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# UNIT Getting started

Welcome to *English Unlocked!* for advanced-level (C1) students!



Don't worry too much about making "mistakes". Even native speakers get things wrong when speaking. It happens when you're talking fast and trying to communicate a message. The important thing is being able to correct yourself, and being able to identify any mistakes in your written work.

## Profile analysis

Read over the profile. Then, complete the table.

### Jennifer Reed

Managing Director  
**Company:** EuroGlobalNet  
**Industry:** Financial services



#### Statement

I've been working in finance for the past six years, but I'm looking to change professions in the near future. I'd describe myself as hard-working, committed and extremely focused. I love a challenge and I'm happy when I'm in a dynamic environment. In my free time, I play hockey in a team, and regularly go swimming, sailing and skiing. I also like watching films, cooking and reading. Twice a month, I do some charity work, helping out in a young person's charity.

#### Profile

- Fluent speaker of English, French, German and Chinese.
- Lived and worked in England, China, Australia and the USA.
- Some of the companies I've worked for: Prockwell and Gardiner, Watermans PLC and Euro Holiday Zones.



"I'd describe myself as highly motivated. I'm the kind of person who needs several projects on the go at the same time. I'd love to start my own business one day. I'm really into sport and film." *Megan, 27*



"I'm a really methodical person. I'd say that attention to detail is one of my key skills and that's why accounting is just perfect for me. I'm a bit of a bookworm and can get through about 10 books a month." *Abbie, 26*



"I'd describe myself as pretty ambitious and I'm determined to reach my full potential professionally speaking. I really enjoy holding positions of responsibility and being involved in the decision-making process. I do a lot of photography in my free time." *Jack, 32*




"I love being part of a group and getting involved in projects with other people. I'm quite good at managing people too, and often lead teams at work. When I'm not in the office, I love working out in the gym or meeting up with friends." *Harry, 33*



"I'm a problem-solver and a good negotiator. I do a lot of business with overseas investors. I find it fascinating dealing with people from different cultures. I spend a lot of my time outside work writing and travelling." *Melissa, 31*

1.	Name	
2.	Career industry	
3.	Self-description	
4.	Free time activities	
5.	Charity work	
6.	Languages	

 **Your turn!**  
 Write a short description of yourself.

## Character descriptions

Read the descriptions. Then, write a name next to each statement.

1. She loves reading.
2. She wants to set up her own business.
3. He's a people-person.
4. Her job is perfect for her.
5. She often comes into contact with people from other countries.
6. She likes sport and cinema.
7. He takes photos in his free time.

## Language

Find a word or expression in the text that means...

1. ...you really like something = I'm really \_\_\_\_\_ it.
2. ...you do things carefully and thoroughly. = \_\_\_\_\_
3. ...you love reading = I'm a bit of a \_\_\_\_\_.
4. ...you want to go far in life. = I'm really \_\_\_\_\_.
5. ...to do exercise. = To \_\_\_\_\_.
6. ...from another country. = \_\_\_\_\_

## Conversation analysis

Read over the conversation. Then, answer the questions.

Kate and Jack, two old acquaintances, have just met up at a conference.

**Kate:** Hi, it's Jack, isn't it?

**Jack:** That's right. You're Kate Brooks, aren't you?

**Kate:** Yes, that's it.

**Jack:** We met in Brussels, didn't we?  
**Kate:** Yes, at last year's conference. So how are things?  
**Jack:** Pretty busy. How about yourself?  
**Kate:** Not too bad. You were living in Sweden, weren't you?  
**Jack:** Yes, still there.  
**Kate:** So, what's that like?  
**Jack:** Pretty good, actually. The wife and kids are settled in now. My wife's working for a local firm, and the children are really enjoying school now that they've made some friends and picked up a bit of the language. You were living in Italy last time I met you, weren't you?  
**Kate:** Yes, that's right.  
**Jack:** So, how's your Italian coming along?  
**Kate:** Not too bad. I can't get by pretty well now. I did a course a while ago, and I can more or less follow the news and read a paper, so that's good, at least. The problem is, most of the people I deal with speak perfect English so it's hard to get a chance to practise.  
**Jack:** I know what you mean. It's the same in Sweden. Oh, well, it was nice to catch up with you. Hope to see you again soon.  
**Kate:** Next year's conference, probably.  
**Jack:** Exactly! Bye.

1. Where had Kate and Jack met before?
2. Where's Jack living now?
3. Why is he happier there now?
4. Where's Kate living?
5. How is her Italian coming along?
6. What have they both found that makes it hard to improve their language skills?

### Your turn!

Write a dialogue between two ex-colleagues who've just bumped into one another.

### 4 Verb tenses

Complete the sentences with the correct forms of the verbs in brackets.

1. The food \_\_\_\_\_ (prepare). (**Present Passive Continuous**)
2. As I \_\_\_\_\_ (walk) in the park it \_\_\_\_\_ (start) to rain. (**Past Continuous and Past Simple**)
3. The stories \_\_\_\_\_ (publish) in all the major newspapers. (**Present Perfect Passive**)
4. I \_\_\_\_\_ (work) really hard recently. (**Present Perfect Continuous**)
5. You \_\_\_\_\_ (should / tell) me that you were vegetarian. (**Perfect Modal Verbs**)
6. We \_\_\_\_\_ (finish) the work by 7 pm tonight. (**Future Perfect**)
7. She \_\_\_\_\_ (lie) on a beach in the Caribbean next week. (**Future Continuous**)
8. The e-mails \_\_\_\_\_ (send) later this afternoon. (**Future Passive with "will"**)
9. The rooms \_\_\_\_\_ (decorate) in blue. (**Future Passive with be + going to**)

10. Sally: "I'll be there later." She told us that she \_\_\_\_\_ (Reported Speech)
11. If someone \_\_\_\_\_ (talk) to me like that, I \_\_\_\_\_ (report) them to the authorities. (**Second Conditional**)
12. If you \_\_\_\_\_ (spend) more time on it, it \_\_\_\_\_ (be) a lot better. (**Third Conditional**)

### 5 Vocabulary

Write 4 more words/expressions for each word group.

1. **Law:** suspect, alibi, court, trial...
2. **Character descriptions:** selfish, ambitious, greedy...
3. **Business:** profit and loss, sales target, breakeven point...
4. **Cinema:** soundtrack, trailer, script...
5. **Jobs:** badly-paid, rewarding, dangerous, challenging...
6. **Natural disasters:** drought, earthquake, bushfire...

### 6 Anecdote analysis

Read over the story. Then, answer the questions.

#### The mobile phone

I was sitting on a train once when I noticed this mobile phone on the floor. I looked around but I couldn't see anyone nearby who could have dropped it. After about ten minutes, I decided to pick it up. It looked quite new and it was still on. Curious to see who might have dropped it, I scrolled through the address book and opened a text message but it was in a language I couldn't understand. Eventually, I decided to send a message in English to a couple of the names in the phone book. I wrote, "Please tell the owner of this phone to call me" then I added my mobile number. I didn't hear anything for a while, but just as I was getting off the train, the phone rang. I answered and a woman's voice in English said, "Hello, I think you've got my phone!" I explained what had happened and she asked me to wait at the station café so she could come and pick up the phone. An hour later she arrived. And that's how I met my wife, Olga.

By Alex



1. What did Alex notice on the floor?
2. Why did he scroll through the address book?
3. When did the phone ring?
4. Where did they arrange to meet?
5. What did Alex and Olga do eventually?

### Your turn!

Write a short anecdote or story about something that happened to you. Invent if necessary.



# UNIT 1 Problems & Solutions

## Objectives

**In this unit, you'll learn how to...**

Use idiomatic expressions, use phrasal verbs to talk about problems, identify weak sounds in speech, use passive structures in news reports



With just 20 minutes a day, you can really improve your English. Read for 10 minutes (an online article, a graded reader, etc.), and listen for 10 minutes (a YouTube video, the news, your favourite TV series, etc.). You'll soon notice the difference!

## ■ “Annoying things” ranking

Tick three of the things that you find annoying.

- You lose your mobile phone.
- You can't get in touch with someone you need to speak to urgently.
- You get cut off during an important telephone conversation.
- You don't have mobile phone coverage when you need to make an urgent call.
- You get stuck in traffic on the way to an important meeting.
- You get lost while trying to get to an important meeting.
- You've got so much work to do that you don't have time for lunch.
- You have to take work home at night or at the weekend.
- You lose your house keys.
- You can't find a receipt for an item of clothing that you want to return.
- The photocopier gets jammed as you're printing something really urgent.
- Your computer crashes and you lose work.

### Think about it!

Have any of these things happened to you lately? What else would you add to the list? How frequently do these things happen to you at work? Can you think of possible solutions to any of these problems? What other annoying things happen at work?





## Vocabulary: Problems

### 1 Text messages analysis

Write the mobile phone text messages in standard English. Use the key below to help you with some of the abbreviations. Warning: some words have been misspelt. For example: *internt* (which should be *internet*).

- internt. nt working + i cant send docs u need. wil do 2nite fm home**
- clod door w keys inside. need u 2 get me # 4 locksmith asap**
- am @ home. cant find glasses. did u see where i put them?**
- b.room flooded. sum1 left tap on. hav cald plumber**
- need 2 get report frm ur computer. wot is password?**
- no money in acct. u need 2 put sum in asap as bills need paying**
- u wont beliv this but escapd jaguar from zoo is in bk garden. com kwik! not 2 b mist**
- angry client demanding mony bk. not sure wot 2 do. kan u com ovr 2 deal w it?**

#### KEY

nt = not	# = number	@ = at
pls = please	w = with	ur = your
4 = for / four	bk = back	sum1 =
u = you	2 = to / too	someone

### Your turn!

Write three text messages describing problems / emergencies. Use text speak abbreviations where possible.

### 2 Matching

Match the expressions in bold (1 to 10) to the definitions (a-j).

- It's a **short-term solution** that won't help us in the long run.
- They aren't prepared to **give it the go-ahead** until a full study has been carried out.
- They're just **burying their heads in the sand**.
- They need to **face up to** the issues.
- The pros definitely **outweigh** the cons in this case.
- We shouldn't **rule out** looking at alternative solutions to this.
- The government hasn't **come up with** any viable solutions to it.
- It's just a **quick-fix solution** that won't help us in the long run.
- No one is prepared to **stick their neck on the line** any more.
- They're content to just **sit on the fence**.

- Are more important than.
- To allow something to begin.
- A solution that only fixes the problem for a short period of time.
- To exclude from consideration; to ignore.
- A temporary solution that you think of quickly.
- To maintain neutrality in a dispute.
- To accept or confront a problem.
- To ignore a problem.
- Thought of.
- To take responsibility for a situation; to make yourself open to criticism.

### 3 Top tips for saving money

Read over the top tips for saving money. Tick the ones you do. Afterwards, complete the expressions with the correct words.

- Take advantage of the sales and any two-for-one offers.
- Cook large amounts of food and then freeze any leftovers for busy nights.
- Scrape out food jars to use the last little bit.
- Eat out just once a month.
- Base most of your meals on rice or beans to cut down on meat consumption.
- Cut out all fizzy drinks and stick to water!
- Keep up on your car maintenance so it's running as smoothly and efficiently as possible.
- Trade in any old electrical goods for more energy-efficient ones.
- Shop around for insurance. The rates can vary a lot!
- Never leave the water running when rinsing dishes, brushing your teeth, etc.
- Split a starter or dessert with someone else when you go out for dinner.
- Take advantage of "get in free" days at the museum, etc.
- Cut your own hair and do your own manicures.
- Shop for Christmas gifts year round to avoid any pre-Xmas price hikes.
- Sell off any old items you don't need on eBay or Craigslist.
- Pay off any debts as quickly as possible. This saves on interest.
- Use a spreadsheet to keep track of your variable expenses.

- Take advantage \_\_\_\_\_ something
- Eat \_\_\_\_\_ at a restaurant
- Cut \_\_\_\_\_ on something
- Cut \_\_\_\_\_ something from your diet
- Shop \_\_\_\_\_ for something
- Sell \_\_\_\_\_ old items
- Pay \_\_\_\_\_ any debts
- Keep track \_\_\_\_\_ something

### Your turn!

Write four top tips for saving money.

#### Think about it! Problems

What are your top tips for dealing with problems? Who do you turn to when you've got a problem? What do you do when a problem crops up?



# HOW TO MANAGE YOUR TIME EFFECTIVELY!

**Y**ou may be able to manage money. You may even be able to manage people. But you won't get far in life if you can't manage time.

The need for time management skills was first identified by Benjamin Franklin, one of the Founding Fathers of the United States of America. In his autobiography (published in 1791), Franklin described his daily schedule in great detail. For example, evening would include "supper, music or diversion or conversation" followed by an "examination of the day". He was concerned about having enough time to do everything he needed to do. As he said, "Lost time is never found again." He's also famous for saying, "Time is money!"

The next important figure in time management was John Letts. Letts founded a stationery business in London in 1796. Many of his customers were in business and they needed something to help them manage their time more efficiently. In response, Letts invented the diary. His invention was originally used to keep track of stock movements, but it was soon helping business people organise their daily work. It was a great success and by the 1820s, the diary had become something that every entrepreneur had to have. John Letts' company is still in business today, and about 22 million diaries, calendars, and other products are produced every year.

In 1841, American woman Catherine Beecher (1800-1878) published *A Treatise on Domestic Economy for the Use of Young Ladies at Home and at School*. Beecher was a campaigner for women's education and was convinced that women could be just as effective and competent as men. Her book, which soon became a bestseller, also served as a guide for time management. "It is the right and duty of every woman to employ the power of organisation... in order to gain those advantages which are given to the one sex and unjustly withheld from the other," she wrote.

Next came Henry Ford. His car production lines provided a model of how time could

be used efficiently. Nearly 200,000 Model T cars were produced in the autumn of 1908, and Ford changed the automobile industry forever. "If everyone is moving forward together, then success takes care of itself," he once said.

President Dwight D Eisenhower learnt his time management skills in the army. As president he had a system in which tasks were divided into four categories. **1** "Urgent-important items", which were dealt with immediately. **2** "Urgent-unimportant items", which were delegated. **3** "Not urgent-important items", which were entered into a calendar. **4** And "Not urgent-unimportant items", which were minimised or eliminated.

Peter Drucker's book *The Effective Executive* was published in 1966. According to Drucker, the effective executive must:

- Focus on results rather than work.
- Build on strengths first, and then give attention to areas of weakness.
- Concentrate on areas where superior performance will produce outstanding results
- Make effective decisions.
- Know where their time is being spent.

As he said, "Until we can manage time, we can manage nothing else."

1989 saw the invention of the World Wide Web by Tim Berners-Lee. Suddenly, access to information became quick and easy, saving hours of research time.

And in 1989, Stephen Covey's time management best-seller, *The Seven Habits of Highly Effective People*, was published. In it, he said, "Most of us spend too much time on what is urgent and not enough time on what is important."

So, do any of these theories and inventions really help us manage time? It's hard to say. But in a recent survey by Hotmail, users voted on the greatest time-saving device of all. And the winner was... the washing machine! ✨

## 1 Pre-reading

What are your top tips for managing your time and making sure you use it effectively?

## 2 Reading I

Read the article once. Which ideas on time management do you like? Why?

## 3 Reading II

Read the article again. Then, write a name next to each question. Who...

1. ...learnt his time management skills in the army?
2. ...was a campaigner for women's education?
3. ...invented the World Wide Web?
4. ...founded a stationery business in London in 1796?
5. ...was concerned about having enough time to do everything he needed to do?
6. ...had a best seller called *The Seven Habits of Highly Effective People*?
7. ...thought that executives should know where their time is being spent?
8. ...revolutionised the automobile industry?



## Language Structures:

### Passive structures

We form passive structures with the verb *to be* in an appropriate tense and the past participle of a transitive verb. We use the passive when we want to focus on the events and achievements rather than the people who are performing the actions. The agent (the person who does the action) is either unknown or not important. For example:

- a) The award **was presented** to her during the ceremony.
- b) The money **has been handed** in to the police.

We can form passives with the infinitive of the verb *to be*. For example:

- a) There's a lot **to be done**, so we'll have to get a move on.
- b) It remains **to be seen** whether she can achieve all she's set out to do.

We can use passive forms to create complex noun groups. For example:

- a) **Being paid a monthly amount** is much better.
- b) **Being given a new one to use for this job** makes it much easier.

We can also use passive *-ing* forms after verbs that are normally followed by the gerund. For example:

- a) I **remember being taken** there, but can't recall what happened afterwards.
- b) She **enjoyed being given** an opportunity to show what she was capable of.

We can also create informal passives with the verb *to get*. For example:

- a) We **got taken** to the station.
- b) They **got stuck** in the lift.

### Photo analysis

Match the sentences (1 to 5) to the photos (a-e).

- 1. She doesn't like to be kept waiting.
- 2. He can't stand being told what to do.
- 3. I hate being charged for things I didn't order.
- 4. I don't like being disturbed while I'm on the phone.
- 5. She hates being interrupted while she's talking.



## Transformation

Transform these sentences from active to passive.

1. They were making the beds when we got there.
2. They'll show us round the town later in the afternoon.
3. They need to do a lot before the deadline.
4. They'll have edited the video by tonight.
5. We won't send it until we've completed it.
6. They hadn't told us what to do.
7. They're going to restore the work of art.

## Comments completion

Complete the comments with the correct participles.

### What do you find annoying?

I hate it when you're in a shop and you get (1) \_\_\_\_\_ to go to another counter after you've been waiting there for ages.



I hate it when you get (2) \_\_\_\_\_ those dirty looks from waiters after you leave a "small" tip.



It really annoys me when you get a "Final Notice" letter telling you to pay a bill that you know has already been (3) \_\_\_\_\_.



I hate it at work when you're (4) \_\_\_\_\_ waiting at a meeting because someone's late.



I can't stand it when you're (5) \_\_\_\_\_ to cover for someone who's off sick, or you're obliged to take on extra work because someone's not in the office. That really gets me!



I can't stand it when you do a good job and you aren't (6) \_\_\_\_\_ for it, or worse, someone else takes the credit for it.



I hate it when you get (7) \_\_\_\_\_ for something that isn't your fault.



I hate it in a restaurant when you get (8) \_\_\_\_\_ to a table right in the middle when there are lots of other better tables free.



### Your turn!

Write a list of five things that you find annoying.



## News stories analysis

We often use the passive in news stories. Read over the stories. Then, answer the questions. Afterwards, see if you can identify any passive structures. What tenses are they? Why are they being used?

### Cash thrown from car in US chase

Suspected bank robbers threw wads of bank notes from their vehicle as they were pursued by police in Los Angeles yesterday. As the car weaved its way through the streets, passersby rushed to collect the money. The car eventually came to a halt at a busy junction. Large crowds then gathered around the getaway vehicle as the two suspects were taken into custody.

### World's first colour moving pictures discovered

The world's first colour moving pictures dating from 1902 have been found by the National Media Museum in Bradford after lying forgotten in an old tin for 110 years. The newly-discovered films were made by pioneer Edward Raymond Turner from London who patented his colour process in March 1899. Now the film has been restored by the National Media Museum and is being shown to audiences for the first time.

1. Who was throwing the money out of the car?
2. Who were they being chased by?
3. Who was picking up the money?
4. Where was the colour film discovered?
5. How long had it been there?
6. Who has the film been restored by?

### Your turn!

Write a short news story. Use passive tenses where possible.

## Phrasal verbs (problems)

Read over the definitions below. Then, complete the forum posts with the correct participles (there are a couple not mentioned below). Afterwards, see if you can identify any passive forms. Can you find any phrasal verbs being used in the passive?

**Deal with:** if you have to "deal with" a problem, you have to try to find a solution to it.

**Take on:** if you "take on" responsibility, you accept that responsibility.

**Break down:** to reduce an idea into smaller, separate parts to make it easier to understand or deal with.

**Cross off (a list):** if you "cross something off" in a list, you delete it from that list.

**Draw up (a list):** if you "draw up" a list, you prepare it and write it.

**Stick to:** if you "stick to" something, you continue doing / using that thing.

**Group together:** if you "group things together", you put them into the same list / category, etc.

**Pass on:** if you "pass something on" to another person, you give that thing to that person.

**Crop up:** if something (a problem, for example) "crops up", it appears suddenly and unexpectedly.

**Turn to:** the person you "turn to" is the person you talk to about a problem.

www.problemsolvers.com



### Top tips

Send us your ideas for dealing with problems.

You need to draw (1) \_\_\_\_\_ a list of all the things that need to be completed during the day. Then, you can cross them (2) \_\_\_\_\_ as they're completed.

*Courtney*

Go (3) \_\_\_\_\_ the list carefully and anything that isn't essential should be eliminated.

*Nigel*

You should try not to be distracted during the day – stay focused and stick (4) \_\_\_\_\_ the task in hand.

*Harriet*

Tasks should be analysed properly and a realistic estimate should be given as to how much time will be needed to get through them.

*Louise*

Tasks need to be broken (5) \_\_\_\_\_ into smaller parts so they can be dealt with more effectively.

*Max*

You should deal (6) \_\_\_\_\_ the easier tasks first and as quickly as possible. You'll find this is a motivating way to start tackling the work.

*Toby*

Similar tasks should be grouped (7) \_\_\_\_\_. For example, e-mails should only be checked twice a day: once in the morning and once before you leave.

*Reece*

Anything that falls outside your area of responsibility should be passed (8) \_\_\_\_\_ to someone else. You have to be selfish at times!

*Nicole*

Get up an hour earlier so you can try to catch (9) \_\_\_\_\_ on any work that you're behind with.

*Ellie*

If possible, problems should be dealt with as soon as they crop (10) \_\_\_\_\_. The longer you leave them, the harder they are to resolve.

*Hannah*

Turn (11) \_\_\_\_\_ someone for help if you're finding it hard to cope with all the pressure.

*Jack*

### Your turn!

Write three tips for dealing with problems. Try to use passive structures.

# LISTEN & RESPOND PRONUNCIATION PERFECTION

## Willpower: the key to a successful life!

### 1 Listening I

What are the pros and cons of having good willpower (if you have a lot of “willpower”, you can control yourself and our emotions)? Make notes. Then, listen to the information once to compare your ideas.

### 2 Listening II

Listen to the information again. Then, answer the questions in your own words.

1. What was the Marshmallow Test?
2. What was discovered 20 years later?
3. What is the other experiment that is mentioned by the author?
4. What was discovered in relation to this test?
5. What can you do if you don't have a lot of willpower?
6. In what practical ways can the book help you?

## Weak sounds

### A

Many grammar words (such as prepositions and articles) have strong forms and weak unstressed forms. We often use the strong forms for emphasis in speech, or when we're speaking slowly and clearly. For example:

*some* /sʌm/: We would like *some* more, but not too much.

And we use the weak, unstressed forms in fast, casual speech. For example:

*some* /səm/: We would like *some* more, but not too much.

### B

Listen and repeat these words with weak sounds.

- *to* /tə/: We went to the centre.
- *a* /ə/: I had a problem.
- *the* /ðə/: I quite liked the first one.
- *has* /həz/: The plane has just arrived.
- *for* /fə/: We talked for an hour.
- *were* /wə/: They were waiting for you.
- *of* /əv/: I'd like a bit of it.
- *at* /ət/: We are at the front.
- *have* /əv/: They could have won.

### C

Now listen to these sentences. Write **S** (Strong) or **W** (weak) according to the pronunciation of the words in bold.

1. At least **the** work **has** been completed.
2. **The** rooms **were** being cleaned.
3. **The** cars **are** manufactured in this town.
4. **The** work will **have** been completed by Friday.
5. They **were** taken on **a** tour **of the** city.
6. She won't be given enough time **to** finish it.
7. They've been paid **for the** work they did.
8. We should **have** been told that there **was a** problem.





# UNIT 1 Problems & Solutions

# LANGUAGE-TO-GO

Learn these Useful Sentences. Suggestions: **1.** Listen to the sentences and repeat them until you can say them fluently. **2.** Study them for a couple of minutes, then cover them up and try to re-write them in the right-hand column. **3.** Write translations of the sentences. Later, read over the translations and try to write them in English (without referring to the original versions). **4.** Listen to a sentence, then try to write it out on a piece of paper. **5.** Cut out the table to carry with you and learn while you're on the bus, train...



USEFUL SENTENCES		REVISION	
1.	I couldn't get in touch with her by phone so I left a message.	1.	
2.	I got cut off during the phone call and had to call back.	2.	
3.	We got stuck in traffic on our way home from work.	3.	
4.	The photocopier got jammed as I was doing some urgent copying.	4.	
5.	It's a short-term solution that won't help us in the long run.	5.	
6.	They're concerned about the amount of time they're spending on it.	6.	
7.	We shouldn't rule out looking for an alternative solution.	7.	
8.	The device was used to keep track of stock movements.	8.	
9.	I remember speaking to her but I can't recall what was said.	9.	
10.	He had a system for dividing tasks into different categories.	10.	
11.	I can't stand it when you get blamed for other people's mistakes.	11.	
12.	I hate it when I get interrupted when I'm on the phone.	12.	
13.	You should keep track of the amount of time you spend on it.	13.	
14.	We'll have to deal with this as a matter of urgency.	14.	
15.	We've drawn up a list of possible candidates for the post.	15.	
16.	The best thing would be to group these things together.	16.	
17.	We need to break down the task into smaller units.	17.	
18.	You can cross the first three items off the list.	18.	
19.	We should stick to our current supplier for the time being.	19.	
20.	I don't think I could take on any more responsibility right now.	20.	

Try to learn 10 English words every day. In one week, you'll have learnt 70, in a month about 300, and in a year over 3,000! The average British person has an active vocabulary of about 5,000 words. So, it won't take you long to learn all the most important terms in English.

## Speaking Gym!

Practise everything you've learned! Talk to a native-English speaking teacher on Skype or by telephone. Get your speaking English classes from here: [www.learnhotenglish.com/speaking-gym](http://www.learnhotenglish.com/speaking-gym)

Put ticks in the boxes:

✓✓✓ I can do it well! ✓✓ I can do it quite well! ✓ I need to work on it!



**Congratulations! You've completed a unit. Now you can...**

Write some top tips for saving money.

Write text messages with abbreviations.

Understand a text about time management.

Use phrasal verbs and passive structures to write and talk about solving problems.

Understand a recording about willpower.

Identify weak sounds in spoken text.

# UNIT 2 Social Splash

## Objectives

**In this unit, you'll learn how to...**

Use expressions with *get*, identify several features of conversational English, use personal discourse markers, understand some English slang



Listening is the key to language learning. So, listen to English as much as you can! Just ten minutes a day is enough to really help you improve your listening ability.

### What are they saying?

Complete each speech bubble (1 to 8) with an appropriate word. Where do you think these people are?

<p>1. So, do you fancy _____ some food to take away?</p> 	<p>2. Did you _____ a chance to visit the museum?</p> 
<p>3. I'll get _____. You paid for the meal!</p> 	<p>4. I'm sorry but I've got to get _____. I've got an early start tomorrow.</p> 
<p>5. Interesting talk, _____ it?</p> 	<p>6. You can't _____ London without seeing at least one musical!</p> 
<p>7. Actually, I think I'll just stick _____ sparkling water. I'm driving.</p> 	<p>8. So, do you come here _____?</p> 



### Think about it!

Do you ever eat out with friends? Where do you go? Have you been to a museum lately? Which one? What was it like? When was the last time you went to the theatre? What did you see there? When was the last time you ordered some food to take away? What did you have?

## Vocabulary: Socialising

### 1 Comments analysis

Read over the mini-dialogues. Then, match the comments in bold to the comments below (1 to 8).

1. Bad luck! =
2. Never! =
3. How cheeky! =
4. You're a life saver! =
5. You're joking! =
6. How annoying! =
7. I'm pleased (she's) gone. =
8. I'm pleased! =

A: Nick got promoted to the management position.

B: **You're kidding!** Sandra is way more qualified!

A: I've heard that they're going to move us into another office so we'll be sharing with the sales team.

B: **Over my dead body!**

A: Have you heard that they're replacing the HR manager? She's only been in the job for a couple of weeks.

B: **Good riddance!** She's caused nothing but trouble.

A: But I can't possibly do that for you now. I've got to finish this project, then I need to attend a meeting, and then...

B: **Tough luck!** Make sure it's on my desk before you leave home today.

A: There's a meeting at 6pm.

B: Oh, no, **what a drag.**

A: They ate all my biscuits that I had in the fridge!

B: **What a cheek!**

A: The meeting's been cancelled.

B: **Thank goodness** for that. I've got so much work to do.

A: I've finished that work you gave me to do.

B: Thanks so much. **I don't know what I'd have done without you.**

### 2 Expressions with get

Read over the sentences with expressions with **get** (in bold). What do they mean?

1. We went to Scotland last Friday. We often **get away** for the weekend.
2. I worked at home all last Thursday. By 7 pm I was desperate to **get out of** the house.
3. So, what have you been **getting up to** lately?
4. I know you're really busy, but do you **get the time** to do any exercise?
5. Do you **get to see** your friends much at the weekend?
6. Did you **get a chance** to go to look over the report?
7. I started a photography course a few weeks ago and I'm really **getting into it**.
8. My car keeps breaking down. I've got to **get rid of it**.
9. She told a joke and everyone started laughing but

I just didn't **get it**.

10. They were looking for people to help organise the conference, but I managed to **get out of it**.

11. We need to **get** some more milk.

### 3 Mini-dialogues

Read over the mini-dialogues and say where they're taking place.

1. **In a** \_\_\_\_\_

A: Oh, I'm sorry but I wanted to get some batteries too.

B: OK, I'll just see if I can cancel the transaction. Erm let's see, oh sorry it's already gone through.

A: Don't worry I'll pay for it separately with this card. Oh, hang on a minute I think I've got it in cash. Here you are.



2. **In a** \_\_\_\_\_

A: I'm sorry but we couldn't offer you more than €700 for it.

B: You're joking! I was hoping to get a lot more than that.

A: Yeah, but look at the bodywork, all those dents and scratches, plus it's got more than 150,000 miles on the clock.

B: But it's in perfect working order.

A: Look, I could offer you more for your old car if you agreed to finance part of the new car through us. For example, if you financed half the amount and paid it back over a period of 60 months, the interest rate works out at about 6.2%, and I could get you €1,300 for trading in your old car in the form of a discount off the total price for the new car.

B: Oh, right. Now you're talking.



3. **In a** \_\_\_\_\_

A: What's this?

B: I don't know, you ordered it.

A: I suppose it must be that French sounding thing.

B: Probably. Hey, have you got a spare knife? Mine's dirty.

A: Here, I'll get one from this table over here.

B: So, did you hear what happened to Margaret?

A: No.

B: Got stuck in a lift for three hours last Saturday.

A: Really?

B: Yeah, can you imagine it? Three hours.... Oh, look, here come our main courses. Shall we share?

A: No way! I don't fancy what you're having.

B: Oh, come on. It's... [fades out]



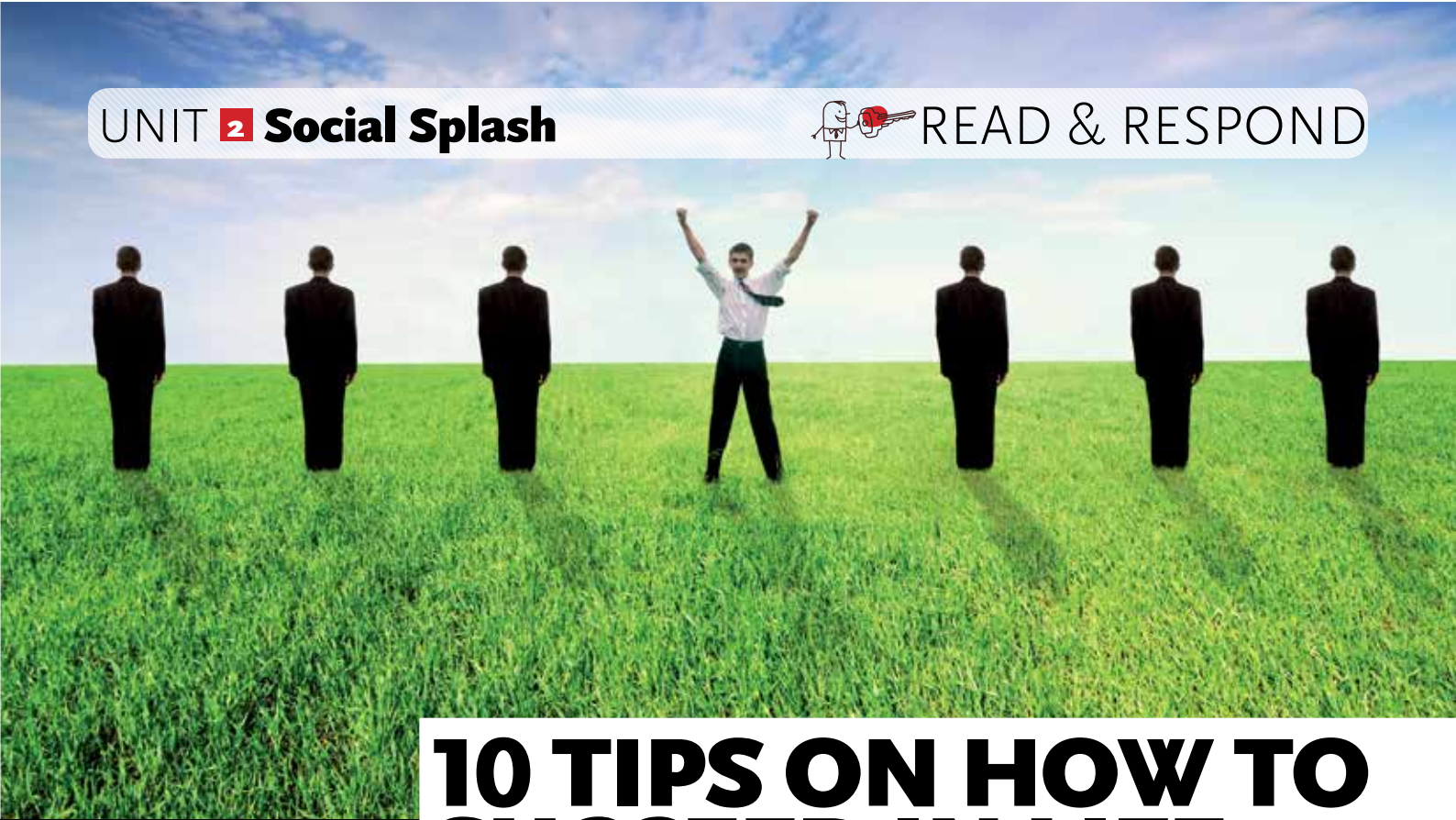
### 4 Language analysis

Read through the dialogues again and find an expression that means...

1. Wait a second =
2. You can't be serious =
3. That sounds a bit more interesting =
4. Never =

**Your turn!**  
Write a short dialogue with two friends or colleagues chatting in an informal setting. Try to include some expressions with **get**.





# 10 TIPS ON HOW TO SUCCEED IN LIFE

## 1 Pre-reading

What are some of the key skills you need to develop in life: *public speaking, learning a language, etc.*? Make notes.

## 2 Reading I

Read the article once and compare your ideas from the Pre-reading task. Do you agree with the list of ten key skills to develop? What other ideas would you add to the list?

## 3 Reading II

Read the article again. Then, answer the questions.

1. Apart from being able to produce grammatically-correct sentences, what other skills are required to write well?
2. Why is networking important?
3. Why is it important to be able to evaluate data?
4. What can help you make better decisions?
5. Why are basic accounting skills important?
6. Why is it important to relax?

**W**hat does it take to succeed in life?  
Author Dustin M.

Wax has compiled a list of the top ten skills you need for a successful life.

**1** The ability to speak clearly, persuasively and forcefully in front of an audience is a key skill and one that everyone should develop.

**2** Good writing skills are also essential for today's competitive job market. But writing well isn't just a case of producing grammatically correct sentences – it involves an ability to organise your thoughts, as well as being able to target your ideas to an audience in the most effective way possible.

**3** Strong organisational skills are also key, as is a strong sense of discipline and an ability to set objectives and meet deadlines.

**4** Networking is essential for finding jobs and clients,

but it can also help you put together effective teams for developing ideas.

**5** Being able to evaluate data is an important skill too. With so much information out there, you need to be able to sort the potentially valuable from the trivial, to analyse its relevance and meaning, and to relate it back to other information.

**6** Analysing information is all very well, but at some stage you also need to make a decision. Over-analysing can lead to indecisiveness, so you need to learn how to respond quickly and effectively, and to know what to do based on the information available.

**7** An ability to work quickly with figures in your head, to make rough but fairly accurate estimates, and to understand things such as compound interest and basic statistics are essential for helping you make better decisions.

**8** You don't have to know everything, but you should be able to find out what you need to know quickly and painlessly. This means learning how to use the internet effectively, how to read productively, and how to draw on your network of contacts efficiently.

**9** Basic accounting skills are also important. This means being able to track and record your expenses and income, as well as determining the value of an action in terms of money, time and effort.

**10** And last, but by no means least, it's also important to know how to relax. Being able to switch off is extremely hard for some people, but you need to find time for exercise or ways of relieving stress and tension, or the pressure could end up literally killing you! ❗

Based on an article by Dustin M. Wax – contributing editor and project manager at [www.lifehack.org](http://www.lifehack.org) Visit: [www.dustinwax.com](http://www.dustinwax.com)

## Language Structures:

### Conversational English

Here are some interesting features of conversational English.

**Conversational fillers** (sounds or words that are often used while people are thinking of something to say)

*like*: "There's two, **like**, horses, **like**, waiting at the side..."

*you know* (this is also used to check that the other person is following you): "It's great, **you know**, because you can do it all from home."

*er / erm*: "**Erm**, I'm not really sure. **Er**, what do you think?"

**Self-correction or clarification**: *I mean / at least* (this expression is used for self-correction or for clarifying something):

"It's really good, **I mean**, it isn't bad. / At least, I don't think it was me who said it."

**Contradiction**: *as a matter of fact / mind you / actually / to tell you the truth / yes, but...*: "**Actually**, I've never even been there. / **To tell you the truth**, I thought it was one of her worst. / **Mind you**, I wouldn't like to be in her situation."

**Returning to a topic**: *"As I was saying, / Going back to your previous point,*: "As I was saying, I'm still enjoying my job."

**Summing up**: *Basically, All in all, So,*: "**So**, let's meet at six then, OK?"

**Expressing surprise / amazement**, etc.: Oh, come on! You're joking! / You're kidding!

**Personal discourse markers**: Quite honestly... Obviously... Frankly... Naturally... Personally... Generally... In general... Honestly... Fortunately... Luckily...

**Topic changing**: *So, / Anyway / by the way*:

- So, did you see that film last night?
- Anyway, that's enough about me. What about you?
- By the way, do you know how much Bob earns?

### More features of conversational language

Here are some more features of conversational English:

- **False starts**: *I, I, I think... I mean, I believe...*
- **Interruption**: **A**: *Once, I was walking...* **B**: *...Where were you?*
- **Incomplete sentences**: *I went... I took it, and then, I had...*
- **Non-standard English**: *There's a lot of people there.* [it should be: *There are a lot of people...*]
- **Pauses/hesitation**: *erm, what did you, erm, what...*
- **Omission**: **A**: *Was it good?* **B**: *Yeah, [it] wasn't bad.*

## Mini-conversations analysis

Read the mini-conversations. Then, circle any features of conversational English.

### At the conference

- Louise**: Oh, hi, erm, you're Darren Johnston, aren't you?  
**Darren**: Yeah, hi there. Nice to meet you. You're...  
**Louise**: ...Louise Moore. I think we met in Birmingham.  
**Darren**: Right. That, that was, erm, a couple of years ago, wasn't it?  
**Louise**: Yeah, something like that. Feels like, you know, ages though. So, what have you been, erm, getting up to lately?  
**Darren**: Oh, not much. Working, travelling, going to conferences like this one. What about you? Are you, like, still at, erm, Hann Bros?  
**Louise**: No, they did some restructuring, you know, they wanted to streamline things, what with the recession and all that. Mind you, it hasn't all been bad – I've got my own agency now.  
**Darren**: That's great. And are you, erm, getting much work?  
**Louise**: Well, you know, it isn't, erm, easy right now, but I've got a steady base of clients that seem to, erm, to keep me in business. So,... [fades out]

### At the party

- Ben**: So, where do you work?  
**Marcy**: Erm, a financial services company.  
**Ben**: Oh, my brother's a stockbroker.  
**Marcy**: Oh, right.  
**Ben**: I can't remember the name of the company though. So, you got any, erm,... any top tips on which companies to, erm, invest in?  
**Marcy**: I don't really work on the, on the stock market...  
**Ben**: ...oh, right. By the way, here's my, like, business card.  
**Marcy**: Thanks. And here's, erm, mine.  
**Ben**: So, I see your surname's, erm, French?  
**Marcy**: Italian, actually.  
**Ben**: Get a chance to visit much?  
**Marcy**: I used to go a lot when I was younger, you know, with the family, but I haven't been there for, erm, for about 5 years now.  
**Ben**: So, can I, erm, get you a drink?  
**Marcy**: Yeah, sure. I think the drinks are in the kitchen, erm, just around here somewhere.  
**Ben**: Great. So, what did you think of... [fades out]



## Your turn!

Write out a mini-dialogue with two people who have just met. Use some features of spoken conversation.

## Idiomatic expressions

We often use idiomatic expressions in casual conversations. Here are some common ones that have come from baseball (mostly). Read over the definitions. Then, complete the expressions (1 to 8) with the correct words without referring back to the definitions.

- **Ballpark figure** = A general, rather imprecise figure.
  - **Touch base with someone** = To talk to someone about something
  - **Throw someone a curve/curveball** = To surprise someone with something unpleasant and unexpected.
  - **Hit or miss** = If something is "hit or miss", you cannot be certain of its quality because it's sometimes good and sometimes bad.
  - **Take a rain check** = This is something you say when you can't accept someone's invitation, but you would like to do it another time.
  - **A totally different ball game / a whole new ball game / a whole other ball game** = A completely different situation.
  - **Not in the same league** = Not nearly as good as something or someone else.
  - **Knock one out of the park** = To do something extremely well.
- 1 I'd been climbing many times before, but going up an icy rock face in the Alps was a totally different \_\_\_\_\_ game.
  2. **A:** Do you want to go out tonight?  
**B:** I think I'll take a \_\_\_\_\_ check on that as I've got a lot of work to do tomorrow.
  3. I just need a \_\_\_\_\_ figure on what the work is going to cost us.
  4. She really threw me a \_\_\_\_\_ when she asked me right in front of the boss what I'd been doing last night.
  5. We used a different printer for these brochures. The quality was a bit hit \_\_\_\_\_ but the price was definitely lower.
  6. This computer isn't in the same \_\_\_\_\_ as the one I had before. It isn't half as good.
  7. You knocked one out of the \_\_\_\_\_ in that meeting – your presentation was amazing.
  8. I need to touch \_\_\_\_\_ with you about this new project.

## Your turn!

Write out a mini-dialogue using two or three of these idiomatic expressions.

## Slang expressions in conversations

In casual, spontaneous conversations, people tend to use a lot of informal English. Read over the conversation and answer the questions.

1. Why can't Karl leave straight away?
2. Why does he have to leave fairly quickly?
3. Why doesn't Amelia like the place on the corner?

### Lunchtime

It's Friday afternoon and Amelia and Karl are at work.

- Amelia:** We're gonna grab a bite to eat. Do you fancy coming along?
- Karl:** Yeah, sure. I'm starving. Just gimme a sec. I've got to finish off this e-mail. Where are you going?
- Amelia:** We thought we'd go to that ribs place in Denton Street.
- Karl:** I've got to be back by 3pm, so I'll have to shoot off fairly quickly.
- Amelia:** OK.
- Karl:** Actually, on second thoughts, I don't think I've got time. I think I'll have to give it a miss.
- Amelia:** Oh, right.
- Karl:** I think I'll just pop down for a sarnie from that place on the corner.
- Amelia:** I had a bit of a dodgy tummy last time I ate there.
- Karl:** Oh, it's all right if you just want something cheap and nasty.
- Amelia:** Well, if you change your mind, you know where we are.
- Karl:** OK, catch you later.
- Amelia:** Bye.

## Language analysis

Find an expression from the text that means...

1. Get something to eat =
2. Give me a second =
3. Leave =
4. Sandwich =
5. See you later =
6. Going to =
7. Would you like... =
8. Not do it =
9. Restaurant =
10. Upset stomach =
11. Not expensive and not very good =
12. Go downstairs quickly =

## Your turn!

Write out a mini-dialogue using two or three of these slang expressions.



# LISTEN & RESPOND



# PRONUNCIATION PERFECTION

## Catching up with an old friend!

### 1 Pre-listening

Imagine you've just bumped into someone you went to school / university, etc. with. What would you say? What would you ask? Think of three things.

### 2 Listening I

You're going to listen to two people who haven't seen each other for a long time. Listen once. Do they ask any of the questions you thought of for the Pre-listening task?

### 3 Listening II

Listen again and answer the questions.

1. Where's Paul living now?
2. What was he doing at first?
3. When did he get married?
4. Where was Chloe working when she got back to London?
5. Why is Paul surprised about Chloe's current position?
6. Who helped Paul break into the fashion industry?
7. Why is Chloe surprised about Paul's success in the fashion industry?



## Key words/sentence stress

### A

When we speak naturally in English, the stress usually falls on important words in the sentence: the nouns, verbs and adjectives. These are known as the key words. For example:

- a) I was **thinking** about the **holiday**.
- b) He was **talking** to his **brother**.

Most of the other words (articles, pronouns, auxiliary verbs (*be, have, can, etc.*), prepositions, etc.) aren't stressed.

### B

Listen and repeat these sentences. Notice the key words (marked in bold).

1. Where did you **go** after you **left** the **party**?
2. I've been **packing** them into **boxes** because we're **moving**.
3. I saw **Frank** the other **day** while I was **walking** through the **park**.

### C

Now listen and write the sentences / questions you hear.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_



# UNIT 2 Social Splash

# LANGUAGE-TO-GO

Learn these Useful Sentences. Suggestions: **1.** Listen to the sentences and repeat them until you can say them fluently. **2.** Study them for a couple of minutes, then cover them up and try to re-write them in the right-hand column. **3.** Write translations of the sentences. Later, read over the translations and try to write them in English (without referring to the original versions). **4.** Listen to a sentence, then try to write it out on a piece of paper. **5.** Cut out the table to carry with you and learn while you're on the bus, train...



USEFUL SENTENCES		REVISION	
1.	We just need a ballpark figure in order to work out the costs.	1.	
2.	I really ought to get going as I've got an early start tomorrow.	2.	
3.	I'll get this one as you got the last one.	3.	
4.	Did you get a chance to visit the museum I was telling you about?	4.	
5.	After eight hours of working non-stop, I was desperate to get out.	5.	
6.	So, what have you been getting up to lately?	6.	
7.	Did you get a chance to meet up with Ana while you were there?	7.	
8.	This new one isn't in the same league as the other one.	8.	
9.	Everyone was laughing at the joke, but I just didn't get it.	9.	
10.	You can't leave London without seeing at least one musical.	10.	
11.	To tell you the truth, I wasn't that impressed with it.	11.	
12.	By the way, have you heard anything back from Mark?	12.	
13.	I've heard that they're thinking of moving to another office.	13.	
14.	There were quite a few problems that we had to deal with.	14.	
15.	It hasn't all been bad. I've set up my own business for a start.	15.	
16.	We're going to grab a bite to eat if you want to come along.	16.	
17.	I just need to pop down to the corner shop. I'll be back in a sec.	17.	
18.	Well, if you change your mind, you know where we are.	18.	
19.	I've got to shoot off fairly quickly as there's a meeting at 6pm.	19.	
20.	Make sure it's on my desk for first thing on Monday morning.	20.	

There's a very basic formula for learning a language. It's: input (reading and listening) + practice (speaking and writing) = learning! It's that simple!

### Speaking Gym!

Practise everything you've learned! Talk to a native-English speaking teacher on Skype or by telephone. Get your speaking English classes from here: [www.learnhotenglish.com/speaking-gym](http://www.learnhotenglish.com/speaking-gym)

Put ticks in the boxes:

✓✓✓ I can do it well! ✓✓ I can do it quite well! ✓ I need to work on it!



**Congratulations! You've completed a unit. Now you can...**

Use expressions with the verb *to get*.

Use idiomatic expressions and understand some English slang.

Understand a text about succeeding in life.

Understand a conversation between two friends.

Identify several features of conversational English.

Identify key words in spoken text.

# UNIT **3** Legal Matters

## Objectives

**In this unit, you'll learn how to...**

*Use phrasal verbs, use reporting verbs in a news report, write an e-mail passing on some news, identify connected speech in spoken text*



Listening to English regularly will help you develop an ear for the language. Eventually, you'll be able to distinguish words and sounds, and then you'll start learning really quickly.

### **Law analysis**

Read over the unusual laws from the US. Which one is the funniest / strangest / most unusual?

- It is illegal to bring your horse above the ground floor of any building. **(Colorado)**
- Cats may not run loose without a taillight. **(Colorado)**
- It is unlawful to walk backwards after sunset. **(Connecticut)**
- Donkeys may not be kept in bathtubs. **(Georgia)**
- No one may carry an ice cream cone in their back pocket if it is Sunday. **(Georgia)**
- It is against the law to tie a giraffe to a telephone pole or street lamp. **(Georgia)**
- Cars may not be driven through playgrounds or on sidewalks. **(Georgia)**
- You may not fish from a camel's or a giraffe's back or its neck. **(Idaho)**
- It is unlawful to change clothes in an automobile with the curtains drawn, except in case of fire. **(Illinois)**
- It is against the law to make faces at dogs. **(Illinois)**
- It is illegal for anyone to give lighted cigars to dogs, cats, or any other domesticated animals. **(Illinois)**

#### **Think about it!**

Are there any unusual laws in your country? What are they? Why do you think laws such as these were originally established? What was the primary purpose of the law?





## Vocabulary: Legal words

### 1 Photo identification

Think of as many words related to law as you can in just two minutes.



### 2 Phrasal verb definitions

Read over the definitions. Then, complete the sentences with the correct words.



**Come forward:** if someone "comes forward" with evidence/information, they inform the police / authorities about that information.



**Put on (trial):** if someone is "put on" trial, they are tried in a court of law to determine whether they are innocent or guilty.



**Come before (a judge):** if a problem or case "comes before" a judge or court of law, the case needs to be discussed and a decision needs to be taken about it.



**Swear in (the jury):** when members of the jury are "sworn in", they make a solemn promise to hear a case presented in court.



**Bring in (a new law):** if a new law is "brought in", it is introduced and people must obey it.



**Come in (a new law):** if a new law "comes in", it is introduced and must be obeyed.

1. She was \_\_\_\_\_ trial for the theft of the paintings.
2. The government want to \_\_\_\_\_ tougher laws to deal with drink-driving.
3. The jury were \_\_\_\_\_ last Wednesday.
4. An elderly man \_\_\_\_\_ with information concerning the crime.
5. A new law \_\_\_\_\_ banning all branding on all cigarette packets.
6. Six months after proceedings began, her case finally \_\_\_\_\_ a court of law.

### 3a Legal case analysis

Read over the story. Then, answer the questions.

1. What was Juan Catalan charged with?
2. What was his alibi?

3. Why did prosecutors think that he'd killed the woman?
4. What did they use to prove Juan's innocence?

### Curb your Enthusiasm

*The show that saved someone's life.*

In 2003, Juan Catalan was arrested and charged with murder. He was accused of shooting a young woman in front of her San Fernando Valley home on 12th May. According to witnesses, a black car had been circling the area starting at about 10:02 p.m. Four teens in the area said that a man (who did not fit Juan's description) jumped out of the car some time before 11 pm and shot the woman. One eyewitness claimed Juan was the gunman.



Juan had a firm alibi. That night, he was at Dodger Stadium with his 6-year-old daughter, watching his home team, the baseball team Los Angeles Dodgers. He even had the ticket stubs to prove it. But prosecutors didn't believe him. They were convinced that he'd killed the woman because she'd given testimony in a murder trial related to a case against his brother. Juan denied this. "The woman that was killed did not testify against my brother, but the prosecutors tried to make that connection," Juan explained. "I asked to take a lie detector test, but I was denied three times."

Juan's lawyer was determined to prove his client's innocence. As part of his investigation, he obtained television footage taken from the game. Unfortunately, it didn't include any images of Juan and his daughter. But then, someone remembered that an HBO TV crew had been filming the comedy series *Curb Your Enthusiasm* that day. After studying footage for the episode, they found images of Juan and his daughter in the stadium. This placed Juan some 26 kilometres from the crime-scene at the time of the murder. Juan was eventually released after spending five and a half months in jail. He was cleared and awarded a \$320,000 settlement. Larry David, the producer and star of the TV show, joked afterwards "I like to tell people that I've now done one good thing in my life, albeit inadvertently."

### 3b Language analysis

Read through the text again and find words or expressions in the text that mean...

1. Someone who sees a crime as it happens =
2. Drive around and around in an area =
3. Evidence that shows you were not near the scene of the crime when it took place =
4. To say that something isn't true =
5. Someone who contracts the services of a professional person =
6. Parts of a video or scenes from it =
7. To free someone =
8. Money given to someone as compensation for a miscarriage of justice =
9. Without really wanting to (do it) =

### Your turn!

Write about a famous or on-going trial from your country.



# FIVE RIDICULOUS LAWSUITS

Some lawsuits are what can only be described as ridiculous. Here are five examples.

## 1 Reading I

Read the headings for the five different lawsuits. What do you think they involve? Who is suing who? Why? Make notes. Then, read over the article once to compare your ideas.

## 2 Reading II

Read the article again. Then, answer the questions.

1. Why did Sarah Deming try to sue the producers of the film Drive?
2. Why did Doris Beard sue Carnival Cruise Lines?
3. Why did Nicole Imprescia sue her daughter's preschool?
4. What oral contract did Jessie Dimmick allegedly have with his victims?
5. What reason did Captain Schettino give for having abandoned his ship?

### 1 The filmgoer

Michigan resident Sarah Deming tried to sue the producers of the film Drive for its "misleading" trailer. She claimed the film was publicised as a Fast and Furious style action thriller, but turned out to be nothing of the sort. In her suit, Deming said that the film "bore very little similarity to a chase, or race action film... having very little driving".

### 2 The passenger

Doris Beard sued Carnival Cruise Lines because her cruise ship went too fast. "Due to the speed of the ship I became very sick," she said. "My body swayed terribly. The ship was moving so quickly that everyone on board became ill, even the workers," she added.

### 3 The parent

Manhattan resident Nicole Imprescia sued the

\$19,000-a-year preschool for failing to prepare her daughter for the test to enter New York City's hypercompetitive private school system. "The school proved to be not a school at all, but just one big playroom," the suit claimed.

### 4 The kidnapper

Kidnapper Jessie Dimmick tried to sue his victims for breaking an "oral contract" he had with them to hide him from the police. Dimmick, 25, claims that Jared and Lindsay Rowley agreed to take money from him in exchange for helping him hide from the cops, who were hunting him in connection with the death of a Colorado man. Dimmick broke into the couple's home after he crashed a stolen van onto their lawn during a high-speed chase with police. He held the couple at knifepoint, but they managed to escape after Dimmick fell asleep. Police arrested him sometime later.

### 5 The captain

Francesco Schettino, the captain of the Costa Concordia cruise ship that sank off the coast of Italy in January 2012, started proceedings against his employer (Costa Cruises) for wrongful dismissal. Schettino was accused of causing the tragedy by sailing the luxury cruise liner too close to the Tuscan island of Giglio. The ship ran into a rock and capsized, killing more than 30 people. He also faced charges of abandoning ship, leaving the 4,200 passengers and crew to fend for themselves. In his defence, Schettino claims that the reason he left the ship was because he'd accidentally "tripped and fallen into a lifeboat". His lawyer, Bruno Leporatti, said, "It is the right of every worker to appeal against his dismissal and Captain Schettino has done no more than exercise that right."

Next time you've got a problem, talk to your lawyer! ✦



## Language Structures: Reporting Verbs

We can use Reported Speech (also known as Indirect Speech) to explain what someone has said. For example:  
 Direct speech: "I'll help you with it."  
 Indirect speech: She said that she would help us with it.

We can use a wide variety of "reporting" verbs too. Some of these verbs are followed by an infinitive, such as *agree*, *decide*, *offer*, *promise*, *refuse*, *claim*, *threaten*. For example: "She **promised to do** it next week."

Other reporting verbs are followed by an object + an infinitive. These include *advise*, *ask*, *convince*, *persuade*, *tell*, *encourage*, *invite*, *beg*, *order*, *remind*, *warn*. For example: "They **reminded her to get** there on time."

Some reporting verbs are followed by *that* + a clause. These include *admit*, *agree*, *argue*, *decide*, *deny*, *insist*, *promise*, *claim*, *announce*, *confirm*. For example: "She **admitted that** she'd put it there."

Other reporting verbs can be followed by an object + *that* + a clause. These include *assure*, *reassure*, *convince*, *remind*, *warn*, *tell*. For example: "He **assured us that** it would be all right."

And finally, some reporting verbs are followed by the gerund (verb -ing). These include *deny*, *mention*, *admit*, *recommend*, *suggest*. For example: "She **suggested leaving** early."

Notice how some verbs can be used in a variety of different ways.

Prepositional reporting verbs are also followed by the gerund. These verbs include *apologise for*, *boast about*, *complain about*, *blame somebody for*, *protest about*, *insist on*, *accuse of*. For example: "They **blamed him for leaving** the window open."

## Reporting verbs definitions

Write a reporting verb from below next to each definition.

**threaten** **deny** **claim** **blame** **apologise** **accuse**  
**admit** **insist** **announce** **remind**

If you do this, you...

- ...accept that something is true or that you did it.
- ...say that something isn't true.
- ...say that you're absolutely sure that something is true.
- ...say that you believe something is true or that it happened.
- ...say something formally and in public.
- ...say sorry for something that you've done.
- ...say that you will do something bad to someone.
- ...tell someone to remember to do something.
- ...say that someone has committed a crime.
- ...say that someone is responsible for something bad that happened.

## Speech bubble matching

Match the direct speech sentences (1 to 6) to the reported speech ones (a-f).

<p>1. You stole the money! <input type="checkbox"/></p> 	<p>2. Don't do it again! <input type="checkbox"/></p> 
<p>3. It was all your fault! <input type="checkbox"/></p> 	<p>4. I'm sorry for having wasted your time! <input type="checkbox"/></p> 
<p>5. Don't forget to close the window! <input type="checkbox"/></p> 	<p>6. If it happens again, I'll report you to the police! <input type="checkbox"/></p> 

- He apologised for having wasted the man's time.
- She reminded him to close the window.
- He threatened to go to the police if it happened again.
- They blamed him.
- She warned him not to do it again.
- He accused her of stealing the money.

## Strange but true word choice

Complete the mini-stories of unusual lawsuits with the correct reporting verbs.

### Unusual lawsuits

Mrs Jan Wallavski of Oklahoma sued car-makers Winnebago for \$1.75 million after she crashed her motor home while driving at 80kph. At the time, she was making a sandwich in the back of the vehicle. Her lawyer (1) **threatened to / argued that** the firm failed to inform her that you can't do this while the motor home is set on cruise control.

Amelia Stephens of Claymont (Delaware) sued the owner of a nightclub for \$12,000 for falling out of a bathroom window at the club. During her trial, she (2) **suggested that / admitted that** she was trying to get into the club without paying.

Bruce Simmonds of Little Rock (Arkansas) was awarded \$14,500 plus medical expenses after being bitten by a neighbour's dog. In an interview with police, Mr Williams (3) **warned that / confirmed that** at the time of the attack he had been in his neighbour's backyard.



shooting the dog with a pellet gun.

Terrence Dickson of Bristol, Pennsylvania, won \$500,000 from the insurance company of a family whose home he burgled. A lawyer for the defendant **(4) explained how / explained to** the burglary had gone wrong and Mr Dickson had become trapped inside the garage for eight days.

Carl Truman, 19, of Los Angeles, California, won \$74,000 plus medical expenses for injuries to his hand. Truman **(5) told police / told to police** that he had been trying to steal the hubcaps from his neighbour's car when the neighbour accidentally ran over Truman's hands.


Kathleen Robertson of Texas was awarded \$80,000 plus medical costs against the owners of a store when she broke her ankle after tripping over a running child. It was later **(6) reported that / denied to** the child in question was actually her son.

 **Your turn!**  
Write a news report. Include reporting verbs in it where possible.

### E-mail completion

Complete the e-mail with the words from below.

- assured suggested warn brought denied spoke  
agreed promised said



**Hi Karen!**  
Good to hear from you the other day. Here's an update on the meeting we had with the tenants from Tenacity Limited, who we've rented out office space to. I just wanted to get your thoughts on how to deal with this.


One of the problems is the general level of untidiness in the office. We **(1)** \_\_\_\_\_ to two representatives from Tenacity Limited about leaving dirty plates and coffee cups lying around, and they **(2)** \_\_\_\_\_ us that it wouldn't happen again. However, just this morning I noticed that the kitchen area is back to its usual state of untidiness. In the meeting, we all **(3)** \_\_\_\_\_ that the reception area had to be kept tidy (with magazines placed back on the rack), and that people should always put back milk and sugar after making tea or coffee. But that too has been ignored.

We also **(4)** \_\_\_\_\_ up the topic of noise from stereo systems coming from the rooms that they're renting from us. They **(5)** \_\_\_\_\_ to keep volume levels down and to look into the possibility of purchasing headphones for their employees.

Another issue is the disappearance of food from the fridge. They've **(6)** \_\_\_\_\_ knowing anything about this, but we're certain that they've been routinely taking our milk and biscuits. During the meeting, someone **(7)** \_\_\_\_\_ having a fund that we all contribute to, but I can't really see that working.

One of the more serious issues involves the late payment of rent. We've suggested establishing a direct debit for this and they **(8)** \_\_\_\_\_ that they'd look into it. However, they did **(9)** \_\_\_\_\_ us that it didn't look likely as they often have cash-flow issues so they wouldn't be able to guarantee that the payment would go through.

Let me know what you think.  
Speak soon,  
Harriet

 **Your turn!**  
Write an e-mail passing on some news.

### Article completion

Read the story and answer the questions.

1. What was Ms Gately accused of?
2. What did she say could have happened?
3. What did she threaten to do?
4. What did she instruct her lawyer to do?
5. Who did the jury find in favour of?
6. What did the lawyer representing HomeFoundation inform the court about?

### Mysteries4U.com



News >>> Legal >>>

#### Pound Out

A woman's attempts to take the HomeFoundation DIY chain to court have left her in financial ruin. Fiona Gately, 34, was in the shop when staff accused her of swapping a £12 price tag on a plant for a £1 sticker. She denied the accusation but staff insisted that they'd seen her make the switch. Later, she admitted that the price tag may have fallen to the floor and that when she went to retrieve it, she could have mistakenly picked up a different tag. However, when interviewed by police an hour later, she changed her story again and threatened to sue the store for slander, instructing her lawyer to file a lawsuit against the shop. The trial began three weeks ago and was brought to a close yesterday afternoon. In the end, a jury of five men and seven women found in favour of the shop, landing the defendant with a hefty legal bill. She also faces bankruptcy and liquidation of her assets. William Bennett, representing HomeFoundation, informed the court that his clients were now entitled to their costs of the case, which he estimated at £45,000.

# LISTEN & RESPOND



# PRONUNCIATION PERFECTION

## Top tips on how to become a lawyer!

### 1 Pre-listening

Which professions in your country are the...

- ...best paid?
- ...most respected?
- ...hardest to study for?
- ...most prestigious?
- ...most undervalued?
- ...most overvalued?
- ...worst paid?
- ...most disliked?

### 2 Listening I

You're going to listen to someone who's talking about how to become a lawyer in the UK. How easy do you think it is? What do you think you have to do? Think. Then, listen once to compare your ideas.

### 3 Listening II

Answer the questions. Then, listen again to check your answers.

1. What profession is Lauren's daughter (Susan) thinking about going into?
2. What does Lauren want to know about?
3. According to James, what does a barrister do?
4. What does a solicitor do?
5. What does James suggest doing first?
6. What language point does James correct Lauren on?
7. What do you have to do after passing your Legal Practice Course?

## Connected speech!

### A

When we speak naturally, the final consonant sound from one word often merges (joins) with the first vowel sound of the following word. For example:

- about\_it = abou\_tit
- on\_it = o\_nit

### B

Now listen to these sentences. Notice how the word sounds merge. Mark this on the page:

1. He denied stealing it from a colleague.
2. They refused to help us, claiming it was nothing to do with them.
3. She later admitted that she'd been involved in it.
4. He suggested setting up a committee to look into the matter.

### C

Now listen and write the sentences you hear.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_



# UNIT 3 Legal Matters

# LANGUAGE-TO-GO

Learn these Useful Sentences. Suggestions: **1.** Listen to the sentences and repeat them until you can say them fluently. **2.** Study them for a couple of minutes, then cover them up and try to re-write them in the right-hand column. **3.** Write translations of the sentences. Later, read over the translations and try to write them in English (without referring to the original versions). **4.** Listen to a sentence, then try to write it out on a piece of paper. **5.** Cut out the table to carry with you and learn while you're on the bus, train...



USEFUL SENTENCES		REVISION	
1.	She took them to court but didn't receive a penny in compensation.	1.	
2.	He threatened to sue them for libel after they published the article.	2.	
3.	He was arrested and charged with first-degree murder.	3.	
4.	He was awarded a large sum of money plus medical expenses.	4.	
5.	He was released after spending more than 5 months in jail.	5.	
6.	She promised to do it as soon as she had a spare moment.	6.	
7.	They reminded her to bring a copy of her passport to the meeting.	7.	
8.	He assured us that he'd have it completed by Friday.	8.	
9.	He apologised for having wasted so much of our time.	9.	
10.	She threatened to go to the police if it happened again.	10.	
11.	He was accused of stealing the money they'd left in the safe.	11.	
12.	They suggested phoning up for another quote.	12.	
13.	They never managed to convince him to go along with them.	13.	
14.	She told the police that she'd been with her brother at the time.	14.	
15.	He denied ever having spoken to her about it.	15.	
16.	He suggested that they try another one just to make sure.	16.	
17.	She admitted that it could have been her voice on the recording.	17.	
18.	They promised to look into it as soon as they could.	18.	
19.	He assured us that it wouldn't happen again.	19.	
20.	She promised to deliver it earlier than agreed.	20.	

Repeat words and expressions after you hear them. This will develop your ability to produce language. It'll also help you memorise any words or expressions.

### Speaking Gym!

Practise everything you've learned! Talk to a native-English speaking teacher on Skype or by telephone. Get your speaking English classes from here: [www.learnhotenglish.com/speaking-gym](http://www.learnhotenglish.com/speaking-gym)

Put ticks in the boxes:

✓✓✓ I can do it well! ✓✓ I can do it quite well! ✓ I need to work on it!



**Congratulations! You've completed a unit. Now you can...**

Write about an on-going trial.

Use reporting verbs to pass on news about something.

Use reporting verbs in a news report.

Understand a text about several different lawsuits.

Understand a conversation about the legal system in the UK.

Identify connected speech in spoken text.



# UNIT 4 Money Matters

## Objectives

**In this unit, you'll learn how to...**

Use money idioms, use prepositional verbs, write a text about a company, write a brochure for a bank, identify silent letters



When listening, don't worry about understanding every single word. Focus on the general meaning and try to *guess* what the speakers are saying. This is what you do in your own language.

## Word play problems

Read over the mixture of poorly-worded shop window ads and deliberately witty ones. What is the joke or problem with each one?

- Dinner Special: Turkey \$2.35; Chicken or Beef \$2.25; Children \$2.00.
- Used Cars. Why go elsewhere to be cheated? Come here first!
- FOUR-POSTER BED. OVER 100 YEARS OLD. PERFECT FOR ANTIQUE LOVERS.
- Sturdy conference room desks suitable for gentlemen with thick legs.
- Auto Repair Service. Free pick-up and delivery. Try us once and you'll never go anywhere again.
- DOGS FOR SALE. WILL EAT ANYTHING. PARTICULARLY FOND OF CHILDREN.
- At an Optometrist's Office: "If you don't see what you're looking for, you've come to the right place."
- In a vet's waiting room: "Be back in 5 minutes. Sit! Stay!"
- On a maternity room door: "Push. Push. Push."
- Car mechanic: "Come see us if you need a 'brake'."
- In the shop window for safes: "If your stuff is stolen, it's not our 'vault'."

### Think about it!

Which sign is the funniest? Why? Have you seen any others like these? What did they say?



## Vocabulary: Money

### Idioms analysis

Read over the definitions of the “money” idioms. Then, complete the sentences (1 to 6) without referring back to the definitions.

#### Money idioms

- **Daylight robbery:** we often use this expression to refer to something that is unreasonably expensive.
- **Pour money down the drain:** to waste money. If you “pour money down the drain”, you spend your money on unnecessary things.
- **Someone’s bread and butter:** an activity or work that provides the main part of someone’s income / salary.
- **Cost an arm and a leg:** to cost a lot.
- **Kill the goose that lays the golden egg:** to harm or destroy the person or thing that gives you money or power.
- **There’s no such thing as a free lunch:** people who give you things will want something in return.



1. His passion is music and writing songs, but his job in the factory is actually his \_\_\_\_\_.
2. If you sell your business now, you’ll be killing the goose that lays \_\_\_\_\_.
3. Buying that car was like pouring money \_\_\_\_\_ . It broke down after just two days.
4. They said we get a free mobile phone if we attend the talk, but there must be a catch. There’s no such thing as \_\_\_\_\_.
5. Did you see how much they were charging for a coffee? That’s \_\_\_\_\_.
6. That flat screen TV cost us an arm \_\_\_\_\_.

### Your turn!

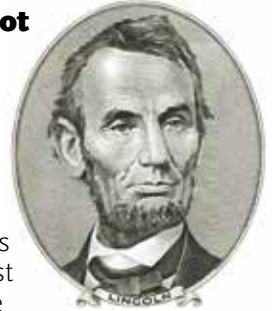
Write two sentences with any of the idioms from above.

### 2a Article analysis

Read the article on bankruptcy. Then, write the name of a famous person next to each statement.

1. She declared herself bankrupt in 1993.
2. He declared himself bankrupt in 1833 after a business venture failed.
3. After his company went bankrupt, he headed off to Hollywood and became an animator.
4. She was forced to declare bankruptcy in 1980, but later became a star.

### Why going bankrupt may not be the worst thing after all.



History is full of people who have faced bankruptcy. Here are a few examples.

No fewer than three US Presidents have filed for bankruptcy. The most famous was Abraham Lincoln. He declared himself bankrupt in 1833 after a business venture failed. He then spent the next 17 years working hard to pay off the debts he owed to friends who’d lent him the money to start his unsuccessful business.

American singer Cyndi Lauper was in a band called Blue Angel in the 1970s. The group lost money, and the members were sued by their manager for \$80,000; and in 1980, Cyndi was forced to file for bankruptcy. Years later, her song “Girls Just Wanna Have Fun” was one of the biggest hits of the 1980s and she became a star.

Actress Kim Basinger had to declare herself bankrupt in 1993. A judge ordered her to pay a film company \$8.1 million because she’d backed out of a verbal agreement to star in the film *Boxing Helena*. Kim was forced to sell a \$20-million investment for only \$1 million in an effort to pay off the debt. However, Kim kept on acting, and later won an Oscar for *LA Confidential*.

Perhaps the most surprising case is that of Walt Disney. In 1921, before the invention of Mickey Mouse, Walt started a company called the Laugh-O-Gram Corporation in Kansas City. Two years later, he was bankrupt. With nothing better to do, he went to Hollywood to become an animator. Out of financial disaster history was made.

So, if there’s a lesson to be learnt from this, it seems to be: never give up!

### 2b Language analysis

Find words or expressions in the text that mean...

1. To pay back money to the person you borrowed it from =
2. To fail to keep an agreement; to withdraw from an agreement =
3. When someone does this, they formally declare that they cannot pay back their debts =
4. If you are in this state, you have borrowed money from someone and must pay it back =
5. To stop doing an activity =
6. To start legal proceedings against someone =

### Your turn!

Write a short text about someone or a company from your country that went bankrupt.





## 5 BUSINESSES THAT FAILED!

**I**t's estimated that over half of new companies go out of business after five years. Despite all the good ideas, hard work and entrepreneurship, many would-be tycoons will find themselves back at square one. Here are five examples of businesses that failed. Can we learn from their mistakes?

### 1 Fashion Café

Fashion Café was supposed to be the fashion world's answer to the restaurant chain Planet Hollywood. The restaurant opened its first branch in New York in 1995 and was supported by Claudia Schiffer and Naomi Campbell. The brains behind the venture was restaurateur Tommaso Buti. However, Buti and the models soon fell out over missing funds. And in 2000, Buti was arrested and charged with wire fraud, conspiracy, money laundering and the transportation of stolen property. Choose your business partners carefully!

### 2 Betamax

Who remembers Betamax? In the days before DVD and the internet, Betamax was a home-taping system that Sony believed was going to change the world of entertainment. Unfortunately, it had a rival: VHS – a system that was cheaper and easier to use. One of the main problems with Betamax tapes was that they were only 60 minutes long, which meant they weren't particularly useful when it came to recording feature-length films. A bit more market research needed perhaps!

### 3 Swissair

Well-established companies are vulnerable too. Swissair was considered to be so financially stable that it was known as "the flying bank". Surely nothing could destroy it. Unfortunately, it turned out that the flying bank wasn't as airworthy as it seemed. Following the World Trade Center attacks of 9/11, the company was badly hit by the downturn in air travel. And for a company that was already in debt and

poorly managed (through the acquisition of small, and often unprofitable airlines) this proved to be the final nail in the coffin. Switzerland lost its national airline in 2002.

### 4 Woolworths

Woolworths, also known in the UK as "Woolies", had been a high street institution since it opened its first British branch in Liverpool in 1909. It seemed impossible that a company with over 800 outlets could practically disappear overnight. But it did. Suddenly, in the early 21st century, Woolies found itself uncompetitive. Selling everything from clothes to cutlery and videos, one of its main money spinners was music CDs. However, this market slowed in the early 21st century as online music sales increased. On top of that, Woolies' traditional inner city locations became out-of-date as large shopping centres were built on the outskirts of British towns, often selling things a lot more cheaply. In September 2008, the company reported a pre-tax loss of nearly £100 million, the banks called in the company's loans and Woolies was no more. Ironically Woolworths recorded their greatest single day's takings of £27 million on 5th December, 2008. The last shop closed on 6th January 2009.

### 5 Polaroid

Advances in technology can be disastrous for existing technology companies unless they move with the times. Just think of Polaroid. They were a household name from the 1980s onwards, but then filed for bankruptcy in 2008 as a result of the digital revolution. Although the company had been investing heavily in the research and development of digital imaging since the 1980s, their heart was never in it, and the management of Polaroid were convinced their brand was secure. Surely, customers would always want a hard-copy print of their photos, they thought. Sadly for Polaroid, that wasn't the case. The company went out of business in 2005. ❌

### 1 Pre-reading

Look at the names of the companies / brands in the paragraph titles. What do you know about them? Why do you think they failed?

### 2 Reading I

Read the article once to compare your ideas from the Pre-reading task.

### 3 Reading II

Read the article again. Then, write the name of a company next to each statement.

1. It wasn't as financially stable as previously thought.
2. It was supposed to be the fashion world's answer to Planet Hollywood.
3. The owners of this company didn't take a threat to their business seriously enough.
4. The company that produced it thought that it would change the world of entertainment.
5. It first appeared in the UK in 1909.



## Language Structures: Prepositional verbs

Prepositional verbs are made from a verb + a preposition. For example: *talk about* = They've been talking about it.

The object that follows the preposition can be one word, or a complex noun group. For example:

- a) They blamed her for **it**.
- b) They blamed her for **having lost the client after the way she handled their complaints**.

If there's a verb following the preposition, this verb is usually in the gerund. For example: "They were thinking **of leaving** earlier than planned."

## Speech bubble completion

Complete the speech bubbles with the correct prepositions. Refer to the guide at the back for the list of common prepositional verbs.

<p>1. I've often dreamt _____ going on a cruise!</p> 	<p>2. Could you sign _____ it here on the dotted line, please?</p> 	
<p>3. I don't suppose I could borrow some money _____ you, could I?</p> 	<p>4. You remind me _____ someone but I can't quite think who.</p> 	<p>5. I'm thinking of applying _____ the job that's advertised in the paper.</p> 

## Word choice

Choose the correct answers in order to complete the sentences.

1. I don't want to argue **about / for** it – just do it!
2. I'd like to apologise **to / for** my husband's behaviour last night. He isn't usually like that.
3. We did warn you **about / at** working with them. They've got a reputation for not paying their clients.
4. He pulled the whole bookcase down as he was trying to reach **for / with** a book on the top shelf.
5. She said she'd like to participate **to / in** the competition if there are still places available.
6. We haven't heard **with / from** him in ages. I don't even know if he's still in the country.
7. I can't believe we wasted so much money and time **on / in** this project.

## Instant message completion

Complete the conversation with the correct prepositions.

63 %

Messages Clear

**Alisha:** So, we're agreed (1) \_\_\_\_\_ £2,000 for the car, right?

**Toby:** I've told you that I'm not paying more than one thousand five hundred (2) \_\_\_\_\_ it. I'm not going to argue (3) \_\_\_\_\_ it.

**Alisha:** Look, if you go up to two thousand, I'll throw (4) \_\_\_\_\_ four new tyres and a spare set of lights. You won't get a better deal than that. £2,000 is my limit.

**Toby:** Look, there's no way I could get my hands (5) \_\_\_\_\_ that much.

**Alisha:** You could borrow some (6) \_\_\_\_\_ the bank. You know, get a loan.

**Toby:** Yes, but...

**Alisha:** Look, I won't insist (7) \_\_\_\_\_ it, but I will just say that I have got three other people interested in it. If you don't move quickly, someone else is going to snap it (8) \_\_\_\_\_.

**Toby:** Look, I'll do my best. One thing though, after that test drive yesterday, I did notice the car was making some funny noises.

**Alisha:** We'll take care (9) \_\_\_\_\_ it. Don't worry. And remember, the car comes (10) \_\_\_\_\_ a six-month guarantee on all parts.

**Toby:** Another thing, I had a bit of trouble getting it (11) \_\_\_\_\_ first gear.

**Alisha:** It's always been like that.

**Toby:** And the wing mirror came (12) \_\_\_\_\_ in my hand.

**Alisha:** We'll make sure that's fixed before you take it with you. So, we're all set then, are we?

**Toby:** Well, just let me see what I can do (13) \_\_\_\_\_ the money.

**Alisha:** OK, but we would prefer cash, if you don't mind. I'll take another fifty (14) \_\_\_\_\_ the price if you pay (15) \_\_\_\_\_ cash and up front.

**Toby:** OK. I'll see what I can do. Talk later.

**Alisha:** Bye.



## 4 Bank brochure completion

Choose the correct prepositions to complete the brochure.

### Smart Bank

The bank that likes to listen!

At Smart Bank™ we like to keep things simple:

- Payment card protection / personal ID protection
- Free online banking & online bill paying
- Car rental savings of 10-25%
- Health savings programmes plus save up to 50% on hotel bookings

We think you'll agree **(1) at / with** us when we say that no one can beat our rates and the services we provide. Smart Bank™ is a bank you can depend **(2) to / on**. Looking to borrow **(3) to / from** your local bank? Check out our rates. Thinking **(4) about / at** launching a business? Talk to us **(5) about / for** our fantastic lending rates. Come in for a talk with your manager and find out what Smart Bank™ can do **(6) by / for** you. We'll provide you **(7) with / in** the funds you need to fulfil your dreams.

Pension plans

It's never too late to think **(8) about / at** your pension plan. And at Smart Bank™, we're here to advise you **(9) on / for** the best way forward to take care **(10) in / of** your old age. Let us prepare you for your future.

Smart Bank™ is committed **(11) to / on** helping to protect you **(12) from / for** Identity Theft, which is why all of our customers are given a \$2,500 Identity Theft Protection plan free of charge.

"Smart Bank™ provides a friendly and quick service. I thoroughly recommend them **(13) to / at** anyone who needs a bank to back up their business." Jessica Simmonds, CITY LIGHTS

"Smart Bank™ introduced us **(14) to / in** some of our most lucrative clients. This has resulted in a seven-figure benefit for our company." Don Brown, Mackenzie House

Why don't you come and talk to Smart Bank™? The bank that likes to listen!



### Your turn!

Write a brochure for a bank that you use or that you're familiar with.

## Causative use of *have*

We can use *have* + an object + a past participle to refer to actions that we hire someone else (usually a professional) to do. For example: "We had our house painted."

## 5 Sentence completion

Complete the sentences with the correct participles.

1. We had our photo \_\_\_\_\_ last week.
2. She's going to have her kitchen \_\_\_\_\_ green.
3. He had his computer \_\_\_\_\_.
4. He's having his shirt dry \_\_\_\_\_.
5. I'll be having my teeth \_\_\_\_\_ next week.
6. He's going to have the report \_\_\_\_\_ up.

## 6 Article analysis

Read the article and answer the questions. Then, see if you can find five examples of the causative with *have*. Who...

1. ...spent €1.5 million on a party for his wife?
2. ...flew to Paris to shop for her party dress?
3. ...spent €1.9 million on his 50th birthday party?
4. ...died after the party ended?
5. ...was given an €83,000 Mercedes as a present?

### The world's most extravagant parties!

Ever wondered how rich teenagers celebrate their birthdays? American reality show *My Super Sweet 16* follows wealthy teens as they plan and then celebrate their sixteenth birthday parties of their dreams... with their parents' money, of course! One girl, Amberly, flew to Paris to shop for her party dress, and had her own perfume designed especially for the big night.

Another teenager, Darnell, arrived at his party on a camel. His parents gave him an €83,000 Mercedes as a present... even though he's still too young to drive! Another girl had her dogs dyed pink just so they'd match her party's theme.

But what about super rich adults? In 2001 American CEO Dennis Kozlowski had guests flown to Sardinia to celebrate his wife's 40th birthday. The weeklong do cost €1.5 million and featured an ice sculpture in the shape of Michelangelo's David, with vodka flowing from parts of its body.

And then there's *American Idol* judge Simon Cowell. He threw himself a €1.9 million 50th birthday party at an 18th century English mansion. He had a 20-metre-high photo of himself created, plus video screens in the toilets showing clips of celebrities wishing him "Happy Birthday". One English newspaper called it "vulgar" and "tacky".

Of course, extravagant celebrations are nothing new. When the Coliseum was completed in 80AD, Emperor Titus threw what is probably the biggest opening party in history. Every day, for three months, Romans enjoyed free spectacles inside the new amphitheatre. Gladiators fought to the death, prisoners were thrown in with wild animals and the emperor had the Colosseum filled with water so boats could re-enact famous naval battles. But Titus seems to have enjoyed himself too much. The day after the celebrations ended, the exhausted emperor collapsed and died.

Now that's the sign of a good party.

# LISTEN & RESPOND



# PRONUNCIATION PERFECTION

## Top tips on how to save money!

### 1 Pre-listening

Think of three tips for saving money.

### 2 Listening I

Listen to the information once. Were any of your ideas from the Pre-listening task mentioned?

### 3 Listening II

Listen to the information article. Then, answer the questions.

1. Why should you avoid buying any extended warranties?
2. Why should you always shop with a list?
3. When should you never go shopping for food? Why?
4. Why should you keep your receipts?
5. Why should you use auction sites to sell any unwanted possessions?
6. Why should you always buy second-hand cars?

## Silent letters

### A

Many words in English have silent letters in them. For example:

- climb (the "b" isn't pronounced)
- business (the "i" isn't pronounced)
- history (the "o" isn't pronounced)

### B

Listen and repeat these words. Which letters are silent?

*climb, comb, crumbs, debt, doubt, subtle, handsome, honest, ghost, heir, hour, knife, knight, knock, knot, know, would, should, half, salmon, talk, autumn, column, condemn, aisle, island, ballet, castle, gourmet, listen, soften, temperature, interesting, comfortable, jewellery, chocolate, government, Wednesday, sandwich*

### C

Now listen and write the sentences you hear.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_





# UNIT 4 Money Matters

# LANGUAGE-TO-GO

Learn these Useful Sentences. Suggestions: **1.** Listen to the sentences and repeat them until you can say them fluently. **2.** Study them for a couple of minutes, then cover them up and try to re-write them in the right-hand column. **3.** Write translations of the sentences. Later, read over the translations and try to write them in English (without referring to the original versions). **4.** Listen to a sentence, then try to write it out on a piece of paper. **5.** Cut out the table to carry with you and learn while you're on the bus, train...



USEFUL SENTENCES		REVISION	
1.	It'll be hard to find someone who can beat our discounted rates.	1.	
2.	It looks good on paper, but there has to be a catch.	2.	
3.	He had to file for bankruptcy after his business failed.	3.	
4.	She spent the next few years trying to pay off her debts.	4.	
5.	She had to declare herself bankrupt.	5.	
6.	I'd like to apologise for my behaviour last night.	6.	
7.	They blamed him for having lost the client.	7.	
8.	I've often dreamt of going away on a cruise.	8.	
9.	I'm not going to argue about it - just do it!	9.	
10.	We did warn you about working with them.	10.	
11.	I think they're keen to participate in the competition.	11.	
12.	Did you ever hear back from him after the meeting back in March?	12.	
13.	I can't believe how much money we've wasted on this.	13.	
14.	We're depending on you to come up with a solution to it.	14.	
15.	They've been investing heavily in new technology since last year.	15.	
16.	It's never too late to start thinking about your pension.	16.	
17.	She introduced us to them and now they're loyal clients.	17.	
18.	We're going to have our kitchen redecorated next week.	18.	
19.	I had to get my computer fixed because it was playing up.	19.	
20.	She had a dress made especially for the event.	20.	

Remember to listen for gist – a general understanding of what people are saying. It's extremely difficult to hear or understand every single word – not even native speakers do that.

### Speaking Gym!

Practise everything you've learned! Talk to a native-English speaking teacher on Skype or by telephone. Get your speaking English classes from here: [www.learnhotenglish.com/speaking-gym](http://www.learnhotenglish.com/speaking-gym)

Put ticks in the boxes:

✓✓✓ I can do it well!   ✓✓ I can do it quite well!   ✓ I need to work on it!



**Congratulations! You've completed a unit. Now you can...**

Write about a company.

Understand a text about businesses that failed.

Use prepositional verbs.

Design and write the text for a bank brochure.

Understand a recording on some top tips for saving money.

Identify silent letters in specific words.

# UNIT 5 City Delight

## Objectives

**In this unit, you'll learn how to...**

Use adjectives to describe cities, use phrasal verb particles, write text messages, use imperative structures, identify word stress patterns



Improve your speaking with "simultaneous repetition". Using audio files, select a phrase or sentence in English. Then, as the audio is playing, try to repeat the words at exactly the same time as the speaker. This is also a great way for memorising language and for improving your pronunciation.

## Quotes analysis

Read the "city quotes". What do you think of them? Which ones do you agree with? What are the authors trying to say? Discuss your ideas with a partner.

### City quotes

Some interesting things that people have said about cities.

- "All cities are mad: but the madness is gallant. All cities are beautiful: but the beauty is grim." **Christopher Morley.**
- "What is the city but the people?" **William Shakespeare.**
- "No city should be too large for a man to walk out of in a morning." **Cyril Connolly.**
- "Clearly, then, the city is not a concrete jungle, it is a human zoo." **Desmond Morris.**
- "A city is a large community where people are lonesome together." **Herbert Prochnow.**
- "I have an affection for a great city. I feel safe in the neighbourhood of man, and enjoy the sweet security of the streets." **Henry Wadsworth Longfellow.**
- "In Rome you long for the country; in the country – oh inconstant! – you praise the distant city to the stars." **Horace, Satires.**

### Think about it!

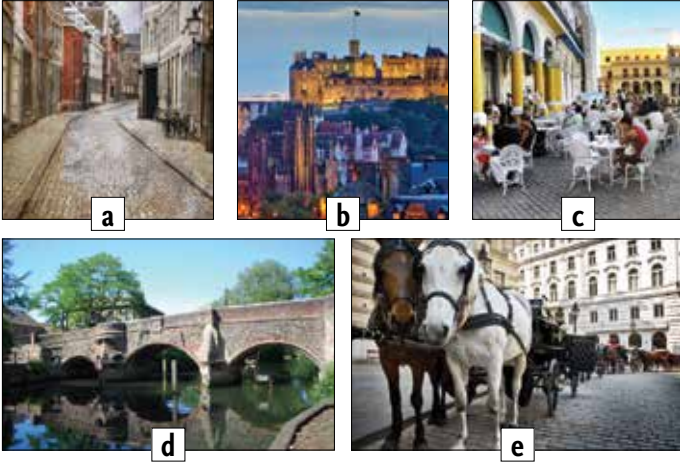
What do you like / dislike about living in the city? Which city would you like to live in? What are some of your favourite cities in the world? What about in your country? What are the pros and cons of living in the outskirts of a city? What about in the countryside?



## Vocabulary: City descriptions

### 1 Photo matching

Match the sentences (1 to 5) to the photos (a-e).



1. We had a coffee in the main square.
2. The 18th century bridge is spectacular.
3. We went on a horse-and-cart tour of the old city.
4. The narrow, cobblestone streets were amazing.
5. We visited the castle that sits above the city.

### 2a City analysis

Write the name of a city next to each description.

Amsterdam   Paris   Venice   Edinburgh   Prague

#### City Breaks!

Visit one of these cities for an exciting city break!

1. \_\_\_\_\_: this delightful city is ideal for strolling around, with most of the major sights within a compact central area. Enjoy the narrow medieval streets of the Old Town, the elegant Georgian architecture of the New Town and the fine parks. [MORE ▶](#)
2. \_\_\_\_\_: one of the world's most dynamic capital cities with exhibitions, shows, sporting events and music festivals throughout the year. Walk along the tree-lined Champs-Élysées, stroll through the Louvre or visit the bohemian St Germain quarter. [MORE ▶](#)
3. \_\_\_\_\_: one of the most beautiful European cities, with medieval, cobblestone streets, Gothic church spires, picturesque bridges, the fabulous Staromestské Náměstí square and the fascinating Jewish quarter. [MORE ▶](#)
4. \_\_\_\_\_: explore the ancient streets and squares, cross enchanted bridges and travel on the timeless canals. Later, you can enjoy a coffee in St Mark's Square and admire the stunning Renaissance Doge's Palace and the Bridge of Sighs. [MORE ▶](#)
5. \_\_\_\_\_: one of the most charming cities in Europe. It's got a vibrant atmosphere with parks, cafés and shops and a network of canals, not to mention all the outstanding galleries and museums. [MORE ▶](#)

### 2b Language analysis

Find words or expressions in the text that mean...

1. To walk casually in an area =
2. Exciting / energetic =
3. A part of a town/city where a particular group live =
4. An open, flat place in a city with buildings on all four sides =
5. Pleasant and attractive =

### 3 Website completion

Complete the text with the correct forms of the words in brackets.

#### CityFocus.com



#### CityFocus.com

Arriving in Glasgow is a marvellous experience. As you travel along the motorway, the road takes you high above the River Clyde and the views are quite (1) \_\_\_\_\_ (stun) with the old Victorian buildings around Charing Cross and the University towers.

The main square in the centre is George Square. You'll find (2) \_\_\_\_\_ (bustle) shops and pedestrian-only streets. Along one side of the square is the (3) \_\_\_\_\_ (majesty) town council building called the City Chambers. In the centre of the square there are (4) \_\_\_\_\_ (impress) statues of Scottish writers and other famous people from the city.

Nearby is Merchant City. This was a collection of run-down factories and warehouses which have now been converted into (5) \_\_\_\_\_ (fashion) town houses. It even has pavement cafés, (6) \_\_\_\_\_ (trend) wine bars and quaint little art shops. The (7) \_\_\_\_\_ (history) part of Glasgow is around the Cathedral, which was built in the 12th century.

Glasgow is famous for its parks. Pollok Park has two museums: the Burrell collection, which is a (8) \_\_\_\_\_ (space) building with enormous windows; and Pollok Country House, which is an old country house with a large collection of Spanish paintings. Bellahouston Park has a reconstructed Mackintosh house complete with (9) \_\_\_\_\_ (distinct) furniture and typical interior designs.

[CLICK HERE FOR MORE INFORMATION ▶](#)

### 4 City descriptions

Use any of the adjectives from below to make three sentences about cities you know.

*hectic, dull, vibrant, over-crowded, exciting, fascinating, touristy, dangerous, progressive, forward-thinking, agreeable, interesting, grimy, run-down, convenient, bustling, polluted, cosmopolitan, boring, dirty, peaceful, tranquil, fun, hilly, picturesque, romantic, dynamic, expensive, charming, noisy, stunning, cosy, delightful, elegant, freezing, boiling, magical, contaminated, trendy, historic, spacious, quaint, grey, impressive, majestic, sweltering, deserted, dusty, fashionable, spectacular*

For example: *New York is a bustling, vibrant, cosmopolitan city with lots of great museums, fantastic restaurants and world-famous landmarks.*



# 5 OF THE WORLD'S UGLIEST BUILDINGS!

**W**hat makes a building ugly? Everyone's got their own opinion, so it's hard to say. For example, if you're a fan of modern architecture, you may like many buildings that other people can't stand. However, there are some buildings that seem to appear regularly on lists of the world's worst architecture. Here are five of them.

## 1 The Torre Velasca

The Torre Velasca in Milan is in the centre of Milan (Italy) near the cathedral, between Corso di Porta Romana and via Larga.



The tower, which went up in the 1950s, is about 100 metres tall and has both residential and commercial properties in it. It looks as if someone has put a square Lego brick on top of a tall rectangular one. However, the design is actually a modern representation of a traditional Lombard castle, where the lower parts were narrower than the upper parts. As a result, although many hate the tower, others see it as a link between Milan's past and present.

## 2 The Mirador Building

The Mirador Building in Madrid (Spain) was created by Dutch studio MVRDV in collaboration with the Spanish architect Blanca Lleó. The building, which is a block of flats, opened in 2005, and includes a communal roof terrace. Its most distinctive feature is a large rectangular hole in the upper part.



## 3 The Ryugyong Hotel

The 105-storey Ryugyong Hotel is in Pyongyang (North Korea). It looks a bit like an enormous rocket. Work started on the

building in 1987, but then stopped in 1992 when money ran out. Construction started again in 2008 when the windows were installed. The exterior was finally finished in 2011. If you ever find yourself in Pyongyang, you know where to stay.



## 4 The Prague TV Tower

The Prague TV tower is in Prague (the capital of the Czech Republic). It stands 216 metres high and looks a bit like a tall, thin space ship. There's a revolving restaurant on the top providing amazing views of the city skyline, which many feel has been ruined by the tower! Prague is famous for its architectural beauty, so when the tower was put up in 1985 by architect Václav Aulický and structural engineer Jirí Kozák, many felt it didn't fit in.



## 5 The Longaberger Basket Company

The Longaberger Basket Company building is in Newark, Ohio (USA). The office block was opened in 1997 and looks like a very large basket. It's got seven floors and two handles which rise up above the roof. The handles weigh about 150 tons. It may not be the ugliest building in the world but it's certainly one of the most unusual. It's hard to say what's ugly in terms of architecture. However, although some people don't like these buildings, they're all considerably more interesting than a typical 1960s London block of flats! ❄️



### 1 Pre-reading

Look at the pictures of the buildings in the article. Which one is the ugliest? Why?

### 2 Reading I

Read the article once. Which building is the most unusual? Why?

### 3 Reading II

Read the article again. Then, answer the questions.

1. What's the design of the Torre Velasca based on?
2. What do some people like about it?
3. What's the most distinctive feature of the Mirador Building?
4. Why was construction work on the Ryugyong Hotel stopped for a number of years?
5. Why are some people against the Prague TV Tower?
6. How does the writer describe the Longaberger Basket Company building?

## Language Structures: Phrasal verb particles

A phrasal verb is formed by a verb and a particle (a preposition or adverb: up, with, to, out, in, etc.). For example: "He **washed up** the dishes."

In some cases, the verb can help you with the meaning of the phrasal verb. For example, in the following sentence, the particle is just there for "decoration" and doesn't add much to the basic meaning: "She **filled up** the petrol tank."

However, in other cases, the particle can help you guess the meaning of the phrasal verb. For example, if something goes **down**, it goes to a lower level. The following phrasal verb has the idea of moving down: "Prices have **gone down**."

These particles can also have a metaphorical meaning, but one which is still related to the original meaning of the particle. For example: "I'm **feeling down**." [I'm feeling depressed.]

We often use imperative structures in travel writing articles. It is one of the features of this genre of writing. For example:

- a) Start off your trip in the city centre.
- b) Take time to visit the castle.

## Guessing

What do the phrasal verbs in bold mean?

1. **Head to** the centre for a first-class meal.
2. **Cool off** in the lake in the park.
3. **Stroll along** the cobbled streets.
4. **Take in** a bit of culture at the Art Centre.
5. **Chill out** at the local park.
6. **Walk around** the sculpture park.
7. **Meet up with** friends in the main square.
8. **Pick up** some souvenirs at the local market.



## Instant messages

Read the instant messages. Then, answer the questions. Afterwards, find as many phrasal verbs as you can. What do they mean?

Messages
Clear

**Ralph:** Cassy! You got a minute?

**Cassy:** Sure! What's up?

**Ralph:** I'm going to Bruges next week. Just checking out a website. Have you got any top tips? I know you went there last month.

**Cassy:** Yeah. And I'd definitely go back again. It's small but there's plenty to see.

**Ralph:** I was just looking up places of interest and there seems to be lots of historical stuff. Is there anything else besides that?

**Cassy:** You can go on a boat tour and along the canals, that's nice. Oh, and there's the Church of Our Lady. Go up the bell tower – it's got an amazing view. You can look out over the town and the countryside.

**Ralph:** Sounds good.

**Cassy:** Yes, it's good at night too! You can also wander around the narrow old streets and stop off for a glass of Belgian beer. There are lots of nice little bars.

**Ralph:** Any shopping areas to look around?

**Cassy:** Between the old city gates and market square there are loads of interesting shops. There are also street markets, but it depends on the day.

**Ralph:** Great thanks.

**Cassy:** No problem. Oh, and you should check out a film called *In Bruges* before you go! It's a bit violent, but it captures the atmosphere of the place. It's worth a look.

**Ralph:** Thanks I will! See you soon.

**Cassy:** Have fun! Bye.

1. When's Ralph going to Bruges?
2. What's Cassy's impression of the city?
3. What's special about the bell tower?
4. Where's a good place for shopping?
5. Why's the film *In Bruges* worth watching?



## Text messages

Write the mobile phone text messages (1 to 5) in standard English. Use the key below to help you with the abbreviations. Warning: apart from the abbreviations, some words have been misspelt. For example: *stoped* (which should be *stopped*). When you've finished, see if you can identify any phrasal verbs.

1. **jst stoped off 4 beer in main square. com + join us b4 we hed off 4 diner**
2. **just got in + need a place 2 stay. have u got spare bed in ur apartmnt?**
3. **haven't got enough 2 pay 4 hotel. walet stolen. pls send some over. i'll pay u bk wen I get bk**
4. **been raining every day. thought u said was hot + sunny @ this time of year. wil hv 2 buy raincoat**
5. **hotel u recomended terrible. insects, cold, no heating. u owe me! had gr8 day walking around museums ysteday. @ main squre 2day samplin local beer. dont want 2 go bk 2 hotel!**

### KEY

2 = please  
4 = for / four  
+ = and  
u = you  
bk = back  
2 = to / too  
@ = at  
ur = your  
gr8 = great



### Your turn!

Imagine you're visiting a city. Write three text messages saying what you're doing there.



## Travel article word choice

Choose the correct words to complete the travel article.

### WASHINGTON DC

Here are our top tips of things to do in Washington DC.

Start **(1) off / by** your tour of the city on the Mall – a wide grassy area that's perfect for a picnic on a sunny afternoon.



Later, head **(2) at / to** the Lincoln Memorial. This was built to commemorate President Abraham Lincoln. Take a photo of yourself next to the great man, or have a rest on the steps – the same place where civil rights leader Martin Luther King delivered his world-famous "I Have a Dream" speech.

Next, stroll **(3) around / to** the Vietnam Veterans Memorial – a long wall with the names of every soldier killed in Vietnam. Or wander **(4) with / along** Pennsylvania Avenue and go **(5) on / at** a guided tour of the US Capitol Building, the US Supreme Court and the White House, which has been the US president's official home since 1800. However, you'll need to plan **(6) for / ahead** as there's a lot to take **(7) in / to**.

Later, spend an afternoon at the Smithsonian Institution, which consists of nine museums along the Mall. Start **(8) off / through** at the Smithsonian Institution Building where you can pick **(9) up / at** a map and information on all of the museums. Have fun walking **(10) for / around** the National Museum of American History, where you can see an incredible assortment of objects such as George Washington's wooden teeth, Judy Garland's slippers from the film *The Wizard Of Oz* and Muhammad Ali's boxing gloves.

Spend a pleasant afternoon in Dupont Circle. Stroll **(11) at / through** one of the many private art galleries there, or spend some time at Georgetown, an 18th century tobacco port that's full of great shops, restaurants and exciting nightlife. Georgetown is the capital's historic waterfront that's bustling **(12) with / to** activity. The area is a shopper's paradise and the streets are lined **(13) through / with** restaurants of every nationality.

In the evening, you can eat **(14) out / for** at one of the restaurants and bars around Columbia Road and 18th Street. Then, head **(15) down / at** to the Adams Morgan neighbourhood, which is just two miles from the White House and full of great bars. It is the city's most diverse neighbourhood and the heart of the Latino community, with a large display of colourful murals to explore. Or take **(16) for / in** a show at the John F. Kennedy Center for Performing Arts. Performances range from musicals to concerts by the National Symphony.

[CLICK HERE FOR MORE INFORMATION ►](#)



# LISTEN & RESPOND PRONUNCIATION PERFECTION

## Which cities are the best for cycling?

### 1 Pre-listening

Look at the map. See if you can locate the following places.

1. Bogota (Colombia)
2. Barcelona (Spain)
3. Trondheim (Norway)
4. Montreal (Canada)
5. Amsterdam (the Netherlands)



### 2 Listening I

You're going to listen to four people talking about cities for cycling. Listen once. Which city from the Pre-listening activity isn't mentioned?

### 3 Listening II

Listen again. Write the name of a city next to each statement.

1. It's on the banks of the River Nidelva.
2. All roads are closed to cars once a week.
3. It's got more than 2,000 kilometres of bike trails.
4. There's a bike ring that circles the city centre.
5. It's got a bike rental scheme.
6. They've recently spent millions improving facilities for cyclists.
7. It's got bicycle lifts.
8. Only 20% of the population has a car.

## Word stress

### A

Words with multiple syllables have different stress patterns.

For example:

- **depend** (a 2-syllable verb) has the stress on the last syllable.
- **government** (a 3-syllable word) has the stress on the first syllable.
- **applicable** (a 4-syllable word) has the stress on the second syllable.

### B

Listen and repeat the names of these cities. Then, put them into two groups according to their stress patterns:

A: Initial word stress: *Amsterdam, Athens...*

B: Non-initial word stress: *Algiers, Atlanta...*

*Auckland, Bangkok, Barcelona, Madrid, Beijing, Berlin, Manchester, Chicago, Denver, Dublin, Helsinki, Houston, Istanbul, Lisbon, London, Paris, Lyon, Miami, Munich, Oslo, Phoenix, Tokyo, Warsaw, Vienna*

### C

Now listen and write the sentences you hear.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_



# UNIT 5 City Delight

# LANGUAGE-TO-GO

Learn these Useful Sentences. Suggestions: **1.** Listen to the sentences and repeat them until you can say them fluently. **2.** Study them for a couple of minutes, then cover them up and try to re-write them in the right-hand column. **3.** Write translations of the sentences. Later, read over the translations and try to write them in English (without referring to the original versions). **4.** Listen to a sentence, then try to write it out on a piece of paper. **5.** Cut out the table to carry with you and learn while you're on the bus, train...



USEFUL SENTENCES		REVISION	
1.	We should head to the centre after a stroll through the park.	1.	
2.	We took a photo on the spot where he'd delivered the speech.	2.	
3.	We strolled along the cobbled streets in the afternoon sun.	3.	
4.	They walked around the park, then had a drink in a bar.	4.	
5.	We met up with them for a drink in the main square.	5.	
6.	We picked up a few souvenirs in the local market.	6.	
7.	You should check out the online reviews before eating there.	7.	
8.	It's got seven floors and a large reception area with a huge staircase.	8.	
9.	We suggested going on a boat tour along the canals.	9.	
10.	There are lots of interesting shops in the main square.	10.	
11.	You should check out the old part of town. It's amazing.	11.	
12.	You should start off your tour of the city centre in the main square.	12.	
13.	We stopped off in a lovely little bar on the way to the top.	13.	
14.	After a picnic in the park, they headed off to the shops.	14.	
15.	They wandered around the museum then visited the shops.	15.	
16.	You'll need to plan ahead if you want to see everything.	16.	
17.	You can pick up a map and brochure at the tourist office.	17.	
18.	The waterfront area has lots of great shops and restaurants.	18.	
19.	We ate out at one of the restaurants on the harbour front.	19.	
20.	There are some great little pubs in the old part of the town.	20.	

Build up your own personal dictionary of words and expressions that you like. Then, spend time learning them. Also, try to use them when you're speaking or writing.

### Speaking Gym!

Practise everything you've learned! Talk to a native-English speaking teacher on Skype or by telephone. Get your speaking English classes from here: [www.learnhotenglish.com/speaking-gym](http://www.learnhotenglish.com/speaking-gym)

Put ticks in the boxes:

✓✓✓ I can do it well! ✓✓ I can do it quite well! ✓ I need to work on it!



**Congratulations! You've completed a unit. Now you can...**

Use adjectives to describe a city.

Understand a text about famous buildings.

Use phrasal verb particles.

Write text messages explaining what I'm doing.

Understand a recording about the best cities for cycling.

Identify word stress patterns.

# UNIT 6 Work Time

## Objectives

**In this unit, you'll learn how to...**

*Use collocations, write about a job, use idiomatic expressions, write about the pros and cons of a job, identify key words in spoken text*



Practise writing to develop your language skills. Use the LCCC method: **Look, Cover, Copy, Check.** First, choose a piece of text (a sentence or two or a short paragraph). Look at it for a couple of minutes. Then cover it and try to copy it out again word for word. Finally, check your version against the original.

### Excuses analysis

Read through the excuses for not going to work. Which ones are the most plausible?

#### Excuses for not going to work

- "My car's broken down on the side of the road and the tow truck is taking forever."
- "I've got to renew my passport. The appointment is for 11am, but it could take a while."
- "My neighbour's water pipes have broken and it's flooded my living room. I've got to wait for the plumber to get here."
- "My cousin has just gone into labour and I'm the only person who lives close enough to get her to the hospital in time!"
- "My pet dog is feeling depressed and I need to be with him."
- "I've locked my keys in the car. I've called the locksmith, but they said that they're really busy and it's going to be a while before they get here."
- "I've caught this stomach virus. I think it's one of those 24-hour things, so I should be in tomorrow."
- "I've got terrible backache and I can't get off the sofa. The doctor's coming round later today. I'll let you know how I get on."
- "I've got an awful migraine and I can't stand being in the light. Hopefully it won't last too long."
- "I was a witness to a hit-and-run accident and I've got to go to the police station to give a statement."

#### Think about it!

Have you ever had to call the office to say that you were unable to go into work? Why? What had happened? Have you heard any other excuses for not going in to work? What were they? What do you do if you're a bit sick and it's a workday?





## Vocabulary: Work

### Job naming

Think of as many jobs as you can in just two minutes.



### Definitions

Read over the definitions of the phrasal verbs. Then, complete the sentences with the correct particles.

- **Move in / move into:** if you “move into” a new office, etc., you start working there.
- **Turn down:** if you “turn down” a job offer, you don’t accept it.
- **Get to:** if the stress at work starts “getting to” you, it starts affecting you.
- **Get on with:** if you “get on with” your work colleagues, you have a good relationship with them.
- **Take on:** if you “take on” a new job or responsibility, you accept it.
- **Catch up:** if you have to “catch up” on an activity that you have not had much time to do recently, you have to spend time doing it so you’re up-to-date.
- **Be / get behind:** if you “are behind” at work, you have a lot of work to do and you haven’t made much progress.

1. I’ve just \_\_\_\_\_ a big project, which means I may have to work at the weekends.
2. I’ll need to stay late all this week to \_\_\_\_\_ on all the work I’ve got.
3. We’ve just \_\_\_\_\_ a new office.
4. The stress levels here \_\_\_\_\_ you after a while!
5. After going on that trip last week, she’s really \_\_\_\_\_ at work.
6. I \_\_\_\_\_ really well with the people I work with.
7. She \_\_\_\_\_ the job offer, but wouldn’t say why.

### Collocations

Match the words from Box A to the words in Box B to make work-related collocations. Then, use any of them to make three sentences. You can use any words more than once.

#### Box A

head, job, evening, correspondence, personal, severance, redundancy, temporary, employment, pink, referral, classified, early, marital, wage

#### Box B

training, vacancy, seeker, position, agency, pay, retirement, package, status, notice, work, slip, hunter, pay, ad (advert), course, details, letter

For example: *head hunter*

### Parts of speech

Complete the comments with the correct forms of the words in brackets.

#### Topix101

Home About Us Services Products Support Contact

#### Forum >> Internships >>

Have you ever worked as an intern? What was it like? Do you have interns where you work? Send us your comments.

I worked as an intern in a marketing company once. Most of the tasks were fairly routine: photocopying, filing documents, writing up notes from meetings, internet (1) \_\_\_\_\_ (researcher), etc. Sometimes, I was given jobs with a bit more (2) \_\_\_\_\_ (responsible), such as making sales calls, writing newsletters or updating websites. All in all, it was a great experience.

*Jasper (Hong Kong)*

I worked for a theatre company for six weeks and spent the whole time photocopying scripts and making the tea and coffee. I didn’t think it was a very (3) \_\_\_\_\_ (construction) use of my time and abilities. *Megan (Melbourne)*

I worked as an intern for an (4) \_\_\_\_\_ (advertiser) agency once. It sounds glamorous, but they put me on reception the whole time. One day, I was screamed at for not taking down a message properly. *Colette (New York City)*

I turned up for my internship in a film company only to find out that the (5) \_\_\_\_\_ (management) was a freelancer working from home. I spent the first day sticking labels on envelopes, but then never went back after that. *Nigel (London)*

I regularly use interns in my bicycle (6) \_\_\_\_\_ (manufacture) business. It’s a small company but I think that’s good for interns as they get to see what goes on in all aspects of a business: sales, marketing, production, admin, finance... I think this gives them (7) \_\_\_\_\_ (value) insight into an industry and business in general. *Grace (Singapore)*

### Your turn!

Write a short text on a job you’ve had or an internship you’ve done.

#### Think about it! Jobs

What was the last job interview you went to? How did it go? What’s the best/worst interview you’ve ever had? What’s the most difficult question you’ve ever been asked at a job interview? What are some of the best/worst jobs you’ve ever done? What would your ideal job be? What do you like/dislike about your job?

# HOW TO GET YOUR DREAM JOB

**I**nterviews are never easy, but you can improve your chances of getting the job of your dreams by following our advice. Here are eight top tips for getting your foot in the door.

## 1 Smell nice

Experts warn against arriving for an interview smelling of cigarettes, alcohol or fried food as it gives a bad impression. Also, steer clear of garlic or spicy food for at least 24 hours before the interview. However, beware of taking things to the other extreme and go easy on the aftershave or perfume.

## 2 Sound impressive

The tone of your voice says a lot about you. So, practise reading things aloud – even recording yourself so you can hear what you sound like. Do you speak too slowly or too loudly? You could also ask your friends to tell you if you do anything that might get on someone's nerves, such as repeatedly saying "you know".

## 3 Look the part

You've only got a couple of minutes to make a good impression, so make sure you dress appropriately. And pay particular attention to your shoes. Apparently, your shoes say a lot about you, so go for something traditional and leave your trainers at home – even if they did cost a fortune. Oh, and wear an expensive watch. Experts say it shows you've got class and you care about punctuality.

## 4 Act as if you belong there

Try to behave as if you already work there. Leave briefcases, coats and umbrellas at reception – you wouldn't take them into a meeting, so don't bring them to the interview.

## 5 Refuse coffee

Avoid the temptation to accept any

refreshments. Your nervousness will be much more obvious if you've got your hands full trying to control a cup and saucer. So, if you're offered a drink, play it safe and politely decline the offer.

## 6 Maintain eye contact

When we're nervous, we tend to look away from the people we're talking to and we often end up staring at our feet. This creates a very bad impression. Eye contact suggests confidence and enthusiasm. And if you're being interviewed by a panel, make sure you vary your eye contact and interact with all the members of the board.

## 7 Have some pre-prepared questions

The worst possible answer to the question "So, have you got any questions?" is "No, I think you've covered just about everything." Asking a few questions shows interest, so prepare some questions in advance. Experts recommend asking about your future with the company as it gives the impression that you see yourself there in the long term. Something like "Will there be any training?" is the sort of thing to ask. Also, do your homework and find out as much about the company as you can. You can't just hope for the best – you've got to come prepared!

## 8 Focus on the job

During the interview, concentrate on discussing the position and its responsibilities, and avoid raising the issue of salary or holiday time. If you're offered the job, ask them if you can spend a day in the office getting a feel for it. That'll really show you're keen!

Oh, and one more thing: turn off your mobile phone! ☹

### 1 Pre-reading

What are your top tips for doing well in an interview? Think of three ideas.

### 2 Reading I

Read the article once and compare your ideas from the Pre-reading task.

### 3 Reading II

Read the article again. Then, answer the questions. What does the writer say about...

- ...garlic?
- ...your voice?
- ...watches?
- ...umbrellas and coats?
- ...being offered any drinks?
- ...asking questions?



## Language Structures:

### Idiomatic expressions

An idiom is an expression that's formed by a group of words, with the meaning of the idiom being different to the meaning of each individual word within the idiom. For example:

- a) She's over the moon! [She's very happy.]
- b) I felt like a fish out of water. [I felt different from the rest.]

#### Top tip

Try to guess the meaning of idioms from the context. Also, where possible, "visualise" idioms as some actually represent an action that you might do in the circumstances or situation that the idiom is referring to. For example:

- a) I like to **put my feet up** after work. [to relax]
- b) They're **up in arms** about the new holiday dates. [to be angry about something]

## Speech bubble matching

Match the idioms in bold (1 to 6) to the definitions (a-f).

1. Jenny is **level-headed** and practical.



2. Sometimes you just have to **follow your nose**.



3. Working here can be a bit **soul-destroying** at times.



4. Three years after the success of her first film, she'd **fallen out of the spotlight**.



5. Dealing with the press is **part and parcel of** being famous.



6. It's always **hit and miss** with this pizza place – I'm never sure how the food is going to be.



- a. An essential component of something.
- b. Calm and sensible even in difficult situations.
- c. Sometimes good and sometimes not.
- d. Trust your own feelings.
- e. Depressing; without hope of improvement.
- f. Stopped being the focus of attention.

## Job identification

Use your imagination to write the name of a job next to each description. What do the idiomatic expressions in bold mean?

1. As part of my job I have to perform this sort of careful **balancing act** as I work for the company and also represent staff. It's tricky sometimes. \_\_\_\_\_
2. Working late at night can **get to you**, but it's a very sociable job and you're never on your own. \_\_\_\_\_
3. You have to **have an eye for detail** and an ability to focus and concentrate for long periods of time. Oh, and you have to be good at maths too. \_\_\_\_\_
4. You need to be a **jack of all trades** and know a bit about all sorts of subjects from Maths to History. You often have to take on a variety of roles too including psychologist and army sergeant. \_\_\_\_\_
5. You have to be able to **think on your feet** and deal with emergencies as soon as they crop up. But it's great if you like responsibility and taking on a challenge. \_\_\_\_\_
6. You have to be prepared to **put your life on the line**. We can get called out at any time of the day or night, but it's an extremely rewarding job and the camaraderie is excellent. \_\_\_\_\_
7. You have to be a good people person and have a good understanding of what motivates people and **makes them tick**. Reaching monthly targets can be stressful at times. \_\_\_\_\_





## 3a Guess the idiom

What do you think the idioms in bold mean?

1. Don't get angry! She was only **pulling your leg!** She's always like that.
2. He **bent over backwards** to get her the job but she never thanked him.
3. She really **hit the nail on the head** with her description of the situation so far.
4. He looks like such a nice young man, but he's a bit of a psychopath. It just goes to show, **you can't judge a book by its cover.**
5. You've got to be a little **thick-skinned** when you're a celebrity or all that criticism will start getting to you.
6. If I could just **get my foot in the door**, I could show them what a good worker I am.
7. She's constantly checking up on us, which really **keeps you on your toes.**
8. When working on a group project, it's important to **pull your own weight** so you don't get a reputation for being lazy.

## 4a Conversation analysis

Read over the conversation and answer the questions. Kim is talking about her job in PR (public relations).

1. What makes the job soul-destroying?
2. What does Kim feel about the pros and cons of the job?
3. Why did the company she was representing come under fire?

**Spencer:** So, Kim, tell us a bit about your job in PR.

**Kim:** Well, people often think of PR as a glamorous job, but there's a lot of pressure as you're rarely out of the spotlight.

**Spencer:** So, what sort of person do you need to be?

**Kim:** Well, you need to be fairly thick-skinned, and quite resourceful – when things get out of hand, it's up to you to sort it out. It can be a bit soul-destroying at times, especially when everything goes wrong and you get the blame. But you just have to accept it as something that's part and parcel of the job. You also need to be good at multitasking, often doing several jobs at the same time.

**Spencer:** What's the hardest part of the job?

**Kim:** Being able to cope under pressure. If the company you represent or work for gets into trouble, you have to take control of the situation extremely quickly and turn it around before it's too late. It's not a science, and it's a bit hit and miss at times, but you just have to learn to follow your nose. There are pros and cons to the job, but the pros definitely outweigh the cons. If not, I would have given up ages ago.

**Spencer:** So, what are some of the most challenging things you've had to deal with?

**Kim:** Well, a company I was representing came under fire because a number of customers had fallen sick after using their product. That was a case of all hands on deck as we were bombarded with questions from the media. Our objective was to be as transparent as possible and to avoid any accusations of a cover-up. It was a difficult time, but we managed to hit a home run

as most people were impressed with how openly we dealt with it. Another time, we had to... [fades out]

## 4b Language analysis

Read through the conversation again and find idioms that mean...

1. Not the focus of attention =
2. Immune to criticism =
3. To become chaotic =
4. Random, haphazard, imprecise =
5. Something you say when everyone's help is needed =
6. Be successful =



### Your turn!

Write a short paragraph talking about the pros and cons of your job.

## 5a E-mail analysis

Read over the e-mail. What do you think Abigail should do?

New Message

To: keira@yahoo.com

Subject: Re: my mobile phone

**Dear Keira,**

I hope all is well. I'm in a bit of a bind as I can't make up my mind about what to do about that overseas job they offered me. On the one hand, it'd be a great opportunity to do something new and different. Plus, the pay is so much better.

But then again, Canada is so far away I think I'd miss my family and friends. I feel quite settled down now. The thing is, if I accept it, I'll have to pack up everything and rent out the house. I'll need to find a new school for the kids – it'll be like starting from scratch.

It took me ages to get my foot in the door where I am now. And even longer to get to grips with how things work. Right now, I really feel at home, so it'd be a shame to throw all that away. But then again if I stay, I could end up stuck in a rut, with the same job in 5 years' time and no prospects of promotion. And this sort of thing that doesn't come around twice.

Help! What shall I do?

Speak soon,  
All the best,  
*Abigail*

## 5b E-mail language analysis

Find expressions / idioms in the e-mail that mean...

1. In a dilemma / a difficult situation =
2. To decide =
3. To start from the beginning =
4. To feel comfortable in a situation =
5. Trapped in a situation =

# LISTEN & RESPOND



# PRONUNCIATION PERFECTION

## Five tips for dealing with your boss!

### 1 Pre-listening

If you were asked to draw up some guidelines on dealing with your boss, what would you say? Think of three things.

### 2 Listening I

Listen to the information once. Compare your ideas from the Pre-listening task.

### 3 Listening II

Listen to the information again. Then, answer the questions. According to the information in the recording...

1. ...what should you do before you ask for something like a promotion?
2. ...what should you do if you're upset about something?
3. ...what should you get if you've been promised a raise or a promotion?
4. ...why is it important to understand your boss' management style?
5. ...why is it important to stay on good terms with your boss?

## Key words/sentence stress

### A

When we speak naturally in English, the stress usually falls on important words in the sentence: the nouns, verbs and adjectives. These are known as the key words. For example:

- She was **walking** in the **park**.
- They were **working** on the **project**.

Most of the other words (articles, pronouns, auxiliary verbs (*be, have, can, etc.*), prepositions, etc.) aren't stressed.

### B

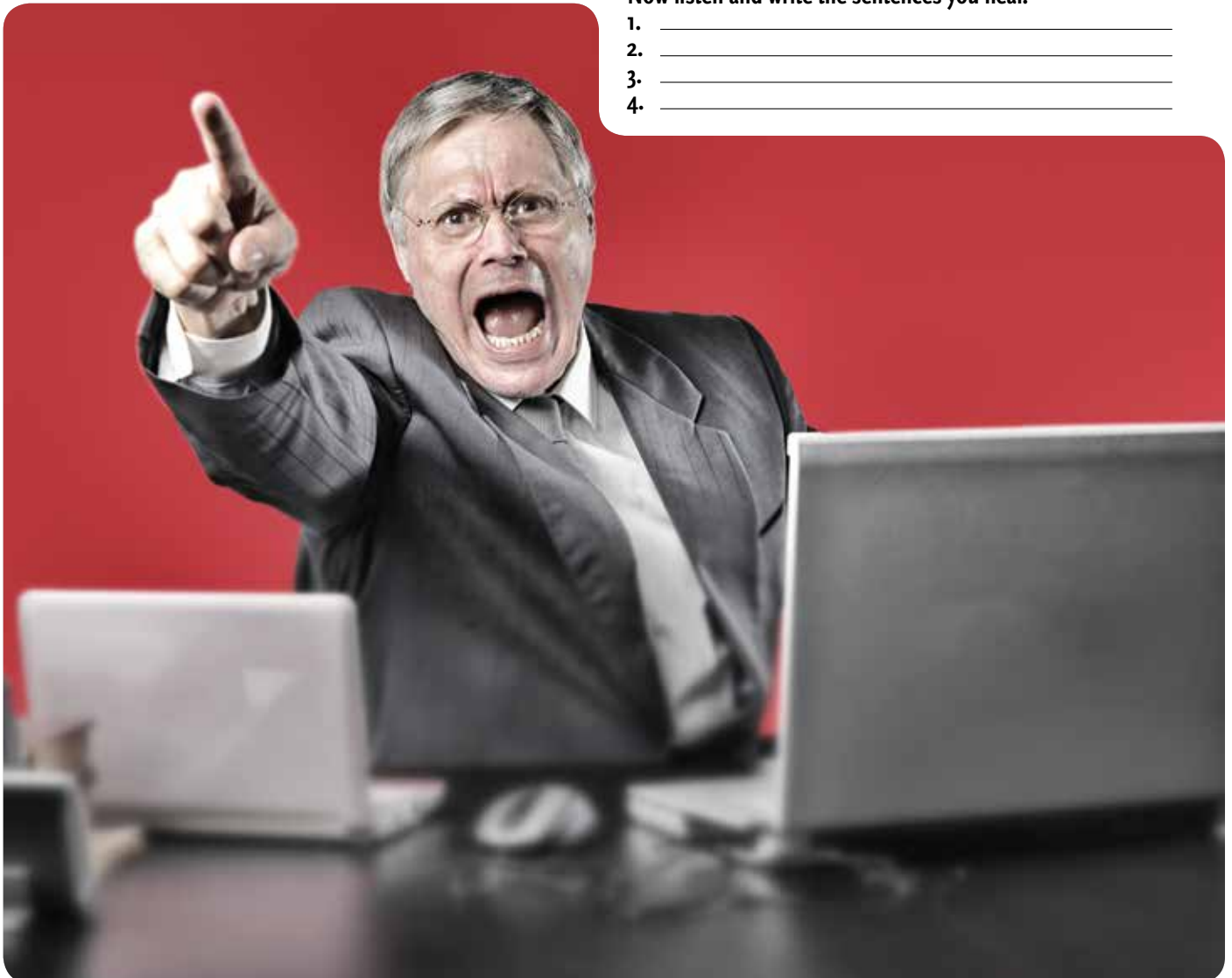
Listen and repeat these sentences. Notice the key words (marked in bold).

1. It's quite **cheap**, but the **food** can be a bit **hit** and **miss**.
2. Being in the **office** for long **hours** is all **part** and **parcel** of **working** here.
3. Getting **told** to **re-do** the **work** can be a bit **soul-destroying**.

### C

Now listen and write the sentences you hear.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_



# UNIT 6 Work Time

# LANGUAGE-TO-GO

Learn these Useful Sentences. Suggestions: **1.** Listen to the sentences and repeat them until you can say them fluently. **2.** Study them for a couple of minutes, then cover them up and try to re-write them in the right-hand column. **3.** Write translations of the sentences. Later, read over the translations and try to write them in English (without referring to the original versions). **4.** Listen to a sentence, then try to write it out on a piece of paper. **5.** Cut out the table to carry with you and learn while you're on the bus, train...



USEFUL SENTENCES		REVISION	
1.	We're moving into the new office sometime next week.	1.	
2.	She turned down the offer to work in an overseas branch.	2.	
3.	The stress starts getting to you after a while.	3.	
4.	She gets on really well with all of her colleagues.	4.	
5.	I've taken on a lot more responsibility this year.	5.	
6.	I'm going to have to work at the weekend if I want to catch up.	6.	
7.	I'm really behind at work as I've been off sick for a few weeks.	7.	
8.	I don't think it was a very constructive use of my time.	8.	
9.	Jenny is level-headed and practical. Just the sort of person we need.	9.	
10.	You need to have an eye for detail if you want to work here.	10.	
11.	It's a very sociable job and there's never a dull moment.	11.	
12.	It's great if you like responsibility and you enjoy working with others.	12.	
13.	The way you dress says a lot about you and who you are.	13.	
14.	If you've been promised a raise, you should get it in writing.	14.	
15.	We bent over backwards to help them but they never thanked us.	15.	
16.	You really hit the nail on the head with that comment.	16.	
17.	I finally managed to get my foot in the door.	17.	
18.	It just goes to show that you can't judge a book by its cover.	18.	
19.	You've only got a couple of minutes to make a good impression.	19.	
20.	Asking a few questions shows that you're interested in the post.	20.	

Reading is a great way to learn. As you're enjoying a book or article, lots of new words and expressions will flow into your brain. On top of that, you'll see how the language fits together. And this will help with your understanding of grammar, language structures and collocation.

### Speaking Gym!

Practise everything you've learned! Talk to a native-English speaking teacher on Skype or by telephone. Get your speaking English classes from here: [www.learnhotenglish.com/speaking-gym](http://www.learnhotenglish.com/speaking-gym)

Put ticks in the boxes:

✓✓✓ I can do it well! ✓✓ I can do it quite well! ✓ I need to work on it!



**Congratulations! You've completed a unit. Now you can...**

Use phrasal verbs and collocations.

Understand a text about getting a dream job.

Write about a job I've had in the past.

Understand a recording about dealing with people.

Use idiomatic expressions to write about the pros and cons of my job.

Identify key words in spoken text.



# UNIT 7 Sales & Selling

## Objectives

**In this unit, you'll learn how to...**

*Use a variety of verb tenses to persuade someone to do something, overcome sales objections, write an ad for a product, identify connected speech*



Listen to English when you're relaxing, doing the cleaning or doing some exercise. Simply let the language flow in. Without even realising it, you'll develop an ear for the language. Then, you'll start learning really fast.

## Expensive things!

Read about the really expensive things. Then, complete the table.

### The world's most expensive things!

- The most expensive piano in the world belonged to John Lennon and was auctioned off to British pop-singer George Michael in 2000. Lennon composed and recorded the song "Imagine" on it.  
Price: £1.45 million
- One of the most expensive mobile phones in the world is the Diamond Crypto Smartphone. It was manufactured by the Moscow-based JSC Ancort Company. It is adorned with 50 diamonds.  
Price: \$1,300,000
- Kopi Luwak coffee is the most expensive coffee in the world. It's made from coffee beans that have been eaten and partly digested by the common palm civet, a weasel-like creature.  
Price: \$600 for half a kilo
- The most expensive computer ever built is the Earth Simulator (1997). The machine is used for a wide variety of international projects, most of which are related to atmospheric, climatic and oceanographic simulation. Price: \$400,000,000
- One of the most expensive cars in the world is the Bugatti Veyron. The car can reach speeds of 90 kph in just 2.5 seconds, and a top speed of 298 kph in 55 seconds. Price: \$1.25 million
- The most expensive TV in the world comes from Italian company Keymat Industrie. It is studded with 160 diamonds and is known as the Yalos Diamond. Price: €100,000



### Think about it!

What's the most expensive thing you've ever bought? What do you spend money on when you want to treat yourself? If you had unlimited funds, what would you buy for yourself?

Description	Item
1. It's got 160 diamonds on it.	
2. It cost £1.45 million.	
3. It was manufactured by a company based in Moscow.	
4. It costs \$600 for half a kilo.	
5. It has been used on a number of international projects.	
6. It can reach speeds of 90 kph in just 2.5 seconds.	

## Vocabulary: Sales

### Twitter messages analysis

Write the name of a shop next to each sales message sent via Twitter.

Italian restaurant | pizza restaurant | electronics shop | bar  
ice cream parlour | bakery | garage | bank

### Twitter sales messages



Magnolia @magnolia: fresh bread just out of the oven. Come and get it now and get a 10% discount! (1) \_\_\_\_\_



AllFresh @allfresh: Organic pizzas – our special today: mushroom and blue cheese. It's delicious! Free slice with every drink, or take two away for the price of one! (2) \_\_\_\_\_



DeliDelight @delidelight: Elvis is back. Banana ice cream with peanut butter! Delicious and recommended by The King! (3) \_\_\_\_\_



Franetti's @franetti: What did you think of today's special? Write in with your comments on our lasagne. Was it delicious? Was it die-for? We want to know! (4) \_\_\_\_\_



CoolBar @coolbar: Read about the ingredients in our smoothies! 100% natural and organic. (5) \_\_\_\_\_



Vroom @vroom: Free tyres with every revision, 50% off all oil changes, and 10% off a wash and car body wax. (6) \_\_\_\_\_



Bright Bank @brightbank: Switch over to us and we'll reduce your mortgage by 0.5% - guaranteed! (7) \_\_\_\_\_



Sharp @sharp: We have a 90-day return policy for all camera equipment and don't charge your credit card until after you've had 30 days of usage. (8) \_\_\_\_\_

### Your turn!

Write two imaginary sales messages via Twitter from shops that you use / like / know about.

### Sales top tips

Complete the sales top tips with the correct forms of the words in brackets.

#### SALES ADVICE

Top tips for making that sale.

- Prepare well for your initial contact with the potential client. Find out about their business, understand their industry and take a look at what their (1) \_\_\_\_\_ (compete) are doing. Also, do a bit of

online investigation on the person you're going to be talking to.

- First (2) \_\_\_\_\_ (impress) are really important. So, prepare yourself physically (dress to kill) and mentally for that first meeting.
- Don't do all the talking – ask questions and get the potential buyer to tell you what they're looking for. Your client might mention a problem that they're currently experiencing at work. If you can solve this problem, don't be afraid to give them your professional (3) \_\_\_\_\_ (advisor).
- Sell the benefits not the features. Your client will only be interested in what your (4) \_\_\_\_\_ (production) can do for them: How will it make their job easier? How will it make them a more effective boss? Explain how your product will help them gain a flexible work schedule or how it will make their work life a little easier. Tell them how it'll make them richer, a better person, or more competitive in the market.
- Ask questions to make the potential buyer say "yes". It's what psychologists call "compliance." In order to do this, use questions that invite a "yes" answer: "Do you want to make a substantial (5) \_\_\_\_\_ (save) every month? YES! / Are you keen to cut costs? YES! / Do you want to attract new business? YES! Are you concerned about the safety of your family? YES!"
- People would rather have one good emotional reason for buying a product than a dozen facts. "Sell the sizzle, not the steak!" as the (6) \_\_\_\_\_ (fame) quote goes.
- Once you've made the first contact, you need to build on the relationship. It is important to listen and understand your client's business needs. And once you've shown you understand, and earned their trust, you're on the right track to making them a regular (7) \_\_\_\_\_ (custom). When it comes to sales, you don't close a sale, you open a relationship.
- And finally, remember the sales acronym "AIDA" (Attention, Interest, Desire, Action). Grab their attention, get their interest, create desire, and make a call to (8) \_\_\_\_\_ (act) (get them to buy!).

Now go and make that sale!

### Quote analysis

Read over the sales quotes. What do you think of them? Which ones do you agree with?

#### Sales quotes

- "Everyone lives by selling something." **Robert Louis Stevenson**
- "Art is making something out of nothing and selling it." **Frank Zappa**
- "Catch a man a fish, and you can sell it to him. Teach a man to fish, and you ruin a wonderful business opportunity." **Karl Marx**
- "I have never worked a day in my life without selling. If I believe in something, I sell it, and I sell it hard." **Estée Lauder**
- "We miss 100% of the sales we don't ask for." **Zig Ziglar**
- "Sell the sizzle, not the steak." **Anonymous**
- "People don't buy for logical reasons. They buy for emotional reasons." **Zig Ziglar**





# 6 TOP TIPS ON HOW TO BRAND YOURSELF!

**W**ould you like to get a better job, increase your value as an employee, or become a widely-respected expert in your own particular field? Of course. But how? Simple – personal branding. Here are our top tips on how to brand yourself!

## STAGE I: PREPARATION

### 1 Who are you?

The first thing you've got to do is to decide who you are, professionally speaking. You might be a designer, a journalist or a physiotherapist, but you need to decide where your expertise lies: as a children's book designer, an expert on South American politics, or a sports injuries physiotherapist, for example.

### 2 Create an image for yourself

Next, you need to create your Personal Branding Toolkit. This will consist of things such as your CV, business cards and personal stationery. You'll need some professional photos to go with it, a logo, a colour scheme and a short video of yourself in which you explain who you are and what you do. Most importantly, all of these things should be branded with your logo and

colours so they're instantly recognisable.

### 3 Write a personal brand statement

Next, you need to write a personal brand statement. This is your chance to say who you are in a very short space of time – it's your catch line or mission statement. It should let others know what you offer, why you're the best, what value you provide, what problems you can solve, and what makes you unique (your USP). For example, a computer engineer could write: "As an experienced and professional computer engineer, I can help companies cut costs and increase profits. Over the years, I've worked with ZB7 Plastics, Platform Manufacturing and the NewTec Corporation."

## STAGE II: IMPLEMENTATION

Now it's time to start making your brand work for you. Here's how.

### 4 A website

First, you need to set up a website. This should include all the information that you've prepared for your Personal Branding Toolkit. You should also choose a website address

that says who you are. For example, if you're an engineer it could be [engineeringexpert.com](http://engineeringexpert.com), or you could choose one around your name, [johnsmithsportsjournalist.com](http://johnsmithsportsjournalist.com). Include testimonials from satisfied clients on your website too.

### 5 A blog

You'll also need a blog. Use Word Press to create your own. Then, post two to three blog posts per week, discussing topics related to your industry, offering top tips, and commenting on the latest trends. Be the first to write about what's going on, and don't be afraid to give your opinion on things the way you see it.

### 6 Facebook, Twitter, & LinkedIn

Finally, you'll need to create Twitter, Facebook and LinkedIn accounts. Use Twitter and Facebook to tell people about any new posts on your blog; and LinkedIn to connect with other industry professionals. Make sure all these three sites have all your up-to-date professional information on them, and that they're branded appropriately.

Who knows, one day your personal brand could become a household name! 🌟

## 1 Reading I

How do you think you can create a personal brand? Think. Then, read the article once to compare your ideas.

## 2 Reading II

Read the article again. Then, answer the questions without referring back to the article.

1. What's the first thing you've got to do, according to the writer?
2. What's a Personal Branding Toolkit?
3. What should a personal brand statement say about you?
4. What does the writer say about your website name?
5. What type of things should you blog about?
6. What should you use Facebook and Twitter for?



## Language Structures:

### The language of persuasion

**Persuasion** = the act of convincing / persuading / motivating / inspiring someone to do something, often by giving them good reasons for doing it. Here are some tenses and structures that can be used for persuading someone to do something.

**Imperatives:** for a call to action: "Buy this now and you'll get a 50% discount!"

**Present simple:** to describe the benefits of something: "It allows you to... / It ensures that..."

**Conditional structures:** to introduce a condition: "If you don't buy it now, the price may go up in the next few days."

**Future tenses:** to describe future benefits: "It's going to be much better in the long run. / It isn't going to take very long. / You'll soon be speaking with confidence."

**Question tags:** to check understanding and to get the customer to respond positively: "You want to go to the concert, don't you?"

**Present perfect:** to back up claims: "The product has been developed by a team of scientists from..."

**Minimising expressions:** words such as *just*, *very* and *only* can be used to minimise the inconvenience of doing something: "It won't take very long. / I only need five minutes of your time."

**So:** this word can be used to simplify a situation: "So, how do you want to pay? By cheque or by credit card?"

**Negative questions:** to ask probing questions: "Why don't you like it? / Why aren't you concerned about the safety of your family?"

**Question words:** to make assumptions: "So, when would you like us to deliver it? / What time would you like to start?"

**Contradicting:** to overcome objections: "Yes, but... / All right, but... / I know what you mean, but... / I know how you feel, but..."

## Sales talk matching

Match the sales objections (1 to 8) to the possible ways to overcome them (a-h). Afterwards, see how many language structures you can identify in the responses.

1. "I need some time to think about it."
2. "We can't really afford it right now."
3. "Your competitors' prices are much lower than yours."
4. "I have to talk it over with my colleague / wife / husband / partner, etc."
5. "Call me again in three months."
6. "We already have that covered by an existing supplier."

7. "We can do that in-house and maintain better control."
  8. "We'll need to get several other bids before considering your proposal."
- a. But does your existing supplier offer you the conditions and customer care that we're offering?
  - b. We offer zero percent financing so you pay just 200 a month!
  - c. I can guarantee you now that there isn't another supplier in the market who'll offer you the prices that we're offering you right now. If you buy it now, I guarantee we'll return the difference if you find it cheaper anywhere else.
  - d. Do you have to consult them / him / her for every decision you make?
  - e. The special offer is for today only! If you sign this now, you'll benefit from a 30% discount.
  - f. But we're offering a much higher-quality product that comes with a four-year guarantee – something that other companies just don't offer.
  - g. I can't guarantee you the same conditions in three months' time.
  - h. But by outsourcing to us you'll only pay for what you use, and you'll cut down on your monthly fixed expenses.

## E-mail advert analysis

Read over the advert and find examples of the following structures. Imperatives / Conditionals / Future tenses / The Present Perfect / The Future Continuous / The Present Simple

### KneePflex®

The revolutionary solution to aching joints.

If you're looking for a solution to aching joints, KneePflex® is the answer.

- Exercise comfortably!
- Exercise safely!
- Exercise effectively!

KneePflex® has been developed for exercise, general fitness and sports performance improvement, and the relief of aches and pains in joints.

Wearing the KneePflex® will maximise recovery time and training results. Its resistance technology ensures you'll be boosting strength and power in the right places, with up to 30% more muscle activation when walking, and 400% when running. Order the KneePflex® NOW and accelerate your recovery and fitness programmes!

- Revolutionary technology
- Build muscle on the move
- Boost power and strength

Offer ends  
31st July.

"I've been using KneePflex® for several months now and I really notice the difference." **Janine Spencer**, Olympic athlete

Order your KneePflex® NOW! and get a 25% discount on the recommended retail price. Simply call 0800 700 400 and quote "TWIG89"!

**Your turn!**  
Write an advert for a product you like or an invented one.

- Future tenses
- Minimising expressions

## 3a Instant message analysis

Read over the instant messages and answer the questions.

**Messages** Clear 63%

**Krishnan:** So, when are you going to sign up for the course I told you about! You'll love it – guaranteed! I wouldn't be telling you this if I didn't think it was worth it. Wouldn't you like to improve your time management skills?

**Marcus:** I'm really busy at the moment with this big project I've got.

**Krishnan:** But this course will **SAVE** you time! It's all about time management and working more effectively. You'd like to learn how to do that, wouldn't you?

**Marcus:** Well, yes but I can't give up one day of my busy schedule to do the course.

**Krishnan:** They do courses on Saturdays too. I'm doing it this Saturday. It's only six hours out of a whole weekend. That isn't much, surely! Come on, it's worth it!

**Marcus:** Well, I'll see how I feel at the end of the week. Right now, I'm just too tired to even think about it.

**Krishnan:** All right then, I'll put your name down and then if you change your mind, you can always cancel!

**Marcus:** Erm, OK, go on then.

**Krishnan:** Great! You won't regret it!

1. What's the course that Krishnan thinks Marcus should do?
2. Why can't Marcus do it?
3. How long does it last?
4. What does Krishnan decide to do in the end?

## 3b Language analysis

Read over the instant messages again and find examples of the following structures.

- The Present Simple
- Imperatives
- Question tags
- Negative questions
- Conditionals

## 4a Sales e-mail

Read over the e-mail and answer the questions.

1. What do you get if you pre-order the printer?
2. What do you get if you're one of the first 100 people to do this?
3. How many brands were involved in the independent tests?
4. What do you get for trading in your old printer?

### Save ink! Save time! Save money! Order your INJECTALYTE® printer NOW!

Dear Customer, **INJECTALYTE®** has an exclusive and unbeatable offer: pre-order the **INJECTALYTE744**, the latest model from our range of printer-photocopiers, and we'll give you **FREE** ink cartridges for the next six months! And if you're one of the first 100 clients to order today, you'll also receive a further six months' supply (12 months in **TOTAL!**)... absolutely free!



The **INJECTALYTE744** represents a huge advance in ink technology. The **INJECTALYTE744** allows you to print with higher definition and greater economy. Wouldn't you like to print high quality documents **AND** save money? Independent tests compared and contrasted six of the leading brands and found that the **INJECTALYTE744** comes out on top in terms of cost, quality, duration of the product and customer service. There's simply no comparison, the **INJECTALYTE744** is the best printer-photocopier on the market.

Contact your local sales rep now and order your **INJECTALYTE744** and you'll get 20% off the retail recommended price, plus you can trade in your old model for 50% of the original price!

Don't miss out on this fantastic offer!  
*Jessica James Manager* **INJECTALYTE®**

## 4b Language analysis

Read through the e-mail again and find any examples of persuasive language. How effective is the letter? Give reasons.

# LISTEN & RESPOND



# PRONUNCIATION PERFECTION

## Top tips on how to sell!

### 1 Pre-listening

You're going to listen to a salesman who is giving some advice on how to sell double glazing\* door-to-door. What do you think he's going to say? Think of three things.

**\*double glazing**

If a window has "double glazing", it has two panes (pieces) of glass to reduce the transmission of heat, sound, etc.

### 2 Listening I

Listen again. Then, answer the questions.

### 3 Listening II

Listen once to compare your ideas from the Pre-listening activity.

1. What freebie does Nick offer as part of his sales presentation?
2. How much does Nick claim he can save on electricity bills?
3. How long is the offer available for?
4. How does Nick get Clive interested in the offer?
5. What does Nick say you've got to do to ensure you get a sale?
6. Judging by Clive's performance at the end, would you say that he's grasped the concepts well?

## Connected speech

### A

When we speak naturally, the final consonant sound from one word often merges (joins) with the first vowel sound of the following word. For example:

- them\_ at = the\_ mat
- is\_ in = i\_ sin
- doctor\_ at = docto\_ rat
- buy\_ it = bu\_ yit
- set\_ up = se\_ tup
- in\_ a = i\_ na
- discount\_ and = discoun\_ tand

### B

Listen to these sentences. Notice how the word sounds merge. Mark this on the page:

1. If you buy it now, I'll give you a 15% discount and free access to the Members Area.
2. This new program gives you access to all your files and stores them in a safe area.
3. It won't take very long to set up and once completed, you won't have to do it again.

### C

Now listen and write the sentences you hear.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_





# UNIT 7 Sales & Selling

# LANGUAGE-TO-GO

Learn these Useful Sentences. Suggestions: **1.** Listen to the sentences and repeat them until you can say them fluently. **2.** Study them for a couple of minutes, then cover them up and try to re-write them in the right-hand column. **3.** Write translations of the sentences. Later, read over the translations and try to write them in English (without referring to the original versions). **4.** Listen to a sentence, then try to write it out on a piece of paper. **5.** Cut out the table to carry with you and learn while you're on the bus, train...



USEFUL SENTENCES		REVISION	
1.	I think I'll need a bit of time to think it over.	1.	
2.	I don't really think we could afford it right now.	2.	
3.	I think I'm going to have to talk it over with my partner.	3.	
4.	We'll need a few more quotes before we can make a decision.	4.	
5.	We offer zero percent financing so you'll only be paying \$30 a month.	5.	
6.	No one else could possibly match our prices.	6.	
7.	If you sign up for it now, I'll throw in a free case.	7.	
8.	It comes with a four-year guarantee and a 20% discount.	8.	
9.	I'm thinking about signing up for the language course.	9.	
10.	It's guaranteed to free up a lot of your time, and save you money.	10.	
11.	Shall I put your name down for the course on graphic design?	11.	
12.	If you change your mind, you can always cancel it.	12.	
13.	If you're one of the first 100 customers, you get a free printer.	13.	
14.	We're offering zero-percent financing and substantial discounts.	14.	
15.	You can trade in your old model for 50% off the retail price.	15.	
16.	If you pre-order one of the latest models, you get 20% off.	16.	
17.	The product has been developed by a team of specialists.	17.	
18.	You'll need to create a short video explaining all about yourself.	18.	
19.	Choose a website address that says something about what you do.	19.	
20.	Make sure all the information is updated on a regular basis.	20.	

Try to memorise dialogues in English. Later, you can use the words, phrases or expressions or from the dialogues in your own conversations.

### Speaking Gym!

Practise everything you've learned! Talk to a native-English speaking teacher on Skype or by telephone. Get your speaking English classes from here: [www.learnhotenglish.com/speaking-gym](http://www.learnhotenglish.com/speaking-gym)

Put ticks in the boxes:

✓✓✓ I can do it well! ✓✓ I can do it quite well! ✓ I need to work on it!



**Congratulations! You've completed a unit. Now you can...**

Write Twitter-stlye sales messages.

Write an advert for a product.

Understand a text on how to brand yourself.

Understand a recording on how to sell.

Use a variety of tenses to persuade someone to do something.

Identify connected speech in spoken text.

# UNIT 8 Advert Alert

## Objectives

**In this unit, you'll learn how to...**

Identify different types of collocations, write about an advert, write advertising messages, use collocations to write an ad for a product, identify weak sounds



When reading, always try to guess the meaning of any words or expressions. The more effort you make to work out the meaning of a word, the easier it'll be for you to remember it!

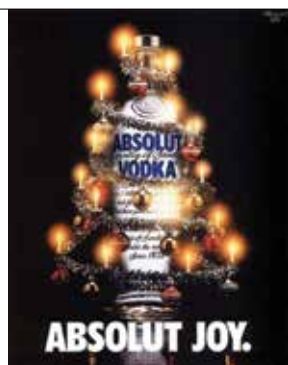
### Interesting ads

Look at the adverts. Which ones do you like? Why? Which ones do you think could be the most effective? Why?

An ad for the weight loss product Slim Fast. The text reads: Need to lose a little weight before your wedding?



A print ad for the drink Coca-Cola.



An ad for the vodka Absolut.



This ad is to promote milk. The text reads: "Strong bones. Weak gravity. Milk can help prevent stress fractures and broken bones. Got milk?"

Campaign for HBO Television Network in New York taxis to promote the TV series *The Sopranos*, which is all about the New Jersey Mafia.



Ad for the jobs website [www.jobstintown.com](http://www.jobstintown.com). The text reads: "Life's too short for the wrong job."



### Think about it!

Have you seen any interesting / funny ads recently? What were they? Why did you like them? What makes a good ad? Have you ever seen an ad that you found offensive? Why? Should there be stricter guidelines on what is and what is not permitted in advertising? Why? Why not?

## Vocabulary: Advertising

### Text message advertising

Write the name of a shop from below next to each text message advert.

- dry cleaner's   delicatessen   nightclub   video rental shop  
supermarket   health food shop   garage

- \_\_\_\_\_ This week's specials: Mon: filet Mignon €9.95, Tues: Chicken wings €1.99; Thu-Sat: Coke 12pk €2.99; Fri: Roses 20pc €4.99 + fresh salmon €6.99.
- \_\_\_\_\_ New French cheese collection now available at our shop. Come and taste our high quality cheeses on Friday 1pm to 8pm. French red wines starting at €5.99.
- \_\_\_\_\_ Nutrition expert in our store on Wednesday 7/11 from 2 pm to 5 pm. Check your body fat % free and get a diet plan and 20% off of Nutrix6 supplement 7/9-7/21.
- \_\_\_\_\_ Join our VIP Club and Get 2 videos for the price of one with your next rental! Send text message INFO to 41513 to join! As a VIP Club member you'll get every 5th rental free of charge.
- \_\_\_\_\_ You have also been entered in our New Car Giveaway sweepstakes for a brand new four-wheel drive. Check out our website for more details.
- \_\_\_\_\_ Get five shirts professionally cleaned free this Friday! Our VIP customers enjoy next day service at 30% off regular prices. All stains removed professionally.
- \_\_\_\_\_ Join our VIP Club now and your next drink is free. As a VIP Club member you'll get special offers sent directly to your mobile phone + a free admission pass. Text INFO to 41513 to join now.

 **Your turn!**  
Write two advertising text messages from shops that you use.

### Online forum analysis

Read the descriptions of the ads and answer the questions. Which ad...

- ...features a talking animal?
- ...is based on a theatre play?
- ...involves altering someone's accent?
- ...has a celebrity in it?
- ...involves a practical joke?

### Advertising blog

Have you seen any ads lately? What did you think of them? Post a comment.

#### Maltesers

I saw this ad for Maltesers that was quite funny. There are two couples watching a film in the living room late at night. The girls are eating Maltesers and the men have drifted off on the sofa. All of a sudden, the girls

decide to play a joke on the men, rearranging their sleeping boyfriends so they're hugging one another.  
*Harriet-slumber*

#### Banks

I saw this ad for the bank Santander that I thought was pretty good. This family are driving along the motorway. There's a child in the back playing with some red LEGO. Up ahead, some civil engineers are putting together a bridge made out of red LEGO. They manage to complete it just as the family cross it. Formula One driver Lewis Hamilton is on the bridge (he's been helping construct it), and he waves at the boy in the back seat.  
*Nick42-bridgetown*

#### Milk

I saw this ad that California Milk are running with a talking cow. It starts with this teen girl who's busy eating her after-school snack of cheese and chocolate milk. Her mum starts asking her daughter what's been going on at school, but the fast-talking cow jumps in and starts giving mum the lowdown on all the latest gossip.  
*Jessie22-sprunger*

#### Beer

I came across an old Heineken ad the other day. It's a spoof of the George Bernard Shaw play *Pygmalion*. A woman with a posh English accent is having speech lessons so she can learn to talk like a Cockney. However, she's having a few problems. Eventually, the language specialist's assistant brings in some refreshments (a can of Heineken). The woman opens it and drinks a bit. This seems to help her get the hang of things and she starts talking like a real cockney. Meanwhile, the assistant, who has also taken a few sips from his can, starts talking in a posh voice. Very funny!  
*sophie33-jungles*

### Language analysis

Read over the text again and find words that mean...

- Fall asleep =
- Further along the road =
- To interrupt someone who's talking =
- News about people's private lives =
- To finally learn how to do something =

 **Your turn!**  
Write a short paragraph describing an advert you've seen.

### Advertising quotes

Read over the quotes. Which ones do you agree with?

- “Advertising may be described as the science of arresting the human intelligence long enough to get money from it.” **Stephen Butler Leacock.**
- “If advertisers spent the same amount of money improving their product as they do on advertising, they wouldn't have to advertise it.” **Will Rogers.**
- “Advertising is the art of making whole lies out of half-truths.” **Edgar A. Shoaff.**
- “Promise, large promise, is the soul of an advertisement.” **Samuel Johnson.**





### 1 Pre-reading

What are the pros and cons of online user reviews? How far can we trust them? How can you tell the difference between an ad in disguise and a genuine review?

### 2 Reading I

Read the article once to compare your ideas from the Pre-reading task.

### 3 Reading II

Read the article again. Then, answer the questions.

1. What percentage of Americans say they believe online user reviews?
2. Why do people like user reviews?
3. What proportion of online reviews are fake?
4. Where did crime writer RJ Ellory write his reviews?
5. What did he say about his competitors' books?
6. What did the hotel in Cornwall offer guests for writing positive reviews?
7. How much did Todd Rutherford charge for writing 50 positive reviews?
8. How can you spot a fake review?

# CAN YOU TRUST ONLINE REVIEWS?

Choosing a hotel, restaurant or new product can be a daunting task. There's so much on offer, and making a mistake can be expensive. This is why many people turn to online user reviews – opinions and information that's supposedly written by people who have used a service or bought a product. But can we trust them?

About 70% of Americans say they believe online user reviews. According to experts, this is because when we read a review by another consumer, we feel like we're getting a personal recommendation from a friend. But a recent study shows that about one third of online reviews are fake.

Apparently, companies are so desperate for good reviews that they've started to "play" the system. But how do they do it? Simple! One trick is to give glowing

reviews of your own product or service. Best-selling crime writer RJ Ellory was recently caught writing 5-star reviews of his own books on Amazon.com. Using a pseudonym, he called one of his books a "modern masterpiece" and said another would "touch people's souls". RJ also wrote scathing reviews of his competitors' books.

Another tactic is to "buy" good reviews. Just recently, the Cove Hotel in Cornwall was caught giving guests discounts if they wrote "honest but positive" reviews on TripAdvisor. The ploy worked – one guest called The Cove "a dream come true" and another simply wrote, "I didn't want to leave!"

Some people are even making a living by writing fake reviews. In 2010, American Todd Rutherford launched

GettingBookReviews.com (it has since closed down). For \$99, Todd would write a positive review of your book on Amazon.com; and for \$999, he'd write 50. At one point, Todd was making more than \$28,000 per month; and one of his clients (John Locke) became a bestselling author thanks to Todd's reviews.

So, how can you spot a fake review? First, if the reviewer uses lots of highly positive language (such as "fabulous", "incredible" and "best ever"), it's probably fake. Secondly, if the review reads like an advertisement (it has perfect wording, for example), it probably is an ad. And finally, if the review is negative but also speaks highly of a competitor, it might have been written by that competitor.

So, how do you rate this article? ☆

**Language Structures: Collocations**

A collocation consists of two or more words that often appear together – a sequence of words that combine to create natural-sounding language. For example:

- a) You're eating too much **junk food**.
- b) She ordered some **sparkling water**.
- c) He was **sentenced to** six months **in jail**.

There are several different types of collocation. Here are some of the most common:

- Noun + noun: a carton of orange juice
- Noun + verb: the lion roared
- Adverb + adjective: incredibly quick
- Adjective + noun: junk food
- Verb + noun: catch a cold
- Verb + adverb: run quickly
- Verb + prepositional expression: speak to someone

As you can see, collocations cover a wide range of language, including phrasal verbs, prepositional verbs and compound nouns. In some cases, the combinations become expressions which are fixed and inseparable (sometimes even becoming compound nouns): crystal clear, middle management, cosmetic surgery, etc.

**Top tip**

It's easier for our brains to remember chunks of language rather than single words. So, always record words as collocations (where possible), or better still, in an example sentence with the collocation. Noticing and recording words that go together will help improve your speaking and writing and make it sound much more natural.

**Photo analysis**

Match the text (1 to 5) to the photos (a-e). Then, identify the collocations in each sentence / question.

- 1. He poured some juice into his bowl of cereal.
- 2. Can you keep a secret?
- 3. It gave me a fright!
- 4. I'm going to keep calm and stop worrying about it.
- 5. Could you do me a favour and watch over my dog while I just go shopping, please?



a



b



c



d



e

**Multiple choice**

Choose the correct answers in order to complete the sentences.

- 1. Could you tell them to \_\_\_\_\_ quiet in there, please?  
a) make b) do c) keep
- 2. I think you need to \_\_\_\_\_ a bit more of an effort.  
a) keep b) make c) do
- 3. She \_\_\_\_\_ up late to the party.  
a) showed b) kept c) made
- 4. How long is it going to \_\_\_\_\_ you to get ready?  
a) keep b) do c) take
- 5. You must be proud \_\_\_\_\_ your son and all the good work he's done.  
a) at b) of c) by
- 6. You \_\_\_\_\_ up that story, didn't you? There's no way that it could be true.  
a) made b) did c) caught

**Article analysis**

Read the article. Then, answer the questions.

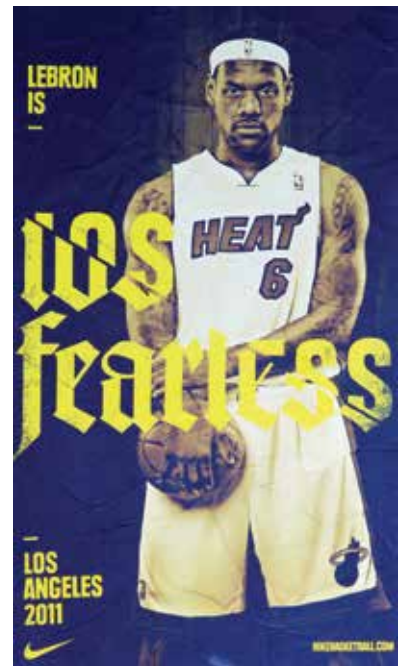
- 1. Why is Beckham a popular model for company / brand advertising?
- 2. What were the results of the Marks & Spencer advertising campaign?

**Celebrity Advertising**

*The highs and lows of celebrity advertising.*

Celebrity advertising is everywhere from ads for discount supermarkets to more sophisticated campaigns for designer clothing. But is it a good marketing strategy?

There are obvious benefits to using celebrities in advertising. When it comes to a big name star, it isn't just about selling a product, it's also about selling an image. And the bigger the celebrity, the bigger the image. Some companies rely almost entirely on celebrities for their marketing. Nike has consistently used high-profile sports stars to promote their clothing range. Gap rarely makes an ad without using a famous face. Even smaller companies are now spending big bucks to get celebrities behind their brand.





For the stars it's all good news. David Beckham has earned millions from football, but he's rumoured to have earned even more from advertising. During his career, he's endorsed a variety of brands including Armani, Gillette and Pepsi. Companies love him for his wide appeal, which almost guarantees a boost in sales. "His football, his experience at dealing with the media and his image all add up to a killer brand," explains marketing expert Rita Clifton. At his peak, the fashionable footballer was estimated to have a brand value of £200 million.

In many cases, using celebrities can be extremely successful. British company Marks & Spencer recently used celebrity advertising to change their image. Up until a short time ago, their clothes appealed almost exclusively to middle-aged and elderly customers. In an attempt to change all this, the company launched an expensive advertising campaign featuring models Twiggy and Erin O'Connor. Within months the company was transformed from frumpy to fashionable, reporting an encouraging upturn in profits.

[READ MORE ►](#)

**Advert analysis**

Read the advert and complete the table. Then, read through the advert again and look for collocations. How many can you find?

**Hair Loss Solution!**

Worried about hair loss? Concerned that it's affecting your self-confidence? Buy **Invigoren®** for a full head of hair and restored confidence!

If you're experiencing hair loss, you're not alone. Millions are faced with the prospect of thinning hair during their lifetimes. For years, scientists have been searching for an easy, effective solution to prevent hair loss. **Invigoren®** has that solution!



Formulated with scientifically-tested natural ingredients that target the root cause of hair loss, **Invigoren®** represents a clinically-proven solution. The powerful, natural ingredients in this unique product will stop the root cause of hair loss and help grow strong, healthy hair without any nasty side effects.

Follow our three simple steps and watch how **Invigoren®** brings back a full head of hair. 1. Apply the liquid. 2. Leave for eight hours. 3. Wash off! It's that simple. After six weeks of this, you'll soon notice tiny hairs sprouting out from your scalp. Practically odour-free and guaranteed to work 87% of the time, **Invigoren®** is the solution that you've been looking for.

**Invigoren®** is safe and effective and based on natural ingredients. And independent medical studies have shown that it works!

"Finally, I can use my comb again! I feel like a new man." **Jeff Masters, 44**

Buy your bottle of **Invigoren®** NOW and you'll get a free bottle of Bio-Cleansing Soap, and a Hair Stimulant Conditioner for FREE!

Or call us now for a FREE sample of **Invigoren®**! What are you waiting for?

1.	The product name is...	
2.	It provides a solution to...	
3.	It is aimed at...	
4.	It promises to...	
5.	You'll notice the difference after... weeks.	
6.	Age of the person who gives the testimonial...	

 **Your turn!**  
Write an advert for an invented product or one that you use regularly. Include collocations where possible.

**Language analysis**

Match the words from Box A and Box B to create collocations that appeared in the text.

**Box A**  
discount clothing a boost designer endorse advertising marketing wide appeal high-profile upturn

**Box B**  
sports stars in sales in profits to supermarkets a brand clothing strategy appeal range campaign



# LISTEN & RESPOND



# PRONUNCIATION PERFECTION

## Talking about four famous ads!

### 1 Pre-listening

Think of a famous product or brand name for the categories below.

- a soft drink
- a snack
- a fragrance for men
- a language school

### 2 Listening I

You're going to listen to four people talking about their favourite ads. Listen once and put the products from the previous activity in the correct order.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

### 3 Listening II (part I)

Listen again. Which advert is being referred to? Write the name of a product next to each statement.

1. This ad takes place in a coastguard control centre.
2. One of the scenes in the ad takes place on a boat in the sea.
3. In this ad, a young man takes some food out of a bowl.
4. In this ad, a man goes downstairs in the middle of the night.
5. The coastguard misunderstands an English word.

### (part II)

Then, answer these questions.

1. What does the guy say when the scene switches to a boat in the sea in the Old Spice ad?
2. What was the SOS message that came through over the radio?
3. What did the man in the R. White's ad sing?
4. What did the little boy say to the man in the Dorito's ad?

## Strong & weak forms

### A

Many grammar words (such as prepositions and articles) have strong forms and weak unstressed forms. We often use the strong forms for emphasis in speech, or when we're speaking slowly and clearly. For example:

*an /æn/*: She ate *an* apple and *an* egg.

And we use the weak, unstressed forms in fast, casual speech. For example:

*an /ən/*: She ate *an* apple and *an* egg.

### B

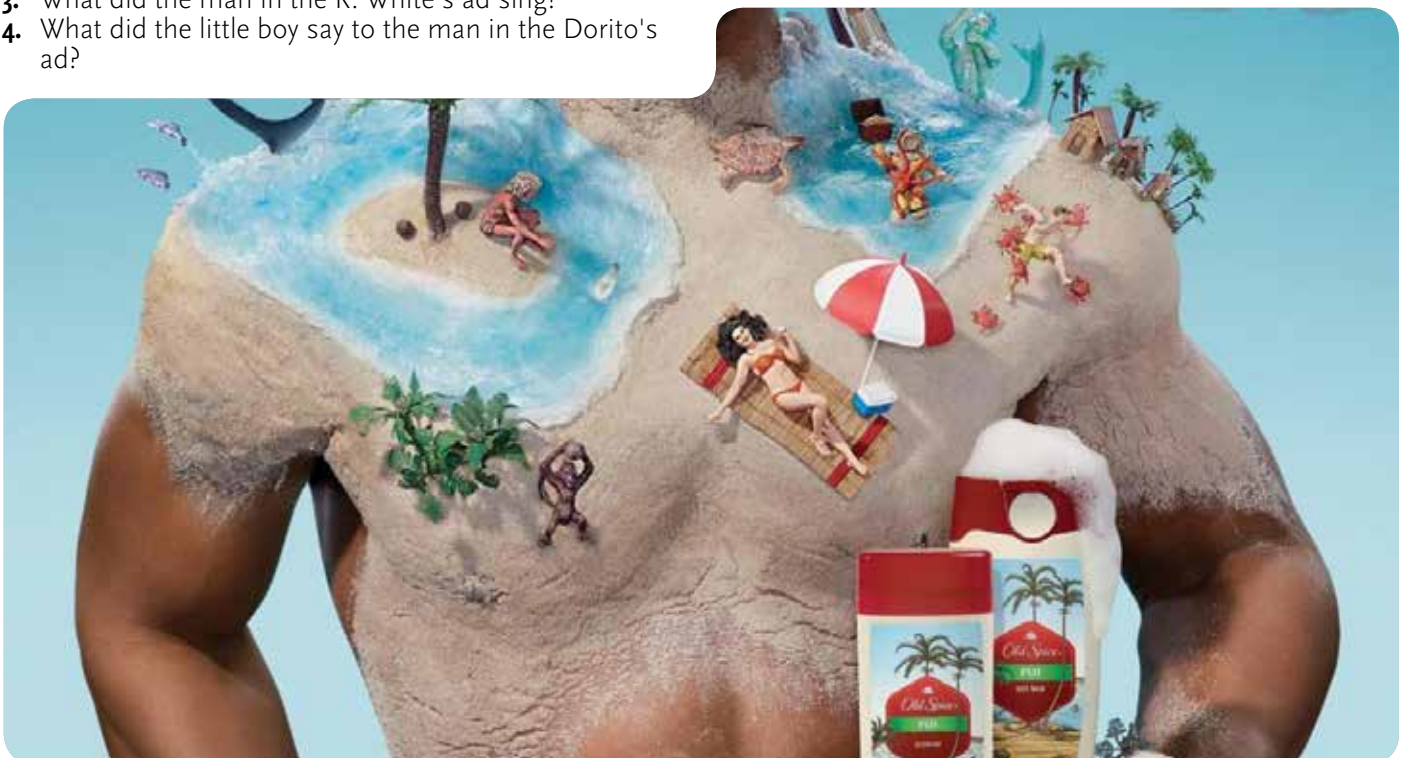
Listen and repeat the sentences. Then, circle any of the weak sounds.

1. She told me to keep it a secret.
2. I listened to the song then put the CD back in the box.
3. I'm going to keep in touch with them through Facebook.
4. Could you do me a favour and watch over my bag, please?

### C

Now listen to these sentences. Write **S** (Strong) or **W** (weak) according to the pronunciation of the words in bold.

1. How long is it going to take you **to** get ready?
2. I caught **a** cold while I **was** on holiday there.
3. She got **a** carton **of** orange juice, **and** six bottles **of** coke.
4. They want **to** talk **to** us about **the** changes **to** the contract.
5. I think she must **have** made that story up – it's just too incredible **to** be believable.



# UNIT 8 Advert Alert

# LANGUAGE-TO-GO

Learn these Useful Sentences. Suggestions: **1.** Listen to the sentences and repeat them until you can say them fluently. **2.** Study them for a couple of minutes, then cover them up and try to re-write them in the right-hand column. **3.** Write translations of the sentences. Later, read over the translations and try to write them in English (without referring to the original versions). **4.** Listen to a sentence, then try to write it out on a piece of paper. **5.** Cut out the table to carry with you and learn while you're on the bus, train...



USEFUL SENTENCES		REVISION	
1.	Can you keep a secret? I've heard some amazing news.	1.	
2.	Stop worrying about it - I'm sure you'll be fine.	2.	
3.	She gave me a fright when she jumped out on me like that.	3.	
4.	Could you do me a favour and watch over my bags for a while?	4.	
5.	He crept downstairs because he thought he'd heard someone.	5.	
6.	The meeting started at 10, but she showed up at 11.	6.	
7.	A recent study shows that about a third of them are fake.	7.	
8.	We're really proud of everything we've achieved.	8.	
9.	They're supposedly written by people who've actually used the service.	9.	
10.	Scientists have been searching for an effective solution to it.	10.	
11.	She came over to help us get to grips with the new system.	11.	
12.	Independent medical studies have shown how effective it is.	12.	
13.	Many people turn to online reviews before choosing a product.	13.	
14.	It feels like you're getting a personal recommendation.	14.	
15.	The clothes appeal to men in the 30-40 age bracket.	15.	
16.	They described it as a dream come true.	16.	
17.	A recent study shows that about a third of them aren't genuine.	17.	
18.	They launched the advertising campaign last May.	18.	
19.	Some people are making a living by writing fake reviews.	19.	
20.	One of the scenes in the ad takes place on a boat.	20.	

Read what you're interested in. This way you'll be more motivated. For example, if you're into cinema, read some movie reviews in English of films you've seen; or if you're a sports fan, check out the sports section of an online English-language newspaper.

### Speaking Gym!

Practise everything you've learned! Talk to a native-English speaking teacher on Skype or by telephone. Get your speaking English classes from here: [www.learnhotenglish.com/speaking-gym](http://www.learnhotenglish.com/speaking-gym)

Put ticks in the boxes:

✓✓✓ I can do it well! ✓✓ I can do it quite well! ✓ I need to work on it!



**Congratulations! You've completed a unit. Now you can...**

Write ads using text messages.

Write a short paragraph on an advert I've seen.

Understand a text about online reviews.

Use collocations to write an advert for a product.

Understand a recording with people talking about their favourite ads.

Identify weak sounds in spoken text.



# SELF-ASSESSMENT

**Congratulations!** You have finished half the course.  
Now, please take some time to reflect on your learning and progress.

## A My feelings at the end of these units are...

- a. Positive
- b. Negative
- c. OK

## B What can I do?

Give yourself marks out of 10 (1 = poor; 5 = OK; 10 = excellent).

I can use...

- a. ...passive structures.
- b. ...reporting verbs.
- c. ...prepositional verbs.
- d. ...phrasal verb particles.
- e. ...idiomatic expressions.
- f. ...collocations.

## C New language

Complete with your own ideas.

- a. I really like these words: \_\_\_\_\_.
- b. These words are difficult to remember: \_\_\_\_\_.
- c. These words are easy to remember: \_\_\_\_\_.
- d. This grammar point is easy: \_\_\_\_\_.
- e. This grammar point is difficult: \_\_\_\_\_.

## D What do you do to improve your English outside the class?

- a. I listen to songs in English.
- b. I travel to English-speaking countries and practise English there.
- c. I read books / magazines / newspapers / online news sites, etc. in English.
- d. I watch films in English.
- e. I listen to MP3s / CDs in English.
- f. I speak to work colleagues in English.

Other?

## E Personal objectives

My new objectives for the second half of the course are to improve my...

- a. ...reading skills.
- b. ...listening skills.
- c. ...speaking skills.
- d. ...pronunciation.
- e. ...writing skills.



Repeat difficult words, expressions and phrases over and over again until you can say them quickly and easily.





# VOCABULARY

# GRAMMAR

## 1 Sentence completion

Complete with the sentences with the correct words.

1. It's a short-term solution that won't help us in the long \_\_\_\_\_.
2. They aren't prepared to give it the go-\_\_\_\_\_ until they've seen a viable financial forecast.
3. They haven't really come up \_\_\_\_\_ any other solutions to the problem.
4. I know you've been really busy, but did you get a \_\_\_\_\_ to see look at the report I sent you?
5. I'm really getting \_\_\_\_\_ this new style of music.
6. Someone came \_\_\_\_\_ with new information that really helped the police.
7. Buying that expensive car was like pouring money down the \_\_\_\_\_.
8. First \_\_\_\_\_ count for a lot in this profession, and as they say, you've only got a minute to create a good one.

## 2 Word choice

Choose the correct words

1. They're just burying their heads in the sand / feet in the earth. They can't keep on ignoring it.
2. I think they need to *stand up with* / *face up to* the issues at stake.
3. We shouldn't *power in* / *rule out* looking for an alternative provider.
4. I really don't know what I would have *done without you* / *made unless you*.
5. The government has just *taken about* / *brought* in a new law.
6. There's no such thing as a *non-payment dinner* / *free lunch*.
7. She *declared herself bankrupt* / *established a fund-free state* to avoid making the payments.
8. All this stress is really starting to *get to me* / *eat me*.

## 1 Sentence completion

Complete the sentences with the correct forms of the verbs in brackets.

1. They enjoyed \_\_\_\_\_ (**give**) an opportunity to show what they can do.
2. It remains \_\_\_\_\_ (**see**) whether she can achieve it all.
3. She promised that she \_\_\_\_\_ (**get**) onto it sometime next week.
4. They threatened \_\_\_\_\_ (**sue**) us if we didn't take the photo down.
5. We've considered \_\_\_\_\_ (**leave**) it as it is to avoid any further complications.
6. \_\_\_\_\_ (**pay**) by your employer on a monthly basis is better for controlling your expenses.
7. She doesn't like \_\_\_\_\_ (**keep**) waiting when there are so many things she could be doing.
8. Wouldn't you rather we \_\_\_\_\_ (**leave**) a bit earlier? That way we'd have time to see the other exhibition too.

## 2 Word choice

Choose the correct words.

1. They *blamed him for* / *responsible him at* leaving the door open, but I'm not sure it was really his fault.
2. You often have to *think with your eyes* / *think on your feet* in situations like these.
3. It's the sort of job where you have to put your *life on the line* / *body with peril*.
4. We haven't heard from him for ages, although he isn't great at *maintaining for link* / *keeping in touch*.
5. The job can be a bit *soul-destroying* / *mind-hurting* at times, but you just have to learn to live with it.
6. You have to perform a sort of *trembling fortitude* / *balancing act*, trying to please as many people as possible.
7. You need to have *eyes for importance* / *an eye for detail* in this job and an ability to focus for long periods of time.





# LISTENING TEST

## The things we hate about mobile phones!

### 1 Pre-listening

What do you like or dislike about mobile phones? Use the prompts below to help you think of ideas.

ringtones noise battery handsfree phones callers

text messages voicemail messages chargers

### 2 Listening I

You're going to listen to several people talking about the things they find annoying about mobile phones. Listen

once. Were any of your ideas from the Pre-listening activity mentioned?

### 2 Listening II

Answer the questions. Then listen again to check your answers.

1. What two things does the first speaker hate?
2. What example does the second speaker give about people being obsessed with their mobile phones?
3. What does the third speaker hate about mobile phone companies?
4. What does the fourth speaker say about people who use handsfree phones?
5. Why does the fifth speaker find it annoying if her phone goes dead at work?

# READING TEST

### 1 Reading I

The article is about a phenomenon known as **Xenoglossia** – the ability to speak a language without having studied it. Read about the three cases. Which one is the most surprising? Why?

### 2 Reading II

Read the article again. Then, write either **“Rosemary, Croatian girl”** or **“Matej”** next to each statement.

1. Some academics have discredited the research. \_\_\_\_\_
2. She's now unable to speak in her native language. \_\_\_\_\_
3. The ability to speak the foreign language only lasted for two days. \_\_\_\_\_
4. It took place in 2007. \_\_\_\_\_
5. She was in a coma for 24 hours. \_\_\_\_\_
6. Some of the things she said were translated by an Egyptologist. \_\_\_\_\_
7. She claimed to be under the influence of the wife of a pharaoh. \_\_\_\_\_

recorded and the first 800 of the phrases were later translated by an Egyptologist. He claimed that Rosemary's speech conformed to what Egyptologists knew of ancient Egyptian. Three books on the Rosemary case have been published and two gramophone discs of her were recorded. A number of academics have also discredited the research.

Another case involved a 13-year-old girl from Croatia. After being in a coma for 24 hours in 2010, she woke up speaking fluent German. The girl, who came from the town of Knin in the south of Croatia, was studying German at school but she'd only started recently. Her parents said that she'd been reading German books and watching German TV at home, but that she wasn't fluent in the language. However, from the moment she woke up, she was able to communicate “perfectly” in German. What's really strange is that she's now unable to speak Croat, her mother tongue. The case is so unusual that doctors at Split's KB Hospital have asked various experts to examine the girl as they try to find out what caused the change. Psychiatric expert Dr Mijo Milas has said, “In earlier times this would have been referred to as a miracle, we prefer to think that there must be a logical explanation – it's just that we haven't found it yet.”

In 2007, Czech speedway racer Matej Kus became unconscious after a motorbike crash. On waking up 45 minutes later, he could speak fluent English. Matej was only 18 years old at the time, and had just started studying the language and so was at a low level. Peter Waite, the promoter for Kus's team (the Berwick Bandits) said, “I couldn't believe what I was hearing. It was in a really clear English accent, no dialect or anything... It was unbelievable to hear him talk in unbroken English.” Unfortunately, Matej's new language skills didn't last. Two days later, when he recovered fully from the crash, he'd completely forgotten his English.

We still don't know exactly what happened in these cases. Perhaps scientists will discover something new and exciting. But until then, keep studying!

## Xenoglossia and the spontaneous acquisition of language!

Imagine going to sleep then waking up speaking another language. It may sound incredible, but it's actually happened. The phenomenon of being able to suddenly speak another language is known as “Xenoglossia”, from the Greek words “xenos” (foreigner) and “glossa” (tongue or language).

One of the earliest cases involved a young girl called Rosemary. In 1931, Rosemary, from Blackpool (England), began to speak in an ancient Egyptian dialect. She claimed to be under the influence of Telika-Ventiu (the wife of Pharaoh Amenhotep III), who supposedly lived more than 3,000 years ago. Rosemary was subjected to a number of language tests, and could speak some 5,000 phrases and short sentences in ancient Egyptian. She was

# UNIT 9 Let's Complain!

## Objectives

**In this unit, you'll learn how to...**

Write a description of a complaint, use prefixes and suffixes, write a dialogue, write about an unfortunate experience, identify word stress patterns



Write in English every day! It's good practice as it forces you to use the language you know. Also, you get to see where the gaps are in your knowledge. You could practise writing out stories or anecdotes. This would be good preparation for telling the stories later in conversation.

## Complaints ranking

Read the genuine complaints made to travel companies. Rank them from 1 to 12 ("1" being the most ridiculous).

### Holiday Complaints

- The sun was too hot.
- The glasses for the orange juice were the wrong shape.
- The lobby wasn't very big.
- The bed was too high.
- The noise of the sea was irritating.
- The other guests in the hotel were noisy.
- The town was on a really steep hill and there was no lift or escalator.
- They didn't serve any ketchup or mayonnaise with the local food.
- They didn't accept my money in the countries we were visiting.
- Most of the animals we saw on the safari were sleeping.
- The music was distinctly foreign sounding.
- The sand on the beach was white but the sand in the brochure was yellow.

### Think about it!

What sort of problems have you had while travelling abroad? Have you complained about anything recently? What was it? Have you ever regretted *not* complaining about something? What? When? Why?







## Vocabulary: Complaining

### Complaints matching

Match the complaints (1 to 8) to the pictures (a-h).

- I said *no cream* with the hot chocolate.
- I said I wanted "Jackie" on the tattoo not "Jenny".
- I asked for red roses not orange ones.
- When I said a room with a view, I meant a view of the sea – not a construction site.
- I ordered a 38 inch waist, not 48!
- I said "no beans" with the full English breakfast... not "just beans".
- When you told us the hotel had a pool, we presumed you meant it had water in it.
- We asked for balloons, not baboons!



a



b



c



d



e



f



g



h

### Comments analysis

Read over the comments about complaints made via Twitter. Then, answer the questions. *Who...*

- ...was put on hold and passed from department to department?
- ...got charged twice for the same order?
- ...had their problem resolved in about six minutes?
- ...tried to get in touch with the customer services department by e-mail?
- ...discovered that the room they'd booked online hadn't been reserved?

[www.customerservice.com](http://www.customerservice.com)



#### Forum

More and more companies are using Twitter to talk to their customers. It's great for them, but it's also good for customers who have a problem. Write in with your stories of how Twitter has helped you resolve a problem.

After making an online purchase from a supermarket, I saw that I'd been charged twice for the same delivery. I wrote them an e-mail but they didn't respond. Then, I tried to phone customer services but they didn't pick up. As a last resort, I sent a message to their Twitter account and they got back to me the same day. They asked for my order number, which I gave them, and the money arrived back in my account a few days later. I love Twitter!

*Scarlett*



I booked a room through the website fast-booking.com once, which all went through really smoothly. However, when I turned up at the hotel, I found that the room hadn't been reserved. I tried to sort it out there and then, but no one was willing to help. So, in the end, I tweeted fast-booking.com and got an immediate response. They found the booking form, called the hotel and got us a room. It's amazing how companies respond to Twitter!

*Jack*



I was waiting for a parcel once that hadn't turned up after four weeks. So, I phoned the post office to find out what was going on. As you can imagine, I was put on hold and passed from department to department. In the end I gave up and decided to get in touch with them through their Twitter page. Incredibly, they managed to solve my missing parcel problem in about six minutes.

*Jessica*



### Language analysis

Find a word or expression in the text that means...

- contact someone = \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ someone
- if you do this, you do it because you can find no other way of solving a problem = as a \_\_\_\_\_ / \_\_\_\_\_
- to return a call = to \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ someone
- to arrive = to \_\_\_\_\_ / \_\_\_\_\_
- to find a solution to a problem = to \_\_\_\_\_ / \_\_\_\_\_
- to stop trying to do something = to \_\_\_\_\_ / \_\_\_\_\_

### Your turn!

Write a short description of a complaint you had to make. Invent if necessary.

### Think about it! Complaints

What's your complaining style: aggressive, polite but firm, other? What do you do when people push in front of you in a queue? Have you ever lodged an official complaint with the town/city council? What was it about? Have you ever complained about your neighbours? Why? Have you ever made a complaint at a restaurant or hotel? Why?



## FOUR STORIES OF REVENGE!

**R**evenge is a very human instinct. When someone does something wrong to you, it's natural to want to get your own back. But, do two wrongs ever make a right? The people in these four stories thought so!

### 1 Pre-reading

Have you heard of any stories of people getting their revenge? What happened?

### 2 Reading I

Read the article once. Which story do you like the most? Why?

### 3 Reading II

Read the article again. Then, answer the questions.

1. How was Alan Ralsky making his money?
2. What did people use his home address for?
3. Why did the woman from Wisconsin sell off her ex-husband's things?
4. What did Priscilla force one of the teenagers to do?
5. How did she deal with the other boy?
6. Why was Dave Carroll angry with United Airlines?
6. What did he do to get his revenge?

### 1 The spammer

We all hate spam! But there's not much you can do about it, right? Wrong! In 2002, American entrepreneur Alan Ralsky was known as the country's "spam king". He was making millions by sending spam e-mails. In December 2002, a newspaper printed photos of Alan's lavish lifestyle and huge mansion. People were really annoyed that he was living in such luxury. So, a group of computer wizards found out his physical address and posted it on the internet. And they urged people to sign up Alan's home address to as many junk mail mailing lists as possible. Pretty soon, kilos of junk mail were being delivered to Alan's house every day. "They've signed me up for every advertising campaign and mailing list there is. These people are out of their minds. They're

harassing me," said Ralsky.

### 2 The ex-husband

Garage sales are a great way to get rid of unwanted stuff and make some extra money. But, they're also an excellent way to get revenge. A Wisconsin woman recently decided to punish her unfaithful husband by holding what she called an "ex-husband sale". She dumped his possessions onto their front lawn, along with a sign that said that everything was for free. People came and took whatever they wanted. But that's not all. She also painted "cheater" across the side of his car and punctured the tyres. "I guess it was her way to get rid of her anger," said the woman's neighbour.

### 3 The kung fu master

Canadian woman Priscilla Dang got even the old-fashioned way – with her fists. The 23-year-old was jogging in the park recently when two teenagers suddenly attacked her. But what the attackers didn't know is that Priscilla is a kung fu master. She immediately grabbed one of the teens by the arm and forced him to apologise. The other boy, however, didn't

back down and tried to punch her. Priscilla dodged the punches and hit the teenager twice in the face. And when the boy pulled a knife she cleverly used the attacker's own bicycle to defend herself. Finally, police arrived and both teens were arrested. "I think they knew they messed with the wrong girl," said Priscilla.

### 4 The musician

Musician Dave Carroll used YouTube to get his own back. In 2008, the guitarist was on tour when United Airlines' baggage handlers broke one of his \$3,500 guitars. He put in a claim for compensation, but 9 months later, he still hadn't received any money. So, he decided to write a series of songs called the "United Breaks Guitars" trilogy and upload them to YouTube. The videos went viral and became a public relations nightmare for United. Of course, the airline quickly offered Dave compensation and they even decided to review their public relations policy. One YouTube user commented, "This is awesome! A great victory for the 'little guy' against a big corporation!" 🍀

## Language Structures:

### Prefixes & Suffixes

#### Prefixes

Prefixes are combinations of letters that are added to the start of words (particularly adjectives). Often, by doing this, a negative adjective is formed. For example:

*legal – illegal; comfortable – uncomfortable; similar – dissimilar; fair – unfair; edible – inedible; loyal – disloyal*

Some common prefixes include the following: *in* (*ineffective*), *im* (*impossible*), *ir* (*irreplaceable*), *un* (*untidy*).

#### Suffixes

Suffixes are letters that we can add to the end of a word. These letters can change the meaning of the word, or make the word into a different class of word. For example, the verb *read* can be made into the noun *reader* (someone who reads) by adding the suffix *-er*, and into the adjective *readable* (something that can be read) by adding the suffix *-able*. Understanding the meanings of common suffixes can help you guess the meanings of new words.

We can use *-er* for the person who does an activity. For example: *write-writer*

The suffix *-ee* can be used to mean "the person who receives or experiences something" (*-ee*): *interviewer-interviewee*

The suffix *-ness* can be used to describe the state of something. We can create nouns with *-ness* from adjectives: *happy-happiness*.

We can add *-able* and *-ible* to verbs to create adjectives that describe things that can be done or that are possible: *wash-washable*.

Adding *-ise* to nouns or adjectives creates verbs that have the idea of making or creating something: *harmony-harmonise*.

The suffix *-ist* is often used to describe the person who does something: *scientist*.

We can add *-en* to the ends of words to convey the idea of making something bigger / longer, etc.: *strength-strengthen*

### Picture matching

Match the sentences (1 to 5) to the pictures (a-e).

1. She's extremely generous.
2. I don't think this is edible!
3. The interviewee was waiting to be interviewed.
4. The manager was chatting to an employee.
5. He lost all his money in a dodgy investment.



### Word choice

Choose the correct words to complete the sentences.

1. The drug caused a temporary state of **forgetful** / **forgetfulness**.
2. She's got **darkish** / **darkly** brown hair.
3. I think the work is **doable** / **doer**, although it'll require a lot of effort.
4. This way of working isn't **sustainability** / **sustainable** – we'll never be able to keep it up.
5. They want to **revolutionise** / **revolution** the way people shop.
6. They're looking to **modernity** / **modernise** the company's image.
7. The **pianist** / **pianoer** played a piece at the end of the concert.
8. The article was about how **capitalism** / **capitalist** was in crisis.
9. We need to **shorten** / **shorter** the period from five to three days.
10. They need to **strong** / **strengthen** the base before it breaks.

### Instant message completion

Complete the words with the correct endings.

63 %

Messages Clear

**Jack:** You OK?

**Zoe:** It's been one of those days. Computer crashed, printer wouldn't print, internet not working – a **(1)** combina\_\_\_\_\_ of things.

**Jack:** Bad day at the office then!

**Zoe:** You can say that again. They've completely overhauled the internal computer system. The plan was to **(2)** modern\_\_\_\_ it to make us more **(3)** product\_\_\_\_ but it's just causing more problems than it's worth.

**Jack:** I know the feeling.

**Zoe:** They're also planning to **(4)** short\_\_\_\_ our lunch hour as a way of cutting costs. It's so unfair!

**Jack:** Life is!



# UNIT 9 Let's Complain!



## WORD LINKING

**Zoe:** On top of all that, I've been handed this big project. They want it finished by March. I told them it just isn't **(5) do\_ \_ \_**, but they aren't interested.

**Jack:** Typical!

**Zoe:** Also, I'm covering for Dave, who's off sick. Plus, I've got the head of HR on my back doing a "time and **(6) efficien\_ \_**" study! I feel like I'm going to explode!

**Jack:** I know how you feel!

**Zoe:** And if that wasn't enough, I've got my **(7) assist\_ \_** to deal with. It's a bit like being a child **(8) mind\_ \_** at times. I mean, he just takes everything so personally. If I try and give him a bit of **(9) construct\_ \_** criticism, he just storms off in a huff, only to come back in about half an hour apologising for his behaviour. Also, he's pretty **(10) clue\_ \_ \_** when it comes to navigating his way around the website. I might as well do the work myself!

**Jack:** Coffee?

**Zoe:** Oh, yes, please.

**Jack:** One cappuccino coming up. See you in a sec.

**Zoe:** You're a life saver!

**Jack:** I know!

### Your turn!

Write a dialogue with one person complaining about something.

### 4 Anecdotes word choice

Choose the correct words (a-c) to complete the anecdotes.

#### Train Complaint

About a month ago, I booked a train trip from Edinburgh to London. Things started off **(1)** \_\_\_\_\_ well, but at Newcastle technical difficulties meant that we had to get off and take a coach **(2)** \_\_\_\_\_ to Darlington. Ordered off the train, we were shunted like cattle, with no one to assist with luggage – just a gruff security guard who refused to answer any of our questions. This complete lack of communication and direction was stressful, to say the least.

The coach journey was a **(3)** \_\_\_\_\_ too. Some people at the back were smoking (despite the fact that it's a **(4)** \_\_\_\_\_ coach), there were no seat belts, the seats themselves were really **(5)** \_\_\_\_\_ and the toilet was locked for the entire two-hour journey. The driver's inability to drive safely was alarming, and his use of the accelerator and brake pedal left me feeling nauseous.

Once at Darlington, the coach stopped about 200 metres from the entrance to the station. Again, no

**(6)** \_\_\_\_\_ was offered to passengers with luggage, so we had to make our own way across a bridge to the waiting London train. To make matters worse...

[CLICK HERE TO READ MORE](#)

- |                      |                  |                |
|----------------------|------------------|----------------|
| 1. a) relate         | b) relative      | c) relatively  |
| 2. a) link           | b) linkage       | c) linked      |
| 3. a) nightmare      | b) night-time    | c) nightmarish |
| 4. a) smoker         | b) smoking       | c) non-smoking |
| 5. a) comfort        | b) uncomfortable | c) comfortable |
| 6. a) non-assistance | b) assistance    | c) assistant   |

### 5 Parts of speech

Complete the anecdote with the correct forms of the words in brackets.

#### Cruise ship nightmare

When we first made our **(1)** \_\_\_\_\_ (**reserve**), the saleswoman convinced us to pay a bit extra for an upgrade so we'd be in their Concierge Class category. This would, in theory, allow us to benefit from a number of special privileges, including priority **(2)** \_\_\_\_\_ (**embark**), champagne on arrival, dining room seating **(3)** \_\_\_\_\_ (**prefer**) as well as various extra in-room amenities. But once on board, we soon realised that all guests were entitled to exact the same services... free of charge. We'll be demanding some form of **(4)** \_\_\_\_\_ (**compensate**) for that when we get back.

On entering our cabin, we saw that it was a lot smaller than the one we'd booked. There was no porthole and our in-room safe malfunctioned. As soon as we placed our **(5)** \_\_\_\_\_ (**value**) in it, the battery went out and we weren't able to retrieve them. We had to wait three hours to get it opened (no one seemed to know how to get it fixed). The second night, we experienced a repeat **(6)** \_\_\_\_\_ (**performer**) with the safe, so we decided not to use it for the rest of our cruise to avoid this **(7)** \_\_\_\_\_ (**convenient**) it was causing us.

We had been looking forward to eating out at the exclusive first-class restaurant, but the experience was far from **(8)** \_\_\_\_\_ (**satisfy**). Both my wife and I were dressed smartly, but we were shocked to see many guests in shorts and T-shirts. On top of that, we had to wait for almost an hour in a long queue with several other **(9)** \_\_\_\_\_ (**happy**) guests as there was a problem with our table assignment. There was no **(10)** \_\_\_\_\_ (**apologetic**) from the Maitre d' and our table was a make-shift add-on table next to the kitchens. The food was far from satisfactory. The vegetables were cold, the meat was **(11)** \_\_\_\_\_ (**cooked**) and the cutlery was dirty. On top of that...

[CLICK HERE TO READ MORE](#)

### Your turn!

Write about an unfortunate experience.

# LISTEN & RESPOND PRONUNCIATION PERFECTION

## Dealing with a hotel complaint!

**1 Listen once and answer this question.**

1. How would you describe Matt's stay at the hotel?
  - a) He had a pleasant stay.
  - b) It wasn't to his satisfaction.
  - c) It's impossible to tell.

**Read over the questions below. Then, listen to the conversation again and try to answer them.**

2. What was the problem with the heating?
  - a) He couldn't turn it down.
  - b) It kept switching off.
  - c) There wasn't any.
3. Why does Matt get angry when the receptionist offers to send someone up to fix the heating? Because Matt...
  - a) will have to change rooms.
  - b) is in the process of checking out.
  - c) has already fixed it.
4. Why is Matt so angry about the swimming pool? Because...
  - a) it isn't open.
  - b) there's too much chlorine.
  - c) the water is too cold.
5. Why does Matt get angry when the receptionist asks for the name of the person that Matt spoke to? Because...
  - a) the name brings back bad memories.
  - b) he can't see what difference that could make.
  - c) he can't remember the name.
6. Why wasn't the gym open? Because...
  - a) the staff were on strike.
  - b) the heating wasn't working.
  - c) the roof seemed to be unsafe.
7. What was the problem with Matt's wake-up call?
  - a) He was woken up on the wrong day.
  - b) He never received it.
  - c) It wasn't at the time he'd requested.
8. How does the receptionist deal with Matt's complaints about the food?
  - a) It isn't clear.
  - b) The receptionist denies any responsibility for it.
  - c) The receptionist accepts full responsibility for it.
9. Where is the manager?
  - a) Attending a training session.
  - b) Hiding in the back.
  - c) On holiday.
10. What's Matt's reaction to the offer of the voucher?
  - a) He gladly accepts it.
  - b) He says that he'll think about it.
  - c) He ridicules the offer.

## Word stress

**A**

Many multi-syllable words ending in *-ion* have the stress on the penultimate syllable (the syllable that's second from the end). For example: *illustration, population*

**B**

Listen and repeat these words.  
*abbreviation, acceleration, accommodation, amplification, cancellation, circulation, classification, education, collaboration, demolition, distraction, emigration, immigration, fascination, deforestation, globalisation, humiliation*

**C**

Now listen and write the sentences you hear.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_



# UNIT 9 Let's Complain!

# LANGUAGE-TO-GO

Learn these Useful Sentences. Suggestions: **1.** Listen to the sentences and repeat them until you can say them fluently. **2.** Study them for a couple of minutes, then cover them up and try to re-write them in the right-hand column. **3.** Write translations of the sentences. Later, read over the translations and try to write them in English (without referring to the original versions). **4.** Listen to a sentence, then try to write it out on a piece of paper. **5.** Cut out the table to carry with you and learn while you're on the bus, train...



USEFUL SENTENCES		REVISION	
1.	I was put on hold for about half an hour.	1.	
2.	She got charged twice for the same order.	2.	
3.	They had their problem resolved in about 10 minutes.	3.	
4.	I've been trying to get in touch with them for the past hour.	4.	
5.	They found out that the room hadn't been reserved after all.	5.	
6.	They turned up at the restaurant without a reservation.	6.	
7.	We tried to sort it out on our own but without much success.	7.	
8.	The letter still hadn't turned up three weeks later.	8.	
9.	We've been looking forward to eating out at the 5-star restaurant.	9.	
10.	They came up with a fairly good solution to the problem.	10.	
11.	They refused to answer any of our questions or return our calls.	11.	
12.	They're planning to shorten our lunch hour as a way of cutting costs.	12.	
13.	They promised to send someone up to deal with it.	13.	
14.	Did you get the name of the person you spoke to?	14.	
15.	Things started off relatively well, but went downhill from there.	15.	
16.	We'll be demanding some form of compensation.	16.	
17.	They told us that the roof was in danger of collapsing.	17.	
18.	Nine months later, he still hadn't received an apology.	18.	
19.	If I'd been aware of all this, I would have stayed somewhere else.	19.	
20.	Fortunately, they accepted full responsibility for the damage.	20.	

Watch your favourite TV series in English. TV series are great because they're full of dialogue, with lots of useful language for spoken English.

### Speaking Gym!

Practise everything you've learned! Talk to a native-English speaking teacher on Skype or by telephone. Get your speaking English classes from here: [www.learnhotenglish.com/speaking-gym](http://www.learnhotenglish.com/speaking-gym)

Put ticks in the boxes:

✓✓✓ I can do it well! ✓✓ I can do it quite well! ✓ I need to work on it!



**Congratulations! You've completed a unit. Now you can...**

Write a short description of a complaint I've made.

Understand a text about revenge.

Use prefixes and suffixes to create new words.

Write about an unfortunate experience.

Understand a recording with someone making a complaint.

Identify word stress in words ending in *-ion*.



# UNIT 10 In the News!

## Objectives

**In this unit, you'll learn how to...**

Write a short news report on a recent event, identify and use synonyms and antonyms, write article leads, write about an incident, identify words with the schwa sound



Watch your favourite films in English. As you already know what they're about, it'll be a lot easier for you to follow them and understand the dialogue.

## Funny headlines

Read over the newspaper headlines. See if you can identify the problem with any six of them. Quite often, the headline has a double meaning, which can lead to confusion.

Man gets nine months in violin case

Farmer bill dies in House of Commons

Nurses appeal to prime minister

Miners refuse to work after death

Juvenile court to try shooting defendant

Man robbed by restaurant

Footballer on the mend after fatal car crash.

Workers sent threatening letters

Killers in open prisons to ease overcrowding

Paltrow gives birth to baby Apple

Eminent psychologist Dr Smithers to discuss crime with newspaper editors

Robber jailed for shooting dead witness.

Man hit by car in hospital

Police rescue workers enslaved at brickworks

### Think about it!

Have you seen any other examples of ambiguous headlines or text in general? Where? What was the problem? Are there any words in your language that can cause confusion? Give examples. Have you read any interesting stories in the news lately? What were they?



**Vocabulary:** Newspaper stories

**1 Newspaper sections**

Write the name of a newspaper heading from below next to each headline (1 to 10). Then, invent one more headline for each section.

- International Environment Classifieds Home news  
Technology Film Health Economy Gossip Travel

- Treat yourself to a relaxing spa. *Health*
- Great weekend breaks in Scotland.
- Police demand pay increase.
- Is this the end of the recession?
- Latest Spielberg film opens in London.
- Jobs in Dubai for £100,000 pa.
- Rock star in hotel scandal.
- Latest range of mobile phones.
- G8 meeting in Rio.
- Pollution levels becoming "unbearable".

**2a Article analysis**

Read the news stories and answer the questions.

- How did the man attempt to steal the diamond?
- Why is he in hospital?
- What is one of the benefits of eating organic food?
- What did the study find about the difference between organic and non-organic food?
- What's the general trend with regards to house prices?
- How do they expect the property market to be next year?

**Man swallows \$13,000 diamond at gem exhibition**

The owner of a diamond alerted police after he saw a man consume the precious stone at a gem exhibition yesterday afternoon. The man has been arrested for swallowing a diamond said to be worth \$13,000, police say. The 32-year-old swallowed the gem after taking it from a display cabinet as the annual exhibition opened on Wednesday. "He appeared to be appraising it, but then suddenly put it in his mouth," an unnamed police officer said. The man is currently in hospital. It is not yet clear whether the diamond has been recovered yet.



**Organic food "not any healthier"**



Eating organic food will not make you healthier, according to researchers at Stanford University, although it could cut your exposure to pesticides. Scientists at the prestigious university looked at more than 200 studies of the content and associated health gains of organic and non-organic foods. Overall, there was no discernible difference

between the nutritional content, although the organic food was 30% less likely to contain pesticides. Critics say the work is inconclusive and have called for more studies.

**House prices set to fall even further**

A leading British bank said yesterday that it expected prices to fall by 2% this quarter. The forecast came as the



bank revealed that house prices fell by 1.2% in November – following a 0.4% fall in October. "The trend in house price growth continues to fall," economist Alexandra Banner said. "And no region has escaped the downturn in price

growth over recent months," she added. "We expect to see the number of home moving transactions to continue to be subdued next year," she added.

**2b Language analysis**

Find words or expressions in the text that mean...

- To inform someone about a danger or a crime that is taking place = to \_\_\_\_\_
- To take food from your mouth to your stomach = to \_\_\_\_\_
- To estimate the value of something = to \_\_\_\_\_
- To reduce = to \_\_\_\_\_
- A situation in which the economy starts to do worse than before = a \_\_\_\_\_
- Quiet / without much movement = \_\_\_\_\_



**Your turn!**

Write a short newspaper report on something that's happened this week / month in your country or the world.

**3 Newspaper quotes**

What do you think of these quotes? Which ones do you agree with?

"Harmony seldom makes a good headline." **Silas Bent.**

"Journalism is literature in a hurry." **Matthew Arnold.**

"The First Law of Journalism: to confirm existing prejudice, rather than contradict it." **Alexander Cockburn.**

"A good newspaper, I suppose, is a nation talking to itself." **Arthur Miller.**

"I always turn to the sports section first. The sports section records people's accomplishments; the front page nothing but man's failures." **Earl Warren.**

"I fear three newspapers more than a hundred thousand bayonets." **Napoleon.**

"If you don't read the newspaper, you are uninformed. If you do read the newspaper, you are misinformed." **Mark Twain.**



Peter Addison 'vuz 'ere



## 6 NOT-SO-INTELLIGENT THIEVES!

**P**olice spend a lot of time, effort and money on crime detection. But sometimes, it's the bad guys who help the police, as these six examples of not-so-intelligent criminals clearly show.

### 1 YouTube thief

In November 2012, 19-year-old Hannah Sabata uploaded an eight-minute video to YouTube. In the video, she bragged about robbing a bank and stealing a car. She even flashed some of the \$6,000 USD she'd stolen. But thanks to her video, which she'd called "Chick Bank robber", the police had a self-made confession which they used to arrest her.

### 2 Facebook thief

In September 2009, Jonathan G. Parker, a 19-year-old from Pennsylvania, broke into a house and stole two diamond rings. But before he left, he used the victim's computer to check up on his Facebook account. However, he never logged out and police used the information on the computer to track him down.

### 3 Powder thieves

In July of 2009, three teenagers broke into a vending machine at the Arlington Recreation Center in St Paul (Minnesota). They stole a number of items then fled the scene. However, they left one vital clue: a trail of a mysterious orange powder. The police followed it from the recreation centre to a nearby home, where they found several bags of Cheetos which had been stolen from the machine. Police arrested the three males aged 17, 18 and 19 who lived in the house.

### 4 Signature criminal

In 2007, Peter Addison, an 18-year-old from Stockport (Ohio) vandalised a children's campsite building. He smashed up pottery vases, set off fire extinguishers, and left the campsite in a complete state of disarray. But before he left, he used a black marker pen to write his name on a wall. With the suspect's name to go on, it wasn't long before police arrested him. Commenting on the case, Inspector Gareth Woods said, "There are some pretty stupid criminals

around, but to leave your own name at the scene of the crime takes the biscuit."

### 5 Unlucky criminal

In December 2011, Timothy Randall Clark, a 22-year-old from Maryland, tried to shoplift more than \$500 worth of video games. However, he chose the wrong day to do it. At the time, there were 50 police officers in the store as part of a national charity annual event called "Shop With A Cop", which is intended to strengthen relations between law enforcement officials and local youths.

### 6 Warning

In 2008, Daniel Glen of Windsor (Ontario), called a convenience store to ask the clerk how much money there was in the cash register. He told the clerk to put it all into a bag and to have it ready for him as he'd be coming over later on. Immediately after hanging up, the clerk alerted the police, who arrived at the scene shortly afterwards. They arrested Glen after he committed the robbery.

Now, how dumb is that? 🚩

### 1 Reading I

Read the article once. Which thief/thieves are the least intelligent? Why?

### 2 Reading II

Read the article again. Then, answer the questions without referring back to the article.

1. What mistake did Hannah Sabata make?
2. What did Johnathan forget to do?
3. How did the police locate the three teens who broke into a vending machine?
4. How did Peter help police locate him?
5. What was wrong with the day that Timothy chose to do a bit of shoplifting?
6. How did the police know that Daniel was going to rob a convenience store?



## Language Structures: Synonyms & Antonyms

A synonym is a word that has the same meaning as another word. For example, *big* and *large* are synonyms – both being adjectives meaning “of great size”.

Other examples of synonyms include: *to start-to begin*; *sad-upset*; *adore-love*; *leave-depart*

However, words that appear to be similar often aren't used in the same way. For example, we can say: “Mr Getty paid a **large** amount of money for the Picasso painting.” But we don't say “a **big** amount of money”.

This is because the words **big** and **amount** don't collocate – meaning we don't use them together, and it sounds wrong and unnatural if we do.

Words can be used in different contexts too. For example, look at this sentence. Which word is correct?: “Can you tell me where the **lift / elevator** is, please?”

Both words are correct, but the British tend to use *lift*; whereas Americans use the word *elevator*.

When making a note of any new vocabulary, you should always write words down in sentences so you can see which words they collocate with.

## Antonyms

An “antonym” of a word is the opposite of that word. For example: *easy-difficult*; *fat-thin*; *tall-short*.

However, not all antonyms are quite so straightforward. Many words can have different meanings. For example:

- a) I met an **old** man. (the opposite would be *young*)
- b) I bought an **old** car. (the opposite would be *new*)

Sometimes, we use suffixes and prefixes to show opposites. For example: *polite-impolite*; *accurate-inaccurate*; *responsible-irresponsible*...

### Top tip

When learning a new word, write it out in a full sentence so you can see which words it collocates with. Also, write down any opposite forms of the word.

## Word choice

What's the synonym of each word or expression in bold? Choose from the options a, b, c.

1. When I'm on holiday I like to **wind down**.  
a) relax b) be outside c) sleep
2. It was a **rip-off**.  
a) bargain b) con c) discount
3. It's **highly unlikely** that they'll accept our offer.  
a) extremely probable b) likely c) not probable
4. **On the whole**, I don't think it's too bad.  
a) sometimes b) occasionally c) mostly
5. **Actually**, I'm French, although I speak with an Italian accent because...

- a) right now b) at the moment c) in fact
6. The course was **pretty tough**.  
a) quite difficult b) quite easy c) very basic
7. You can come back to my **place**.  
a) computer b) car c) home

## Matching

Match the words in bold (1 to 8) to the definitions (a-h).

1. The price of petrol has been **fluctuating** a lot recently.
2. It's **inevitable** that these things will happen when you're trying to do so much.
3. They offered additional bonuses as an **incentive** for surpassing their sales targets.
4. The situation was **chaotic** as no one was in charge.
5. I can't believe he fell for that trick! He's just so **naive** at times.
6. They were just about ready to give up, but we persuaded them to **carry on**.
7. As it was raining so heavily, they decided to **put** the game **off** until the next day.
8. There was a fire in the kitchen but we managed to **put** it **out**.

- a. continue
- b. extinguish
- c. certain
- d. confused / confusing
- e. changing
- f. innocent
- g. a stimulus; an action to motivate
- h. postpone

## Word selection

Complete the news stories with the correct words. When you've finished, make sentences with three of the words that you didn't use. Make sure they collocate correctly.

### TRIPPING VISITOR

A 32-year-old man destroyed a set of (1) **priceless / wealthy** vases in a museum in Cambridge yesterday afternoon after crashing into a display cabinet. Among the best-known (2) **artefacts / concoctions** at the Fitzwilliam Museum in Cambridge, the 300-year-old pieces were from the Qing Dynasty and had been on (3) **spectacle / display** on a staircase window sill for 40 years. (4) **Squashing / Squatting** down to tie his shoe lace, the visitor is said to have slipped and fallen down the staircase, bringing the vases crashing down as he tried to (5) **steady / equal** himself. Not wanting to identify the man, the museum described the (6) **casualty / accident** as “unfortunate” and “regrettable”. In a message to the press, Margaret Greeves, the museum's assistant director, added, “The vases are now in very, very small pieces, but we are (7) **confident / determined** to put them back together.”



## CAT BURGLAR

A young woman from Brighton made an unusual discovery in her home two nights ago. After **(8) hearing / listening** a noise at night, the 43-year-old decided to investigate. Arming herself with a baseball bat, she went downstairs to discover a whole new **(9) meaning / signify** to the word "cat burglar". On entering the kitchen, she saw the head and one arm of a man **(10) sticking / pulling** out of the cat-flap. "He was clearly in a lot of pain as his head was **(11) congested / jammed** in," she explained. The police were called immediately. When asked what he was doing there, the **(12) burglar / burger** said that he was looking for his cat.



possible. Read over the following newspaper leads and try to identify the *who, what, where, when, why* and *how* (in some cases, not all the information is included).

### Newspaper leads (also spelt "ledes")

1. A British skier was injured during an avalanche at a ski resort in eastern France yesterday afternoon.



2. A young man was driving his father's Mercedes near Bristol on Saturday night when he collided with a tree.
3. A commercial jet en route to Alaska had to make an emergency landing in Chicago yesterday afternoon after one of the in-flight lavatories started flooding.



4. Two shopkeepers in Barsdale were sentenced to six months in jail yesterday after being convicted of cheating a lottery winner out of his winnings.
5. A report out today shows that sales of green tea in the UK rose by 1.5 percent last year, beating all previous records.
6. A study published this week in the UK shows that nearly half of Britons admit to cancelling friends at the last minute when a more attractive social engagement comes up.

For example: **1.**

- a) Who = British skier
- b) What = he was injured
- c) Where = at a ski resort in eastern France
- d) When = yesterday afternoon
- e) How = there was an avalanche

**Your turn!**  
Write two article leads of your own. Try to include as much information as you can in each sentence.

## 4 Word choice

Choose the correct options (a-d) for each word in bold.

### FROM THE JAWS OF DEATH

A Sunday morning **(1)** \_\_\_\_\_ turned a neighbour into a hero. Barry Moore was walking his 9-month-old bulldog when the pooch ran ahead to the edge of a pond in South Florida. Suddenly, Moore heard the dog cry. **(2)** \_\_\_\_\_ ahead, he saw that his dog's head was inside an alligator's mouth. Without a second thought, Moore **(3)** \_\_\_\_\_ in the water and started hitting the gator with his fist.

With the dog still in its mouth, the alligator started to slowly **(4)** \_\_\_\_\_ under the water. Refusing to let go, it started rolling in the water. "It was about 3 metres long, and I thought my dog was dead," Moore later said. "But **(5)** \_\_\_\_\_ open the gator's mouth, he managed to pull out his dog. Minutes later, an ambulance **(6)** \_\_\_\_\_ and paramedics rushed the dog to hospital. Once there, doctors treated it for cuts and puncture wounds. It is now recovering at home.

1. a) walk b) journal c) march d) tour
2. a) flowing b) dispatching c) rushing d) streaming
3. a) cantered b) jumped c) mashed d) wavered
4. a) disappear b) dissolve c) melt d) fade
5. a) bar b) prising c) swallow d) pinch
6. a) turned up b) displayed c) arrived up d) took up

### Your turn!

Write a short newspaper report on an incident.

## 5 Language identification

In newspaper stories, writers often pack as much information into the first sentence as possible. They try to use as many of the 5 Ws (*who, what, where, when, why*) and H (*how*) as

# LISTEN & RESPOND



# PRONUNCIATION PERFECTION

## Two unusual news stories!

### I Listening I

You're going to listen to two unusual news stories: one about a new range of products; and another one about an unorthodox way of finding for a job. What do you think the two stories could involve? Make notes. Then, listen once to compare your ideas. Which story is the most unusual? Why?

### II Listening II

Listen again. Then, answer the questions.

1. Why does Justin Esch say his scent is so good?
2. What does he recommend you use his new scent for?
3. What's he invented for your lips?
4. What's he invented for babies?
5. How many jobs has Adam Pacitti applied for?
6. What's he got on his website?
7. Where's the billboard advertising his website?
8. How much did it cost him?



## The schwa sound: /ə/

### A

The schwa sound /ə/ is an unstressed weak sound. It occurs in many grammar words such as prepositions and articles when we're talking naturally. For example: *a, the, to, for, than, of, an, can...*

Listen and repeat these words with the schwa sound.

- *to* /tə/: They went to the party.
- *a* /ə/: She's got a new car.
- *the* /ðə/: They took the bus.
- *has* /həz/: The train has just left.
- *for* /fə/: I've been waiting for two hours.
- *were* /wə/: You were quite good.
- *of* /əv/: I was thinking of going there.
- *at* /ət/: They were at the back.
- *have* /əv/: She should have told us.

NOTE: In US English the schwa sound is used less frequently.

### B

Listen and repeat these sentences. Then, circle any words with the schwa sound.

1. The price of petrol has been fluctuating a lot just recently.
2. These things will happen when you're trying to do so much.
3. The situation was chaotic as no one was in charge.

### C

Now listen and write the sentences you hear.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_



# UNIT 10 In the News!

# LANGUAGE-TO-GO

Learn these Useful Sentences. Suggestions: **1.** Listen to the sentences and repeat them until you can say them fluently. **2.** Study them for a couple of minutes, then cover them up and try to re-write them in the right-hand column. **3.** Write translations of the sentences. Later, read over the translations and try to write them in English (without referring to the original versions). **4.** Listen to a sentence, then try to write it out on a piece of paper. **5.** Cut out the table to carry with you and learn while you're on the bus, train...



USEFUL SENTENCES		REVISION	
1.	There didn't seem to be much difference between them.	1.	
2.	It cost me almost double the retail price. What a rip-off!	2.	
3.	It's highly unlikely that they'll accept the offer.	3.	
4.	On the whole, I don't think it's as bad as they're making out.	4.	
5.	The course was really tough, but also extremely useful.	5.	
6.	You can come over to my place if you've got nowhere to stay.	6.	
7.	These things happen when you try to do things in a rush.	7.	
8.	I can't believe you fell for that trick. It was so obvious.	8.	
9.	They wanted to stop, but we persuaded them to carry on.	9.	
10.	We decided to put it off for a few days because of the rain.	10.	
11.	They said that they expected house prices to fall by about 2%.	11.	
12.	He used the victim's computer to check up on his account.	12.	
13.	He slipped and fell down the stairs, injuring his shoulder.	13.	
14.	The vase had been on display at the museum for over 30 years.	14.	
15.	They stole a number of items then sped off in a waiting car.	15.	
16.	She jumped in to rescue them without a second thought.	16.	
17.	He managed to pull the dog out before it was too late.	17.	
18.	They rushed him to hospital, where he's recovering right now.	18.	
19.	They smashed up the furniture, then set off a fire extinguisher.	19.	
20.	Police used the information to track them down.	20.	

Always keep a notebook with you when you're watching an English-language film or listening to something in English. Then, you can write down any useful words or phrases that you want to learn or remember.

### Speaking Gym!

Practise everything you've learned! Talk to a native-English speaking teacher on Skype or by telephone. Get your speaking English classes from here: [www.learnhotenglish.com/speaking-gym](http://www.learnhotenglish.com/speaking-gym)

Put ticks in the boxes:

✓✓✓ I can do it well!   ✓✓ I can do it quite well!   ✓ I need to work on it!



**Congratulations! You've completed a unit. Now you can...**

Write a short newspaper report on something that's happened recently.

Understand an article about six criminals.

Identify and use synonyms and antonyms.

Write a report about an incident.

Understand a recording of two short news stories.

Identify words with the schwa sound.

# UNIT 11 Travel Time

## Objectives

**In this unit, you'll learn how to...**

Write about a country, form different parts of speech, guess the meaning of phrasal verbs use phrasal verbs in texts, write a short guide, identify connected speech



Sing along to your favourite songs in English. This is a great way to improve your pronunciation. It'll also help you remember lots of words, expressions and phrases!

## Travel trivia analysis

Read over the headings (a-f) below. What do you think the answers could be? Make notes. Then, read to compare your ideas.

### Travel Trivia

Here are the results of a survey on travel.

#### a) The most common holiday disasters according to the survey

are:

- Flight delays
- Running out of money
- Being robbed
- Poor accommodation
- Falling ill

#### b) The most useful objects that people take with them are:

- Alarm clocks
- Electric razors
- Toilet paper
- Hair curlers
- Cleaning products

#### c) The most useless objects that people take with them on holiday are:

- Spare shoes
- Books or exam notes to study
- Cutlery
- Bed linen

#### d) The most popular adventure trip activities are:

- Skiing
- Rafting
- Scuba diving
- Mountain biking

#### e) The most popular types of holidays are:

- Beach holidays
- Sight-seeing holidays
- Skiing holidays
- Camping trips

Incidentally, of those who put down "camping", 26% said they would never go again.

#### f) The most popular activities on holiday are:

- Shopping
- Relaxing
- Sight-seeing
- Keeping fit and doing sport
- Watching TV

### Think about it!

Have any of the things mentioned on this page ever happened to you? What? When? Where were you? What other things would you add to the list?

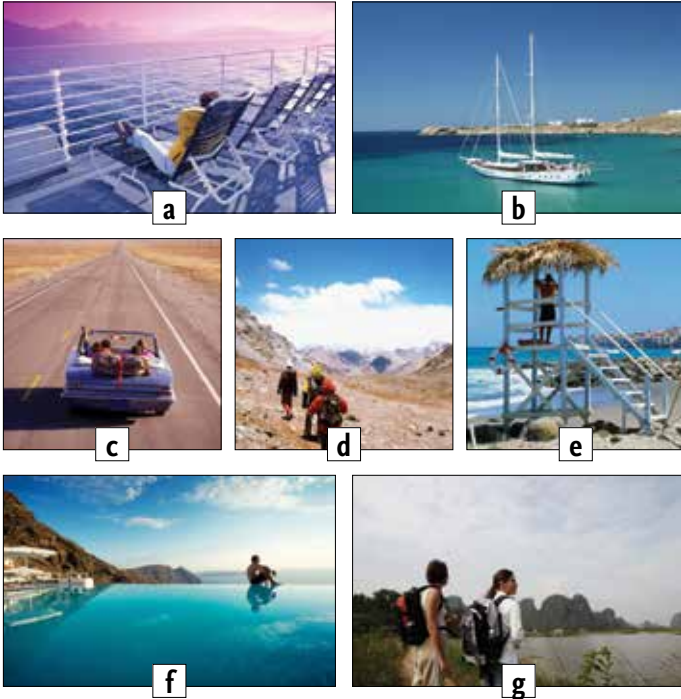


## Vocabulary: Travel

“Living on Earth is expensive, but it does include a free trip around the sun every year.” – **Unknown**

### Photo matching

Match the holiday ideas (1 to 7) to the photos (a-g). Which holiday sounds the most exciting?



- We're going to spend a few days in Greece sailing around the islands on a chartered yacht!
- I'm going on a trekking holiday with a group of friends from one side of South America to the other.
- We're going to spend two weeks on a Mediterranean island, lazing by the pool and swimming in the sea.
- A friend and I are going backpacking for two weeks in Vietnam. We don't speak the language, so it's going to be an adventure.
- Once I finish university in June, I'm heading off to the beach where I'll be lifeguarding the whole summer!
- My parents have booked the family to go on a cruise to Alaska. We'll get to see beautiful landscapes and escape the heat!
- A friend and I are going to go on a road trip from the east coast to the west coast of the United States of America. We're going to have to work for our food and keep.

### Word formation

Complete the text with the correct forms of the words in brackets.

#### Malta

Things to do in Malta.

Prehistoric ruins, medieval towns, beautiful beaches – Malta has it all. Here are a few of our suggestions.



Go back in time and visit Malta's ancient capital, Mdina. The city is full of narrow streets and city ramparts that date back more than 3,000 years. With a (1) \_\_\_\_\_ (**populate**) of less than three hundred, the city only takes 10 minutes to walk from one end to the other. Don't miss the Domus Romana, a beautifully-restored Roman villa.

Valletta, the current capital, was built by the Knights of the Order of St John of Jerusalem in the 16th century. The city has (2) \_\_\_\_\_ (**beauty**) squares with cafés and restaurants, and (3) \_\_\_\_\_ (**wonder**) harbour views. While you're there, visit the Grand Master's Palace of the Knights of St John, the Armoury, and St John's Co-Cathedral, which has works of art and tapestries by Caravaggio and Rubens.

Malta has lots of great beaches, but some of the best are Golden Bay and Mellieha Bay in the north, or those on the nearby island of Gozo. Also on Gozo are the 5000-year-old Ggantija Temples – megalithic (4) \_\_\_\_\_ (**constructor**) with 6-metre high walls.

Malta has some of the best diving in the world. Explore caves, natural reefs and marine life with (5) \_\_\_\_\_ (**profession**) diving school instructors, or hire out equipment to go on your own. One of Malta's most famous (6) \_\_\_\_\_ (**attract**) is the Blue Lagoon. This lies between the islands of Comino and Cominotto. Swim in the clear blue waters, or dive among the fish and shipwrecks.

At night, you can enjoy a delicious harbour-front meal or sit back in a wine bar and do some people-watching. For some (7) \_\_\_\_\_ (**excited**) nightlife, head to the clubs, pubs and bars around St Julian's and Bugibba.

[CLICK HERE FOR MORE INFORMATION](#)

### Your turn!

Choose a country that you're familiar with or that you've visited. Write about the things you can do there.

### Word completion: at the airport

Add letters to complete the words.

- Where's the check-in d \_ \_ , please?
- Which terminal does the p \_ \_ \_ leave from?
- Do you know which boar \_ \_ \_ gate the plane is leaving from?
- I'd like an aisle s \_ \_ , please.
- Did you pack the b \_ \_ yourself?
- I'm sorry but you'll have to pay the excess bag \_ \_ \_ \_ fee.
- The plane has been de \_ \_ \_ \_ for forty-five minutes.
- Here's your boarding c \_ \_ \_ .
- You'll be boarding at g \_ \_ \_ number 34.
- The plane is due to l \_ \_ \_ in approximately twenty minutes.
- Could you help me put this bag in the overhead loc \_ \_ \_ , please?
- Please make sure your seat belts are securely fas \_ \_ \_ \_ \_ .
- ...and make sure your seat back and folding trays are in the full upright po \_ \_ \_ \_ \_ .
- Please remain seated until the engines have been sw \_ \_ \_ \_ \_ off.





# HOW ONE WEBSITE HAS REVOLUTIONISED THE TRAVEL INDUSTRY!

## 1 Reading I

The website TripAdvisor has information from guests on hotels around the world. How useful do you think a site such as this would be? Think of three reasons. Then, read the article once to compare your ideas.

## 2 Reading II

Read the article again. Then, say who the comments are referring to, or who they are made by.

1. What did Charlotte Browning find out about her hotel when she got back from holiday?
2. What's so good about the photos on the website?
3. In what way do the comments seem to say more about the reviewers than the hotels?
4. Who had been writing the negative comments about the hotel in Blackpool?
5. What advice does Sandra Johnston give?
6. Why don't some hotel owners like the site?
7. In what ways has the site changed the travel industry?

**T**hinking of going away? Before you do so, you might want to check out the user comments on the website TripAdvisor. With more than 40 million reviews of hotels and restaurants worldwide, it's the perfect travel resource. But just how reliable is it?

For many people, the website is an essential part of planning a trip. "I once went on holiday to Biarritz where I booked into what looked like a great hotel," said Charlotte Browning, 29, who's a marketing consultant. "But it was probably the worst hotel I'd ever stayed in. When I got back, I checked them out on TripAdvisor and found that many other users had had the same problem. Since then, I've never been away before using the site first."

One of the website's most popular features is the photo-section with over 6 million snapshots. These show the exact size of the rooms, the genuine state of the carpets, and the true condition of the pool. There's also information on room

service, hotel staff, prices and the quality of food.

However, some of the comments seem to say more about the reviewer than the actual hotel. "The music was distinctly foreign sounding," said one guest who had been staying in a hotel in Portugal.

"The sun was too hot," said a tourist who was staying in Miami. "The glasses for the orange juice were the wrong shape," said a guest in a hotel in England. "The lobby wasn't very big," said a tourist in Greece.

It's also fairly well-known that some of the reviews are fake. "Most of the guests at my hotel are happy, and 90% of the comments I get are positive," said one hotel owner from Blackpool, England. "But judging by a small percentage of negative comments, I'm running a prison camp here." This hotel owner later found out that some of these comments had been written by the owner of another hotel just down the road. "I once received an e-mail from a

customer saying he wanted a refund in exchange for not putting a bad review on TripAdvisor," said another owner from Boston, USA.

So, is the site really that useful? "The key is to read the reviews with caution," said travel writer Sandra Johnston. "You should ignore the very best and the very worst ones. Also, don't rely on the site as your sole source of information."

And what do the hotel owners think of it? Some are clearly not happy, particularly as reviewers can remain anonymous. "I'm angry at the moment that it's not transparent, it's not honest... it's seriously damaging people's livelihoods," said one hotelier who had received a number of negative comments.

But most see it as good for the industry. "The result has been a shift in power from hotelier to consumer, which is enormously positive for travellers," a spokesperson for the site added. So, will you be using it? 🗳️



## Language Structures:

### Phrasal Verbs

A phrasal verb is formed by a verb and a particle (a preposition or adverb: *up, with, to, out, in, etc.*).

For example:

- a) She **found out** about it.
- b) He **dealt with** the problem.

In some cases, the particle can help you guess the meaning of the phrasal verb. For example, if something goes **up**, it goes to a higher level. For example: "Prices are **going up**."

In other cases, the verb can help you. For example, in the following sentence, the particle doesn't add much to the basic meaning: "They ended up in Jessica's house."

### Matching

Match the phrasal verbs in bold (1 to 6) to the definitions (a-f).

1. They **get by** with very little money.
2. He **rustled up** something delicious to eat.
3. They **settled down** on the sofa in front of the TV.
4. The police officer **pulled him over**.
5. You ought to **slow down** here as it's a built-up area.
6. Oh, look, it's **clouded over**. I wonder if it's going to rain.

- a. made (food) quickly and without any planning
- b. survive / live
- c. become cloudy
- d. told him to stop driving so he/she could talk to him
- e. drive more slowly
- f. became comfortable

### Guessing game

Guess the meaning of the phrasal verb in bold.

1. I couldn't **work out** what he was saying as he had a pretty strong accent.
2. They **washed** their lunch **down** with a bottle of wine.
3. They **met up with** some old school friends and had a coffee in the café.
4. The police caught him driving over the speed limit, but they **let him off** with a caution.
5. There was a terrible storm all afternoon, but it seems to have **let up** now.
6. I'd **keep away from** him in the mornings. He's always in a bad mood.

### Phrasal verb choice

Choose the correct particles to complete the sentences.

What do the phrasal verbs mean?

1. It was pouring **by / down** with rain and we got soaked.
2. They headed **at / off** to the main square for a drink.
3. We set **in / off** really early this morning in order to avoid the rush-hour traffic.
4. They stopped **on / off** in Hong Kong for a couple of days on their way to Japan.
5. She kindly agreed to pick us **through / up** at the airport when we got in from Chicago.
6. We were snowed **in / on** and couldn't leave the house for six days.

### Holiday tweets analysis

Read the Twitter messages. Then, write a name next to each question. Who...

1. ...is going to stop off at a fishing village for lunch?
2. ...didn't put enough cream on?
3. ...says it's nice to get away from work?
4. ...was picked up at the airport?
5. ...was snowed in?
6. ...is soaking up the sun?
7. ...is taking in a bit of the local culture?
8. ...is somewhere where it's pouring down with rain?



**fjake\_87:** Just got back from beach holiday. Need another one to get over that one!

**dpilley:** It's nice to get away from work. Going mountain biking this morning. Rock climbing in the afternoon.

**two4one:** By the hotel pool soaking up the sun. Heading off to a bar later for some afternoon refreshment!

**killzone:** It's pouring down with rain, we couldn't get the tent up and all our food and cooking equipment is missing. Disaster!

**falconattack62:** Set off on the yacht this morning. Sailing through crystal clear waters. Will stop off at fishing village for lunch.

**splashdown44:** Snowed in at ski resort. Minus 20. Icy slopes. Snow storm. Hopefully it'll clear up before the end of the week!

**foodilove22:** In hospital with sunburn. Didn't put on enough cream. I'll have to get factor 50 next time!

**sallydolly28:** We're in Italy taking in a bit of the local culture. Fascinating country, amazing people and beautiful towns!

**thisisit34:** We've stopped off in Singapore for a couple of days on way to Hong Kong. Great shopping!

**captannarked:** Your aunt picked us up at the airport. Very kind of her! She's going to take us around city later.

**slimcat89:** Eating out tonight at a restaurant. Can't wait to try out the local food.





## Online text completion

How much do you know about the UK? What do you know about British food, the weather, driving, humour, communication...? Make notes. Then, read over the guide to compare your ideas. Afterwards, complete the text with the correct particles.

### UK Guide

Find out what it's like to live in the UK.



### Food

Most British people start (1) \_\_\_\_\_ the day with a bowl of cereal or piece of toast, washed (2) \_\_\_\_\_ with a steaming hot mug of tea. On the weekends, and on special occasions, the British may indulge in an English breakfast, which consists of eggs, bacon, toast, tea, sausages, mushrooms, tomatoes, beans, fried potatoes and fried bread. Lunch is a rushed affair and many get (3) \_\_\_\_\_ with just a sandwich and a packet of crisps. Dinner is usually eaten between 6pm and 8pm and often consists of something more substantial such as vegetables, potatoes (fried, baked or roast) and meat or fish... and, of course, another cup of tea! Many will rustle (4) \_\_\_\_\_ something quick and then settle (5) \_\_\_\_\_ in front of the TV.



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### Weather

The British love talking about the weather, and they often use it as a conversation starter at bus stops or when they meet (6) \_\_\_\_\_ friends. "Terrible weather we've been having lately, isn't it? / It's been a bit cold just recently, hasn't it?" they might say. The problem with the weather in the UK is that it's liable to change at a moment's notice, which means you're constantly



putting on or taking off clothes. If the sun comes out, don't get too excited because it'll probably cloud (7) \_\_\_\_\_ just as quickly. Sometimes it can rain for days on end without letting (8) \_\_\_\_\_.

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### Driving

Driving in the UK is generally extremely safe. If you approach a pedestrian crossing, always slow (9) \_\_\_\_\_ because pedestrians will expect to be able to cross. It's considered bad manners to rev up your engine whilst the person is crossing, although this will of course help speed up the process! When driving in the UK, you have to get used to roundabouts. Always stop on approaching them, and have a look to your right to make sure the road is clear before you move out. Try to stick (10) \_\_\_\_\_ the speed limit or the police might pull you (11) \_\_\_\_\_. If this happens, keep calm and play the innocent tourist and they may let you (12) \_\_\_\_\_. If not, you could end up with a fine or the loss of points on your licence.



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### Communication

When greeting, most Brits prefer a quick "hi" or a short, sharp handshake. Some have adopted European customs and may kiss people on one or both cheeks. Humour plays an important part in British society and the British love irony and sarcasm.



This consists of saying the opposite to what you mean, which some people find funny. For example, if it's pouring (13) \_\_\_\_\_, they'll say, "What lovely weather!" Understatement is another key ingredient of British humour. This involves playing down something and making it appear less important or serious than it really is. For example, an Olympic swimmer may say, "I'm not bad at swimming." There are lots of different accents in the UK and you'll find some of them harder to work (14) \_\_\_\_\_ than others. In conversation, try to stick (15) \_\_\_\_\_ fairly neutral topics and avoid any controversial ones such as politics, religion and personal weight or wealth.

[READ MORE ►](#)

### Your turn!

Write up a short guide on customs / habits, etc. in your country.



# LISTEN & RESPOND



# PRONUNCIATION PERFECTION

## Two travel stories!

### 1 Pre-listening

What can go wrong on a holiday or weekend trip away? Think of as many things as you can in just two minutes.

### 2 Listening I

You're going to listen to two travel anecdotes. Listen once. Were any of the ideas you thought of for the Pre-listening activity mentioned?

### 3 Listening II

Listen again. Then, write Speaker I or Speaker II next to each question. Who...

1. ...had to ask a friend to put him up for the night?
2. ...found a very good package deal that included flight and accommodation?
3. ...shopped around before paying for the flight?
4. ...set off early on Friday?
5. ...thought that his wallet had been stolen?
6. ...stopped over for one night?
7. ...went away with his wife and children?
8. ...found that the hotel where he was supposed to be staying had closed down?

## Word linking

### A

When we speak naturally, the final consonant sound from one word often merges (joins) with the first vowel sound of the following word. For example:

- down\_in = dow\_nin
- front\_of = fron\_tof
- him\_over = hi\_mover
- down\_as = dow\_nas
- limit\_or = limi\_tor
- get\_into = ge\_tinto

### B

Listen to these sentences. Circle any places where two word sounds merge to form connected speech.

1. He settled down in front of the TV.
2. The police pulled him over for speeding.
3. He had to slow down as he got to the roundabout.
4. I'd stick to the speed limit or you could get into trouble.

### C

Now listen and write the sentences you hear.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_



# UNIT 11 Travel Time

# LANGUAGE-TO-GO

Learn these Useful Sentences. Suggestions: **1.** Listen to the sentences and repeat them until you can say them fluently. **2.** Study them for a couple of minutes, then cover them up and try to re-write them in the right-hand column. **3.** Write translations of the sentences. Later, read over the translations and try to write them in English (without referring to the original versions). **4.** Listen to a sentence, then try to write it out on a piece of paper. **5.** Cut out the table to carry with you and learn while you're on the bus, train...



USEFUL SENTENCES		REVISION	
1.	They spent a few days sailing around the islands.	1.	
2.	It turned out to be one of the worst hotels I'd ever stayed in.	2.	
3.	Some of the comments had been written by the owner of a rival hotel.	3.	
4.	They demanded a refund in exchange for not writing a negative review.	4.	
5.	You should try to stick to fairly neutral topics.	5.	
6.	The plane is due to land in about 20 minutes.	6.	
7.	She found out about it through a friend of hers.	7.	
8.	We'll have to deal with this as a matter of urgency.	8.	
9.	Prices have been going up steadily for the past 6 weeks.	9.	
10.	Somehow, they managed to get by on just 300 euros a week.	10.	
11.	We were hungry so he rustled up something quick and tasty.	11.	
12.	You should shop around a bit before deciding on a place to stay.	12.	
13.	They met up with some old friends and exchanged stories.	13.	
14.	The topic of the weather is often used as a conversation starter.	14.	
15.	I couldn't work out what he was saying as the line was so bad.	15.	
16.	They set off as early as they could in order to avoid the traffic.	16.	
17.	They stopped off in the capital for a bit of sightseeing.	17.	
18.	She offered to pick us up at the airport, which was nice.	18.	
19.	It was great to get away for a few days after such a stressful time.	19.	
20.	He put me up for a few days in his flat in the centre.	20.	

Write out words you want to learn on little cards and try to learn them during the day. Or, record them and listen to them on an MP3 player. Remember to put the words or expressions in sentences! This way, you'll see which words go together.

## Speaking Gym!

Practise everything you've learned! Talk to a native-English speaking teacher on Skype or by telephone. Get your speaking English classes from here: [www.learnhotenglish.com/speaking-gym](http://www.learnhotenglish.com/speaking-gym)

Put ticks in the boxes:

✓✓✓ I can do it well! ✓✓ I can do it quite well! ✓ I need to work on it!



**Congratulations! You've completed a unit. Now you can...**

Write about a country I know or that I have visited.

Form different parts of speech.

Understand a text about the website TripAdvisor.

Use phrasal verbs to write a short guide on customs in my country.

Understand a recording of two travel stories.

Identify connected speech in spoken texts.



# UNIT 12 Film Fantastic

## Objectives

**In this unit, you'll learn how to...**

Use adjectives to describe a film, form different parts of speech, write about a movie, use linking words and opinion adverbs to write a film review, compare different sounds



After watching or reading the news in your language, try reading or listening to it in English. You'll be surprised at how much you understand.

## Film quiz

Read over the questions about films and movie stars. How many can you answer?

1. What's the name of the French, Oscar-winning, black-and-white silent movie that is set in Hollywood in the 1920s and early 30s?
2. Who was the English female star of the *Pirates of the Caribbean* films?
3. Which film did this song by Bryan Adams appear in: "(Everything I do) I do it for you"?
4. Who starred as Inspector Clouseau in the 2009 Pink Panther film?
5. What's the complete title of the Brad Pitt film? *The Curious Case of Benjamin \_\_\_\_\_* (2008).
6. Which film did this song by Wet Wet Wet appear in: "Love is all around"?
7. Which British actor starred in the film about King George VI, *The King's Speech*?
8. Which American actor played the part of Sherlock Holmes in the 2009 film of the same name?
9. What 2012 science-fiction film directed by Ridley Scott was originally supposed to be a prequel to the movie *Alien*?

### Think about it!

Have you seen any of the films mentioned on this page? Which ones? What did you think of them? Which film would you like to see? Why?





**Vocabulary:** Film

**1 Film choice**

Look at the film posters. What genre of films are they (choose from the list below)? Which ones have you seen? What did you think of them? Which film would you like to see? Why?



*action-adventure, animation, comedy, documentary, drama, horror, thriller, mystery, war, gangster, family, romance, rom-com (romantic comedy), sci-fi (science-fiction), musical*  
Other?

**2 Movie words**

Classify 10 of the film adjectives into the correct boxes. In some cases, more than one answer may be possible. Then, write three sentences about films or actors using the words.

*thrilling, exciting, powerful, unbelievable, incredible, unconvincing, heartbreaking, award-winning, tragic, hilarious, spellbinding, first-rate, clever, charming, comical, charismatic, enjoyable, original, tender, hilarious, absorbing, sensitive, riveting, intriguing, powerful, fascinating, surprising, thought-provoking, pretentious, imaginative, unpretentious, second-rate, violent, third-rate, boring, flawed, childish, distasteful, disgusting, senseless, disappointing, brutal, confused, bloody, silly, tired, predictable, uninteresting, tiresome, cliché-ridden, dreadful, bland, suspenseful, low-budget, sentimental, slow, satirical, fast-moving, wacky*

For example: Joaquin Phoenix is a first-rate actor.

Positive	Negative	Neutral

**3 Parts of speech**

Complete the mini-film reviews with the correct forms of the words in brackets.

**WebFlix.com**  
Members' Area

Choose the film you want and click "download" to watch.



**When Harry Met Sally**

This 1989 (1) \_\_\_\_\_, (romance) comedy stars Billy Crystal and Meg Ryan. Harry (Crystal) and Sally (Ryan) are two friends who live in New York. The film is about their love-hate (2) \_\_\_\_\_ (to relate). Will they ever settle down?



**Dave**

This 1993 comedy-drama was directed by Ivan Reitman and stars Kevin Kline, Sigourney Weaver and Charles Grodin. Dave (Kline) lives in Washington DC where he runs an (3) \_\_\_\_\_ (to employ) agency. By coincidence, he looks exactly like the president of the United States, and makes extra money impersonating him at parties and other events. One day, the president falls sick and the Secret Service asks Dave to pretend to be the president so there won't be a (4) \_\_\_\_\_ (nation) emergency. So, Dave moves into the White House and begins impersonating the president! Will he be able to pull it off?



**Rear Window**

This 1954 thriller was directed by Alfred Hitchcock and stars James Stewart and Grace Kelly. Jeff Jeffries (played by Stewart) is a (5) \_\_\_\_\_ (photo) who's stuck at home in a wheelchair after breaking his leg. To pass the time, he spies on his neighbours through his back window. One day, Jeff thinks he sees a murder in a (6) \_\_\_\_\_ (neighbour) apartment. What's going on?



**Grease**

Grease is a 1978 romantic (7) \_\_\_\_\_ (music) starring John Travolta and Olivia Newton-John and directed by Randal Kleiser. Set in California in the 1950s, it's the story of young lovebirds Sandy Olsson (Newton-John) and Danny Zuko (Travolta). Danny and Sandy (an Australian holidaying in California for the summer) meet on the beach and fall in love. Their (8) \_\_\_\_\_ (romantic) is almost cut short when Sandy has to return to Australia, but in the end her parents decide to stay in America. Will she stick with Danny?

**Your turn!**

Write a short text on a film you've seen.

**4 Film quotes**

Read over the film quotes. Which ones do you agree with? Why?

- "Movies are like an expensive form of therapy." **Tim Burton**
- "Drama is life with the dull bits cut out." **Alfred Hitchcock**
- "Never judge a book by its movie." **J.W. Eagan**
- "There's no thief like a bad movie." **Sam Ewing**
- "The secret to film is that it's an illusion." **George Lucas**
- "If my films don't show a profit, I know I'm doing something right." **Woody Allen**



# IS STREAMING THE FUTURE OF ENTERTAINMENT?

## 1 Pre-reading

Answer the following questions. *Where do you get the music you listen to? What about the films you watch? Do you ever buy CDs and DVDs? Do you use the internet for music and film?*

## 2 Reading I

What are the pros and cons of streaming (watching films or listening to music over the internet)? Make notes. Then, read the article once to compare your ideas.

## 3 Reading II

Read the article again. Then, answer the questions.

1. What's the difference between streaming and owning content?
2. How many films can you watch per month for the fee Netflix are charging?
3. What's the main advantage of streaming?
4. How can streaming help solve storage space problems?
5. Is streaming environmentally-friendly? In what ways?
6. What effects does streaming have on the quality of music or film files?

The way we pay for music and movies is changing rapidly. And CDs, DVDs and even MP3s are becoming a thing of the past. In this online age, the future is streaming.

Firstly, what is streaming? Basically, it means watching movies or listening to music over your internet connection. So, instead of buying the latest Mission: Impossible film on DVD, or downloading Rihanna's album as MP3s, the content sits on a server. Then, you connect to the server and stream the movie or music to your computer, smart phone, tablet or internet-connected TV. The big difference with streaming is you pay to access content, rather than actually owning it yourself.

Many companies offer this service. Netflix is a popular US company that streams films. For US\$7.99 per month, you can watch (i.e. stream) as many movies from their on-line catalogue as you like (there are currently about 20,000 titles). Spotify is a Swedish company that streams music. For a similar fee, you can listen to any song in their

catalogue (they currently have about 12 million tracks).

The main advantage of streaming is convenience. You've got access to thousands of movies and songs at the touch of a button. And if you start watching a film and you don't like it, you can just find another one. Gone are the days of spending your hard-earned cash on a CD or DVD then realising you've bought a dud.

Also, by only accessing content, you don't have to worry about storage space. You'll never fill up your hard disk with MP3s, or your bookshelf with DVDs. And if you don't own something, you can never lose it or have it stolen.

Streaming is potentially good for the environment too. Streaming files uses a lot less energy than creating, shipping and watching or listening to DVDs and CDs. Of course, many companies that offer streaming need massive data centres to store their content. And if these data centres are powered by coal-generated electricity (or some other form of polluting

energy), they'll have a large carbon footprint. But once the data centres are powered by renewable energy, streaming will be the perfect option!

Some have criticised streaming for being more about convenience than quality. The film and music files are compressed so they don't take too long to download over the internet. But when this happens, sound and image quality is lost. So, a CD will probably sound a lot better than a streamed song, and a movie on Blu-ray will look better than a streamed one too.

Also, as mobile internet is still relatively slow and expensive, streaming isn't always the best option. But as speeds increase and prices drop, you'll soon be streaming music to your iPhone while you jog, or a movie to your iPad as you're on the train.

Streaming is here to stay. It's an easy and affordable way to watch and listen. But that just leaves one question: what to do with your lifetime collection of DVDs, CDs and MP3s? \*



**Language Structures:**

**Linking words & Opinion adverbs**

Linking clauses can be used for connecting ideas within or between sentences.

**Condition**

*unless, as long as, provided that, even if...*

- a) I won't go **unless** you pay. [except if]
- b) I'll go **as long as** you pay. [on condition that]

**Contrast**

*although, however, nevertheless, even though, in spite of, despite, in spite of the fact that, despite the fact that, in contrast to, on the other hand, on the contrary*

"We're generally happy with the results. **However**, we did feel they could have been better."

**Addition**

*not only... but also, similarly, what's more, also, as well as, on top of that, in addition (formal), moreover (formal), furthermore (formal)*

"It's got all the latest features. **What's more**, it comes at a truly amazing price."

**Cause, reason, purpose & result**

*therefore, consequently, as a consequence, as a result, so, since, seeing that, in order to, so as to, that's why, as*

"Sales weren't as good as expected. **As a result**, we won't be renewing our contract with you."

**Photo matching**

Match the sentences (1 to 5) to the pictures (a-e).



- 1. Unless you help me change this tyre, we won't get to the cinema in time.
- 2. Even though I think he's extremely talented, I don't think I could ever work with him.
- 3. The villa was nice, although the water in the pool was freezing.
- 4. Although it isn't the best flat on the market, it's certainly the cheapest.
- 5. I'll lend you the money as long as you promise to pay it back tomorrow.

**Sentence linking**

Connect the two sentences with a linking clause or word of your choice.

- 1. An intensive course can be expensive. You learn a lot in a short period of time.
- 2. The water was so cold. We went swimming anyway.
- 3. It's difficult to learn a language. With a lot of persistence you can get there in the end.
- 4. We have a fantastic product. We have great staff.
- 5. It was raining. We played tennis anyway.

**Comments completion**

Complete the comments with the correct linking words.



**Rose Hill**

*Rose Hill* is a romantic comedy from the writers of *Coming Home*. Featuring *Big Brother* stars Jane Harrison and Alisha Durant, the movie was directed by the brother of the director of *Star Gazers* (*Movie News*' worst film of the year), Kevin L Mathews. *Rose Hill* is the story of two sisters, two unlikely suitors (Martians from outer space) and two worlds turned upside down (they all get trapped in a spaceship on a journey to nowhere)! What did you think of it? Send in your messages.

(1) \_\_\_\_\_ the special effects were pretty poor, the script wasn't too bad. And if you liked *Mr Moon and Me*, *The Sunshine Hotel* and *Piper Bay* you'll definitely like this one. *nigel34*

This is without doubt the heart-warming romantic comedy of the year! (2) \_\_\_\_\_ all the negative comments, who but Kevin Mathews could come up with such an original idea? An Oscar, anybody? *Carpdiem29*

Even the most hard-hearted movie goer will be charmed and moved by *Rose Hill*. (3) \_\_\_\_\_ you've got an emergency to attend to, there's no excuse for missing this film. It had me crying from start to finish. *Notisitat21*

What starts out as a story of two ordinary people ends as the tale of extraordinary love and bravery against adversity... and a cold-blooded, psychopathic Martian leader. (4) \_\_\_\_\_ you can put up with the shoddy sound and irritating effects, you'll thoroughly enjoy this film. *amtheone33*

**Film review completion**

Choose the correct words to complete the film review.



**Moneyball**

*How one man changed baseball.*

*Moneyball* is a 2012 drama starring Brad Pitt as Billy Beane – the manager of the American baseball team the Oakland A's (Oakland Athletics). When the film opens, the Oakland A's have just lost a game to the New York



Yankees. **(1) Unless / Despite / Even though** Beane can turn things around, he's going to lose three of his best players to richer teams. **(2) In spite / In addition / But** just when it seems like everything's lost, along comes Peter Brand, a young Yale graduate and statistics expert.

Brand introduces Beane to sabermetrics. This is a controversial system for measuring how good a baseball player is. It applies computer-generated statistical analysis to a player's record to work out their ability. **(3) Unless / Although / As long as** it's never been used before, and is far removed from the more traditional methods of talent spotting, it seems to work. And before long, sabermetrics helps Beane buy players that other teams aren't interested in, allowing him to build a winning team on a shoestring.

*Moneyball* is based on a true story, **(4) although / unless / despite** there's a certain degree of artistic licence. Characters have been combined, dates have been changed and some events have been invented all for dramatic effect. For example, Peter Brand, Beane's assistant, never existed. However, **(5) despite / unless / however** the changes, critics think that Brad Pitt's portrayal of Beane is right on the money. One journalist wrote, "Pitt nails Beane's gestures, mannerisms and speech patterns."

**(6) As long as / But / What's more** *Moneyball* isn't just about facts and figures. It's also about a personal struggle. **(7) Furthermore / Although / Unless** Billy Beane himself was once a major-league baseball player, he never lived up to the hype and in 1990 he retired with an average record. This past failure haunts him. And the film is also about whether Beane will finally be able to redeem himself.

The critics love *Moneyball*. One called it "the most soulful of baseball movies"; another described it as a "home run".

**Opinion adverbs**

Here are some words you can use to organise your text and to express opinions.

**Generalising**

*on the whole, basically, in general, in all / most / many / some cases, broadly speaking, by and large, to a great extent, to some extent, apart from, except for, sort of*

**Giving examples**

*for instance, for example, e.g., in particular*

**Structuring**

*first(ly), first of all, second(ly), third(ly) etc, lastly, finally, to begin with, to start with, in the first place, for one thing*

**Summing up**

*in conclusion, to sum up, briefly, in short, all in all*

**Certainty / doubt**

*undoubtedly, certainly, definitely, most likely, of course, perhaps, probably, without a doubt*

**Viewpoint / source of knowledge**

*professionally, luckily, officially, legally, morally, ethically, apparently, evidently, reportedly, reputedly, fortunately, hopefully, personally*

**Twitter comments analysis**

Read over the messages and answer the questions. Then, see if you can identify any opinion adverbs. Why are they being used?

**Film opinions**

Send us a Tweet with your opinions of... *Paranormal Activity*.



**Paranormal Activity**

Soon after moving in together, Micah and his girlfriend Katie start experiencing strange things in their new home: unusual noises, lights going on and off, doors slamming in the middle of the night. Keen to find out what's going on, Micah buys a video-camera and some sound recording equipment. Will they capture the ghost on film?

**sallen\_87:** Personally, I liked this film, even though there isn't really much to it.

**box\_22:** Without a doubt, this is the horror film of the year. I couldn't sleep for hours after watching this. Very spooky!

**big-bad-world62:** This is a very simple but effective film. Apparently, it only cost them about €7,000 to make it, and it did really well in the box office.

**jaws92:** Apart from the ending, this film left me with a feeling of emptiness. There's nothing to it.


**lonelyworld32:** By and large, it isn't a bad film, especially as it only took them about seven days to shoot.

**free-to-live27:** I'm not usually so easily frightened, but I have to admit that this film made me jump in one or two places.

**mytime-isnow44:** Admittedly, it does have its frightening moments, but all in all, it's pretty boring.

**Who...**

1. ...was impressed with how much it cost to make?
2. ...thought the ending was the best?
3. ...is usually unaffected by horror films?
4. ...thought it was dull?
5. ...found it hard to sleep after seeing it?

 **Your turn!**  
Write a review of a film / concert / play, etc. Use opinion adverbs and linking words where possible.

# LISTEN & RESPOND



# PRONUNCIATION PERFECTION

## The top 5 Bond villains!

### 1 Pre-listening

Think of as many words or the names of characters or actors associated with Bond films as you can in just two minutes.

### 2 Listening I

Listen to the information once. How many of your words did you hear mentioned?

### 3 Listening II

Listen again. Then, write the name of a Bond villain from below next to each statement.



Jaws



Ernst Stavro Blofeld



Goldfinger



Rosa Klebb



Oddjob

1. He tries to kill Bond with a laser.
2. He's often seen stroking his white cat.
3. He's over two metres tall.
4. She wears some lethal shoes.
5. He's a black belt in karate.
6. He's the main villain in the film Goldfinger.
7. He's the head of SPECTRE.
8. He first appeared in The Spy Who Loved Me.
9. She's a former Soviet agent.
10. He hardly ever speaks.
11. He often has plastic surgery so people won't recognise him.
12. He gets killed by a shark.
13. He always wears a black suit and a bowler hat.

## Phoneme comparison

### A

Listen to the pronunciation of these words.

- The /æ/ sound: *fact, contract, act, pact, that, bat...*
- The /ai/ sound: *why, comply, reply, try, smile, sign...*
- The /əʊ/ sound: *although, though, go, know, snow, only...*

### B

Listen and repeat these sentences. Which words have any of these three sounds: /æ/, /ai/, /əʊ/

1. The fact that they didn't even notice says a lot about them.
2. And that's why we won't ever work with them again.
3. Although the results were far from perfect, I don't think we did too badly.

### C

Now listen and write the sentences you hear.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_



# UNIT 12 Film Fantastic

# LANGUAGE-TO-GO

Learn these Useful Sentences. Suggestions: **1.** Listen to the sentences and repeat them until you can say them fluently. **2.** Study them for a couple of minutes, then cover them up and try to re-write them in the right-hand column. **3.** Write translations of the sentences. Later, read over the translations and try to write them in English (without referring to the original versions). **4.** Listen to a sentence, then try to write it out on a piece of paper. **5.** Cut out the table to carry with you and learn while you're on the bus, train...



USEFUL SENTENCES		REVISION	
1.	It's fast becoming a thing of the past.	1.	
2.	It cost very little to make and did surprisingly well at the box office.	2.	
3.	The main advantage is that it's really convenient.	3.	
4.	It's an easy and affordable way to watch a film.	4.	
5.	I'll go as long as you let me choose the film we see.	5.	
6.	Some of the events in the film were invented for dramatic effect.	6.	
7.	Unless you lend me a hand, we won't get there in time.	7.	
8.	Even though I like him, I don't think I could work with him.	8.	
9.	Although it isn't the best, it's certainly the cheapest.	9.	
10.	I'll lend it to you as long as you give it back tomorrow.	10.	
11.	His holiday was cut short after the skiing accident.	11.	
12.	It was fraught with difficulties but she managed to pull it off.	12.	
13.	Although it's cheap, it's relatively slow and the quality is poor.	13.	
14.	He's got to turn things around or he's going to lose his job.	14.	
15.	Although the special effects are good, the film itself was pretty bad.	15.	
16.	Despite all the negative comments, I actually quite liked it.	16.	
17.	Unless you start now, you won't be finished in time.	17.	
18.	In spite of the difficulties, she managed to do it.	18.	
19.	Although I've seen it before, I can't remember what happens.	19.	
20.	Although it's based on a true story, the names have been changed.	20.	

Treat yourself to something nice if you can learn 10 words a day. Say, "If I learn these 10 words by the end of the day, I'll buy myself a bar of chocolate!" Set yourself bigger objectives (with nicer treats) for the month or year.

### Speaking Gym!

Practise everything you've learned! Talk to a native-English speaking teacher on Skype or by telephone. Get your speaking English classes from here: [www.learnhotenglish.com/speaking-gym](http://www.learnhotenglish.com/speaking-gym)

Put ticks in the boxes:

✓✓✓ I can do it well! ✓✓ I can do it quite well! ✓ I need to work on it!



**Congratulations! You've completed a unit. Now you can...**

Use a variety of adjectives to write about a movie.

Write a film review.

Understand a text about streaming.

Understand a recording about Bond villains.

Use linking words and opinion adverbs.

Identify different word sounds.



# UNIT 13 That's Incredible!

## Objectives

**In this unit, you'll learn how to...**

Write about a mystery, use prepositions of time, place, purpose and movement, use the third conditional to reflect on the past, identify weak sounds



Use an English-to-English dictionary and try to understand the definitions when looking up new words. This will help you to start thinking in English.

## Fear rating

Read over the list of phobias. Tick any of the common fears that affect you. Which of the other fears are the most unusual? Choose four.

## Fears

### Typical fears - a fear of...

- Spiders (arachnophobia)
- Heights (vertigo)
- Open spaces (agoraphobia)
- Flying (aviophobia)
- Ghosts (phasmophobia)
- Public speaking (glossophobia)
- Failure (atychiphobia)
- Closed spaces (claustrophobia)
- Insects (insectophobia)

### Unusual fears

- **Bananaphobia:** a fear of bananas
- **Pogonophobia:** a fear of beards
- **Koumpounophobia:** a fear of buttons
- **Metrophobia:** a fear or hatred of poetry
- **Numerophobia:** a fear of numbers
- **Dendrophobia:** a fear of trees
- **Nomophobia:** a fear of being out of mobile phone contact
- **Coulrophobia:** a fear of clowns
- **Ephebiphobia:** a fear of teenagers
- **Ergasiophobia:** a fear of work
- **Ovophobia:** a fear of eggs
- **Panophobia:** a fear of everything

### Think about it!

Is there anything that you're frightened of? What is it? Have you ever been in a situation where you were afraid of something? What was it? Are you frightened of any animals? Which ones? What's the most frightened you've ever been?



## Vocabulary: Mysteries

### 1 Conundrums

Can you answer any of these unusual conundrums (problems or puzzles which are difficult or impossible to solve)?

#### Interesting Confusions

- Do fish ever get thirsty?
- Why don't birds fall out of trees when they sleep?
- Is it possible to cry under water?
- Why is it called a "building" when it's already built?
- If money doesn't grow on trees, why do banks have branches?
- Why doesn't glue stick to its bottle?
- If ghosts can walk through walls and slide down stairs, why don't they fall through the floor?
- If feathers tickle people, do they tickle birds?
- When it rains, why don't sheep shrink?
- Why are boxing rings square?

### 2a Mystery analysis

Read about the unsolved mysteries. Then, write the name of a mystery next to each statement.

1. It's a book with six parts to it. \_\_\_\_\_
2. She appeared on film footage. \_\_\_\_\_
3. No one can understand the script in it. \_\_\_\_\_
4. She seemed to have something in front of her face. \_\_\_\_\_
5. It can be heard in places all over the world. \_\_\_\_\_

### Unsolved Mysteries

Read about these unsolved mysteries.

#### The Babushka Lady

During the analysis of the film footage of the assassination of John F. Kennedy in 1963, a mysterious woman was spotted. The woman appeared to be holding something in front of her face which is believed to be a camera. She appears in many photos from the scene. Even after most people had fled the area, she remained and continued to film. She was never found.



#### The Voynich Manuscript

This is a medieval document written in a mysterious script and unknown language. Over the years, many people have tried to break the code. The document contains illustrations that suggest the book is in six parts: Herbal, Astronomical, Biological, Cosmological, Pharmaceutical and Recipes.

#### The Taos Hum

This is a low-pitched sound heard in numerous places worldwide, especially in the USA, UK, and northern Europe. It is usually heard only in quiet environments, and is often described as being like the sound of a distant diesel engine. Its source and nature is a mystery.



### 2b Language analysis

Find words or expressions in the text that mean...

1. To see / notice something =
2. To leave a place quickly =
3. To understand a secret system of words or symbols in a message =
4. A system of writing =
5. The origin of something =

### Your turn!

Write about a mystery from your country.

### 1 Brochure analysis

Complete the brochure with the correct forms of the words in brackets.

#### Murder Mystery Weekend

Come and join us for a weekend of crime detection. Listen to the evidence, interview the suspects and identify the (1) \_\_\_\_\_ (murder). Professional actors play the parts of the characters in the mystery. The Murder Mystery weekend at Southport Hotel includes:



- Room at the hotel
- Welcome (2) \_\_\_\_\_ (receive) on Friday evening
- Breakfast buffet on Saturday morning and group lunch
- Reception and dinner Saturday evening
- Closing breakfast and "arrests" on Sunday morning

You'll arrive on Friday evening, check in and then join us for a welcome reception at 8pm. This is where you'll be given your first (3) \_\_\_\_\_ (opportune) to meet the other guests and the characters who are playing their parts in the mystery. A three-course dinner follows.

After breakfast on Saturday, the police will set up an incident room with vital evidence. You'll be free to pursue your (4) \_\_\_\_\_ (enquire). The actors will stay in character all weekend. So, no matter when or where you bump into them, they'll be available for interrogation. Only by constant (5) \_\_\_\_\_ (interrogate) of the (6) \_\_\_\_\_ (suspicion) will you fill in the gaps left in the jigsaw of clues.

The police will be constantly updating the information. However, they aren't there to solve the case – that's your job!

For more information, contact us NOW and book your Murder Mystery Weekend!

#### Think about it! Mysteries

Are there any famous mysteries from your country? What are they? Do you believe in ghosts? Have you ever been in a haunted house? What happened? What's the most intriguing mystery of all time? Why?

**1 Pre-reading**

What do you know about these artefacts? Why do you think they're famous? Why are they controversial? Make notes.



The Rosetta Stone



the Koh-i-Noor diamond



**2 Reading I**

Read the article once and write a summary of each item.

**3 Reading II**

Read the article again. Then, answer the questions.

1. Why is the Rosetta Stone so valuable to archaeologists?
2. How did the British get their hands on the Koh-i-Noor diamond?
3. How did the Elgin Marbles find their way to the British museum?

# SHOULD THE UK RETURN THESE THREE THINGS?

The British museum is one of the largest in the world, with over eight million objects. But some of these items are the object of fierce debate over their true ownership.

One such piece is the Rosetta Stone. This black slab of granite-like rock forms part of an Ancient Egyptian decree that was issued in 196 BC on behalf of King Ptolemy V at Memphis (Egypt). The fascinating thing is that there are three scripts on the stone: the upper text is Ancient Egyptian hieroglyphics, the middle portion has demotic script, and the lowest part is in Ancient Greek. As the text is more or less the same in the three scripts, it's provided archaeologists with the key to working out the meaning of Egyptian hieroglyphics.

The stone has had an interesting history. It was originally displayed in a temple, but was later used as building material for the construction of a fort near the town of Rashid (Rosetta) in the Nile Delta. In 1799, it was rediscovered by a soldier of Napoleon's French expedition. But in 1801, the British took possession of it after defeating the French in battle. In 1802, it was transported to London and placed in the British



Museum, where it's been ever since. It's the most-visited object in the museum, although Egypt is keen for its return. Another controversial artefact is the Koh-i-Noor diamond. It was originally mined in India, but has passed through several hands. The British took it as part of the Treaty of Lahore, which saw Britain take control of Punjab (an area in the north of India). This treaty (of 9th March 1846) marked the end of the First Anglo-Sikh War. The diamond was presented to Queen Victoria in 1850, and shown in the Great Exhibition of 1851. It's currently a popular attraction in The Tower of London.

During a visit to India, David Cameron (the prime minister of the UK) was asked if the British government would ever return the stone. His

response? "It's very hard to see a convincing argument for the diamond to go back to India... If you say 'yes' to one thing, you suddenly find the British Museum would be empty... I think I'm afraid to say... it's going to have to stay put."

Other famous "stolen" artefacts include the Elgin Marbles. These are **friezes\*** and sculptures that were removed from the **Parthenon\*** about 200 years ago and taken to London by the Earl of Elgin. During his time as British ambassador to the Ottoman Empire, the earl obtained a permit from the authorities to remove pieces from the **Acropolis\***. In 1816, he sold the stones to the British Museum where they're now displayed.

What do you think? Should these things be returned to their countries of origin? ✚

**\* Information box**

**Frieze:** a form of decoration high on the walls of a room in a building. It often consists of a long strip with carvings or sculptures on it.

**The Parthenon:** a temple in the Acropolis of Athens.

**The Acropolis:** an "acropolis" is a city that's built on an area of high, flat land. The Acropolis of Athens is built on land that's about 150 metres above sea level



## Language Structures:

### Prepositions of Time, Place, Purpose & Movement / The Third Conditional

#### Prepositions of time

**At:** we use *at* for a precise and specific time: *at 7 o'clock, at noon, at midday...*

**On:** we use *on* for specific days and dates: *on Monday, on Saturdays, on 8th April...*

**In:** we use *in* for months, years and decades: *in May, in 2001, in the 1970s...*

We also use *in* for specific periods of time: *in the past, in the future, in the summer...*

**For:** we use *for* to refer to a period of time: *for three years, for 10 minutes...*

**From & to (until / till):** we use *from* and *to* when we want to refer to periods of time: *from 2001 to 2003, from 4pm till 6pm...*

**During:** we use *during* with nouns: *during the exam, during the game...*

#### Prepositions of place

**At:** we use *at* for a point in space: *at the corner, at the bus stop, at the top of the page...*

**In:** we use *in* for an enclosed space: *in the box, in the garden, in the office, in London, in the room...*

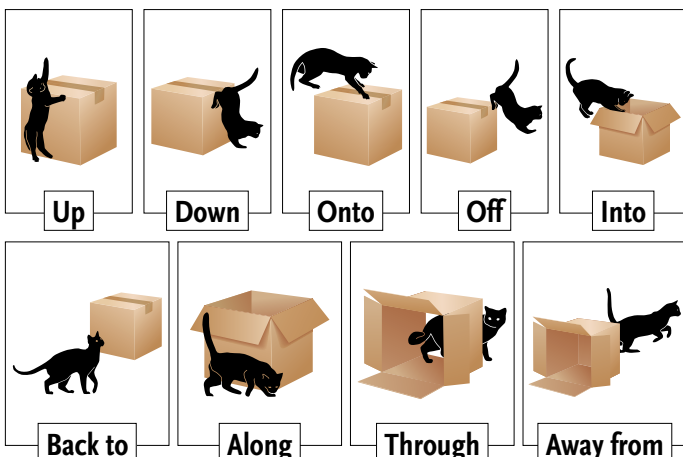
**On:** we use *on* for a surface: *on the wall, on the bed, on the ceiling, on the floor...*

#### Prepositions of purpose

We can use *because of, due to, on account of, for, from, through* to talk about purpose or reason. For example:

- a) The tennis match was cancelled **because of** the rain.
- b) The conference was postponed indefinitely **due to** the extreme weather conditions.

#### Prepositions of movement



## 1 Speech bubble completion

Complete the speech bubbles with the correct prepositions.

<p>1. We'll see you _____ the corner of Market and Pepper Street.</p>	<p>2. I put the money _____ the drawer in that cupboard in the living room.</p>
<p>3. If we can't go over or under it, we'll have to go _____ it.</p>	<p>4. We were there for a few days back _____ May.</p>

## 2 Website text completion

Complete the text with the correct prepositions.

**Mysteries4U.com**

Home About Us Services Products Support Contact

More mysteries >>

**Grooved spheres**

(1) \_\_\_\_\_ the last few decades, miners (2) \_\_\_\_\_ South Africa have been digging (3) \_\_\_\_\_ mysterious metal spheres (Klerksdorp Spheres) which measure approximately 9cm (4) \_\_\_\_\_ diameter and which have perfectly-formed holes in the middle. Some have three parallel grooves running (5) \_\_\_\_\_ the middle. Two types of spheres have been found: one is composed of a solid bluish metal (6) \_\_\_\_\_ flecks of white; the other is hollowed out and filled with a spongy white substance. The rocks in which they were found are more than two billion years old. So, the big question is who, or what, made them? And why?



**Dropa stones**

(7) \_\_\_\_\_ 1938, there was an archaeological expedition (8) \_\_\_\_\_ the Baian-Kara-Ula mountains of China. While the explorers were investigating some caves, they found hundreds of stone disks buried (9) \_\_\_\_\_ the dust. Measuring about 27 cm in diameter, each disk had a circle cut (10) \_\_\_\_\_ the centre and was etched with a spiral groove. (11) \_\_\_\_\_ the grooves, there were tiny hieroglyphics that tell the story of spaceships from some distant world that crash-landed in the mountains. The ships



were piloted by people who called themselves the Dropa. Drawings (12) \_\_\_\_\_ the walls of the cave have been determined to be about 12,000 years old, and skeletons also found (13) \_\_\_\_\_ the caves had abnormally big heads and small fragile bodies. Were they aliens?

### Stone balls

Workers hacking their way through the dense jungle of Costa Rica to clear an area for banana plantations (14) \_\_\_\_\_ the 1930s stumbled (15) \_\_\_\_\_ some incredible objects: dozens of stone balls, many of which were perfectly spherical. They varied (16) \_\_\_\_\_ tennis-ball size (17) \_\_\_\_\_ an astonishing three metres (18) \_\_\_\_\_ diameter, and weighed more than 16 tons. Although the great stone balls are clearly man-made, it is unknown who made them, why they made them and how they made them so precisely.



### Reflecting on the past

There are a number of verbs and structures that we use to reflect on the past. Here are a few of them.

We can use structures with Perfect Modal Verbs (modal verb + *have* + a past participle). For example, "It must have been Shirley who did it."

We can use the Third Conditional to talk about how things might have been different in the past. We form Third Conditionals with two clauses: *if* + person + *had* + a past participle; person + *would have* + past participle. For example: "We would have helped them if they had asked us for help."

We can use reduced Third Conditionals (*would have* + a past participle) to reflect on the past. For example, "I don't believe they would have taken it without asking."

And we can use Mixed Conditionals to contrast an imagined event from the past with a present tense result. For example, "If he hadn't eaten so much last night, he wouldn't feel so bad now."

### Comments completion

Read the news story. Then, complete the readers' comments with the correct forms of the verbs in brackets. Afterwards, think of two of your own comments to make about the story using the Third Conditional.

### Robber flees after being recognised



A robber held up a betting shop in Bakestone yesterday but had to flee after he was recognised by staff. Jeff Nichols stumbled into the WinFree betting shop at approximately 3pm and demanded money from the cash till, threatening staff with a rock. But as soon as Nichols, 20, started talking, staff at the shop realised who it was. Wayne Newman, who was working in the shop at the time, said, "Jeff is a regular here, and he's got a distinctive tattoo on his neck, so I knew it was him. I said, 'Jeff, what are you doing?' But at that point he became extremely aggressive, so we gave him the £1,600 from the till – most of which he dropped on the way out." The father-of-one was arrested four days later. Nichols, who has previous convictions for theft and assault, pleaded guilty to attempted robbery.

### Comments



**rule\_britannia** 01:53pm

I wish I'd been there. I (1) \_\_\_\_\_ (show) him a thing or two.



**cheeky-cockney** 01:49pm

I (2) \_\_\_\_\_ (give) him the money. Then, I would have met up with him later to demand my half! Only joking ;)



**trevincyprus** 01:39pm

Back in the good old days, people like him (3) \_\_\_\_\_ (lock) up for a very long time. But these days, he'll probably get off with a caution. This country is a joke!



**protogodzilla** 01:35pm

I bet he's on benefits too. This country has really gone to the dogs. He's a disgrace. If I (4) \_\_\_\_\_ (be) there, I would have closed the doors and locked him in until the police got there.



**marchie1053** 01:07pm

There's no way that I (5) \_\_\_\_\_ (speak) to him or done anything like that. You'd have to be a fool or very brave to stand up to people these days. He (6) \_\_\_\_\_ (could / be) high on drugs or something like that.



**selia3** 01:04pm

I (7) \_\_\_\_\_ (pretend) that I didn't know who he was, then as soon as he'd left, I would have called the police. You never know, he could have turned really violent of something.

### Your turn!

Write three or four comments on a news story. Say what you would have done or said if you'd been in that situation.

# LISTEN & RESPOND



# PRONUNCIATION PERFECTION

## Who was Jack the Ripper?

### 1 Pre-listening

What do you know about the infamous 19th-century serial killer Jack the Ripper. Make notes.

### 2 Listening I

You are going to listen to someone who is talking about the Jack the Ripper murders. Listen once and compare your ideas from the Pre-listening activity. Then, use any of the words below to retell the story.

- |                        |                  |                  |            |            |         |
|------------------------|------------------|------------------|------------|------------|---------|
| 1888                   | Victorian London | fog              | violent    | police     | 71 days |
| frightening            | murderer         | 5 victims        | 5 murders  | the public |         |
| close to each other    | suspects         | fear             | newspapers |            |         |
| the East End of London | mystery          | never identified |            |            |         |

### 3 Listening II

Listen again. Then, answer the questions.

- How does one of the speakers describe parts of London at the time of the murders?
- What factual information does one of the speakers give about the murders?
- Why did Jack the Ripper become so notorious and feared?
- Why can't John Druiitt have been the murderer?
- Why can't Walter Sickert be considered as a suspect?
- What proof is there that Prince Albert Victor wasn't the murderer?
- Why is James Kelly the most likely suspect?

## Strong & weak forms

### A

Many grammar words (such as prepositions and articles) have strong forms and weak unstressed forms. We often use the strong forms for emphasis in speech, or when we're speaking slowly and clearly. For example:

*an* /əen/: She ate *an* apple and *an* egg.

And we use the weak, unstressed forms in fast, casual speech. For example:

*an* /ən/: She ate *an* apple and *an* egg.

### B

Listen and repeat these sentences. Then, circle any weak sounds.

- We were there for a few days back in May.
- I think you'll see that it's at the top of the page.
- The tennis match was cancelled because of the rain.
- I put the money in the drawer in the living room cupboard.

### C

Now listen to these sentences. Write **S** (Strong) or **W** (weak) according to the pronunciation of the words in bold.

- I would **have** called **the** police if I'd been there.
- We should **have** left it on the table **as** they would **have** seen it more easily.
- We met up for **a** drink in **the** station café and then went off to **a** party in **the** centre.
- I would **have** gone to the party but I had **an** exam the next day.





# UNIT 13 That's Incredible!

# LANGUAGE-TO-GO

Learn these Useful Sentences. Suggestions: **1.** Listen to the sentences and repeat them until you can say them fluently. **2.** Study them for a couple of minutes, then cover them up and try to re-write them in the right-hand column. **3.** Write translations of the sentences. Later, read over the translations and try to write them in English (without referring to the original versions). **4.** Listen to a sentence, then try to write it out on a piece of paper. **5.** Cut out the table to carry with you and learn while you're on the bus, train...



USEFUL SENTENCES		REVISION	
1.	A mysterious woman was spotted in footage from the event.	1.	
2.	She appeared to be holding something in front of her face.	2.	
3.	The murders stopped almost as suddenly as they'd started.	3.	
4.	It's been described as a low humming sound.	4.	
5.	He held up the shop then made off with more than \$30,000.	5.	
6.	They've managed to work out the meaning of the script.	6.	
7.	The conference was postponed due to the extreme weather.	7.	
8.	We decided to meet up at the corner of Marshall Street.	8.	
9.	One of the principal suspects was a lawyer who lived close by.	9.	
10.	We stayed there for a few days back in early March.	10.	
11.	They've been digging up the field in search of the treasure.	11.	
12.	He was in France at the time so it can't have been him.	12.	
13.	They've got several grooves running through the middle.	13.	
14.	They hacked their way through the jungle to clear a path.	14.	
15.	They stumbled on a clearing in the middle of the jungle.	15.	
16.	They vary in size from tiny ones to larger ones over 2m in diameter.	16.	
17.	I wish I'd been there. I'd have known what to do.	17.	
18.	If I'd been there, I wouldn't have done that.	18.	
19.	If I'd known it was so urgent, I would have handed it in earlier.	19.	
20.	They shouldn't have spoken to us like that after everything we'd done.	20.	

English has a rhythm to it. Listen to phrases or sentences and try to repeat them with the same intonation and rhythm.

### Speaking Gym!

Practise everything you've learned! Talk to a native-English speaking teacher on Skype or by telephone. Get your speaking English classes from here: [www.learnhotenglish.com/speaking-gym](http://www.learnhotenglish.com/speaking-gym)

Put ticks in the boxes:

✓✓✓ I can do it well! ✓✓ I can do it quite well! ✓ I need to work on it!



**Congratulations! You've completed a unit. Now you can...**

Write about a mystery.

Understand a text about a controversial topic.

Use prepositions of time, place, purpose and movement.

Use the third conditional to reflect on the past.

Understand a recording about a famous mystery.

Identify weak sounds in spoken text.

# UNIT 14 Communication!

## Objectives

**In this unit, you'll learn how to...**

*Write about a publicity stunt, use prepositional phrases, write about a misunderstanding, analyse slogans, identify word linking*



Remember, listening is extremely difficult. However, it comes with practice, and the more you listen to English, the easier it gets.

## Marketing mistakes

Read about the advertising / marketing / PR\* blunders. Which ones are the worst? Why?

### Famous blunders

- Pepsi's "Come alive with the Pepsi Generation" slogan was once translated into Chinese as "Pepsi brings your ancestors back from the grave."
- In Italy, an advertising campaign for Schweppes Tonic Water had the name of the drink translated as "Schweppes Toilet Water".
- The Kentucky Fried Chicken slogan "Finger-lickin' good!" was translated into Chinese as "Eat your fingers off!"
- Swedish vodka-maker Absolut once created ads for the Mexican market showing parts of western USA as Mexican territory. Americans were not amused.
- Clairol introduced the "Mist Stick" (a hair curling iron) into the German market only to discover that "mist" is a German slang term for "manure".
- Cartoon Network placed battery-powered magnetic signs in 10 US cities to promote the TV programme "Aqua Teen Hunger Force." Under the impression that the devices were bombs, authorities shut down sections of some of the cities.

- In 2010, Coca-Cola caused a public outcry from fans of the drink when they launched their white cans, instead of the traditional red ones. The message? Stay true to your brand packaging!
- Hoping to inspire fans to write in with positive comments, McDonald's promoted the hashtag #McDStories on Twitter. However, the hashtag was almost immediately inundated with negative comments. It was pulled about two hours later.

### \* PR

Public relations / publicity – generating a positive image for a company / country / person, etc. This is often achieved by making sure the media are given positive stories about the company, etc. In advertising, you pay to have your message placed in a newspaper, TV or radio spot. Publicity (negative or positive) is free.

### Think about it!

Have there been any major PR blunders in your country/company? Give details. What's the best way to avoid blunders such as these? Have you ever had difficulties communicating a message? Have you had any translation mishaps when speaking a foreign language? What happened?



**Vocabulary:** Raising awareness

**1 Slogans**

Write the name of a company from below next to each slogan (1 to 11).

- Barclays | Vodafone | Orange | Budweiser | Twister  
 Frosties | Playstation 2 | Lufthansa | Ford | Xbox Live  
 Camelot (a lottery operator)

1. Live in your world. Play in ours. \_\_\_\_\_
2. Fluent in finance. \_\_\_\_\_
3. Don't live a little, live a lotto. \_\_\_\_\_
4. There's no better way to fly. \_\_\_\_\_
5. You can't resist the twist! \_\_\_\_\_
6. Built tough. \_\_\_\_\_
7. They're grrreat. \_\_\_\_\_
8. The future's bright the future's orange. \_\_\_\_\_
9. It's fun to play together. \_\_\_\_\_
10. True. \_\_\_\_\_
11. How are you? \_\_\_\_\_

**2a Publicity stunts**

Read about the publicity stunts. Then, write the name of a group next to each statement.

1. They wanted to raise awareness of global warming.
2. Some famous people campaigned for them.
3. They threw flour bombs at the prime minister.
4. They wanted to draw people's attention to an animal rights issue.
5. They staged a publicity stunt in one of the queen's palaces.
6. The stunt took place while a meeting of important leaders was being held.

**Fathers4Justice (F4J)**

The Fathers4Justice campaign group began in the UK and has opened branches in other countries. Their aim is to reform family law and bring in a system that allows equal contact with children for both mothers *and* fathers, following divorce. The group has been involved in a number of protest stunts, including throwing purple flour bombs at the prime minister. However, one of their more memorable actions took place on the balcony of Buckingham Palace. Jason Hatch dressed up as crime fighter Batman and stood on the ledge for five hours with his banner. There were no members of the Royal Family in residence at the time.



**Greenpeace**

In July 2009, eleven Greenpeace activists climbed on to the Mount Rushmore memorial in South Dakota to unfurl a large banner with a picture



of President Obama to highlight climate change. The banner read "America Honors Leaders, Not Politicians. Stop Global Warming." The stunt's timing coincided with the G8 meeting of leaders that was being held in Italy.

**PETA**


PETA (People for the Ethical Treatment of Animals) have been involved in several controversial stunts. For the "I'd Rather Go Naked Than Wear Fur", several celebrities (including Kim Basinger, Patti Davis, Christy Turlington, Eva Mendes and Naomi Campbell) posed nude for photographs, which were then put on billboards. The message was "be comfortable in your own skin. Let animals keep theirs."



**2b Language analysis**

Find words or expressions in the text that mean...

1. An objective =
2. Something that is done to attract attention =
3. A person who fights for political or social change =
4. The theory that the world's temperature is increasing =
5. A large wooden / metal board on which big posters are displayed =

 **Your turn!**  
 Write about a publicity stunt that you've heard about.

**Think about it!**

Read over the quotes. Which ones do you like best? Why?

- "Of all of our inventions for mass communication, pictures still speak the most universally understood language." **Walt Disney**
- "To effectively communicate, we must realise that we are all different in the way we perceive the world and use this understanding as a guide to our communication with others." **Tony Robbins**
- "Good communication is just as stimulating as black coffee, and just as hard to sleep after." **Anne Morrow Lindbergh**
- "Books communicate ideas and make bridges between people." **Jeanette Winterson**
- "Music and politics are in essence about communication. Without over-stretching the analogy I do feel a sense of rhythm is important in getting your message across." **Charles Kennedy**





# FOUR UNUSUAL MARRIAGE PROPOSALS

## 1 Pre-reading

Think of three places where you can propose marriage. Then, think of three unusual ways of making the proposal.

## 2 Reading I

Read the article once. Were any of your ideas similar to the ones you thought of for the Pre-reading task?

## 3 Reading II

Read the article again. Then, answer the questions.

1. How does Mike propose to Caroline?
2. What's the result?
3. How does Arvin make his proposal?
4. How does his true love respond?
5. What's the sequence of events for the marriage proposal in front of a Wimpy restaurant?
6. What signs are there that the proposal during the basketball match wasn't going to go according to plan?

**W**hat's the best place you can think of to propose to someone? A gourmet restaurant? A moonlit park? A white, sandy beach? Here are four unusual marriage proposals.

### Marriage proposal I

**Location:** a food court in a busy shopping mall

**Method:** Mike gets down on his knees to propose to the love of his life, Caroline. Explaining that this is the exact same spot where they met a year earlier, he tells her that she makes him "dizzy with love." A guitarist then appears who starts singing the song "Sweet Caroline". Just to make things even more awkward, an elderly man at a nearby table shouts, "Say yes!"

**Result:** Fail! Caroline runs off, leaving Mike in stunned silence.

### Marriage proposal II

**Location:** a Delta Airlines flight

**Method:** Arvin gets permission to make a special announcement during the

flight. Addressing his true love, Alex, Arvin tells the passengers how he thinks she's the "most beautiful woman in the world". He asks the passengers on the plane to help him ask her "a very important question". Only those in first class hear the answer, prompting a curious passenger from economy class to ask "What did she say?"

**Result:** Success! Luckily for Arvin, Alex agrees to marry him.

### Marriage proposal III

**Location:** in front of a Wimpy restaurant in a busy shopping mall

**Method:** A flash mob starts singing the Beatles' song "All You Need is Love". After a couple of minutes, "Romeo" comes down the escalator singing "Can't Take My Eyes Off You". Once down, Romeo twirls his girlfriend around and makes her dance for another minute and a half. He eventually gets down on his knees to make the proposal as the flash mob continues singing and dancing around them.

**Result:** Success! She accepts his hand in marriage!

### Marriage proposal IV

**Location:** a busy stadium during a basketball match

**Method:** Romeo kneels down in the middle of a basketball court in front of thousands of spectators to propose to his beloved. While you can't hear what he's saying, you can clearly see on her face that she isn't incredibly excited about it. The basketball commentators can be heard saying "I really can't imagine doing that." On offering her the ring, she looks at it, but refuses to take it. She then whispers something to him and walks off. As she disappears, a team mascot tries to comfort the heartbroken man. "He'll probably get over it in ten or twelve years or so," the commentator adds. **Result:** Fail! In case you hadn't already guessed, the answer was no.

Proposing marriage in public certainly has its risks, but if it's successful, it'll be a memorable occasion. ✚

## Language Structures:

### Prepositional phrases

Prepositional phrases consist of a preposition and a noun (or any other combination of words). They are used frequently in both speech and written text. Here are a few useful prepositional phrases to learn.

- **Under the impression that:** if you're "under the impression that" something is true, you think it's true.
- **On the loose:** if an animal/prisoner is "on the loose", it has escaped.
- **In a bid to:** in an attempt to.
- **In the wake of:** as a result of.
- **In agreement with:** if you're "in agreement with" someone, you agree with them.
- **Out of control:** if a situation is "out of control", there is no control.
- **In the strictest confidence:** secretly.
- **In the event of:** in case something happens.

### 1 Speech bubble completion

Complete the speech bubbles with the correct words.

<p>1. I'm in complete agreement _____ you.</p> 	<p>2. I'm telling you this _____ the strictest confidence.</p> 
<p>3. I'm sorry but I'm _____ a bit of a rush!</p> 	<p>4. Who left all my things _____ a mess?</p> 
<p>5. We're just in time _____ the second act!</p> 	<p>6. That will be completely _____ of the question!</p> 

### 2 Word choice

Choose the correct words to complete the sentences.

1. I'll have some orange juice instead \_\_\_\_\_ the wine, if you don't mind.

2. On behalf \_\_\_\_\_ my fellow employees, I'd just like to thank you for everything you've done.
  - a) at
  - b) of
  - c) for
3. \_\_\_\_\_ far as I'm concerned they can leave right now. I don't ever want to see them again.
  - a) with
  - b) to
  - c) of
4. \_\_\_\_\_ as far as I'm concerned they can leave right now. I don't ever want to see them again.
  - a) as
  - b) before
  - c) at
5. I think you should bear in mind that apart \_\_\_\_\_ Jessica, no one wants to work on this project.
  - a) with
  - b) from
  - c) in
6. It's strange that they got married because they don't have anything \_\_\_\_\_ common.
  - a) with
  - b) for
  - c) in
7. \_\_\_\_\_ to Emma, they won't have it finished until the end of next week.
  - a) according
  - b) at
  - c) for

### 3 Language miscommunication

Read over the stories. Which one is the funniest? Then, choose the correct prepositions to complete the sentences.

#### Language forum

Tell us about any language mishaps.

I was working in a coffee shop in Bristol when a customer asked for a "latte". However, instead **(1) at/of/by/to** giving him a latte (a coffee with milk), I gave him a "large tea". *Gabriela, Lithuania*

I spent last summer with a host family in Kent (England). One day, the dad came back with a lot of shopping bags. Wanting to help out, I said **(2) at/of/in/to** my best British accent, "Shall I take the bags to the 'chicken'?" when I really meant to say "kitchen". *Jean Paul, France*

I was with a group of English friends who were talking about boyfriends and things like that. **(3) in/of/by/to** an attempt to contribute to the conversation, I told them that I'd "found my boyfriend in a magazine", when I meant to say that I'd "met him in a shop". *Natasha, Russia*

I was walking around London once when I stopped someone to ask where the "Terrorist" Information Centre was. She gave me a look **(4) at/of/by/to** shock and just walked off. Only later did I realise that I should have been asking for the "Tourist" Information Centre. *Chan-sook, South Korea*

I was having dinner with my host family once when the mum asked me what sauce I'd like with my meal. I wanted to tell her that I really didn't mind, however, **(5) at/of/for/to** some reason I came out with the expression "I couldn't care less!" *Gerhard, Germany*

I once went into a department store and asked for a pair of "thighs" instead of "tights". The shop assistant just looked at me **(6) at/of/in/to** disbelief. Luckily, I quickly realised what I'd said and asked for

some tights instead.

*Ana, Norway*

The mum in my host family once went to get her hair done early in the morning. When the dad popped in at about 12 he asked where she was and I told him that she was in the “saloon” instead of the “salon”. He gave me a look (7) **at/of/by/to** surprise, probably wondering what his wife was doing having a drink so early in the morning. *Joanna, Poland*

I popped into a café once and ordered a jam sandwich. The girl behind the counter looked at me (8) **at/of/by/in** surprise and told me that they didn't usually serve “jam” sandwiches, which I thought was a bit strange. However, I insisted and in the end she made me one. Of course, when I got it, I saw that it was full of strawberry “jam”, not ham, as I'd originally wanted. *Juan, Spain*



### Your turn!

Write a short paragraph about a problem you had when speaking your own language or a foreign one.

## 4 Advertising controversies

Read about the two **mailshot** campaigns that went wrong. Which one do you think is the most controversial? Why? Afterwards, complete the text with the correct prepositions.

### Mailshots that fail to hit the mark!

#### Online shop mailshot

Online clothing retailer Damart once sent out a mailshot (1) \_\_\_\_\_ the form of demand for payment with the words “final reminder” on the outside. The letter was (2) \_\_\_\_\_ fact an invitation to take part in a prize draw, but many recipients were (3) \_\_\_\_\_ the impression that they had a debt that needed paying. (4) \_\_\_\_\_ minutes of the letters landing on doormats across the country, complaints from customers started to arrive. And (5) \_\_\_\_\_ a matter of days, the Advertising Standards Authority had received more than 30 complaints. (6) \_\_\_\_\_ response to criticism concerning the mailshot, Damart's marketing director John Bottomley admitted (7) \_\_\_\_\_ no uncertain terms that the company had badly misjudged the effects the letters would have. He wrote personally to apologise to customers who complained.

#### TV channel mailshot

(8) \_\_\_\_\_ a bid to promote the TV crime drama *CSI*, Channel 5 sent out a mailshot (9) \_\_\_\_\_ the form of a crime dossier. This contained information suggesting there was a serial killer (10) \_\_\_\_\_ the loose whose victims had the same name as the recipient's. The mailing, which was sent to 30,000 people, was marked “sealed evidence – do not remove”, and contained photographs and a scrap of clothing. An accompanying letter, designed to look like a copy of an e-mail, said, “This e-mail is received just before the carbon copy killer strikes. So far, every victim has received an e-mail

identical (11) \_\_\_\_\_ this.” An accompanying “coroner's report” and “psychological profile” showed diagrams of a body with exit wounds marked on them. The letters were personalised so they had the recipient's name on them.

## 5 Article completion

Complete the article with the words from below.

**ground** **race** **news** **attempt** **response** **newspapers** **raise**

### Guerrilla Marketing

*Unusual ways to promote a product.*

The objective of guerrilla marketing is to create a buzz... to get people talking about your product... to get it in the (1) \_\_\_\_\_ whilst spending as little as possible – inexpensive, small-scale stunts that attract massive amounts of attention. Here are a few examples of guerrilla marketing.

In 2007, Swedish furniture giant IKEA transformed bus stops in Manhattan into furnished “rooms”, giving people a comfortable place to sit while they waited to get home. Reports of the stunt appeared in all the major (2) \_\_\_\_\_.



Loctite stuck coins on the (3) \_\_\_\_\_ to demonstrate the effectiveness of their Super Glue 3 brand. The coins had stickers on them advertising the product.

UNICEF set up a water vending machine filled with bottles of “contaminated” water in a bid to (4) \_\_\_\_\_ awareness of the lack of clean water in many countries. “Diseases” on offer in the machine included malaria, cholera and typhoid.

Italian newspaper *La Gazzetta Dello Sport* (which is printed on pink paper) dropped millions of strips of pink paper from the top of a building in Milan in an (5) \_\_\_\_\_ to promote the newspaper.

As part of a Carlsberg campaign, £10 and £20 notes were left around London. Each note had a removable sticker attached to it which read, “Carlsberg don't do litter. But if they did, it'd probably be the best litter in the world”. The campaign created massive media interest, with thousands of Londoners in a (6) \_\_\_\_\_ to pick up the “litter” first.

Médecins du Monde distributed hundreds of tents to homeless Parisians sleeping along the Quai d'Austerlitz and Canal Saint-Martin. All the tents had the Médecins du Monde logo on. The stunt was conceived in (7) \_\_\_\_\_ to the number of destitute people in the area.



# LISTEN & RESPOND PRONUNCIATION PERFECTION

## The best place for free digital books!

### 1 Pre-listening

Look at the book covers. Which books would you like to read? Why? Where would you get the books from?



### 2 Listening I

You're going to listen to someone who is talking about Project Gutenberg. Listen once. What is Project Gutenberg?

### 3 Listening II

Listen again. Then, answer the questions.

1. What did Michael S. Hart type onto a computer in 1971?
2. When was Project Gutenberg started by Michael S. Hart?
3. What type of books does Project Gutenberg contain?
4. How many books did Michael S. Hart type up himself?
5. What did Michael S. Hart believe the three purposes of Project Gutenberg were?
6. When did Michael S. Hart die and of what?
7. How many books does the project contain?
8. What does the speaker say about the future of paper books?

## Word linking

### A

When we speak naturally, the final consonant sound from one word often merges (joins) with the first vowel sound of the following word. For example:

- have\_a = ha\_va
- lot\_in = lo\_tin
- bear\_in = bea\_rin
- far\_as = fa\_ras
- as\_I'm = a\_sl'm

### B

Listen to these sentences and mark any word linking.

- a) They don't have a lot in common.
- b) On behalf of my fellow employees, I'd just like to thank you all for coming along.
- c) Bear in mind that this one is going to be a lot more complicated than the last one.
- d) As far as I'm concerned, it won't really matter which one we choose because they're both pretty similar.

### C

Now listen and write the sentences you hear.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_



# UNIT 14 Communication!

# LANGUAGE-TO-GO

Learn these Useful Sentences. Suggestions: **1.** Listen to the sentences and repeat them until you can say them fluently. **2.** Study them for a couple of minutes, then cover them up and try to re-write them in the right-hand column. **3.** Write translations of the sentences. Later, read over the translations and try to write them in English (without referring to the original versions). **4.** Listen to a sentence, then try to write it out on a piece of paper. **5.** Cut out the table to carry with you and learn while you're on the bus, train...



USEFUL SENTENCES		REVISION	
1.	They set it up in a bid to raise awareness of the issue.	1.	
2.	They wanted to highlight some of the issues surrounding it.	2.	
3.	They were keen to draw people's attention to it.	3.	
4.	They staged the publicity stunt in order to generate interest.	4.	
5.	It took place while an important meeting was being held.	5.	
6.	The group has been involved in a number of stunts.	6.	
7.	They were under the impression that she was important.	7.	
8.	They managed to get their message across loudly and clearly.	8.	
9.	On behalf of everyone here, I'd just like to thank you all.	9.	
10.	As far as I'm concerned, we've got nothing more to say.	10.	
11.	I think you should bear in mind that it's their first time here.	11.	
12.	We don't have a lot in common, but we get on really well.	12.	
13.	According to her, they left sometime before she'd arrived.	13.	
14.	The objective of the stunt was to get people talking about it.	14.	
15.	For some reason, we never got in touch again.	15.	
16.	He looked at me in disbelief then just walked on.	16.	
17.	The mailshot was in the form of a demand for payment.	17.	
18.	Within minutes of it happening, the press were on our doorstep.	18.	
19.	He eventually gets down on his knees to make the proposal.	19.	
20.	The video was designed to create a buzz and generate publicity.	20.	

Read and listen to as much English as you can. It's the best way to improve. You can read online articles, listen to songs, watch films, TV series, YouTube videos... the options are limitless.

### Speaking Gym!

Practise everything you've learned! Talk to a native-English speaking teacher on Skype or by telephone. Get your speaking English classes from here: [www.learnhotenglish.com/speaking-gym](http://www.learnhotenglish.com/speaking-gym)

Put ticks in the boxes:

✓✓✓ I can do it well! ✓✓ I can do it quite well! ✓ I need to work on it!



**Congratulations! You've completed a unit. Now you can...**

Write about a publicity stunt.

Understand a text about marriage proposals.

Use prepositional phrases.

Write about an anecdote involving miscommunication.

Understand a recording about an online project.

Identify word linking in spoken text.



# UNIT 15 Success!

## Objectives

**In this unit, you'll learn how to...**

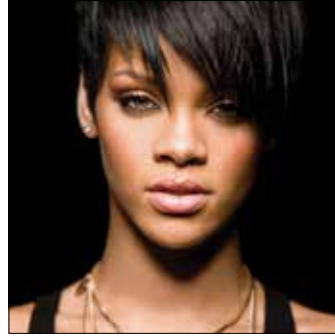
*Use adjectives to write about people, use prepositions correctly, write a short text about a personal achievement, identify weak sounds*



Don't worry about making mistakes – it's all part of the learning process. The most important thing is to read and listen a lot so you get a feel for the language. Then, you can start correcting yourself.

## Successful people!

Name as many of the people below as you can in just two minutes. In what ways are they successful?



### Think about it!

Who are some of the most successful people in your country? Which of the people from this page are also famous in your country? Are any successful people from your country famous internationally? Who? What for? What's the difference between success and fame? Should people strive for both?



**Vocabulary:** Power & success

**Top tips ranking**

Read over the top tips on how to be successful. Which ideas do you agree with?

**How to be successful!**

- Always be positive. Think success. Beware of a negative environment.
- Write down your specific goals and develop a plan to reach them.
- Take action. Goals are nothing without action. Just do it!
- Never stop learning. Go back to school or read books. Get training and acquire skills.
- Be persistent and work hard: success is a marathon, not a sprint. Never give up.
- Learn to analyse details. Get all the facts, all the input. Learn from your mistakes.
- Focus your time and money on your goals. Don't let other people or things distract you.
- Don't be afraid to innovate. Be different. Following the herd is a sure way to mediocrity.
- Deal and communicate with people effectively. No person is an island. Learn to understand and motivate others.
- Be honest and dependable. Take responsibility, otherwise the previous points will be cancelled out.

**Successful people**

Use any of the positive adjectives from below to write three sentences about successful / famous people or people who you know.

*goal-oriented, focused and persistent self-starter, motivated, intuitive, assertive, lucky, determined, competent, courageous, decisive, driven, dynamic, effective, energetic, enthusiastic, forward-thinking, hardworking, helpful, honourable, innovative, loyal, methodical, motivated, organised, persuasive, persistent, positive, practical, proactive, productive, reliable, resourceful, results-oriented, results-driven, skilful, talented, trustworthy, upbeat, wise*  
Other?

For example: *Aung San Suu Kyi is extremely courageous and persistent. / My friend Beth is hardworking and optimistic.*

**Bio analysis**

Read over the biography of internet entrepreneur Kim Dotcom. Then, answer the questions.

1. How did Kim make a name for himself before launching Megaupload.com?
2. What impact did Megaupload.com have on internet traffic?
3. In what ways was the lavish weekend in Monaco a smart move?

**Kim Dotcom**

*The man behind Megaupload.com*



Kim Dotcom was born in Germany as Kim Schmitz, but changed his surname to Dotcom in 2005. In his teens, Kim was known as “Germany’s Most Notorious Hacker”, using his computer skills to make millions as a computer consultant. In 1998, Kim was arrested for hacking into bank computers and stealing credit card numbers. And in 2002, he was arrested again – this time for embezzlement and insider trading.

In 2005, Kim launched Megaupload.com. The site let users store and share digital files and within a few years it was getting up to 50 million hits daily. Kim claimed the file-sharing website was for uploading, downloading and exchanging information. But the FBI said it was responsible for online piracy and violations of copyright laws because millions of people were using Megaupload.com to swap copyrighted movies, music and games.

At one point Megaupload.com was responsible for 4% of all internet traffic. And it made Kim extremely rich – in 2010 he earned €86,000 a day, mostly from advertising! So, what did Kim do with all his money? Have fun! He once said, “I’m a fun-loving guy. I enjoy my life. I have a big kid inside me.” In 2001, he spent €7.5 million on a “crazy weekend” in Monaco. He rented a luxury yacht, bought lots of champagne and hired models to hang out with him and his friends. He owns eighteen luxury cars, with license plates such as GOD, EVIL, MAFIA and GUILTY. Plus he lives in the most expensive house in New Zealand and has the largest TV in the country in his bedroom.


But Kim is also a smart entrepreneur. His weekend in Monaco was actually a publicity stunt to show the world that he was rich and successful. At the time, he was starting a new business and the party was designed to attract investors.

[READ MORE ►](#)

**Language analysis**

Find a word or expression in the text that means...

1. ...a website where you can exchange or store information/files/videos/games, etc.
2. ...making and/or selling illegal copies of films/songs, etc.
3. ...famous for bad things
4. ...the crime of stealing money from an organisation / company
5. ...an action that is designed to generate publicity and raise awareness of a particular issue or product.

 **Your turn!**  
Write a short bio on someone successful from your country.

**Think about it! Success**  
Who is the most successful person you know? How did they become so successful? What are your top tips for success / happiness in life? How do you think great wealth would change your life?

**1 Pre-reading**

In just two minutes, think of as many excuses for being late for work as you can. Make the excuses as funny, silly or serious as you like.

**2 Reading I**

Read the article once. Were any of the excuses you thought of mentioned?

**3 Reading II**

Read the article again. Then, try to answer the questions without referring back to the text.

- How many days a year is the average British employee absent from work?
- How much is this costing the British economy?
- What is the equivalent of per employee?
- What are the three main causes for lateness or absenteeism?
- What does one woman's husband like to before he goes to work?
- Why did one man have no clothes to wear?
- What did one person take until 3pm to realise?
- What happened to one person who went to the circus?
- Why did one man have to take his cat to the vet?

## UNUSUAL EXCUSES FOR BEING LATE OR ABSENT!

**H**ave you ever been late for work? What was your excuse? Have you ever had to take a day off? Lateness and absenteeism are growing problems in the UK, and they're hurting business.

According to recent statistics, there's been a rise in the number of people who take days off. In fact, the average British employee is absent from work for 7.4 days a year. But surely the odd absence here and there can't be that worrying, can it? Well, it seems it can. In fact, experts have calculated that it's costing the British economy between £10 and £12 billion a year. That's the equivalent of £666 per employee. And it's having a devastating effect with missed deadlines, lower morale among colleagues who take on extra responsibilities, lost business, and additional costs as companies have to hire and pay for temporary replacement staff.

The three main causes for

lateness or absenteeism seem to be sickness, family responsibilities, or a work-related reason (such as a training session). But not all of them are quite so straightforward. In fact, some of the excuses for lateness or claims for absence are truly incredible. Would you feel sympathy for any of these people?

- My husband thinks it's funny to hide my car keys before he goes to work.
- I didn't want to lose the parking space in front of my house.
- I donated too much blood yesterday afternoon.
- My wife burned all my clothes and I had nothing to wear to work.
- I swallowed too much mouthwash.
- I woke up and thought it was Saturday and didn't realise my mistake until it was 3pm.

Animals are often mentioned as a cause for a late arrival or absence:

- I tasted some dog food because the dog was not

feeling well and now I'm sick.

- While at a circus, a tiger scratched my ear, causing an ear infection.
- I ran over a goat.
- I was walking my dog when I slipped on a toad in my driveway and hurt my back.
- My dog followed me to work so I had to take him back home and that's why I'm late.
- I had to take the cat to the vet because it got drunk on the beer that had been left out in the garden to kill slugs.
- I was attacked by a raccoon and had to stop by the hospital to make sure it wasn't rabid.

As a Human Resources consultant recently said, "Employers have heard every excuse in the book, so honesty is always the best policy if you need any time off or you've got a problem getting to work on time."

Now that sounds like good advice! ☆

**Language Structures:**  
**Preposition Review**

We can find prepositions in a variety of contexts. This is an overview of some of the uses of prepositions. For more information, see previous units in this booklet.

**Verbs + prepositions**

- Move to: She **moved to** the country.
- Complain about: They were **complaining about** the service.

**Prepositional expressions**

- In prison: He's in prison.
- In an effort to: They organised a meeting **in an effort to** improve relations.

**Verb + prepositional expression**

- End in tragedy: The love affair **ended in** tragedy.
- Fall into enemy hands: The secret **fell into enemy hands**.

**Nouns + prepositions**

- Solution to: I can't see an easy **solution to** this problem.
- Responsibility for: They have **responsibility for** the overall success of the operation.

**Adjectives + prepositions**

- Impressed with: They were **impressed with** your work.
- Motivated by: They were **motivated by** a desire for revenge.

**Prepositions of place, time, movement**

- On Monday, on the wall, on the table...
- In June, in the drawer, in 2009...
- At the corner, at the weekend...
- By noon, by the cinema...

**Speech bubble completion**

Complete the speech bubbles with the correct prepositions.

<p>1. We're going to move _____ a 17th century house in a tiny village in the country.</p> 	<p>2. I think I've discovered a solution _____ the problem!</p> 
<p>3. I was really impressed _____ the way you dealt with those customers.</p> 	<p>4. I've been given responsibility _____ the overall running of this department.</p> 

**Sentence completion**

Complete the sentences with the correct prepositions.

1. She had a lot of sympathy \_\_\_\_\_ those people who were affected by the scandal.
2. He discovered a solution \_\_\_\_\_ the problem.
3. He was given responsibility \_\_\_\_\_ the running of the economy.
4. During her reign, there was a reduction \_\_\_\_\_ the number of deaths from disease.
5. Many people have no access \_\_\_\_\_ clean water.
6. It is seen as an alternative \_\_\_\_\_ the current way of doing things.
7. He was famous for his association \_\_\_\_\_ the movement.
8. She gained a lot of experience \_\_\_\_\_ art and design by working there.
9. She was renowned for her cruelty \_\_\_\_\_ her prisoners.

**Online forum choice**

Choose the correct words to complete the sentences.

**BusinessGuru.com**

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**Life experiences**  
Tell us about some of your most character-forming experiences.

I once ran a marathon after training (1) **for / to** about six months. I'd never really done much running (2) **before / at** that, but I was determined to prove that I could do it. Although my final time wasn't great (I did it (3) **in / to** three hours and 45 minutes), I did manage to finish, which is what I'd set out to accomplish (4) **in / with** the first place. *Rachel*

---

I was once given the task (5) **to / of** preparing a banquet (6) **at / for** some important visitors who were over (7) **from / through** the company HQ in the States. It went really well despite a few minor disasters, such as the delivery (8) **of / by** 3 kilos of pork instead (9) **of / at** 4 kilos of salmon. *Georgina*

---

I had to organise a conference (10) **to / for** 2,000 people once. It was a logistical nightmare, but I pulled it off, and (11) **in / for** the end it was a huge success! Unfortunately, it all went so well that I was put in charge (12) **of / to** organising all future conferences. *Max*

---

I worked on a building site once before going off (13) **to / at** university. Coming from a fairly privileged background, it gave me an interesting perspective (14) **on / to** life. Plus, I learnt a lot about building, which came (15) **in / on** handy later as I went on to become an architect. *Nicole*



I was once given the task **(16) with/ of** saving a company from bankruptcy. It was pretty tough as I had to change the way things were being done, and get rid of a fair few people. **(17) In / For** the end, I turned it around and even managed to put the company back **(18) in / at** the red after about two years. *Jessica*

 **Your turn!**  
Write a short text describing one of your achievements.

**4 Bio completion**  
Complete the mini-biography with the appropriate prepositions.

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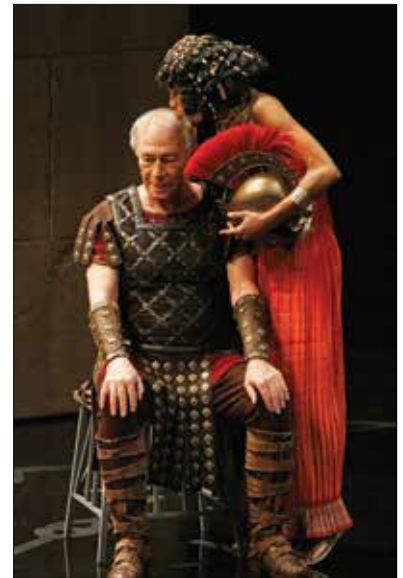
**Cleopatra**  
Famed for her beauty and worshipped **(1)** \_\_\_\_\_ a goddess, Cleopatra is one of the most famous queens of ancient Egypt. The stories and myths surrounding Cleopatra's tragic life inspired a number **(2)** \_\_\_\_\_ books, movies, and plays, including the play Antony and Cleopatra **(3)** \_\_\_\_\_ the English writer William Shakespeare.



Born around 69 BC, Cleopatra was brought **(4)** \_\_\_\_\_ to be a queen. She was the seventh woman **(5)** \_\_\_\_\_ her family to have the name, and her family had ruled Egypt **(6)** \_\_\_\_\_ more than 100 years. Cleopatra rose **(7)** \_\_\_\_\_


power around 51 BC, shortly after her father's death. As Cleopatra was legally obliged to have either a brother or son **(8)** \_\_\_\_\_ her consort (husband), she married her brother Ptolemy XIII. He was just 12, but **(9)** \_\_\_\_\_ the time this was nothing unusual. Things started **(10)** \_\_\_\_\_ well, but Ptolemy eventually took control of the government. As a result, Cleopatra was forced to flee Egypt in 48 BC.

But Cleopatra wasn't one to give **(11)** \_\_\_\_\_ easily. She started a relationship (that resulted in a son) with the all-powerful Julius Caesar, ruler of Rome. Caesar helped Cleopatra regain power, which she shared **(12)** \_\_\_\_\_ another brother-husband, Ptolemy XIV. After the birth of her son, Caesarion, Cleopatra and her child left Egypt for Rome in 46 BC to be with Caesar. However, the relationship ended **(13)** \_\_\_\_\_ tragedy when Caesar was assassinated in 44 BC.



After Caesar's death, Cleopatra and her son returned **(14)** \_\_\_\_\_ Egypt. A few years later, she met another powerful Roman leader, Mark Antony, and started a relationship **(15)** \_\_\_\_\_ him. They had two children (twins): Alexander Helios and Cleopatra Selene. Later, Antony returned **(16)** \_\_\_\_\_ Rome and married Octavia, the sister of another Roman leader, Octavian. But around 37 BC, Antony left his wife and returned to Cleopatra. Antony and Cleopatra subsequently married and had a third child, Ptolemy Philadelphus. They both ruled **(17)** \_\_\_\_\_ vast areas that include modern-day Egypt, Cyprus, Crete and Syria.

Meanwhile, Octavian was plotting his revenge. Eventually, he convinced the Roman senate to go to war **(18)** \_\_\_\_\_ Egypt in 32 BC. The next year Antony and Cleopatra suffered a devastating defeat at the Battle of Actium. In true tragic style, Antony killed himself **(19)** \_\_\_\_\_ hearing a false report that Cleopatra was dead. Cleopatra, not wanting to fall into enemy hands, committed suicide, famously poisoning herself **(20)** \_\_\_\_\_ an asp.

 **Your turn!**  
Write a short bio on a historical character from your country.

# LISTEN & RESPOND PRONUNCIATION PERFECTION

## How to create a low-cost airline!

### 1 Pre-listening

Answer the questions: Have you ever flown with Ryanair, or any other low-cost airline? What was it like? Would you do it again? Why? Why not? Would you mind standing during a flight if it was cheaper?

### 2 Listening I

You're going to listen to some top tips for success in the airline industry from Michael O'Leary, the head of budget airline Ryanair. Before listening, think of three things you think he might say. Then, listen once to compare your ideas.

### 3 Listening II

Listen again. Then, answer the questions.

1. What was wrong with Ryanair in 1991?
2. What did Michael O'Leary decide to create?
3. What is his aim with regards to Ryanair airfares?
4. What would the advantage to the airline be of getting rid of seats?
5. What's one reason why Michael often makes outlandish statements?
6. How much did they save by making the in-flight magazine lighter?
7. What did he also ask airline staff to do?

## Strong & weak forms

### A

Many grammar words (such as prepositions and articles) have strong forms and weak unstressed forms. We often use the strong forms for emphasis in speech, or when we're speaking slowly and clearly. For example:

to /tu:/: I went **to** the shops.

And we use the weak, unstressed forms in fast, casual speech. For example:

to /tə/: I went **to** the shops.

### B

Listen to the sentences and circle any weak sounds – words that aren't stressed.

1. It's up to you – I really don't mind.
2. He was sent to prison.
3. She's been waiting in the living room for over an hour.
4. They want to speak to you about it.

### C

Now listen to these sentences. Write **S** (Strong) or **W** (Weak) according to the pronunciation of the words in bold.

1. She gained **a** lot **of** experience in her time there.
2. Most **of** us don't have access **to** the restricted area.
3. He **was** famous **for** his ability **to** motivate **the** troops.
4. I've got **a** lot **of** sympathy **for** people in your situation.
5. She **was** given responsibility **for** the overall running of the operation.



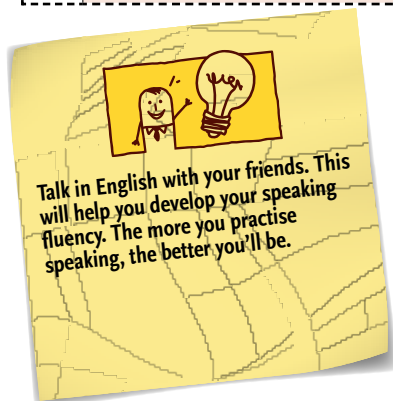
# UNIT 15 Success!

# LANGUAGE-TO-GO

Learn these Useful Sentences. Suggestions: **1.** Listen to the sentences and repeat them until you can say them fluently. **2.** Study them for a couple of minutes, then cover them up and try to re-write them in the right-hand column. **3.** Write translations of the sentences. Later, read over the translations and try to write them in English (without referring to the original versions). **4.** Listen to a sentence, then try to write it out on a piece of paper. **5.** Cut out the table to carry with you and learn while you're on the bus, train...



USEFUL SENTENCES		REVISION	
1.	Write down your goals and develop a plan for achieving them.	1.	
2.	At one point, the site was responsible for 4% of all traffic.	2.	
3.	The party was designed to attract investors to the scheme.	3.	
4.	There's been a rise in the number of people who start their own business.	4.	
5.	It's been having a devastating effect on business.	5.	
6.	She's decided to move to a larger house in the country.	6.	
7.	They've been complaining about it for some time now.	7.	
8.	They organised a meeting in an effort to improve relations.	8.	
9.	I can't see an easy solution to the problems facing us.	9.	
10.	They have overall responsibility for the success of the project.	10.	
11.	They were definitely impressed with your work.	11.	
12.	She was motivated by a burning desire for revenge.	12.	
13.	We don't have a lot of sympathy for the situation they're in.	13.	
14.	There's been a reduction in the number of injuries at work.	14.	
15.	Many people around here have no access to clean water.	15.	
16.	She was famous for changing the way things were done.	16.	
17.	She got a lot of experience in management during her time there.	17.	
18.	She ran the marathon after training for about 6 months.	18.	
19.	He was given the task of preparing the banquet for the summit.	19.	
20.	The experience gave me a completely new perspective on life.	20.	



## Speaking Gym!

Practise everything you've learned! Talk to a native-English speaking teacher on Skype or by telephone. Get your speaking English classes from here: [www.learnhotenglish.com/speaking-gym](http://www.learnhotenglish.com/speaking-gym)

Put ticks in the boxes:

✓✓✓ I can do it well! ✓✓ I can do it quite well! ✓ I need to work on it!



**Congratulations! You've completed a unit. Now you can...**

Use adjectives to write a short biography of a successful person.

Understand a text about unusual excuses for being late.

Use prepositions correctly.

Write about one of my achievements.

Understand a recording about a successful person.

Understand weak sounds in spoken text.



# UNIT 16 Our Planet!

## Objectives

**In this unit, you'll learn how to...**

Use compound adjectives, write about an area of natural beauty, use fronting in texts, use compound nouns, identify stress patterns with compound nouns



Download English-language audio files to your MP3 player and listen to these while you're walking, shopping, driving, travelling, relaxing, etc. This will help you develop an ear for the language.

## Healthy living reflection

Tick the activities you've done (or do). Circle any that you'd like to have a go at.

- Hiking
- Camping
- Cycling
- Jogging
- Rock climbing
- Zip wiring
- Abseiling
- Rafting
- Canoeing / kayaking
- Mountain biking
- Other?

### How often do you...

- ...work out at the gym?
- ...do any exercise?
- ...eat healthy food?
- ...take vitamin supplements?
- ...sleep for eight hours at night?
- ...do something physically active?
- ...have some quiet time for yourself?
- ...walk during the day?
- ...spend time outside during the week?

### Think about it!

How healthy do you think you are? What do you do in general to stay fit and healthy? Are you careful about what you eat? In what ways? What would you do more of if you had more time?

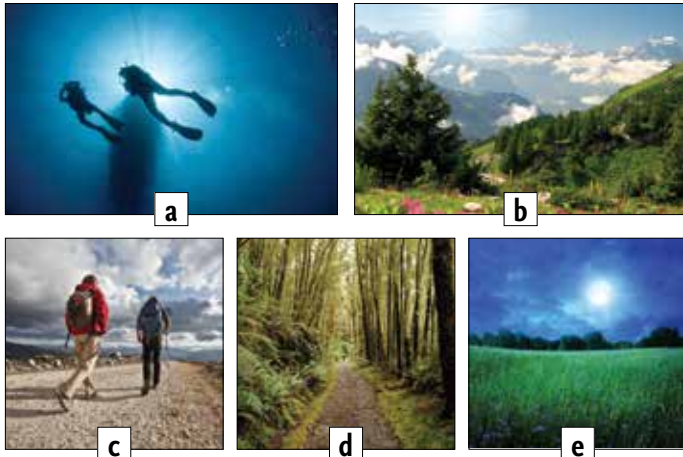


## Vocabulary: In the wild

### Photo matching

Match the comments (1 to 5) to the photos (a-e).

- The view was breathtaking.
- We walked along a tree-lined path.
- The fields were brightly-lit because there was a full moon.
- We went deep-sea diving.
- They went on a twenty-kilometre hike.



### Adjective matching

Match words from the two boxes to form any six compound adjectives. You can use any words more than once.

breath- mind- out-of-this- well- tree- deep- ice-  
one- partly- wild- three- grey- long- brightly-  
mouth- light- best- white-

blowing protected world lined preserved taking  
washed blue cold hour mile submerged  
looking lit watering famous coloured green

For example: *brehtaking*

Now, add a noun to each compound adjective to form an expression. Choose from the nouns below if you wish.

animal | trip | journey | trail | mountain  
sunset | view | scene | scenery

For example: *a breathtaking view*

### Blog analysis

Read the blog. Then, answer the questions. Afterwards, see how many compound adjectives you can find. What do they mean?

#### Diary of a Traveller

Home About Us Services Products Support Contact

#### Italy >> Umbria

Umbria (posted 4th September)

I spent last summer in the Italian region of Umbria – about 200 kilometres north of Rome. It's a fascinating area with tobacco plantations, picturesque hill towns (such as Spello and Gubbio) and the most spectacular Italian scenery. Umbria has rolling hills, tree-lined

streams and light green valleys, with terraced vineyards, fruit-filled orchards and miles of olive groves. It is the only region where truffles are found in abundance, and where mouth-watering figs grow on trees.



Umbria is also home to Lake Trasimeno, the largest in central Italy, which was once the scene of a major battle between the Carthaginians under Hannibal and the Romans. In the spring, brightly-coloured wildflowers transform the breathtaking Umbrian countryside into a rainbow of colour. The morning is the most incredible time, when the hills are cloaked in a silver-blue haze, giving them a soft, soothing and almost mystical quality.

On the tops of the surrounding hills, there are walled cities towering above the countryside. These fortified medieval hill towns are one of the most distinguishing features of the region. Rich in art, history and architecture, many are relatively untouched by tourism and you can walk around with the locals – unlike Rome, where you are surrounded by hordes of tourists. Perugia, the capital, is one of Italy's best-preserved towns. It sits on top of a tall hill that's so steep they've installed an escalator to help you get to the top!

- How does the writer describe Umbria?
- What expression is used to describe the Umbrian countryside in spring?
- What do you think the "silver-blue haze" is?
- How does the writer describe the way the hills appear in the morning?
- How are towns such as Perugia different to Rome?

**Your turn!**  
Write a short paragraph about an area of natural beauty in your country. Include compound adjectives where possible.

### Think about it! Nature

What's the most beautiful place you've ever been to? Why was it so special? What can be done to protect areas of natural beauty? What's your favourite season? Why? What are some of the most beautiful places to visit in your country? Why are they so special?

### Quotes analysis

Read the quotes. What do you think of them? Which ones do you agree with?

- "Man's heart away from nature becomes hard."  
**Standing Bear**
- "To sit in the shade on a fine day and look upon verdure is the most perfect refreshment."  
**Jane Austen**
- "One touch of nature makes the whole world kin."  
**William Shakespeare** [*kin* means *close* in this case]
- "Climb up on some hill at sunrise. Everybody needs perspective once in a while, and you'll find it there."  
**Robb Sagendorph**
- "Art gallery? Who needs it? Look up at the swirling silver-lined clouds in the magnificent blue sky or at the silently blazing stars at midnight."  
**Grey Livingston**
- "An early-morning walk is a blessing for the whole day."  
**Henry David Thoreau**





# CAN NUCLEAR POWER SAVE THE PLANET?

## 1 Pre-reading

What are the pros and cons of nuclear power? Make notes. Then, read the article once to compare your ideas.

## 2 Reading I

Read the article once and check your answers from the Pre-reading activity.

## 3 Reading II

Read the article again. Then, answer the questions.

1. What event put the nuclear debate back on the agenda?
2. How have Germany, France and the US reacted to the event?
3. In what way is nuclear energy good for the environment?
4. How does nuclear energy compare with some other green forms of energy in terms of price?
5. What's the main argument against nuclear energy?
6. How does the writer sum up the situation with regards to the nuclear energy issue?

**N**uclear energy has always been controversial. But since the tsunami and nuclear disaster in Fukushima (Japan) in 2011, the issue has been back in the headlines. And the world is divided – some countries are planning more nuclear plants, while others have promised to shut theirs down.

After Fukushima, Germany decided to switch off all its nuclear plants by 2022.

Switzerland and Italy are also phasing out nuclear power. But France and the United States remain staunch supporters of atomic energy. In fact, almost 80% of France's electricity comes from nuclear power, the highest percentage in the world. And in the US, the Obama administration said it "continues to support the expansion of nuclear power, despite the devastation in Japan."

Nuclear supporters claim nuclear power can help the environment. Unlike fossil fuels, nuclear power doesn't create greenhouse gases. So, pro-nuclear countries argue that nuclear power allows them to generate energy without contributing to climate change. Britain's chief scientific adviser (John Beddington) supports this view. He recently said that the world doesn't have the luxury of ignoring nuclear energy.

Nuclear power is also relatively cheap. Renewable energy sources such as solar, hydro and wind power may be clean, but they're expensive; and right now, they require a lot of investment. This higher cost of using "green energy" is usually passed onto the consumer. So, while many people may prefer their energy to come from a renewable source, not so many are prepared to pay higher energy bills. This is of

particular concern while the world economy is in such bad shape.

The main argument against nuclear energy is that it isn't safe. For a start, nuclear waste is very difficult to dispose of, and remains toxic to humans for thousands of years. And even before Fukushima, there were several high-profile nuclear disasters. The most famous is probably the 1986 Chernobyl disaster, in the Ukraine. The radiation from the meltdown spread all over Europe, affecting thousands.

The nuclear energy issue is very complex. And it doesn't look like it'll be resolved anytime soon. As a Japanese commentator said shortly after the disaster, "It's been a bad year for the 'nuclear village', but I don't think they're down and out yet."

The battle continues. ✪



**Language Structures:**

**Fronting & Compound nouns**

**Fronting**

We can increase the amount of information we add to a sentence by placing some of this at the start of the sentence. For example:

- a) **Set in the rolling hills of Umbria**, the town of Perugia is one of the most beautiful in the region.
- b) **Located just 90 kilometres off the coast**, the tiny island has more than 40 species of birds.

We can start the sentence with a variety of different phrases: adjectival, prepositional, gerundial as well as time phrases.

**Adjectival phrases**

- a) **Famous** for its exquisite cuisine, this area of France is well worth a visit.
- b) **Popular** with both tourists and locals, this restaurant is a must for any traveller to the region.

**Prepositional phrases**

- a) **With** just 10% of the trees remaining, the forests on the island are now being preserved.
- b) **At** 600 metres above sea level, the island is covered in a lush green vegetation.

**Gerundial phrases**

- a) **Lying** 40 kilometres out to sea, the island sees little in the way of...
- b) **Not realising** that this was the wrong train, I jumped on without checking.

**Time phrases**

- a) **No sooner had she left** than the alarm went off.
- b) **The moment he'd finished the report**, he sent it off.
- c) **After attending the conference**, she left for the meeting.

**1 Sentence completion**

Complete the sentences with the words from below.

**compared** **sitting** **set** **with** **famous**

- 1. \_\_\_\_\_ more than 50 dishes to choose from, this restaurant is top of my list.
- 2. \_\_\_\_\_ on top of a magnificent hill, the villa has spectacular views of the countryside.
- 3. \_\_\_\_\_ for its parks and nature reserves, this area is now one of the most popular tourist attractions in the country.
- 4. \_\_\_\_\_ amid the imposing mountains of the Himalayas, this tiny village is the first stage of the journey.
- 5. \_\_\_\_\_ to other villages in the region, this one is at the top of a steep hill.

**2 Word choice**

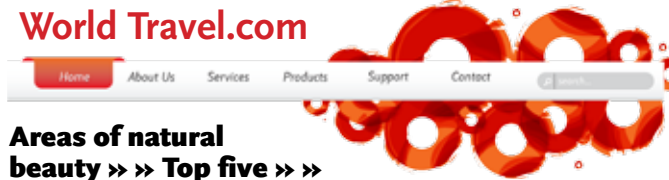
Complete the sentences with the correct words.

- 1. **Hoping / In hope** to get to the airport on time, she

- left the house in a rush.
- 2. **On / At** finishing the first part of the project, there was still a lot of work left to do.
- 3. **Have / Having** passed the test, she thought she'd treat herself to something nice.
- 4. **She'll / She'd** hardly put the phone down when it rang again.
- 5. **Being / Having** uploaded the photographs, they sent the e-mail around.
- 6. No sooner **had / do** they finished the job than another one came in.

**3 Website analysis**

Read over the website. Then, write the name of a place next to each description. Afterwards, see if you can identify any examples of fronting.




**World Travel.com**


Home About Us Services Products Support Contact

**Areas of natural beauty >>> Top five >>>**

**Sage Mountain National Park (British Virgin Islands)**  
Set among the British Virgin Islands group, Tortola (the largest of the islands) is home to the Sage Mountain National Park. This 92-acre reserve includes the 600-metre Mount Sage and a forest with five- to seven-metre tall fern trees, bulletwood trees, West Indian and broadleaf mahogany trees and white cedars.



**Everglades National Park (USA)**  
With more than 15 threatened and protected species within its park boundaries, the Everglades National Park is the largest subtropical wilderness in the United States. It is also the third largest national park in the lower 48 states after Death Valley National Park and Yellowstone National Park.



**Redwood Forest (USA)**  
Located along the Pacific Ocean coast of northern California, the Redwood National and State Parks contain 45% of all remaining Coastal Redwood old-growth forests. The trees in the forests are one of the biggest tree species on Earth.



## Carbet Falls (Guadeloupe)

Set amid the tropical rainforests on the lower slopes of the volcano La Soufrière, the Carbet Falls is truly spectacular. The falls, which are on the Carbet River in Guadeloupe, an overseas department of France, are one of the most popular visitor sites in the country.



1. It can be found along the Pacific Ocean coast.
2. It's set in a 92-acre reserve.
3. It's one of the most popular visitor sites in the country.
4. It's the largest subtropical wilderness in the US.

## Compound nouns

Compound nouns are formed by two nouns, with the first noun acting as a type of adjective. For example: *address book, science fiction, car mechanic, crisp packet, trouser pocket*.

Some compound nouns can be written as two words: *bank account, blood donor*.

Others have a hyphen: *pen-name, baby-sitter*.

And some have evolved over time to form one word: *toothbrush, tablecloth, bedroom, haircut...*

However, there are no clear rules on this, and some words may even have two types of spelling (*letter box / letter-box*), or may change over the years and go from being two separate words to having a hyphen.



## 4 Compound noun creation

Create six compound nouns by combining words from Box A and Box B. You can use any word more than once.

### Box A

water, rain, earth, sea, pine, mountain, sun, beach, vine, cattle, farm, nature, lakeside, hiking

### Box B

hotel, fall, trail, light, land, quake, trip, hut, yard, bow, land, shore, shed, tree, reserve

## Brochure completion

Complete the brochure with the words from below.

transfers equipment terrace base package

biking walks holidays park

## Alpine Adventure

Multi-adventure holidays in the Alps.



Rafting! Hiking! Cycling! Come and enjoy an adventure holiday in the Alps this summer! Kids. Teens. Families. We cater for all groups.

Sommier du Lac is spectacular in the summer, with its warm sunshine, fresh mountain air and stunning scenery. And it's the perfect setting for a fantastic summer activity holiday. We have two (1) \_\_\_\_\_ holidays available:

### 1 Summer Adrenaline Package

Fun-filled, action-packed short breaks created for active adults aged 18-80!

Includes resort (2) \_\_\_\_\_, half-board accommodation and activities. Available June-September.

### 2 Family Mountain Holidays

Enjoy fun sporting activities with your family, go on peaceful mountain (3) \_\_\_\_\_ around the lakes or relax on the sun (4) \_\_\_\_\_ or in the outdoor hot tub. 7 nights FULL-BOARD accommodation £199 per person throughout the entire summer – including school (5) \_\_\_\_\_!

All our holidays include...

Mountain (6) \_\_\_\_\_ – you can rent bikes from us!

White water rafting – trip includes all equipment and transport to the river rafting (7) \_\_\_\_\_.

Glacier skiing – includes lift pass, ski (8) \_\_\_\_\_ and a packed lunch.

Plus... swimming, golf, archery, volley ball, tennis and skating (in our purpose-built skate (9) \_\_\_\_\_).

Contact us **NOW** for a holiday of a lifetime. The first 100 to call get a 10% discount!

## Your turn!

Write an ad for an adventure trip. Include compound nouns where possible.



# LISTEN & RESPOND



# PRONUNCIATION PERFECTION

## What a load of rubbish!

### 1 Pre-listening

Look at the pictures of rubbish below. What type is the worst? Why? What other forms of rubbish are there?



Empty crisp packets



Empty drink cans



Cigarette butts



Plastic bags



Sweet wrappers



Fast food (packaging) waste



Chewing gum

### 2 Listening I

What are some of the problems regarding rubbish? Think of three things. Then, listen to the information once to compare your ideas.

### 3 Listening II

Listen to the information again. Then, answer the questions.

1. How many tons of waste does the UK produce?
2. How often are the bins emptied in some towns and cities?
3. What are the green bins for?
4. What did the survey by Keep Britain Tidy find?
5. What effects has the smoking ban had?
6. What problems do some waste disposal workers cause?



## Compound nouns

### A

Compound nouns are formed by two nouns. The first noun often acts as a type of adjective that describes the second word. For example:

*address book, science fiction, bank account*

Compound nouns usually have the stress on the first word. For example:

*guideline, headlight, newsletter*

### B

Compound nouns usually have the stress on the first word. Listen and repeat:

*zip wiring, mountain biking, waterfall, beach hut, earthquake, nature reserve, farmland, ski resort, cattle ranch, vineyard, bookshelf, rainbow, skyscraper, bathroom, living room*

### C

Listen and repeat these sentences.

1. They stayed in a ski resort in the mountains.
2. The earthquake caused extensive damage to buildings in the village.

### D

Now listen and write the sentences you hear.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_



# UNIT 16 Our Planet!

# LANGUAGE-TO-GO

Learn these Useful Sentences. Suggestions: **1.** Listen to the sentences and repeat them until you can say them fluently. **2.** Study them for a couple of minutes, then cover them up and try to re-write them in the right-hand column. **3.** Write translations of the sentences. Later, read over the translations and try to write them in English (without referring to the original versions). **4.** Listen to a sentence, then try to write it out on a piece of paper. **5.** Cut out the table to carry with you and learn while you're on the bus, train...



USEFUL SENTENCES		REVISION	
1.	The view from the top was breathtaking.	1.	
2.	They're planning to phase them out by the year 2022.	2.	
3.	On finishing the first part, she sat down for a cup of coffee.	3.	
4.	Having passed the test, he went out to celebrate with his friends.	4.	
5.	No sooner had she opened the door than the phone rang.	5.	
6.	It's a fairly controversial topic that's dividing public opinion.	6.	
7.	They're continuing to support the expansion of nuclear energy.	7.	
8.	The high cost of green energy is often passed onto the consumer.	8.	
9.	It's extremely difficult to dispose of and it remains toxic for years.	9.	
10.	They're some of the major producers of waste.	10.	
11.	They've introduced several initiatives to get people to recycle more.	11.	
12.	However, none of this seems to be dealing with the main issue.	12.	
13.	One of the easiest ways to reduce waste is to consume less.	13.	
14.	The travel sector is expected to grow at a rate of 5% a year.	14.	
15.	Tourism creates an increased demand for water.	15.	
16.	They're stretching resources to the limit.	16.	
17.	Increased traffic is threatening wildlife in the area.	17.	
18.	Tourism is a principal source of income for many countries.	18.	
19.	It's so steep they've installed an elevator to get you to the top.	19.	
20.	The construction of the resort had an impact on the natural habitat.	20.	

Remember, you learn a language by reading it, listening to it and using it! It really is that simple. And the more you read, listen and use it, the better you'll be.

### Speaking Gym!

Practise everything you've learned! Talk to a native-English speaking teacher on Skype or by telephone. Get your speaking English classes from here: [www.learnhotenglish.com/speaking-gym](http://www.learnhotenglish.com/speaking-gym)

Put ticks in the boxes:

✓✓✓ I can do it well! ✓✓ I can do it quite well! ✓ I need to work on it!



**Congratulations! You've completed a unit. Now you can...**

Create and use compound adjectives.

Write about an area of natural beauty.

Understand a text about the pros and cons of nuclear power.

Use fronting and compound nouns in a piece of writing.

Understand a recording about the growing problem of waste.

Identify stress patterns with compound nouns.



# SELF-ASSESSMENT

Congratulations! You have finished the course.  
Now, please take some time to reflect on your learning and progress.

## A My feelings at the end of the course are...

- a. Positive
- b. Negative
- c. OK

## B What can I do?

Put ticks. Give yourself marks out of 10 (1 = poor; 5 = OK; 10 = excellent). I can use...

- a. ...prefixes and suffixes.
- b. ...synonyms and antonyms.
- c. ...phrasal verbs.
- d. ...linking words.
- e. ...prepositions.
- f. ...prepositional phrases.
- g. ...fronting and compound nouns.

## C New language

Complete these sentences with your own ideas.

- a. I really like these words: \_\_\_\_\_.
- b. These words are difficult to remember: \_\_\_\_\_.
- c. These words are easy to remember: \_\_\_\_\_.
- d. This grammar point is easy: \_\_\_\_\_.
- e. This grammar point is difficult: \_\_\_\_\_.

## D What do you do to improve your English outside the class?

- a. I listen to songs in English.
  - b. I travel to English-speaking countries and practise English there.
  - c. I read books / magazines / newspapers / online news sites, etc. in English.
  - d. I watch films in English.
  - e. I listen to MP3s / CDs in English.
  - f. I speak to work colleagues in English.
- Other? \_\_\_\_\_

## E Personal objectives

My new objectives for next year are to improve my...

- a. ...speaking skills.
- b. ...listening skills.
- c. ...reading skills.
- d. ...pronunciation.
- e. ...writing skills.

If you have any comments to make, please send them to [classes@hotenglishmagazine.com](mailto:classes@hotenglishmagazine.com)  
We always appreciate your feedback!



Use mnemonics to help you memorise difficult words. As part of this, you could... **a)** draw a picture of the word; **b)** create a funny sentence with it; **c)** base a short story around it; **d)** find a word that sounds or looks similar in your own language and make a connection between the two words...



# VOCABULARY

# GRAMMAR

## 1 Sentence completion

Complete the sentences with the correct words.

1. After finally getting through to the company, I was put on \_\_\_\_\_ and passed from department to department.
2. On the \_\_\_\_\_, I don't think it's too bad, although I'd have probably done it differently.
3. She's heading \_\_\_\_\_ on her world tour tomorrow, which should be exciting.
4. They're going to have to pay the \_\_\_\_\_ baggage fee as their bags are too heavy.
5. It was a hilarious comedy that made me laugh out \_\_\_\_\_ on a number of occasions.
6. Most people had \_\_\_\_\_ the area in order to avoid being captured by the rebel troops.
7. They're hoping to raise \_\_\_\_\_ of it with the campaign.

## 2 Word choice

Choose the correct words to complete the sentences.

1. They were offered a bonus *as an incentive for / to motivation as* working over the weekend.
2. It's nice to be able to *let fall / wind down* after a hard day at the office.
3. They spent a few days *sailing around / navigating sails* for the Greek islands.
4. It was a *fast-moving thriller / speedy thrill film* that kept you in suspense until the very end.
5. The situation was totally *lack of organisation / out of control* and no one seemed to be capable of sorting it out.
6. *With little probability for / In the unlikely event that* they do get back to us, I think we should play it cool.
7. They wanted to *draw people's attention / lure people's mind* to the plight of the poor in the region.

## 1 Sentence completion

Complete the sentences with the correct words.

1. The drug caused a temporary state of \_\_\_\_\_, which meant that she couldn't remember anything from the previous meeting.
2. They want to revolutionise the \_\_\_\_\_ that people go about shopping.
3. We thought we'd stop \_\_\_\_\_ at the little village for a bit of lunch.
4. \_\_\_\_\_ we were pleased with the overall result, it isn't exactly how we'd imagined it.
5. Despite the \_\_\_\_\_ that we'd told them about it on several occasions, they simply ignored our advice.
6. We probably should have checked with you first before going \_\_\_\_\_ with it.
7. \_\_\_\_\_ you've got anything else to say, I think we should call it a day.

## 2 Word choice

Choose the correct words.

1. We need to *shorten / shorting* the period from five to three days.
2. I thought they *handled at / dealt with* the problem fairly effectively.
3. I couldn't *see to / work out* what they were trying to say.
4. Unless you're really keen to take it, I'd recommend *shopping around / searching for* a bit first.
5. Not only *they failed / did they fail* to complete it on time, but they also did it pretty badly.
6. *As long as you're sure / As long that you were certain* it's what you want, we'll be happy to do it like that.
7. It all *ended in tragedy / finished in nightmare* as we'd predicted all along.
8. *Sitting for the rolled hills / Set in the rolling hills* of Umbria, the town is one of the highest in the region.





# LISTENING TEST

## The pros and cons of listening to music!

### 1 Listening I

What are the pros and cons of listening to music at work? Think of as many ideas as you can. Then, listen to the information once to compare your ideas.

### 2 Listening II

Listen again. Then, answer the questions.

1. Which type of surgeons play the most music at work?
2. What percentage of the 1,613 respondents said they listened to music at work?
3. What did some surgeons say the music helped

4. prevent?  
What do hospital patients who listen to music require less of?
5. According to the information in the article, what's the best type of music to listen to?



# READING TEST

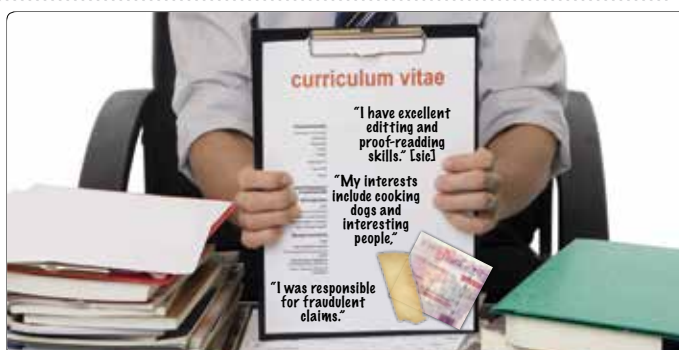
### 1 Reading I

What are your top tips for writing a CV? Think of as many as you can in just two minutes. Then, read the article once to compare your ideas.

### 2 Reading II

Read the article again. Then, answer the questions.

1. What was the problem with the two mistakes highlighted in the second paragraph?
2. What were the two mistakes mentioned in the third paragraph?
3. What was wrong with the CV from the man in his 50s?
4. What did one applicant write under the heading "experience"?
5. What was the problem with the attachments mentioned in the final paragraph?



was responsible for fraudulent claims." Perhaps "I dealt with" would have been clearer than "responsible for". It's worth checking the punctuation too. "My interests include cooking dogs and interesting people," Now, if only there'd been a comma after "cooking"!

The length of the CV should also be considered. A third of UK employers claim to spend less than one minute reading over them. And most won't look at anything over three pages. So, presumably, they wouldn't have bothered with the CV from a man in his 50s who listed every job (full-time and part-time) he'd ever had. It was 25 pages long!

It's widely accepted that one way of cutting down a CV is to only include relevant experience. Failing that, you could follow the example of the man who added this sentence in his covering letter, "I don't have any sales experience, but my sister does." Perhaps his sister got the job.

In another case, an applicant referred to himself as "Master of Time and the Universe" under the heading "experience". A good application should also grab the attention of the reader. Perhaps this was the inspiration behind the applicant who attached half a £20 note to his CV with the comment, "You get the other half when I come to interview." Many employers like to receive a photo with an application, but it seems that some applicants don't understand this means a photo of themselves.

Good luck if you're in the job market!

## How NOT to make a good first impression!

First impressions count. We all know that, but most people seem to forget that the initial point of contact we have with a potential employer is the written application... most notably the covering letter and CV. Here are some examples of job application howlers.

Surely, one of the first rules of a good CV is to make sure there are no mistakes. Unfortunately, some people seem to overlook this important point. The following boast was unlikely to impress anyone, "I have excellent editing [sic] and proofreading [sic] skills." Perhaps the author of the following claim was ill, "I get well [sic] with all types of people," or perhaps they just forgot the preposition "on" (get on well with). Both authors should have read their applications through more carefully.

A more unfortunate error is the unintentional double-entendre – a sentence or phrase with two possible meanings. The following was recently reported in a survey on CV mistakes: "I

# RESOURCE SECTION

## Answers



### UNIT 1 Introduction unit

#### 1 Profile analysis

1. Jennifer Reed; 2. finance; 3. hard-working, committed and extremely focused; 4. hockey, swimming, sailing and skiing; 5. helps out at a young person's charity; 6. English, French, German and Chinese

#### 2 Character descriptions

1. Abbie; 2. Megan; 3. Harry; 4. Abbie; 5. Melissa; 6. Megan; 7. Jack

#### 3 Language

1. into; 2. methodical; 3. bookworm; 4. ambitious; 5. work out; 6. overseas

#### 4 Conversation analysis

1. in Brussels; 2. in Sweden; 3. Because his wife and kids are settled in; 4. Italy; 5. She can follow the news and read a paper; 6. Most of the people they deal with speak perfect English.

#### 5 Verb tenses

- The food is being prepared.
- As I was walking in the park it started to rain.
- The stories have been published in all the major newspapers.
- I have been working really hard recently.
- You should have told me that you were vegetarian.
- We will have finished the work by 7 pm tonight.
- She will be lying on a beach in the Caribbean next week.
- The e-mails will be sent later this afternoon.
- The rooms are going to be decorated in blue.
- She told us that she would be there later.
- If someone talked to me like that I would report them to the authorities.
- If you had spent more time on it, it would have been a lot better.

#### 6 Anecdote analysis

- a mobile phone; 2. to find out who'd dropped it; 3. as he was getting off the train; 4. at the station café; 5. they got married

### UNIT 2 Problems & Solutions

#### VOCABULARY

#### 1 Text messages analysis (wording may vary)

- The internet isn't working and I can't send the documents you need. I will do it tonight from home.
- I closed the door with the keys inside. I need you to get me the number for a locksmith as soon as possible.
- I am at home. I can't find my glasses. Did you see where I put them?
- The bathroom is flooded. Someone left the tap on. I have called the plumber.
- I need to get the report from your computer. What is your password?
- There's no money in the account. You need to put some in as soon as possible as there are bills that need paying.
- You won't believe this but an escaped

jaguar from the zoo is in the back garden.

Come quick! Not to be missed!

8. An angry client is demanding his money back. I'm not sure what to do. Can you come over to deal with it?

#### 2 Matching

1c 2b 3h 4g 5a 6d 7i 8e 9j 10f

#### 3 Top tips for saving money

- of; 2. out; 3. down; 4. out; 5. around; 6. off; 7. off; 8. of

#### READING

#### 1 Reading II

- President Dwight D Eisenhower; 2. Catherine Beecher; 3. Tim Berners-Lee; 4. John Letts; 5. Benjamin Franklin; 6. Stephen Covey; 7. Peter Drucker; 8. Henry Ford

#### GRAMMAR

#### 1 Photo analysis

1b 2d 3e 4a 5c

#### 2 Transformation

- The beds were being made when we got there.
- We'll be shown round the town later in the afternoon.
- A lot needs to be done before the deadline.
- The video will be edited by tonight.
- It won't be sent until it's been completed.
- We hadn't been told what to do.
- The work of art is going to be restored.

#### 3 Comments completion

- told; 2. given; 3. paid; 4. kept; 5. asked; 6. thanked; 7. blamed; 8. taken

#### 4 News stories analysis

- suspected bank robbers; 2. the police; 3. passersby; 4. in an old tin; 5. 110 years; 6. the National Media Museum

#### 5 Phrasal verbs (problems)

- up; 2. off; 3. over; 4. to; 5. down; 6. with; 7. together; 8. on; 9. up; 10. up; 11. to

#### LISTENING

#### 1 Listening II (wording may vary)

- An experiment to test children's willpower.
- That those who'd shown strong willpower in the test were doing better than those who hadn't.
- One that tested the willpower of 1,000 three-year-olds.
- That those who had strong willpower as children became healthier and wealthier as adults.
- You can work on developing your willpower as it's like a muscle.
- To pass exams, to train for a marathon.

#### PRONUNCIATION

1W 2S 3S 4W 5W 6W 7W 8S

### UNIT 3 Social Splash

#### INTRODUCTION

#### 1 What are they saying? (answers may vary)

- getting; 2. get; 3. this; 4. going; 5. wasn't; 6. leave; 7. to; 8. much / often

#### VOCABULARY

#### 1 Comments analysis

- Bad luck! = Tough luck!
- Never! = Over my dead body!
- How cheeky! = What a cheek!
- You're a life saver! = I don't know what I would have done without you.
- You're joking! = You're kidding!
- How annoying! = What a drag!
- I'm pleased she's gone. = Good riddance!
- I'm pleased! = Thank goodness!

#### 2 Expressions with get

- go somewhere else; travel somewhere; 2. leave; 3. doing; 4. find the time; 5. manage to see; 6. manage; 7. starting to like it; 8. sell it; 9. understand it; 10. avoid being involved in something; 11. buy

#### 3 Mini-dialogues

- shop; 2. car dealership; 3. restaurant

#### 4 Language analysis

- Wait a second = hang on a minute
- You can't be serious = You're joking!
- That sounds a bit more interesting = Now you're talking.
- Never = No way!

#### 5 Reading II (wording will vary)

- An ability to organise your thoughts and to target your ideas; 2. It can help you find jobs and clients. It's also good for putting together teams; 3. As there's so much out there, it's important to be able to sort out the valuable from the trivial; 4. An ability to work quickly with figures in your head. Also, having an understanding of compound interest and basic statistics; 5. Because they can help you track and record expenses and income; 6. Because too much stress can kill you!

#### GRAMMAR

#### 1 Mini-conversations analysis

#### At the conference

**Louise:** Oh, hi, erm, you're Darren Johnston, aren't you?

**Darren:** Yeah, hi there. Nice to meet you. You're...

**Louise:** ...Louise Moore. I think we met in Birmingham.

**Darren:** Right. That, that was, erm, a couple of years ago, wasn't it?

**Louise:** Yeah, something like that. Feels like, you know, ages though. So, what have you been, erm, getting up to lately?

**Darren:** Oh, not much. Working, travelling, going to conferences like this one. What about you? Are you, like, still at, erm, Hann Bros?

**Louise:** No, they did some restructuring, you know, they wanted to streamline things, what with the recession and all that. Mind you, it hasn't all been bad – I've got my own agency now.

**Darren:** That's great. And are you, erm, getting much work?

# RESOURCE SECTION

## Answers



**Louise:** Well, **you know**, it isn't, **erm**, easy right now, but I've got a steady base of clients that seem to **erm**, to keep me in business. So...  
[fades out]

### At the party

**Ben:** So, where do you work?

**Marcy:** **Erm**, a financial services company.

**Ben:** Oh, my brother's a stockbroker.

**Marcy:** Oh, right.

**Ben:** I can't remember the name of the company though. So, you got any, **erm**,... **any** top tips on which companies to, **erm**, invest in?

**Marcy:** I don't really work on the, **on the** stock market...

**Ben:** ...**oh, right**. By the way, here's my, like, business card.

**Marcy:** Thanks. And here's, **erm**, mine.

**Ben:** So, I see your surname's, **erm**, French?

**Marcy:** Italian, actually.

**Ben:** Get a chance to visit much?

**Marcy:** I used to go a lot when I was younger, **you know**, with the family, but I haven't been there for, **erm**, for about 5 years now.

**Ben:** So, can I, **erm**, get you a drink?

**Marcy:** Yeah, sure. I think the drinks are in the kitchen, **erm**, just around here somewhere.

**Ben:** Great. So, what did you think of... [fades out]

### Idiomatic expressions

1. ball; 2. rain; 3. ballpark; 4. curveball; 5. and/or miss; 6. league; 7. park; 8. base

### Slang expressions in conversations

1. Because he has to finish off an e-mail; 2. Because he has to be back by 3pm; 3. Because she got sick the last time she ate there.

### Language analysis

1. Grab a bite to eat
2. Gimme a sec
3. Shoot off
4. Sarnie
5. Catch you later
6. Gonna
7. Do you fancy
8. Give it a miss
9. Place
10. Dodgy tummy
11. Cheap and nasty
12. Pop down

### LISTENING

#### 1 Listening I

1. in Milan; 2. teaching; 3. five years ago; 4. in a restaurant; 5. because she couldn't boil an egg at university; 6. Gina's friend, Luca; 7. because he was scruffy at college;

### PRONUNCIATION

1. What's the name of the company where she works.
2. I've been trying to get in touch with your brother, but he isn't picking up the phone.
3. I think they left the money on the kitchen

table.

4. What did you think of the film? Personally, I didn't think it was any good.

### UNIT 4 Legal Matters

#### VOCABULARY

##### 1 Phrasal verb definitions

1. put on; 2. bring in; 3. sworn in; 4. came forward; 5. came in; 6. came before

##### 2 Legal case analysis

1. murder; 2. that he was watching a baseball game; 3. because the woman had supposedly given testimony in a murder trial involving his brother; 4. footage from a comedy series that showed Juan at the baseball game

##### 3 Language analysis

1. witness; 2. circle; 3. alibi; 4. deny; 5. client; 6. footage; 7. release; 8. settlement; 9. inadvertently

### READING

#### 1 Reading II

1. Because she said the trailer was misleading and that the film had very little driving in it.
2. Because she said the speed of the ship made her sick.
3. Because she said it failed to prepare her daughter for the test to enter New York City's private school system.
4. That they agreed to take money from him in exchange for hiding him from the police.
5. He said that he'd tripped and fallen into a lifeboat.

### GRAMMAR

#### 1 Reporting verbs definitions

1. admit; 2. deny; 3. insist; 4. claim; 5. announce; 6. apologise; 7. threaten; 8. remind; 9. accuse; 10. blame

#### 2 Speech bubble matching

1f 2e 3d 4a 5b 6c

#### 3 Strange but true word choice

1. argued that; 2. admitted that; 3. confirmed that; 4. explained how; 5. told police; 6. reported that

#### 4 Article completion

1. She was accused of swapping a price tag for a cheaper one.
2. She said that she could have mistakenly picked up a different tag when the other one fell to the floor.
3. She threatened to sue the shop.
4. She instructed her lawyer to file a lawsuit against the shop.
5. They found in favour of the shop.
6. He informed the court that his clients' costs were £45,000.

#### 5 E-mail completion

1. spoke; 2. assured; 3. agreed; 4. brought; 5. promised; 6. denied; 7. suggested; 8. said; 9. warn

### LISTENING

#### 1 Listening II

1. The legal profession; 2. difference between

solicitors and barristers; 3. A barrister speaks in a court of law; 4. A solicitor works mostly from an office, preparing documents, etc.; 5. Asking Susan what sort of law she's interested in; 6. He tells her that people normally refer to "practising" law, not "doing" it; 7. Complete a two-year training contract with a law firm.

### PRONUNCIATION

1. She accused them of lying about it.
2. He instructed his lawyer to file a lawsuit against them.
3. They warned him that he'd be in serious trouble if he ever did it again.
4. We reminded Paula that it was her responsibility to ensure that it never happened again.

### UNIT 4 Money Matters

#### VOCABULARY

##### 1 Idioms analysis

1. bread and butter; 2. the golden egg; 3. down the drain; 4. a free lunch; 5. daylight robbery; 6. and a leg

##### 2 Article analysis

1. Kim Basinger; 2. Abraham Lincoln; 3. Walt Disney; 4. Cyndi Lauper

##### 3 Language analysis

1. pay off debts; 2. back out of a deal; 3. file for bankruptcy; 4. owe money to someone; 5. give up; 6. sue;

### READING

#### 1 Reading II

1. Swissair; 2. Fashion Café; 3. Polaroid; 4. Betamax; 5. Woolworths

### GRAMMAR

#### 1 Speech bubble completion

1. of; 2. for; 3. from; 4. of; 5. for

#### 2 Word choice

1. about; 2. for; 3. about; 4. for; 5. in; 6. from; 7. on

#### 3 Instant message completion

1. on; 2. for; 3. about; 4. in; 5. on; 6. from; 7. on; 8. up; 9. of; 10. with; 11. into; 12. off; 13. about; 14. off; 15. in

#### 4 Bank brochure completion

1. with; 2. on; 3. from; 4. about; 5. about; 6. for; 7. with; 8. about; 9. on; 10. of; 11. to; 12. from; 13. to; 14. to

#### 5 Sentence completion (answers may vary)

1. taken; 2. painted; 3. fixed; 4. cleaned; 5. checked; 6. written

#### 6 Article analysis

1. Dennis Kozlowski; 2. Amberly; 3. Simon Cowell; 4. Emperor Titus; 5. Darnell

#### Some examples of the causative with have from the article

1. ...had her own perfume designed especially for the big night.
2. ...had her dogs dyed pink just so they'd



# RESOURCE SECTION

## Answers



match her party's theme.

**3.** ...had guests flown to Sardinia to celebrate his wife's 40th birthday.

**4.** ...He had a 20-metre-high photo of himself created...

**5.** ...the emperor had the Colosseum filled with water so boats could...

### LISTENING

#### 1 Listening II

**1.** Because 80% are never used; **2.** To avoid making any snap decisions; **3.** When you're hungry; because otherwise, you'll buy more than you need; **4.** In case you need to return something; **5.** Because some items may be as good as new but half the price; **6.** Because new cars lose half their value in their first year.

### PRONUNCIATION

**1.** They blamed her for getting into debt.

**2.** I've often dreamt of living in a castle.

**3.** They were arguing about the missing jewellery.

**4.** She said she'd like to participate in the competition on Wednesday.

**5.** They paid for the sandwiches, but we got the chocolates.

### UNIT 1 City Delight

#### VOCABULARY

##### 1 Photo matching

1c 2d 3e 4a 5b

##### 2 City analysis

**1.** Edinburgh; **2.** Paris; **3.** Prague; **4.** Venice; **5.** Amsterdam

##### 3 Language analysis

**1.** to stroll; **2.** dynamic; **3.** a quarter; **4.** a square; **5.** charming

##### 4 Website completion

**1.** stunning; **2.** bustling; **3.** majestic; **4.** impressive; **5.** fashionable; **6.** trendy; **7.** historic; **8.** spacious; **9.** distinctive

### READING

#### 1 Reading II

**1.** A traditional Lombard castle; **2.** They see it as a link between the past and present; **3.** A rectangular hole in the upper part; **4.** Because they ran out of money; **5.** Because they feel that it's ruined the city skyline; **6.** Not the ugliest, but certainly the most unusual building in the world.

### GRAMMAR

#### 1 Guessing

**1.** Head to = go to

**2.** Cool off = get cool

**3.** Stroll along = walk along casually

**4.** Take in = enjoy

**5.** Chill out = relax

**6.** Walk around = walk in an area casually

**7.** Meet up with = meet

**8.** Pick up = buy

#### 2 Instant messages (wording may vary)

**1.** Next week; **2.** She liked it and would definitely go back; **3.** It's got amazing views;

**4.** Between the old city gates and the market square, and the street markets; **5.** Because it captures the atmosphere of the place

#### 3 Text messages

**1.** We've just stopped off for a beer in the main square. Come and join us before we head off for dinner.

**2.** I've just got in and need a place to stay. Have you got a spare bed in your apartment?

**3.** I haven't got enough to pay for the hotel. My wallet was stolen. Please send some over. I'll pay you back when I get back.

**4.** It's been raining every day. I thought you said it was hot and sunny at this time of the year. I'll have to buy a raincoat!

**5.** The hotel you recommended is terrible. There are insects, it's cold and there's no heating. You owe me! We had a great day walking around museums yesterday. We're at the main square now sampling the local beer. We don't want to go back to the hotel!

#### 4 Travel article word choice

**1.** off; **2.** to; **3.** around; **4.** along; **5.** on; **6.** ahead; **7.** in; **8.** off; **9.** up; **10.** around; **11.** through; **12.** with; **13.** with; **14.** out; **15.** down; **16.** in

### LISTENING

#### 1 Pre-listening

1c 2a 3e 4d 5b

#### 2 Listening I

Amsterdam

#### 3 Listening II

**1.** Trondheim; **2.** Bogota; **3.** Barcelona; **4.**

Montreal; **5.** Barcelona; **6.** Montreal; **7.**

Trondheim; **8.** Bogota

### PRONUNCIATION

**1.** They went on a trip around Amsterdam.

**2.** She wandered around the centre of Dublin.

**3.** I headed off to the centre of Chicago.

**4.** We met up in a lovely bar on the outskirts of Vienna.

**5.** We picked up some amazing souvenirs in a market in Warsaw.

### UNIT 2 Work Time

#### VOCABULARY

##### 2 Definitions

**1.** taken on; **2.** catch up; **3.** moved into; **4.** get to; **5.** behind; **6.** get on; **7.** turned down

##### 3 Collocations (other answers may be possible)

head hunter; job seeker; evening course; correspondence course; personal details; job training; severance package (US) / redundancy pay (UK); temporary work (UK); employment agency; pink slip (US) / redundancy notice (UK); referral letter; job ad; classified ad; job position; job vacancy; early retirement; marital

status; wage package; severance pay

#### 4 Parts of speech

**1.** research; **2.** responsibility; **3.** constructive; **4.** advertising; **5.** manager; **6.** manufacturing; **7.** valuable

### READING

#### 2 Reading II (wording may vary)

You should...

**1.** ...avoid it for at least 24 hours before the interview.

**2.** ...record yourself or ask your friends for any feedback on the way you speak.

**3.** ...wear an expensive one.

**4.** ...leave them in reception.

**5.** ...turn down any offers of refreshment.

**6.** ...prepare some in advance and ask some during the interview.

### GRAMMAR

#### 1 Speech bubble matching

1b 2d 3e 4f 5a 6c

#### 2 Job identification

**1.** HR manager; **2.** bartender; **3.** accountant; **4.** primary school teacher; **5.** managing director;

**6.** fire-fighter; **7.** salesperson

#### 3 Guess the idiom

**1.** joking with you; **2.** made a big effort; **3.** did something perfectly; **4.** you can't decide what something is like (or who someone is like) by its appearance; **5.** not be easily offended; **6.** start working there; **7.** keeps you alert; **8.** do what you're supposed to do

#### 4 Conversation analysis

**1.** When everything goes wrong and you get the blame.

**2.** The pros definitely outweigh the cons.

**3.** Because some customers had fallen sick after using one of their products.

#### 5 Language analysis

**1.** out of the spotlight; **2.** thick-skinned; **3.** to get out of hand; **4.** hit and miss; **5.** all hands on deck; **6.** to hit a home run

#### 6 E-mail language analysis

**1.** in a bit of a bind; **2.** to make up your mind;

**3.** to start from scratch; **4.** to feel at home; **5.**

### LISTENING

#### 1 Listening II (wording will vary)

**1.** You should plan what you're going to say.

**2.** You should wait until you've calmed down before talking about it.

**3.** Ask for confirmation of it in writing.

**4.** So you can decide how best to work with him/her.

**5.** Because you see them almost as much as your family.

### PRONUNCIATION

**1.** You really can't judge a book by its cover.

**2.** We bent over backwards to help them.

**3.** If I could just get my foot in the door, I

# RESOURCE SECTION

## Answers



could show them how good I am.

4. I think you really hit the nail on the head.

### UNIT 7 Sales & Selling

#### INTRODUCTION

##### 1 Expensive things!

1. the Yalos Diamond; 2. John Lennon's piano; 3. the Diamond Crypto Smartphone; 4. Kopi Luwak coffee; 5. the Earth Simulator; 6. the Bugatti Veyron

#### VOCABULARY

##### 1 Twitter messages analysis

1. bakery; 2. pizza restaurant; 3. ice cream parlour; 4. Italian restaurant; 5. bar; 6. garage; 7. bank; 8. electronics shop

##### 2 Sales top tips

1. competitors; 2. impressions; 3. advice; 4. product; 5. saving; 6. famous; 7. customer; 8. action

#### READING

##### 2 Reading II (wording may vary)

1. decide who you are, professionally speaking;  
2. Things such as your CV, business cards, etc. that are branded with your name / colours, etc.;  
3. It should let others know what you offer, why you're the best, etc.;  
4. It should say who you are or what you do;  
5. Topics related to your industry, etc.;  
6. Letting people know about any new posts on your blog

#### GRAMMAR

##### 1 Sales talk matching

1e 2b 3f 4d 5g 6a 7h 8c

##### 2 E-mail advert analysis

- **Imperatives** = Order your KneePflex® NOW!
- **Conditionals** = If you're looking for a solution to aching joints, KneePflex® is the answer.
- **Future simple tense** = Wearing the KneePflex® will maximise recovery time and...
- **The Present Perfect** = KneePflex® has been developed for exercise...
- **The Future Continuous** = ...ensures you'll be boosting strength and power in the right places...
- **The Present Simple** = Its resistance technology ensures...

##### 3 Instant message analysis

1. a time management skills course; 2. because he's been given a big project to do; 3. six hours; 4. he puts Marcus' name down for it

##### 4 Language analysis

- **The Present Simple** = It's all about time management and working more effectively.
- **Imperatives** = Come on, it's worth it!
- **Question tags** = You'd like to learn how to do that, wouldn't you?
- **Negative questions** = Wouldn't you like to

improve your time management skills?

- **Conditionals** = I wouldn't be telling you this if I didn't think it was worth it.
- **Future tenses** = When are you going to sign up for the course...? / You'll love it.
- **Minimising expressions** = It's only six hours out of a whole weekend. That isn't much, surely!

##### 5 Sales e-mail

1. six months of free ink cartridges; 2. twelve months of free ink cartridges; 3. six; 4. 50% of the original price

#### LISTENING

##### 3 Listening II (wording may vary)

1. a booklet on how to insulate your home; 2. 50%; 3. that day / only one day; 4. by claiming to be able to save him £400 on his electricity bills; 5. never take "no" for an answer; 6. no, not really.

#### PRONUNCIATION

1. I'll only need a few minutes of your time to show you exactly how it can help you.  
2. Wouldn't you like to have the freedom to come and go as you please?  
3. So, how would you like to pay us for it?  
4. The product has been developed by an expert team of specialists with people like you in mind.

### UNIT 8 Advert Alert

#### VOCABULARY

##### 1 Text message advertising

1. supermarket; 2. delicatessen; 3. health food shop; 4. video rental shop; 5. garage; 6. dry cleaner's; 7. nightclub

##### 2 Online forum analysis

1. Milk; 2. Beer; 3. Beer 4. Banks; 5. Maltesers;  
● **Language analysis**  
1. drift off; 2. up ahead; 3. jump in; 4. gossip; 5. get the hang of something

#### READING

##### 3 Reading II

1. 70%; 2. because they feel like a personal recommendation from a friend; 3. about one third; 4. on Amazon.com; 5. bad things; 6. discounts; 7. \$999; 8. if there's lots of highly positive language, if it reads like an ad or if it's negative but speaks highly of a competitor.

#### GRAMMAR

##### 1 Photo analysis

1b 2a 3e 4d 5c

##### 2 Multiple choice

1c 2b 3a 4c 5b 6a

##### 3 Article analysis

1. Because of his football skills, his experience at dealing with the media and his general image.  
2. Very positive.

### 3b Language analysis

1. Discount supermarkets  
2. Designer clothing  
3. Marketing strategy  
4. High-profile sports stars  
5. Clothing range  
6. Endorse a brand  
7. Wide appeal  
8. A boost in sales  
9. Advertising campaign  
10. Appeal to  
11. Upturn in profits

##### 4 Advert analysis

1. Invigoren®; 2. hair loss; 3. anyone with thinning hair; 4. stop the root cause of hair loss and help grow strong, healthy hair without any nasty side effects; 5. six weeks; 6. 44

#### LISTENING

##### 2 Listening I

1. a fragrance for men; 2. a language school; 3. a soft drink; 4. a snack

##### 3 Listening II - part I

1. Berlitz; 2. Old Spice; 3. Doritos; 4. R. White's; 5. Berlitz

##### 4 Listening II - part II

1. Anything can happen when your man smells like Old Spice; 2. We are sinking; 3. R. White's Lemonade, I'm a secret lemonade drinker; 4. Keepy your hands of my mommma, and keep your hands off my Doritos!

#### PRONUNCIATION

1S 2W 3W 4S 5W

### Progress test II (units 1 to 8)

#### VOCABULARY

##### 1 Sentence completion

1. run; 2. ahead; 3. with; 4. chance; 5. into; 6. forward; 7. drain; 8. impressions

##### 2 Word choice

1. heads in the sand; 2. face up to; 3. rule out; 4. done without you; 5. brought in; 6. free lunch; 7. declared herself bankrupt; 8. get to me

#### GRAMMAR

##### 1 Sentence completion

1. being given; 2. to be seen; 3. would get onto; 4. to sue; 5. leaving; 6. feet; 7. being paid; 7. to be kept; 8. left

##### 2 Word choice

1. blamed him for; 2. think on your feet; 3. your life on the line; 4. keeping in touch; 5. soul-destroying; 6. balancing act; 7. an eye for detail

#### LISTENING

##### 3 Listening II

1. People who talk loudly on their mobile

# RESOURCE SECTION

## Answers



phones on public transport, and irritating ringtones.

- At a football match, someone was texting away the whole time.
- The way they offer you a low price when you sign up, then raise those prices later on.
- It's as if they were talking to themselves and it's disturbing.
- Because she hasn't got a recharger at work.

### READING

Xenoglossia

#### 2 Reading II

- Rosemary;
- Croatian girl;
- Matej;
- Matej;
- Croatian girl;
- Rosemary;
- Rosemary

### UNIT 1 Let's Complain!

VOCABULARY

#### 1 Complaints matching

1c 2b 3g 4a 5h 6e 7f 8d

#### 2a Comments analysis

1. Jessica; 2. Scarlett; 3. Jessica; 4. Scarlett; 5. Jack

#### 2b Language analysis

- get in touch with;
- last resort;
- get back to;
- turn up;
- sort out;
- give up

### READING

#### 3 Reading II (wording will vary)

- by sending spam e-mails;
- to sign him up to junk mail mailing lists;
- because he'd been unfaithful;
- apologise;
- she hit him in the face;
- because the baggage handlers had broken one of his guitars;
- he wrote a series of songs about the incident. And the songs went viral

### GRAMMAR

#### 1 Picture matching

1b 2d 3e 4a 5c

#### 2 Word choice

- forgetfulness;
- darkish;
- doable;
- sustainable;
- revolutionise;
- modernise;
- pianist;
- capitalism;
- shorten;
- strengthen

#### 3 Instant message completion

- combination;
- modernise;
- productive;
- shorten;
- doable;
- efficiency;
- assistant;
- minder;
- constructive;
- clueless

#### 4 Anecdotes word choice

1c 2a 3a 4c 5b 6b

#### 5 Parts of speech

- reservation;
- embarkation;
- preference;
- compensation;
- valuables;
- performance;
- inconvenience;
- satisfactory;
- unhappy;
- apology;
- undercooked / overcooked

### LISTENING

1b 2c 3b 4a 5b 6c 7c 8b 9a 10c

### PRONUNCIATION

- I was using the abbreviation, not the full form.
- I think the price includes accommodation, although I'm not entirely sure.
- I think it's a clear illustration of what I was trying to explain.
- Apparently, over 60% of the population have never heard of it before.
- They're planning to make cuts in education and healthcare.

### UNIT 2 In the News!

VOCABULARY

#### 1 Newspaper sections

- Health;
- Travel;
- Home news;
- Economy;
- Film;
- Classifieds;
- Gossip;
- Technology;
- International;
- Environment

#### 2a Article analysis

- by swallowing it;
- Because they're waiting for the diamond to come out;
- It could cut your exposure to pesticides;
- There wasn't much difference;
- It's down;
- subdued / quiet.

#### 2b Language analysis

- to alert;
- to swallow;
- to appraise;
- to cut;
- downturn;
- subdued

### READING

#### 3 Reading II (wording may vary)

- She uploaded a video of herself talking about the crime.
- He forgot to log out of his Facebook account.
- They followed a mysterious trail of orange powder.
- He wrote his name on a wall.
- There were 50 police officers in the store.
- Because he told the store clerk what he was going to do.

### GRAMMAR

#### 1 Word choice

1a 2b 3c 4c 5c 6a 7c

#### 2 Matching

1e 2c 3g 4d 5f 6a 7h 8b

#### 3 Word selection

- priceless;
- artefacts;
- display;
- squatting;
- steady;
- accident;
- determined;
- hearing;
- meaning;
- sticking;
- jammed;
- burglar

#### 4 Word choice

1a 2c 3b 4a 5b 6a

#### 5 Language identification

- Who = British skier
  - What = he was injured
  - Where = at a ski resort in eastern France
  - When = yesterday afternoon
  - How = there was an avalanche
- Who = a young man

b) What = he was driving his father's car / he collided with a tree

- Where = near Bristol
- When = on Saturday night

3-

- Who (*what* for things) = a commercial jet
- What = made an emergency landing
- Where = in Chicago
- When = yesterday afternoon
- Why = one of the lavatories flooded

4-

- Who = two shopkeepers
- What = sentenced to jail

c) Where = in Barsdale

d) When = yesterday

e) Why = for fraud

5-

- Who (*what* in this case) = a report
- What = green tea sales rose

c) Where = in the UK

d) When = today

6-

- Who (*what* in this case) = a study
- What = 50% of Britons admit to cancelling friends at the last minute

c) Where = in the UK

d) When = this week

e) Why = if a more attractive social engagement comes up

### LISTENING

#### 2 Listening II (wording may vary)

- Because bacon is mouth-watering and people get excited when they smell it.
- Business meetings or a date.
- Bacon-flavoured lip balm.
- Bacon-infused baby food.
- Over 250.
- His CV and a short video in which he talks about his experience and skills.
- In central London.
- £500.

### PRONUNCIATION

- I can't believe he fell for that trick. He's just so naive at times.
- They were just about ready to give up, but we persuaded them to carry on.
- As it was raining so heavily, they decided to put the game off until the following day.
- There was a fire in the kitchen but we managed to put it out.

### UNIT 3 Travel Time

VOCABULARY

#### 1 Photo matching

1b 2d 3f 4g 5e 6a 7c

#### 2 Word formation

- population;
- beautiful;
- wonderful;
- constructions;
- professional;
- attractions;
- exciting

#### 3 Word completion: at the airport



# RESOURCE SECTION

## Answers



1. desk; 2. plane; 3. boarding; 4. seat; 5. bag; 6. baggage; 7. delayed; 8. card; 9. gate; 10. land; 11. locker; 12. fastened; 13. position; 14. switched

### READING

#### 2 Reading II (wording may vary)

1. That other users had had the same problem.
2. They show you the exact size of the rooms, the genuine state of the carpets and the true condition of the pool.
3. Some of the comments are ridiculous and seem to suggest that some guests are too picky or demanding.
4. The owner of another hotel down the road.
5. To read the reviews with caution.
6. Because reviewers can remain anonymous.
7. There's been a shift in power from hotelier to consumer.

### GRAMMAR

#### 1 Matching

1b 2a 3f 4d 5e 6c

#### 2 Guessing game (wording may vary)

1. understand; 2. had a drink of X to accompany the meal; 3. to meet / see; 4. released him without charge; 5. stopped; 6. avoid / not go near

#### 3 Phrasal verb choice

1. down; 2. off; 3. off; 4. off; 5. up; 6. in
1. Pour down: to rain very heavily.
2. Head off to: to go to.
3. Set off: to leave.
4. Stop off: to stop in a city, etc. as part of a journey.
5. Pick up: to go to a station / airport to meet someone who's arriving.
6. Snow in: if you're "snowed in", you're trapped because it's snowing so much.

#### 4 Holiday tweets analysis

1. falconattack62
2. foodilove22
3. dpilleyy
4. captannarked
5. splashdown44
6. two4one
7. sallydolly28
8. killzone

#### 5 Online text completion

1. off; 2. down; 3. by; 4. up; 5. down; 6. up with; 7. over; 8. up; 9. down; 10. to; 11. over; 12. off; 13. down; 14. out; 15. to

### LISTENING

#### 1 Listening II

1. Speaker I; 2. Speaker II; 3. Speaker II; 4. Speaker I; 5. Speaker II; 6. Speaker I; 7. Speaker II; 8. Speaker I

### PRONUNCIATION

1. He rustled up something delicious to eat.

2. They settled down on the sofa and switched on the TV.
3. It's clouded over and it looks like it's going to rain.
4. They met up with some old school friends and had a coffee in the café.

### UNIT 12 Film Fantastic

#### INTRODUCTION

##### 1 Film quiz

1. *The Artist*; 2. Keira Knightley; 3. *Robin Hood Prince of Thieves*; 4. Steve Martin; 5. Button; 6. *Four Weddings and a Funeral*; 7. Colin Firth; 8. Robert Downey Jr; 9. *Prometheus*

#### VOCABULARY

##### 1 Parts of speech

1. romantic; 2. relationship; 3. employment; 4. national; 5. photographer; 6. neighbouring; 7. musical; 8. romance

### READING

#### 1 Listening II (wording will vary)

1. With streaming you pay to access music / films but you don't actually own anything.
2. As many as you like.
3. Convenience – you've got access to lots of songs and films at the touch of a button.
4. Storage isn't a problem because you don't own a physical product.
5. It depends how the data centres are powered. If they're powered by renewable energy, then, yes, it is.
6. The quality isn't great because the sound or video files have to be compressed.

### GRAMMAR

#### 1 Photo matching

1b 2a 3d 4e 5c

#### 2 Sentence linking (other answers may be valid)

1. Although an intensive course can be expensive, you learn a lot in a short period of time.
2. Despite the fact that the water was so cold, we went swimming anyway.
3. It's difficult to learn a language, but with a lot of persistence you can get there in the end.
4. We have a fantastic product as well as great staff.
5. Even though it was raining we played tennis anyway.

#### 3 Comments completion

1. although; 2. despite; 3. unless; 4. as long as

#### 4 Film review completion

1. unless; 2. but; 3. although; 4. although; 5. despite; 6. but; 7. although

#### 5 Twitter comments analysis

1. big-bad-world62; 2. jaws92; 3. free-to-live27; 4. mytime-isnow44; 5. box\_22

### LISTENING

#### 1 Listening II

1. Goldfinger; 2. Blofeld; 3. Jaws; 4. Rosa; 5.

- Oddjob; 6. Goldfinger; 7. Blofeld; 8. Jaws; 9. Rosa; 10. Oddjob; 11. Blofeld; 12. Jaws; 13. Oddjob

### PRONUNCIATION

1. Although it isn't the best on the market, I think it'll do for now.
2. Although I probably won't go, I will be able to contribute on the video conferences.
3. I've already explained how it works, so that's why I won't be going over it again.
4. The fact that they were willing to change the terms of the contract shows that they're keen to sign.

### UNIT 13 That's Incredible!

#### VOCABULARY

##### 1 Mystery analysis

1. Voynich; 2. Babushka; 3. Voynich; 4. Babushka; 5. Taos

##### 2 Language analysis

1. to spot; 2. to flee; 3. to break a code; 4. a script; 5. a source

##### 3 Brochure analysis

1. murderer; 2. reception; 3. opportunity; 4. enquiries; 5. interrogation; 6. suspects

### READING

#### 2 Reading I (wording will vary)

1. The Rosetta Stone: a black slab of rock from 196 BC with three scripts on it. Egypt is demanding its return.
2. The Koh-i-Noor diamond: a large diamond that fell into British hands in the 19th century. India is demanding its return.
3. The Elgin Marbles: friezes and sculptures from the Parthenon removed about 200 years ago. Greece is demanding their return.

#### 3 Reading II (wording will vary)

1. Because the lower part is in Ancient Greek, which has helped archaeologists work out the meaning of the hieroglyphics. 2. They took it as part of a treaty at the end of the First Anglo-Sikh War. 3. The Earl of Elgin obtained a permit to remove pieces of the Acropolis. He later sold these to the British Museum.

### GRAMMAR

#### 1 Speech bubble completion

1. at; 2. in; 3. through; 4. in

#### 2 Website text completion

1. over; 2. in; 3. up; 4. in; 5. around; 6. with; 7. in; 8. to / into; 9. in; 10. into; 11. in / along; 12. on; 13. in; 14. in; 15. on; 16. from; 17. to. 18. in

#### 3 Comments completion

1. would have shown; 2. would have given; 3. would have been locked; 4. had been; 5. would have spoken; 6. could have been; 7. would have pretended

### LISTENING

#### 1 Listening II (answers will vary)

# RESOURCE SECTION

## Answers



- Poor, dirty, overcrowded and dark.
- They took place in 1888 in Whitechapel between 31st August and 9th November. Five women were murdered over a period of 71 days. The murders stopped suddenly.
- Because he managed to kill even though the streets were full of policemen.
- Because he wasn't in London on 1st September – the day following the first murder.
- Because he was in France at the time.
- Because papers show that he wasn't in London at the time.
- Because the places he went to and the times he was there seem to coincide with the murder locations and dates of Ripper-like killings in the States (where he later went).

### PRONUNCIATION

1W 2W 3W 4S

### UNIT 10 Communication!

#### VOCABULARY

##### 1 Slogans

- Playstation 2; 2. Barclays; 3. Camelot (a lottery operator); 4. Lufthansa; 5. Twister; 6. Ford; 7. Frosties; 8. Orange; 9. Xbox Live; 10. Budweiser; 11. Vodafone

##### 2a Publicity stunts

- Greenpeace; 2. PETA; 3. F4J; 4. PETA; 5. F4J; 6. Greenpeace

##### 2b Language analysis

- aim; 2. stunt; 3. activist; 4. climate change; 5. billboard ("hoarding" in US English)

### READING

#### Marriage Proposals

##### 1 Reading II

1. He gets down on his knees, declares his love and has a guitarist sing the song Sweet Caroline; 2. It doesn't work; 3. He makes a special announcement during a flight; 4. She agrees to marry him; 5. A flash mob starts singing, then the man comes down the escalator singing a different song. He then makes her dance then gets down on his knees to make the proposal; 6. You can see on the woman's face that she isn't that excited about it and she refuses to take the ring.

### GRAMMAR

##### 1 Speech bubble completion

- with; 2. in; 3. in; 4. in; 5. for; 6. out

##### 2 Word choice

1b 2c 3a 4b 5c 6a

##### 3 Language miscommunication

- of; 2. in; 3. in; 4. of; 5. for; 6. in; 7. of; 8. in

##### 4 Advertising controversies

- in; 2. in; 3. under; 4. within; 5. in; 6. in; 7. in; 8. in; 9. in; 10. on; 11. to

##### 5 Article completion

- news; 2. newspapers; 3. ground; 4. raise; 5. attempt; 6. race; 7. response

### LISTENING

##### 1 Listening II (wording may vary)

- The American Declaration of Independence
- In 1971
- Public domain books
4. 313
- To encourage the creation and distribution of e-books; to help break down the barriers of ignorance and illiteracy; and to give as many e-books to as many people as possible.
- He died of a heart attack in 2011.
- About 38,000 books
- That paper books will survive in the world of publishing.

### PRONUNCIATION

- I'm in complete agreement with you about it.
- I'm telling you this in the strictest of confidence.
- We were under the impression that you already knew about it.
- I'll have some orange juice instead of the wine, if you don't mind.
- I'm sorry but I'm in a bit of a rush, but I'd be glad to chat about it later on today.

### UNIT 11 Success!

#### VOCABULARY

##### 1 Bio analysis

- By becoming known as "Germany's Most Notorious Hacker".
- At one point it was responsible for 4% of all internet traffic.
- He wanted to show the world that he was rich and successful, and he needed to attract investors.

##### 2 Language analysis

- a file-sharing website; 2. piracy; 3. notorious; 4. embezzlement; 5. a publicity stunt

### READING

##### 1 Reading II

- 7.4 days a year.
- Between £10 and £12 billion a year.
- £666 per employee.
- Sickness, family responsibilities, or a work-related reason (such as a training session).
- Hide her car keys.
- Because his wife had burnt them all.
- That it wasn't actually Saturday
- A tiger scratched their ear, causing an ear infection.
- Because it got drunk on the beer that had been left out in the garden to kill slugs.

### GRAMMAR

##### 1 Speech bubble completion

- into; 2. to; 3. with; 4. for

##### 2 Sentence completion

- for; 2. to; 3. for; 4. in; 5. to; 6. to; 7. with; 8. in; 9. to

##### 3 Online forum choice

- for; 2. before; 3. in; 4. in; 5. of; 6. for; 7. from; 8. of; 9. of; 10. for; 11. in; 12. of; 13. to; 14. on; 15. in; 16. of; 17. in; 18. in

##### 4 Bio completion

- as; 2. of; 3. by; 4. up; 5. in; 6. for; 7. to; 8. as; 9. at; 10. out/off; 11. up; 12. with; 13. in; 14. to; 15. with; 16. to; 17. over; 18. against; 19. after; 20. with

### LISTENING

##### 1 Listening II

- It was losing money.
- A "no-frills" airline that offered the cheapest fares possible.
- To make them as low as possible.
- They'd be able to squeeze more passengers onto each flight.
- Because it gets him (and the airline) in the news.
- €500,000 per year.
- Lose weight.

### PRONUNCIATION

1W 2S 3W 4W 5S

### UNIT 12 Our Planet!

#### VOCABULARY

##### 1 Photo matching

1b 2d 3e 4a 5c

##### 2 Adjective matching (other answers may be possible)

breathtaking; mind-blowing; out-of-this-world; well-protected; tree-lined; deep blue; ice-cold; one-hour; partly-famous; wild-looking; three-mile; grey-green; brightly-coloured; mouth-watering; grey/light-coloured; best-preserved; white-washed

##### 3 Blog analysis

- A fascinating area with spectacular Italian scenery.
- A rainbow of colour.
- A type of early-morning mist.
- They've got a soft, soothing and almost mystical quality.
- They aren't full of tourists.

### READING

##### 1 Reading II

- The Fukushima disaster in 2011.
- Germany wants to shut down its nuclear plants; France and the US remain staunch supporters of nuclear power.
- Because it doesn't contribute to climate change or produce greenhouse gases.
- It's relatively cheaper.
- It's unsafe and remains toxic for thousands of years

# RESOURCE SECTION

## Answers



### GRAMMAR

#### 1 Sentence completion

1. with; 2. sitting; 3. famous; 4. set; 5. compared

#### 2 Word choice

1. hoping; 2. on; 3. having; 4. she'd; 5. having; 6. had

#### 3 Website analysis

1. Redwood Forest; 2. Sage Mountain National Park; 3. Carbet Falls; 4. Everglades National Park

#### 4 Compound noun creation (other answers may be possible)

waterfall, rainfall, earthquake, rainbow, seashore, pine tree, mountain hut, sunlight, beach hut, vineyard, cattle shed, farmland, mountain trail, nature trail, lakeside hotel, nature reserve, hiking trip

#### 5 Brochure completion

1. package; 2. transfers; 3. walks; 4. terrace; 5. holidays; 6. biking; 7. base; 8. equipment; 9. park

### LISTENING

#### 1 Listening II

- 34.85 million
- Once or twice a week.
- Garden and kitchen waste.
- That rubbish had increased over the past 12 months.
- There are more cigarette butts in the street.
- They leave a lot of rubbish around the bins.

### PRONUNCIATION

- We're thinking of staying at the same ski resort we stayed at last year.
- Having seen what the beach hut was like, they decided to stay in the five-star hotel.
- She owns a cattle ranch in Texas where she organises mountain biking tours of the surrounding area.

### Progress test III (units 9 to 16)

#### VOCABULARY

#### 1 Sentence completion

1. hold; 2. whole; 3. off; 4. excess; 5. loud; 6. fled; 7. awareness

#### 2 Word choice

1. as an incentive for; 2. wind down; 3. sailing around; 4. fast-moving thriller; 5. out of control; 6. in the unlikely event that; 7. draw people's attention

### GRAMMAR

#### 1 Sentence completion

1. forgetfulness; 2. way; 3. off; 4. although; 5. fact; 6. ahead; 7. unless

#### 2 Word choice

1. to shorten; 2. dealt with; 3. work out; 4. shopping around; 5. did they fail; 6. as long as you're sure; 7. ended in tragedy; 8. set in the rolling hills

### LISTENING

#### 2 Listening II (wording may vary)

- plastic surgeons;
- 33%;
- boredom;
- anaesthetics;
- self-selected music

### READING

#### 2 Reading II (answers will vary)

- Editing (with two t's).
- It made it sound like the applicant liked cooking dogs.
- It was too long – about 25 pages long.
- Master of Time and the Universe.
- Half a £20 note.



# RESOURCE SECTION

## Audio script



### 1 Willpower: the key to a successful life!

Imagine this. There's an apple and a piece of cake on a table. Which one would you like? The delicious cake or the healthy apple? A new bestseller by Roy Baumeister and John Tierney, *Willpower: Rediscovering Our Greatest Strength*, claims that having strong willpower is essential to a successful life.

Willpower is the ability to resist temptation – the ability to make decisions that are better for us in the long term, rather than in the short term... choosing to eat the apple rather than the piece of cake, or going to the gym rather than lazing about on the sofa. The book starts by describing a famous experiment: The Marshmallow Test.

In 1972, psychology professor Walter Mischel tested the willpower of 600 four- to six-year-olds. In the experiment, each child was left alone in a room for fifteen minutes with a marshmallow on a table in front of them. They were given two choices: they could either eat the marshmallow or, if they waited fifteen minutes, they'd be given a second marshmallow (and then they could eat both).

So, what did the kids do? Well, as you can imagine, 70% ate the first marshmallow within the fifteen minutes. But the other 30% showed willpower – they resisted the temptation and waited for the second marshmallow. But then Mischel discovered something really interesting. Twenty years later, he got in touch with the children, who, by then, were in their early twenties. And he found that those who'd shown strong willpower were getting better marks at university, were better behaved and were more popular. But the authors cite an even more incredible experiment.

Thirty years ago, psychologists tested the willpower of 1,000 three-year-olds. Then, they followed the progress of the participants up until the present day. And they discovered that those who had strong willpower as children became healthier and wealthier adults. And those who showed low willpower as children were four times more likely to get in trouble with the law.

But don't worry if you aren't good at controlling your impulses – you can work on it. The authors say that willpower is like a muscle, and the more you exercise it, the stronger it gets. So, if you do regular "selfcontrol exercises", such as making your bed every morning or flossing your teeth every night, you'll improve your overall willpower. And the book's daily willpower exercises will help you with those bigger goals, such as studying for an exam or training for a marathon.

### 2 Catching up with an old friend !

**Chloe:** So, Paul. How's it going?

**Paul:** Fine thanks. It's great to see you again! How long's it been?

**Chloe:** About ten years since we left university.

**Paul:** Yeah, you went to Australia and I went to Italy. You look great.

**Chloe:** Thanks, you're looking pretty good yourself. Nice suit.

**Paul:** Thanks. I'm quite into clothes these days.

**Chloe:** Well, living in Milan you are in the fashion capital of the world. So, what have you been up to there?

**Paul:** Well, I started out teaching English in a little language school, but I wasn't up to much as a teacher to be honest. In fact, I was pretty hopeless. But the main thing was I did pick up Italian quite quickly.

**Chloe:** Did you do a course or something like that?

**Paul:** Yeah, to start with, but then I met Gina.

**Chloe:** Gina?

**Paul:** Yeah, Gina. I met her at a party, and then we went for a drink and one thing led to another. You know how it is.

**Chloe:** So, what did it "lead" to?

**Paul:** Well, we got married five years ago!

**Chloe:** Wow, I had no idea.

**Paul:** Yeah, well it wasn't a big do, you know, just family. Anyway, the main thing is that we're really happy

**Chloe:** That's fantastic. I'd love to meet her.

**Paul:** Well, you'll have to come over to Milan one day.

**Chloe:** Yes, but it's just so difficult to find the time.

**Paul:** Yeah? So, what are you up to these days?

**Chloe:** Well, I only stayed in Australia for about a year. My visa ran out and I had to leave the country. So, I came back to London and got a job in a restaurant. It was only supposed to be a part-time thing but I'm still there.

**Paul:** You're joking! You're a waitress?

**Chloe:** Not anymore. I trained as a chef and now I'm a partner in the restaurant. I'm the head chef!

**Paul:** What? You didn't know how to boil an egg at university.

**Chloe:** I know. But I'm quite good now. In fact, I've just won my first Michelin star.

**Paul:** Michelin star! Wow, impressive.

**Chloe:** You should drop in for a meal one night.

**Paul:** I'd like to but I've got to get back to Italy. I'm here on business.

**Chloe:** The school sends you over to London on business?

**Paul:** No, no. I don't work at the school anymore. Haven't for nine years. Once I got My Italian going, I looked for a better job. Gina had a friend, Luca, who's in the fashion industry and he helped me get a job.

**Chloe:** What? You work in the fashion business?

**Paul:** Yeah. Can you believe it?

**Chloe:** I mean, you were the scruffiest bloke at college. I don't think I ever saw you not wearing jeans.

**Paul:** I know. Anyway, Gina's friend... *[fades out]*

### 3 Top tips on how to become a lawyer!

**Lauren:** Hi, James. Thanks for seeing me at such short notice.

**James:** That's OK. Nice to see you again.

**Lauren:** And you. So, what can I get you?

**James:** A pint of bitter, please.

**Lauren:** I'll just go and get it. *[She goes to get the drink. Then, comes back.]*

**James:** So, how can I help?

# RESOURCE SECTION



## Audio script

**Lauren:** Well, I was hoping to pick your brains about a career in law.

**James:** Are you thinking of re-training?

**Lauren:** No, no, it's not for me. It's for my daughter, Susan. She's just finishing her law degree and she's mentioned pursuing a career in law. She's in her last year at university, so I've told her that she's got to start thinking about what to do next.

**James:** Well, what do you need to know?

**Lauren:** Well, I've heard that once you qualify as a lawyer, you need to decide whether you want to be a barrister or a solicitor. I was wondering whether you could tell me what the difference is.

**James:** Well, basically there are two types of lawyers: solicitors and barristers. A barrister speaks in a court of law, arguing a client's case; whereas a solicitor works mostly from an office, preparing documents and investigating points of law.

**Lauren:** Oh, right.

**James:** But first of all, I suggest you ask Susan what sort of law she's interested in. There are lots of different types. For example, there's family law, which deals with divorce and care of children. Then there's property law to do with the ownership of the property; for example when you buy a house you need a lawyer. Other types include employment law and business law.

**Lauren:** OK. And this is the sort of law that you do, isn't it?

**James:** Well, we "practise" law rather than "do" it. But yes, that's right, I'm a solicitor.

**Lauren:** So, how would Susan become a solicitor?

**James:** Well, once she's finished at university, she'll need to apply to a law school in order to do a Legal Practice Course (an LPC). University law degrees themselves are usually quite theoretical. However, law school teaches you how to work as a lawyer.

**Lauren:** And how long does the Legal Practice Course take?

**James:** Usually a year, if she passes her exams.

**Lauren:** And then she'll be a solicitor?

**James:** No, she then has to complete a two-year training contract with a law firm as a Trainee solicitor. So, in other words she has to find a law firm that'll give her a job. If she's successful, after two years she'll be qualified.

**Lauren:** OK. So, it takes quite a long time.

**James:** Yes, and she'll have to continue studying after she qualifies. Laws are constantly changing and solicitors have to keep on top of any changes.

### 4 Top tips on how to save money!

Are you good at saving money? Here are some of our top tips.

When you're buying something expensive, ask for a discount for using cash. If you use a credit card, the shop has to pay two to four percent to the bank. So, if you pay cash (or write a cheque), you're saving them money.

In general, it never hurts to ask for a 10 or 20% discount when

you're buying something big such as a TV, a refrigerator or a computer. Simply say that you might be interested in buying it, but aren't sure and only have X amount to spend. They can only say no!

Don't buy extended warranties. Eighty percent are never used, and they're a major profit item for the vendor, which is why they're also so desperate for you to buy them!

Choose the times you go shopping very carefully. For example, you'll make a huge saving if you buy next year's Halloween costume on 1st November (just after Halloween), or your Christmas decorations in January, right after Christmas.

Always shop with a list. That way, you'll avoid making any snap purchases. Depending on what you're shopping for, you can easily save between 10 and 15% with this tip alone.

Never go shopping for food when you're hungry as you'll inevitably buy more than you need. Also avoid shopping if you're feeling a bit depressed. It may lift your spirits temporarily, but you'll also probably end up with something you don't really need.

Keep your receipts and don't hesitate to return things you don't want. Also, bear in mind that many shops will refund the difference if you find an item cheaper elsewhere after you've bought it.

Get a store card and use your discount coupons whenever you get them.

Don't pay for features you don't need. Fancy gadgets or extras on everything from cars to MP3 players are often high-profit-margin items for manufacturers and dealers. Even if it only costs "a little more", why buy things you'll never use? Fewer gadgets can also mean less in repair bills.

Sell things you don't need or use any more. Simply register with eBay or any other auction site. Also, use these sites to buy second-hand goods. Some items may be as good as new, but they're only half the price!

Walking or jogging in your neighbourhood is free, and fresh air is better for you than the stuffy atmosphere of a health club or gym. Also, don't buy expensive sports equipment until you're sure you really need it.

Always buy second-hand cars. New vehicles lose about 50% of their value in their first year, but may still have 70% of their useful life left. That's why used cars are nearly always a better deal than new ones. Plus, the insurance cost is lower.

### 5 Which cities are the best for cycling?

**Presenter:** Hi and welcome to The World of Travel, Radio 7's weekly look at where to go and what to do. This week, we're talking about cycling holidays, and we'll be taking a few

# RESOURCE SECTION



## Audio script

**Sam:** calls to hear about your experiences of cycling. What are some of the best cities for cycling? Where have you been? OK, on line one, we've got Sam. Hello, Sam.  
**Sam:** Hi, Bruce. You know, I love cycling when I'm in a new city. For me, exploring a city by bike is a great way to get to know it. You can cover much more than if you're on foot, and you'll come across the locals too because it's usually local people who get around by bike.

**Presenter:** So, where would you recommend?

**Sam:** Well, I've just got back from a three-month holiday in South America, and Bogota in Colombia was great for cycling.

**Presenter:** Bogota?

**Sam:** Yes, only about 20% of the population has a car, so bikes are very popular. And once a week all roads are closed to cars to make things safer for Bogota's cyclists. Bikes are perfect for exploring the old centre of the city, La Candelaria, with its beautiful old streets and bars and restaurants.

**Presenter:** That's great. And now on line six we've got Jack. Hello, Jack.

**Jack:** Hi, Bruce. Well, just recently, I went to Barcelona and did a lot of cycling there. They've got one of those bike rental schemes which are becoming quite popular. You can just pick up a bike, ride around for 30 minutes or so and then leave them wherever you get to. Barcelona is a great place for cycling as there are bike lanes and bike traffic lights, plus there's a green bike ring which circles the city centre. This has about 100 bike stations where you can pick up or drop off a bike, so it's very tourist friendly. Barcelona does have a lot of hills though, so you need to be fit.

**Presenter:** OK. That's great. And now we've got Lenny on line four. Hello, Lenny.

**Lenny:** Hi, Bruce. I recently went on a cycling holiday in Norway.

**Presenter:** But Norway's quite hilly, isn't it?

**Lenny:** Yes, but they've come up with a great solution. In Trondheim, a city in northern Norway, the city has bicycle lifts.

**Presenter:** Bicycle lifts?

**Lenny:** Yes, that's it. They're a bit like ski lifts and they pull you uphill so you don't have to pedal.

**Presenter:** And is Trondheim worth a visit?

**Lenny:** Oh, yes, it's a beautiful city on the banks of the River Nidelva. It's not very big so you can cycle around it quite easily. There's plenty to see and do, and in the summer, it's light all day and night as it's just south of the Arctic Circle, so you get the midnight sun. But don't go in the winter – cycling in the snow and dark is no fun!

**Presenter:** OK. Thanks, Lenny. And now on line three we've got Andy. Hello, Andy.

**Andy:** Hi, there. Well, I've been living in Montreal, Canada, for a few years and it's really bike-friendly. They've recently spent millions improving facilities for cyclists, and they've got more than 2,000 kilometres of bike trails which they're always expanding. And there's certainly lots for

tourists to see and do. Montreal is the second largest Frenchspeaking city in the world after Paris, so it's got a very unusual feel to it for a North American city. It's got all you'd expect from a French city.

**Presenter:** Thanks, Andy. Very interesting.

### 6 Five tips for dealing with your boss!

Do you have the best boss in the world? Or the worst? Either way, you need to know how to deal with him/her if you want to be happy and successful at work. Here are our top tips.

#### 1 Ask

There's a saying in English: "If you don't ask, the answer will always be no." Do you want a raise, a promotion or a holiday? You won't get it if you don't ask your boss. Yes, sometimes it's scary, but it'll be easier if you plan what you're going to say first.

#### 2 Never get emotional

Work can be stressful. But always remember to keep your cool when dealing with your boss. If you stay calm and professional, you'll earn their respect. If you're upset about something, wait until you've calmed down before speaking to him or her.

#### 3 Get it in writing

If your boss promises you something (like a raise or a promotion) ask for it in writing. That way you'll have a paper trail if they suddenly "forget" what they promised.

#### 4 Understand your boss

Every boss has a different management style. Is yours a micro-manager or are they hands-off? Are they organised or disorganised? Are they a good or bad communicator? Understand their style so you can decide how best to work with them.

#### 5 Maintain goodwill

You see your boss a lot. Almost as much as you see your family! So try to stay on good terms with him or her. If the relationship breaks down, your job will be even more stressful.

### 7 Top tips on how to sell!

**Nick:** Right. So, Clive, I want you to try to persuade me to buy some double glazing. This is my front door. Here's the doorbell. Ready?

**Clive:** Ready! [a doorbell rings and a door opens] Hello. Can I sell you some double glazing, please?

**Nick:** No, thanks.

**Clive:** Oh, all right. Sorry for bothering you. Goodbye.

**Nick:** Have you finished?

**Clive:** Yes.

**Nick:** But you haven't tried to persuade me. Try again. [a doorbell rings and a door opens]

**Clive:** Hello. Can I sell you some double glazing, please?



# RESOURCE SECTION



## Audio script

**Nick:** No, thanks.

**Clive:** Oh, please.

**Nick:** No, thanks.

**Clive:** Oh, please.

**Nick:** No, thanks.

**Clive:** Oh, all right. Sorry for bothering you. Goodbye.

**Nick:** Is that it?

**Clive:** Yes. I tried to persuade you but you didn't want the double glazing.

**Nick:** OK. Thank you, Clive. Right let's change roles. Now I'm going to be the salesperson, and I'm going to try to persuade you to buy some double glazing.

**Clive:** Yes, I see. [a doorbell rings and a door opens]

**Nick:** Good afternoon. I'm Nick Bell from Glazing International. We're just in the Neighbourhood and we'd like to give you this free booklet on insulating your home. And, if you're interested, we could give you a free quote on how to insulate your home with our quality double glazing and save yourself 50% on your electricity bills. Would you like to save 50% on your utility bills?

**Clive:** No, I'm busy. Go away.

**Nick:** I only need a little of your time, sir and I have a very interesting offer for you that could save you a lot of money – an offer that's only available today.

**Clive:** No thank you.

**Nick:** Wouldn't you like to hear about this incredible offer? It's a chance of a lifetime.

**Clive:** No. Now please go away. I'm doing the crossword in my living room.

**Nick:** Ah, the crossword, sir. Are you warm? Have you got the heating on?

**Clive:** Yes, of course. It's freezing out there.

**Nick:** Do you know that with our double glazing, you could save yourself over £400 a year on heating costs. Would you like me to give you £400 every year for the rest of your life? Our quote is free of charge and there's no obligation.

**Clive:** Oh, yes, £400. That's great.

**Nick:** So, you see. If you refuse to take "no" for an answer and you keep trying, you'll make a sale. Right.

**Clive:** That was amazing. I really wanted that double glazing. It was as if you'd hypnotised me.

**Nick:** OK, now. Why don't you try again, Clive?

**Clive:** OK. [a doorbell rings and a door opens] Hello. Can I sell you some double glazing, please?

**Nick:** No thanks.

**Clive:** Oh, all right. Sorry for bothering you. Goodbye.

### 8 Talking about four famous ads!

What are your favourite ads? We asked a few people about theirs.

#### Old Spice

I really like those Old Spice ads. One of the most famous ones is with this guy in the shower. He tells all the "ladies out there" to look at their man and then back to him. "Sadly, he isn't me," the man in

the shower says. "But if he stopped using lady-scented body wash and started using Old Spice, he could start smelling like me," he adds. All of a sudden, the scene switches to a boat in the sea, and the guy says, "Anything can happen when your man smells like Old Spice." Personally, I'd never waste my money on designer fragrances, but it's still a funny ad.

#### Berlitz

One of my favourite ads is the one for Berlitz language schools. It takes place in a coastguard control centre in Germany. There's a new guy on his first day at work and his boss is explaining how everything works. They're both speaking German but it's kind of obvious what they're saying. Eventually, the boss goes out, leaving the new guy on his own for the first time. Seconds later, an SOS message comes through over the radio. An Englishman can be heard asking for help. "We are sinking, we are sinking!" he says. But the German guy mistakes "sinking" for "thinking" (some Germans have difficulties with the "th" sound!), and the coastguard says in faltering English, "Wh... What are you... "thinking" about?" Hilarious!

#### R. White's

My favourite ad was one for R. White's lemonade. There were several different versions, all involving a man creeping down the stairs in the middle of the night to get himself a glass of R. White's lemonade. It was strange because he was trying to be really quiet, but he was singing rather loudly about his obsession with the drink, "R. White's Lemonade, I'm a secret lemonade drinker!" I still remember the advert from all those years ago.

#### Doritos

I saw a great commercial during the 2010 Superbowl. It starts off with this guy arriving at an apartment with a bunch of flowers. A woman, his date, opens the door and introduces him to her young son. She leaves them alone for a second, telling her son to "be nice". As she's walking out of the room, the man follows her with his gaze. The little boy catches him staring at his mum and is obviously not happy about this. Next, the man sits down and picks up a Dorito from a bowl on the coffee table. Furious, the little boy slaps the guy across the face and says angrily, "Keep your hands off my momma, and keep your hands off my Doritos!" Classic!

### Progress test □ The things we hate about mobile phones!

What do you find annoying about mobile phones? We asked a few people for their opinions.

I can't stand people who talk loudly on their mobiles when they're on the underground or on a bus or train. I mean, do they really think we're that interested in their private lives or what time they'll be getting home? Perhaps they're just so selfish they don't even know that they're getting on our nerves. And I hate those stupid ringtones with someone yawning or screaming loudly. They always make me jump.

# RESOURCE SECTION



## Audio script

I hate people who drive and text. Apart from being illegal, it's really annoying when they sit at traffic lights, texting away and then don't notice when the light turns to green and you have to honk at them. I also find people who are obsessed with their mobile phones really irritating. I went to a football match with a friend just recently and he was just texting away the whole time. In fact, he spent more time talking to other people than he did to me!

I hate the way mobile phone companies offer you a low price for calls when you sign up, then change the tariff later on without warning you. For example, when I started with my current provider, they were offering three cents per call to ten special numbers of my choice. That seemed like a good deal. But then, about four months later, the cost per call had gone up to 10 cents! I also don't like the way my phone takes so long to boot up. Oh, and my touchpad is really annoying and it takes me ages to type a text message. I'll have to upgrade and get a better phone.

I find it really annoying when you text someone a question and they don't get back to you straight away. Also, I hate it when I lose a signal on an important call, or when I get a call from someone and the number doesn't show up, or worse, I get a call from a telemarketer offering services from a competitor. But what really gets me is when you're in the street and someone's talking with their handsfree, Bluetooth phone. It's as if they were talking to themselves, even though they're actually chatting to someone on their phone. Very disturbing!

I hate it when my battery power is really low and the phone starts making this really annoying beeping sound: beep, beep, beep... beep, beep, beep... Or when I'm asleep at night and my mobile makes a noise – you know, when a message comes in or something like that. Also, it's infuriating when my phone goes dead at work. I've only got one recharger, so if my battery goes in the office, I've got to wait to get home before recharging. Oh, and what really gets me is when people walk about in public playing loud music from their phone speakers.

### Dealing with a hotel complaint!

**Receptionist:** Checking out, sir?

**Matt:** Yes, I am. Here's my key-card. And before you print off my bill, I just have a Few things that I'd like to mention.

**Receptionist:** Oh, was everything OK, sir?

**Matt:** Well, no, not actually.

**Receptionist:** Oh, I am sorry. Was there anything in particular?

**Matt:** For a start, I'd like to complain about the complete lack of heating in the room. I did mention this a number of times to someone down here in reception, but nothing has been done about it.

**Receptionist:** Do you remember who you spoke to?

**Matt:** No, I don't. And quite frankly, when someone tells me that they're going to deal with a situation, I assume

that they're telling the truth and not just trying to fob me off or get rid of me.

**Receptionist:** Oh, well, I am sorry about that. I'll send someone up straight away to have a look at it.

**Matt:** Well, it's a bit late now, isn't it? I mean I'm just checking out. Another thing, I specifically asked about the swimming pool before booking a room at this hotel and was informed that the hotel facilities included a swimming pool...

**Receptionist:** They do!

**Matt:** And that it was open to guests.

**Receptionist:** Yes, well, there have been a number of problems with the filters, and we've been obliged to close it down temporarily, but it will be open again in a few days. Did you get the name of the person you spoke to?

**Matt:** No, I did not, and I hardly see the relevance of that.

**Receptionist:** Well, it's just...

**Matt:** Yes, well, I haven't finished. To make matters worse, the gym was also closed, which meant that I had to go to another gym outside, incurring all the necessary costs myself.

**Receptionist:** Yes, well, we recently had the sports facilities inspected, and the health and safety inspectors told us that the roof was in danger of collapsing. So, we felt that in the interests of safety it would be advisable to close it off to guests.

**Matt:** Yes, great, but I was not informed of this before making my booking. If I had been aware of these inconveniences, I would have stayed somewhere else.

**Receptionist:** Anything else, sir? It's just there are a number of other guests who are waiting...

**Matt:** No, I have not finished. I've only just begun. The wake-up call I was given was half an hour later than I had requested, and the food. Yes, the food. Now that's a joke. It hardly justifies being classified as food.

**Receptionist:** Our chefs have won a number of awards.

**Matt:** For what? I wouldn't feed my dog some of the stuff you served up here. The toast was cold, the coffee was lukewarm, the mashed potato was stodgy and the cutlery was dirty.

**Receptionist:** I really must apologise for all of this, but I'm afraid there isn't anything I can do about it. I just work here.

**Matt:** Well, then I demand to speak to the manager.

**Receptionist:** She's away.

**Matt:** Where?

**Receptionist:** I think she's on a customer services conference.

**Matt:** Yes, well, she could really do with that. The thing is I demand a refund. I refuse to pay the full amount on that bill.

**Receptionist:** I'm sorry but I am not authorised to give discounts, but we could offer you a voucher to be used at any one of our hotels around the world.

**Matt:** That you could even think for one second that I would want to return to a hotel in this chain is beyond

# RESOURCE SECTION



## Audio script

me. You haven't heard the last from me. I work for a newspaper, I'll have you know and my readers are going to find out about the terrible service this hotel chain provides for its guests. Disgraceful!

**Receptionist:** Goodbye, sir. And have a nice day.

**Matt:** I certainly will now I've left this place.

### 10 Two unusual news stories!

#### Smell like bacon

Most people agree that the smell of freshly-cooked bacon is delicious. Just a whiff of it is enough to make your stomach rumble. But would you want to smell like bacon? Entrepreneur Justin Esch thinks it's a good idea, which is why he's invented the world's first bacon-scented shaving cream. "Bacon is mouth-watering and people get excited when they smell it. When you walk into a room, don't you want people to be excited to see you?" Justin recommends using his shaving foam before business meetings or even an "important date with someone you may want to spend the rest of your life with." And he hasn't stopped at shaving foam – he's also invented bacon-flavoured lip balm, bacon-smelling roses, and bacon-infused baby food. Feeling hungry?

**Fast fact:** According to research, bacon helps cure hangovers. How? Bacon contains certain chemicals that reduce the effects of headaches.

#### How to find a job!

What's the best way to find a job? Isle of Wight man Adam Pacitti thinks he knows. The 24-year-old has applied for over 250 jobs in the last three months. But he hasn't had any success. So, what's he done? He's launched the website [www.employadam.com](http://www.employadam.com). The site includes Adam's CV, as well as a short video in which he talks about his experience and skills. "So, if I seem like your ideal candidate, then please get in touch because, to be honest, I'm getting desperate," says Adam in the video. The young job seeker has also paid for a billboard in central London to advertise his website. The billboard includes a photo of Adam and some text that reads, "I spent my last £500 on this billboard. Please give me a job." Do you think Adam's publicity stunt will work?

**Fast fact:** A recent survey found that 88% of people aren't satisfied with their current job.

### 11 Two travel stories!

#### The conference!

I went to Frankfurt for a conference last spring. It was just a one-day event, but I thought I'd stop over for a night so I could do a bit of sight-seeing. Anyway, I set off early on the Friday on a morning flight and got there a couple of hours later. A colleague was waiting to pick me up, which was great. We took a taxi to the city centre and she showed me around. She had to get back to work fairly soon after that, and her parents were staying at her house so we said goodbye.

Anyway, I thought I'd look around a bit before checking into the hotel, so I wandered through the centre. Around 1pm, I popped into a restaurant for lunch, and then decided I ought to get over to the hotel. I followed the map I'd printed off to where the hotel should have been, but when I got there, there was a sign on the door that said it was shut. I'd booked it a few months earlier, but it seemed to have closed down since then. Stupidly, I'd given them my credit card details and paid half the money up front. I tried to get into another hotel, but it was busy that weekend and all the other hotels in the area were full. After about three hours of wandering around, I decided that I'd had enough so I called my colleague and told her what had happened. Very kindly, she agreed to put me up for the night. I slept on the sofa, which was a bit awkward as her parents were there, but at least I had somewhere to stay! I guess I'll have to return the favour one day!

#### Greece!

I went with my wife and the kids to Greece last summer. We'd never been there, so I thought it'd make a nice change. I spent some time shopping around for a good deal and eventually stumbled on this great package holiday: full-board, flight and all meals included for two adults and two kids for a fortnight for just €999. It was a limited offer so I snapped it up. A few months later, I printed off our tickets, and on the day of the flight, we set off for the airport. We got there all right with no delays and checked into this fantastic hotel. It had a swimming pool, a games room for the kids, and best of all, the hotel was right next to the beach. We had a great time just lazing about on the sand and water in the morning, sight-seeing in the afternoon and relaxing in the evening – it was incredible. The only thing that went wrong was I lost my wallet. About half way through the holiday, we took a boat over to one of the bigger islands. We spent the day visiting a few old monuments and went on this guided tour of a medieval castle. For lunch, we stopped off at this really nice little restaurant. About ten minutes after we left, we went into a café for a coffee. But when I went to pay, I realised I didn't have my wallet with me. There were a few moments of mad panic as we ran around trying to find it. Eventually, my wife ran back to the restaurant to see if it was there... and it was. One of the waiters had come across it as he was cleaning the tables and had kept it behind the bar. They were going to get in touch, but were waiting to see whether anyone came back for it first. I was just so pleased!

### 12 The top five Bond villains!

Oddjob, Goldfinger, Jaws – most Bond villains have strange names. They're also famous for their unusual physical features and trademark weapons. But out of all 23 James Bond films, which five villains are the most memorable... and the most deadly? Here are our top five.

#### Jaws

Over two metres tall and with a mouth full of metal teeth, Jaws is one of the most popular Bond villains. He first appeared in *The Spy Who Loved Me* (1977), as the henchman of the movie's main villain





## Audio script

Karl Stromberg. Jaws uses his strength and razor-sharp teeth to bite his victims and chew through solid objects. However, those same teeth turn out to be his undoing when Bond uses a magnet to pick Jaws up and drop him into a shark tank.

### Ernst Stavro Blofeld

Ernst Stavro Blofeld is an evil genius who appears in several Bond films as the head of SPECTRE, a criminal organisation intent on taking over the world. Famously, in *From Russia with Love* (1963) and *Thunderball* (1965) the audience only sees close ups of Ernst's hand as he strokes his white cat and speaks in a sinister voice. In later films we do see Ernst's face, but his appearance changes in each movie. Apparently this is because Ernst often has plastic surgery so people won't recognise him. And his cat isn't his only pet – Ernst also keeps a tank of beautiful but brutal Siamese fighting fish.

### Goldfinger

Goldfinger is obsessed with gold. He made his fortune smuggling it and he likes to cover his girlfriends in gold paint. He's also the main villain in *Goldfinger* (1964), where he tries to steal the entire United States gold reserve. Partway through the movie, Goldfinger says one of the most famous lines from the entire Bond series. He has captured 007, tied him to a table and is threatening to cut him in half with a laser. Bond says, "Do you expect me to talk?" Goldfinger laughs and replies, "No, Mr Bond. I expect you to die."

### Rosa Klebb

Rosa Klebb is one of only a few female Bond villains. She appears in *From Russia with Love* as a former Soviet agent working for the fictional crime organisation SPECTRE. Her job is to assassinate 007 because he killed Dr No (SPECTRE'S leader). Short and in her mid-forties, Rosa doesn't look dangerous. But looks can be deceiving. She's a master torturer, knows how to use a whip and her trademark weapon is a poison-tipped knife that's hidden in her shoe.

### Oddjob

Although not very tall, he's extremely lethal. Oddjob is Goldfinger's Korean bodyguard. He always wears a black suit and a bowler hat, hardly ever speaks and can crush a golf ball with his bare hands. His secret weapon is in fact his hat, which has a steel blade hidden in the brim. Oddjob throws the hat at his victims, and it's so sharp that it even slices the head off a statue. Apart from his deadly headwear, Oddjob is a black belt in karate.

### 13 Who was Jack the Ripper?

**Presenter:** Good evening and welcome to World of Mystery. This week, we're talking to crime reporter Maria Garston about the Jack the Ripper case. Maria, can you give us a quick outline of the case?

**Maria:** Certainly. The time is 1888. The scene, Victorian London, which was, of course a very different place to modern-day London. Many parts of the city were extremely poor and would have been dirty, overcrowded and dark,

since there was not much street lighting at the time. In addition, London was a very polluted city. A thick brown fog hung over the city a lot of the time. Much of the city was probably pretty frightening and violent, especially in Whitechapel, a working-class area in the East End of London. Well, between 31st August and 9th November five women were brutally murdered in Whitechapel. All the murders took place geographically close to each other. The five victims, in order, were Polly Nichols, Annie Chapman, Catherine Eddowes and Liz Stride (who were both killed on 30th September), and finally Mary Jane Kelly. That's five murders in 71 days. You can imagine the outcry in the newspapers and the fear in the streets of the East End. Then, suddenly, the strangest thing of all happened - the murders stopped as suddenly as they'd begun.

**Presenter:** Now presumably the police were investigating the murders.

**Maria:** Of course, the police were searching for the murderer after the first victim Polly Nichols was found on 31st August. But the Ripper managed to kill another four times even though the streets of London were full of policemen. That's one of the reasons that Jack the Ripper became so notorious and feared. The police couldn't stop him killing.

**Presenter:** So, who was Jack the Ripper?

**Maria:** Well, over the years there have been lots of suspects. A lawyer called Montague John Druitt was a suspect, mainly because he was found dead soon after the murders stopped. But he was not in London on 1st September and so probably could not have killed in London on 31st August. Another popular suspect was the artist Walter Sickert. But Sickert was in France at the time of the murders, so it can't have been him either. My favourite suspect is Prince Albert Victor, the eldest son of Prince Edward, and grandson of Queen Victoria. He was a suspect for a long time, but papers now show that the Prince was not in London at the time so it can't have been him. Perhaps the best suspect is a man called James Kelly. He was a convicted murderer who escaped from prison just before the murders began, so he could have done them. He later went to America and a number of Ripper-like killings occurred in the States after his arrival and in places that he had visited.

**Presenter:** I see. And how do we know this? [fades out]

### 14 The best place for free digital books!

**Presenter:** Good evening and welcome to Read All About It. In today's programme, we'll be looking at the topic of e-books. And with me in the studio is Andrew Biggs. So, Andrew, where did e-books come from, it seems as if they almost appeared overnight?

**Andrew:** Well, there's some disagreement about who invented the e-book. It's probably true to say that people were

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## Audio script

experimenting with e-books as early as the 1960s, however, the most significant figure in the development of the e-book was Michael S. Hart, who typed The American Declaration of Independence onto a computer at the University of Illinois in 1971. Hart became obsessed with making books freely available to readers and he founded Project Gutenberg.

**Presenter:** Yes, someone just mentioned Project Gutenberg. So, what's that all about?

**Andrew:** Well, Project Gutenberg was started by Michael S. Hart in 1971 and it's now the oldest digital library in the world. Most of the books it contains are public domain books, which means they're out of copyright, and therefore anyone can publish them. This is how Project Gutenberg can make books available for free.

**Presenter:** So, how do they make any money?

**Andrew:** They don't really. All the work is done by volunteers. Some type up books for the library, others proofread the books looking for mistakes. It's a labour of love. Michael S. Hart himself typed up 313 books. Indeed, the project became his life. He never really had a proper job but spent his whole life trying to spread literacy to millions of people. He believed that Project Gutenberg had three purposes: to encourage the creation and distribution of e-books; to help break down the barriers of ignorance and illiteracy; and to give as many e-books to as many people as possible.

**Presenter:** And does Michael S. Hart still run Project Gutenberg?

**Andrew:** Sadly, no. He died of a heart attack in 2011, but he must have been happy to see that his e-books were becoming more and more popular. And the project goes on. These days, volunteers scan books in rather than type them up. The project now contains about 38,000 books. The majority are in English, but there are also books in French, German, Spanish, Finnish and Chinese. About fifty new books are added every week.

**Presenter:** And what about the future? Will all books, including new ones, soon be digitalised?

**Andrew:** Most books are already being published in electronic editions, but they'll probably continue to be published in traditional formats too, and I firmly believe that paper will survive in the world of books.

**Presenter:** Thanks, Andrew.

**Andrew:** My pleasure.

### **15 How to create a low-cost airline!**

He's arrogant, rude and offensive. But he's also very, very successful. Irishman Michael O'Leary is the controversial head of low-cost airline Ryanair. Here are the secrets to his success.

#### **Find a gap in the market**

In 1991, Ryanair was in trouble. The small airline was losing a lot of money. So, the company hired Michael O'Leary to turn things around. Michael soon saw a gap in the market. As air travel within

Europe was so expensive, he decided to create a "no-frills" airline that offered the cheapest fares possible. Now, Ryanair is one of Europe's largest and most successful airlines.

#### **Be innovative**

Michael is always trying to make Ryanair airfares as low as possible. His innovative ideas often get him in the news... which is no bad thing. Here are a few: Charge passengers to go to the toilet. "We're thinking of putting a coin slot on the toilet so people may have to spend a pound to spend a penny," he said. Make passengers stand up. By getting rid of seats, Ryanair would be able to squeeze more passengers onto each flight. Force passengers to load their own luggage. This would save on baggage handling fees. Get rid of co-pilots. Michael said co-pilots are only there to "make sure the first fella doesn't fall asleep and knock over the controls." Michael believes that one day flights will be completely free, and Ryanair will make money through other means... such as on-board gambling!

#### **Be outrageous**

Michael's outrageous personality is a big part of Ryanair's success. He's constantly making outlandish statements, and this gets the airline lots of free publicity. "It's brilliant. The gobbier I get, the more cheap headlines I get, the more tickets we sell," he said.

#### **Cut costs**

Michael is always trying to keep costs down. The company doesn't employ an advertising agency – Michael thinks up the ads himself! Also, fuel is one of the biggest costs for an airline. So, Michael saves on fuel costs by making Ryanair flights as light as possible. How? Well, recently the airline made its in-flight magazine lighter (saving €500,000 per year). Michael also asked cabin crew staff to lose weight!

### **16 What a load of rubbish!**

Chewing gum. Plastic bags. Empty crisp packets. Litter affects most cities. But a new report says it's getting worse.

Rubbish is a problem all over the world. Some of the major producers of waste are the countries with the biggest GDPs. These include the USA, which produces 254 million tons a year, Russia, which creates over 200 million tons, Japan, which accumulates around 52.36 million tons, Germany, which has to deal with approximately 48.84 million tons, and the UK, which generates around 34.85 million tons.

In the UK, local governments are trying to deal with this. Many towns and cities have introduced weekly or even fortnightly bin collections. This is designed to get people to produce less garbage (and to save money!). During the week, residents store their trash in rubbish containers, plastic bags or wheelie bins. Then, on rubbish collection day, they take their garbage to the nearest road for it to be collected by waste disposal workers.

There are also initiatives to get people to recycle more. Many councils have green bins for garden and kitchen waste. This

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## Audio script

includes old bits of food and grass clippings. This is then used to create compost, which will later be used as fertiliser. Then, there are black bins for general waste, and other bins for glass and paper.

However, none of this seems to be helping much with general litter problems. A survey by Keep Britain Tidy found that sweet wrappers, drinks cans, fast food packaging waste and smoking-related rubbish on the streets had all increased over the past 12 months.

So, who's to blame? Some say it's down to the cuts. With fewer waste disposal workers in general to clean the streets, rubbish is obviously not getting cleared away. Others blame the smoking ban. "Now that everyone's smoking in the street, the pavements are covered in cigarette butts," said one resident.

Some blame the rubbish collectors themselves. "Most of the litter round our way is caused by the trash collectors," said another resident. "We have communal bins in our flats and the day the dustmen come, the area around the bins is covered in rubbish." Others blame the government. "There need to be more campaigns, notices and fines. Also, children need to be educated about picking up litter."

Of course, the easiest way to reduce the amount of rubbish that's produced is to consume less. That means eating less, buying less and spending less... but then that might affect the economy. What do you think?

### Progress test □ The pros and cons of listening to music!

Do you listen to music at work or school? Perhaps you should if these studies are anything to go by.

Music is particularly popular in the medical profession... especially amongst surgeons. A recent survey showed that 90% of surgeons in the UK put music on the sound system in the theatre during operations. Plastic surgeons play the most music, it appears; ear, nose and throat specialists the least.

But it isn't only in surgeries where music is popular. In another recent survey, one-third of the 1,613 respondents said they listen to music while working. And 79 percent of them said that humming along improves their job satisfaction or productivity.

So, is listening to music at work a good idea? Yes, say the experts. Many surgeons say that music contributes to creating a "harmonious and calm atmosphere" (even though a third added that it helped stop them getting bored!). Also, listening to music boosts the levels of neurotransmitter dopamine, a brain chemical that can help people focus. Office workers say it boosts job satisfaction.

Listening is also good for hospital patients. Several studies suggest that those who listen to music through headphones during surgery

require less anaesthetic (up to 50% less in some cases) and recover more quickly afterwards. "There's no question, music reduces anxiety before surgery," says Zeev Kain, an anaesthetist at Yale University, who has done extensive research on the subject.

So, what type of music should we be listening to? The surgeons from the previous survey favoured up-tempo rock, pop music and classical. Other surveys have found that hip-hop and reggae are popular too. However, whatever the genre, it appears that self-selected music is the best option.

Pennsylvania State University research showed that when people chose their own music there was more stress reduction. And researchers, from the psychology department at the State University of New York at Buffalo, found that when listening to self-selected music, surgeons did the maths faster and more accurately than when they were listening to music chosen for them.

So, will you be playing some music at work? If you're a surgeon, try to avoid playing the Rolling Stones' song "Let It Bleed" or Queen's "Another One Bites the Dust"!



## Phonetic Table



iː	Tree	ɪ	Fish	ʊ	Book	uː	Shoe	ɪə	Ear	eɪ	Face	əʊ	Coat	aʊ	Cow	g	Get	ʒ	Pleasure	j	Yes		
e	Egg	ə	Sofa / Gorilla	ɜː	Bird	ɔː	Door	ʊə	Cure (medicine)	ɔɪ	Boy	əʊ	Coat	aɪ	Fly	k	Key	ʃ	Short	w	Window		
æ	Cat	ʌ	Duck	ɑː	Car	ɒ	Dog	eə	Hair	ɔɪ	Fly	əʊ	Cow	aɪ	Fly	dʒ	Judge	z	Zoo	r	Right		
p	Pen	b	Back	t	Tea	d	Day	tʃ	Church	s	Six	l	Live	ɪ	Live	θ	Those	h	Hot	ŋ	Ring		
f	Five	v	Very	θ	Think	ð	Those	s	Six	l	Live	ɪ	Live	ɪ	Live	ɪ	Live	ɪ	Live	ɪ	Live	ɪ	Live
m	More	n	Nice	ŋ	Ring	h	Hot	l	Live	ɪ	Live	ɪ	Live	ɪ	Live	ɪ	Live	ɪ	Live	ɪ	Live	ɪ	Live

# RESOURCE SECTION

## Irregular Verbs



### Irregular verb list with participles

Infinitive	Past tense	Past participle	Example
Be	was, were	been	<i>She was at home.</i>
Beat	beat	beaten	<i>We beat them.</i>
Become	became	become	<i>She became a lawyer.</i>
Begin	began	begun	<i>It began last night.</i>
Bite	bit	bitten	<i>The dog bit me.</i>
Break	broke	broken	<i>He broke the window.</i>
Bring	brought	brought	<i>We brought some sandwiches.</i>
Build	built	built	<i>They built a house.</i>
Burn	burnt, burned	burnt, burned	<i>The fire burnt all night.</i>
Buy	bought	bought	<i>He bought some food.</i>
Catch	caught	caught	<i>The cat caught the mouse.</i>
Choose	chose	chosen	<i>We chose the red one.</i>
Come	came	come	<i>They came at 6pm.</i>
Cost	cost	cost	<i>It cost a lot.</i>
Cut	cut	cut	<i>She cut the piece of paper.</i>
Dig	dug	dug	<i>We dug a hole.</i>
Do	did	done	<i>We did some exercise.</i>
Draw	drew	drawn	<i>They drew a picture.</i>
Dream	dreamt, dreamed	dreamt, dreamed	<i>I dreamt about you.</i>
Drink	drank	drunk	<i>She drank the tea.</i>
Drive	drove	driven	<i>I drove home.</i>
Eat	ate	eaten	<i>We ate at home.</i>
Fall	fell	fallen	<i>They fell down.</i>
Feed	fed	fed	<i>She fed the cat.</i>
Feel	felt	felt	<i>We felt good.</i>
Fight	fought	fought	<i>They fought in the garden.</i>
Find	found	found	<i>I found the shoe.</i>
Fly	flew	flown	<i>She flew to Chicago.</i>
Forget	forgot	forgotten	<i>They forgot to bring it.</i>
Get	got	got, gotten	<i>We got a present.</i>
Give	gave	given	<i>We gave her the money.</i>
Go	went	gone	<i>They went to Brighton.</i>
Grow	grew	grown	<i>He grew some plants.</i>
Hang	hung, hanged	hung, hanged	<i>We hung up the washing.</i>
Have	had	had	<i>We had lunch at 1pm.</i>
Hear	heard	heard	<i>I heard the song.</i>
Hide	hid	hidden	<i>She hid the present.</i>
Hit	hit	hit	<i>I hit the ball.</i>
Hold	held	held	<i>We held the rope.</i>
Hurt	hurt	hurt	<i>It hurt me.</i>
Keep	kept	kept	<i>We kept it at home.</i>
Know	knew	known	<i>I knew the answer.</i>
Learn	learnt, learned	learnt, learned	<i>She learnt how to do it.</i>
Leave	left	left	<i>They left at 9pm.</i>
Lend	lent	lent	<i>We lent them the money.</i>
Let	let	let	<i>They let us stay there.</i>
Lie	lay	lain	<i>We lay down.</i>
Light	lit, lighted	lit, lighted	<i>They lit the fire.</i>

# RESOURCE SECTION

## Irregular Verbs



Infinitive	Past tense	Past participle	Example
Lose	lost	lost	<i>I lost my money.</i>
Make	made	made	<i>He made a cake.</i>
Mean	meant	meant	<i>What does it mean?</i>
Meet	met	met	<i>I met her at a party.</i>
Pay	paid	paid	<i>They paid us.</i>
Put	put	put	<i>She put it on the table.</i>
Read [ri:d]	read [red]	read [red]	<i>I read the book.</i>
Ride	rode	ridden	<i>She rode the horse.</i>
Ring	rang	rung	<i>The phone rang.</i>
Run	ran	run	<i>We ran home.</i>
Say	said	said	<i>I said I was happy.</i>
See	saw	seen	<i>I saw the film.</i>
Sell	sold	sold	<i>She sold the car.</i>
Send	sent	sent	<i>They sent the e-mail.</i>
Shake	shook	shaken	<i>I shook hands with her.</i>
Shoot	shot	shot	<i>They shot at the target.</i>
Show	showed	shown, showed	<i>I showed her the picture.</i>
Shut	shut	shut	<i>I shut the door.</i>
Sing	sang	sung	<i>We sang the song.</i>
Sink	sank	sunk	<i>The boat sank.</i>
Sit	sat	sat	<i>I sat down.</i>
Sleep	slept	slept	<i>She slept well.</i>
Smell	smelt, smelled	smelt, smelled	<i>It smelt good.</i>
Speak	spoke	spoken	<i>We spoke to them.</i>
Spell	spelt, spelled	spelt, spelled	<i>I spelt it for him.</i>
Spend	spent	spent	<i>I spent all my money.</i>
Spoil	spoilt, spoiled	spoilt, spoiled	<i>We spoiled it.</i>
Spread	spread	spread	<i>They spread the news.</i>
Stand	stood	stood	<i>I stood up.</i>
Steal	stole	stolen	<i>They stole the money.</i>
Stick	stuck	stuck	<i>She stuck it in the book.</i>
Take	took	taken	<i>We took the car.</i>
Teach	taught	taught	<i>They taught us a lot.</i>
Tell	told	told	<i>I told her the truth.</i>
Think	thought	thought	<i>We thought about it.</i>
Throw	threw	thrown	<i>They threw the rubbish away.</i>
Understand	understood	understood	<i>We understood the problem.</i>
Wake	woke	woken	<i>I woke up early.</i>
Wear	wore	worn	<i>He wore some new clothes.</i>
Win	won	won	<i>She won the game.</i>
Write	wrote	written	<i>They wrote the letter.</i>





## Punctuation Revision

### 1 (.) Full stop (“period” in US English)

We use the full stop at the end of a sentence. For example: **She is lucky.**

For website and e-mail addresses we say “dot”. For example: **www.ebdj.com = www dot ebdj dot com**

### 2 (,) Comma

We use the comma for pauses in sentences, or for lists of things. For example:

- a) I went to the shops, and then I went to the swimming pool.
- b) I bought a computer, two televisions and a pencil.

We also use the comma in non-defining relative clauses. For example:

- a) My sister Joan, who lives in Paris, is a pharmacist.
- b) My aunt, who likes to spend her weekends in the country, is a dentist.

We also use the comma before quoting someone. For example:

- a) She said, “I never go there!”
- b) He added, “And I would like to leave now.”

### 3 (;) Semicolon

This is used to mark a pause between two ideas that are connected. For example:

- a) You must come to the show; you’ll love it.
- b) There are some things that I like; and there are others that I hate.

### 4 (:) Colon

We use the colon to start a list of

something. For example:

- a) I got everything ready: the tickets, traveller’s cheques and my passport.
- b) There are two reasons: firstly, I don’t like it; and secondly, I don’t have the time.

### 5 (?) Question mark

We use this at the end of a question.

### 6 (!) Exclamation mark

We use this to show surprise/anger, etc.

### 7 (’) Apostrophe

We use the apostrophe with contractions and the genitive. For example: **I’m, you’re, don’t, I’ve, John’s, Mary’s, etc.**

### 8 (“”) inverted commas (also known as “speech marks” or “quotation marks”)

We often use these for quotes. For example: **“To be, or not to be. That is the question.”**

Some people use single speech marks, which are like this: **‘To be, or not to be. That is the question.’**

### 9 (–) Dash

We often use the dash in informal styles to add a bit of extra information at the end of a sentence. She wasn’t too happy about it – but that doesn’t matter.

### 10 (-) Hyphen

This is similar to a dash but much shorter. It is used to join two words together. For example: **co-worker, eating-time, etc** Hyphens are often used in website or e-mail addresses.

For example:

**john-smith@ace.com = john hyphen smith at ace dot com**

### 11 ( ) Brackets (“parentheses” in US English)

We use brackets to add additional information inside a sentence. For example:

**Mary (Jane’s sister) is coming tonight.**

When dictating, we can say:

- a) “open brackets”: (
- b) “close brackets”: )

These are known as “square brackets” = [ ]

### 12 (/) Slash

This is often used in internet addresses. There are two types: forward slash (/), and back slash (\).

### 13 ( \_ ) Underscore

This is also used in e-mail and website addresses. For example: **alan@hedo\_now.com = alan at hedo underscore now dot com**

### 14 Capitals

Capital letters (or “upper-case letters”) look like this: **WHAT IS THE TIME?**

And lower case letters look like this: **what is the time?**

### 15 E-mail and website addresses

“www” is pronounced “double u, double u, double u”.

And “@” is pronounced “at”. For example:

**My web address is www.sure.com (double u, double u, double u dot sure dot com). My e-mail address is sure@hotmail.com (sure at hotmail dot com)**

# RESOURCE SECTION

## Pronunciation of Past Tense verbs



### The pronunciation of regular past simple verbs.

There are **THREE** ways of pronouncing regular past tense verbs in English. Look at the following sentences:

- a) "He **played** football for the Dallas Cowboys."
- b) "They **needed** to arrive to the restaurant by 10.00."
- c) "She **stopped** off for a coffee six times during the trip!"

These sentences all have an example of a regular past simple verb form: **played**, **needed** and **stopped**. However, they are all pronounced in different ways.

#### 1 The / d / sound

Some regular past tense verbs have a / d / sound at the end. These include the following kinds of verbs:

- a) Verbs ending in the / m / sound, such as "**informed**".
- b) Verbs ending in the / n / sound, such as "**rained**".
- c) Verbs ending in the / v / sound, such as "**lived**".
- d) Verbs ending in the / w / sound, such as "**showed**".
- e) Verbs ending in the / z / sound, such as "**dozed**".
- f) Verbs ending in the / I / sound, such as "**carried**".

Verbs ending in this category are **VOICED** sounds. Voiced consonants produce a vibration in your throat when you say them. This is a completely natural sound, and your voice

will automatically produce it if you relax and don't stress the endings. You can feel this by placing your finger on your throat when you say the sounds / m /, / n /, / v /, / w /, / z / and / I /.

#### 2 The / t / sound

Some regular past tense verbs have a / t / sound at the end. These include the following kinds of verbs:

- a) Verbs ending in the / tʃ / sound, such as "watched".
- b) Verbs ending in the / f / sound, such as "laughed".
- c) Verbs ending in the / k / sound, such as "worked".
- d) Verbs ending in the / p / sound, such as "dropped".
- e) Verbs ending in the / s / sound, such as "passed".
- f) Verbs ending in the / ʃ / sound, such as "washed".

Verbs ending in this category are **UNVOICED**. Unvoiced sounds do not produce a vibration in your throat, and instead produce a blast of air. You should be able to feel this on your hand by placing your hand in front of your mouth and saying the following sounds: / tʃ /, / f /, / k /, / p /, / s /, / ʃ /.

#### 3 The / I d / sound

Some regular past tense verbs have a / I d / sound at the end. These include the following kinds of verbs:

- a) Verbs ending in the / d / sound, such as "**handed**".
- b) Verbs ending in the / t /

sound, such as "**wanted**".

### Put the regular past simple verbs in the correct headings on the table according to the pronunciation of their Past Simple endings.

*liked, walked, looked, listened, talked, chatted, arrived, travelled, washed, played, tried, painted, studied, danced, picked, lived, watched, enjoyed, jumped, fainted, borrowed, touched, discovered, danced, borrowed, arranged, fixed, fitted, forced, frightened, dressed, dropped, confessed, claimed, avoided, attempted, changed, increased, interrupted, kicked, joined, listened, looked, laughed*

/t/	/d/	



## Pronunciation

Understanding the basic principles of English pronunciation will really help with your listening skills. Here are a few important words and terms that are used in this book.

**Phoneme** = an individual sound. For example: the sound /i:/ as in “sheep”.

**Phonetic alphabet** = an alphabet that represents the sounds in English.

**Phonetic transcription** = a form of writing a word using symbols to identify the individual sounds in a word. For example: /ʃi:p/ = sheep

**Intonation** = this refers to the way your speech goes up and down while you’re speaking.

**Linking** = this is when one word sound merges with another sound. This often happens when a consonant sound is followed by a vowel sound. For example: “Can I take it from here?” = Ca nI ta kit from here?

**Minimal pairs** = these are two words with all the sounds the same except one. For example:  
a) *fat-sat* – the /f/ and /s/ sounds are different.  
b) *cat-cot* – the /æ/ and /o/ sounds are different.

**Syllable** = a single unit of sound. For example, the word “table” has two syllables: *ta* / *ble*.

**Word stress** = putting emphasis on a syllable in a word. For example: education.

**Pitch** = this refers to the way you speak with a high voice or a low one.

**Tone** = this refers to the emotion you show when you speak. For example: anger, sadness, happiness, excitement, etc.

**Voiced sound** = a sound that creates vibrations. For example, touch your throat and say “very” and you’ll feel a vibration with the /v/ sound.

**Unvoiced sound** = a sound that doesn’t create vibrations. For example, touch your throat and say “kiss” and you won’t feel a vibration with the /k/ sound.

**Stress-timed** = English is a stress-timed language with a special rhythm and beat. This means that we stress words (or syllables within words) at regular intervals. These stressed words are usually nouns, verbs and adjectives. **Unstressed** words in natural speech include articles (*the, a, an*), auxiliary verbs (*can, have, is, are, etc.*) and prepositions (*for, to, at, etc.*). Other languages are syllable-timed. This means that all the syllables are stressed. This isn’t the case with English.

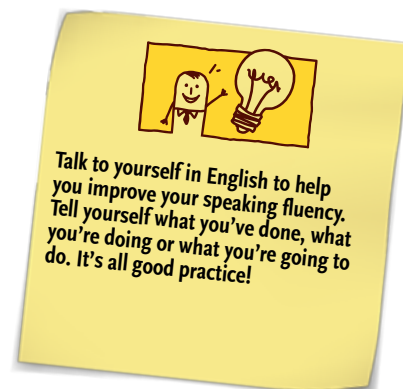
**Strong and weak forms** = Many words in English have strong and weak forms. Here are the strong and weak forms for the modal verb *can*:

- a) Strong/stressed form (often used for emphasis in speech): *can* /kæn/ **Can** I go?
- b) Weak/unstressed form (often

used in casual speech): *can* / kən/: Can I go?

We use weak/unstressed forms when we’re speaking naturally and quickly. And this is why it’s very important to only focus on the key words (the stressed nouns, verbs and adjectives, etc.) when you’re listening to English. All the other unstressed words are often very difficult to hear.

**Sentence stress** = putting emphasis on specific words in a sentence or phrase. We generally put stress on nouns, verbs and adjectives are stressed, and articles (*the, a, an*), auxiliary verbs (*can, have, is, are, etc.*) and prepositions (*for, to, at, etc.*) aren’t stressed.





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