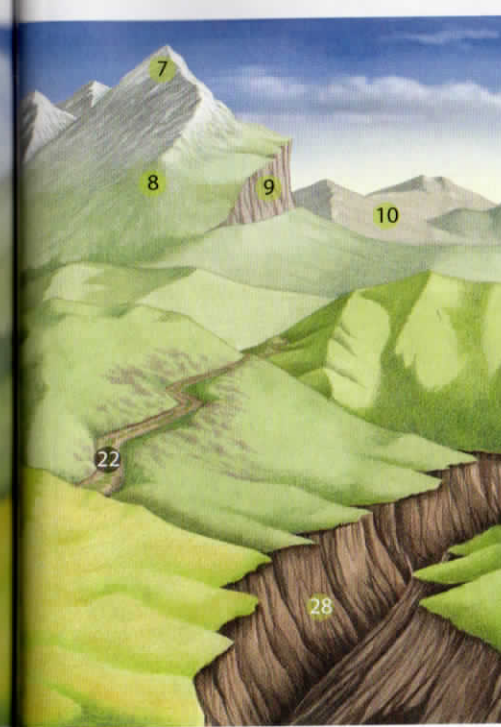


## Mountains

- |                  |                                  |
|------------------|----------------------------------|
| 1 summit         | 17 conifers                      |
| 2 ridge          | 18 clearing ( <i>also</i> glade) |
| 3 glacier        | 19 tributary                     |
| 4 snow           | 20 river                         |
| 5 mountain range | 21 meander                       |
| 6 plateau        | 22 pass                          |
| 7 peak           | 23 slope                         |
| 8 mountain       | 24 scree                         |
| 9 precipice      | 25 track                         |
| 10 foothills     | 26 boulder                       |
| 11 snowline      | 27 valley                        |
| 12 ice           | 28 gorge ( <i>also</i> canyon)   |
| 13 source        |                                  |
| 14 waterfall     |                                  |
| 15 forest        |                                  |
| 16 lake          |                                  |

## Coast

- |   |  |
|---|--|
| 1 coastal path                                | 16 reef  |
| 2 cave  | 17 cliff   |
| 3 headland ( <i>also</i> promontory)          | 18 sandbank  |
| 4 horizon                                     | 19 wake  |
| 5 sea ( <i>BrE</i> )<br>ocean ( <i>NAmE</i> ) | 20 rocks   |
| 6 lighthouse                                  | 21 rock pool ( <i>BrE</i> )<br>tide pool ( <i>NAmE</i> ) |
| 7 island                                      | 22 quay  |
| 8 cove  | 23 beach   |
| 9 cliff top                                   | 24 bay   |
| 10 dune ( <i>also</i> sand dune)              | 25 shingle   |
| 11 estuary                                    | 26 harbour ( <i>BrE</i> )<br>harbour ( <i>NAmE</i> )     |
| 12 wave                                       | 27 jetty ( <i>NAmE</i> <i>also</i> dock)                 |
| 13 spit                                       | 28 sand  |
| 14 crest                                      | 29 seashore  |
| 15 foam                                       |  |



1) First, watch the videoclip:

Sibillini Mountains National Park - Parco Nazionale dei Monti Sibillini

<https://www.facebook.com/watch/?v=2595095420722687>

2) Now, read the travel article

## **Take Me There: The Monti Sibillini National Park**

### **Why go?**

Straddling the provinces of Le Marche and Umbria, the Sibillini mountains are among the most beautiful in Italy. Evocative place names summon the magic of this wilderness, once believed to be a haunt of witches and sorcerers. The national park is ringed by medieval villages, which, if they were in Tuscany, would be crawling with tourists. Though the tourism infrastructure is surprisingly low-key, you won't have to travel far to find a simple agriturismo serving up regional specialities such as wild boar and lentils.

### **What to do**

Hike to the Cave of Sybill or the Gola dell' Infernaccio (Hell's Gorge), looking out for wolf tracks and golden eagles: you can join an organised trek or download an itinerary from the national park website ([parks.it](http://parks.it)). In summer the plains which surround the medieval hill town of Castelluccio are a carpet of wild flowers. Get a bird's-eye view on a hang-gliding trip ([prodelta.it](http://prodelta.it)). Other towns worth visiting are Norcia, famed for its cured meats and as the reputed birthplace of St Benedict, and Visso with its elegant piazza. Shimmering Lake Fiastra is the perfect spot for wild swimming.

### **Where to stay**

The Rifugio Altino, near Montemonaco, is a welcoming stone-built refuge offering simple rooms and apartments, a cosy bar and outstanding cucina rustica (from €60, [rifugioaltino.it](http://rifugioaltino.it)). Excursions include bike tours, truffle hunting and donkey treks.

### **Where to eat**

The region is known for its salami, truffles and lentils, all of which can be found on the menu at the Degusteria Lu Soccio, a tiny stone-walled osteria in Castelluccio (Via Libia 7, +39 0743 821193).

### **Insider tip**

Kevin Hendry at Il Collaccio ([ilcollaccio.com](http://ilcollaccio.com)), an agriturismo with campsite and activities, recommends rafting on the Nera: "Guides take you through a stunning gorge. It's safe and fun for all the family with beautiful scenery and the chance to jump off rocks into the bubbling water."

**Marche Travel offers walking and trekking tours to Italy's Sibillini National Park in the Apennines. 21 day walks and an 8-stage multi-day trek, the 120km Grande Anello dei Sibillini. Easily reached from airports on the Adriatic coast (Rimini / Ancona / Pescara) and Rome.**

Refuges open from mid-April to mid-October; August and midsummer weekends very busy; higher ridges may have snow until June; excellent winter walking with snowshoes or touring skis, best with a local guide

*Centres*

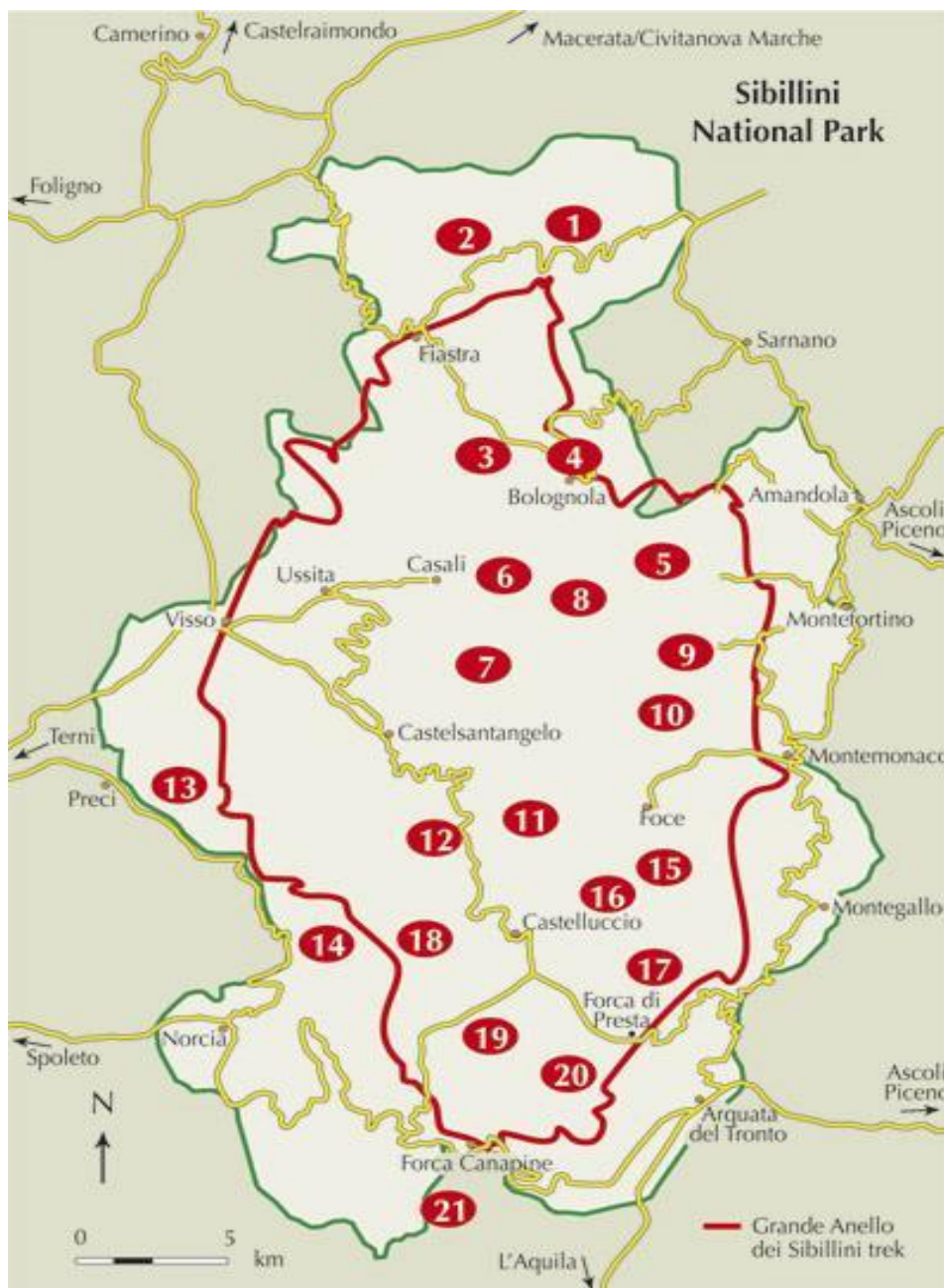
Amandola, Balzo, Castelluccio, Norcia, Nursia, Preci, Castelsantangelo, Visso, Ancona, Pescara, Perugia

*Difficulty*

Something for all abilities, low-level strolls, ridges and walkers' peaks; the GAS requires no mountaineering expertise

*Must See*

The Grande Anello dei Sibillini 8-day trek, Sibillini National Park, Monte Vettore, Monte Sibilla, Piano Grande, Monte Bove



### 3) SPEAKING ACTIVITY

Now recommend the Monti Sibillini National Park to:

- (i) Ben Nevis: a single 25-year-old mountaineer from Scotland with considerable experience wants to book a ten-day holiday.
- (ii) Mr and Mrs Schmidt: a middle-aged couple from Austria who would like to take their dog for long walks in the countryside and enjoy some dramatic scenery for a week.
- (iii) The Baxter family. mother, father and three teenage children are looking for somewhere to enjoy adventurous activities in the open air from Friday to Sunday.

Describe and recommend:

- a) The location.
- b) How to get there.
- c) Activities available and their degree of difficulty.
- d) Food and drink.
- e) Places of interest.

#### USEFUL LANGUAGE: MAKING RECOMMENDATIONS

“How about... ?”

“What about... ?”

“If you’re looking for... you can / could / might...”

“Have you tried... ?”                      “Have you ever... ?”

“The Monti Sibillini National Park is famous for...”

“If I were you, I would...”

“If you stay at... you can / could / might...”

“I think you’ll find that...”

“You might prefer... because...”

“Probably the best thing about... is...”

“Another good thing about... is that...”

## MODAL VERBS TO EXPRESS ABILITY, OBLIGATION AND POSSIBILITY

ABILITY: *can, could, be able to.*

We use Can, Could and Be Able To to talk about the ability to do something, e.g.

“Now I *can* scuba-dive in safety. I *couldn't* before I got my PADI certificate.”

“When I arrived at the resort, I *couldn't* ski. Now I *can*.”

“When I finish this training course, I *will be able to* go snowboarding on my own.”

OBLIGATION: *must, should, ought to, needn't, have to, be supposed to*

Must	—	it is necessary that you do something.
Mustn't	—	it is necessary that you <u>do not</u> do something.
Have to / Have got to	—	it is necessary that you do something.
Don't have to / Haven't got to	—	it is not necessary but you can if you want to.
Needn't	—	it is not necessary but you can if you want to.
Should	—	it is the correct thing to do.
Ought to	—	it is the correct thing to do.
To be supposed to	—	it is the expected thing.

e.g.

- i) You *must* drive on the left-hand side of the road in the UK.
- ii) You *mustn't* drive on the right-hand side of the road in the UK.
- iii) You *have to* show your passport to the airport staff when you arrive at Heathrow.
- iv) You *needn't* carry your passport or identity card with you at all times once you have left the terminal.
- v) You *don't have to* carry an umbrella with you at all times but it is a good idea because the weather is so changeable.
- vi) You *should* wear a waterproof coat or jacket, just in case it rains.
- vii) You *ought to* speak English as much as you can while you are in London.
- viii) If a woman invites you to have dinner at her house, you *are supposed to* bring her flowers or a bottle of wine.

POSSIBILITY: *can, could, may, might, can't*

I <i>can</i> pick you up from the airport on Friday morning.	100% possible
We <i>could</i> go to Rome by bus or by train	50% bus / 50% train
We <i>may</i> find a parking space, if we're lucky.	30% possibility
It <i>might</i> snow tonight but I doubt it.	10% possibility
They <i>can't</i> close the restaurant now, it's only ten p.m.	100% impossible

## READING

Now read the email on the following page and underline all the modal verbs. What do you think they mean in each case? Which ones refer to Ability, Obligation or Possibility? Which ones make a request, offer advice, promise something or make a statement about the future?

TO: Marche-Tours @ webquest.it

CC:

SUBJECT: Mountain Climbing in the Monti Sibillini National Park

Dear Mr Nevis

Thank you for your reservation. Marche Tours would like to welcome you, as a new customer, to our 8-day 'Grande Anello dei Sibillini' trek through the Sibillini National Park to Monte Vettore, Monte Sibilla, the Piano Grande and Monte Bove. There are just one or two safety precautions that all climbers must be aware of before they can get started.

Firstly, climbers mustn't climb alone – they have got to stay with their group, led by a properly qualified guide. Secondly, you will have to bring the following equipment with you: sturdy boots, a helmet, a handheld GPS unit, a Personal Locator Beacon and/or an Avalanche Beacon, warm, windproof and waterproof clothing. Remember, you may have all the required equipment already but you should always check that it is in good repair and full working order before your departure. Your Personal Locator Beacon, for example, could have a low or dead battery inside which you will have to replace. Please remember that some climbers have died because they got lost in the mountains and the rescue team couldn't find them because their PLB wasn't working while others had to return to base because their GPS unit was broken. Apart from that, Marche Tours will provide any other climbing gear which might be necessary — you needn't supply your own ropes and you don't have to bring crampons etc. Thirdly, climbers are supposed to observe the mountain carefully, assessing the risks and feasibility in terms of the steepness and exposure of the rock face. Climbers ought to report any potential obstacles, such as trees, rocks or crevasses to their group leader and to keep an eye on the weather at all times. Lastly, remember that your guide has been adequately paid already and that, here in Italy, you are not supposed to tip him, he might feel insulted.

If you agree with these terms, please send written confirmation to the address shown below. Once that is done, I will be able to complete all the necessary paperwork at this end and I shall be at Falconara airport to meet you on Monday morning.

Regards

Simone Simoncello  
Marche Tours  
Via San Rocco 17, 62039 Visso (MC), Italy.  
Tel.: +(39) 462 95783  
Fax.: +(39) 462 95784  
E-mail: Marche-Tours @ webquest.it

## WRITING

Now write a similar message, giving advice to (i) Mr and Mrs Schmidt: a middle-aged couple from Austria who would like to take their dog for long walks in the Monti Sibillini National Park and enjoy some dramatic scenery for a week; (ii) the Baxter family, mother, father and three teenage children, who are looking for somewhere to enjoy adventurous activities in the Marche from Friday to Sunday.

TO: Marche-Tours @ webquest.it

CC:

SUBJECT:

# EMAIL

## 1) PRESENTATION

At work, if you want your messages to be taken seriously, you have to present them professionally. Format is important: an e-mail should look like an e-mail; a business letter must look like a business letter etc.

1a) Study these two examples.

TO: s - trotter @ inbox.co.uk
CC:
SUBJECT: Hotel Reservation
Dear Ms Trotter
<p>This summer, my wife and I will be visiting Macerata in the Marche region of Italy. We would like to attend the opera festival there but, as yet, have nowhere to stay. Please could you find us a double room with bath and/or shower for July 25<sup>th</sup>-30<sup>th</sup> ? It should be in a two-star or three-star hotel in the centre of town, as close as possible to the arena.</p>
Regards
Jim Bond 110 Hills Road, Cambridge, CB2 3JD. Tel.: +(44) 1223 78956 Fax.: +(44) 1223 78966 E-mail: bond-j @ epost.co.uk

TO: bond-j @ epost.co.uk
CC:
SUBJECT: Re: Hotel Reservation
Dear Mr Bond
<p>Thank you for contacting Globe Trotter Travel. I have spoken to various hotels in Macerata and I think the best one for you would be the Albergo Matteo Ricci in Via Crispi. It is a three-star hotel, just around the corner from the Sferisterio Arena, and the staff speak good English. They told me that, because of rising demand in recent years, it is now quite difficult to find accommodation in Macerata during the festival period but they still have one double room available with shower, mini-bar and colour TV. The cost will be €75 per night. If you would like me to make a booking, please contact me as soon as possible at the address shown below.</p>
Regards
Sally Trotter Globe Trotter Travel 11 Bridge Street, Cambridge, CB2 1LR. Tel.: +(44) 1223 67895 Fax.: +(44) 1223 67885 E-mail: s-trotter @ inbox.co.uk



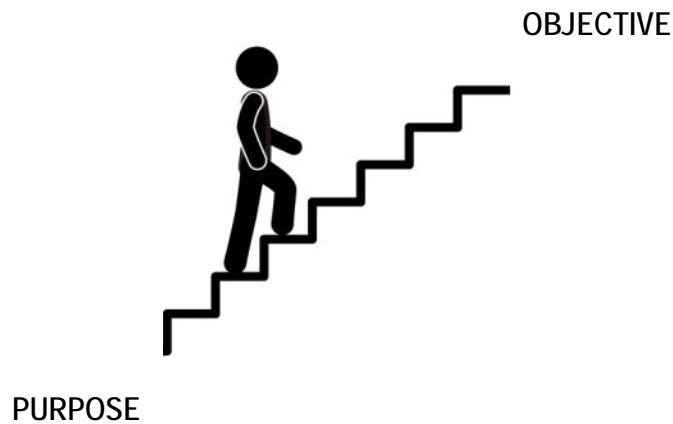
1b) Look at the conventional format of an e-mail. When you prepare your message, your screen should look like this:

TO: ← <i>E-MAIL ADDRESS OF THE RECIPIENT</i>	
CC: ← <i>E-MAIL ADDRESS OF A SECOND RECIPIENT (IF THERE IS ONE)</i>	
SUBJECT: ← <i>THE SUBJECT OR TITLE OF THE E-MAIL</i>	
Dear Ms Trotter ← <i>SALUTATION</i>	<i>THE MESSAGE</i>
↓	
This summer, my wife and I will be visiting Macerata in the Marche region of Italy. We would like to attend the opera festival there but, as yet, have nowhere to stay. Please could you find us a double room with bath and/or shower for July 25 <sup>th</sup> -30 <sup>th</sup> ? It should be in a two-star or three-star hotel in the centre of town, as close as possible to the arena.	
Regards ← <i>CONVENTIONAL ENDING</i>	
Jim Bond      ← <i>NAME, ADDRESS, PHONE, FAX, E-MAIL OF THE SENDER</i>	
110 Hills Road, Cambridge, CB2 3JD.	
Tel.: +(44) 1223 78956	
Fax.: +(44) 1223 78966	
E-mail: bond-j @ epost.co.uk	

TO:
CC:
SUBJECT:

1c) Where should phrases (A)-(K) go in the empty e-mail module shown above ? Put each letter in its correct position.

- (A) Since my last e-mail message to you,
- (B) please contact me as soon as possible at the address shown below.
- (C) Re: Hotels in Macerata
- (D) I have discovered another, cheaper hotel in Macerata.
- (E) offering double rooms with private bath at €50 per night, including breakfast.
- (F) Regards
- (G) Sally Trotter, Globe Trotter Travel, 11 Bridge Street, Cambridge, CB2 1LR, Tel.: +(44) 1223 67895, Fax.: +(44) 1223 67885, E-mail: s-trotter @ inbox.co.uk
- (H) Dear Mr Bond
- (I) If you prefer this alternative,
- (J) It is the Locanda Leopardi in Via Matteo Ricci,
- (K) bond-j @ epost.co.uk



## 2) ORGANIZING THE TEXT: Six Steps From Purpose To Objective

In theory, you can say anything you like in an e-mail but if you want your messages to be clear and simple, precise and concise, you should follow this plan. In business, every e-mail has a **purpose** (e.g. to obtain information, to fix an appointment) and an **objective** or desired outcome (e.g. the information, an appointment). We can divide the progression from **purpose** to **objective** into six basic **Steps**, like the stepping stones shown above. You can use this sequence of **Steps** as a guide for writing the text of your own e-mails.

2a) Now look at the **Steps** and their explanations below. **Steps 1, 2, 3, 5 & 6** are always necessary. **Step 4** is optional if, for example, your e-mail is simply providing the recipient with information.

### E-MAIL: The Conventional Order of Steps (Harper 2006)

**Step 1: TITLE:** The subject of the e-mail. For example,  
*Request for...*                      *Reply to e-mail / phone-call / fax / letter (date)...*  
*Re:* (This means 'with reference to...' / 'this is about...')

#### **Step 2: SALUTATION:**

If you know the name of the recipient: *Dear Mr Smith* (for a man) / *Dear Ms Jones* (for a woman)  
 If you do not know the name of the recipient: *Dear Sir* (for a man) / *Dear Madam* (for a woman)  
 If you do not know the name or the sex of the recipient: *Dear Sir or Madam*  
 If you are writing to the company as a whole: *Dear Sirs*

**Step 3: EXPOSITION:** Explain the situation. State the main facts and all relevant information.

**Step 4: REQUIREMENTS:** Explain what you want the addressee to do.

*I was wondering if you could tell me...*    *Would it be possible to...?*    *Could you possibly...?*  
*If possible, I'd like...*    *I would like ...*    *Would you...*    *Could I/you/it...*    *Can I/you/it...*

#### **Step 5: CONVENTIONAL ENDING:**

*Regards / Best wishes / Sincerely (US) / Best (US)*

**Step 6: IDENTIFICATION:** Signature block consisting of name, address, telephone and/or fax numbers, e-mail address.

2b) Which part of the text realizes each **Step** ? Put the number of each **Step** in the correct box below.

TO:
CC:
SUBJECT: Re: Hotel Reservation (1)
<p>Dear Mr Bond (2)</p> <p>(3) Thank you for contacting Globe Trotter Travel. I have spoken to various hotels in Macerata and I think the best one for you would be the Albergo Matteo Ricci in Via Crispi. It is a three-star hotel, just around the corner from the Sferisterio Arena, and the staff speak good English. They told me that, because of rising demand in recent years, it is now quite difficult to find accommodation in Macerata during the festival period but they still have one double room available with shower, mini-bar and colour TV. The cost will be €75 per night. <i>If you would like me to make a booking, please contact me as soon as possible at the address shown below</i> (4).</p> <p>Regards (5)</p> <p>(6) Sally Trotter          Globe Trotter Travel          11 Bridge Street, Cambridge, CB2 1LR.          Tel.: +(44) 1223 67895          Fax.: +(44) 1223 67885          E-mail: s-trotter @ inbox.co.uk</p>

CONVENTIONAL ENDING Number: .....	EXPOSITION Number: .....	IDENTIFICATION Number: .....
REQUIREMENTS Number: .....	SALUTATION Number: .....	TITLE Number: .....

2c) Now read the message again. What is the **purpose** of Sally Trotter's e-mail ?

- (a) to obtain information.
- (b) to offer Mr Bond a suitable room in Macerata.
- (c) to describe the hotel.
- (d) to thank Mr Bond.

2d) Now think carefully. What was the **purpose** of Mr Bond's original e-mail ?

- (a) to ask for information.
- (b) to cancel a booking.
- (c) to find a suitable hotel room.
- (d) to discuss his holiday plans.

### 3) USEFUL WORDS, PHRASES & EXPRESSIONS

#### Requests

Formal / polite / indirect

*I would like to book a room.*

*I would like a double room.*

*Would you mind meeting me at the airport ?*

*May I come in ?*

*Could I ring you back in ten minutes ?*

*Can I use your phone ?*

*Please complete the form in capital letters.*

*Please don't forget to check in online.*

Informal / direct

#### Replies

++ *I would love to*

*Good idea !*

*Yes, of course.*

*Sure / certainly.*

*Yes, OK.*

+ *All right / OK*

+ / — *I don't know... / I'm not sure...*

— *I'd rather not, if you don't mind.*

*I'm sorry, I/you can't.*

*I'm afraid it's impossible.*

*No, you can't.*

= *Forget it ! / No way ! / You must be joking !*

#### Adverbs & Adverbials

Adverbs are single words such as 'everywhere', 'nowhere', 'urgently', 'quickly', 'today' or 'tomorrow', which describe or add meaning to verbs, adjectives, adverbs or to an entire sentence. They usually answer such questions as How ? Where ? or When ? Adverbials are phrases which function in the same way, such as 'extremely well', 'far too slowly', 'in three weeks' time', 'on March 21st', 'over there', 'in London', 'as soon as possible'. Adverbs and adverbials usually go at the end of the sentence. When you have more than one adverbial, the conventional order is MANNER, PLACE, TIME.

e.g. "Send this price-list by registered post to the New York office tomorrow."  
"I want that report ready on my desk by five o'clock."  
"All fire-safety equipment should be checked thoroughly after use."  
"They worked very hard in the warehouse until the shipment was ready."

Alternatively, the most important adverbial might be placed at the beginning of the sentence for added emphasis.

e.g. Suddenly, the Health and Safety Inspector appeared at the entrance to the building.  
Last week, the price of oil fell unexpectedly.  
On the foreign exchange markets, the value of the dollar rose slightly.

4) As you can see from the reply shown below, Sally Trotter is trying to find a hotel room for another client but without success. Complete the email from Francesca Totti with appropriate prepositions.

TO: s - trotter @ inbox.co.uk
CC:
SUBJECT: Re: Hotel Reservation
Dear Ms Trotter
Thank you (1)..... your enquiry concerning accommodation (2)..... our hotel (3)..... July. Unfortunately, since we spoke (4)..... the telephone, the last remaining room has been reserved (5)..... another guest.
Unfortunately, accommodation (6)..... Macerata is hard (7)..... find (8)..... the opera festival. I can only apologize and recommend that you book earlier next time. (9)..... the meantime, I can thoroughly recommend the Hotel House (10)..... nearby Porto Recanati. Apparently, they offer self-catering apartments (11)..... private bath (12)..... sixty euros a night, including breakfast. Further details are available (13)..... their website (14)..... <a href="http://www.HotelHouse.it">www.HotelHouse.it</a>
I look forward (15)..... receiving bookings (16)..... your travel agency (17)..... the future. If you have any questions or need any further information, please do not hesitate (18)..... contact me (19)..... the email address shown (20).....
Regards
Francesca Totti (Hotel Manager) Albergo Bergamo Corso Cairoli 7 62100 Macerata Tel./Fax: +(39) 0733 654981 Email: F_Totti@webnet.it

#### 5) WRITING ACTIVITY

Now write an email to a hotel anywhere in the world. Your **purpose** is to book a suitable room in a particular place from a certain date for a specified number of nights. Your **objective** is a reservation. Do not forget to provide all the necessary information and to ask for confirmation in writing.

## 6) DIRECT QUESTIONS & INDIRECT QUESTIONS

6a) **Direct questions** require the interrogative form of the verb.

When does the train leave?

Where is the stapler ?

Why is the delivery late ?

Is the office open on Saturdays ?

Has the flight been cancelled ?

How much is the ticket ?

6b) In **indirect questions**, however, the main clause is in the affirmative form. They sound more polite, especially in business communication, and follow the phrases or prefixes shown below.

*Could you tell me* when the train leaves ?

*Have you any idea* where the stapler is ?

*I was wondering if you could tell me* why the delivery is late.

*Do you know* if the office is open on Saturdays ?

*Do you think* the flight has been cancelled ?

*I'd like to know* how much the product costs.

*Is it OK* if I call you back in ten minutes ?

6c) How to construct **indirect questions**.

PREFIX	QUESTION WORD, 'IF' OR 'WHETHER'	MAIN CLAUSE IN THE AFFIRMATIVE FORM
Could you tell me	whether	he'll be back soon ?
Do you know	if	she got my message ?
Have you any idea	where	she's gone ?
Can you tell me	what	his number is ?
Is it OK	if	I use your phone ?
I'd like to know	when	the meeting will take place.
I was wondering	whether	I could pay by credit card.

NB. We use 'if' or 'whether' in indirect questions when there isn't a question word.

In indirect questions, 'if' and 'whether' are interchangeable.

We don't use 'if' or 'whether' after 'Do you think...?'

6d) Now change these **direct questions** into **indirect questions**.

i) Can you call me a taxi ?

.....

ii) Do you accept payment in cash ?

.....

iii) What time does your showroom close ?

.....

iv) Why is the train late ?

.....

v) Will Ms Smith be in the office today ?

.....

vi) What sort of discount can you offer us ?

.....

vii) Where is Mr Jones ?

.....

viii) Can I call you tomorrow evening ?

.....

ix) Is this photocopier available in black ?

.....

x) When is the next trade fair ?

.....

## 7) **WRITING ACTIVITY**

7a) You are Bianca Scarpetta. You work for the footwear company Scarpe Diem and you want to export your shoes, boots, sandals and trainers from your factory in the Marche to the USA. You are trying to organize a meeting with Sue Horn at her office in New York sometime next week. Write her an email confirming the date of your visit to New York and telling her when you will arrive at the airport. Then ask her when and where the meeting will take place and which products she is particularly interested in. Finally, invite her to have dinner with you that evening at a restaurant you know in Little Italy (you should specify which one and explain why it is such a good place to eat).

7b) You are Sue Horn. Write Bianca Scarpetta an email (i) thanking her for her message, (ii) explaining when and where the meeting will take place and (iii) specifying which products you are particularly interested in. Finally, accept her invitation to have dinner together and suggest something you could do together afterwards.

# Visiting Central Italy

Student A:

You are a foreign tourist who would like to visit Central Italy this year. Prepare some questions for a travel agent about what to do and where to go in Umbria and the Marche.

Could you tell me ..... ?

Do you know if ..... ?

Have you any idea ..... ?

Can you tell me ..... ?

Is it OK if ..... ?

I'd like to know .....

I was wondering whether .....

Student B:

You are a travel agent. Look at the website below and recommend some interesting places to visit in Umbria and the Marche.

<https://www.lonelyplanet.com/italy/umbria-and-le-marche>

Then try to answer Student A's questions.