

ONE DAY IN LONDON

Click on the link below:

Speakout_2E_Advanced_Unit_3

<https://www.youtube.com/watch?v=5lrDPnPLU60>

1) Why is 'The City of London' so important to the UK economy ?

2) What can you buy in Savile Row ?

3) Which famous event occurs annually in SW19 ?

4) How many people visit London every year ?

5) When was the original red double-decker bus invented ?

6) What is new about the modern Routemaster model ?

i)

ii)

iii)

7) What percentage of the UK's fashion designers work in London ?

8) How much money does the UK fashion industry generate every year ?

NUMBERS, DATES, PRICES etc.

In groups of two, ask and answer the following questions

- 1) What is your phone number?
- 2) How old are you?
- 3) What time is it?
- 4) What is your address?
- 5) On which floor do you live?
- 6) What is the date today?
- 7) What was the date yesterday?
- 8) When is your next English lesson?
- 9) What is your date of birth?
- 10) How much does a cup of coffee cost?
- 11) How much is a train ticket or a bus ticket to Macerata?
- 12) What is the population of your town?
- 13) What is the population of Italy?
- 14) What is the rate of inflation at the moment?
- 15) What is the unemployment rate at the moment?
- 16) How many Italians have died of the Covid-19 Coronavirus?

THE SIMPLE PRESENT

FORM

Infinitive = to work

+	I work	We work
	You work	You work
	He / she / it works	They work
—	I don't work	We don't work
	You don't work	You don't work
	He / she / it doesn't work	They don't work
?	Do I work ?	Do we work ?
	Do you work ?	Do you work ?
	Does he / she / it work ?	Do they work ?

SPELLING

<u>Infinitive</u>	<u>He/she/it form</u>	<u>Exceptions</u>
Enjoy	En <u>jo</u> ys	To be
Pay	Pa <u>y</u> s	To have
Study	St <u>u</u> dies	Have got
Try	Tr <u>y</u> es	Central modal verbs
Miss	Mis <u>s</u> es	
Wish	Wis <u>h</u> es	
Watch	Wat <u>ch</u> es	
Go	Go <u>e</u> s	
Fax	Fax <u>e</u> s	

USE

- For things that are always true e.g. "Water boils at 100°C"
- For things that happen regularly e.g. "I get up at 10 a.m. on Sundays"

DIWALI

'Diwali speakout elem unit 3'

<https://www.youtube.com/watch?v=L3MgNAfwXfA>

- 1) How many Hindus are there in India ?
- 2) Diwali is the Hindu Festival of
- 3) When does it happen ?
- 4) For how many days does it last ?
- 5) On day one of Diwali, Hindus money in milk and water.
- 6) On day one of Diwali, Hindus also gold and silver.
- 7) On day two of Diwali, Hindus pakoras and throw them in directions. Then they pour..... on the ground. They always forward, they never back.
- 8) On day 3 of Diwali, Hindus make a in bright colours. They and brightly-coloured clothes.
- 9) Day 4 of Diwali is the Hindu Families presents to each other and cards. They a special meal together, as a family.
- 10) At the end of the Diwali festival, Hindus firework displays.

DISCUSSION

Now describe a festival in your country and/or what people do to celebrate a special occasion.

QUICK REVIEW Daily routines Work in pairs. Ask and answer questions about your Sunday routines: **A** *What time do you get up on Sundays?* **B** *At about eleven. And you?* Are the times the same or different?

Vocabulary Free time activities (1)

- 1 a** Work in pairs. Which of these phrases do you know? Then do the exercise in

VOCABULARY 3.2 p133.

stay in go out (a lot) eat out
 go for a drink go to the cinema
 go to concerts go shopping
 phone friends/my family
 visit friends/my family
 have coffee with friends
 do (a lot of) sport
 watch (a lot of) TV/DVDs

- b** Work in new pairs. What are your five favourite things to do on Saturdays?

Listening

- 2** Look at the photo of Freddie and Jeanette. Where are they? Are they good friends, do you think?

- 3 a** **CD1** 53 Listen to Freddie and Jeanette's conversation. Are these sentences true (T) or false (F)?

- Freddie and Jeanette are good friends. *F*
- They work in the same office.
- They watch a lot of DVDs.
- Freddie's got tickets for a concert on Saturday.
- Freddie and Jeanette are single.

- b** Listen again. Tick the things in **1a** that Jeanette does in her free time.

- go out after work
- watch TV in the evenings
- go to the cinema
- watch a lot of DVDs ✓
- go shopping on Saturday morning
- go out on Saturday evening
- visit her parents on Sunday afternoon
- go to concerts



HELP WITH GRAMMAR

Present Simple (2): negative (*I/you/we/they*)

- 4 a** Look at the table. Notice the word order.

subject	auxiliary	infinitive	
I	don't (= do not)	go out	on Saturday evening.
You	don't	work	in this office.

- b** Write sentences 1 and 2 in the table.

- We *don't stay in* at the weekend.
- They *don't watch* TV in the day.

- c** Check in **GRAMMAR 3.3** p134.

- 5 a** Tick the sentences that are true for you. Make the other sentences negative.

- I study English. ✓
- I phone my family every day
I don't phone my family every day.
- I go shopping on Saturdays.
- I watch TV every evening.
- I eat out with my friends a lot.
- I live near this school.
- I have lunch at 12.00 every day.
- I work at the weekends.

- b** Work in pairs. Compare sentences.

HELP WITH GRAMMAR Present Simple (2):
yes/no questions and short answers (I/you/we/they)

- 6 a** Look at the table. Notice the word order in the questions.

YES/NO QUESTIONS (?)				SHORT ANSWERS
auxiliary	subject	infinitive		
Do	you	eat out	a lot?	Yes, I do . No, I don't .
				Yes, we _____. No, we _____. Yes, they _____. No, they _____.

- b** Write questions 1 and 2 in the table.

1 Do you go to concerts? 2 Do they watch TV a lot?

- c** Fill in the gaps in the short answers column with *do* or *don't*.

- d** Check in **GRAMMAR 3.4** p134.

HELP WITH LISTENING

Weak forms (1): *do you ... ?*

- 7 a** **CD1** 54 Listen to how we usually say *do you*.

YOU EXPECT TO HEAR

Do you /du: ju: /

Do you /du: ju: / go out after work?

YOU USUALLY HEAR

Do you /djə /

Do you /djə / go out after work?

- b** **CD1** 55 Listen to these questions. Fill in the gaps.

You will hear each sentence twice.

- What _____ in the evenings?
- _____ to the cinema?
- What _____ at the weekends?
- _____ to concerts?

- 8 a** Fill in the gaps with *do*, *don't* or a verb from the box.

~~go out~~ visit go out watch go (x2)

- A **Do** you **go out** a lot in the week?
B Yes, we _____.
- A _____ you _____ your parents at the weekend?
B Yes, I _____.
- A _____ you _____ to concerts at the weekend?
B No, we _____.
- A _____ you _____ shopping on Saturdays?
B Yes, I _____.
- A _____ your parents _____ on Saturday evenings?
B No, they _____. They stay in and _____ TV.

- b** **CD1** 56 **PRONUNCIATION** Listen and check. Listen again and practise. Copy the stress and weak forms.

Do you /djə / go out a lot in the week?

- c** Work in pairs. Take turns to ask the questions in **8a**. Answer for you.

Vocabulary and Speaking

Time phrases with *on*, *in*, *at*, *every*

- 9 a** Write these words and phrases in the correct place. Some words and phrases can go in more than one place. Then check in **VOCABULARY 3.3** p133.

Saturday the morning nine o'clock
week the afternoon day
the evening month half past three
night the week Mondays
Monday mornings the weekend
morning Sunday afternoon



- b** Work in pairs. Test your partner.

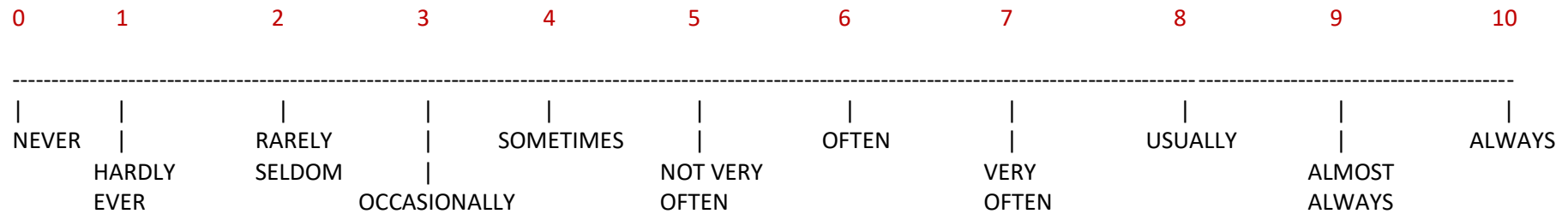
the weekend

at the weekend

Get ready ... Get it right!

- 10** Work in two groups. Group A p105. Group B p110.

ADVERBS OF FREQUENCY



WORD ORDER

i) Lexical Verbs

I **often** **go** to the cinema

She **sometimes** **listens** to Jazz

ii) Auxiliary Verbs & 'To Be'

I **don't** **always** **do** my homework

He **can** **never** **remember** my name

I **have** **rarely** **got** the time to have breakfast

The train **is** **usually** late

WH- Questions in the Present

WHO is the Prime Minister of Great Britain?

WHICH company produces the iPhone?

WHAT causes influenza?

WHERE does the Pope live?

WHEN does the Venice Carnival take place?

WHY do train fares cost so much?

HOW much does Jennifer Lawrence earn?

QUICK REVIEW Free time activities

Write eight free time activities. Work in pairs. Tell your partner when you do the things on your list: *I play tennis on Fridays. I watch sport on TV at the weekend.*

Vocabulary and Speaking

Things you like and don't like

- 1 Work in pairs. Which of these words/phrases do you know? Then do the exercise in **VOCABULARY 4.2** p135.

reading football travelling cats
shopping for clothes video games
animals dancing cooking
dance music rock music jazz
Italian food Chinese food fast food

- 2 Put these phrases in order 1–7.

I love ... 1 I hate ... 7 I like ...
... is/are OK. I don't like ...
I really like ... I quite like ...

HELP WITH VOCABULARY

Verb+ing

- 3 a With the phrases in 2 we can use verb+ing or a noun. Look at these sentences.

I love reading. (verb+ing)

I like books. (noun)

- b Find all the verb+ing words in 1.

TIP • We use **enjoy** + verb+ing to say we like doing something: *I enjoy travelling.*

VOCABULARY 4.4 p135

- 4 Work in pairs. Talk about the things in 1 and your own ideas. Do you like the same things?

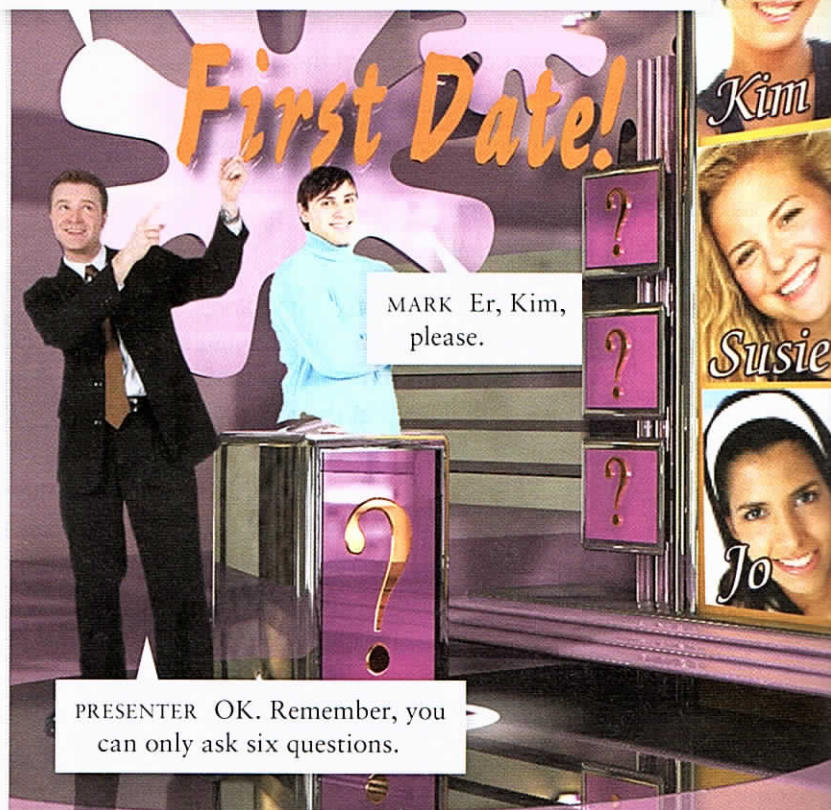
I really like video games.

Me too./I don't. I hate them.

Do you like dance music?

Yes, I love it./It's OK./No, not really.

PRESENTER Hello and welcome to *First Date!*. Tonight you choose a date for Mark Skipper. Mark is 28 years old and he's a teacher. In his free time he watches TV and plays video games. He also goes to the cinema a lot and he plays football and tennis every weekend. He loves rock music and Chinese food, but he hates shopping for clothes! He also likes animals – he's got a dog and three cats. So, Mark – who do you want to ask about first?



Reading, Listening and Speaking

- 5 **CD1** ▶ 72 Read and listen to the TV game show, *First Date!*. Find four things Mark likes and one thing he doesn't like.

- 6 a Match Mark's questions about Kim to the presenter's answers.

1 What does she do in her free time?

2 Does she watch TV a lot?

3 Does she like films?

4 What music does she like?

5 Does she like animals?

6 And what does she do?

a Yes, she does. She's got two dogs.

b Yes, she goes to the cinema every Saturday evening.

c She loves dance music, but she doesn't like rock music.

d She plays tennis and she eats out a lot. She loves Italian food.

e No, she doesn't. She hates watching TV!

f She's a vet.

- b **CD1** ▶ 73 Listen and check.

HELP WITH GRAMMAR Present Simple (4): questions and short answers (he/she/it)

7 a Look at **6a**. Then fill in the gaps with *does* or *doesn't*.

QUESTIONS

- 1 she **like** animals?
- 2 she **watch** TV a lot?
- 3 What she **do** in her free time?

SHORT ANSWERS

- Yes, she _____.
- No, she _____.

b Look at the table. Notice the word order in questions. Then write questions 3 and 4 from **6a** in the table.

question word	auxiliary	subject	infinitive	
What	does	she	do	in her free time?
	Does	she	watch	TV a lot?

c Check in **GRAMMAR 4.3** p137. Then read **GRAMMAR 4.4** p137.

8 a Write questions with *she*.

- 1 What / do? *What does she do?*
- 2 / like rock music?
- 3 What food / like?
- 4 / like sport?
- 5 / have any animals?
- 6 What / do on Saturday evenings?

b **CD1** 74 **PRONUNCIATION** Listen and check. Listen again and practise. Copy the stress.

What does she do?

c Work in pairs. Ask and answer the questions in **8a** about Kim. Find her answers in **6a**.

9 a Work in pairs. Student A, read about Jo on p105. Student B, read about Susie on p110. Find the answers to the questions in **8a**.

b Work with your partner. Ask and answer the questions in **8a** about Jo or Susie.

c Tell your partner three more things about Jo or Susie.

10 a Work in groups. Which woman do you want to choose for Mark's first date – Kim, Jo or Susie? Why?

b Tell the class which woman your group wants for Mark's first date and why. The class must agree on one person!

c Read about Mark's date with the woman the class chose. (Kim p106, Jo p111, Susie p114). Answer these questions.

- 1 Does Mark like her? Why?/Why not?
- 2 Does she like Mark? Why?/Why not?
- 3 Do they want to see each other again?

Get ready ... Get it right!

11 a Work in pairs, but don't talk to your partner. Choose a friend to introduce to your partner. Tick the things in the box that your friend does or likes.



I've got a friend for you!

My friend's name: _____

- ☐ watches TV a lot
- ☐ likes travelling/cooking/clubbing
- ☐ plays tennis/football
- ☐ likes shopping for clothes
- ☐ goes to the cinema a lot
- ☐ likes cats/dogs/animals
- ☐ reads a lot of books
- ☐ likes rock music/dance music/jazz
- ☐ eats out a lot
- ☐ likes Chinese/Italian/fast food



b Choose eight things you do or like from the box. Make questions with *he* or *she*.

Does he/she watch TV a lot?

Does he/she like Italian food?

12 a Work with your partner. Ask and answer questions about your friends. First, ask about the friend's name, age, job and where he or she lives. Then ask your questions from **11b**.

b Do you and your partner's friend do or like the same things? Tell another student.

We both eat out a lot.

He likes rock music, but I don't.

Pair and Group Work: Student/Group A

4B **9** p35

Jo is 29 and she's a lawyer. In her free time she watches TV, goes shopping and reads a lot. On Saturday evenings she usually goes to the cinema or eats out – she loves Chinese food. She doesn't like sport and she hates football. Her favourite music is rock and she also likes jazz. She likes animals but hasn't got any pets.



4B **9** p35

Susie's 23 and she's a waitress. She really loves dance music but she doesn't like rock music. She doesn't go to restaurants very often but she loves fast food. On Saturday evenings she goes clubbing with friends or stays in and watches TV. She doesn't like watching sport on TV but she goes swimming a lot. And she has seven cats!



4B **10** **c** p35

MARK I like Kim very much and we like a lot of the same things. We both go to the cinema a lot and we both really like animals. But she doesn't like the same music as me and she hasn't got a TV – I don't believe that! Yes, I'd like to see her again. She's very beautiful.

KIM Sorry, I don't like Mark very much. He talks about football and TV programmes all the time and I don't like watching TV. Also, we don't like the same music – and music's very important to me. I don't want a second date with him. Sorry.

4B **10** **c** p35

MARK Jo and I like some of the same things. We both like going to the cinema and eating Chinese food. But she talks about books and shopping *all* the time. We both like rock music, but she hates sport and I love it! No, I don't want to see her again. Sorry!

JO I *really* like Mark. He's very different from me, but that's a good thing, I think. I hate football, but he loves it. And he plays video games all the time and he never reads books. But yes, I'd like a second date with him. Definitely. He's very nice.

4B **10** **c** p35

MARK Susie's very nice. We both like the same things – watching TV and doing sport. Also, she has lots of cats and I really like cats. She doesn't like rock music very much, but that's OK. Yes, I'd like a second date with her. Yes, please!

SUSIE Mark? Yes, I like him. We both do a lot of sport. I like swimming and he likes football. And we both watch a lot of TV and DVDs, so that's a good thing. Do I want to see him again? Yes, why not? Maybe we can go clubbing next time.

USE OF ENGLISH

Paragraph completion

Read the information below and decide which of the three men you think would make the best partner for Alice. Give reasons for your choice. What is wrong with the other two?



ALICE S., aged 25

- teaches art and music
- likes going out to concerts, good films, foreign restaurants, etc.
- favourite pastimes – 'listening to classical music, reading and arguing about politics'
- non-smoker
- wants children 'but not for a while'
- looking for a man with a good sense of humour, intelligence and who 'will allow me to develop my career and own interests'



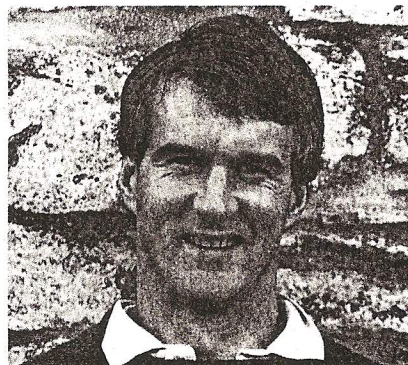
BERNIE L., aged 28

- owns small sportswear shop
- favourite food – 'good old-fashioned fish and chips, and roast beef with lots of mustard'
- favourite pastimes – 'going out to pubs with friends and watching cowboy films and football on TV'
- heavy smoker
- looking for a woman who 'appreciates the same things I do and understands me'; can't stand women who talk too much



SEBASTIAN C., aged 29

- research scientist
- favourite pastimes – working in the garden and other open-air activities (climbing mountains, hiking, cycling, etc.)
- non-smoker, never drinks, hates spending money on things like cinema, food, etc.
- wants to start a family 'as soon as possible' and looking for an 'intelligent woman who will be a good mother'



DONALD M., aged 27

- sports journalist
- enjoys Woody Allen films, opera and good food
- favourite pastimes – 'playing the guitar and talking with friends'
- smokes 'but only now and then'
- isn't sure if he wants to have children; says 'it all depends ...'
- looking for a woman 'who is a good companion but is also independent and will give me some time alone'

Free time activities (2) VOCABULARY 4.1

- 1 Look at the words/phrases in bold. Fill in the gaps with these verbs.

~~do~~ watch read
listen (x2) go (x5)
play (x2) take

Hi, my name's Gary, and I live
in Wimbledon, in London.

I ¹ do a lot of sport and I often

² swimming or

³ running in the week.

I always ⁴ to the radio

in the morning before I go to

work, and when I get home

I usually ⁵ video games or ⁶ to

music. On Saturday afternoons I often ⁷ sport

on TV and and I sometimes ⁸ clubbing with my

girlfriend in the evening. Oh, and on Sunday mornings I

⁹ to the gym or ¹⁰ tennis and then

in the afternoon I usually ¹¹ cycling. When I'm

on holiday I don't do any sport. I usually get up late and

¹² lots of books – and I always ¹³ hundreds of photos!



Present Simple (3) positive: spelling rules (he/she/it) GRAMMAR 4.2

- 2 Tick the correct *he/she/it* forms. Change the incorrect forms.

1 he works ✓
does

2 she ~~des~~

3 he listens

4 she watchs

5 he reads

6 it gos

7 he teachs

8 she plays

9 it haves

10 she studys

- 3 Choose the correct words.

- My sister work/works in Italy.
- I go/goes to the cinema every Wednesday.
- His brother live/lives in London.
- We usually eat/eats out at the weekend.
- My husband get/gets home at six.
- We always go/goes shopping on Saturdays.

Present Simple (3): positive and negative (he/she/it) GRAMMAR 4.1

- 4 a Look at the table. Then complete the sentences.

	Silvio	Gabriela
home	Milan, Italy	Bogotá, Colombia
job	waiter	Spanish teacher
languages	a little German	very good English
free time	clubbing	tennis

- Silvio lives in Milan, Italy. (live)
- He works in a restaurant. (work)
- He speaks a little German. (speak)
- In his free time he goes clubbing. (go)
- Gabriela lives in Bogotá. (live)
- She teaches Spanish. (teach)
- She speaks English. (speak)
- In her free time she plays tennis. (play)

b Make these sentences negative.

- Gabriela speaks French.
Gabriela doesn't speak French.
- Silvio lives in London.
Silvio doesn't live in London.
- Silvio works in a language school.
Silvio doesn't work in a language school.
- Silvio and Gabriela live in Turkey.
Silvio and Gabriela don't live in Turkey.
- Silvio and Gabriela speak Chinese.
Silvio and Gabriela don't speak Chinese.
- Gabriela teaches English.
Gabriela doesn't teach English.

Review: Present Simple

5 Fill in the gaps. Put the verbs in the correct form of the Present Simple.



Joanne Carling is a journalist and she ¹ works (work) for News World, a TV news channel. Joanne ² _____ (not have) a typical daily routine. She ³ _____ (start) work at midnight and she ⁴ _____ (finish) at six in the morning!

"I usually ⁵ _____ (go) to bed at about two in the afternoon," says Joanne, "and I ⁶ _____ (get up) at nine in the evening. Then I ⁷ _____ (have) 'breakfast' and I usually ⁸ _____ (get) to work at about ten o'clock."

She ⁹ _____ (not have) anything to eat at work, but she always ¹⁰ _____ (have) a big meal when she ¹¹ _____ (get) home. The morning is her free time and she usually ¹² _____ (watch) DVDs or she ¹³ _____ (do) some sport.

"I ¹⁴ _____ (like) my job very much," says Joanne. "But my friends ¹⁵ _____ (not like) it at all because they never ¹⁶ _____ (see) me!"



Match Online Profile

Name Jackie

Location Bristol

Age 31

Height 169 cm

Relationship status Single

Job Restaurant manager

Looking for Friendship and maybe more

Wants children Ask me later!

About me

When I'm not working, I really enjoy going out and meeting people. But I also like staying at home and cooking dinner for my friends. I love tennis and I do judo. I'm fun-loving and I'm generally happy with my life, but I would like to share it with someone special.

My ideal match

He's got an interesting job, but life isn't only about work – he has time to play too. He's between 28 and 38 years old. He enjoys eating good food and having fun. He lives in or near Bristol.

BLIND DATE

Face2Face Pre-Intermediate: Unit 3

Jackie is going on a blind date. Watch what happens.

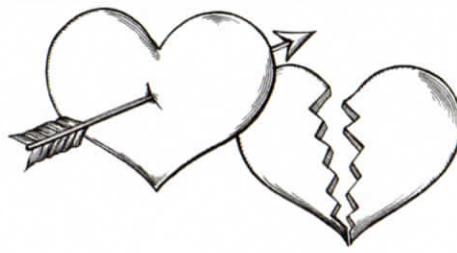
1) Jackie & Damon

https://www.youtube.com/watch?v=3DrxMHAj_Wc

2) Jackie & Kevin

https://www.youtube.com/watch?v=_Di_kdXJfUk

Make notes about Damon and Kevin. Who do you think Jackie should meet again?



love

job/study

home

family

money

travel





23

Exercise 4 C D E F

George is visiting Fernando in São Paulo. Complete the dialogue with the phrases from the list below.

~~Let me~~ shall we I should would you like would you like to would you like me to do you mind
would you mind I don't mind of course of course not I'd appreciate that

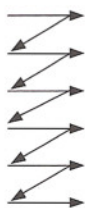
- FERNANDO: Please, come in. (1) Let me take your coat. It's good to see you!
- GEORGE: It's very nice to be here in São Paulo. Thank you so much for your invitation to come and see your company. It was very kind.
- FERNANDO: Not at all. It's my pleasure. (2) some coffee? Or mineral water perhaps?
- GEORGE: I'd prefer mineral water, please.
- FERNANDO: Still or sparkling?
- GEORGE: Oh, (3) , either would be fine. (4) if I just make a quick call – I didn't get a chance earlier.
- FERNANDO: (5) Go right ahead.
- GEORGE: Oh, there's no signal. Never mind. Um, you have a wonderful building here. It looks really impressive from the outside.
- FERNANDO: It's very new – we only moved in last year. It's designed by one of our most famous architects, Cesar Pelli. (6) show you around later?
- GEORGE: Thanks. (7)
- FERNANDO: Now then, (8) get down to business? (9) telling me a little about your interest in our market? What exactly are your long-term objectives here in Brazil?
- GEORGE: Er, perhaps (10) begin by explaining a little about the history of our company. I have a short presentation on my laptop. (11) see it?
- FERNANDO: (12)

Exercise 5 B C D E

Read the following impolite dialogue between a hotel receptionist and a guest.

Receptionist

- 1 Give me your name.
- 3 Spell it.
- 5 Leave your passport.
- 7 Of course.
- 9 It's from seven thirty until ten.
- 11 Do you want a pen?

**Guest**

- 2 It's Jessop.
- 4 It's J-E-S-S-O-P.
- 6 OK. I want an early morning call.
- 8 When is breakfast?
- 10 Also, I must leave a message for a colleague.
- 12 Thank you.

Now rewrite the following lines from the dialogue. The words in brackets will help you.

- Line 1 (May/have/name please) May I have your name, please?
- Line 3 (Could/spell/that/me please)
- Line 5 (Would/mind/your passport)
- Line 6 (Do/think/book me/early morning)
-
- Line 8 (I wonder/you/tell me when)
-
- Line 10 (Would/mind if I/message/colleague)
-
- Line 11 (Would/like me/lend/a pen)
-

14 Practice

Exercise 1 B C D E F

Underline the correct words.

- 1 I'm very busy. Would you mind *to give/giving* me a hand?
- 2 *Would you/Should you* help me carry these boxes, please?
- 3 *Do you like/Would you like* some more soup?
- 4 *May I/Would I* ask you a personal question?
- 5 How about we *talk/talking* to another supplier?
- 6 Are you having problems? *Will I/Shall I* help you?
- 7 Are you having problems? *Let me/I shall* help you.
- 8 *Would I/Could I* borrow your copy of the FT?
- 9 I think *you should/you can* spend less time playing golf.
- 10 Excuse me, *could you/may you* tell me which street this is?
- 11 Do you think *could I/I could* open the window?
- 12 Do you mind if I *open/opened* the window?
- 13 Would you mind if I *open/opened* the window?
- 14 *Would you sign/Please to sign* your name here?

Exercise 2 E

Match the forms 1–3 with the uses a)–c).

- | | | |
|-----------------------------|--------------------------|--------------------------------------|
| 1 Would you like a/some ... | <input type="checkbox"/> | a) offering help |
| 2 Would you like to ... | <input type="checkbox"/> | b) offering something |
| 3 Would you like me to ... | <input type="checkbox"/> | c) inviting somebody to do something |

Exercise 3 B D E F

Match situations 1–6 with questions a)–f).

- | | | |
|-------------------------|---------------------------------------|---|
| 1 Making a request | <input checked="" type="checkbox"/> d | a) Would you like a coffee? |
| 2 Asking for permission | <input type="checkbox"/> | b) Would you like me to carry your coffee for you? |
| 3 Offering help | <input type="checkbox"/> | c) Would you like to come with us for a coffee? |
| 4 Offering something | <input type="checkbox"/> | d) Could you get me a cup of coffee from the canteen? |
| 5 Inviting somebody | <input type="checkbox"/> | e) Shall we break for coffee now? |
| 6 Making a suggestion | <input type="checkbox"/> | f) Is it all right if I help myself to coffee? |

Now match situations 7–13 with replies g)–m). You can look back at the questions in the previous part to help you.

- | | | |
|-------------------------------|--------------------------|---|
| 7 Agreeing to a request | <input type="checkbox"/> | g) Actually, I think I'd rather have water if you don't mind. |
| 8 Refusing a request | <input type="checkbox"/> | h) Of course, no problem. |
| 9 Expressing a preference | <input type="checkbox"/> | i) Actually, I'm really busy at the moment. |
| 10 Accepting an offer of help | <input type="checkbox"/> | j) I'm not sure that's a good idea. |
| 11 Accepting a suggestion | <input type="checkbox"/> | k) OK, let's do that. |
| 12 Rejecting an offer of help | <input type="checkbox"/> | l) Thanks, I'd really appreciate that. |
| 13 Rejecting a suggestion | <input type="checkbox"/> | m) Thanks, but I can manage. |

3 Making enquiries

Listening

Task 1



Listen to two phone conversations and complete the table.



Call	Caller	Person/Company called	Caller interested in
1			
2			

Task 2



Listen to the calls in Task 1 again. Take notes on the message pads.

1

CAPITAL INVESTMENT SERVICES

2

Globe Travel Agency

What to say – what to expect

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

Enquiries for prices and discounts

Person calling

I've seen your advertisement and I'd like to know how much you charge for ...

Could you please tell me what your terms are?

Does the discount go up according to the size of the order?

What are your hotel rates? Does that include breakfast?

Person called

We can give you a 10% discount if you order before 30 October.

The sale is going to continue for the next month.

When you open an account with us you get 5% off immediately.

Our prices start at \$100 for a single room, with breakfast included.

Task 3

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

- 1 Here are the prices available for the flights you wanted.
- 2 Couldn't you manage to me a better discount for this large ?
- 3 It's a good price – it hasn't since last year.
- 4 We've had to prices in line with inflation.
- 5 We can offer you a discount if you order by the end of the month.
- 6 Our room compare favourably with similar hotels in the area.
- 7 How much do you for each transaction?
- 8 I think investing in in the dotcom sector may be risky now.

increase
shares

rates
lowest

order
give

gone up
special


charge

Task 4

Choose the best responses.

- 1 Can you give me a quote?
 - a We haven't any more available.
 - b This price is very competitive.
 - c It will be \$350.
- 2 Can we have a higher discount?
 - a It depends on the number you order.
 - b The prices are our lowest.
 - c It's not so much.
- 3 We are thinking of buying your products.
 - a Then take advantage of our introductory offer.
 - b Business is good at present.
 - c Share prices have been falling lately.
- 4 Can you offer the large size at the same price?
 - a No, it's cheaper.
 - b No, it's more expensive.
 - c No, the price is unchanged.
- 5 When do we need to pay the balance?
 - a Please pay by bank transfer.
 - b No credit is allowed.
 - c By 30 May.
- 6 Are those the best prices you can offer?
 - a Yes, we have plenty available.
 - b Yes, they are fixed for six months.
 - c Yes, they are very important.

Task 5

 You would like to book some tickets for the cinema, but you want some information first. Listen to the recorded menu and complete the notes on the message pad.

To book tickets: _____

To find directions to the cinema: _____

Prices:

Adult:

Students / Senior citizens:

Children under _____:

Family ticket: _____

Standard _____

Standard _____

Standard _____

Superior _____

Superior _____

Superior _____

What to say – what to expect

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

Enquiries for prices and discounts

Person calling

Can I order online? What's your website address?

I've got your February price list. Is it still valid?

We usually get a better discount on a repeat order.

As this is such a major order, we expected a better discount.

Why have you reduced the discount?

Can you quote me a price for that?

Person called

I can email our price list to you, or shall I fax it?

Would you like our special introductory offer?



Those are the best terms we can offer.

You'll find our prices can't be matched.

The price includes insurance and delivery by courier.

You'll find all our prices and terms on the website.

Task 6

  Listen to the phone conversation and complete the email.

To:	Maggie Redwood
Subject:	Order

Dear Maggie,

This is to confirm our conversation earlier. The price for

(1) _____ XJ 33 power supplies is US\$



(2) _____ each.

I look forward to receiving your order.

I will also forward a sample (3) _____ .

Best regards,

Takumi Kiyama

  Listen again and answer the questions.

- 4 Which power supply model has Maggie Redwood's company been using up to now?
- 5 Why is Takumi Kiyama going to send an XJ 44M to Maggie Redwood?

Task 7

Listen to the phone conversation and complete the notes.

Conference Centre wants: Bebbington Porcelain Blue Room Collection
- tableware service for (1) people.

Sales Director offers: special discount of (2)

Normal discount is (3)

Complete boxed tableware set costs (4)

Are pasta dishes and dessert bowls included? (5)

Same terms for follow-up orders? (6)

Listen again and answer the questions.

7 What is Eva Frei going to do next, following the phone call?

8 How soon does she think the conference centre may place the order?

You will find the tapescript on page 85.

Task 8

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

A: PC Delivery. Good morning.

B: Could I speak to Anita McGarry, please?

A: 1

B: I'm calling from Computer Sales Ltd. We'd like to order some DE960 printers.

A: 2

B: 3

A: Oh, yes, until the end of the year.

B: 4

A: You've done business with us before, haven't you?

B: Yes, and this is our second order for this type of printer.

A: 5

B: 6

A: Oh, we don't normally go over 10%.

B: 7

A: I see. Well, I'd better confirm that with someone in my department.

B: 8

A: Yes, Computer Sales Ltd, you said. And your name is ... ?

B: John Draper.

A: 9

a I see. How many would you like?

b We're thinking in terms of 12%. How does that sound?

c Yes, please do that, and then perhaps you'll call me back.

d Right, Mr Draper. I'll call you back later this morning.

e But we had 7% last time, and we were told it would be 5% higher for a repeat order.

f What discount would you offer on an order for 100?

g Speaking.

h That's good. We give a higher discount on a repeat order.

i Well, it depends on your terms. Is your May price list still valid?

Language study

Task 9 Passing on messages

Study these examples of how to pass on messages.

'I'm arriving on flight BA 532,' said Claudia Peuser.

Claudia Peuser said she was arriving on flight BA 532.

Ming Li said to Jeff Shen, 'Please send confirmation in writing to the suppliers.'

Ming Li told/asked Jeff Shen to send confirmation in writing to the suppliers.

Now pass on these messages in a similar way. Make sure that you make all the necessary changes.

1 'I'll give you an extra 2% discount for such a big order,' Prisca Marchal said to me.

2 'Alicia, please tell Pablo Lubertino we've received his order,' the manager said.

3 'How do you spell your second name?' the receptionist asked Xin Yuzhuo.

4 The Sales Manager said to me, 'Tell her we'll offer them a bigger discount.'

5 Mete Irmak said, 'We paid the account by bank transfer on 17 October.'

6 'Can you check whether the figures in the file are correct, please?' Daniel Tai said to Hanna Chang.

7 'Could you tell Abdullah Hassan that I called, please?' Melissa Fu said to the receptionist.

8 Kenny Liu said to his colleague, 'Is the sale due to end next week?'

Task 10 Note-taking (2)

Choose the abbreviation from the list below that matches each of these words and phrases.

- | | |
|------------------------------|------------------------------|
| 1 Personal Assistant | 10 note |
| 2 and so on | 11 estimated time of arrival |
| 3 maximum | 12 Managing Director |
| 4 stamped addressed envelope | 13 about, on the subject of |
| 5 as soon as possible | 14 for example |
| 6 Research and Development | 15 thousand |
| 7 per annum/year | 16 especially |
| 8 for the attention of | 17 Greenwich Mean Time |
| 9 cost, insurance, freight | 18 information |

ETA	re	e.g.	NB	Attn	CIF	asap	esp	SAE
etc.	GMT	MD	K	max	R&D	info	PA	p.a.

Now use abbreviations to put these sentences into note form.

- 19 Could you ask Tatiana about the invoice as soon as you can?
- 20 The cost will be \$49,000 including insurance and freight.
- 21 The interest payable will be 18 per cent per year.
- 22 It is very important that we don't pay more than €1,250.
- 23 The Managing Director is expected to arrive at half past three on Wednesday afternoon.
- 24 Please send each applicant a stamped addressed envelope.

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.

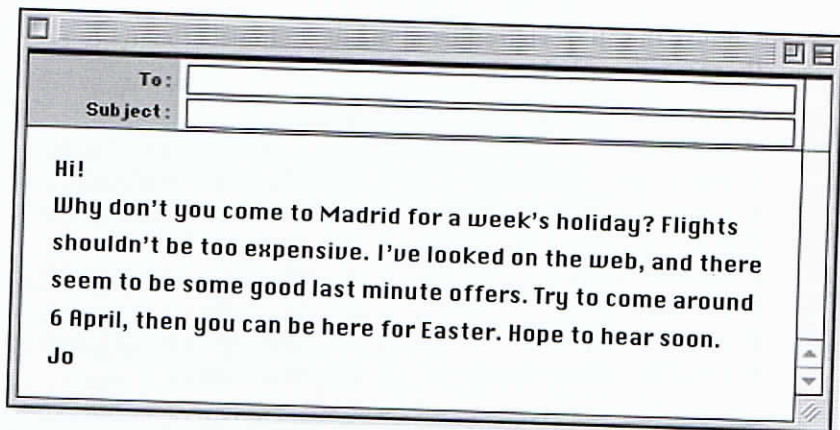
- | | |
|------------------------|--------------|
| 1 Tiphaigne | 5 €130 |
| 2 ETA 10.25 a.m. | 6 £3.75 |
| 3 Keumsung | 7 asap |
| 4 2.30 p.m. on 17 July | 8 Form + SAE |

You will find the tapescript on page 86.

Task 12



Read this email from a friend in Madrid.



You have looked at different websites for information about flights, but the fares for the Easter period look rather high. You can't find the last minute offers your friend mentioned. You call a travel agent to see if they can help. You don't want to pay more than €200. You don't mind what time the flights are. Listen to what the travel agent says. Pause the recording after each question and respond.

You may listen to the recording first to help you.

You will find the tapescript on page 86.

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 pages 72–73.

Sit back to back. Student A should now 'call' Student B. When you have done the calls once, change roles.

A1 You have inherited some money and you would like to invest £10,000 in shares. You call Daniel Evans at Capital Investment Services. You want to invest in 'safe' companies and you would like some prices, and information on how you can expect your money to grow.

A2 Your office is in London. You have to go on a business trip to Lima, Peru, at short notice for a ten-day trip. You call Globe Travel Agency to ask Annabel Davies to make bookings for you. You would like to stop over in Mexico City on the way, and in Port of Spain, Trinidad on the return trip. You would like to travel business class. Tell the travel agent the dates you need to travel. You need to know how much the return fare will be before you can make the booking.

A3 You are a colleague of Ben Corbett, the Sales Director at Bebbington Porcelain. Ben has asked you to call Eva Frei at the International Shop in Berlin to give her some more information about the tableware which the conference centre may order. There is a three-month delay in the production of the Blue Room Collection dinner plates, and stocks are low now; the Violet Room Collection is very similar, and all the pieces are in stock; the Gold Room Collection tableware has been discounted by a further 5% for three months.

1 How can I help you?

B1 You are a colleague of Richard Dawson. Richard is away on holiday for a week. Make a note of the caller's message, and say Richard will deal with it on his return.

B2 You are a colleague of Mark Wheeler. Explain to the caller that Mark Wheeler is in a meeting. Ask if you can help the caller. Explain that you have the price list: the price of plugs (reference number MS/74/07) is £24.99 for ten.

B3 You are a colleague of Richard Dawson. Richard was on holiday last week, and is now in a meeting, and can't be disturbed. Explain that he is very busy. Ask the caller how you can help, and explain that you will ring back when Richard has had time to give you the information.

2 Hold the line, please

B1 You don't know the person the caller wants to speak to. Has he/she got the right number? Your number is 3486 5902.

B2 You work in the same office as Yoshida Tokuko, who is away for three days. Find out what the caller wants. You think the date is OK, but tell the caller that you will ask Yoshida Tokuko to confirm the arrangement on his return.

B3 You are a colleague of Teresa Lombardo. Teresa is away at a conference. Find out what the caller wants. Explain that you don't know anything about it, but you will do your best to find out. You promise to call the caller back with some information later today.

3 Making enquiries

B1 You are a colleague of Daniel Evans at Capital Investment Services, but you are not an expert on advising customers about investing their money. You don't want to lose the business of the customer who calls,

but you are only able to give him/her limited information. Take down the customer's details and explain that you will pass on all the information to Daniel and ask him to ring the customer tomorrow.

B2 You are a colleague of Annabel Davies at Globe Travel Agency. There are flights from London to Lima every day with a stopover in New York. It is possible to stop over in Houston, Texas and then in Mexico City en route to Lima, but as this involves two airlines, the price would be £100 more. There are only two direct flights a week from Lima to Port of Spain, but there are daily flights from Trinidad to London. Take notes on what the customer wants, and explain that you will have to look up all the prices, and will call back.

B3 You are a colleague of Eva Frei, the manager at the International Shop in Berlin. You know the conference centre have confirmed that they will place an important order for tableware made by Bebbington Porcelain. They have chosen the Blue Room Collection on the understanding that everything will be delivered within six weeks. You know they were close to placing an order with a rival company, but the special discount Eva Frei was able to negotiate persuaded them to choose the tableware made by Bebbington Porcelain. Eva Frei is away and you are in charge. You don't want to lose the order.