

THE PRESENT PERFECT

FORM

+ I **have** **just** arrived
You **have** **failed** the exam
It **has** **started** raining

We **have** **had** lunch
You **have** **worked** hard
They **have** **already** left

— I **haven't** **finished** **yet**
You **haven't** **been** to China
He **hasn't** **seen** 'Star Wars'

We **haven't** **slept**
You **still** **haven't** **phoned** her
They **haven't** **gone** far

? **Have** I **missed** anything ?
Have you **graduated** **yet** ?
Has it **stopped** snowing ?

Have we **arrived** **yet** ?
Have you **ever** **been** to Brazil ?
Have they **got** engaged ?

USE

We use the Present Perfect

- (i) to talk about the present result of a past action.
- (ii) to talk about an action or event which occurred in the immediate past.
- (iii) to talk about an action or event which began in the past and has lasted until now.
- (iv) to talk about actions or events occurring in an unfinished period of time.

VIDEO COMPREHENSION QUESTIONS

PART 1: FOUR CONVERSATIONS

'Face2Face 2e Pre-Intermediate DVD 11 Did You Four Conversations'

<https://www.youtube.com/watch?v=vzW2VvSBGNg>

- 1) Where did Charlotte do her yoga course?
- 2) What has happened to Charlotte recently?
- 3) Has Ben had enough sleep?
- 4) Why not?
- 5) Where has Amy arranged to go this weekend?
- 6) Has Liam spoken to Steve about the National Sales Manager's job?
- 7) What did Steve say to Liam?

PART 2: JOANNA LUMLEY

'BBC extracts for speakout pre-intermediate - unit9'

<https://www.youtube.com/watch?v=rT51D6KH4iM>

- 1) Where has Joanna Lumley always dreamed of going?
- 2) Where did she live as a girl?
- 3) What has she brought with her on her journey?
- 4) What did she like most about 'Ponny the Penguin'?
- 5) How has she decided to travel to Tromsø?
- 6) What is the most astonishing thing she has ever seen in her life?
- 7) How long has she waited to see it?

QUICK REVIEW In a shop Work in pairs. Role-play a conversation between a sales assistant and a customer in a clothes shop. When you have finished, swap roles. Try to continue each conversation for two minutes.

Vocabulary Collocations (3)

- 1 a Match the verbs in A to the words/phrases in B. Check in **VOCABULARY 11.1** p149.

A	B
have	paid
book	a car accident
get	a holiday
give	your bank account
get	someone a call
check	a message
transfer	an operation
have	your job
lose	money to someone's account

- b Write four sentences about you or people you know. Use the collocations in 1a.

My sister booked a holiday last week.

- c Work in pairs. Take turns to tell each other your sentences. Ask follow-up questions if possible.

My sister booked a holiday last week.

Where's she going?

To the USA.

Oh, whereabouts?

Reading and Speaking

- 2 Look at the photo of Liz and read her messages A–C. Answer these questions.

- Why is Rob in hospital?
- What does George Webster want?
- Who lost her job?

A

To: Liz Williams

Hi Liz
I've **just** heard that Rob's in hospital. **1He's had a car accident.** He's **already** had an operation and he's doing well. I haven't heard all the details **yet**, but I'll give you a call when I have some more news.
Love Alicia

B

12.45
George Webster's **just** phoned. **2He did some work for us last month.** He wants to know when he's going to get paid. Have you transferred the money to his account **yet**? If not, can you call him?

C

Guess what?
3Carrie's lost her job! I've **just** talked to her and she's **already** started looking for another one. Give her a call.

HELP WITH GRAMMAR

Present Perfect for giving news with *just*, *yet* and *already*

- 3 a Look at sentences 1–3 in bold in Liz's messages. Which verbs are in the Present Perfect? Which verb is in the Past Simple?

b Fill in the gaps in these rules with *Past Simple* or *Present Perfect*.

- We use the _____ for giving news about things that happened in the past and are connected to the present. We don't know or don't say when they happened.
- We use the _____ if we say when something happened.

c Look at messages A–C again. Underline all the examples of *just*, *yet* and *already*. Then fill in the gaps in the rules with these words.

- We use _____ to say something happened very recently.
- We use _____ to say something hasn't happened, but we think it will happen in the future.
- We use _____ to say something happened before now (often sooner than expected).

d Look at the examples of *just*, *yet* and *already* in messages A–C again. Then answer these questions.

- Which of these words do we usually use in:
 - positive sentences?
 - negative sentences and questions?
- Which words usually go:
 - between the auxiliary and the past participle?
 - at the end of the sentence or clause?

e Check in **GRAMMAR 11.1** p150.

- 4 **CD3** 25 **PRONUNCIATION** Listen and practise. Copy the stress.

*I've **just** heard that Rob's in **h**ospital.*

*He's **already** had an **o**peration.*

*I **haven't** heard all the **d**etails **y**et.*

- 5 a Put the words in brackets in the correct places in the sentences.

- I haven't been to visit him. (yet)
- She's started writing her CV. (just)
- He's called the office three times. (already)
- Has she phoned her husband? (yet)
- I've talked to his parents. (already)
- I've transferred the money. (just)

b Work in pairs. Compare sentences. Then match the sentences in 5a with Liz's messages A–C.

- 6 a **CD3** 26 Listen to Liz talking to Carrie. Has Carrie got any good news? If so, what is it?

b Look at Carrie's 'to do' list. Then listen again and tick the things Carrie's already done.



To do

- check bank account
- email customers
- tell Brian the news
- phone Phil Taylor back
- look for a holiday online
- book a holiday!

c Work in pairs. Compare answers. What hasn't Carrie done yet?

d Look at Audio Script **CD3** 26 p164. Listen again. Underline all the examples of *just*, *yet* and *already*.

HELP WITH LISTENING

Present Perfect or Past Simple

- 7 a **CD3** 27 Listen to these sentences. Notice the difference between the **Present Perfect** and the **Past Simple**.

- I've **booked** a holiday. I **booked** a holiday.
- He's **had** an operation. He **had** an operation.
- I've **lost** my job. I **lost** my job.

- b **CD3** 28 Listen to six pairs of sentences. Which do you hear **first**, the Present Perfect (PP) or the Past Simple (PS)?

1 PP

- 8 a Make sentences with these words. Use the Present Perfect.

- I / lunch / have / just *I've just had lunch.*
- yet / I / a holiday / not book
- already / this year / I / on holiday / go
- what to do / yet / I / not decide / next weekend
- a new job / just / I / find
- look at / already / I / for this lesson / the DVD-ROM

b Tick the sentences that are true for you.

c Work in pairs. Compare sentences.

Get ready ... Get it right!

- 9 Work in pairs. Student A p102. Student B p108.

STUDENT A

Fill in the gaps with *you* and the correct form of these verbs

Have	Go on	Eat	Drive	Meet	Study	See	Miss
------	-------	-----	-------	------	-------	-----	------

- 1) Have *you* ever *missed* a plane ?
 - 2) anything good on TV this week ?
 - 3) ever sushi ?
 - 4) How long your mobile phone ?
 - 5)you ever the Present Perfect before ?
 - 6) ever holiday to a very hot country ?
 - 7) ever a sports car ?
 - 8) ever someone from the USA ?
-

STUDENT B

Fill in the gaps with *you* and the correct form of these verbs

Know	Go on	Speak	Fly	Miss	Lose	See	Receive
------	-------	-------	-----	------	------	-----	---------

- 1) Have *you* ever *missed* a plane ?
- 2) a good film recently ?
- 3) to anyone in your family today ?
- 4) How long the other students in this class ?
- 5) ever a really bad holiday ?
- 6) ever anything important ?
- 7) ever to a very distant country ?
- 8) ever a really fantastic present ?

QUICK REVIEW Past Simple Work in pairs. Tell each other about things you did last week. Find five things you both did. **A** *I went to a football match last week.* **B** *So did I.* Ask follow-up questions if possible.

Vocabulary and Speaking Types of film

1 Work in groups. Discuss these questions.

- 1 How often do you go to the cinema or watch films on DVD?
- 2 How often do you watch films online?
- 3 Which do you like best – watching a film at the cinema, on DVD or on your computer? Why?

2 **a** Work in pairs. Which of these types of film do you know? Check new words/phrases in **VOCABULARY 4.1** p134.

an animated film a love story a comedy a war film
 a thriller an action film an adventure film a horror film
 a western a drama a science-fiction (sci-fi) film a musical

b Work in groups. Tell the other students what types of film you like and don't like.

3 **a** Match questions 1–4 to a–d.

- | | |
|----------------------------|------------------------------------|
| 1 What kind of film is it? | a the actors |
| 2 Who's in it? | b the type of film |
| 3 What's it about? | c the person's opinion of the film |
| 4 What's it like? | d the plot (the story of the film) |

b **CD1** 40 **PRONUNCIATION** Listen and practise questions 1–4 in **3a**. Copy the stress and linking.

What kind of film is it?

c Write the names of the last film you saw: on TV, on DVD, at the cinema, online.

d Work in pairs. Ask your partner about the films. Use the questions in **3a**.

What was the last film you saw on TV?

Inception.

What kind of film is it?

It's a sci-fi film.

Reading and Speaking

4 **a** Work in pairs. What do you know about the actor Johnny Depp? Can you name any of his films?

b Before you read, check these words/phrases with your teacher.

a lookalike appear in a film realise something
 for charity a character a costume

5 Cover the article. Then look at photos A and B. Which is the real Johnny Depp, do you think? Which is a lookalike?



A famous face?

You probably haven't heard of Danny Lopez, but his amazing resemblance to the actor Johnny Depp has made him one of the most successful celebrity lookalikes in the world.

Danny started acting at the age of seven and he's appeared in over 500 films, plays and TV shows as an actor and a musician. He first realised that he looked like Johnny Depp in 1984, when he saw Johnny in the film *A Nightmare on Elm Street*. "Now, almost every time I walk down the street, people confuse me with Depp," says Danny. (By the way, Danny's photo is the one on the right.)

These days Danny works as a professional Johnny Depp lookalike, making appearances at private parties and public events all over the world. He's worked for many famous companies and he's done a lot of work for charity. "It can be a fun job sometimes," says Danny. "The best thing I like about it is that it makes kids happy." He often dresses as characters from Depp's films, such as Captain Jack Sparrow, Willy Wonka or the Mad Hatter, and he's spent over \$20,000 on costumes.

"I haven't met Johnny," says Danny, "but he knows about me." And an incredible coincidence is that Danny and Johnny were born on exactly the same day – 9th June 1963!

6 a Read the article and check your answer to 5. What do Danny Lopez and Johnny Depp have in common?

b Read the article again. Answer these questions.

- 1 When did Danny start acting?
- 2 When did he realise that he looked like Johnny Depp?
- 3 Where does Danny make appearances as Johnny Depp?
- 4 What does Danny think is the best thing about the job?
- 5 Do Danny and Johnny Depp know each other?

HELP WITH GRAMMAR Present Perfect for life experiences (1): positive and negative

7 a Look at these sentences. Then choose the correct verb form in the rules.

Present Perfect	He's done a lot of work for charity.
Past Simple	Danny started acting at the age of seven.

- We use the *Present Perfect/Past Simple* for experiences that happened some time before now. We don't know or don't say when they happened.
- We use the *Present Perfect/Past Simple* if we say exactly when something happened.

b Fill in the gaps for the Present Perfect with 've, haven't, 's or hasn't.

POSITIVE

I/you/we/they + _____ (= have) + past participle
he/she/it + _____ (= has) + past participle

NEGATIVE

I/you/we/they + _____ + past participle
he/she/it + _____ + past participle

TIP • We often use *never* with the Present Perfect:
I've never met Johnny Depp.

c How do we make past participles of regular verbs? Is there a rule for past participles of irregular verbs?

d Check in **GRAMMAR 4.1** p135.

8 a Look at the article again. Underline all the verbs in the Present Perfect and circle all the verbs in the Past Simple.

b Work in pairs. Compare answers. What are the infinitive forms of the verbs?

9 a Write the Past Simple and the past participle of these irregular verbs. Check in the Irregular Verb List, p167.

meet *met met* make spend hear have read
win wear give do see take be go


b **CD1** 41 **PRONUNCIATION** Listen and practise.

meet, met, met

10 Read about Suzie Kennedy. Put the verbs in the correct form of the Present Perfect or Past Simple.

www.hireallookalike.com/marilyn

Suzie Kennedy is probably the world's most famous Marilyn Monroe lookalike. She ¹ *'s been* (be) on TV all over the world and she ² _____ (make) adverts for companies such as Citroën and Pepsi. Suzie can act and sing exactly like Marilyn, and in 2009 she ³ _____ (appear) in the play *Marilyn and Lucy* in London's West End. She ⁴ _____ (also appear) in a number of films as Marilyn. She ⁵ _____ (star) in the Italian comedy *Me and Marilyn* in 2010 and the film ⁶ _____ (make) £2 million in its first weekend. Suzie ⁷ _____ (also work) as a model and she ⁸ _____ (wear) a lot of Marilyn Monroe's original clothes and film costumes. The real Marilyn Monroe ⁹ _____ (die) in 1962, but Suzie's life ¹⁰ _____ (never be) more exciting than it is now.



Get ready ... Get it right!

11 Write three true sentences and three false sentences about your life experiences. Use the Present Perfect.

I've been to the USA twice.

I've met a very famous actor.

12 a Work in pairs. Take turns to say your sentences. Guess if your partner's sentences are true or false. Ask follow-up questions about the true sentences.

I've been to the USA twice.

I think that's false.

No, it's true!

Really? When did you last go there?

b Tell the class about one of your partner's true experiences.

YOU TUBE TV

'SO I U03 DVDclip'

<https://www.youtube.com/watch?v=LyK15BdNDAA>

- 1) Who has YouTube built the 'Deep Focus' production studio for ?
- 2) How many subscribers has each Partner in YouTube's Partner Programme got ?
- 3) How have YouTube's Partners benefitted from being able to use these facilities ?
- 4) How has YouTube benefitted from providing its Partners with these facilities ?
- 5) How long has YouTube existed ?
- 6) Have creative artists made a lot of money out of putting their work on the Internet ?
- 7) Why / why not ?
- 8) Who has made most money from the digital media since the 1990's ?

3) PERSONAL SKILLS

This part of your CV describes the skills and competences you have acquired in the course of your life, i.e. your ability to do something special in an effective or satisfactory way. These may not be covered by formal qualifications, so write down any talents or abilities you may have in the boxes below. Do not forget to specify the context in which they were acquired, e.g. sport, work, training, voluntary work etc.

3a) COMMUNICATION SKILLS

This refers to the talents and abilities you acquire by living and working with other people in situations where communication is important (in multilingual or multicultural environments, for example) and/or where teamwork is essential. Have you taken part in the Erasmus student exchange scheme ? Have you done any charity work ? Have you acted in a drama group ?

3b) ORGANIZATIONAL / MANAGERIAL SKILLS

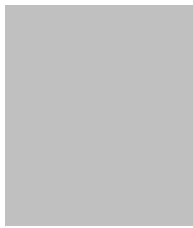
This refers to your ability to manage and/or coordinate people, projects and budgets. Have you ever been in charge of a team, a project or a group of people ? If so, were you also responsible for its finances ?

3c) OTHER SKILLS

This may refer to your mastery of particular kinds of machinery. For example, can you sail a boat, drive a tractor or handle professional audiovisual equipment ? You should also include any individual artistic or sporting skills you may have.

4) **WRITING:** Now complete the blank Curriculum Vitae on the following pages with your own biodata.

PERSONAL INFORMATION



Sex

| Date of birth

| Nationality

JOB APPLIED FOR

WORK EXPERIENCE

From to

Business or sector

From to

Business or sector

EDUCATION AND TRAINING

From to

From to

PERSONAL SKILLS

Mother tongue(s)

Other language(s)

UNDERSTANDING		SPEAKING		WRITING
Listening	Reading	Spoken interaction	Spoken production	

Levels: A1/A2: Basic user - B1/B2: Independent user - C1/C2 Proficient user
Common European Framework of Reference for Languages

Communication skills

Organizational / managerial skills

Job-related skills

Digital competence

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem solving

Levels: Basic user - Independent user - Proficient user
Digital competences - Self-assessment grid

Other skills

Driving licence

ADDITIONAL INFORMATION

Publications

Presentations

Projects

Conferences

Seminars

ANNEXES

EUROPASS CV 2020 – Compilation Procedure

- 1) Go to: <https://europa.eu/europass/en/create-europass-cv>
- 2) Create your 'Personal Profile' by going to: <https://europa.eu/europass/eportfolio/screen/profile-wizard?lang=en>
- 3) Register online
- 4) Add your Personal Information / Work Experience / Education & Training / Personal Skills to your 'Personal Profile'.
- 5) Then go to 'Create Your CV' <https://europa.eu/europass/eportfolio/screen/cv-editor?lang=en>
Select 'Start From Your Profile'
Click on 'Select Your Entire Profile'
Edit your CV, if necessary, and then 'Choose Your Template'.
Then click on 'Next'
- 6) Then choose a name for your CV and download it as a PDF file by clicking on 'Download'.
- 7) You can update your Europass CV by returning to your 'Personal Profile' whenever you want.

THE PRESENT PERFECT

FORM

+ I **have** **just** arrived
You **have** **failed** the exam
It **has** **started** raining

We **have** **had** lunch
You **have** **worked** hard
They **have** **already** left

— I **haven't** **finished** **yet**
You **haven't** **been** to China
He **hasn't** **seen** 'Star Wars'

We **haven't** **slept**
You **still** **haven't** **phoned** her
They **haven't** **gone** far

? **Have** I **missed** anything ?
Have you **graduated** **yet** ?
Has it **stopped** snowing ?

Have we **arrived** **yet** ?
Have you **ever** **been** to Brazil ?
Have they **got** engaged ?

USE

We use the Present Perfect

- (i) to talk about the present result of a past action.
- (ii) to talk about an action or event which occurred in the immediate past.
- (iii) to talk about an action or event which began in the past and has lasted until now.
- (iv) to talk about actions or events occurring in an unfinished period of time.

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This refers to the talents and abilities you acquire by living and working with other people in situations where communication is important (in multilingual or multicultural environments, for example) and/or where teamwork is essential. Have you taken part in the Erasmus student exchange scheme ? Have you done any charity work ? Have you acted in a drama group ?

3b) ORGANIZATIONAL / MANAGERIAL SKILLS

This refers to your ability to manage and/or coordinate people, projects and budgets. Have you ever been in charge of a team, a project or a group of people ? If so, were you also responsible for its finances ?

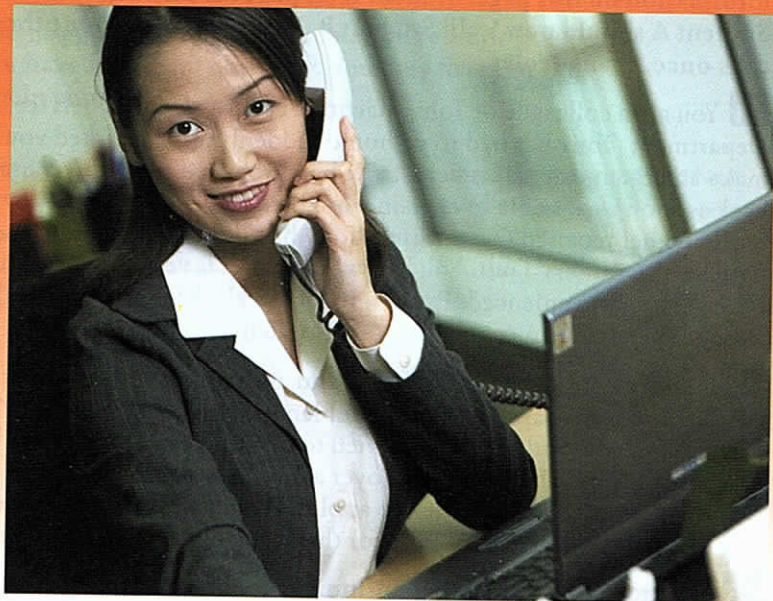
3c) OTHER SKILLS

This may refer to your mastery of particular kinds of machinery. For example, can you sail a boat, drive a tractor or handle professional audiovisual equipment ? You should also include any individual artistic or sporting skills you may have.

4) **WRITING:** Now complete the blank Curriculum Vitae on the following pages with your own biodata.


EF 7: LUCY IN THE OFFICE

- 1) Who would Lucy like to speak to on the phone ?
- 2) When did Lucy place her order ?
- 3) What is the order number ?
- 4) What is the problem with the order ?
- 5) How many shipments are there ?
- 6) Where is the second shipment ?
- 7) What does Lucy need to know ?
- 8) What is Lucy's mobile phone number ?





Listening

Task 1

  Listen to two phone conversations and complete the table.

Call	Company/Person calling	Company/Person called	Reason for calling	Action
1				
2				

Task 2

  Listen to the calls in Task 1 again. Decide if the statements about the calls are true (T) or false (F).

- 1 This is not the first time the two people have spoken. **T/F**
- 2 The company calling has sent three emails about the problem before making this phone call. **T/F**
- 3 The person called says they have had problems with the computers in the office. **T/F**
- 4 When the caller first rang the airline office, she found a message on the answerphone. **T/F**
- 5 The caller's flight landed on time. **T/F**
- 6 The airline will phone the caller to arrange for the luggage to be delivered. **T/F**

What to say – what to expect

Read these useful sentences and make sure you understand them. Use a dictionary to help you if necessary.

Making and handling complaints (2)

Person calling

I'm calling to make/register a complaint.

I'm not satisfied with the service.

This simply isn't good enough.

Can you tell me what's going on?

Can I count on that?

I sincerely hope I don't have to ring you again about this.

Person called

It looks as if there's been an error at this end.

I'll have to look into this.

It's obviously a major slip-up.

I'm afraid the repair centre is running behind schedule.

One of our suppliers has let us down.

I'm very sorry for the inconvenience.

We'll make it top priority.

Task 3

Complete the sentences with words from the list below. Use each word once only.

- 1 I'm phoning because your payment is _____.
- 2 If you let us have all the _____, we can _____ out the problem.
- 3 It's such a _____ not having my luggage here.
- 4 Somebody in the department has made a big _____ and hasn't completed the job.
- 5 Now we've got your _____ check number, we should be able to _____ your missing luggage quite quickly.
- 6 The person who normally _____ with these matters is off _____ at the moment.
- 7 I'm very _____. I can only _____ on behalf of the company.
- 8 We need to have _____ that our instructions have been followed.

apologise
sorry

trace
details

mistake
baggage

sick
overdue

nuisance
sort

confirmation
deals

Task 4

Choose the best responses.

- 1 I think there's been a slip-up somewhere.
 - a What message?
 - b Where's the note now?
 - c What sort of mistake?
- 2 There may have been a mistake at our end.
 - a So you've found it at last.
 - b I don't know when the mistake was made.
 - c Well, it certainly wasn't our fault.
- 3 I hope you can sort it out.
 - a It's difficult to arrange.
 - b I'm sure we'll find out what went wrong.
 - c What sort do you want?
- 4 My luggage is missing. It's a real nuisance.
 - a Yes, I'm sure it's most inconvenient.
 - b So you have a lot of cases?
 - c Yes, I'm sorry we don't have any here.
- 5 If you give me the check number, we'll trace your luggage for you.
 - a It's already labelled.
 - b I don't need a duplicate number.
 - c It's BA 0561354.
- 6 I'm sure your complaint is justified.
 - a Yes, I've just managed it.
 - b Yes, it's not the first time either.
 - c Yes, I've just made it.

Task 5



Listen to the phone conversation and complete the notes.

Complaint Record

Customer: (1) _____

Customer reference: (2) _____

Notes: faulty (3) _____

(flickering + purple stripes) - collected for repair on (4) _____

- received at (5) _____ 16 May - she expected it back
within a week - urgent repair needed now - must be delivered to her by the
end of (6) _____ .

What to say – what to expect

Read these useful sentences and make sure you understand them. Use a dictionary to help you if necessary.

Making and handling complaints (3)

Person calling

We're very unhappy with the arrangements.
This really isn't acceptable.
That may be true, but it doesn't help us right now.
I want you to get this sorted out now.
I can't afford to be let down again.

Person called

We're normally very reliable.
We've never had this sort of problem before.
This certainly shouldn't have happened.
I'll look into the matter immediately.
I'll deal with it personally.
I can't apologise enough.
Thank you for telling me about it.

Task 6

  Listen to the phone conversation and complete the table.

Caller/Company	Company called	Reason for call	Action

Listen to the phone conversation again and answer the questions.

- 1 Which day was the booking made?
- 2 Which day was the mini-cab booked for?
- 3 Where was the caller going?
- 4 How did the caller get to the meeting?
- 5 Will the caller use the mini-cab company in the future?

You will find the tapescript on page 111.

Task 7

  Listen to the phone conversation and complete the table.

Caller	Company called	Reason for call	Problems

Listen again and decide if the statements are true (T) or false (F).

- 1 The caller hasn't come to the UK direct from the USA. T/F
- 2 The caller made the booking online. T/F
- 3 The owner of the apartment apologised when he arrived. T/F
- 4 The caller wants to stay in the apartment tonight. T/F
- 5 The caller will have to pay for the taxi herself. T/F



Task 8

Complete the conversation with sentences from the list below.
Use each sentence once only.

A: Zorivos Pharmaceuticals.

B: 1 _____

A: A little. How can I help you?

B: 2 _____

A: Yes, that's right. Who would you like to speak to?

B: 3 _____

A: Please hold the line while I connect you.

C: 4 _____

B: Good morning. This is Javier Perez. I'm calling from Solero Farma in Spain.

C: 5 _____

B: I'm calling about the work we're doing on your new anti-histamine preparation.

C: 6 _____

B: And I made a provisional arrangement to come to your offices this Friday for a meeting with Ms Lindenberger.

C: 7 _____

B: And I'm calling to confirm the arrangements now.

C: 8 _____

B: Why, what's the problem?

C: 9 _____

B: Oh, that's a bit annoying, as it was the only day I could manage this week, and I'm away next week.

C: 10 _____

- a I'm very sorry she didn't warn you – it was a last-minute decision when a crisis came up.
- b Oh, I'm sorry, that won't be possible now.
- c Oh, yes, Eveline Lindenberger said she was using a consultancy in Spain.
- d Do you speak English?
- e That is Zorivos Pharmaceuticals, isn't it?
- f I see.
- g Mrs Lindenberger, please.
- h Good morning, Mr Perez.
- i Eveline Lindenberger's phone. Aline Rosch speaking.
- j I'm afraid Eveline had to go to Chicago for an urgent meeting yesterday.

Language study

Task 9 Fault diagnosis

When we are talking about faults, we often use modal auxiliary verbs:

may/might/could – to list possible reasons (affirmative)

may/might – to list possible reasons (negative)

should/ought to – to talk about what we expect to happen

can't – to exclude various reasons

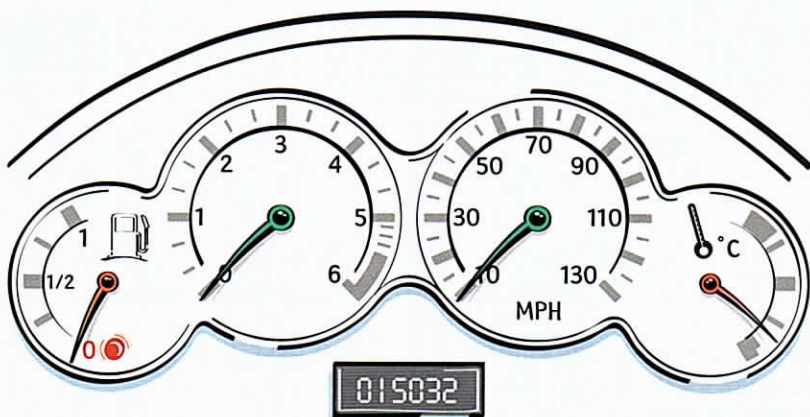
must – when we decide what the reason for the fault is

Example:

I can't get a dialling tone on my phone. It *may* be because there's a fault in the phone, or it *could* be in the phone line, or I *might* not have plugged the phone in. So I check the plug, but it's in the socket, so it *can't* be that. The phone company says the line is OK, so the phone *ought to* work, but it doesn't. The fault *must* be somewhere in the phone itself.

Complete the fault diagnosis in a similar way. (In some cases there is more than one possible answer.)

My car won't start one morning. Why not? There are a number of possible explanations. It (1) _____ be the battery. It (2) _____ be the plugs. I check them both, but they're OK, so the car (3) _____ start, but it doesn't. I had a new starter motor put in last month, so it (4) _____ be that. Then I notice that the needle in the fuel gauge is pointing at empty. It (5) _____ be the fuel. The fuel tank (6) _____ be empty. If I put some fuel in it, the car (7) _____ start. The fuel gauge (8) _____ be faulty, but I don't think it is.





Task 10 Nouns and verbs

Complete the table with the missing nouns and verbs. Use a dictionary to help you if necessary.

	Noun	Verb		Noun	Verb
1	_____	announce	9	description	_____
2	schedule	_____	10	preparation	_____
3	cooperation	_____	11	_____	delay
4	_____	apologise	12	arrival	_____
5	_____	prefer	13	_____	recommend
6	statement	_____	14	pleasure	_____
7	_____	complain	15	transmission	_____
8	_____	refer	16	_____	depart

Speaking



Task 11

  Listen to the callers. Pause the recording and answer their questions, using the information given. You may listen to the recording first to help you.

- | | | | |
|---|-------------|----|------------------|
| 1 | asap | 6 | 00971 3 7619 455 |
| 2 | Trifonidou | 7 | ETA 17.20 |
| 3 | 23.5 tonnes | 8 | €2.5m |
| 4 | 15 July | 9 | VAT = 17.5% |
| 5 | D-30161 | 10 | Paulhaguet |

You will find the tapescript on page 113.

Task 12

  Two people call you. Be helpful, and apologise to them if necessary. Listen to what they say. Pause the recording and respond. You may listen to the recording first to help you.

You will find the tapescript on page 113.

Task 13 Role play

Work with another student when you do this exercise. Agree which of you is Student A and which is Student B. Student A has information on this page, Student B on page 76. Sit back to back. Student A should now 'call' Student B. When you have done the calls once, change roles.

A1 You are a colleague of Rob Godwin at Flyfast Airlines. Rob has asked you to ring Marina Donato. You have managed to track down her missing luggage, but unfortunately you will not be able to get it to her hotel until tomorrow afternoon. Call her to apologise for the delay, and explain that Flyfast Airlines will offer her some compensation for the expenses she will incur because her luggage is missing.

A2 You work in the service department of Bell-Watson Computers. Call Bettina Seitz to tell her that her computer monitor has now been repaired. Try to arrange a time for it to be delivered.

A3 You work at Superior Accommodation. You call Mr Wainwright, the 'unreliable' owner of the apartment that Ms Clayton had booked through your agency. You have several points to complain about:

- He didn't have his mobile switched on, so the clients and the agency couldn't contact him.
- He kept the clients waiting outside the apartment.
- The apartment hadn't been cleaned in readiness for the clients.
- Superior Accommodation is having to pay for the clients to stay overnight in a hotel while the apartment is made ready for them.
- You are only willing to deal with reliable owners, so you will no longer advertise Mr Wainwright's apartment on your website.

8 Handling complaints

B1 You are Marina Donato, and you are furious that Flyfast Airlines lost your luggage after your flight from Genoa. When they ring you, make sure they understand how inconvenient it is for you not having your luggage. You have had to buy some toiletries, and have borrowed clothes from a colleague. You don't intend to use Flyfast Airlines again.

B2 You are a friend of Bettina Seitz, who is out at the moment. You know all about the problems Bettina has had getting her computer monitor repaired, and the inconvenience it has caused her. She has had to rent a monitor in order to work, and you think she should get some compensation for the expenses she has incurred. Arrange a time for the monitor to be delivered.

B3 You are Mr Wainwright. Superior Accommodation advertise an apartment you own and rent it out to visitors. The income you receive from them is very important to you. You have had a lot of problems recently.

- You had forgotten which day the American visitors were due to arrive.
 - The cleaner didn't clean the apartment because she was ill. She didn't ring you to explain the problem until this morning.
 - You didn't know what a dreadful mess the previous visitors had left the apartment in.
- You are very apologetic.