dear Sir / Madam

I am writing to apply for the position of Air Steward which was advertised in the Standard on the 5th May.

At present, I am working as a telephone sales operator for an international travel agency, where I have been working for the last two and a half years. As you can see from my CV, I have several years' experience of working in customer services with people of all ages and nationalities. I have a Travel and Tourism Diploma, and I can speak Spanish and French fluently. I visit Spain and France regularly, and I am a keen traveller.

I am motivated, enthusiastic, and keen to learn. I am good at working in a team. In addition, I am a qualified first-aider, and I am familiar with both Word and Lotus.

I enclose my CV. Please contact me at the above address if you require any further details. I look forward to hearing from you.

Yours faithfully

Jerry Warner

2. Write a similar letter for one of the jobs on p.70.

Useful language

I am writing to apply for the position of ...
At present I am working as ...
As you can see from my CV ...
I have (two years') experience of ...
I am good at +-ing ...
I enclose my CV / an application form.
Please contact me at the above address if ...
I look forward to hearing from you.

Multi-word verbs

1. Complete the text.

in a small village ourselves retiring in different countries travelling golf

My parents are diplomats, and they've worked all over the world. It was strange for me and my sister growing up , but it made us very independent - we can look after . My father's looking forward to now. I think he's had enough of living abroad, and he wants to settle down and take up ! It'll be harder for my mum, I don't think she'll ever give up .

2. Write sentences about yourself with the multi-word verbs in the text.

The future

3. Match the questions and the answers.

1. What are you planning to do at the weekend?
2. What would you like to have for dinner?
3. Are you looking forward to ...
4. Where are you going to go on holiday?
5. Why do you want to go to Madagascar?
6. How many books are you hoping to read on holiday?

   a. As many as I can!
   b. I don't really know, I just like the idea.
   c. Whatever's in the fridge.
   d. Not much. Too much food and family.
   e. Nothing much. Sleep!
   f. No idea. Somewhere warm and sunny.

PRACTICE 103
Life plans

4 Complete the word web with these words.

university  golf  children  leave home  parties  cruise  retire  buy a house  gardening  travel round the world  a better job

<table>
<thead>
<tr>
<th>18-year-old</th>
<th>30-year-old</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Ages</th>
</tr>
</thead>
<tbody>
<tr>
<td>65-year-old</td>
</tr>
</tbody>
</table>

5 Make three sentences about each person in exercise 4. Use want to, I'd like to, planning to, looking forward to, and going to.

18-year-old  I'm planning to travel round the world.

6 Complete the texts.

Have you got a life plan?

Yes, definitely. I'm going to finish university in 2nd year, and after that I'm going to get a job in banking or finance for a while, and earn lots of $m. Then I'm going to set up my own business. I'd really like to live in Scotland. I'm 4 going to get married and have children, but that's not planned so far!

Not really, no. The thing I'm 10 interested in most is finishing university and having some free time. I'd like to 12 travel for a while - my girlfriend and I are 13 going to make a big trip to the Far East next year. I'm 15 looking for a job straight away - I'm keen to enjoy being 17 first.

Medical problems

1 Match the sentences with the problems.

- toothache
- mosquito bites
- sunburn
- short-sightedness
- a cut finger
- backache
- food poisoning
- a cold

1 I think I did it playing tennis.
2 I've got a sore throat and a splitting headache.
3 I think it was the fish.
4 Open wide! I'm just going to give you an injection.
5 I knew I should have used suncream.
6 How many fingers am I holding up?
7 There were lots of them in my room last night.
8 I was just slicing a tomato.

At the chemist

2 Put the lines in order to make two conversations, 1-6 and a-f.

1-6 and a-f

Can I help you?
I won't, don't worry.
You could try camomile lotion, or some aloe vera gel - that's very soothing.
Fine. If he starts to feel sick, take him to the doctor.
The lemon drink sounds good - I'll take the large size.
Can I help you?
Yes, I think I've got flu.
I'll take the gel, please.
Oh, dear. Well, you could try aspirin, or maybe this hot lemon drink with paracetamol.
Yes, I need something for my son. He's got very bad sunburn.
And you should stay in bed - definitely don't go to work.

3 Write another dialogue with these words.

wife / sore throat
aspirin / throat pastilles
worse / doctor
31

Parts of the body
1 Match the numbers and the parts of the body.

- head
- body
- arm
- leg
- hand
- finger
- thumb
- ankle
- knee
- elbow
- foot
- shoulder

2 Complete these expressions.

my leg an eye fingers headed foot

1 ______ crossed!
2 I put my ______ in it.
3 He's really big-_______
4 You're pulling _______.
5 Can you keep _______ on my bag?

3 Match the expressions in exercise 2 with these responses.

a No, I'm serious.
b Sure. Don't be long.
c Why, what did you say?
d Yes, we need all the luck we can get!
e I know – it's annoying, isn't it?

-ed and -ing adjectives
4 Choose the correct word.

1 The salary increase is very disappointed/disappointing.
2 I'm bored/boring with this film. It's awful. Shall we leave?
3 They are getting married tomorrow and she's so excited/exciting.
4 Your exam results are very good. You must be pleased/pleasing.
5 Don't you think English grammar is confusing/confused?
6 I always feel very embarrassed/embarrassing when I make a mistake in English.
7 It was a terrified/terrifying experience – I nearly died!
8 They're getting divorced. I'm astonished/astonishing – I thought they were the perfect couple.

32

Useful expressions
1 Read tape script 32.2 on p.111. Complete these sentences.

1 ______ work to do?
2 Too busy to take the weekend ______?
3 ______ lots of people feel stressed.
4 There are many symptoms of stress, ______ headaches, tiredness, or backache.

Stress vocabulary
2 Are these adjectives positive, negative, or neutral?

nervous relaxed worried calm bored irritated
busy angry impatient frightened excited
energetic patient stressed

+ ______  - ______  ?

nervous

Stress questionnaire
If you're competitive and easily bored, you'll probably suffer more from stress than if you're relaxed and patient. Do this quiz to see what personality type you are.

1 = never  2 = sometimes  3 = usually  4 = always

1 0 I get angry whenever I have to queue for more than 15 minutes.
2 0 I find it difficult to relax.
3 0 I become annoyed when people speak too slowly.
4 0 I'm happy to work under pressure.
5 0 I get bored whenever I'm sitting quietly.
6 0 I feel excited and energetic when I've been under pressure.
7 0 I do things quickly when there is no rush.
8 0 I interrupt people when I think they're wrong.
9 0 I keep very busy at weekends.
10 0 I interrupt other people's conversation in order to speed things up.

Now add up your score. Do you agree with your description?

10–20 You take life as it comes and don't let things worry you.
20–30 You have a mixed character. You know how to relax, but take some things seriously and can be competitive.
30–40 Your stress level is unhealthy, and you need to change your behaviour.
02 SOCIAL LIFE
Oliver Are you doing anything this evening?
Holly No, nothing special.
Oliver Well, we’re going to that new Chinese restaurant near the station. Would you like to come?
Holly Yes, that would be nice. What time are you going?
Oliver About 8.00. Shall we come and pick you up?
Holly Yes, great.
Oliver OK, I’ll call for you at 7.30.

1 A What shall we do this weekend?
B About going to London on Saturday?
A There’s a good exhibition on at the Royal Academy.
B OK, that’s a good idea. Shall we get the coach or the train?
A Let’s get the coach – it’s cheaper.
B Fine. What time?
A Not too early. About 1.00 ish?
B Yes, that would be great.

2 A Hello?
B Hi, it’s Charlie here.
A Oh hi, Charlie, how’s it going?
B Oh, not bad. Did you fancy seeing a film this evening?
A Good idea – I’d love to.
B OK, well why don’t we meet in the White Horse at 7.00, and then we can decide what we want to see?
A OK, see you there. 7.00.
B Right, bye.
A Bye.

06 ON THE ROAD
1 Flight BA 712 for Miami, Florida, is now boarding at gate 93. Flight BA 712 for Miami, Florida, is now boarding at gate 93.
2 Good afternoon, ladies and gentlemen. This is the 10.46 InterCity 125 to Edinburgh, calling at York, Durham, Berwick, and Edinburgh Waverley station. Would any people not wishing to travel please leave the train now.
3 Mind the gap.
4 This is a security announcement. Would the owner of a black briefcase left in the Duty Free store please return and claim – the owner of a black briefcase please return to the Duty Free store and reclaim it – thank you.
5 This is your captain speaking again, folks. We’re running into a little turbulence ahead. Could all passengers return to their seats and fasten their seatbelts. Thank you.

04 NEAREST & DEAREST
Let me see ... I share my office with Jack and Phil and ... oh, and Colin Sanders works in the office next door.
Norman and Maureen – I haven’t known them long. They moved in next door three months ago, but Mrs Anderson, bless her, has been at number 21 for years and years.
Now, well, John and I have been married for twelve years – hard to believe! Louise is nearly eleven now, our Sam’s eight, and so is Muffin, our Siamese cat.

Stella ... she’s my oldest friend. We went to school together. Mark and Julia are John’s best friends, we see them most weekends, I suppose.

1 She’s my best friend. She comes into my bedroom every morning and jumps onto my bed. She’s always happy to see me, which is nice. She loves hiding under a newspaper and rushing in and out, round and round. She’s done that since she was a kitten. And if I’m upset, and I go to my room, she follows me. I tell her all my problems and she listens, you know.

2 They’re a nice couple. We’re at 18 and they’re at 20, next door. They keep themselves to themselves – sometimes I meet them when I’m going out to work in the morning, and we say hello, but otherwise I don’t see much of them. They keep their house and garden really neat and tidy. We get on fine.

3 We sometimes argue, because we share an office, and I think if you share an office you get on each other’s nerves a bit. You know, stupid things, like should the window be open or closed, should the heating be on or off, whose turn it is to wash the cups, that sort of thing ... Most of the time we get on OK.

4 I want him to be tall, dark, and handsome! He has to be young-ish, in his 20s, with big brown eyes. He has to dress well – you know, nice clothes, not necessarily expensive. And he should be kind and considerate, and listen to what I have to say, and respect my opinions.

5 We knew each other for years before we started going out together. It wasn’t exactly love at first sight! But we get on really well, we never argue, our friends can’t believe it! I was a bit worried when we decided to get married last year – I thought it would change things, but it’s been fine.

6 Would all drivers please proceed to the car decks and return to their vehicles, as we will be docking shortly. Would all drivers please proceed to the car decks and return to their vehicles, as we will be docking shortly. Foot passengers may proceed to deck 2.

7 That’ll be five fifty, please.
8 Tickets, please.
9 The next station is Piccadilly Circus. Change at Piccadilly Circus for the Bakerloo line.
10 Hastings, this is Hastings. This service terminates here. All change, please. Passengers wishing to travel to Ashford please proceed to platform 1. Hastings, this is Hastings. This service terminates here.

A Hello, National Rail Enquiries, Tracy speaking, how may I help you?
B Oh hello, I’d like to ask about trains from London to Edinburgh.
A When for?
B This Sunday, at around 10.00.
A Hold on a second ... right, there’s one at 10.00 from King’s Cross, which reaches Edinburgh at 3.21, or there’s one at 10.30 which gets in at 4.06.
B And how much is it?
A Single or return?
B Return, please.
A First or standard?
B Oh, standard.
A That’s £65.00, and there are no time restrictions on that ticket.
B OK, thanks very much.
A Thanks for calling. Bye.
07 ENJOY YOUR TRIP!

1 A You look tired.
B Yes, we got back at 3.00 this morning.
2 A There are lots of mosquitoes.
B Well, put on some insect repellent.
3 A Are you taking a torch or candles?
B I can't make up my mind.
4 A Are you leaving tomorrow?
B Yes, I'm really looking forward to it.
5 A Are the photos ready?
B Yes, I'm going to pick them up this afternoon.
6 A It's 9.00.
B 9.00? We should set off for the airport.
7 A I'm cold.
B You should get into your sleeping bag.

08 TRAVELLERS' TALES

Thank you for calling the Foreign and Commonwealth Office travel advice unit. We give advice on travel safety overseas. We have recorded information on the following countries: Egypt, the Gambia, India, Jamaica, Kenya, Nigeria, Pakistan, South Africa, Sri Lanka, and the USA. To hear the list again please press 1. For Egypt to Kenya please press 2. For Nigeria to the USA please press 3. For the USA press 7 now. It is very important that travellers to the United States take out travel insurance.

Florida
If staying in a hotel, do not leave your door open at any time.
Do not wear expensive jewellery and avoid walking in run-down areas.
If arriving at night, take a taxi to your hotel and collect your hire car the next day.
If departing on an evening flight do not leave luggage and souvenirs in view in your hire car during the day. Thieves are looking for these vehicles and stealing the contents.

Drive on main highways and use well-lit car parks.
Do not stop if your car is bumped from behind.
Instead, indicate to the other driver to follow you to the nearest public area and call for police assistance.
Do not sleep in your car on the roadside or in rest areas.

Amanda
Chris! How was the holiday?
Chris Don't ask.
Amanda Why? What happened?
Chris It was absolutely fantastic. We went everywhere: Disneyland, the Epcot centre, the Kennedy Space Centre. The kids had a great time, Amanda had a great time, and for once so did I... until the last day, anyway.
Amanda What happened?
Chris We got robbed! Would you believe we were robbed by highway robbers. Highway robbers in the 21st century! And they were very polite - it was like a game to them.
Amanda Highway robbers!
Chris Yes, it was really bad luck. We'd been really careful during the holiday, and we never really felt at all uncomfortable. Everywhere we went people were very polite, and friendly, and helpful. We just relaxed and enjoyed the holiday.

Amanda And?

Chris Well, it all happened on the way home. We were driving to the airport - I'd finally got used to driving on the wrong side of the road - when suddenly a big old car bumped into the back of us. It happened so fast - the kids were thrown back into their seats and Amanda screamed. I didn't really know what was happening. Anyway, before I had time to do anything, he bumped me again. I was pretty angry, I can tell you. I stopped the car and so did he. I wasn't really thinking, I just got out of the car and started calling him an idiot. That's when I saw four big guys getting out, and one of them had a baseball bat.

Emma Ouch!
Chris Exactly. I thought 'it looks like I'll be needing the medical insurance after all', but no. The guy with the bat just said 'Now stay cool and you won't get hurt. We'll just empty the trunk and be on our way.' It took me a second to realize he meant the 'boot' and that he was going to rob us.

Amanda You're joking.
Chris I wish I was. Anyway, they told Amanda and the kids to stay in the car, not that they were going to get out, and told me to open the boot. They took everything out of it - the luggage, of course, our coats, even the spare tyre. They didn't take our souvenirs and things - they were in the back with the kids. And then they put everything into their car and drove off.

Emma So Amanda and the kids were OK?
Chris Oh yes. We were all fine - a bit shaken up but fine. It didn't take long for the police to arrive. They looked after us, got us to the airport on time and so on, but it was a terrible way to end the holiday.

10 IT'S FOR YOU

The person you are calling knows you are waiting. Please hold the line while we try to connect you.

2 a phone ringing

The Vodaphone you have called may be switched off. Please try later.

4 Hello. This is Mike's phone speaking. If you leave a message, I'll get back to you. Please speak after you hear a series of beeps followed by a long tone.

5 The number called has been changed to telephone number 01865 242450.

6 Elizabeth is not in her office right now. If you want to leave a message, press one. If you want to speak to someone else, please hold the line.

7 engaged tone

8 Thank you for calling the National Institute for Medical Research. You are held in a queue for the operator. If you know the extension you wish to reach, please dial it now.

9 Thank you for calling British Rail. Your call is in a queue and will be answered shortly... we are sorry to keep you waiting, all our operators are busy, please hold the line.

10 The number you have dialled has not been recognized. Please check and try again.

11 TALK TO ME

Amanda OK, number one, 'Let me look at the map.' What's that, Russell?
Russell I think they're in a car. I think it's a man... Amanda Yeah, I agree. They're in the car, a woman's driving. Number two. 'How do you look?' Woman to man?
Russell Definitely. Just about to go out for the evening.
Amanda That's what I think... woman to man, asking him how... how she looks, cos a man doesn't care how he looks. Number three, 'Come on! Hurry up!'
Russell Oh, that's me! Er... that's definitely a man because... as you know, Amanda, women are always late!
Amanda I don't agree with that! That's rubbish!
Russell Right, number four. 'But you never do do the washing up... definitely a woman saying that, cos men never wash up.
Amanda I don't disagree with that... that completely.
Russell That's what I think! Where did I put the car keys? Man. Definitely a man, cos they always lose them.
Amanda It's always the man who asks that, I agree with that.
Russell Yeah.
Amanda 'We never go out any more.'
Russell No, no, you missed one. 'Do you want to talk about it?' Do you want to talk about it?

Amanda I'm sorry, he's engaged at the moment. Will you hold?
B No, thanks, I'll ring back later.
A Could you leave me a message?
B Could you tell him Allan called?
A Certainly Mr MacFarlane, I'll tell him.
B Thanks very much. Goodbye.

A International Shipping, Elaine speaking, how may I help you?
B Could I speak to Bob Harris, please?
A Could I ask who's calling?
B Allan MacFarlane.
A Hold on a moment please, Mr MacFarlane.
B Thank you.
C Bob Harris speaking.
B Hello Bob, it's Allan, I'm just ringing to confirm that I'll be arriving in the afternoon...

8 TRAVELLERS' TALES

Thank you for calling the Foreign and Commonwealth Office travel advice unit. We give advice on travel safety overseas. We have recorded information on the following countries: Egypt, the Gambia, India, Jamaica, Kenya, Nigeria, Pakistan, South Africa, Sri Lanka, and the USA. To hear the list again please press 1. For Egypt to Kenya please press 2. For Nigeria to the USA please press 3. For the USA press 7 now. It is very important that travellers to the United States take out travel insurance.

Florida
If staying in a hotel, do not leave your door open at any time.
Do not wear expensive jewellery and avoid walking in run-down areas.
If arriving at night, take a taxi to your hotel and collect your hire car the next day.
If departing on an evening flight do not leave luggage and souvenirs in view in your hire car during the day. Thieves are looking for these vehicles and stealing the contents.

Drive on main highways and use well-lit car parks.
Do not stop if your car is bumped from behind.
Instead, indicate to the other driver to follow you to the nearest public area and call for police assistance.
Do not sleep in your car on the roadside or in rest areas.

Amanda
Chris! How was the holiday?
Chris Don't ask.
Amanda Why? What happened?
Chris It was absolutely fantastic. We went everywhere: Disneyland, the Epcot centre, the Kennedy Space Centre. The kids had a great time, Amanda had a great time, and for once so did I... until the last day, anyway.
Amanda What happened?
Chris We got robbed! Would you believe we were robbed by highway robbers. Highway robbers in the 21st century! And they were very polite - it was like a game to them.
Amanda Highway robbers!
Chris Yes, it was really bad luck. We'd been really careful during the holiday, and we never really felt at all uncomfortable. Everywhere we went people were very polite, and friendly, and helpful. We just relaxed and enjoyed the holiday.

Amanda And?

Chris Well, it all happened on the way home. We were driving to the airport - I'd finally got used to driving on the wrong side of the road - when suddenly a big old car bumped into the back of us. It happened so fast - the kids were thrown back into their seats and Amanda screamed. I didn't really know what was happening. Anyway, before I had time to do anything, he bumped me again. I was pretty angry, I can tell you. I stopped the car and so did he. I wasn't really thinking, I just got out of the car and started calling him an idiot. That's when I saw four big guys getting out, and one of them had a baseball bat.

Emma Ouch!
Chris Exactly. I thought 'it looks like I'll be needing the medical insurance after all', but no. The guy with the bat just said 'Now stay cool and you won't get hurt. We'll just empty the trunk and be on our way.' It took me a second to realize he meant the 'boot' and that he was going to rob us.

Amanda You're joking.
Chris I wish I was. Anyway, they told Amanda and the kids to stay in the car, not that they were going to get out, and told me to open the boot. They took everything out of it - the luggage, of course, our coats, even the spare tyre. They didn't take our souvenirs and things - they were in the back with the kids. And then they put everything into their car and drove off.

Emma So Amanda and the kids were OK?
Chris Oh yes. We were all fine - a bit shaken up but fine. It didn't take long for the police to arrive. They looked after us, got us to the airport on time and so on, but it was a terrible way to end the holiday.

10 IT'S FOR YOU

The person you are calling knows you are waiting. Please hold the line while we try to connect you.

2 a phone ringing

The Vodaphone you have called may be switched off. Please try later.

4 Hello. This is Mike's phone speaking. If you leave a message, I'll get back to you. Please speak after you hear a series of beeps followed by a long tone.

5 The number called has been changed to telephone number 01865 242450.

6 Elizabeth is not in her office right now. If you want to leave a message, press one. If you want to speak to someone else, please hold the line.

7 engaged tone

8 Thank you for calling the National Institute for Medical Research. You are held in a queue for the operator. If you know the extension you wish to reach, please dial it now.

9 Thank you for calling British Rail. Your call is in a queue and will be answered shortly... we are sorry to keep you waiting, all our operators are busy, please hold the line.

10 The number you have dialled has not been recognized. Please check and try again.
Amanda Yeah, that's what I think ... definitely a woman. Anyway, men never want to talk about it. We never go out any more. Woman. Complaining to her, her boyfriend, yeah.

Russell That's usually ... when the, erm, the World Cup is on the television, don't you think?

Amanda Yeah, that's true! I love you, too.

Russell I think a man says that more than a woman, cos the woman is usually the one who says it first.

Amanda Rubbish! That's not true. You're wearing a new shirt! Woman to man. Cos men don't notice new shirts.

Russell Correct. I agree with that.

Amanda I'll do it later. I think that's a man.

Julian Men talk more in public ... at meetings, how they drive, what they eat and drink, the things they like doing. But one area which is less obvious is how they talk, and what they talk about. Julian Manson, welcome. First, who talks more, women or men?

Julian Well, according to the stereotype, women talk more than men. They like to chat, they like small talk, they like gossip, and typically, married women always complain that their husbands don't talk to them enough. He sits and reads the newspaper or watches television. But studies have shown that men talk more than women, so in fact the stereotype is not true.

Interviewer You may or may not agree that men and women are different in various ways - how they drive, what they eat and drink, the things they like doing. But one area which is less obvious is how they talk, and what they talk about. Julian Manson, welcome. First, who talks more, women or men?

Julian Men talk more in public ... at meetings, how they drive, what they eat and drink, the things they like doing. But one area which is less obvious is how they talk, and what they talk about. Julian Manson, welcome. First, who talks more, women or men?

Julian Men talk more in public ... at meetings, how they drive, what they eat and drink, the things they like doing. But one area which is less obvious is how they talk, and what they talk about. Julian Manson, welcome. First, who talks more, women or men?

Julian Men talk more in public ... at meetings, how they drive, what they eat and drink, the things they like doing. But one area which is less obvious is how they talk, and what they talk about. Julian Manson, welcome. First, who talks more, women or men?

Julian Men talk more in public ... at meetings, how they drive, what they eat and drink, the things they like doing. But one area which is less obvious is how they talk, and what they talk about. Julian Manson, welcome. First, who talks more, women or men?

Julian Men talk more in public ... at meetings, how they drive, what they eat and drink, the things they like doing. But one area which is less obvious is how they talk, and what they talk about. Julian Manson, welcome. First, who talks more, women or men?

Julian Men talk more in public ... at meetings, how they drive, what they eat and drink, the things they like doing. But one area which is less obvious is how they talk, and what they talk about. Julian Manson, welcome. First, who talks more, women or men?

Julian Men talk more in public ... at meetings, how they drive, what they eat and drink, the things they like doing. But one area which is less obvious is how they talk, and what they talk about. Julian Manson, welcome. First, who talks more, women or men?

Julian Men talk more in public ... at meetings, how they drive, what they eat and drink, the things they like doing. But one area which is less obvious is how they talk, and what they talk about. Julian Manson, welcome. First, who talks more, women or men?

Julian Men talk more in public ... at meetings, how they drive, what they eat and drink, the things they like doing. But one area which is less obvious is how they talk, and what they talk about. Julian Manson, welcome. First, who talks more, women or men?

Interviewer How can you explain that?

Julian Men talk more in public ... at meetings, how they drive, what they eat and drink, the things they like doing. But one area which is less obvious is how they talk, and what they talk about. Julian Manson, welcome. First, who talks more, women or men?

Julian Men talk more in public ... at meetings, how they drive, what they eat and drink, the things they like doing. But one area which is less obvious is how they talk, and what they talk about. Julian Manson, welcome. First, who talks more, women or men?

Julian Men talk more in public ... at meetings, how they drive, what they eat and drink, the things they like doing. But one area which is less obvious is how they talk, and what they talk about. Julian Manson, welcome. First, who talks more, women or men?

Julian Men talk more in public ... at meetings, how they drive, what they eat and drink, the things they like doing. But one area which is less obvious is how they talk, and what they talk about. Julian Manson, welcome. First, who talks more, women or men?

Julian Men talk more in public ... at meetings, how they drive, what they eat and drink, the things they like doing. But one area which is less obvious is how they talk, and what they talk about. Julian Manson, welcome. First, who talks more, women or men?

Julian Men talk more in public ... at meetings, how they drive, what they eat and drink, the things they like doing. But one area which is less obvious is how they talk, and what they talk about. Julian Manson, welcome. First, who talks more, women or men?

Julian Men talk more in public ... at meetings, how they drive, what they eat and drink, the things they like doing. But one area which is less obvious is how they talk, and what they talk about. Julian Manson, welcome. First, who talks more, women or men?

Julian Men talk more in public ... at meetings, how they drive, what they eat and drink, the things they like doing. But one area which is less obvious is how they talk, and what they talk about. Julian Manson, welcome. First, who talks more, women or men?

Julian Men talk more in public ... at meetings, how they drive, what they eat and drink, the things they like doing. But one area which is less obvious is how they talk, and what they talk about. Julian Manson, welcome. First, who talks more, women or men?

Julian Men talk more in public ... at meetings, how they drive, what they eat and drink, the things they like doing. But one area which is less obvious is how they talk, and what they talk about. Julian Manson, welcome. First, who talks more, women or men?
Shopping in Britain is certainly changing. Sundays aren't special any more, they're just like any other day of the week. Go to any city centre on a Sunday and you'll find shops open and shoppers spending money. But at least the British still want to go to the shops - in a few years' time, all the shops might be empty, and everyone will be at home, sitting in front of the computer, credit cards by their side.

18 WHEN IN ROME

<p>| | | | | | | | | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>A Would you like a cup of coffee?</td>
<td>B Thank you. That’s lovely.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>A Hello, how are you?</td>
<td>B I’m fine, thanks. And you?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>A Could I have some aspirin, please?</td>
<td>B Would you like 24 or 48?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>A Excuse me, do you know the way to the stadium?</td>
<td>B I’m afraid I don’t. I’m a stranger here myself. Sorry.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>A Have you got the time, please?</td>
<td>B It’s ten past ten.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>A My phone number’s 0161 766 3339.</td>
<td>B Could I have some aspirin, please?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>A Richard, can I introduce you to Nicola Renal?</td>
<td>B Pleased to meet you, Nicola.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>A It’s a lovely day, isn’t it?</td>
<td>B Yes, beautiful.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

19 LET’S CELEBRATE

<p>| | | | | | | | | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>I’m 26 today.</td>
<td>B It’s a lovely day, isn’t it?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>We’re going to have a baby!</td>
<td>B A It’s a lovely day, isn’t it?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>clock striking, followed by cheering</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>I’ve got my driving test tomorrow.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>carol singers</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Cheers.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>We’ve been married for 25 years today.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

20 LIVING ABROAD

<p>| | | | | | | | | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Interviewer What was the best thing about living in Britain?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Thérèse</td>
<td>The best thing for me I think was the mountains.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Interviewer What was the worst thing?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Thérèse Being in Britain! No, I don’t know, I think the worst thing is the food ... and the coffee, oh yes, the coffee.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Interviewer What do you miss most about France?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Thérèse</td>
<td>Well, first of all my family, second my food, and third my friends ... my friends most of all.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Interviewer What is the strangest thing about living in Britain?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Thérèse</td>
<td>The strangest thing ... I found it very strange that the pubs close at 11 o’clock and the fact that you can’t go into a bar just to ... you can’t really go into a bar just to ... have a cup of tea or coffee or you know, at 7 o’clock at night, I find it a little bit strange.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Interviewer What advice would you give someone coming to live in Britain?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Thérèse</td>
<td>A French person? If ... What would it be? Bring an umbrella.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

22 JUST LOOKING

<p>| | | | | | | | | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Customer Excuse me, can you tell me where the CDs are?</td>
<td>B Assistant Yes, have you got this in a size 12?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Customer Yes, in blue.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Assistant I’ll just have a look. Yes, here you are.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Customer Could I try it on, please?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Assistant Of course. The fitting rooms are over there.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Customer Thank you.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Assistant Any good?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Customer I think it’s a bit tight. Do you think I could try on a bigger one?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Assistant Yes, I’ll see if we’ve got a 14.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Assistant Better?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Customer Yes, I’ll take it.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>Assistant Great, OK, if you could take it to the cash desk.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>Cashier How would you like to pay?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>Customer Cash, please.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>Cashier That’ll be 15.99, then.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>16</td>
<td>Customer Where are you going?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>17</td>
<td>Cashier 16, 17, 18, 19, 20. Thanks. Your receipt’s in the bag. Goodbye.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>18</td>
<td>Customer Thanks very much. Bye.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

24 MY GENERATION

The Chernobyl nuclear accident happened in 1986.
John Lennon was killed in 1980.
Bjorn Borg won Wimbledon from 1976-80.
Mother Teresa died in 1997.
Martin Luther King was assassinated in 1968.
The Berlin Wall was demolished in 1989.
Keith The Berlin Wall was knocked down ... now I remember this because my girlfriend, erm, my girlfriend went to Berlin and brought back a piece of the Berlin Wall.

Sara A piece of the wall! So what year was that, eighty ...

Keith I think it was nineteen ... ninety.

Sara Nineteen ninety?

Keith I think so.

Sara Mmm OK. Now, John Lennon was killed ... um, was it the late seventies? No, no, early eighties.

Keith No.

Sara Eighty ... one. Eighty-two.

Keith I'm trying to remember what happened, where I was and what happened.

Sara I don't know, early eighties, I can't remember, I think I was still at school.

Keith Maybe it was eighty-seven, eighty-eight.

Sara That late?

Keith I think so. I may be wrong, may be wrong.

Sara Mother Teresa died, that was nineteen ninety-seven. It was August or September, just a couple of days after Diana died, and there'd been a huge fuss ...

Keith That's right, that's right. And the years that Borg won Wimbledon was definitely the late seventies ... no, no, mid-seventies, wasn't it?

Sara Something like that ... no, late seventies, I think. The last time he won it was in eighty-one so ... and he won it five times in a row, didn't he?

Keith Let's say seventy-seven to eighty-one? Computers can be turned off - we didn't need to prepare it - it's always ready.

Sara Or not of course - so I suppose...

Keith Number four - difficult questions? Well, maybe it's a good idea to ask difficult questions, but in my experience people don't like them. Questions about money, about themselves, what sort of person they are, that sort of thing. It's funny how people don't like to talk about themselves, isn't it?

Sara And number five - a quick decision? Well, we always, always tell people in writing. After the interview I fill in a form, and this is used to write a standard letter, offering the job - or not of course - so I suppose people usually know the following day.

1 Why do you want to work for us?
2 Who will I work with?
3 How much do you earn in your current job?
4 How much will I earn?
5 What are your strengths and weaknesses?
6 Why do you think you'd be good at this job?
7 What are the training opportunities?
8 Where do you want to be in five years' time?
9 Do you like working in a team?
10 Is it possible to work flexitime?

Interviewer 1

Applicant A bit of cinema, a bit of reading, you know. I don't really have very much free time, really. In my current job I quite often have to work on Saturdays and Sundays, or late at night when the computers can be turned off - we sometimes can't do much during the day because everyone's using their machines.

Inteviewee OK. Great. Perhaps we can turn to this job now. First of all, why do you want to work for us?

Applicant I think because yours is the biggest company in the field. I'm really interested in modern communications, and the biggest company should offer the biggest opportunities.

Interviewer And what are your strengths and weaknesses?

Applicant Weaknesses? I haven't got any! And strengths? Ambition. I really want to do well, and I'm flexible and reliable.

Interviewer Why do you think you'd be good at this job?

Applicant Oh, um, why would I be good? I don't know really. I just think I'd be good at it. I mean, I know a lot about systems support, and this seems to be the perfect job for me.

Interviewee Where do you want to be in five years' time?

Applicant I want to progress within the organization - I'd like more responsibility, and more money too, if possible!

Interviewee Speaking of money, could I ask you a few details about your current salary and extras?

Applicant Yes, sure. Well, I'm earning 18,000 at the moment, but then I get some overtime on top of that, so I suppose altogether it comes to more like twenty-two. And I'm a member of the company pension scheme which is good for the future ...

25 BEING A WORKER

1 Are Jack and Chloe around?
2 Not at the moment; they're taking the dog for a walk.

3 Have you seen David?
4 I think he's outside, cleaning the car. You know ...

5 I think this was just after Diana died ...
6 Sam I remember that T-shirt.

26 ALL WORK AND NO PLAY

1 I'm afraid of flying and my boss has asked me to fly to Paris for a meeting.
2 I'm so worried about my exams that I can't sleep.
3 I borrowed a colleague's car yesterday and I had an accident.
4 There's a party tonight but I've got loads of work to do.
5 I'm thinking about leaving my job - it pays well but it's really boring.

Jane I've got a real problem - I'm afraid of flying, and my boss has asked me to fly to Paris for a meeting. What do you think I should do?

Owen When's the meeting?

Jane Monday morning at 10.00.

Owen Well, I'll be there, I'll go by train on Sunday. Then you can see a bit of Paris too.

Jane Good idea! Thanks.

28 JUST THE JOB

Number one - yes, this is good advice. But actually we have an interview room with a table and chairs, so I don't need to prepare it - it's always ready.

The second point. Yes, now this is important. I ask them if they'd like a cup of tea, and yes, and I chat about their journey. How they got here, did it take a long time? That sort of thing, just to get them talking.

Number three - ah now, it says 'Don't make a decision in the first minute', but I do make quick decisions. I always know in the first minute if I like someone, and I probably don't, but I do.

Number four - difficult questions? Well, maybe it's a good idea to ask difficult questions, but in my experience people don't like them. Questions about money, about themselves, what sort of person they are, that sort of thing. It's funny how people don't like to talk about themselves, isn't it?

And number five - a quick decision? Well, we always, always tell people in writing. After the interview I fill in a form, and this is used to write a standard letter, offering the job - or not of course - so I suppose people usually know the following day.

1 Why do you want to work for us?
2 Who will I work with?
3 How much do you earn in your current job?
4 How much will I earn?
5 What are your strengths and weaknesses?
6 Why do you think you'd be good at this job?
7 What are the training opportunities?
8 Where do you want to be in five years' time?
9 Do you like working in a team?
10 Is it possible to work flexitime?
Applicant: Yeah, the traffic was terrible, and the weather, it took me ages to get here, and then I couldn't find the car park! I'll just put my umbrella in the corner here, shall I? Anyway, I'm really sorry I'm late.

Interviewer: Well, I'm glad you got here in the end. Now, we should probably get going as fast as we can, because I've got another interview at 12:00. I think the most important question I can ask is 'Why do you want to work for us?'

Applicant: Well, I'm a bit bored where I'm working at the moment, so I'd really like a change. I mean, I've been there for nearly a year now. I don't know if I'll like it more here, but it's a bigger company, and the salary's a lot better than the job I've got. Also, I like the idea of flexitime, because I find it really hard to get up in the morning!

Interviewer: And what would you say your main strengths and weaknesses are?

Applicant: Strengths? A sense of humour. And weaknesses? Well, everybody says I'm really disorganized, but I don't think I am. I'm sometimes a bit late, you know, for meetings and deadlines, but I usually survive! I think I'm reliable - I always do what I say I'm going to do, eventually.

Interviewer: Why do you think you'd be good at this job?

Applicant: Oh ... hmm, that's a difficult question. Well, I've got the right qualifications, I'm interested, and I like a challenge. I'm quite independent, too.

Interviewer: And where do you want to be in five years' time?

Applicant: Australia, I hope! I mean I'm planning to stay in Britain for a year or two, but to be honest I really want to move somewhere hot and sunny. And after a couple of years I'll probably feel like another change.

Interviewer: OK. And what about your free time? What sort of things do you do?

Applicant: Um, I like to keep my weekends completely free - I hate having to work at the weekend, because I go walking. I try to get up to Scotland whenever I can. And I play a lot of sports, tennis, squash, things like that, you know ...

30 GET WELL SOON

Helen: Hi, Nick. You don't look too good.

Nick: No, I feel terrible.

Helen: What's the matter?

Nick: I've got a splitting headache and my body aches all over.

Helen: Oh dear. It sounds like flu to me. Why don't you go home?

Nick: Too much work to do ...

32 UNDER PRESSURE

Sharon: I think, erm, work more than anything, being late for work, not earning enough money, going to work on the underground, you know. What do I do when I feel stressed? Eat chocolate, have a really long hot relaxing bath, with my with some really soothing music playing, and candles, and a lovely cup of tea. I just stay there for hours.

Brad: It really stresses me out when, when my mother asks me, like you know, when I'm going to get married! She always says it in front of my girlfriends. Unbelievable. What do I do when I feel stressed? Erm, usually, I go and have a game of squash, or do some weights, you know physical exercise, takes out the aggression.

Ben: Um, I think phoning information lines, recorded information lines because you always get some stupid message. What do I do? I don't do anything really.

Interviewer: Too much work to do? Working long hours? Taking work home? Too busy to take the weekend off? No holidays? No social life? Stressed out? Of course you are! Well, today on the Health Programme we have a guest who may have some interesting advice. Dr Janet Squire, author of How to Beat Stress. Welcome, Dr Squire.

Dr Squire: Hello.

Interviewer: Obviously lots of people feel stressed, but what exactly causes stress?

Dr Squire: Well, you need to realize that there are two kinds of stress - good stress and bad stress. Good stress comes from situations where you feel in control. These situations are a challenge. Bad stress comes from situations where you feel out of control, and that could be when the washing machine breaks down, or when you go shopping and the supermarket is very crowded.

Interviewer: How do I know if I'm suffering from stress?

Dr Squire: Well, there are many symptoms of stress, such as headaches, tiredness, or backache. If you get angry easily, then you're probably suffering from stress.

Interviewer: And so what can we do once we've identified that we suffer from stress?

Dr Squire: Stress is like smoking - if you really want to stop, you can. By changing the way you think and the way you behave, you can reduce the amount of stress that you feel. You don't need to see a doctor, you don't need tranquillisers, and you don't need sleeping pills!

Interviewer: Now in your book, you identify some exercises that people can do if they're feeling stressed. Tell us about some of these.

Dr Squire: Well, exercise is one of the best things you can do for stress. How much exercise do you take? Not running or going to the gym, but ordinary, everyday exercise. Probably not much. Most people drive to work, take the lift to their office, and sit there all day. Try running up the stairs, and take a ten-minute walk at lunchtime. Some people find that doing very physical sports helps them to relax - it makes them feel energized and happy. It's very important to take breaks during work and do the things that you want - even if it's just having lunch with a friend. I think it's also important to have fun, spend a minute making a list of all the things you enjoy doing, like reading a book or going to the cinema, and make sure that you do these things regularly.

Interviewer: You also suggest some more unusual things, don't you?

Dr Squire: Well, perhaps they might seem unusual because they're so obvious. Slow down your eating, for example. Put your knife and fork down between bites, and count to 20 while you chew your food, you'll give your time to talk and relax. If you slow down your eating, you'll find that you slow down in other areas of life. You should avoid too much coffee and too much alcohol - and you should eat healthy foods like vegetables, salads, and fruit - but more importantly you should enjoy eating. And finally try to spend a day without your watch. Make an effort to forget about time.

Interviewer: Dr Squire, that's all we've got time for. Thanks for joining us. Coming up after the break it's ...
This energetic course develops fluency, refreshes key grammar areas, and extends active vocabulary. Clear communicative pay-offs in every lesson provide measurable, focused progress, and a sense of achievement. Dynamic materials include controlled oral practice, timed activities, and performance tips/checklists to build confidence and provide personal challenge. Each level offers a coherent course of study, but is structured so that lessons can be used in any order.

Clockwise is available at elementary, pre-intermediate, intermediate, upper-intermediate, and advanced. Components at each level are Classbook, Teacher’s Book, Class Cassettes/Audio CDs, and Teacher’s Resource Pack. Each Classbook contains:
- around 40 classroom hours
- further Practice exercises and writing for use in class or at home

The Teacher’s Resource Pack provides photocopiable activities appropriate for any students at the relevant level, but which complement each Clockwise lesson.

Clockwise pre-intermediate
- 32 lessons, each beginning and ending with a speaking activity
- clear treatment of main grammar areas, reinforcing and extending students’ understanding of form and use
- a challenging approach to vocabulary, including multi-word verbs, collocation, and topic-based extension activities
- coverage of situational ‘survival’ English
- clear, interactive language summaries
- a mixture of practical and human-interest contexts
- end-of-lesson ‘Can you remember ...?’ boxes
- writing models for a range of text types

Student’s Site www.oup.com/elt/clockwise