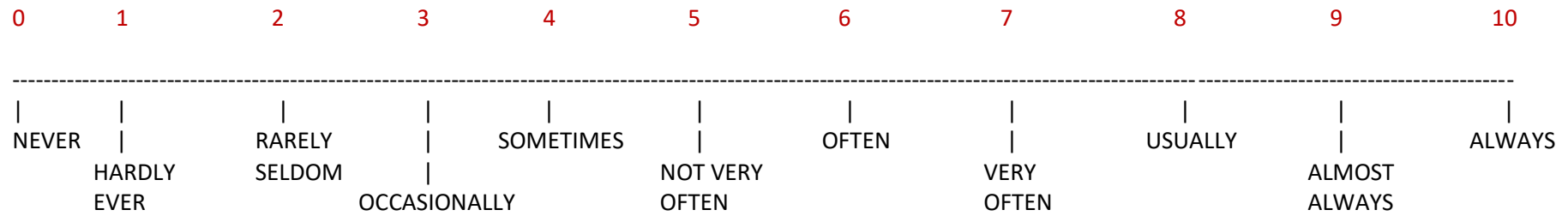


NEWSPAPER	I read
BOOKS	I read
	I don't read
FOOD	I like
	I don't like
DRINK	I like
	I don't like
SPORT	I play
	I don't play
	I watch
MUSIC	I like
	I don't like
	I play
INTERESTS	I'm interested in
LANGUAGES	I speak
	I don't speak
HOLIDAYS	I often go (to) on holiday.
ACTIVITIES	I like ing.
	I like ing.
	I don't like ing.

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

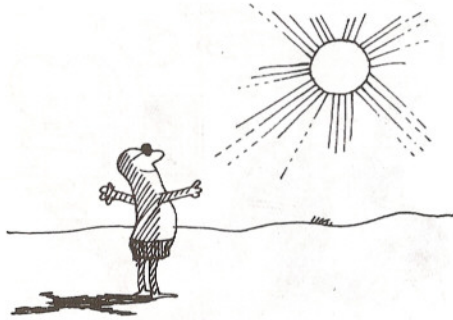
14 What's the weather like?

Write under each of the drawings below what the weather is like. Choose from the following:

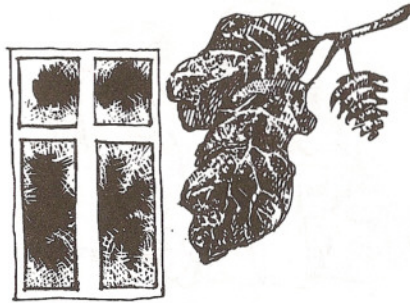
It's raining
It's snowing
It's windy
It's foggy

It's cloudy
It's sunny
It's freezing
It's thawing

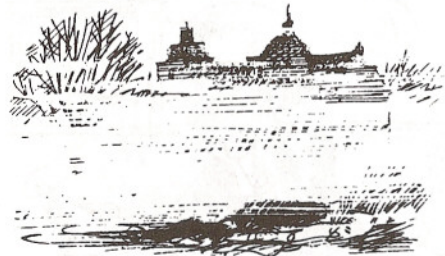
It's frosty
It's clearing up



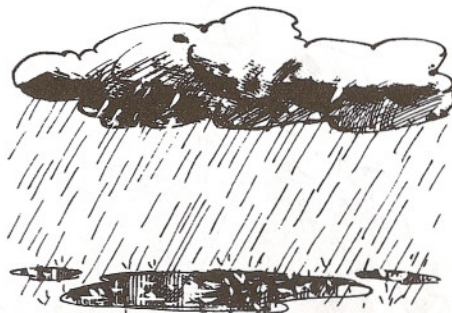
1



2



3



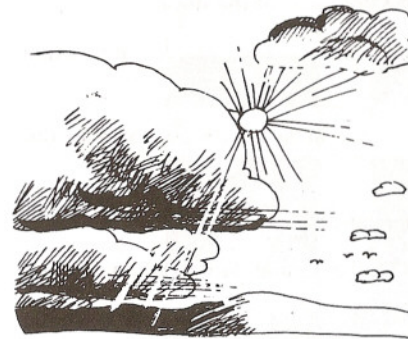
4



5



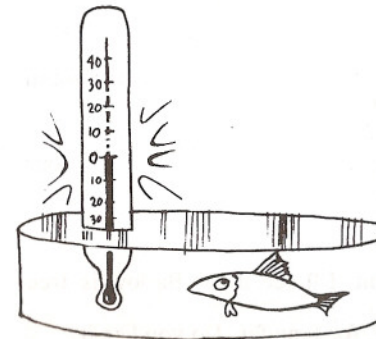
6



7



8



9



10

1) Watch - 'Speakout elementary dvd preview Unit 10'

https://www.youtube.com/watch?v=QoG_HBTPcCw&list=UUP6px6Y2N4lyCRkdI7dW5aA&index=121

- a) What is the wettest place in western Europe?
- b) How often does it rain there?
- c) How many tonnes of rain fall on the average family house in one month?
- d) In which year was the longest period of continuous rain recorded?
- e) It started raining on the third of January that year. When did the rain stop?
- f) For how many days did it rain every day?

2) What's the Weather Like?

NOUN PHRASE	ADJECTIVE PHRASE	
Sunshine	It is sunny	It is freezing = 0°C
Rain	It is rainy	It is cold = 10° C
Wind	It is windy	It is cool = 18°C
Fog	It is foggy	It is warm = 25°C
Mist	It is misty	It is hot = 33°C
Frost	It is frosty	It is boiling = 40°C
Cloud	It is cloudy	

3) What is the weather like in the Marche

- (a) in the spring
- (b) in the summer
- (c) in the autumn
- (d) in the winter

QUICK REVIEW Present Continuous Write six actions (*play tennis, watch TV, etc.*). Work in pairs. Take turns to mime the actions to your partner. He/She guesses what you are doing: **A** Are you playing tennis? **B** Yes, I am.

Vocabulary and Speaking

Types of transport

- 1 a** Work in pairs. Which words do you know? Check new words in **VOCABULARY 8.2** p145.

a car a plane a train a taxi a bus
a tram a bike a scooter a boat
a motorbike a ferry a coach

- b** Put the words into two groups: public transport and private transport. Some words can go in both groups.

- c** Work in pairs. Compare groups. Are they the same?

- 2 a** Match phrases 1–7 to a–g. Check in **VOCABULARY 8.3** p145.

- | | |
|-------------------------|----------------------------|
| 1 go by car | a cycle |
| 2 go by bike | b take the bus/coach |
| 3 go by plane | c walk |
| 4 go on foot | d take the ferry/boat |
| 5 go by bus/coach | e fly |
| 6 go by ferry/boat | f drive |
| 7 go by train/tube/tram | g take the train/tube/tram |

- b** Work in groups. Talk about how you travel:

- to work/school/university
- to the centre of your town/city
- to other places in your country
- to parties
- when you're on holiday

Listening and Speaking

- 3 a** Before you listen, check these words/phrases with your teacher.

snow a traffic jam a journey a normal day

- b** Look at the news website and the photo. What is happening in London?

www.newsworld.com/London



NewsWorld

London in the Snow

Traffic Jams All Over City

Heavy snow continues to fall in central London this morning as people try to get to work.

[Travel news and updates](#)



- 4 a** **CD2** 52 Listen to a news report. Fill in the table.

	how he/she usually travels to work	how he/she is travelling to work today
first man	by train	
woman		
second man		

- b** Listen again and answer these questions.

- Are there any trains today?
- What time does the first man usually start work?
- How long is the woman's journey to work on a normal day?
- When did she leave home?
- Where is the second man from?
- Do they have the same traffic problems in his country?

HELP WITH LISTENING Linking (2)

- Remember: we often link consonant sounds at the end of a word with vowel sounds at the beginning of the next word.

- 5 a** **CD2** 52 Listen and notice the linking.

YOU EXPECT TO HEAR

I start at eight.
And it's eight thirty now.

YOU USUALLY HEAR

I start_at_eight.
And_it's_eight thirty now.

- b** Look at Audio Script **CD2** 52 p161. Listen again and notice the consonant-vowel links.

- 7 a** Read what some other people are doing on the same day. Put the verbs in the Present Simple or Present Continuous.

MADDY I'm an accountant and I
 1 work (work) for a bank. I usually
 2 _____ (work) in the city, but
 today I 3 _____ (work) at home
 because of the snow. At the moment
 I 4 _____ (sit) in the kitchen and
 I 5 _____ (write) emails on my
 laptop. I 6 _____ (not work)
 at home very often, so I'm happy
 it 7 _____ (snow) today!



EVE On Mondays we usually 8 _____ (drive) to Wimbledon and
 9 _____ (visit) some friends. But we 10 _____ (stay) at home
 today because of the snow. At the moment my husband, Lenny,
 11 _____ (answer) his emails and I 12 _____ (watch) the news.
 Normally I 13 _____ (not watch) TV in the day, but I want to know
 about the weather.



HELP WITH GRAMMAR

Present Simple or Present Continuous

- 6 a** Look at this sentence. Then complete the rules with *Present Simple* or *Present Continuous*.

I usually go by train, but I'm taking the bus today.

- We use the _____ to talk about things that happen every day/week/month, etc.
- We use the _____ to talk about things that are happening now.

b Do we usually use the Present Simple (PS) or the Present Continuous (PC) with these words/phrases?

usually PS now
 today sometimes
 always often normally
 at the moment never
 hardly ever every day

- b** **CD2** 54 Listen and check your answers.

- 8 a** Make questions about the people in **7a**. Fill in the gaps with *do*, *does*, *is*, *are* and the correct form of the verb in brackets.

- What does Maddy do ? (do)
- _____ she _____ in the city today? (work)
- What _____ she _____ at the moment? (do)
- _____ she _____ at home very often? (work)
- What _____ Lenny and Eve usually _____ on Mondays? (do)
- What _____ they _____ today? (do)
- _____ Eve normally _____ TV in the day? (watch)
- Why _____ she _____ it today? (watch)

- b** **CD2** 55 **PRONUNCIATION** Listen and check. Listen again and practise.

- c** Work in pairs. Ask and answer the questions.

What does Maddy do?

She's an accountant.

Get ready ... Get it right!

- 9** Work in two groups. Group A p107. Group B p112.

B

The Swan-Walter Universal Holiday Postcard Machine

1 It's easy to write holiday postcards! Write one now and send it to a friend.

Dear... **N**...

Well, here we are in
T... **W**..., and we are
 having a/an... **A**... time.
 I am sitting/lying... **Pr**...
Pl..., writing postcards,
 drinking... **D**... and looking
 at... **L**... **N** is... **V**...
 and... **PN**... are... **V**...
Pr... **Pl**...

Tomorrow we are going to
T... I'm sure it will
 be... **A**...
 Wish you were here,
 Love, ... **N**...

POSTCARD DICTIONARY

N (name)

John
 Mary
 Alexandra
 Mother
 etc.

T (town, city, village)

Rome
 Manchester
 Honolulu
 etc.

W (weather)

The sun is shining
 It is raining
 It is snowing
 There is a hurricane
 etc.

A (adjective)

wonderful	terrible
beautiful	awful
lovely	horrible
exciting	catastrophic
interesting	boring
magnificent	etc.

Pr (preposition)

in
 on
 at
 under
 by
 near
 opposite
 etc.

Pl (place)

my room
 their room
 the bar
 the beach
 a café
 a tree
 a mountain
 etc.

D (drink)

coffee
 beer
 wine
 etc.

L (things to look at)

the sea
 the mountains
 the tourists
 the rain
 the sheep
 etc.

V (verb)

shopping
 sightseeing
 sleeping
 drinking beer
 dancing
 playing cards
 having a bath
 etc.

PN (plural noun)

the children
 Mummy and Daddy
 George and Sue
 etc.

2 Spelling. Make the -ing form.

- | | |
|-------------------------|-------------|
| 1. sing <i>singing</i> | work |
| play <i>playing</i> | start |
| stand | eat |
| read | go |
| 2. make <i>making</i> | dance |
| smoke <i>smoking</i> | drive |
| write | like |
| 3. stop <i>stopping</i> | shop |
| sit <i>sitting</i> | run |
| get | begin |
| 4. lie <i>lying</i> | die |

3 Say these words after the recording or after your teacher.

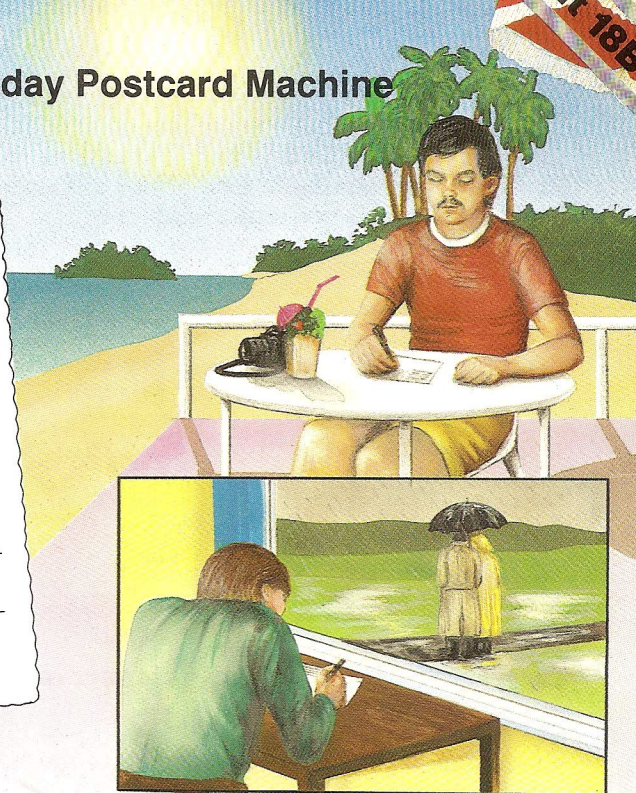
- | | | | |
|--------|-----|------|-------|
| 1. egg | end | send | west |
| 2. he | we | east | eat |
| | | | meet |
| | | | sleep |

1 or 2? Decide how to pronounce these words and check with your teacher or the recording.

went	meat	men	bed	be	left
reading	sheep	mean	me	get	speak

Which group do these words go in?

many	friend	head	any
------	--------	------	-----



QUICK REVIEW have to Think of two people you know with jobs. Work in pairs. Tell your partner what these people have to do in their jobs. Which person has the best job, do you think?

Vocabulary and Speaking

Looking for a job

- 1 a** Work in pairs. Which of these phrases do you know? Check new words/phrases in **VOCABULARY 3.2** p131.

find a job
write a CV
go for an interview
lose your job
look for a job
apply for a job
fill in an application form
be unemployed
get unemployment benefit
earn a lot of money
have some experience

- b** Work on your own. Put the phrases in **1a** in order. There is more than one possible order.

1 *lose your job*

- c** Work with your partner. Compare answers. Are they the same?

Reading

- 2 a** Look at the photos and read the letters. Why is Bonnie unemployed? Why is Harry unemployed?
- b** Read the letters again. Tick the true sentences. Correct the false ones.
- two*
- a Bonnie left school ~~three~~ months ago.
 - b She's looking for her second job.
 - c She looks at the job adverts online twice a week.
 - d She's cleaning her neighbours' house at the moment.
 - e Harry worked for the same company for seventeen years.
 - f He lost his job two months ago.
 - g He goes to a lot of interviews.
 - h He knows a lot about engineering.



Bonnie



Harry

LETTERS TO THE EDITOR

Getting nowhere

Dear Sir,

My daughter, Bonnie, left school two months ago and now ¹**she's looking** for her first job. The problem is that companies always say they want people with experience, but how can she get experience if nobody gives her a job? ²**She goes** online every day and looks at the job adverts, but there's nothing for people like her. At the moment ³**she's doing** some cleaning for our neighbours to earn a bit of money, but ⁴**she needs** a real job.

Mr J Melton
Manchester

Experience doesn't count

Dear Sir,

I read your report on unemployment in yesterday's paper and ⁵**I'm writing** to tell you how it feels to be unemployed. I'm 54 years old and I worked for an engineering company for 17 years until it closed down four months ago. ⁶**I'm applying** for every job I can, but ⁷**I never get** an interview because ⁸**people think** I'm too old – it's very frustrating. I've got a lot of experience in engineering and I want to work. I just need someone to give me a chance.

Harry Thompson
Preston

HELP WITH GRAMMAR Present Continuous and Present Simple; activity and state verbs

3 a Look at phrases 1–8 in the letters. Which are in the Present Continuous and which are in the Present Simple?

b Match phrases 1–8 to these meanings. There are two phrases for each meaning.

● We use the Present Continuous for things that:

- a are happening at the moment of speaking. *she's doing*
- b are temporary and happening around now, but maybe not at the moment of speaking.

● We use the Present Simple for:

- a daily routines and things we always/sometimes/never do.
- b verbs that describe states (*be, want, have got, think, etc.*).

c Do these verbs describe activities (A) or states (S)? Do we usually use state verbs in the Present Continuous?

play A like S work write hate eat know
remember run understand do believe need

d How do we make negatives and questions in the Present Continuous and Present Simple?

e Check in **GRAMMAR 3.3** p132.

4 **CD1 33 PRONUNCIATION** Listen and practise. Copy the stress.

She's looking for her first job.

5 a Put the verbs in Harry's email in the Present Continuous or Present Simple. Where is he working now?

To: Frank Watson

Hi Frank

Good news – I ¹ *ve got* (have got) a new job! ² _____ you _____ (remember) that letter I wrote to the paper? Well, the manager of a local engineering company read it and offered me a job! The company ³ _____ (make) parts for cars and they ⁴ _____ (sell) them to companies in Europe. They ⁵ _____ (do) very well at the moment but they ⁶ _____ (want) to get more business and now they ⁷ _____ (try) to sell to companies in the USA. I ⁸ _____ (like) having lots of responsibility and I ⁹ _____ (have) two or three meetings with customers every week. I ¹⁰ _____ (not work) now – it's my lunch break – so I ¹¹ _____ (write) a few emails to my friends to tell them my news. I usually ¹² _____ (work) quite long days but I ¹³ _____ (not work) at the weekend. Anyway, I have to go – the phone ¹⁴ _____ (ring).

Harry

b Work in pairs. Compare answers. Explain why you chose each verb form.

Speaking

6 Work in pairs. Student A p104. Student B p110.

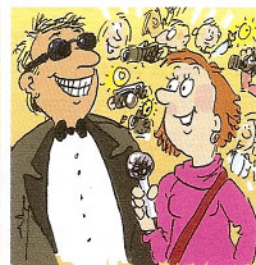
7 Work in groups. Discuss these questions.

- 1 Do you think it's more difficult to be unemployed when you're young or when you're older? Why?
- 2 Can people in your country get unemployment benefit? If not, what do they do?
- 3 What's the best way to find a job?

Get ready ... Get it right!

8 Make *yes/no* questions with *you*. Put the verbs in the Present Continuous or Present Simple.

- 1 / look / for a job at the moment?
Are you looking for a job at the moment?
- 2 / want / to live in a different country?
- 3 / need / speak English every day?
- 4 / read / a newspaper every day?
- 5 / read / a good book at the moment?
- 6 / get up / before seven o'clock?
- 7 / study / for an exam at the moment?
- 8 / have / an interesting job?



9 a Ask other students your questions. Try to find someone who answers yes for each question. Then ask two follow-up questions.

Are you looking for a job at the moment?

Yes, I am.

What kind of job are you looking for?

b Work in groups. Tell the other students three things you know about the class.

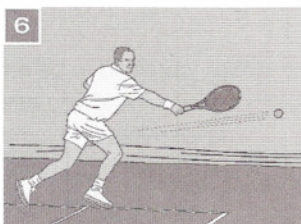
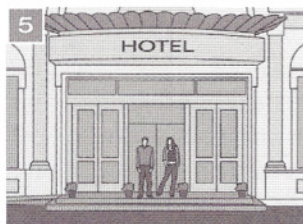
b Match the sentences in 2a to their meanings.

- a Present Simple for routines: 1 and _____ .
- b Present Simple for states: _____ and _____ .
- c Present Continuous for things that are happening at the moment of speaking: _____ and _____ .
- d Present Continuous for things that are temporary or are happening around now: _____ and _____ .

3 Look at the pictures. Then fill in the gaps with the Present Simple or Present Continuous form of these verbs.

teach learn work lose win stay
relax cycle drive be rain go

- 1 Helen teaches French but today she's learning Italian.
- 2 Cliff and Sue usually work hard, but today they _____ .
- 3 Brian often _____ to work, but today he _____ .
- 4 It _____ generally sunny, but today it _____ .
- 5 For holidays, we usually _____ camping, but this year we _____ in a hotel.
- 6 I'm good at tennis and I usually _____ , but today I _____ !



4 Read the article and put the verbs in brackets in the Present Simple or Present Continuous.

Top tips for finding a new job

1 _____ (look) for a new job?

Well, you ² _____ (read) this article, so the answer is probably yes!

■ Your CV ³ _____ (be) an advert for you! I always ⁴ _____ (ask) a friend to read my application forms or CV. ⁵ _____ you _____ (learn) anything new at the moment? I ⁶ _____ (study) Spanish. I ⁷ _____ (not need) Spanish for my job, but it's a useful language. And it looks good on my CV!

■ Before interviews, I ⁸ _____ (try) to find out something about the company. Most large companies ⁹ _____ (have) websites. My daughter ¹⁰ _____ (want) to work for Microsoft in the future and at the moment she ¹¹ _____ (read) a book about the company.

■ I always ¹² _____ (arrive) five or ten minutes early for an interview. While I ¹³ _____ (wait), I ¹⁴ _____ (read) my notes carefully.

■ In an interview, you ¹⁵ _____ (need) to listen very carefully and answer the questions honestly. And smile! It ¹⁶ _____ (help) you relax!

THE PRESENT CONTINUOUS

FORM

Infinitive = to work

+ I am working

You are working

He / she / it is working

We are working

You are working

They are working

— I am not working

You aren't working

He / she / it isn't working

We aren't working

You aren't working

They aren't working

? Am I working ?

Are you working ?

Is he / she / it working ?

Are we working ?

Are you working ?

Are they working ?

SPELLING

Infinitive -ing form

Enjoy Enjoying

Study Studying

Infinitive -ing form

Make Making

Take Taking

Stop Stopping

Sit Sitting

Admit Admitting

Prefer Preferring

Enter Entering

Limit Limiting

Lie Lying

Die Dying

USE

- i) For things happening now or in this period e.g. "I am watching TV"
- ii) For things that are changing e.g. "The price of gold is going up"
- iii) For arrangements in the future (but you must say WHEN)
e.g. "I'm flying to New York next Friday"

VERBS NOT NORMALLY USED IN CONTINUOUS FORMS

1) Verbs of Emotion

Admire, Adore, Appreciate, Desire, Detest, Dislike, Fear, Hate, Like, Loathe, Love, Mind, Need, Respect, Value, Want, Wish.

2) Verbs of Thinking

Agree, Assume, Believe, Forget, Know, Mean, Perceive, Realise, Recall, Recognise, Recollect, Remember, Suppose, Understand.

3) Verbs of Passive Perception

See, Hear, Smell, Taste, Feel, Sound, Appear, Seem, Notice.

4) Verbs of Possession

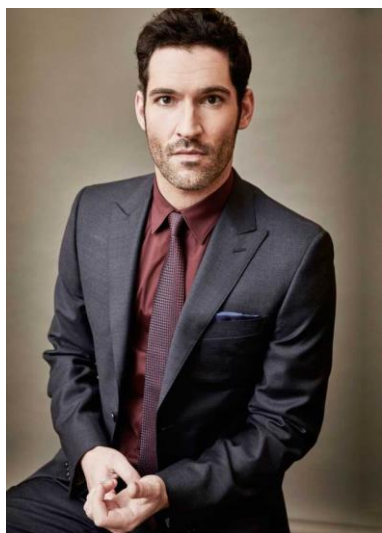
Have Got, Possess, Own, Belong, Owe.

5) Special Cases

Consist, Contain, Cost, Keep (continue), Matter, Weigh.

PERSONAL INFORMATION

Davide Golia



 Via Nazario, 55, Grottammare (AP), 63066, Italy

 3478256901

 d.golia@studenti.unimc.it

Sex Male | Date of birth 26/07/1991 | Nationality Italian

PREFERRED JOB

Restaurant Manager

WORK EXPERIENCE

July 2020-September 2021

Head Chef

Hotel Splendido, Grottammare (AP)

Duties and responsibilities:

- Preparing appetizers, pasta dishes, main courses and desserts at the Hotel Splendido

Business or sector Catering

July 2018-June 2020

Waiter

Café Venezia. Grottammare (AP)

Duties and responsibilities:

- Taking orders, serving meals, serving drinks, cleaning tables

Business or sector Catering

July 2012-June 2018

Barman

Bar Lume. Grottammare (AP)

Duties and responsibilities:

- Taking orders, serving drinks, cleaning tables

Business or sector Catering

June 2010-June 2012

Shelf filler

Auchan s.p.a. Grottammare (AP)

Duties and responsibilities:

- Placing stocks on supermarket shelves and in display cabinets

Business or sector Retail

EDUCATION AND TRAINING

- 2012-2017 5-Year University Degree in Economics**
 University of Macerata
 Economics Department, Piazza Strambi 1, 62100 Macerata (MC)
www.EconomiaEdiritto@unimc.it
 Principal Subjects Studied: Economics, Finance, International Trade, Insurance, Maths, Statistics
- 2006-2011 High School Diploma (Classical Studies)**
 Liceo Classico Statale Giacomo Leopardi, Via Ricci 2, San Benedetto del Tronto (Italy)
www.LiceoLeopardiSanBenedetto.com
 Principal Subjects Studied: English, French, Latin, Greek, Italian Literature, Maths, Philosophy

PERSONAL SKILLS

Mother tongue(s) Italian

Other language(s)	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	B2	B2	B1	B1	B1
	Replace with name of language certificate. Enter level if known.				
French	A1	A2	A1	A1	A1
	Replace with name of language certificate. Enter level if known.				

Levels: A1/2: Basic user - B1/2: Independent user - C1/2 Proficient user
 Common European Framework of Reference for Languages

Communication skills ▪ Discrete communication skills gained thanks to my experience in organizing culinary events

Organisational / managerial skills ▪ Leadership (I was the editor-in-chief of my High School newspaper)
 ▪ Charisma (I was elected Student representative at the University of Macerata)

Job-related skills • Good sense of humour, endurance, the ability to organize teams and work under pressure

Computer skills ▪ good command of Microsoft Office 365™ tools (Word, PowerPoint etc.)
 ▪ good command of spreadsheet software, e.g. Excel

Other skills ▪ I can manage websites effectively
 ▪ I can ride a horse
 ▪ I can sail a boat
 ▪ I can handle professional audio-visual equipment for presentations

Driving licence ▪ Clean driving licence, Type B

THE SIMPLE PRESENT

FORM

Infinitive = to work

+ I work
You work
He / she / it works
We work
You work
They work

— I don't work
You don't work
He / she / it doesn't work
We don't work
You don't work
They don't work

? Do I work ?
Do you work ?
Does he / she / it work ?
Do we work ?
Do you work ?
Do they work ?

SPELLING

<u>Infinitive</u>	<u>He/she/it form</u>	<u>Exceptions</u>
Enjoy	Enjo <u>y</u> s	To be
Pay	P <u>a</u> y <u>s</u>	To have
Study	Stud <u>i</u> e <u>s</u>	Have got
Try	Tr <u>i</u> e <u>s</u>	Central modal verbs

Miss	Miss <u>e</u> s
Wish	Wish <u>e</u> s
Watch	Watch <u>e</u> s
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"

THE PRESENT CONTINUOUS

FORM

Infinitive = to work

+	I am working	We are working
	You are working	You are working
	He / she / it is working	They are working
—	I am not working	We aren't working
	You aren't working	You aren't working
	He / she / it aren't working	They aren't working
?	Am I working ?	Are we working ?
	Are you working ?	Are you working ?
	Is he / she / it working ?	Are they working ?

SPELLING

<u>Infinitive</u>	<u>Ing- form</u>	<u>Infinitive</u>	<u>Ing- form</u>
Enjoy	Enjoying	Make	Making
Study	Studying	Take	Taking
Stop	Stopping	Admit	Admitting
Sit	Sitting	Prefer	Preferring
Enter	Entering	Lie	Lying
Limit	Limiting	Die	Dying

USE

- i) For things happening now or in this period e.g. "I am watching TV"
- ii) For things that are changing e.g. "The price of gold is going up"
- iii) For arrangements in the future (but you must say WHEN)
e.g. "I'm flying to New York next Friday"



01

Exercise 4 A B

Jane introduces Claude to João in London. Complete the dialogue by putting each of the verbs in brackets into the correct form of the present simple.

JANE: Claude, (1) Do you know (you / know) João? João (2) (be) from Brazil, but he worked with me in Paris last year. He (3) (know) a lot about your line of work.

CLAUDE: Really! Well I (4) (be) very pleased to meet you, João.

JOÃO: Pleased to meet you too, Claude.

CLAUDE: So, what exactly (5) (you / do)?

JOÃO: I (6) (work) in the oil industry as a market analyst.

CLAUDE: Oh, so you (7) (make) decisions about levels of production?

JOÃO: No, I (8) (not make) any decisions really. My job (9) (involve) studying market trends and giving advice on levels of production.

CLAUDE: Still, that's a lot of responsibility.

JOÃO: Well, yes, but Brazil (10) (not / be) a major producer like Saudi Arabia. What about you?

CLAUDE: I work for a French company that (11) (supply) specialised equipment to the oil industry. We (12) (be) one of the biggest companies in our market.

JOÃO: Oh, really? And (13) (you / often / come) to London?

CLAUDE: Yes, quite often. My company (14) (have) an office here. It (15) (not / take) long to get here now, if you travel by Eurostar. Could I give you my card?

Gerda: a Brazilian success story

Gerda, the Brazilian steel maker,
(1a) *is becoming* one of Latin
America's most successful
(1b) *companies* It
(2a) productivity
in its (2b) ; it
(3a) the price
and timing of its takeovers of smaller
companies (3b) ;
and, most important, it
(4a) to
understand investors'

(4b) Investors
want a firm that's focused and
transparent, with a simple share
structure, and that's exactly what
Gerda gives them.

The only problem in the short term is
a problem of success. Gerda
(5a) a 50%
(5b) in its
domestic market, and so it
(6a) the

(6b) of Cade, the
monopolies authority.

These days it's much easier to do
business in Brazil. The government
is simplifying the company-tax
structure, it (7a)
the labour market more
(7b) by changing
the restrictive labour laws, and it
(8a) company
(8b) in general.

VERBS NOT NORMALLY USED IN CONTINUOUS FORMS

1) Verbs of Emotion

Admire, Adore, Appreciate, Desire, Detest, Dislike, Fear, Hate, Like, Loathe, Love, Mind, Need, Respect, Value, Want, Wish.

2) Verbs of Thinking

Agree, Assume, Believe, Forget, Know, Mean, Perceive, Realise, Recall, Recognise, Recollect, Remember, Suppose, Understand.

3) Verbs of Passive Perception

See, Hear, Smell, Taste, Feel, Sound, Appear, Seem, Notice.

4) Verbs of Possession

Have Got, Possess, Own, Belong, Owe.

5) Special Cases

Consist, Contain, Cost, Keep (continue), Matter, Weigh.



03

Exercise 4 A D unit 1

Complete this dialogue by putting each of the verbs in brackets into the correct form of the present simple or present continuous.

MATT: (1) Are you looking... (you/look) for someone?

JENNIFER: Yes, I (2) (need) to speak to Kim Bryant but she isn't in her office.
(3) (you/know) where she is?

MATT: Oh, I'm sorry, she isn't here today. She (4) (work) at home trying to finish an urgent report. I (5) (think) she'll be back at her desk tomorrow. Perhaps I can help you?

JENNIFER: Oh, thanks. I (6) (work) for Pritchard Evans. We
(7) (organise) corporate hospitality ...

MATT: Oh, yes.

JENNIFER: Well, Kim Bryant contacted us last week. Apparently you
(8) (expect) a visit by a Korean trade delegation next month.

MATT: Yes, that's right.

JENNIFER: Kim asked me to call in and give her some information on our service. Um, I
(9) (have) a list of suggestions with me. It
(10) (give) you information on where you could take your visitors, and details of extra services that we can offer, like our pick-up service from the hotel in a chauffeur-driven limousine.

MATT: Well, that sounds great. I'm sure Kim would be really interested to see this.

JENNIFER: How long (11) ? (your visitors/stay)?

MATT: Oh, I'm sorry, I (12) (not/know) exactly. You really need to speak to Kim, she (13) (deal) with this conference. I'll tell her to give you a ring tomorrow. What's the best time to call?

JENNIFER: I (14) (not/work) in the office in the mornings ... anytime after two. Or she can call me on my mobile, on 0777...

Time Out: time to **expand**

Time Out, the London entertainment magazine, has plans for expansion. It already (1) **OWNS** the monthly magazine *Paris Passion*, and now it (2) beyond France to other markets such as Argentina and Japan. Tony Elliott, *Time Out's* founder, says he (3) local people to initiate and run the magazines, as *Time Out's* London office doesn't have the cash or

management time. Elliott also has plans for the website, *Timeout.com*, which was launched in 1995 and (4) information about more than 30 cities. It (5) on advertising revenue and a small amount of money from ticket sales to survive. But as *Time Out* changes and expands, Tony Elliott (6) persuade advertisers in the printed version to take more

space on the Internet site. Also, he (7) the possibility of charging visitors to the site for access to some information. Despite these expansion plans, Elliot says that a flotation on the stock market is out of the question. He (8) to keep control of the business he has built up.

5 Bookings and arrangements



Listening

Task 1



Listen to two phone conversations and complete the table.

Call	Name of travel agency	Destination	Alternatives
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 the first time Mike Wilkins has rung the travel agent asking for information. **T/F**
- 2 The travel agent has been to the places they are discussing. **T/F**
- 3 Hotel San Lorenzo is in the city centre. **T/F**
- 4 Helga Langendorf will be in Hong Kong for work. **T/F**
- 5 The price of the flights on the two airlines is very different. **T/F**
- 6 The travel agent will make the bookings immediately. **T/F**



You will find the tapescript on page 91.

What to say – what to expect

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

Hotel reservations

Person calling

Could you tell me the price of a single room, please?

I'd like to book a double room for three nights, please.

Have you got any rooms available?

Are conference facilities available at the hotel?

How far is the hotel from the airport?

I'd like a quiet room with a balcony overlooking the sea.

I've got a room booked for tomorrow.

I won't be arriving until about 11.30 p.m.

You will keep the room for me, won't you?

I'm afraid I've got to change my booking.

Something urgent has happened and

I've had to change my plans.

Person called

A single room with shower or bath is €150, with breakfast included.

Would you prefer a shower or a bath?

All rooms are fully equipped with satellite TV, air-conditioning and Internet connection.

I'm afraid we're fully booked.

We haven't any double rooms left, but I can offer you a suite.

Could you send an email to confirm your booking?

Shall I send you the information pack about our conference facilities?



Task 3

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

- 1 Would you like a single or a room?
- 2 The time of flight JAL314 is 14.50.
- 3 Several fly the same route, so it's mainly a question of choosing the most time.
- 4 If you go on a flight, you're likely to pay more but it's often more convenient.
- 5 Don't forget: time is an hour before take-off.
- 6 They've decided to stay in an rather than a hotel.
- 7 Sorry to have you waiting.
- 8 The conference in the hotel are excellent.
- 9 All the have been made. You'll be from us soon.
- 10 I'd like to a suite with a balcony for two nights.

kept	scheduled	hearing	departure	facilities	convenient
book	apartment	double	arrangements	check-in	airlines

Task 4

Choose the best responses.

- 1 Do you want to book a scheduled flight?
 - a Yes, the schedules are best.
 - b Yes, it will be more convenient.
 - c Yes, I like the airports.
- 2 What's the availability on the flight?
 - a The flight is fully booked.
 - b The flight is not available.
 - c The flight will depart when the seats are available.
- 3 Can you send me an email as confirmation of the booking?
 - a Yes, of course.
 - b Please book by email.
 - c I'll check the booking online.

- 4 Can I book three single rooms for our group tonight?
 - a I'm sorry. You'll have to find another hotel.
 - b I'm sorry. We don't handle package tours for groups.
 - c I'm sorry. We're fully booked.
- 5 Is service included in the hotel rate?
 - a Yes, you don't need to leave any tips.
 - b Yes, your car will be serviced.
 - c Yes, you will be served breakfast in your room.
- 6 Please book me on a flight at about 18.00.
 - a Would you like a return ticket?
 - b Will the 18.30 flight be OK?
 - c What time does it arrive?

Task 5



Listen to the phone call and decide which message pad has the correct flight details.

1

CONTINENTAL EXPRESS

26 July
Boston - Chicago
Midday

28 July
Chicago - Boston
Morning

2

CONTINENTAL EXPRESS

26 July
Kennedy - Boston
Midnight

28 July
Boston - Chicago
Evening

3

CONTINENTAL EXPRESS

26 July
Kennedy - Boston
Midday

28 July
Boston - Chicago
Morning

Listen again and complete the table.

Caller	
Hotel location	
Hotel name	
Booking dates	
Type of room	

What to say – what to expect

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

Travel arrangements – air



Person calling

I'd like to book a seat on flight AZ514 from Paris to Frankfurt on 15 June.

How long is the flight from Berlin to Istanbul?

Is there a direct flight from San Francisco to South Korea?

Is there a connecting flight from Detroit to Miami?

How far is the airport from the city centre?

How long will the stopover in Bahrain be?

How much would it cost to take a taxi from the airport to the hotel?

Person called

I'm sorry there are no seats left on that flight.

Would you like a seat by the window or an aisle seat?

Would you like a business class or economy class seat?

There are five scheduled flights a day between Stockholm and Brussels.

Take a bus or the metro from the airport to the city centre.

I'm afraid there's no availability on the flight you wanted.

Travel arrangements – road and ferry



Person calling

What's the road like between Lisbon and Coimbra?

What's the best route to take over the Alps?

Could you please send me directions so I can find the office?

Is it easy to park in the city centre?

Do I need to book in advance to take the car on the ferry?

How long is the crossing from Bari to Dubrovnik?

Person called

The motorway is always very busy in the rush hour.

There will be major roadworks for the next few weeks, causing long delays.

I'll email you a map showing exactly where the hotel is.

The hotel has its own underground car park.

Due to rough weather, the ferry crossing scheduled to depart at 18.00 has been cancelled.

Travel arrangements – rail



Person calling

I'd like a return ticket from Geneva to Milan.

I'd like to take the overnight sleeper from Avignon to Paris.

I'm travelling on Eurostar, so I'll be in Brussels in plenty of time for the meeting.

Person called

Would you like to travel first class or standard class?

Would you like to be in a mobile-free carriage?

Would you like to book a table in the dining car?

Task 6



Listen to the phone conversation and complete the itinerary.

Details of visit

Name: Louis Gasquet
 Company: Monteil SA, Lyon, France
 Arrival date: (1) _____
 Arrival time: (2) _____
 Airline: Alitalia - AZ325
 Transfer to hotel:
 (3) _____
 Hotel: (4) _____
 No. of nights booked:
 (5) _____

Meetings

First day: Lunch with key people at (6) _____; meeting at 3 p.m. with the (7) _____; meeting at (8) _____ with the Managing Director.
 Second day: Whole day at (9) _____ near Orvieto.
 Back for (10) _____ in Rome.
 Third day: Return flight to Lyon.

Listen again and answer the questions.

- 11 Is this Louis Gasquet's first visit to the company in Rome?
 12 What question does Louis ask Flavia at the end of the conversation?

You will find the tapescript on page 93.

Task 7



Listen to the phone conversation and complete the notes about changes.

Hotel Adlon Conference Centre

Booking details: Spectrum Technodesign

Monday 10 June

Rooms: 25 single, with shower/bath

Now: *No change*

Dinner in Linden Restaurant at 8 p.m.: 45 people, with 9 vegetarians

Now: (1) _____ people, with (2) _____ vegetarians

Tuesday 11 June

Rooms: 25 single, with shower/bath

Now: (3) _____ single, with shower/bath; (4) _____ double, with shower/bath

Dinner in Linden Restaurant at 8 p.m.: 15 people, no vegetarians

Now: (5) _____ people, (6) _____ vegetarians

Wednesday 12 June

Rooms: 25 single, with shower/bath

Now: (7) _____ single, with shower/bath; (8) _____ double, with shower/bath

Dinner in Linden Restaurant at 8 p.m.: 45 people, with 9 vegetarians

Now: (9) _____ people, (10) _____ vegetarians

You will find the tapescript on page 94.

Task 8

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

A: Iberia Airlines. Good morning. Can I help you?

B: **1** _____

A: **2** _____

C: Flight Reservations.

B: **3** _____

C: How can I help you, Ms Meier?

B: **4** _____

C: I see.

B: **5** _____

C: Are you flying business class?

B: **6** _____

C: Well, in that case, if there's a seat available on the plane, you'll have no problem. Do you know which flight you want?

B: **7** _____

C: **8** _____

B: Yes, please.

C: Right. Go to the Iberia desk at the airport at least 60 minutes before departure.

B: **9** _____

C: Yes, it's IB/0975/453.

B: **10** _____

C: Bye.

- a But my conference is ending earlier and I'd like to take an earlier flight back.
- b Hold the line, madam, and I'll put you through to Flight Reservations.
- c Let's see ... yes, there are a few seats left. Shall I reserve one for you?
- d Yes, IB3167 is the flight I'd like to take, at 15.45.
- e That's fine, then. Thanks very much. Bye.
- f Good morning. I'd like to change a flight booking, please.
- g Hello. My name's Rosa Meier.
- h And they'll change the ticket then? Is there a reference number?
- i Well, I'm booked on an Iberia Airlines flight from Barcelona to Geneva this Friday at 18.40.
- j Yes, I am.

Language study

Task 9 Probability and possibility

We often use *will*, *should* and *might* when we want to show how certain we are about what we are saying.

certain	The Managing Director <i>will</i> chair the meeting.
probable	Grace Lin <i>should</i> be back this afternoon.
possible	I <i>might</i> meet him later.

Now change the following sentences to show how certain you are.

Example:

Your parcel is likely to arrive tomorrow.

Your parcel **should** arrive tomorrow.

- 1 I'm not sure if we'll visit Amsterdam on the way home.
- 2 It's likely that the consignment will reach you at the end of the week.
- 3 You'll probably get a good discount from the car company.
- 4 The discount is certain to be bigger if you book more than 50 seats.
- 5 The reference number is probably at the top of the page.
- 6 She's certain to call you before 12.00 tomorrow.

Task 10 Reporting questions

When you pass on a message, you will need to report different types of questions.

'Is the director satisfied with the arrangements?' (She asked)

She asked **if/whether** the director *was* satisfied with the arrangements.

'Why haven't you delivered the order?' (He wanted to know)

He wanted to know **why** we **hadn't** delivered the order.

'What will the discount be?' (She enquired)

She enquired **what** the discount **would** be.

Now report the following questions in a similar way.

- 1 'Have all the arrangements been made?' (They wanted to know)
- 2 'What is the reference number?' (He asked me)
- 3 'Is the hotel central?' (She enquired)
- 4 'How much does a double room cost per night?' (He wanted to know)
- 5 'How long will the conference last?' (She asked)
- 6 'Can I pay by credit card?' (He wondered)
- 7 'Have you booked the hotel?' (She wanted to know)
- 8 'Why have you changed the flight?' (He asked)
- 9 'What have they done with the files?' (She wondered)
- 10 'What time will the dinner start?' (He enquired)

Speaking

Task 11

Question tags are used at the end of sentences to ask for confirmation or agreement.

*She's French, **isn't she**?*

Question tags can be pronounced in two ways.

If they are spoken with a rising tone ↗, they are real questions: the speaker doesn't know the answer.

If they are spoken with a falling tone ↘, they are only asking for confirmation: the speaker knows the answer but wants to check it.



Listen to the examples that show the difference between the rising and falling tones.

Rising tone ↗

*She's French, **isn't she**?*

*You've booked the room, **haven't you**?*

*He doesn't like flying, **does he**?*

Falling tone ↘

*She's French, **isn't she**?*

*You've booked the room, **haven't you**?*

*He doesn't like flying, **does he**?*

Now add question tags to complete the sentences. Listen to the sentences to hear the difference between the rising and falling tones indicated by the arrows.

- 1 There aren't any seats left, ↗
- 2 She's already paid, ↘
- 3 We'll have to change the booking, ↘
- 4 The dinner was good, ↘
- 5 The flight's on time, ↗
- 6 You can ring them tomorrow, ↘
- 7 You liked that hotel, ↘
- 8 They haven't called us back, ↗
- 9 You'll make sure you're on time, ↘
- 10 You've got her mobile number, ↗

You will find the tapescript on page 95.

Task 12



You have received this email from Gregor Bachmann, postponing his visit to your company. He was due to come on Tuesday, 7 March and stay for two nights. You now need to ring the hotel and change the reservation you had made for Gregor. Listen to what the hotel receptionist. Pause the recording and respond. You may listen to the recording first to help you.

You will find the tapescript on page 96.

I'm afraid I need to postpone my two-day visit to your company. The Managing Director of our parent company has decided to come for a series of meetings, and I obviously need to be here. Can we postpone my visit until the following week? I could come on Tuesday 14 and would stay for two nights, as agreed. Can you change the reservation at the Grand Hotel for me if the dates are OK with you?

I look forward to hearing confirmation.

Best wishes,

Gregor Bachmann

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

A1 You work at the travel agency Choice Travel. Your colleague, Beth, has asked you to call Mike Wilkins about his reservation at the Hotel Reale in Barcelona. Unfortunately, the Hotel Reale is fully booked with a conference over the dates Mr Wilkins wants. You have contacted Hotel Del Norte and have made a provisional booking for him there instead – it is an excellent hotel, and is a similar price to the Hotel Reale. Try to persuade him to stay there – it is more central. You can recommend the Estrella restaurant for seafood, and the Meson Jordi restaurant for traditional cuisine.

A2 You are a colleague of Flavia Bellini. Flavia has asked you to call Louis Gasquet about a change of plan. The Managing Director is now unable to make the meeting arranged for Tuesday at 5 p.m. The meeting could be rearranged for Thursday at 5 p.m. You know that Louis wanted to go to an exhibition in Rome, if there was time. Find out whether he would be able to stay on in Rome until Friday, and what arrangements he would like you to make for him.

A3 You are a colleague of Jerry Kemp from Spectrum Technodesign. Jerry is very busy at the exhibition and has asked you to call Verena Fischer at the Hotel Adlon, where several staff from Spectrum are staying this week. Jerry has asked you to book a buffet lunch at the hotel tomorrow, and has given you the following notes.

Buffet at 1 p.m. – Hotel Adlon
Not sure how many people, about 35 – ask for advice on quantities; please check Spectrum won't have to pay for what isn't used.
Ask for: fruit juice, mineral water, sandwiches and snacks (some vegetarian), cakes and tea/coffee.

5 Bookings and arrangements

B1 You are a colleague of Mike Wilkins, who is away from the office. You know he was looking forward to staying at the Hotel Reale on his forthcoming trip to Barcelona. He has planned several important meetings with business contacts, so the hotel and its location are both important. He has asked you to find out about a good restaurant in Barcelona, and to book a table for five on 19 May. He has asked you to make all decisions for him in his absence.

B2 You are a colleague of Louis Gasquet, who is away this week. You have his office diary. You know he is due to go to Rome on Tuesday, 25 October and that several meetings have already been arranged by Flavia Bellini. Make notes on the diary, so you can tell Louis about any changes to the Rome trip when he is back in the office.

Tuesday 25 October

0815 AZ325 Flight Lyon - Rome, arrival 09.30

3 p.m. - meeting with Sales Director

5 p.m. - meeting with Managing Director

Wednesday 26 October

All-day visit to main factory near Orvieto

Thursday 27 October

08.00 AZ305 Flight Rome - Lyon (change this?)

Any free time to go to the exhibition in Villa Borghese?

Friday 28 October

In office all morning

Leave office at 4 p.m. - going to Nice for the weekend

B3 You are a colleague of Verena Fischer at the Hotel Adlon. She has asked you to deal with Jerry Kemp from Spectrum Technodesign, who have booked several rooms and dinners in the hotel this week. You are used to dealing with orders for buffet meals, finding out the exact requirements, and giving advice. The hotel policy is to charge for all food that is ordered but not consumed, but not to charge for bottles that are not opened.