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This lamp  
 doesn't work.  
 Can you fix it?

I think  
 we just need  
 to change  
 the bulb.

# 6A Do it yourself



## 1 VOCABULARY DIY and repairs; paraphrasing

- a Look at the photo of the shop. What kind of things does it sell? Do you ever go to shops like this?
- b ③26) Listen to a person asking about things in a DIY store. Which of the four objects above does he want to buy?
- c Listen again and complete the dialogue. Then practise the dialogue with a partner.

A Excuse me.  
 B Yes, can I help you?  
 A Yes, thanks. I'm <sup>1</sup> \_\_\_\_\_ for some... Sorry, I don't know the <sup>2</sup> \_\_\_\_\_. They're the <sup>3</sup> \_\_\_\_\_ that you put in the wall. I want to put some pictures on the wall.  
 B You mean nails?  
 A Ah, yes, that's it. And I need one more thing. My <sup>4</sup> \_\_\_\_\_ doesn't <sup>5</sup> \_\_\_\_\_. I need a new er...  
 B Bulb?  
 A Yes, thank you.  
 B You'll find them over there, behind the gardening things.

- d ► **Communication** What's it called? A p.109, B p.110.
- e ► **p.160 Vocabulary Bank** DIY and repairs.

## 2 PRONUNCIATION consonant clusters

### Consonant clusters

Some words have three (or even four) consonant sounds together, and these can be difficult to pronounce. These are common in:

- 1 words beginning with *scr*, *spr*, or *str*, e.g. *script*, *spring*, *struggle*
- 2 in the middle of a word, e.g. *sunglasses*, *describe*
- 3 when you add an *s* to a word ending in two consonant sounds, e.g. *pounds*

- a ③30) Listen and repeat the groups of words.

- 1 screw screwdriver scream screen  
string stress stream straight
- 2 paintbrush toothbrush electrician handle
- 3 needles shelves lamps bulbs

- b Practise saying the sentences.

- 1 I need some **screws** and a **screwdriver**.
- 2 Go **straight** down the next **street**.
- 3 Two **electric toothbrushes**, please.
- 4 That's **strange** – the **string's** not very **strong**.
- 5 Put some new **bulbs** in the **lamps**.

### 3 LISTENING & SPEAKING

- a Have you ever been to IKEA or similar stores that sell self-assembly (or flat-pack) furniture? Did you buy anything there? What?
- b Read the information about IKEA. What information does the author give...?
- to show that IKEA is very popular outside Sweden
  - to show that there are also problems with IKEA

#### It looks so easy at first...

Started in 1943, the Swedish furniture store IKEA has transformed homes around the globe with its cheap, modern Scandinavian style. It has also changed the way we live: one in ten Europeans now sleeps in an IKEA bed, and its catalogue is in more homes than any other publication, including the Bible, the Yellow Pages, and the complete works of Shakespeare.

But along with the pleasure of inexpensive furniture is the pain. The frustrating one-way system used to navigate the stores, for example, or some of the strange names given to the products (Snille chair, Odda chest of drawers, etc.). Most of all, there's the problem of getting the furniture home and trying to put it together. We asked three IKEA shoppers to share their experiences...

- c 331 Listen to three people describe an experience with IKEA furniture. What did they buy? Who was the least successful at assembling it?
- d Listen again. Which speaker...?

- A  didn't have all the parts he / she needed  
 B  doesn't blame IKEA for the experience  
 C  had problems understanding what to do  
 D  had to assemble the furniture twice  
 E  hadn't expected to have a problem  
 F  learned a lesson from the experience

- e 332 Listen to some extracts from the listening, and write the missing words. What do you think they mean?

- After hours and hours, and a lot of \_\_\_\_\_, I finally managed to put it together.
- So I had to \_\_\_\_\_ it to \_\_\_\_\_, move all the bits into the bedroom...
- I'm quite \_\_\_\_\_, quite practical, so I thought, 'No problem'...
- I realized I'd put the door handle on the \_\_\_\_\_ round.
- It's \_\_\_\_\_, but at least it has four legs!

- f Talk to a partner. Choose two things that you (or someone you know) have done and tell your partner about it. Use the questions in the box to help you.

#### Have you ever...?

assembled flat-pack furniture	painted a wall or a room	set up a home cinema system
changed a wheel on a car / a tyre on a bike	set up a Wi-fi network	fixed something in your home, e.g. an appliance that was broken

#### Describing a process

- When and where did you do it?  
 Why did you have to do it?  
 Did anyone help you?  
 How long did it take?  
 What problems did you have?  
 How successful were you in the end?



## 4 READING & SPEAKING

- a You're going to read about some unusual uses for everyday things. Before you read, with a partner, try to complete sentences 1–5.

rice a bowl a potato a banana mayonnaise

- 1 You can use \_\_\_\_\_ to take out a broken light bulb.
- 2 You can use \_\_\_\_\_ to make a speaker for your mobile.
- 3 You can use \_\_\_\_\_ to remove water marks from wood.
- 4 You can use \_\_\_\_\_ to repair a phone that has got wet.
- 5 You can use \_\_\_\_\_ to fix a scratched DVD.

- b Read the article once, and check your answers.
- c Look at the **highlighted** verbs and try to guess their meaning. Then match them with the definitions below.

- 1 \_\_\_\_\_ to move a cloth or your hand backwards and forwards on something while pressing hard
- 2 \_\_\_\_\_ to clean or dry something with a cloth or towel, e.g. you - the windows of your car after you have washed them
- 3 \_\_\_\_\_ to connect an electronic device to another device, or to the electricity supply
- 4 \_\_\_\_\_ to let something fall
- 5 \_\_\_\_\_ marked on the surface by something sharp
- 6 \_\_\_\_\_ to make something shine, e.g. your shoes, a mirror
- 7 \_\_\_\_\_ to take out something
- 8 \_\_\_\_\_ to turn something in a particular direction, e.g. the lid of a jar
- 9 \_\_\_\_\_ to make something louder

- d Read the article again. Then with a partner, try to remember exactly what to do for each of the problems in a.
- e Are there any tips you think you might try?

## Brilliant uses for everyday things



It's been a bad day. First you dropped your mobile in the pool and now the DVD you wanted to watch is **scratched**. But don't worry, you **needn't** buy new ones. You can fix them with **everyday things** you already have at home! Read on for some good DIY tips from the internet.

Mobile phones make our lives easier, but it's so easy to lose them, or **drop** them, worst of all, into water. If that happens to you, you may think the phone is ruined. In fact, you don't have to throw it away. *Reader's Digest* says all you have to do is to take the battery out and put the phone in a bowl of rice overnight. You must use uncooked rice, and it will absorb all of the water. Next morning put the battery back, and the phone will work again.

Another problem with mobile phones is that you probably have a lot of great music on yours, but if you're with a group of friends and you all want to listen, you need to **plug it into** a speaker, and you may not have one at hand. Or do you? Next time, try this easy trick from *Real Simple* magazine. Put the phone into a bowl and press 'play'. The bowl will **amplify** the sound from your mobile's speakers. Now everyone can hear the music! A jar or glass will also work if you don't have a bowl.



In addition to rice, a potato can also make a great DIY tool. Here's an example. The other day I was trying to kill a fly that was buzzing around a ceiling light and the worst happened: I missed the fly but broke the light bulb. Now, it can be very difficult to remove a broken bulb, and of course, you mustn't ever do it with bare hands. Luckily, there's another way. According to the *Martha Stewart* website, simply cut a potato in half, press the potato into the remains of the bulb, then **twist** and **remove** it. Remember you must switch off the light first.

Another useful DIY tool is a banana. Check out this idea from *Apartment Therapy*. If you have a scratched DVD that won't play, **rub** the inside of a banana skin over the scratch. Then **polish** the DVD with a soft cloth and – *voilà!* – problem solved. This trick works because the waxy substance in the banana skin fills in the scratch. For deep scratches, you should rub some toothpaste in first.



Even mayonnaise has surprising uses. Everyone knows that you shouldn't put a wet glass on a wooden table, because it will probably leave an ugly mark on the wood. But sometimes you forget. Don't worry, again according to *Apartment Therapy*, just rub some mayonnaise into the mark and leave it for 15 minutes or longer. **Wipe** clean, and the mark will be gone. For best results, you should do this as soon as possible after the mark is made.

## 5 GRAMMAR obligation, necessity, prohibition, advice

- a Look at some extracts from the article in 4. Complete the chart with the **bold** phrases.

You **needn't** buy new ones.

In fact, you **don't have to** throw it away.

*Reader's Digest* says all you **have to** do is to take the battery out.

... but if you're with a group of friends and you all want to listen, you **need to** plug it into a speaker.

...and of course, you **mustn't** ever do it with bare hands.

Remember you **must** switch off the light first.

For deep scratches, you **should** rub some toothpaste in first.

Everyone knows that you **shouldn't** put a wet glass on a wooden table, because it will probably leave an ugly mark on the wood.

- |   |       |
|---|-------|
| 1 It's an obligation / necessity.           | _____ |
| 2 It isn't an obligation / necessity.       | _____ |
| 3 Don't do it! It's prohibited / dangerous. | _____ |
| 4 It's a good idea.                         | _____ |
| 5 It isn't a good idea.                     | _____ |

- b ➤ p.142 Grammar Bank 6A. Learn more about expressing obligation, necessity, prohibition, and advice.

- c Look at the problems and possible solutions below. Make three sentences using the expressions in **bold**.

- 1 Your microwave has a bad smell.  
 a) buy a new one  
 b) put half a lemon in a glass of water and cook it on high  
 c) clean it with strong detergent

**mustn't / don't have to / should**

*You don't have to buy a new one.*

- 2 Your leather sofa has a scratch.  
 a) paint the scratch with a permanent pen  
 b) pay a professional to repair it  
 c) rub some olive oil on it

**needn't / shouldn't / should**

- 3 Your cups have tea and coffee stains.  
 a) only use dark coloured cups for tea and coffee  
 b) wash them with water and bleach\*  
 c) clean them with a mixture of salt and lemon juice

**should / mustn't / don't have to**

\* a chemical that makes something become white

## 6 SPEAKING & WRITING

- a What would you suggest in these situations? Compare your ideas with a partner.

### What shall I do?

you spill red wine on your white trousers

you think your computer might have a virus

one of the screws in your glasses keeps coming out

you have a biro mark on your jeans

the heel breaks on one of your shoes

there's a power cut, and you have a freezer full of food

you can't get good reception on your phone

the zip on your suitcase breaks at the airport

your car is nearly out of petrol and the nearest petrol station is 20 km away

one of your shoelaces breaks while you're out



### Responding to other people's suggestions

That's a brilliant idea!  
 Yes, that really works.  
 Are you sure that would work?  
 I suppose that might work.  
 That sounds dangerous to me.  
 I wouldn't want to try that.

- b Choose the best solution you discussed in a and write a short paragraph about it for a competition on the internet. Describe the problem and give instructions for solving it.

Excuse me,  
 can you  
 help me?

I'll be able to  
 help you when I  
 finish with this  
 customer.

# 6B At your service

## 1 READING

- a What really annoys you about customer service when you go shopping? With a partner, write down three things you consider to be bad customer service.
- b Read an article about bad customer service. Write the correct headings in the article. There is one you don't need to use.

- A Too few shop assistants  
 B Inappropriate offers  
 C It's a shop, not a social club  
 D Too much pressure to buy  
 E Too much stock  
 F Keeping too few checkouts open  
 G Silent cashiers  
 H Terrible changing rooms

## The 7 worst customer service crimes



Mary Portas - broadcaster, writer, and shopping expert - names some of the most irritating aspects of shopping...

- 1** *Keeping too few <sup>1</sup>checkouts open* \_\_\_\_\_  
 So many stores are guilty of this. The worst are the supermarkets. Then they ring the bell to get a new <sup>2</sup>cashier from out the back, and leave their finger on the bell, making a really irritating noise.
- 2** \_\_\_\_\_  
 Cashiers at supermarket checkouts now don't even say the final price - you're supposed to see it on the <sup>3</sup>till. They've lost basic communication skills. Even worse is when they dump the <sup>4</sup>receipt and the change into your hand in one lump. Horrible.
- 3** \_\_\_\_\_  
 At the newsagent's, you go to the <sup>5</sup>counter to buy a newspaper and they offer to sell you a huge chocolate bar for £1, as well. A massive bar of chocolate at 7.30 in the morning? How about just smiling and saying good morning?
- 4** \_\_\_\_\_  
 There's a long queue to try things on, but they say, 'You can only take in four items'. You should be able to take a big armful in. And there's nowhere to hang your clothes, so you have to put them on the floor. Except the floors are filthy.
- 5** \_\_\_\_\_  
 Again, many fashion stores are guilty of this. The <sup>6</sup>rails are so full of clothes that you can't even see the sizes. You have to pull the <sup>7</sup>hangers apart to look in, then they fall onto the floor.
- 6** \_\_\_\_\_  
 I hate it when assistants stand next to the till gossiping to each other. It's all too common in department stores, hairdressers, and coffee shops. All you want to do is pay, but it's as if you're invisible.
- 7** \_\_\_\_\_  
 This is why I hate beauty counters. You walk through the ground floor of many department stores and a woman runs after you and sprays you with perfume, asking, 'Could I just interest you in...?' Her face is usually orange, with eyebrows drawn on with a pencil. It says, 'You too could look like me'. You can't be serious! Why would I want to look like you? No, thanks!

*Adapted from The Daily Telegraph*

- c Look at the **highlighted** words in the text, and match them with A-G in the photos.



- d Read the article again. Tick (✓) the opinions that Mary Portas agrees with.
- 1 Supermarkets should make sure people don't have to queue for too long to pay.
  - 2 Cashiers should be more friendly.
  - 3 Cashiers shouldn't chat to customers.
  - 4 Shop assistants shouldn't encourage you to buy things you haven't asked for.
  - 5 Instead of chocolate, the newsagent's should offer people fruit to buy.
  - 6 It's important to limit the number of items customers take into changing rooms so that they don't spend too long in there.
  - 7 Changing rooms are generally uncomfortable and dirty.
  - 8 It should be easy to see what size clothes are.
  - 9 It's unreasonable to expect shop assistants not to chat to each other while they are working.
  - 10 People on beauty counters usually look great because they use the products they are selling.
- e Which of the customer service 'crimes' she mentions are a problem in your country? Which of the opinions in d do you agree with?



## 2 SPEAKING

- a Look at the list of places below. Think about the ones you go to, how good or bad the service usually is there, and experiences that you have had.
- supermarkets
  - clothes shops
  - banks
  - chemists
  - mobile phone / computer shops
  - gyms
  - department stores
- b Work in groups of three or four. For each place talk about:
- how often you go there
  - how convenient the opening and closing times are
  - what the facilities are like (queuing, changing rooms, background music, seating areas, etc.)
  - what the staff are like (enough of them, helpful, etc.)
  - what the customer service is like if you have a problem
  - any especially good or bad experiences you have had
- c In your groups, decide on three things that would really improve customer service in these places.

## 3 GRAMMAR *can, could, and be able to*

- a Right (✓) or wrong (X)? With a partner, correct the mistakes in the highlighted phrases.
- 1 If you wait till the sales, **you'll can get** it more cheaply.
  - 2 People are still in the shop, so **it can't be** closed.
  - 3 I wanted to buy some jeans, but **I didn't can find** any that I liked.
  - 4 I think **you could to try** a smaller size.
  - 5 I'd love **to can sing** well.
  - 6 You **can** park over there but you **can't** leave your car there for more than two hours.
- b ➤ p.143 Grammar Bank 6B. Learn more about *can, could, and be able to* and practise them.
- c Complete the statements with your own ideas, then compare answers with a partner.
- 1 Everybody **should be able to**...
  - 2 I hate **not being able to**...
  - 3 I've never **been able to**...
  - 4 I'd love **to be able to**...
  - 5 Even though it was very difficult, I **was able to**...
  - 6 If I work / study hard, I hope I'll **be able to**... in a few years' time.

## 4 39) SONG Hit 'em up style (Oops!) 🎵



## 5 VOCABULARY at a restaurant.

- a Do you know a restaurant, café, or bar where the service is bad? What's bad about it?
- b ➤ p.161 Vocabulary Bank *At a restaurant.*

## 6 PRONUNCIATION word pairs with *and*

- a Look at the photo. What do you think the 'n' stands for? Why do you think it's written like that?



- b ③ 42 Listen and repeat the phrases.

fish and chips  
oil and vinegar  
salt and pepper  
cup and saucer  
bread and butter  
knife and fork

- c Ask and answer with a partner.

What's the difference between...?

- 1 a cup and a glass
- 2 a spoon and a teaspoon
- 3 a plate and a saucer
- 4 a jug and a mug
- 5 a tablecloth and a napkin
- 6 a plate and a dish
- 7 a meal and a course
- 8 'clear the table' and 'lay the table'
- 9 'take orders' and 'order food'
- 10 'pour the wine' and 'try the wine'

## 7 READING & LISTENING

- a Have you ever worked as a waiter / waitress in a bar or restaurant? Do you know anyone who has or does? What are the main advantages and disadvantages?
- b Read the article about the TV reality show *Service*. Answer the questions.
- 1 How is *Service* different from other restaurant reality shows?
  - 2 What are the prizes at the end of the show?
  - 3 Who is Michel Roux and where does he work?
  - 4 What examples does he give to show that service is as important as food?
  - 5 What is surprising about Danielle's and Ashley's previous experience of restaurants?





Michel Roux with restaurant manager Fred Sirieix and the eight trainees



Michel at work

## MICHEL ROUX'S SERVICE

### FROM SCHOOL DROPOUTS TO TOP WAITERS

We've seen plenty of cookery competitions where amateur chefs compete, hoping to become professionals, but BBC2's *Service*, a programme from chef Michel Roux, one of the judges on BBC's *Masterchef*, focuses on another side of restaurants. Over eight episodes, eight young people with no restaurant experience at all are taught the skills to become top waiters and waitresses. Rather than having competitors voted off each week, after the eight weeks two winners are chosen to receive six-month scholarships with the Academy of Food & Wine Service.

'Great service is as important as great food,' says Roux, who owns several well-known restaurants, including Le Gavroche, a two-Michelin star restaurant in London. 'If the food at one of my restaurants was OK, but the service was brilliant, the customers would still come back. But I'd never see them again if the service was rubbish, even though the food was brilliant.'

'There is a great career to be had in restaurant service,' says Roux. 'Head waiters can earn as much as a top chef. And, like chefs, their skills can take them all over the world.'

Roux's trainees include Brooke Arnold, 18, who has previously worked for McDonald's, Nikkita Palphreyman, 19, a single mother, and Niki Bedson, 22, an unemployed history graduate. 24-year-old James Marvin used to work in sales, and Danielle Menagh, 19, was a hairdresser. 'Before the show I'd never drunk wine,' she says.

The most unlikely trainee is 21-year-old Ashley Flay. 'I left school at 14,' he says. 'Before the show, I'd never eaten in a place which had table service.'

- c **343** Listen to a breakfast radio show where a critic talks about the series. Mark the sentences **T** (true) or **F** (false).
- 1 Ryan only watched the final episode.
  - 2 In the first episode the trainees weren't very successful working at a pizza restaurant.
  - 3 Ashley and Nikkita had a fight.
  - 4 Michel Roux and his colleagues made the trainees feel more confident.
  - 5 Brooke had a disaster when she cooked *crêpes Suzette*.
  - 6 In the final episode the trainees served at a restaurant in Paris.
  - 7 Michel Roux was very nervous for them beforehand.
  - 8 Only Danielle and Ashley won scholarships.
  - 9 The show was a success both for the trainees themselves and as a programme.
- d Listen again and correct the **F** sentences.
- e Discuss the questions with a partner.
- 1 When you go to a restaurant, which do you think is more important, the service or the food? Why?
  - 2 Think of some places where you like to eat out. Are there waiters or are they self-service places? How do the staff treat you? How do you treat the staff?

## 8 WRITING

- **p.118 Writing** *A restaurant review.*  
Write a review of a restaurant you've been to recently for a website.

# 5&6 Revise and Check

## GRAMMAR

Circle a, b, or c.

- A What's this programme?  
B I don't know. I've \_\_\_\_\_ turned it on.  
a already b just c yet
- We've never been to Madrid, but \_\_\_\_\_ to Barcelona last year.  
a we went b we've been c we've gone
- A Shall I make some photocopies?  
B No, it's OK - \_\_\_\_\_ them.  
a I already did b I already have done  
c I've already done
- They've lived here \_\_\_\_\_.  
a for two months b two months ago  
c since two months
- Where have you been? \_\_\_\_\_ since 9.00!  
a I'm waiting b I've been waiting  
c I've waited
- How long \_\_\_\_\_ to your family?  
a is this farm belonging  
b has this farm been belonging  
c has this farm belonged
- The fields are really wet. \_\_\_\_\_ a lot recently.  
a It's raining b It rains c It's been raining
- You \_\_\_\_\_ pay if you don't have any money.  
a mustn't b don't have to c needn't to
- I didn't have any screws so I \_\_\_\_\_ use nails instead.  
a had to b must to c must
- You \_\_\_\_\_ pay me back till next week.  
a needn't b don't need c don't have
- She thinks I \_\_\_\_\_ sell my car.  
a need b ought c should
- When we're on holiday \_\_\_\_\_ go swimming every day.  
a we'll can b we'll be able to  
c we'll be able
- She \_\_\_\_\_ to come to the party.  
a might not can b might not be able  
c might not
- The exam was really hard, but I \_\_\_\_\_ pass.  
a was able to b could c could to
- He \_\_\_\_\_ be from Paris - he doesn't speak French.  
a could b can c can't

## VOCABULARY

a Circle the word that is different.

- |                  |       |          |             |
|------------------|-------|----------|-------------|
| 1 sheep          | cow   | barn     | hen         |
| 2 remote control | stand | speakers | sitcom      |
| 3 rope           | drill | hammer   | screwdriver |
| 4 knife          | fork  | tray     | spoon       |
| 5 mug            | bowl  | cup      | glass       |

b Complete the words.

- Can you t \_\_\_\_\_ the TV up? I can't hear it.
- I find some s \_\_\_\_\_ operas really addictive.
- Have you seen the weather f \_\_\_\_\_ for tomorrow?
- I'm not very interested in c \_\_\_\_\_ affairs.
- We need a TV with a bigger s \_\_\_\_\_.

c Write words for the definitions.

- trees grow these in spring and lose them in autumn \_\_\_\_\_
- a small, narrow river \_\_\_\_\_
- an area of low land between hills or mountains \_\_\_\_\_
- to take fruit from the plant where they are growing \_\_\_\_\_
- a young sheep \_\_\_\_\_

d Circle the right word.

- I'm not tall enough - do you have a *hammer* / *ladder*?
- This torch needs new *batteries* / *matches*.
- Do you have a needle and *string* / *thread*?
- I've lost one of the *nails* / *screws* from my glasses.
- We need to *set up* / *put up* our new computer.

e Complete the phrases with a verb.

- |                      |                               |
|----------------------|-------------------------------|
| 1 _____ for the bill | 4 _____ a button back on      |
| 2 _____ a tip        | 5 _____ a table for 9 o'clock |
| 3 _____ our order    |                               |

## PRONUNCIATION

a Circle the word with a different sound.

-  path    plant    grass    tap
-  bush    bucket    mug    country
-  cookery    should    wood    cartoon
-  ought    work    forecast    torch
-  bowl    cow    stone    grow

b Underline the stressed syllable.

- |                |                 |             |
|----------------|-----------------|-------------|
| 1 com mer cial | 3 screw dri ver | 5 tea spoon |
| 2 har vest     | 4 ba tte ry     |             |

## CAN YOU UNDERSTAND THIS TEXT?

- a Read the article once. Is tipping in the UK similar to tipping in your country?

### Tipping in the UK

Tipping is not expected in the UK in the way it is in the United States or Canada. All staff in the UK must be paid at least the national minimum wage, whether they receive tips or not. Therefore, unlike in much of North America, the need for tipping is much less.

#### Cafés and coffee shops

In a café, you may receive waiter / waitress service to bring your tea, coffee, sandwiches, or whatever you have ordered to the table. In these establishments tipping is not usual. If you feel the service has been especially pleasant you can leave a pound (or the change) in appreciation.

In coffee shops such as Starbucks, there may be a tip jar on the counter, but very few customers leave tips, and you certainly don't have to. In self-service cafés where you collect your food and put it on a tray (as found in tourist attractions, for example) you don't tip either.



#### Restaurants and pubs

In pubs, where you usually choose and pay for your order at the bar, but the food is brought to your table, tipping is uncommon. You can leave a pound or two if you wish.

In restaurants where you place your order with a waiter / waitress and receive your food and your bill at your table, you should tip around 10% of the bill. This varies from place to place – in more expensive restaurants where you receive personal service, a tip would always be expected (it would be considered rude not to leave one unless there was a problem with the service), whereas in the most casual of restaurants tipping is not universal. If you have been very unhappy with the service, you could consider not leaving a tip.

In some restaurants, a service charge may automatically be added to the bill, typically 10% or 12.5%, sometimes only for larger groups. This should be noted on the menu. But if you're not happy with the service, you can ask for it to be removed, and explain why you're unhappy.

If a service charge is added, or the menu says 'service included', you needn't add any further tip. In some cases if you pay by credit card the machine may ask if you want to add a tip. Check your bill carefully to see if a service charge has been added before paying, and if it has, be sure not to add any more. In some cases a restaurant may print 'service not included' on the menu or the bill. This is a request for a tip!

- b Read the article again and answer the questions.

- 1 Is tipping more common in the UK or in the US?
- 2 When might you leave a tip in a café?
- 3 Do you need to leave a tip in all types of restaurant in the UK?
- 4 When might you decide not to leave a tip in an expensive restaurant?
- 5 Do all restaurants add a service charge? Do you have to pay it?
- 6 Why should you be careful if you pay by credit card in a restaurant?

- c Choose five new words or phrases from the text. Check their meaning and pronunciation and try to learn them.



## CAN YOU UNDERSTAND THESE PEOPLE?

- 344) In the street Watch or listen to five people and answer the questions.



Andrew Diarmuid Mairi Chris Christopher

- 1 Andrew doesn't watch \_\_\_\_\_ very often.  
a comedies b chat shows c the news
- 2 Diarmuid thinks the countryside is \_\_\_\_\_.  
a somewhere he wouldn't like to live at the moment  
b a good place for families to live  
c not as safe as it used to be
- 3 Mairi is \_\_\_\_\_ the bed that she put up.  
a worried about b a bit disappointed with  
c quite pleased with
- 4 Chris had problems with his IKEA bed because \_\_\_\_\_.  
a he assembled it badly  
b he didn't have all the right pieces  
c the instructions were badly written
- 5 Christopher says that when he needs a shop assistant \_\_\_\_\_.  
a he can never find one b they are always chatting  
c he goes to look for one

## CAN YOU SAY THIS IN ENGLISH?

Do the tasks with a partner. Tick (✓) the box if you can do them.

#### Can you...?

- 1  describe your TV-watching habits
- 2  compare living in a city with living in the country, and describe your own experience
- 3  describe two of your favourite shops and say why you like them
- 4  describe a DIY job that someone has done in your home
- 5  agree or disagree with these statements, and say why:
  - Most TV programmes aren't worth watching.
  - To be successful, a shop must have good customer service.








Short films The history of flat-pack furniture  
Watch and enjoy a film on iTutor.



## PRONUNCIATION

a Circle the word with a different sound.

- |   |   |              |         |         |          |
|---|---|--------------|---------|---------|----------|
| 1 |  | <u>pouir</u> | storm   | hardly  | warm     |
| 2 |  | weather      | heavy   | clear   | pleasant |
| 3 |  | lounge       | snow    | cold    | closed   |
| 4 |  | luggage      | flood   | thunder | humid    |
| 5 |  | rain         | trolley | lately  | delayed  |

b Underline the main stressed syllable.

- 1 e|ven|tua|lly    2 gra|dua|lly    3 e|spe|cia|lly  
4 pa|ssen|ger    5 hu|rri|cane

## CAN YOU UNDERSTAND THIS TEXT?

- a Read the article once. Is wingsuit flying a popular hobby?
- b Read the article again and complete it with phrases A–F. There is one sentence you do not need.
- A But the sport truly took off in 1997  
B Some wingsuit flyers attach cameras to their helmets  
C For me, the crazy thing isn't continuing to do it  
D With practice, some wingsuiters can stay in the air for more than three minutes  
E The acronym stands for the potential jump off points  
F But wingsuiters are not easily deterred
- c Choose five words or phrases from the text. Check their meaning and pronunciation and try to learn them.

## VIDEO CAN YOU UNDERSTAND THIS FILM?

VIDEO

(2:45) Watch or listen to a short film on The British and the Weather. Complete the sentences with one or two words.

- A \_\_\_\_\_ of British people begin a conversation by talking about the weather.
- People talk even more about the weather nowadays, because in Britain it's becoming \_\_\_\_\_.
- 2012 was the \_\_\_\_\_ year since records began.
- British weather is quite \_\_\_\_\_ compared to other countries.
- The British weather has an influence on its \_\_\_\_\_ and \_\_\_\_\_.
- Former Prime Minister Gordon Brown blamed Britain's bad economic performance on the \_\_\_\_\_.
- In the UK, elections are nearly always held in the \_\_\_\_\_ or \_\_\_\_\_.
- Some experts say that the weather is the reason why Britain has never had a \_\_\_\_\_.
- Turner and Constable are famous British \_\_\_\_\_ who were inspired by the weather.
- The expression 'to weather the \_\_\_\_\_' means to survive something.

## They believe they can fly



Some people just won't be satisfied till they can fly. This primal urge has given rise to wingsuit fliers, thrill-seekers who leap off cliffs or out of aeroplanes wearing winged jumpsuits. <sup>1</sup> \_\_\_\_\_, and hit speeds of over 100 miles an hour, achieving what they say is the closest thing to engineless flight that humans have ever experienced.

'It's a weird, risky thing to do,' said Tanya Weiss, 35, a professional wingsuit pilot, 'but the dream of flight is ancient, and some of us feel like it's something we were born with.'

In addition to the dozen or so professionals like Ms Weiss, who spend their workdays filming adverts and doing movie stunts, there are only a handful of people who have ever actually tried it. Most are elite skydivers, also known as BASE jumpers. <sup>2</sup> \_\_\_\_\_ - Buildings, Antennas, Spans (bridges), and Earth (i.e. hills and cliffs).

There have been many attempts at wingsuit flying throughout history, dating from the German engineer Otto Lilienthal, who in the late 1800s designed winged gliders that allowed him to fly up to 1,000 feet without an engine. <sup>3</sup> \_\_\_\_\_, when the French skydiver Patrick de Gayardon successfully jumped from a plane wearing nothing but a modified jumpsuit.

Wingsuit flying as a spectator sport derives much of its thrill from people putting their lives at risk, and at extremely high speeds. Both Otto Lilienthal and Patrick de Gayardon died trying to achieve flight with winged outfits, as did Eric Stephenson, Tanya Weiss's mentor and fiancé.

<sup>4</sup> \_\_\_\_\_. Despite the death of the man she planned to marry, Ms Weiss, who recently led the successful effort to set a world record for the largest wingsuit skydive formation with 99 others in California, still pursues her dream of flying.

'I thought about quitting,' she said. 'But we're pushing the boundaries of what humans can do. <sup>5</sup> \_\_\_\_\_. The crazy thing would be to walk away from this thing that has brought me together with some of the most incredible people in the world.'

Adapted from The New York Times