

BUYING CLOTHES

5.12 Listen to Allie shopping.

Answer the questions.

- 1 What does Allie want to buy?
- 2 What size is she?
- 3 Does she try it on?
- 4 How much does Allie think it costs?
- 5 How does she pay?



TAKING SOMETHING BACK

- a 5.13 Cover the dialogue and listen. What's the problem with Allie's sweater? Does she change it or ask for her money back?

YOU HEAR YOU SAY

Can I help you?	Yes, I bought this sweater about half an hour ago.
Yes, I remember. Is there a _____?	Yes, I've decided it's too big for me.
What _____ is it?	Medium.
So you need a _____.	Do you have any more?
I don't see one here.	
I'll go and check. Just a _____.	
I'm sorry but we don't have _____ one in black.	Oh dear.
We can order one for you.	No, I'm leaving on Saturday.
It'll only take a few _____.	
Would you like to exchange it for _____ else?	Not really. Could I have a refund?
No problem. Do you _____ the receipt?	Yes, here you are.



- b Listen again. Complete the YOU HEAR phrases.
- c 5.14 Listen and repeat the YOU SAY phrases. Copy the rhythm.
- d In pairs, roleplay the dialogue. A (book open) you're the shop assistant, B (book closed) you're Allie. Swap roles.

SOCIAL ENGLISH the conference cocktail party

- a 5.15 Listen and complete with *Mark*, *Allie*, or *Brad*.

- 1 *Allie* tells _____ about the shopping and museum.
- 2 _____ comes to say hello to _____ and _____.
- 3 _____ is surprised that _____ and _____ met this morning.
- 4 _____ asks _____ if she wants a drink.
- 5 _____ is annoyed, but goes to get the drinks.

- b Complete the USEFUL PHRASES. Listen again and check.

- c 5.16 Listen and repeat the phrases. How do you say them in your language?

USEFUL PHRASES

- M What did you t_____ of it?
 A Never m_____.
 A What a l_____ evening!
 A I got l_____.
 M What would you like to d_____?
 B What a good i_____.



a Read the e-mail to a language school. Tick (✓) the questions that Adriano wants the school to answer.

- How much do the courses cost?
- When do the courses start and finish?
- How many students are there are in a class?
- Are there Business English classes?
- Where can I stay?
- Where are the teachers from?

b Look at the **highlighted** expressions. How would they be different in an informal e-mail (or letter)?

Formal e-mail

Dear Sir / Madam
 I am writing
 I would like
 I look forward to hearing from you
 Yours faithfully

Informal e-mail

From: Adriano Ruocco [adrianor@tiscali.net]

To: The Grange Language School [enquiries@grangeedinburgh]

Subject: Information about courses

Dear Sir / Madam,

I am writing to ask for information about your language courses. I am especially interested in an intensive course of two or three weeks. I am 31 and I work in the library at Milan University. I can read English quite well but I need to improve my listening and speaking. The book I am currently studying is 'pre-intermediate' (Common European Framework level A2).


I have looked at your website, but there is no information about intensive courses next summer. Could you please send me information about dates and prices? I would also like some information about accommodation. If possible I would like to stay with a family. My wife is going to visit me for a weekend when I am at the school. Could she stay with me in the same family?

I look forward to hearing from you.

Yours faithfully
 Adriano Ruocco

c Read the advertisements and choose a course. Think of two or three questions you would like to ask.

Thai Cookery courses in Chiang Mai



Learn to cook Thai food in northern Thailand. One week courses, from April to October. Your accommodation in Chiang Mai is included. Beginners welcome. E-mail us for more information at thaicook@blueelephant.com

Tennis courses in France



One- or two-week courses in different parts of the country. Professional tennis coaches. All levels, beginners to advanced. Small groups or private lessons. For more information e-mail us at info@tennisinfrance.com

WRITE a formal e-mail asking for information. Write two paragraphs.

Paragraph 1 Explain why you are writing and give some personal information.

Paragraph 2 Ask your questions, and ask them to send you information.

CHECK your e-mail for mistakes (**grammar** , **punctuation** , and **spelling**).