

- G reported speech: statements, questions, and commands
- V shopping
- P consonant sounds: /g/, /dʒ/, /k/, /ʃ/, /tʃ/

Love in the supermarket

- 1 GRAMMAR reported speech: statements and questions
- a Read the short story and look at the pictures. In pairs, guess the last word.

Love in the supermarket

They met next to the washing powder. By the cereals, they told each other their life stories. When they were choosing vegetables, he told her that he was falling in love with her. In front of the frozen food, he asked her if she would marry him and she said yes. But at the chocolates, they had their first argument. When they were queuing to pay, they decided that it was all

- b Now complete the speech bubbles with A-K.
 - A Will you marry me?
 - B I'll see you around. Bye.
 - C Yes, I will.
 - D I work in advertising.
 - E I don't think you're really my type.
 - F Do you need any help?
 - G Do you know how many calories there are in a bar of chocolate?
 - H Thanks. My name's Olga.
 - I I'm a student. What do you do?
 - J Olga, I'm falling in love with you.
 - K Are you saying I'm fat?
- c 6.1 Listen and check.
- d Write the sentence and question below in reported speech. Then look at the short story to check your answer.

'I'm falling in love with you.'

He told her (that)

'Will you marry me?'

He asked her if _

- e D.140 Grammar Bank 6A. Read the rules for reported speech: statements and questions, and do exercise a only.
- f Look at pictures 1-6. Tell the story in reported speech.

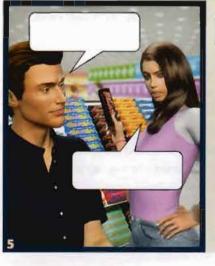
He asked her if she needed any help...











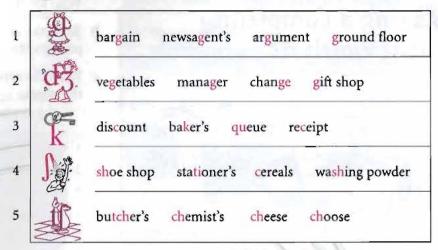


2 VOCABULARY shopping

- a In pairs, say if you think these are the same or different and why.
 - 1 a supermarket and a market
 - 2 a chemist and a pharmacy
 - 3 a shopping centre and a department store
 - 4 a shopping centre and a shopping mall
 - 5 a library and a bookshop
- b What are the last three shops you have been to? What kind of shops are they? What did you buy?
- p.153 Vocabulary Bank Shopping.

3 PRONUNCIATION consonant sounds: /g/, /dʒ/, /k/, /ʃ/, /tʃ/

a 6.2 Listen and cross out the word with a different sound.



- b 6.3 Listen and repeat the sentences. Practise saying them.
 - 1 You can't get cheese at a chemist's!
 - 2 I had an argument with the manager of the gift shop.
 - 3 I had to queue for ages at the baker's.
 - 4 Could you give me the receipt for the shoes, please?
 - 5 My new green jacket was a bargain.
- c D.159 Sound Bank. Look at the typical spellings for these sounds.

4 SPEAKING

Interview another student with the questionnaire. Ask for more information.



Shops

- What kind of small shops are there near where you live?
- What kind of shops do you most like going to?
- What are your favourite shops for...?
 a clothes c books and music
 b shoes d presents
- Do you ever shop in...?
 a street markets
 b supermarkets
 c shopping centres

Shopping

- How often do you go shopping?
- Do you prefer shopping by yourself or with somebody?
- What do you enjoy buying?
- What do you hate buying?
- Do you like shopping in the sales? What do you usually buy?
- Where do you go if you want to find a bargain?
- Do you ever shop online? What for?

danted from the British press

Making a complaint – is it worth it?



- A As the machine was no longer under guarantee, Mr Thomas called a local repairer. He charged him £45 to look at it and then told him that he would need to spend £650 plus VAT for a new part. Then he took the laptop to a well-known computer retailer and they told him to buy a new one!
- B Another customer's experience shows that it's worth complaining to the top people of a company if the local company staff are unhelpful.
- C if 'Four days later, someone called me to say the DVD recorder was waiting for me and I could collect 10 recordable DVD discs to compensate for my wasted time,' he says. 'And when I collected them I was treated like royalty.'
- D Mark Oakley from Norfolk wanted to buy a recordable DVD player. At his local branch of Argos, a shop which sells electrical goods, they told him that they didn't have the one he wanted in stock, but that they were expecting a delivery 'soon'. However, when he went back, it still hadn't arrived.
- E I Is it really worth complaining when goods or services are not satisfactory? According to a new report from the consumer magazine Which?, it certainly is. As they point out, the old saying 'if you don't ask, you don't get' is true for many situations, but particularly so when it comes to compensation. Take the case of Mike Thomas from Cornwall. He bought a Toshiba laptop computer, but just three years later he found that it was getting slower and slower.
- F He returned twice more over the following weeks but each time they told him to come back in a week. He started phoning and trying to reserve the machine instead. But after several weeks of phoning unsuccessfully, Mr Oakley lost patience and wrote to the managing director of Argos.
- G However, Mr Thomas still felt that his computer should not be out of date after just three years. He decided to write a letter of complaint to Toshiba. A short time later, the company collected the laptop, diagnosed a software problem, repaired it, and returned it with a new battery, all without charge. 'I'd call that outstanding service,' said Mr Thomas.

- a If you have a problem with something you've bought, or with the service in a shop, do you usually complain? Who to? If not, why not?
- b Read the article about complaining and number the paragraphs in order 1–7.
- c Read the article again in the right order and complete the chart.

		Mr Thomas	Mr Oakley
1	What did he complain about?		HILL Y
2	What was the problem?		
3	How did he try to solve it?		
4	Why wasn't he successful?		1
5	Who did he write to?		
6	What happened as a result?		

d Match the highlighted words or phrases with their meanings.

	Production of Pr
1	a shop or office which is part of a larger organization
2	employees
3	things that are for sale
4	available in the shop
5	things that other people do for you, e.g. repair your TV
6	money or things you give somebody becaus you have treated them badly
7	a written promise from a company that it w repair something if it breaks in a certain

e Now read the last part of the article. Complete the tips with a phrase from below. Which two tips do you think are the most important?

period of time

Act quickly Always go to the top	Be reasonable	Keep a record	Don't lose your tempe
The quiety Thirdy's go to the top	Act quickly	Always go to the t	ор

Top tips for complaining

when there's a problem and give the company
a chance to sort it out.
, and ask to speak to the manager. He / She is
the one who can compensate you.
- note the date, time, and name of the person
you've spoken to, and what was agreed.
. Getting angry won't help at all.

6 GRAMMAR reported speech: commands

- a Look at the sentences below from the article. What do you think were the exact words the shop assistants used?
 - 1 They told him to buy a new one.
 - 2 They told him to come back in a week.
- b Look at pictures 1—4. Complete the sentences with a positive or negative infinitive (e.g. to be or not to be).



1 She asked the shop assistant

her a refund.



2 He told the people at the next table ____ so much noise.



3 She asked the receptionist

her room.



4 He told the taxi driver _____ so fa

c p.140 Grammar Bank 6A. Read the rules for reported speech: commands and do exercise b.

7 LISTENING & SPEAKING

a 6.4 Listen to part of a radio consumer programme where people are talking about bad service, and answer the questions.

The taxi

- 1 Why did the man get annoyed?
- 2 What did he ask the taxi driver to do?
- 3 What happened in the end?

The hotel

- 4 What problems were there with the woman's room?
- 5 What happened when she told the receptionist?
- 6 What did she tell him to do? Did he do it?

The restaurant

- 7 Why did the man ask the waitress to change his ravioli?
- 8 Why wasn't he happy with the bill?
- 9 What happened in the end?
- b Talk to a partner.
 - 1 Who's best at complaining in your family? Why?
 - 2 Can you remember a time when you (or someone in your family) complained...?

to a taxi driver

to a hotel receptionist

to a waiter

to someone else

Why did you complain? What did you ask the person to do? What happened?

c Communication I want to speak to the manager A p.118 B p.121. Roleplay complaining in a shop and a restaurant.

Communication

6A I want to speak to the manager Student A

- a Look at the situations and roleplay the conversations. Spend a few minutes preparing what you are going to say.
- You're a customer. You bought something in a clothes shop in the sales yesterday (decide what) and there's a problem (decide what). Go back to the shop. B is the shop assistant. You'd like to change it for another identical one. If you can't, you'd like a refund. If you aren't satisfied, ask the shop assistant to call the manager.

You start. Excuse me. I bought....

You're the manager of a restaurant. Your normal chef is off this week, and you have a temporary chef who is not very good. One of the waiters has had a problem with a customer, who would like to speak to you. When customers complain you usually offer them a free drink or a coffee. If it's absolutely necessary, you might give a 10% discount on their bill, but you would prefer not to. B is the customer.

B will start.

6C Relatives quiz Student A

- a Complete the questions to describe the bold word. Begin with who, which, that, whose, where (or no relative pronoun when there is a new subject).
 - 1 selfish

What do you call a person...?

2 neighbours

What do you call the people ...?

3 a boarding school

What do you call a place...?

4 a helmet

What do you call the thing ...?

What do you call the person ...?

6 traffic lights

What do you call the things ...?

7 the butcher's

What do you call the place...?

8 a shop assistant

What do you call a person...?

- b Ask B the questions.
- c Answer B's questions.

7A Guess the conditional Student A

- a Look at sentences 1-5 and think of the missing verb. Remember \pm = positive verb, \Box = negative verb. 1 If it had been cheaper, I_ that it was your birthday, I would have made a cake.
 - so angry if you had told me the truth.
 - 4 I would have written to you if I your email address.
 - to me, you wouldn't have married him. + 5 If you _
- b Read your sentence 1 to B. If it's not the same, try again until B tells you 'That's right'. Then write it in. Continue with 2-5.
- c Listen to B say sentence 6. If it's the same as 6 below, say 'That's right'. If not, say 'Try again' until B gets it right. Continue with 7-10.
 - 6 If I had listened to that CD first, I wouldn't have bought it.
 - 7 I would have paid for her if I hadn't paid last time!
 - If you had put the milk in the fridge, it wouldn't have gone bad.
 - 9 I would have gone with you last night if I hadn't seen the film before.
 - 10 If I'd recognized him, I would have said hello.

7B Just checking Student A

a You are a police inspector. B is a suspect. Ask B the questions below but don't write anything down. Try to remember B's answers.

What's your name? Where do you live? How old are you? Where were you born? Are you married?

What do you do?

Do you smoke? What car do you drive?

How long have you lived in this town?

What did you do last night?

Where were you this morning at 7.00?

b Now check the information with B using a question tag.

Your name's Angela, isn't it? You live in Berlin, don't you?

- c Change roles. Now you are the suspect and B is the detective. Answer his / her questions. You can invent the information if you want to.
- d A will now check the information he / she has. Just say, 'Yes, that's right' or 'No, that's wrong.' Correct the wrong information.

Practical English 7 I'm so sorry! Student A

a B has done some very irritating things! You are going to tell B what he / she has done. B will apologize and make an excuse.

You forgot my birthday! You've broken my glasses! You've just eaten the last biscuit! You took my dictionary home last night You didn't answer your mobile when

I called you last night!

b Now B is going to tell you about some things you've done. Apologize and make an excuse.

6A I want to speak to the manager Student B

- a Look at the situations and roleplay the conversations. Spend a few minutes preparing what you are going to say.
- You're a shop assistant in a clothes shop. A is going to come to you with a problem with something he / she bought in the sales yesterday. You can't change it for an identical one because there are no more in his / her size. Try to persuade A to change it for something else, because you don't usually give refunds during the sales.

A will start.

You're a customer in a restaurant. You have just finished your meal and you didn't enjoy it at all (what was wrong with it?). You complained to the waiter but the waiter didn't solve the problems. You have asked the waiter to call the manager. Try to get at least a 50% discount on your meal. A is the manager.

You start. Good evening. Are you the manager?

6C Relatives quiz Student B

- a Complete the questions to describe the bold word. Begin with who, which, that, whose, where (or no relative pronoun when there is a new subject).
 - 1 shy

What do you call a person...?

2 a referee

What do you call the person...?

3 a classroom

What's the name of the place...?

4 a trolley

What do you call the thing ...?

5 a dentist

What do you call a person...?

6 a receipt

What do you call the piece of paper ...?

7 a taxi rank

What do you call the place ...?

8 a close friend

What do you call a person...?

- b Answer A's questions.
- c Ask A your questions.

7A Guess the conditional Student B

- a Look at sentences 6-10 and think of the missing verb. Remember \pm = positive verb, \Box = negative verb.
 - it. + 6 If I had listened to that CD first, I __
 - last time! I would have paid for her if I _
 - the milk in the fridge, it wouldn't have gone bad. +
 - 9 I would have gone with you last night if I the film before.
 - 10 If I'd recognized him, I _ hello. +
- b Listen to A say sentence 1. If it's the same as 1 below, say 'That's right.' If not, say 'Try again' until A gets it right. Continue with 2-5.
 - 1 If it had been cheaper, I would have bought it.
 - 2 If I had known that it was your birthday, I would have made a cake.
 - 3 I wouldn't have been so angry if you had told me the truth.
 - 4 I would have written to you if I hadn't lost your email address.
 - 5 If you had listened to me, you wouldn't have married him.
- c Read your sentence 6 to A. If it's not the same, try again until A tells you 'That's right.' Then write it in. Continue with 7-10.

7B Just checking Student B

- a You are a suspect. A is a police inspector. Answer A's questions. You can invent the information if you want to.
- b A will now check the information he / she has. Just say, 'Yes, that's right' or 'No, that's wrong.' Correct the wrong information.
- c Change roles. Now you are a police inspector and A is a suspect. Ask A the questions below but don't write anything down. Try to remember A's answers.

What's your name?

Where do you live?

How old are you? Where were you born?

Are you married?

What do you do?

Do you smoke?

What car do you drive?

How long have you lived in this town?

What did you do last night?

Where were you this morning at 7.00?

d Now check the information with A using a question tag.

Your name's Angela, isn't it?

You live in Berlin, don't you?

Practical English 7 I'm so sorry! Student B

- a A is going to tell you about some things you've done. Apologize and make an excuse.
- b A has done some very irritating things! Tell A what he / she has done. A will apologize and make an excuse.

You didn't pay me back the money I lent you! You haven't introduced me to your friend!

You're sitting in my seat!

You finished all the milk in the fridge!

You didn't reply to my email yesterday!

6A reported speech: statements and questions

direct statements	reported statements
'I like shopping.'	She said (that) she liked shopping.
'I'm going tomorrow.'	He told her he was going the next day.
'I'll always love you.'	He said he would always love me.
'I passed the exam!'	She told him she had passed the exam.
'I've forgotten my keys.'	He said he had forgotten his keys.
'I can't come.'	She said she couldn't come.
'I may be late.'	He said he might be late.
'I must go.'	She said she had to go.

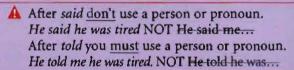
- Tenses usually change like this: present>past; will>would; past simple / present perfect>past perfect
- Some modal verbs change, e.g. can>could, may>might, must>had to. Other modal verbs stay the same, e.g. could, might, should, etc.

direct questions	reported questions
'Are you married?'	She asked him if he was married.
'Did she phone?'	He asked me whether she had phoned.
'What's your name?'	I asked him what his name was.
'Where do you live?'	They asked me where I lived.

▲ • Must changes to had to BUT mustn't stays the same. 'You mustn't touch it.' She said I mustn't touch it.

- You usually have to change the pronouns.
 'I like...'>She said she liked...
- · Using that after said and told is optional.
- If you report what someone said on a different day or in a different place, some time and place words can change, e.g. tomorrow>the next day, here>there, this>that, etc.

'I'll meet you here tomorrow'.>He said he'd meet me there the next day.



- When you report a question, the tenses change as in reported statements.
- When a question begins with a verb (not a question word), add if (or whether).
- You also have to change the word order to subject + verb, and not use do / did.

reported speech: commands

direct speech	reported speech		
'Go away.'	She told him to go away.		
	The doctor told me not to worry.		
'Can / Could you help me?'	I asked the shop assistant to help me.		

You can't use said in these sentences.

NOT She said him to go away.

- To report an imperative or request, use told or asked + person + the infinitive with to.
- To report a negative imperative, use a negative infinitive (e.g. not to do).

6B the passive: be + past participle

A lot of films are shot on location. My car is being repaired today. Death in Venice was directed by Visconti. She died when the film was being made. My bike has been stolen. You'll be picked up at the airport. This bill has to be paid tomorrow.

- We often use the passive when it's not clear or important who does an action, e.g.
 My bike has been stolen (= Somebody has stolen my bike. I don't know who.)
- If you want to say who did the action, use by.

6C relative clauses

defining relative clauses

Julia's the woman who / that works with me. It's a book which / that tells you how to relax. That's the house where I was born.

That's the boy whose father plays for Real Madrid

That's the boy whose father plays for Real Madrid. He's the man (who / that) I met on the plane.

- To give important information about a person, place, or thing use a relative clause (= a relative pronoun + subject + verb).
- Use the relative pronouns who for people, which for things, and where
 for places. Use whose to mean 'of who / of which'.
- · You can use that instead of who or which.
- Who, which, and that can be omitted when the verbs in the main clause and the relative clause have a different subject, e.g. He's the man I met on the plane. (The subject of met is I, so it's not necessary to put who.)

non-defining relative clauses

This painting, which was painted in 1860, is worth £2 million.

Last week I visited my aunt, who's nearly 90 years old.

Burford, where my mother was born, is a beautiful town.

My neighbour, whose son goes to my son's school, has just re-married.

- If a relative clause gives extra, non-essential information (the sentence makes sense without it), you must put it between commas (or a comma and a full stop).
- In these clauses, you can't leave out the relative pronoun (who, which, etc.).
- · In these clauses, you can't use that instead of who / which

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b Complete the reported imperatives and requests. a Complete the sentences using reported speech. 'The hotel is full.' The receptionist told me 'Don't stop here.' The traffic warden told us not to stop there. the hotel was full . 1 'Be quiet!' The teacher told us _____. 1 'I'll call the manager.' The waiter said _ 'Please don't smoke!' I asked the taxi driver 2 'I've passed all my exams.' Jack said __ 3 'Open your mouth,' The dentist told me 3 'You should get to the airport early.' They said that 4 'Don't tell anyone!' Melinda told us ._____. 5 'Could you show me your driving licence?' The policeman 4 'I may be late.' Jack said _ 5 'I didn't tell anybody!' Mary said __ 'Please switch off your mobiles.' The flight attendant 6 'Can you help me?' She asked us told us _ 'Don't eat with your mouth open!' I told my daughter __ 7 'Do you want to dance?' He asked me __ 8 'Can you bring me the bill, please?' He asked the waiter _____. 8 'Have you been here before?' I asked her 'Get off at the next stop.' The bus driver told me _____. 'What music do you like?' She asked me 9 10 'Don't wait.' Our friends told us 10 'Where's the nearest bank?' I asked her 6B a Correct the mistakes in the highlighted phrases. **b** Rewrite the sentences with the passive. Lada cars made in Russia. are made in Russia. They sell cold drinks here. Cold drinks __ are sold here __. 1 A new motorway is being build at the moment. 1 They subtitle a lot of foreign films. A lot of foreign films __ 2 The film based on a famous novel. 2 Someone threw the letters away by mistake. 3 This programme were watched by millions of people. 4 My bag was stole when I was in Florida. 3 Some people are painting my house. 5 The Harry Potter books were written for JK Rowling. My house _____ 6 I couldn't send you an email because my computer 4 They have sold all the tickets for the concert. was repairing. All the tickets for the concert _ 7 You will taken to your hotel by taxi. 5 They will play the match tomorrow. 8 Oh no! Our flight has being cancelled. The match 9 English is spoke in this restaurant. 6 Somebody must pay this bill tomorrow. 10 Seat belts must wear at all times. This bill 6C a Complete with who, which, where, or whose. c Are the highlighted phrases right () or wrong ()? Correct the wrong ones. The man whose car I crashed into is taking me to court. After Rome we went to Venice, that we loved . X 1 We drove past the house _____ we used to live. which we loved 2 The girl _____ was talking to you is the boss's daughter. 1 Is that the girl you used to go out with? 3 Look! That's the man _____ son plays for Chelsea. 2 My brother, that you met at my wedding, 4 The car was an invention _____ changed the world. is getting divorced. 5 That's the restaurant _____ I told you about. 3 It's a machine that makes sweets. 6 Is this the shop _____ you bought your camera? 4 He lives in Valencia, that is on the east coast of Spain. 7 What was the name of your friend _____ wife is an actress? 5 Our neighbour, who garden is smaller than ours, 8 The woman _____ called this morning didn't leave a message. has an enormous dog. 9 It's the film _____ won all the Oscars last year. 6 Jerry, who I work with, is completely bilingual. 10 This is the book ___ everybody is reading at the moment. 7 The film I saw last night was fantastic. b Tick () the sentences in a where you could leave out the 8 I met some people who they come from the same

village as me.

relative pronoun.

1 Places

- a Match the words and pictures.
 - department store
 - supermarket
 - street market
 - shopping centre (US mall)









b Match the shops and pictures of what you can buy there.

- baker's
- bookshop
- butcher's /'botsəz/
 - chemist's / pharmacy
- newsagent's
- stationer's
- travel agent's
 - shoe shop

















2 In the shop

Match the words and definitions or pictures.

bargain /'baːgən/ refund sales		manager shop window	receipt /rr'si:t/ till	
1	a time when shops sell things at lower prices than usual	7		
2	something that you buy for what you think is a good price	8		noney that is paid back to you when you are unhappy with something you buy
3	a place at the front of a shop	9		
4	where you can see the products	10	a	person who buys things in a shop
4	a piece of paper which shows you have paid for something	11		he person who is in charge of shop, hotel, etc.
5	a reduction in the price		d	stop, notes, etc.
6	a person who works in a shop	12		

3 Verbs and phrases

Match the sentences.

- 1 I often buy books online.
- 2 This shop sells books.3 I'm going to buy the dishwasher on credit.
- 4 I went back to the shop to complain.
- 5 I had to queue /kju:/ for ages in the bank.
- 6 I want to try on this dress.
- 7 I'm just looking.
- 8 I had to pay 16% VAT.

- a I had to wait behind lots of other people.
- b I don't need any help at the moment.
- c I buy books on the Internet.
- d I'm going to pay for it over 12 months.
- e I want to see what I look like in it.
- f I had to pay tax on it.
- g You can buy books in this shop.
- h I went there to tell them I wasn't happy.

Can you remember the words on this page? Test yourself or a partner.

Sounds and spelling - consonants

	usual spelling	▲ but also
Parrot	p plate pupil transport trip pp shopping apply	
bag	b beans bill probably job bb rabbit dubbed	
k keys	c court script k kind basket ck track lucky	chemist's school mechanic queue
girl	g golf grilled burger forget gg aggressive luggage	
flower	f food roof ph photo nephew ff traffic affectionate	enough laugh
vase	v van vegetables travel invest private behave	of
tie	t try tidy stupid strict tt attractive cottage	worked passed
dog	d director afford comedy confident dd address middle	failed bored
SS. snake	s steps likes ss boss assistant ce/ci twice city	science scene
zebra	z lazy freezing s lose cosy loves trousers	
shower	sh short dishwasher selfish cash ti ambitious station (+ vowel) ci special sociable (+ vowel)	sugar sure chef moustache
television	An unusual sound. revision decision confusio	on usually garage

	usual spelling		▲ but also
thumb	th	thin thriller healthy path maths both	
mother	th	the that with further whether	
chess	ch tch t (+ure)	change cheat pitch match picture future	
d3.	j g dge	jealous just generous manager fridge judge	
leg	11	lettuce salary until reliable sell trolley	
right	r	result referee primary fried borrow carriage	written wrong
witch	w wh	wear waste western motorway white which	one once
yacht	y before u	yet year yoghurt yourself university argue	
monkey	m mm	mean slim romantic charming summer swimming	lamb
nose	n nn	napkin honest none spoon tennis thinner	knife knew
singer	ng	cooking going spring bring	think bank
house	h	handsome helmet hard inherit unhappy perhaps	who whose whole