Get Ready

Vocabulary: Communication

1 Complete the forms of communication with the words in the box.

<table>
<thead>
<tr>
<th>blog</th>
<th>conversation</th>
<th>language</th>
<th>language</th>
<th>messages</th>
<th>messaging</th>
<th>network</th>
<th>phone</th>
<th>service</th>
</tr>
</thead>
</table>

1. body
2. face to face
3. mobile
4. instant
5. sign
6. postal
7. computer
8. SMS
9. smart
10. micro-

2 Find the odd one out.

1. landline
2. cellphone
3. telegraph

2. blog
3. sign
4. email
5. instant

3. texting
4. SMS
5. body language

4. texting
5. SMS
6. body language

5. netbook
6. smart phone
7. tablet
8. intranet

Listening

2 Listen to three teenagers. Which form of communication is most important to them? Choose the correct picture, a, b or c.

1. Ellen
   - a
   - b
   - c

2. Nick
   - a
   - b
   - c

3. Susie
   - a
   - b
   - c

Your turn

4 Complete the questionnaire.

How do you communicate when you want to...

give someone bad news?

contact a friend quickly?
give news to all your friends at the same time?
say thank you for a present?
ask your friend to lend you some money?
tell your parents you are going to be home late?
Vocabulary: Animal communication
1 Choose the correct words.
1 Animals give / naturally noise to communicate danger.
2 The dog barked to give the police a warning / wave.
3 What does a frog’s call mean / tell?
4 Loud sounds / noise in towns is interfering with
birdsong.
5 Bats can say / receive sounds that people can’t.
6 What is the dog trying to say / tell us?
7 Animals can identify / communicate each other
by smell.
8 Why is your dog wagging its trunk / tail?

Grammar: Present tenses
1  Grammar Reference, page 01
2 Complete the sentences with the correct form of the
verbs in brackets.
   a) People are getting / get more and more interested in
animal communication.
   b) I do / doing a project on animal communication at
the moment.
   c) Dolphins communicate by sending sound waves
through water.
   d) Scientists understand a lot about animal communication.
   e) Our dog always barks / bark when there is someone at
the door.

The Dr Dolittle Project
Dr Dolittle is a character in a children’s book. He 1… animals and he
can talk to them. Now scientists from different universities are 2… on
the Dr Dolittle Project to try to understand animal communication.
3… centuries, people have 4… to teach animals to communicate like
humans,’ said Michael Darre from the University of Connecticut.
‘And now we 5… “Why don’t we learn the animals’ language?” ’
In the last three years, scientists on the project 6… sounds from
elephants, rhinos, horses, chickens and dolphins. They also 7…
the animals’ behaviour and put the data into a computer. African
elephants at a theme park in Florida wear microphones to record
their calls. 8… night, the scientists take off the microphones and
then analyse the information.

Complete the questions in an interview with a
scientist. Use the words in brackets.
A (What / job?)
B I’m a zoologist.
A (How long / be / interested in animals?)
B Since I was a child.
A (What / work on / at the moment?)
B I’m doing research into bird song.
A (What do / every day?)
B I record birds in the wild and I analyse their songs.
A (bird song / change nowadays?)
B Yes, it is. It’s getting louder.
A (Why / that happen?)
B Because there’s a lot of noise in towns and cities
now. The birds have a lot of competition.
A (How many people / usually / work with?)
B There are about six people in my team.
A (publish / an article / yet?)
B No, we haven’t. We’ve only just started the research.

Complete the email with the correct form of the
verbs in brackets. Use the Present Simple, Present
Continuous or Present Perfect.
Hi Helen,
Sorry I 1… written (not write) for ages.
I 2… (be) very busy. We 3… (have got) a new pet – an African Grey Parrot called Jim.
I 4… (attach) a picture of him. He 5… (live) with us for about six weeks. He 6…
(be) three years old and he’s very intelligent.
We 7… (try) to teach him to talk at the moment. He 8… (understand) a lot of words
and he can say some things. When the doorbell rings, he 9… (say) ‘Go away! We’re not in!’
It’s really funny.
He 10… (not say) my name yet – I think it’s quite difficult to pronounce.
He really 11… (like) playing with toys. He 12… (play) with a ball right now.
Aisha
Skills

Vocabulary: Social Networking

1 Match the words (1–6) with the definitions (a–f).

1 social network
2 security settings
3 post things
4 friend request
5 most visited site
6 average user

Vocabulary:
a) to put information / images on the Internet
b) asking someone to become part of your online network
c) a website where you connect with other people
d) the most popular place on the Internet
e) a typical person who goes to a particular website
f) how you organise your computer to stay safe online

Reading

2 Read the text and decide if the statements are correct (C) or incorrect (I).

1 Tara has never joined Facebook [C]
2 Tara thinks a friend is a person you spend time with in the real world [C]
3 The girl who was bullied didn’t go to school for a long time [C]
4 Tara never communicates online [C]
5 Katie doesn’t use Facebook very often [C]
6 All Katie’s e-friends are from the same country [C]
7 Katie uses a false name online [C]
8 Katie is careful about the images she posts [C]

To network or not to network

We ask two teenagers for their opinions of social networking.

Tara
I know I’m not typical but I’m not very keen on Facebook. I signed up to it last year but I don’t go on the site very often. Some people at school say they have hundreds of ‘friends’ but this is silly. How can someone you have never met be your friend? My friends are the people I see every day. They really know me and they really like me. That’s the important thing.

I also think these sites can be a bit dangerous. A girl in my class had a lot of problems with online bullying. People were posting nasty comments about her and telling lies. She was very upset and missed a lot of school.

I love my computer and I use it a lot. I email my friends or chat to them online. But then we arrange to meet face to face. You can say a lot more!

Katie
I go on Facebook every day, sometimes several times a day. I love it. It’s fun to see what other people are doing and to look at their photos. I have about 250 friends, some of them abroad. I don’t care that I won’t meet them face to face. We can still enjoy chatting.

People say you can have problems with social networking. I think it’s true that you need to be careful with your security settings. Privacy is important too. I don’t give my real name or my address online. I always use a nickname. I’m also careful about photos. If I want friends from school to have a copy, I send it directly to them. I don’t post a lot of pictures of people online.

I know the difference between my real friends and e-friends. And I still enjoy communicating online with lots of different people. It’s just good fun.

3 Replace the underlined words with the verbs in the box.

Word Builder

bring up check out find out about join in with keep in touch with put up set up

1 My aunt lives in Australia so we contact her by email.
2 You never keep in touch with your friends.
3 How can I get the information about security settings?
4 What’s your favourite way to maintain communication with your friends?
5 I’ve tested the camera to make sure that it works.
6 Will you help me organise my Facebook page?
7 Why did you start to talk about the subject of exams?

4 Choose the correct words.

1 What time do you usually get up/on in the morning?
2 Where do we get off/up on the bus?
3 Is she going out for/with anyone at the moment?
4 Don’t forget to put over/on some suncream at the beach.
5 I put some posters on/up to decorate my room.
6 She has to look after/take care of her little brother at weekends.

5 Complete the sentences with since or for.

1 I’ve been on Facebook for about six months.
2 You haven’t sent me an email since Christmas.
3 We haven’t updated our site for ages.
4 We’ve had a computer at home for three years.
5 Our computer has been broken for two weeks.
6 You’ve been on the computer since nine o’clock this morning.
7 We haven’t had any visitors to our site since last month.
8 My brother has been on his mobile since an hour.

6 Complete the questions with the verbs in the box. Then give true answers.

find out about join in with keep in touch with put on put up set up

1 What do you use to find out about subjects for homework?
2 How often do you join in with sports and games at school?
3 Have you ever set up a website?
4 Do you use email or texts to keep in touch with your family?
5 What things did you last put up on the Internet or on your school intranet?
6 What are your favourite clothes to put on at the weekend?

7 Write true sentences. Use the Present Perfect.

1 I know I’m a student at my school for three years.
2 I’ve never seen my best friend since.
3 I live in my house / for
4 I have this English book / for
5 I don’t have a party / since
6 I put up a CD / for
7 I know my best friend / since
Useful Language

1 Choose the correct words.

Teacher Listen, everyone. Are we ready to start? Our next concert is in a month, so you need to practise for at least an hour a / the day.

Jamie Oh, sir, that’s a long time / hour.

Rachel Yes, but we need to be good for the audience.

Teacher Go / Come on you two, let’s get away / back to the music. We’ve got plenty of / on songs to choose from. We need to agree with / on our top ten. Any ideas?

Jamie I think we should do some traditional songs and some new stuff.

Teacher Yes, okay. So, let’s have some more suggestions …

2 Write the statements as negative questions.

A I think the latest James Bond film is great.

B a I don’t think so. b I don’t think so.

2 A No, not yet. I’m going on Saturday.

B a But we’re playing basketball on Saturday. I told you! b No! The match is on Sunday. The coach asked us to change the day.

3 A Oh, yes. That’s right. Anyway, it’s going to be a difficult match.

B a Yes, they’re a very strong team.

Key Expressions Opinions

4 Choose the correct expressions, a or b.

1 A I think Johnny Depp is a good actor.

B Yes, that’s true.

a Don’t you think so?

b I don’t think so.

2 A … the Internet is more interesting than TV.

B Yes, definitely.

a I agree with.

b If you ask me.

3 A … this blog is very good.

B I agree with you.

a I don’t think that.

b I don’t think so.

4 A Kings of Leon’s new CD is great.

B … a I think so, too.

b What do you think?

5 A I think the new X-Men film is a bit too long.

B … a I don’t think.

b I don’t think so.

6 A I don’t think that our team played very well.

B … a That’s true.

b Don’t you agree?

5 Put the words in brackets in the correct order. Add the correct punctuation.

A Our school website is a bit boring.

“Don’t you think so?” (you / don’t / so / think)

B Yes, (agree / I / you / with)

C Yes, (too / I / so / think) We need to update the site. Why don’t we add more information about different students?

“Do / what / think / you” (do / what / think / you)

A Yes, definitely. And if you ask me, we need more photos of the school.

B (think / I / so / don’t) I think photos of the students and teachers are more interesting.

6 (definitely / yes)

Your Turn

6 Give true responses to the opinions.

1 Football is more exciting than basketball.

2 Maths is harder than physics.

3 Rap is better than rock music.

4 Texting is more fun than talking face to face.

5 American films are better than European films.

Listening

7 Listen to Fiona and Paul talking about films. Decide if each sentence is correct (C) or incorrect (I).

1 Paul and Fiona agree that the action film wasn’t very good.

2 Fiona prefers seeing films at the cinema to seeing them at home.

3 Paul thinks you can’t watch films with special effects at home.

4 Fiona likes to see films whenever she wants to.

5 Paul isn’t interested in the plot of a film.

6 Fiona and Paul agree to go to the cinema together.
Reading Corner 1

5 Read the blogs again. Are the statements true (T) or false (F)?

1 Mikey J asks for advice in his blog.
2 Tina S didn’t buy the CD by The Signallers.
3 Students at Eddie X’s school don’t like the song ‘Nothing new’.
4 You have to play an instrument to be in James’s concert.
5 KayJay doesn’t like being an only child.
6 People are surprised when they find out she plays the drums.
7 Felix wants the concert tickets for his birthday.
8 He tried to buy the tickets online.

6 Choose the correct meaning for these expressions.

Blog 1
1 I was over the moon.
   a) I was very happy. b) I was very tired.

Blog 2
2 to ring the changes
   a) to talk to people  b) to do something different
3 everyone will be in the same boat
   a) everyone will be  b) everyone will be in trouble

Blog 3
4 I wanted to give it a go.
   a) I wanted to give it up. b) I wanted to try it.

Blog 4
5 it was a dead loss
   a) it was really bad  b) it was good fun

Blog 5
6 charge me the earth
   a) say no to me  b) ask me for a lot of money

7 Answer the questions.
1 Which blog would you like to read again?
2 Why do you think blogs have become so popular?
3 Imagine your ideal blog. What would it contain?

7imageweb

TK

Anyone heard the new CD by The Signallers yet? I bought it yesterday and I haven’t stopped playing it yet. My favourite track is ‘Nothing new’ but I think the whole album is awesome.

Tina S

You must be joking! I downloaded the album and I listened to it once. I thought it was a dead loss. All the tracks sounded the same to me. And ‘Nothing new’ is a good name for that track – really dull!

Eddie X

Chill out, Tina! I heard ‘Nothing new’ on the radio and I thought it was a good pop song. It’s not as good as their last single, but it’s catchy. Everyone at my school is singing it already! :)

URGENT – CONCERT TICKETS NEEDED

Does anyone want to sell two tickets for the Keane concert in Mexico City this week? It’s my brother’s 18th birthday on the same day and they’re his favourite band.

I couldn’t get tickets on the Internet, so I need your HELP. If you won’t charge me the earth for the tickets, please email me.

Thanks, Felix

Hi everyone in the blogosphere. I’m KayJay and I’m from Sydney. I’m new to blogging but I wanted to give it a go. I suppose you need to know a bit about me. Well, I’m 15 and I’m an only child. That’s okay because I’ve got a lot of mates. The most important thing in my life is music. I play the drums and I’m in a rock band. Yes, I’m a girl drummer – lots of people think that’s weird! We play gigs about twice a month and we’ve got loads of fans (most of them are our mates!). If you’re ever in Sydney, come and see us. We’re called The Leaders. I’ll update my blog after our next gig. Hope you like it.

By KayJay. 3.40 p.m.
Language Check 1

Vocabulary

1 Match (1–8) with (a–h).

1 body a) messaging
2 SMS b) phone
3 computer c) network
4 postal d) language
5 face to face e) message
6 sign f) service
7 instant g) language
8 smart h) conversation

2 Choose the correct words.

How long does it take to set up / in a webpage?  
1 It’s important to keep up / in with changes in technology.
2 My brother never joins / takes in with chatroom discussions.
3 I use email to make / keep in touch with my friends.
4 I need to find out about / of Australia for a project.
5 Can you give / take care of my animals during the holidays?
6 Keep in touch for / with everyone when you go to the USA.
7 If you bring up / out the subject of exams, she gets upset.
8 Where do we stand / get off the train?

Grammar

3 Complete the sentences with the correct form of the verbs in brackets. Use the Present Simple, Present Continuous or Present Perfect.

A Why ______ do animals ______ (make) noises?
B To give warnings or as mating calls.

1 A ______ you ever ______ (own) a dog?
B No, we ______ never ______ (have) a pet.

2 A Why ______ the dog ______ (bark) now?
B Because he ______ (think) there is someone at the door.

4 Complete the sentences with for or since.

They’ve lived here ______ years.
1 You haven’t sent me an email ______ ages.
2 She’s been in London ______ last month.
3 My brother has been a doctor ______ ten years.
4 I haven’t seen them ______ the party.
5 Where have you been ______ this morning?

Key Expressions

5 Complete the dialogue with the words in the box

Ask definitely Don’t so think true

A This blog is great. ______ you think so?
B Yes, ______. Lots of people have visited it.
A That’s ______. There’s a lot of interesting information on it. The best section is the music review.
B I think ______, too. And what do you ______ of the advice section?
A If you ______ me, some of the advice is a bit silly. But the blog is still good.

What’s your score?

Module 1

☐ Vocabulary ☒
☐ Grammar ☐
☐ Key Expressions ☒

☐ / 35
Get Ready

Vocabulary: Money

1. Complete the puzzle. Find the mystery word.

```
  S P E N D
  1 2 3 4
  5 6 7 8
  9 10 11
```

2. Find the odd one out.

1. earn, borrow, make, raise
2. lend, earn, salary, win
3. cash, debit card, cash card, credit card
4. savings, save, spend, bank account
5. cash, cheque book, coins, bank notes

Listening

3. Ali, Jake and Vicky are talking about money. Listen and write the correct names under the charts.

1. savings
2. mobile
3. cinema

Your Turn

4. Complete the chart for you. Then complete the summary.

I ______ a part-time job and ______ money for doing jobs around the house. I spend most of my money on and ______.
I never buy ______ or ______.
I ______ a bank account and I ______ money every week.
Vocabulary: Charity auctions

1 Replace the underlined words with the words in the box.

autograph bidding donate
a good cause items personalise
profits raise rare upload

1 When famous people write something personal on an object, it becomes more valuable.
2 It’s easy to transfer the information to the charity’s website.
3 Some of the most popular objects are from bands and sports stars.
4 Did all the band members put their signature on the album?
5 What did the pop star give to the auction?
6 It's good to know that we have helped a worthwhile organisation.
7 The offers of money started slowly but then more people joined in.
8 All the money earned will go to children's charities.
9 An auction is a fun way to make money for charity.
10 If a comic or CD is not common, it usually has a higher price.

Grammar: The passive

1 Grammar Reference, page 00

2 Complete the sentences with the correct form of the verbs in brackets. Use the correct form of the passive.

a) Someone will organise a charity auction soon.
   b) A charity auction will be organised soon.

2 a) Someone will organise a charity auction soon.
   b) Someone will organise a charity auction soon.

3 a) Someone will organise a charity auction soon.
   b) Someone will organise a charity auction soon.

3 a) Someone will organise a charity auction soon.
   b) Someone will organise a charity auction soon.

4 a) Someone will organise a charity auction soon.
   b) Someone will organise a charity auction soon.

5 a) Someone will organise a charity auction soon.
   b) Someone will organise a charity auction soon.

5 a) Someone will organise a charity auction soon.
   b) Someone will organise a charity auction soon.

6 a) Someone will organise a charity auction soon.
   b) Someone will organise a charity auction soon.

6 a) Someone will organise a charity auction soon.
   b) Someone will organise a charity auction soon.

Grammar Reference, page 00

1 Tick the sentences that sound better, active or passive.

1 a) Someone will organise a charity auction soon.
   b) A charity auction will be organised soon.

2 a) Someone will organise a charity auction soon.
   b) Someone will organise a charity auction soon.

3 a) Someone will organise a charity auction soon.
   b) Someone will organise a charity auction soon.

4 a) Someone will organise a charity auction soon.
   b) Someone will organise a charity auction soon.

5 a) Someone will organise a charity auction soon.
   b) Someone will organise a charity auction soon.

6 a) Someone will organise a charity auction soon.
   b) Someone will organise a charity auction soon.

Grammar Reference, page 00

2 Complete the sentences with the correct form of the verbs in brackets. Use the correct form of the passive.

1 eBay was started (start) in the USA in September 1995.
2 Since eBay started in the USA, it has (set up) in Europe and Asia.
3 Millions of objects are (sell) on eBay every day.
4 A wide range of things can (buy) including cars, antiques and even boats!
5 Things like drugs and tobacco mustn’t be (sell) on eBay.
6 Billions of dollars are (make) by eBay next year.

3 Complete the questions with the passive form of the verbs. Use the Present Simple, Past Simple, Present Perfect or a modal form.

1 In how many countries is the euro used (use)?
   2 Where is the yen used (use) as the main currency?
   3 What are Australian bank notes made out of?
   4 Where is the euro (can / use), although this country is not in the euro zone?
   5 In what year was the dollar bill introduced (introduce) in the USA?
   6 For how long is a dollar bill (can / use) before it is destroyed?
   7 Why are your bank details recognised (recognise) when you put your card in a cash machine?
   8 What is cash (might / replace) by in the future?

4 Rewrite the sentences in the passive.

1 People make a lot of money on Internet auctions.
   A lot of money is made on Internet auctions.
2 Someone bought a yacht on eBay for $165,000,000.
   A yacht was bought on eBay for $165,000,000.
3 People have sold some strange things on eBay.
   Some strange things have been sold on eBay.
4 You can buy all sorts of things from people in other countries.
   All sorts of things can be bought from people in other countries.
5 You mustn’t sell guns or alcohol at the auction.
   Guns or alcohol mustn’t be sold at the auction.
6 We will raise hundreds of pounds for charity.
   Hundreds of pounds will be raised for charity.

5 Complete the questions with the passive form of the verbs. Use the Present Simple, Past Simple, Present Perfect or a modal form.

1 In how many countries is the euro used (use)?
   2 Where is the yen used (use) as the main currency?
   3 What are Australian bank notes made out of?
   4 Where is the euro (can / use), although this country is not in the euro zone?
   5 In what year was the dollar bill introduced (introduce) in the USA?
   6 For how long is a dollar bill (can / use) before it is destroyed?
   7 Why are your bank details recognised (recognise) when you put your card in a cash machine?
   8 What is cash (might / replace) by in the future?

6 Look at the poster. Then complete the text with the correct form of the verbs in brackets.

Come to the School Auction!

Date: Saturday, 21st June
Time: 11 a.m. – 4 p.m.

We need to raise £500 to buy sports equipment. Why not sell old things that you don’t need? Find you can
find lots of bargains, too!

Here are some things that will be on sale:
• books
• CDs and DVDs
• toys and games
• clothes and trainers in good condition
• football shirts, including the coach autographed by the footballers
• A type of plastic because it lasts a long time and it can be washed
• because the account information is held in the black strip on the back of the card
• In what year was the euro zone introduced?
• Seventeen, including Ireland, Spain, France and Austria
• what is made out of?
• Sabine, mother of the captain of the team, all the objects, food or animals.
• a charity auction will be (hold) on 21st June
• Equipment bought:
• football shirts
• tennis racquets
• Equipment bought: footballs and tennis racquets
• Another auction coming soon

7 Now look at the notice about the auction.

The first school auction was a success. More than 150 people came (be) a success. More than 150 people came (be) a success.

More than 150 people came (be) a success. More than 150 people came (be) a success.

School Auction – a success!
• More than 150 people sold
• Most expensive item – a bike
• Amount raised – £650
• Equipment bought: footballs and tennis racquets
• Another auction coming soon

The first school auction was a success. More than 150 people came (be) a success.
11 Skills

Vocabulary: Materials
1 Read the definitions. Complete the names of materials.
   1 Rings and other jewellery are often made of these. + g e l d and l i v e r
   2 Clothes, shoes and belts are made of these. + c e __ and l __________
   3 Chairs and tables are made of this. + w ______
   4 These can be recycled to help the environment. + p __________ and g __________
   5 This is used to make cans for drinks and food. + t
   6 This can be used for hundreds of things like cups, toys and bottles. + p
   7 These were the first metals that were used by humans. + c __________, b __________ and i __________
   8 Bridges and buildings like churches are made of this. + s __________

Reading
2 Read the texts and choose the correct answers, a, b or c.
1 Camping Trip
   All the places on the trip have been booked. If you haven’t paid for the trip yet, you must do so before the end of the week.
   a) You can book to go on the trip until the end of the week.
   b) The trip must be paid for before the weekend.
   c) You can pay for the trip on the day that you leave.

3 SPECIAL OFFER
   Buy two T-shirts, get one free
   Offer excludes designer labels
   a) Daniel’s mum is angry because he bought some sweets.
   b) Daniel has to pay his mum £5.
   c) Daniel usually gets £15 pocket money.

4 Hi Jenny
   Can I ask you a favour? I need to buy my sister a birthday present, but I haven’t been paid yet. Can you lend me £10 until the weekend? Please say yes!
   Claire
   a) Jenny wants to borrow some money.
   b) Claire’s sister wants to buy a birthday present.
   c) Claire hasn’t had her wages and so she hasn’t got any money.

5 Lost – a brown, leather wallet.
   It was last seen at the club on Friday evening. It contains my debit card and some photos, but no cash.
   Please contact Adam Trent if you find it.
   a) Adam wants help to find his wallet.
   b) Adam’s wallet was stolen last Friday.
   c) Adam lost all his money last Friday.

6 Your Turn
   Imagine your ideal lunch. Write a list of things to eat and drink. Use the expressions in the box.
   a bag of … a bar of … a bit of … a bottle of … a packet of …
   piece of … a slice of …
   I’d have a slice of pizza and a bag of crisps …

Write sentences with such or so.
1 such a good CD
   It was such a good CD that everyone bought it so slow that we were late for school.
2 such a nice person
3 so cold that
4 such a good concert
5 so expensive that
6 such an interesting story
7 so delicious that
Useful Language

1 Choose the correct words.
A Hi, Dan. Where are you going?
B I want to take it off / back my MP3 player.
A Why?
B Well, it was wild / weird. It worked okay for a week and then it stopped.
A Let me have / make a look at it. … It seems fine.
B I know but I can't use it. It's made by / of a small company and they might not repair it.
A Poor you / you. I bet / let other people have had the same problem.
B Your MP3 player is a really good one / ones, isn't it?
A Yes, it works really well. It's slightly / slighter more expensive than the others but I've never had any problems with it.
B I hope I get my money back. Then I can buy it / one like yours.
A Yes. Good luck!

Key Expressions Complaining

2 Make the lines of dialogue sound more polite. Use the words in the box.

<table>
<thead>
<tr>
<th>a lot</th>
<th>in-afraid</th>
<th>please</th>
<th>really</th>
<th>terribly</th>
</tr>
</thead>
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<tr>
<td>would you like</td>
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1 There's a problem with this computer game. I'm afraid there's a problem with this computer game.
2 I'm sorry about that.
3 I apologise about this.
4 Have you got a receipt?
5 Thanks.
6 Do you want a refund or do you want a replacement?

3 Complete the dialogue with the sentences in the box.

I'm afraid there's a problem with it.
And thanks very much. I'd like a refund, please.
Not at all. Well, I really apologise about this. Have you got a receipt, please?
You can help us! And I'm sorry again about the other game.

Customer: Excuse me?
Assistant: Yes, can I help you?
Customer: Well, I bought this game last week.
Assistant: Really, what's that?
Customer: Well, the first time I used it, I noticed that some pieces of the game were missing.
Assistant: I'm terribly sorry about that. Would you like a refund or would you like another game?
Customer: Thanks a lot. 
Assistant: Right, here you are.
Customer: That's okay. 
Assistant: 

Your Turn

4 Imagine you bought a CD. You couldn't use it because it was damaged. Complete the dialogue for you.

You: Excuse me?
Assistant: Yes, can I help you?
You: Well, I noticed that some pieces of the game were missing.
Assistant: Really, what's that?
You: I'm terribly sorry about that. Have you got a receipt, please?
Assistant: Thanks a lot. Well, I really do apologised about this. Would you like a refund or would you like a replacement?
You:

Listening

5 Listen to the conversations. Choose the correct answers, a, b or c.

1 How does the customer pay for her shopping?
   a) £10.00  b) £15.00  c) £20.00

2 How much does the man lend his daughter?
   a) £10.00  b) £15.00  c) £20.00

3 What does the man order in the café?
   a)  b)  c) 

4 What does the boy need to take back to the clothes shop?
   a)  b)  c) 

5 What is the problem with the CD?
   a)  b)  c) 

SAMPLE UNIT
Writing Challenge 2

1 Read the letter of complaint. Write the correct letter (a–d) for the missing sentences (1–4).
   a It is a present for my niece’s birthday at the end of August.
   b I look forward to hearing from you.
   c I recently ordered the latest Harry Potter book.
   d Dear Sir/Madam,

   1_________
   I have previously ordered several books and CDs from your online shop and the service and quality have always been very good. However, and I am writing to inform you of a problem. I have been waiting to receive the book for more than five weeks. I am unable to find an alternative present because of / as the Harry Potter books are my niece’s favourite. The problem cannot be because of / a delay at the Post Office because I have already received a CD that I ordered at the same time.

   2_________
   Because / Since I am a regular customer, could you please send me a replacement as soon as possible. (Since)

   3_________
   I am unable to use the mobile phone. It was damaged in the post. (because)

   4_________
   I did not receive my order. There was a problem on your website. (because)

   5_________
   You have not given me a refund. I will not order from you again. (As)

2 Read the letter again. Are the statements (T) true or (F) false?
   1 Angela King has had a lot of problems shopping online.
   2 She ordered the book more than a month ago.
   3 She doesn’t want to choose a different present for her niece.
   4 The delay with the book is the Post Office’s fault.
   5 Angela King asks for a refund.

3 Choose the correct linking words in the letter (a–d).
   a because of / because
   b although
   c because
   d because of

4 Link the pairs of sentences. Use the words in brackets.
   1 I am unable to pay for the CDs. They are damaged. (because)
   2 I am a regular customer. Please send me a replacement as soon as possible. (Since)
   3 I am unable to use the mobile phone. It was damaged in the post. (because)
   4 I did not receive my order. There was a problem on your website. (because)

5 Match the formal language (1–6) from the letter in Exercise 1 with the definitions (a–f).
   1 previously (line 2) a) a lot of
   2 several (line 2) b) tell
   3 inform (line 5) c) different
   4 am unable to (line 8) d) in less than
   5 alternative (line 9) e) later
   6 within (line 16) f) before

6 Imagine you bought a mobile phone, but it was damaged. Write a letter of complaint to the phone company. Type your letter, if possible. Include this information and remember to use a formal style:
   • give your reason for writing
   • describe the problem
   • say what action you want the company to take

3 Read the descriptions of the places to visit. Add the where necessary.

   1 Highlights Tour
   Arrive at Charles de Gaulle Airport. Enjoy an evening cruise on 1 the River Seine. Travel to 2 Lyons, home of wonderful food and wine. Enjoy the beautiful scenery along 3 the River Rhône. Continue down to the south coast and the city of 4 Cannes. Try swimming with dolphins in 5 Mediterranean Sea.

   2 17th May
   We did a tour of 6 Richelieu today – a really interesting city. My favourite part was 7 Wavel Hill with the Royal Castle and Wavel Cathedral. Later this week, we’re going to Zakopane in 8 Tatra Mountains. I can’t wait to see 9 Lake Miskoe Oka, one of the most beautiful lakes in the region.

   3 The West
   Galway is the second largest county with wonderful and varied scenery. The west of the area is dominated by 10 Twelve Bens, a rocky mountain range. Inishmore is the largest of the islands and is a very popular tourist destination. On clear days, you can get great views of the mainland, including 11 Mount Brandon in County Kerry.

4 Match the texts (1–3) with the countries (a–c).
   a) Ireland  b) Poland  c) France

   1 Which is the longest river in Europe? The Volga
   2 Which country has borders with Poland, Germany, Austria, and Slovakia?
   3 Which are the highest mountains in Europe?
   4 Tenerife and La Palma are part of which group of islands?
   5 What is the largest city in Greece and one of the oldest?
   6 In which country can you visit Kotor, a UNESCO World Heritage Centre?
   7 What’s the capital of Russia?
   8 Which country has four groups of mountains, including the Carpathian Mountains and the Balkan Mountains?
   9 In which country can you sail on Lake Balaton in summer and ice skate in winter?
   10 Which sea is directly north of Poland?

5 Complete the sentences with true information.
   1 The nearest river to my town / city is
   2 The nearest sea to my country is
   3 The tallest mountain in my country is
   4 A popular place for tourists is
   5 The continent I would most like to go to is
Vocabulary

1 Choose the correct words.
1 Can you lend / borrow me some money?
2 How much money do you earn / raise in your job?
3 I need to open a credit card / bank account.
4 I get pocket money / cash every Saturday.
5 I win / spend about £10 a week on my mobile.

2 Match (1–6) and (a–f).
1 books  a) wood
2 furniture  b) gold
3 shoes  c) paper
4 rings  d) plastic
5 churches  e) leather
6 credit cards  f) stone

3 Complete the text.
I went out with a group of friends. We each bought a bag of sweets and a bar of orange juice. On the way home, I had a slice of chocolate and a pile of pizza. When I got home, my mum gave me a carton of sandwiches, but I wasn’t hungry!

Grammar

4 Rewrite the sentences in the passive.
They pay the staff every week.
The staff are paid every week.

1 They use the euro in a lot of countries.

2 They sold the car in an auction.

3 They have raised a lot of money this year.

4 You can sell all kinds of things on the Internet.

5 They will hold an Internet auction next month.

5 Complete the sentences with the correct form of the verbs in brackets, active or passive.
Last week, an island was sold (sell) on the Internet. The owner of the island made (make) a million pounds in the sale. He was interviewed (interview) by the local newspaper and he explained (explain) the sale. ‘The island is in the middle of the sea and it’s very difficult to get to it. It was bought (buy) by a man in the USA, but I don’t know his name. I hope an airport will be built (build) there in the future.’

6 Complete with the when necessary.
I’ve never been to Asia.
1 London stands on River Thames.
2 We had a walking holiday in Andes.
3 We sailed across Atlantic Ocean.
4 Have you ever been to South America?
5 Have you ever seen Mount Fuji?

Key Expressions

7 Correct the underlined mistakes.

Excuse
A Excusing me?
B Can I help you?
A Yes, I’m afraid this CD is damaged.
B I have sorry about that. Have you got a received?
A Yes, here you are.
B Thanks. Do you like a remake or a replacement?

What’s your score?
[Blank] / 5

Module 4
[Blank] Vocabulary
[Blank] Grammar
[Blank] Key Expressions
[Blank] / 35

This is easy.
I need more practice.
This is difficult.
Get Ready

Vocabulary: Adjectives

1 Find seven more adjectives in the word square.

Feed your imagination

You don’t need to be a painter or a writer to be imaginative. Just follow these tips – it’s how quickly the ideas will come.

• Do something like lying in a quiet room or listening to music.
• Try something new. An hobby or new experience will stimulate the imagination.
• Test your brain. Try doing crosswords and other puzzles. If you already enjoy this type of thing, move on to more tasks.
• Enjoy colour. Look around you and see how the world is.
• Be free in your thinking. Think of new ways of doing things, even if they appear weird at first or even.
• Talk to new people. There are some interesting and people out there just waiting to exchange ideas with you.

Listening

3 Listen and complete the picture.
Vocabulary: Creativity

Replace the underlined text with the words in the box. Then answer the questions.

- biography
- creativity
- genius
- logical
- original thinker
- poem
- relationship
- writer

1. Who is the most famous person who writes in your country?
2. Who is the most important person who thinks in a different way alive today?
3. Is it possible to teach the ability to produce things?
4. Have you ever read the story of the life of an artist or writer?
5. Why are only some people born with extraordinary talent?
6. Do you think it's possible to be creative and sensible?
7. What is your favourite piece of writing in short lines?

Grammar: Reported statements

1. Complete the reported sentences. Use the verbs in brackets.

   - 'I'm very interested in the new exhibition.' (say)
     The woman said (that) she was very interested in the new exhibition.

   - 'I've haven't had a very creative six months.' (admit)
     The female artist admitted that she hadn't had a very creative six months.

   - 'The critics don't like my new style.' (reveal)
     Mr da Silva revealed that the critics didn't like his new style.

   - 'I'm going to become an artist!' (announce)
     My sister announced that she was going to become an artist.

   - 'A teenager will win the art prize of the year.' (predict)
     The journalist predicted that a teenager would win the art prize of the year.

   - 'Technology in art is getting more popular.' (explain)
     The gallery owner explained that technology in art was becoming more popular.

2. Write the actual words the director used.

   Annabel Nicholls, Director of the Arts Festival, said that …

   1. there was a great range of shows and exhibitions.
   2. the children's concert started at 2.45 p.m.
   3. all the artists and musicians had worked very hard.
   4. the artist Rosie King wasn't giving a talk that day.
   5. the festival was going to be very successful in the future.
   6. she thought everyone would enjoy themselves.

3. Read the things that people said to Vicki today. Then complete her phone conversation with her friend, Sarah.

   - Your hair looks nice.' (Sarah's mum)
   - 'You can have some more pocket money.' (Sarah's dad)
   - 'I think you're making good progress.' (Her teacher)
   - 'You'll win the race on Saturday.' (Her coach)
   - 'I've bought you a ticket to see Kanye West.' (Her friend Adam)
   - 'I'm going to have a party soon. I want you to be there.' (Her friend Sue)

   Sarah: Hi, it's Sarah. How are things?
   Vicki: Actually, I had a really good day.

   Sarah: Wow! Lucky you! And what about school?
   Vicki: Well, my maths teacher thought that I 4 good progress. I was really pleased. And then the coach predicted that I 5 Saturday's race.

   Sarah: That's fantastic! I'll be there at the track.
   Vicki: Thank you. My friend Adam will be there, too. He told me that he 6 me a ticket to see Kanye West. And then my friend Sue said she 7 have a party and that she 8 to be there.

4. Write the actual words the director used.

   Annabel Nicholls, Director of the Arts Festival, said that …

   1. there was a great range of shows and exhibitions.
   2. the children's concert started at 2.45 p.m.
   3. all the artists and musicians had worked very hard.
   4. the artist Rosie King wasn't giving a talk that day.
   5. the festival was going to be very successful in the future.
   6. she thought everyone would enjoy themselves.

5. Report six things that people said to you yesterday.

   Our teacher said we would watch an English DVD on Friday.

   1. 2.
   3. 4.
   5. 6.
Vocabulary: Making films

1. Choose the correct words. Then answer the questions.

1. Who is your favourite film manager/director?
2. Are there any film studios/studies in your capital city?
3. If you could be an actor/actress, what part/play would you like to get?
4. Where was your favourite film done/made?
5. Have you ever written a text/script for a film or play?
6. How big is the film industrial/industry in your country?
7. Have you seen the Lord of the Rings trilogy/trio?
8. Has a company ever used your town/city for film/filming?

Vocabulary: Verb + noun

2. Match the verbs (1–7) with the nouns and phrases (a–g).
1. direct
2. make
3. launch
4. recover from
5. take
6. pass
7. appear in
a) a project
b) someone’s place
c) a new law
d) a film
e) someone laugh
f) an operation
g) a film

3. Match the sentence beginnings (1–6) and endings (a–f).

Sentence Builder
1. Hollywood is famous
   a) of American films dominating the film industry.
2. I’m a bit tired
   b) about young children watching horror films.
3. There’s a danger
   c) by setting up an after-school drama club.
4. My teacher helped us
   d) for creating international film stars.
5. I’m worried
   e) in becoming a theatre actress one day.
6. I’m interested
   f) of watching films about wizards and vampires.

Your Turn

4. Change the underlined words to make the sentences true for you.

   working with animals
1. I’m interested in becoming an engineer.
2. I’m interested in becoming an engineer.
3. I think there’s a danger of creating unemployment in my country.
4. I’m worried about performing on stage.
5. I’m tired of having tests.
6. My country is famous for producing good food.
7. My friends help me by listening to my problems.

Reading

5. Read about the people (1–4) and the courses (a–f). Decide which course would be most suitable for each person.

   a) Practice for poets
   b) Develop as an artist
   c) Movement and dance
   d) The meaning of colour
   e) Get your writing right
   f) Understanding modern art

Mark

Meilin

Anita

Sam

Creative Courses

a. Practice for poets
   Do you rap, or write or perform poetry? Come to our workshop to get advice on your writing or some tips on performance techniques. If you have never tried poetry before, just come along and have a go. The courses are run by established poets with lots of teaching experience.

b. Develop as an artist
   A three-week course to help young people develop their practical skills. We focus on a range of techniques including drawing, painting, and sculpture. We encourage students to take creative risks, and experiment with colour and materials. Their best work will be shown in an exhibition. Suitable for teenagers with good basic drawing skills.

c. Movement and dance
   This dance school focuses on the physical and artistic aspects of dance. Students develop dance skills and an understanding of communication and performance. There will be opportunities to try a range of dance styles such as classical, contemporary and jazz. Students also collaborate on a performance before a live audience.

d. The meaning of colour
   What happens when people look at the colour red or the colour green? Colours give non-verbal communication. They also create a physical and emotional reaction in people. This is a practical course to help young artists and designers understand the meaning of colour. We also focus on the cultural use of colour in different societies.

e. Get your writing right
   Join three professional writers to improve your story-telling skills. These courses were designed to help young writers develop their imagination and creativity. At the end of the course, each student’s best work is published online. Suitable for teenagers who have already written a broad range of stories.

f. Understanding modern art
   Do you want to know more about Picasso and Dalí? This course describes the development of modern art from the early 20th century. It is led by art historians with experience of teaching young people. The cost of the course includes visits to key galleries in London. No practical tuition is given on this course.
**Useful Language**

1. Choose the correct words.
   
   **Nadia** Hi Ben. Have you **listened / heard** from Ian and Sarah?
   
   **Ben** No, why?
   
   **Nadia** They’ve just recorded their **album / photos**.
   
   **Ben** Where can you buy it? I want to **come / be** first with a copy.
   
   **Nadia** No, it’s only available on the Internet. **Thank you / Thanks** to new technology, you don’t need a publishing company. They recorded it **as / so** fast and as cheaply as they could. **Luckily / Lucky**, it has come out well and they are pleased with it.
   
   **Ben** That’s **amazed / amazing**! Let’s drink **to / for** creativity.
   
   **Nadia** To creativity!

**Key Expressions: Conversation**

2. Complete the conversation with the lines in the box.

   **Sorry to interrupt**
   
   By the way
   
   Let’s talk about that later
   
   As I was saying
   
   **Changing the subject**

   **Kim** Hi, there. Did you see the film on TV …?
   
   **Shaun** **Sorry to interrupt**. I’ve got some exciting news.
   
   **Bella** What’s happened?
   
   **Shaun** Our school has won the art competition and …
   
   **Kim** That’s fantastic!
   
   **Bella** Yes, we don’t believe it!
   
   **Shaun** 2 __________, we’ve won, and that means our paintings will be shown at the local gallery.
   
   **Kim** Yes, and we get loads of art equipment, too.
   
   **Bella** 3 __________, has anyone told the art teachers?
   
   **Shaun** Yes, they already know. 4 __________, have you written anything for the poetry competition?
   
   **Kim** Oh, Shaun. 5 __________. We need to tell the rest of the class the news first.

**Your Turn**

3. Write the lines of the dialogue.

   **Your friend** Start talking about your homework.
   
   **Nadia** Have you done your homework yet?
   
   **Ben** No, why?
   
   **Nadia** They’ve just recorded their **album / photos**.
   
   **Ben** Where can you buy it? I want to **come / be** first with a copy.
   
   **Nadia** No, it’s only available on the Internet. **Thank you / Thanks** to new technology, you don’t need a publishing company. They recorded it **as / so** fast and as cheaply as they could. **Luckily / Lucky**, it has come out well and they are pleased with it.
   
   **Ben** That’s **amazed / amazing**! Let’s drink **to / for** creativity.
   
   **Nadia** To creativity!

**Listening**

4. Listen to the conversations. Choose the correct answers, a, b or c.

   1. Which picture is the woman looking at?
   
   a) [Image a]  
   
   b) [Image b]  
   
   c) [Image c]

   2. What did the boy dream of?
   
   a) [Image a]  
   
   b) [Image b]  
   
   c) [Image c]

   3. What helps the man be creative?
   
   a) [Image a]  
   
   b) [Image b]  
   
   c) [Image c]

   4. What did the students do to win a prize?
   
   a) [Image a]  
   
   b) [Image b]  
   
   c) [Image c]

   5. What two things is the girl’s brother good at?
   
   a) [Image a]  
   
   b) [Image b]  
   
   c) [Image c]
**Writing Challenge 4**

1 Read the story. Are the statements true (T) or false (F)?

1 The writer arrived late for the exam. 
2 The writer didn’t have the equipment he needed. 
3 The students weren’t allowed to use calculators. 
4 The writer wasn’t able to answer all of the questions in the exam. 
5 The writer didn’t really take the exam.

1 It happened at school last Thursday. It was 9.30 in the morning and we were all sitting in the school hall. There was silence and we all had a maths exam paper in front of us. The teacher said, ‘You may start the exam. You have one and half hours.’

2 ‘Then / While I looked down at my desk – I didn’t have any pens, pencils or my calculator with me. I put my hand up, but the teacher didn’t notice because I was at the back of the room.’ During / Meanwhile, all the other students were working through the exam questions really quickly. ‘When / After they couldn’t do a calculation, they pushed the buttons on their calculator and got the answer. I hadn’t even started the first question. I felt hot and sick.’

3 ‘Afterwards / After a few more minutes, I called the teacher’s name. She looked very annoyed because I had spoken ‘during / while an exam. She came up to my desk and I explained that I had forgotten my pencil case and calculator. She said she would lend me a pencil, but that she didn’t have a calculator. ‘You will have to do the calculations yourself,’ she said. I gave her a pencil, but ‘after / while I was writing the first answer, it broke!’ Then the teacher said, ‘The exam is over. Put your pens down.’ I couldn’t get back to sleep. I kept thinking about my dream. I wanted to know what it all meant. I went on the Internet to find an explanation. I was searching, I came across a dream analysis site. I read the section about tests and exams, I was quite surprised. It said that dreams about problems in an exam indicate a lack of confidence about a challenge. It was strange because I didn’t feel stressed or upset, but the dream seemed very real.

4 Write a story about a dream. Use the paragraph summaries in Exercise 2 to help you. Include appropriate linking words.

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**Understanding Grammar: Talking about quantity**

1 Choose the correct words.

The exhibition of paintings by Elisa Mitchell and Francis Lee was a success. Most / Most of the artists were talented and the majority of visitors enjoyed their work. Francis’s style is more abstract than Elisa’s. Some / Some of people said that they found the work rather strange, but I think she has a very strong use of colour.

We have to put off our next rehearsal because neither / none of the guitarists can make it. Most of / Most of you are busy on Sunday mornings so how about Sunday afternoon? If none of / none you are free, we will have to cancel this week’s session.

2 Choose the correct words to complete the sentences, a or b.

1 My parents are very creative – … of them paint and draw.
   a) all / b) both
2 There was a huge crowd at the gallery. … of the visitors were very excited.
   a) Some / b) All
3 My friend and I don’t like art very much. … of us can draw.
   a) Neither / b) Both
4 Drama isn’t very popular at my school, but … of the students like it.
   a) all / b) some
5 Our school band was hopeless. … of the players knew the music.
   a) None / b) Neither
6 My friends don’t play an instrument, but … of us listen to music.
   a) most / b) both

3 Complete the gaps with of where necessary.

1 Most … children enjoy fantasy stories.
2 I’ve got two sisters. Both … of them write poems.
3 Some … actors get too much money.
4 None … of my friends have tried acting.
5 Neither … of the two bands we saw at the festival was very good.
6 I’ve seen all … of the Harry Potter films.
7 I like street dance but some … of my friends prefer ballet.
8 It was a great concert. Both … halves were really exciting.

4 Rewrite the sentences with the words in brackets. Add of where necessary.

1 The two stars of the film didn’t win an Oscar. Neither / (the two stars)
2 Everyone was disappointed with the concert. (all the fans)
3 The majority of musicians work very hard. (most / musicians)
4 The theatre and the concert hall need rebuilding. (both / the theatre and the concert hall)
5 Nobody in the orchestra made a mistake. (none / the players)
6 A number of people complained about the price of the tickets. (some / the people)

5 Write true sentences with the words. Include of where necessary.

1 I / spend / most / the weekend …
   I spend most of the weekend with my friends.
2 some / my friends / enjoy …
3 both / my parents / like …
4 neither / my grandparents / were born / in …
5 most / students at my school / play …
6 none / my family / lives / in …
7 all / students at my school / have to …

---

**Overmatter rule**
Vocabulary

1 Complete the adjectives.
   - makes you feel relaxed – r e l a x
   - not simple – c l o s e
   - not realistic – a c c u r a t e
   - another word for silly – r o m a n t i c
   - strange and unusual – w e i r d
   - showing ability or skill – c o n f i d e n t
   - with a lot of imagination – i m a g i n a t i o n
   - with a lot of colours – c o l o u r s
   - difficult to understand – c o m p l i c a t e d
   - makes you feel respect – i n t e g r i t y

2 Choose the correct words.
   - Are you good with / at playing the piano?
     1 I’m not very interested in / into going to galleries.
     2 The band was tired of / by rehearsing every week.
     3 My career was helped from / by moving to the capital.
     4 Is there a danger of / to getting lost?
     5 Are you worried for / about joining a new band?
     6 He’s famous for / from writing film music.

Grammar

3 Complete the reported sentences.
   - ‘I’m cold.’ He said he __________ cold.
   - ‘I can draw.’ She said she __________ draw.
   - ‘We are training hard.’ They said they __________ hard.
   - ‘We bought tickets for the ballet.’ They said they __________ tickets for the ballet.
   - ‘Kim will be a dancer.’ She said Kim __________ a dancer.
   - ‘Jo isn’t going to play.’ He said Jo __________ to play.
   - ‘The concert isn’t very long.’ She said the concert __________ very long.
   - ‘We don’t go to the cinema very often.’ They said they __________ to the cinema very often.
   - ‘They have played well all year.’ He said they __________ well all year.

4 Correct the underlined mistakes.
   - both
   - All my parents like poetry.
   - Some of people enjoy abstract art.
   - I was really disappointed. All of my family saw me on stage.
   - None my friends like ballet.
   - All of performers need confidence.
   - Both of violists played very well.
   - My brother and sister aren’t into art. Neither of paint or draw.
   - I saw most the concert before I left the festival.

Key Expressions

5 Choose the correct words.
   - Did you see the match?
     A Did you see the match?
     B Sorry / Pardon to interrupt. I don’t feel very well.
     A What’s the matter?
     B I’ve got a bad headache. I need an aspirin.
     A Oh dear. Of / By the way, using a computer can give you a headache.
     B Like / As I was saying, have you got any aspirin?
     A No, sorry, I haven’t. Changing / Change the subject, are you going to Ann’s party?
     B Let / Let’s talk about / of that later. My head hurts!

What’s your score?

Module 8

Vocabulary

Grammar

Key Expressions

This is easy.
I need more practice.
This is difficult.