

listening how to ... describe people

lead-in

- 1 **Think!** Write down three sentences to describe a famous person. Don't say their name.
- example* He's a British actor.
He's very good-looking.
He used to go out with Liz Hurley.

In small groups, read your sentences and try to guess who it is.

- 2 **natural English** Match 1 to 3 with a to c.

natural English asking about people

- What's she like?
- What does she look like?
- What does /wɒdɜz/ she like doing?
 - tell me about her physical appearance
 - tell me about her interests
 - tell me about her character

- 3 **13.3** Listen and write the answers you hear.
- 4 **pronunciation** Go to the listening booklet p.40. Practise the dialogues with a partner. Stress the underlined words.
- 5 Get up and ask three people about their family members.
- example* What's your sister like?

vocabulary describing appearance

- 1 Match the words and phrases with the people.
- | | | |
|------------------|--------|--|
| short blond hair | pretty | medium height /'mi:diəm haɪt/ |
| long blonde hair | short | handsome /'hænsəm/ |
| good-looking | tall | overweight /'əʊvə'weɪt/ |
| short brown hair | slim | shoulder length /'ʃəʊldə leŋθ/ dark hair |



- 2 Complete this description of the first picture.

Carla is very _____. She's _____ height and _____, with _____ length _____ hair.

- 3 With your partner, describe the other people in the same way.
- 4 **natural English** Complete the definitions.

natural English describing age

You can describe people's approximate age like this:

She's **in her teens**. = between 13 and _____
 He's **in his twenties**. = between _____
 They're **in their forties**. = _____

- 5 Use the **natural English** phrases to describe the people in the pictures.
- 6 **Think!** Think about someone you know (age, appearance, character, interests). Tell two other people about them.

listen to this

tune in

- 1 **13.4** Helen and Bob share an office. Bob is asking Helen about a man called David, who works in the same building. Listen. What does David look like?



listen carefully

- 2 Listen to the whole conversation. Answer the questions.
- Does Helen know David?
 - Why does Bob want to know about David?
 - Why does Bob want to move?
 - Why is Helen going to speak to Margaret?

listening challenge

- 3 **13.5** Listen to Helen and Margaret. Do you think Bob will want to live in David's house?



- 4 Listen again and complete these sentences.
- Margaret doesn't like _____.
 - Helen doesn't like men who _____.
 - Bob hates people who _____.
- 5 What will Helen say to Bob? Compare ideas with a partner.

listen again with the tapescript, listening booklet p.40

don't forget!

Use these phrases from this lesson in the extended speaking on p.128.

What does he look like? He's tall and slim. She likes men who ... She's in her twenties.

grammar defining relative clauses

- 1 Look at this sentence and write T (true) or F (false) for a to d. Bob hates people who smoke.
- Bob hates everybody.
 - Everybody smokes.
 - Some people smoke.
 - Bob doesn't like those people (in c).
- 2 Look at these sentences. When do we use *who* / *that*? When do we use *which* / *that*?
 Helen doesn't like men *who* / *that* are very serious. (NOT ... *who they* are very serious.)
 Bob wants a house *which* / *that* has a garden. (NOT ... *which it* has a garden.)
- 3 Correct the errors.
- I don't like children *which* are noisy.
 - I like people *who* they are ambitious.
 - I like men *who* are rich men.
 - I enjoy films *who* have a happy ending.
 - I like people *which* speak English slowly.
- 4 Which sentences in **exercise 3** are true for you? Tell a partner.
- 5 Complete the sentences using *who* or *which* and your own ideas.
 I like teachers _____. I don't like films _____.
 I like flats _____. I like restaurants _____.
- 6 Compare your ideas with a partner. Are any of them the same?

go to language reference and practice exercises p.172

writing

- 1 On a piece of paper, write about yourself. Use the table below to help you. Don't write your name.

THIS IS ME!

age	I'm in my _____.
height / size	I'm _____ and _____.
hair	I've got _____.
character	I'm _____ and _____.
interests	I enjoy _____.
likes / dislikes	I quite like _____.
	I don't like _____ very much.

- 2 Your teacher will put the texts on the wall. Read them and guess who wrote each one.

extended speaking

find your perfect partner

you're going to:

collect ideas

read two people's profiles; say if they would be good together

create profiles

invent a profile and practise describing the person

find a perfect partner

find a partner for your profile; invent your own perfect partner

but first ...

Look back at the **don't forget** boxes in this unit. You can use this language in the activity.

collect ideas

1 Think! Do you agree?

It's possible to fall in love at first sight.
Love never lasts forever.
In love, there is a perfect partner for everyone.

Tell a partner. Do they agree?

2 You have a business called 'LOOKING FOR LOVE', and you find perfect partners for people. Tomas Watelet is looking for a girlfriend.

Think! Look at the profiles. Would Maria be a good partner for Tomas? Why / Why not?

3 Compare your ideas in small groups.

Looking for love

name	Tomas Watelet
nationality	Swiss
languages	Swiss German, French, English
age	28
job	airline pilot
physical appearance	tall (185 cm), fair, good-looking
personality	funny, kind, loves his family, very hard-working, but not good with money
interests	water sports, driving fast cars
doesn't like	standing in queues
likes women who ...	have a sense of humour. They have to be beautiful too!



Looking for love



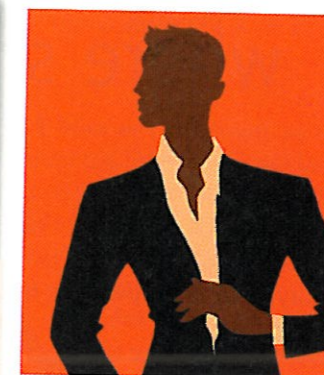
name	Maria Miletto
nationality	Italian
languages	Italian, English
age	25
job	travel agent
physical appearance	short (152 cm), slim, dark hair, pretty
personality	intelligent, ambitious, very organized, quite serious
interests	theatre, cinema, reading
doesn't like	people who smoke
likes men who ...	are kind and intelligent

create profiles

4 Work in A pairs and B pairs.

A pairs – invent information about another man.

B pairs – invent information about another woman.



Looking for love

name	
nationality	
languages	
age	
job	
physical appearance	
personality	
interests	
doesn't like	
likes men/ women who ...	

5 Together, practise describing your man / woman.

example This is Eric, he's in his twenties, and he's an actor.
He's ...

find a perfect partner

6 As – talk to at least three Bs. Bs – talk to at least three As. Tell them about your person. Find their best partner.

7 Tell the class why your couple would be perfect partners.

8 Think! Use the table to plan your perfect partner.

9 Tell another student about your perfect partner.

test yourself!

How well do you think you did the extended speaking? Mark the line.

0 10

test your vocabulary

From this unit, write down:

1 seven character adjectives:

fri _____, org _____, amb _____,
impa _____, ki _____, ser _____, sel _____

2 opposites for the underlined words: blonde hair, short and fat, a beautiful woman

3 the missing prepositions:

We have a lot _____ common.

_____ the end of the story ...

He's _____ his teens.

_____ first ...

I talked _____ him on the phone.

score 17

gap-fill

Fill the gaps with a suitable word.

1 I don't like restaurants _____ are near noisy roads.

2 My brother's not very tall. In fact, he's _____ short.

3 She's intelligent, but she's not _____ hard-working.

4 What does your teacher look _____?

score 4

error correction

Correct the errors.

1 If you would go to Prague, I'm sure you'd love it.

2 I don't like boys which shout a lot.

3 Do you enjoy to work there?

4 If I have a lot of money, I'd spend it.

score 4

total score 25

Look back at the unit contents on p.122.
Tick ✓ the language you can use confidently.

➔ For more practice, go to the review on p.138.

tick ✓ when you know this

natural English

- when / where was that?
- another / some more
- requests
- taking time to think

grammar

- present and past passives

vocabulary

- hotel rooms and bathrooms
- verbs often confused
- airports



where shall we stay?

lead-in

- Have you ever stayed in an expensive hotel or a holiday villa? Tell a partner.
- Listen and complete the table.

	WHERE	WHEN
Nick stayed in an expensive hotel ...	_____	_____
Emma stayed in a holiday villa in ...	_____	_____
- natural English** Listen again and underline the stressed words in the box.

natural English
when / where was that?

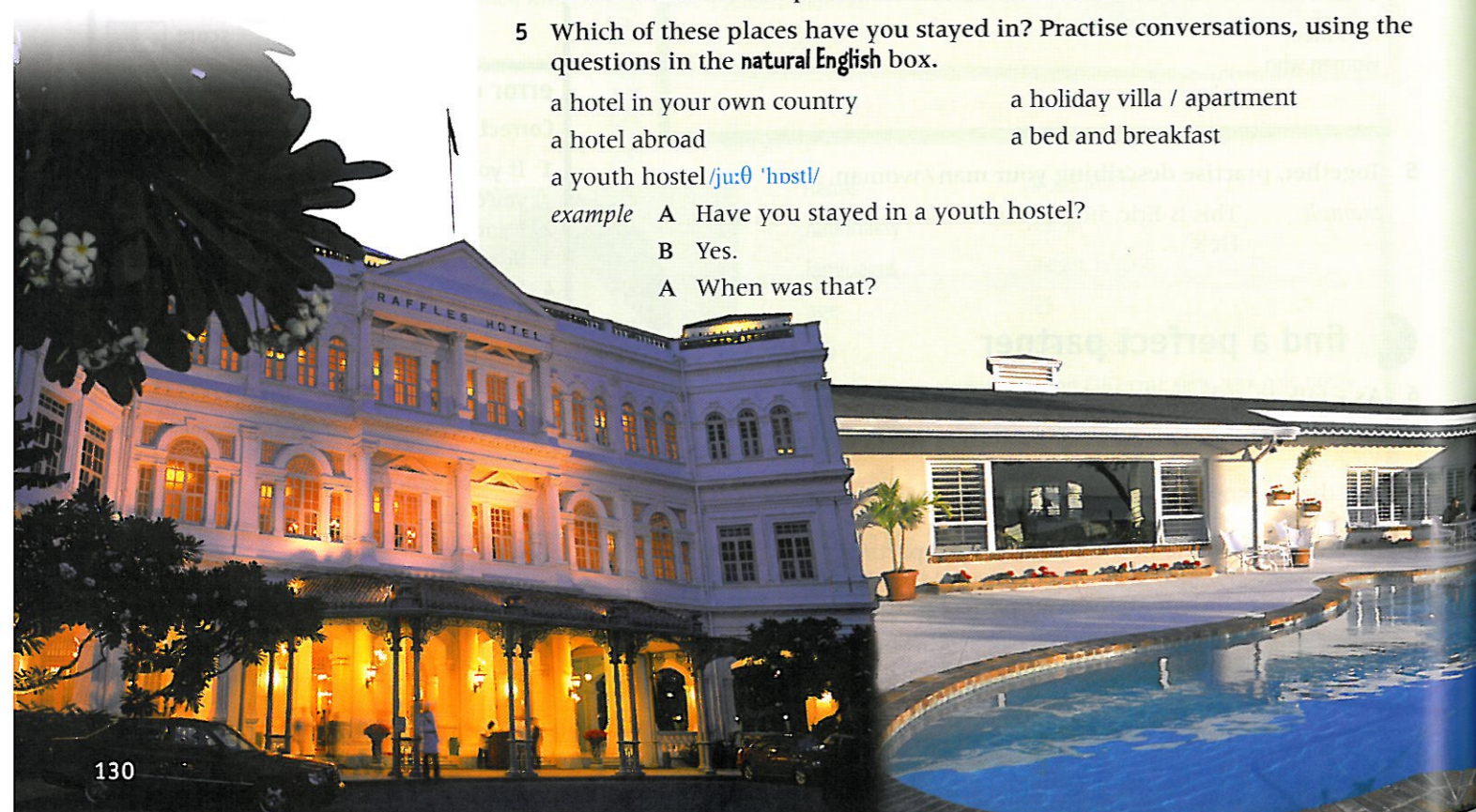
You often use these questions to get more information.

When was /wɒz/ that?
Where was that?

- pronunciation** Go to the listening booklet p.42 and practise the conversations with a partner. Stress the underlined words.
- Which of these places have you stayed in? Practise conversations, using the questions in the **natural English** box.

a hotel in your own country	a holiday villa / apartment
a hotel abroad	a bed and breakfast
a youth hostel /ju:θ 'hɒstl/	

example A Have you stayed in a youth hostel?
B Yes.
A When was that?



read on

- Match the places in the article with the comments A to C.

A It's like being in a college residence, and can be fun and informative too.

Al Sayer, from the USA

B When we first arrived, we were served tea. Later, dinner was brought to us in our room. It was incredible. I had a Japanese meal and everyone else had a Western meal.

Andrew Dilmot, from Australia

C There's very little distance between you and the other guests. If any of the men sleeping near you snores or gets a mobile call, you'll hear it.

Justin Barret, from Canada

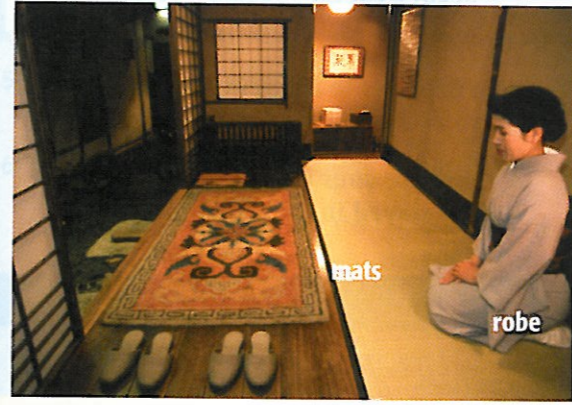
- Which is the best place to stay for a person who wants somewhere:
 - in town for a couple of nights?
 - cheap for about six weeks?
 - typically Japanese?
 - where they can cook their own food?
 - quiet and attractive?
 - to sleep late at night?
- Think!** If you went to Japan, would you like to stay in one of these places? Why / Why not?
- Compare your ideas with a partner.

STAYING IN JAPAN

In Japan, you can stay in Western-style hotels, or try something more unusual.

TRADITIONAL HOTEL: RYOKAN

A *ryokan* is a traditional, Japanese-style hotel, which in many cases is **owned** and **run** by a family. They are often beautiful, old, wooden buildings with gardens and lovely views. **Guest** rooms are simple, with just a small table and mats. When guests arrive, they have to take their shoes off, and they are given a Japanese robe and wooden shoes to wear during their stay. Breakfast and dinner are often served in the guest's room, and at night **futons** are put on the floor for the guests to sleep on. A special experience in some *ryokans* is the natural hot water baths where guests can relax.



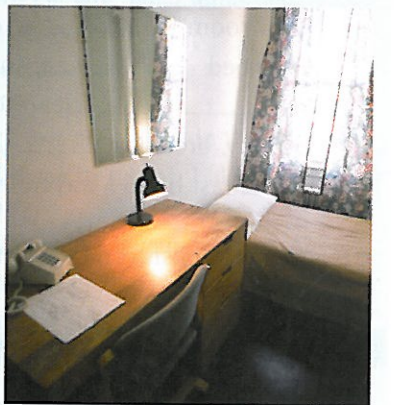
CAPSULE HOTEL

Capsule hotels offer a bed in a small capsule, with a TV and a shared bathroom. The capsule is about two metres by one metre, which is enough room to sleep in and maybe sit up. They are used in cities by business people who have missed the last train home. Some capsule hotels are for men only. Toothbrushes, razors, and towels are **provided** if necessary.



GAJJIN HOUSE

A *gaijin* house is a cheaper place for foreigners who stay in Japan for a month or more. These are private apartments with your own kitchen and bathroom, or cheaper apartments where the kitchen and bathroom are shared by several people. The rooms may be Japanese or Western in style. They are not usually in the most modern buildings, but they have the **essential** things you need in the kitchen, plus a futon, a payphone, and sometimes a TV. By living in a *gaijin*, a foreigner can experience Japanese everyday life.



- glossary**
- own** (v) /əʊn/ if you own sth, it is yours
 - run** (a business) (v) manage
 - guest** (n) /gest/ someone who pays to stay in a hotel
 - provide** (v) /prə'vaɪd/ give someone something that they might want or need
 - essential** (adj) /ɪ'senʃl/ completely necessary
 - futon** (n) /'fu:tɒn/ Japanese sofa bed

grammar present and past passives

- 1 These sentences from the article are in the **passive** form. Circle the correct answers below, a or b.

Often, breakfast is served in the guest's room.

Guests are given a Japanese robe and shoes to wear.

Dinner was brought to us in our room.

- 1 Who does these things? Is it **a** – you, or **b** – someone who works in the hotel?
 2 Are we more interested in **a** – **the people** who do the things, or **b** – **the things** that the people do?
- 2 Complete the table using examples of the passive form on p.131.

	subject	be	past participle	
present simple	Breakfast	is	served	in the guest's room.
	Futons	_____	_____	on the floor for guests.
	A ryokan	_____	_____	and run by a family.
past simple	Dinner	_____	_____	to us in our room.
	We	_____	_____	tea.

- 3 With a partner, complete the sentences with a passive form. Use the verbs in the box.

make give (x2) wash include take provide serve clean

HOTEL SERVICE

- You _____ a room key when you arrive.
- Your luggage _____ to your room when you arrive.
- In some hotels, breakfast _____ in your room.
- Your room _____ every day.
- Your bed _____ for you.
- You _____ clean towels every day.
- Usually, breakfast _____ in the price of the room.
- At the last hotel I stayed in, writing paper and envelopes _____.
- At a hotel I stayed in last month, my shirts _____ and ironed for me.

go to language reference and practice exercises p.172

don't forget!

Use these phrases from this lesson in the extended speaking on p.136.

Breakfast is served from ... When is dinner served? There's no soap in my room. ... is provided.

writing

- 1 Put the verbs in the correct form. Use the passive form where necessary.

9 Mount Rise
London W5 6AP
7th September

The Manager
Clarion Hotel
Bournemouth

Dear Sir / Madam

I spent (spend) three nights in the Clarion Hotel last week. I ¹ _____ (book) the room a month ago and I ² _____ (ask) for a room with a view of the sea. When I ³ _____ (arrive), I ⁴ _____ (give) a room next to the kitchen, and my bags ⁵ _____ (take) to the wrong room. There was no soap in the bathroom, and my room ⁶ _____ (clean) only once in three days. It says in your brochure that breakfast ⁷ _____ (serve) from 7.00, but on two days it ⁸ _____ (not serve) until nearly 7.45. I do not feel this service is good enough.

I look forward to hearing from you.

Yours faithfully

Peter Murton

- 2 Peter had five problems. Underline them.
- 3 Circle the correct answers. In a formal letter:
 – write your address at the **top** / **bottom**; on the **left** / **right**.
 – write the date **above** / **under** your address.
 – write the address of the person you're writing to on the **left** / **right**.
 – begin Dear **Sir/Madam** / **John**.
 – end **Best wishes** / **Yours faithfully**.
- 4 In pairs write a letter to the same hotel, explaining three different problems.
- 5 Compare your letter with other pairs. Who stayed in the worst hotel?

wordbooster

hotel rooms and bathrooms

- 1 Label the pictures with a partner.



- 2 **pronunciation** Match the phonemic spelling to the things in exercise 1. Practise saying the words.

/tu:θbrʌʃ/ /'taʊəl/ /'tu:θpeɪst/ /'tɔɪlə(t) 'peɪpə/
 /'reɪzə/ /'hedraɪə/ /'mɪnərəl 'wɔ:tə/ /səʊp/
 /'mɪmbə:/ /'aɪən/

- 3 Write **C** (countable) or **U** (uncountable) next to each word.

- 4 natural English Listen and complete.

natural English another / some more

- A I'd like _____ towel, please. (= a second one / a different one)
 B Yes, of course. I'll get you **one**.
 A I'd like _____ soap, please. (= there's only a little soap)
 B Sure. I'll get you **some**.

- 5 When do we use **another**? When do we use **some more**? Practise the dialogues with a partner.

- 6 Now practise asking for these things. Use **another** or **some more**.

milk glass of water bread cup of coffee
 bottle of wine sandwich salt sugar

- example A I'd like some more bread, please.
 B Yes, of course. I'll get you some.

verbs often confused

- 1 Complete the examples using the verbs in the correct form.

'bring' or 'take'?

- 1 When you come to class, _____ your dictionary with you.
 2 When you go home, _____ your dictionary with you.

'borrow' or 'lend'?

- 3 Can I _____ your dictionary?
 4 Can you _____ me your dictionary?

'tell' or 'say'?

- 5 My sister _____ me the hotel was lovely.
 6 My sister _____ the hotel was lovely.

'forget' or 'leave'?

- 7 I _____ my umbrella at home.
 8 I _____ my umbrella yesterday.

- 2 Are these sentences correct? If not, change them.

- I'm sorry I'm late, but I forgot my homework on the bus.
- Can you borrow me some money until tomorrow?
- I think I left my glasses in the kitchen.
- When I come to school, I always bring my dictionary.
- Could you lend me your car, please?
- My doctor said me to stop smoking.
- We took the children to the zoo.
- His teacher told that he was very clever.

don't forget!

Use the vocabulary from this wordbooster in the extended speaking on p.136.

listening how to ... get through an airport

vocabulary airports

1 With a partner, label the picture with words from the box.

passenger check-in desk queue /kju:/ trolley /'trɒli/
 suitcase /'su:(t)keɪs/ hand luggage /'hæŋ(d) 'lʌdʒɪz/ scales /skeɪlz/



2 Match a word from each circle to make phrases.

terminal /'tɜ:mɪnəl/
 passport boarding
 departure /dɪ'pɑ:tʃə/
 aisle /aɪl/ gate

one
 card twelve
 lounge /laʊndʒ/
 seat control

test your partner



3 Complete the text with vocabulary from exercises 1 and 2.

I arrived at terminal one and went straight to the ¹ _____. I had to wait because there was a ² _____. When I got to the front, I put my ³ _____ on the ⁴ _____; fortunately it wasn't very heavy – only 14kg. I asked for an ⁵ _____ because I don't like sitting next to the window. The woman at the desk gave me my ⁶ _____, which had the seat and gate number on it, and I then went through ⁷ _____ and into the ⁸ _____.

go to language reference and practice exercises p.173, compound nouns

4 Think! Read these questions.

- Do you like flying? Why / Why not?
- Do you fly often? If so, where / why?
- Which is the best airline, and why?
- When did you last fly, and where to?
- What happened at the airport?

5 Compare your answers with a partner.

6 natural English Listen and write the answers.

natural English requests

Could you ...? is a polite request, but Could you possibly ...? is more polite.

- A **Could I** have your boarding card, please?
B _____.
- A **Sorry, could you** lend me a pen?
B _____.
- A **Excuse me, could you possibly** move your suitcase?
B _____.

7 **pronunciation** Listen again and repeat. Copy the intonation.

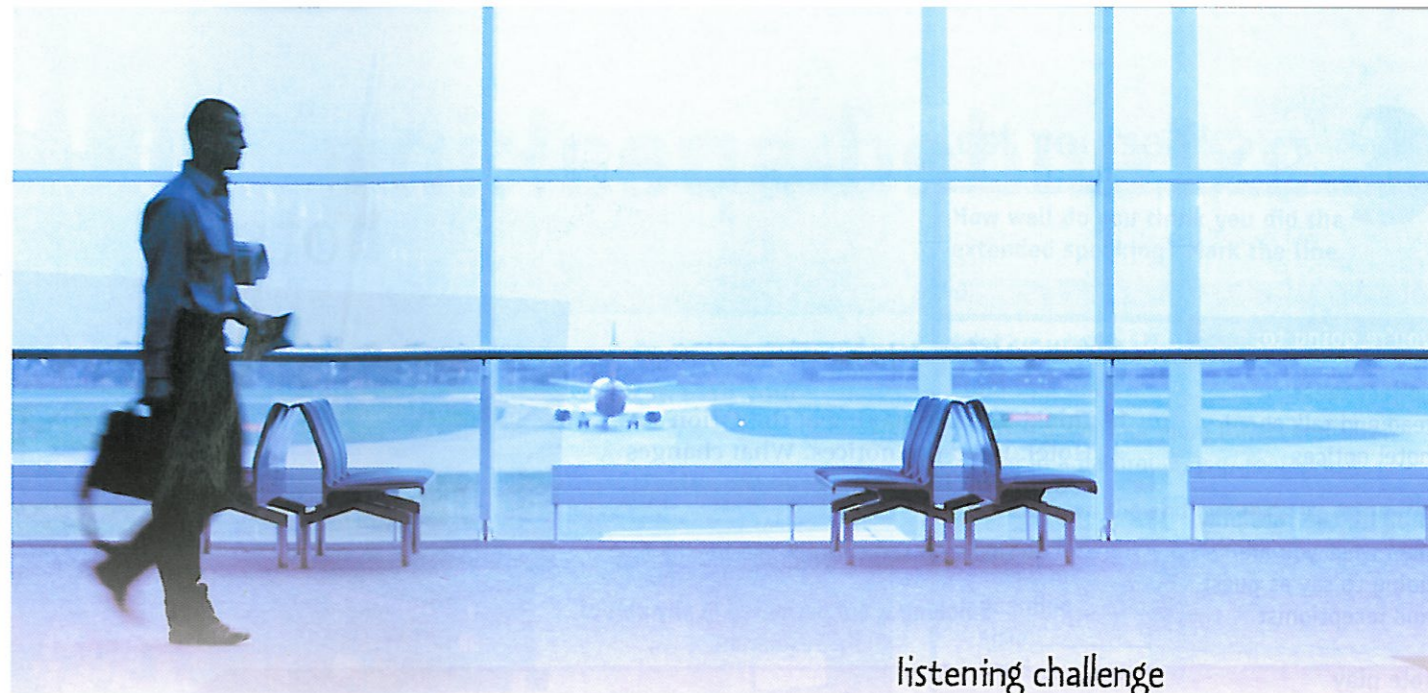
8 What would you say in these situations? In pairs, take turns to ask and answer.

- You're on a plane. You want:
- a passenger to help with your luggage
 - to borrow a passenger's newspaper
 - a passenger to move their seat forward
 - to change seats with a passenger
 - the stewardess to give you an aspirin
 - the stewardess to give you another cup of coffee

Excuse me, could you possibly help me with this luggage?

Sure.

go to language reference and practice exercises p.173



listen to this

tune in

1 Gary is flying to Poland. He arrives at the check-in desk. Listen to the first part of the conversation. What's his problem?

listen carefully

2 With a partner, put the stages below in a logical order.

- She asks some security questions.
- She gives him the flight information.
- He gives her his passport.
- She asks about his hand luggage.
- He asks for a window seat.
- He puts his luggage on the scales.

3 Listen and check your order.

4 Listen again. Answer the questions.

- Has Gary been to Poland before?
- How heavy is his suitcase?
- How many security questions does the woman ask?
- What's his seat number?
- What's the gate number?
- What does the woman say at the end?
OK, have _____.

don't forget!

Use these phrases from this lesson in the extended speaking on p.136.

Could I ...? Could you possibly ...? Just a moment ... Let me see ...

listening challenge

5 Gary is waiting for his flight. There's a delay (= the flight's going to leave late). Listen.

How long is the delay?
Why is the flight delayed?

listen again with the tapescript, listening booklet p.42

6 **natural English** Which of these phrases are in tapescripts 14.4 and 14.5 (listening booklet p.42)?

natural English taking time to think

Just a moment / minute ...
 Let me think ...
 I'm not sure – let me see ...

speaking it's your turn!

1 You're going to role play a situation at a check-in desk. Work in A / B pairs.

A – you are a passenger. Look at the role card on p.143.

B – you work at the check-in desk. Look at the role card on p.144.

2 Do the role play. Then change roles and do the role play again.

extended speaking

hotels

you're going to:

collect ideas
read and talk about hotel notices

prepare the role play
plan what you are going to say as guest and receptionist

role play
act out situations in a hotel reception

listen
listen to hotel conversations

but first ...
Look back at the **don't forget** boxes in this unit. You can use this language in the activity.

collect ideas

- Think!** You are staying at the Orion Hotel. Read the notices. What changes would you like to make to the rules?

Breakfast is served from 7.30 to 8.30.

Smoking is not permitted in any part of the restaurant.

Guests are requested to leave their rooms by 9.00 a.m. on the morning of departure.

Guests are requested to leave their room keys at reception.

Compare your ideas with a partner.

prepare the role play

- Work in two groups, A and B.

As – you are guests staying at the Orion Hotel. Look at the role card on p.137.

Bs – you are receptionists at the Orion Hotel. Look at the role card on p.145.

role play

- Stand up.

Guests – go and speak to a receptionist. Ask a question from each section of your role card. Then work with another receptionist and ask different questions.

Hotel receptionists – answer the guests' questions.

- Now change roles.

Hotel receptionists – you are now guests. Use the questions you planned.

Guests – you are now receptionists. Answer the guests' questions.

- Work in small groups.

Were all the receptionists polite? Which receptionists were most helpful?

listen

- 14.6** Listen to four hotel conversations. Are any of the questions or problems the same as yours?
- Listen again. Complete the table.

GUEST'S PROBLEM	RECEPTIONIST'S SOLUTION
1	
2	
3	
4	



Dogs are not permitted in the hotel.

A free bus service to the airport is provided.

student A

You're a hotel guest. Work with another hotel guest. Plan your questions for the role play.

Information questions

Complete these questions.

- _____ nearest bank?
 - _____ dinner served?
- Write two more information questions.
- _____ ?
 - _____ ?

Requests

Complete these requests.

- _____ more soap?
- _____ order a taxi?

Write two more requests.

- _____ ?
- _____ ?

Problems

Complete these problems.

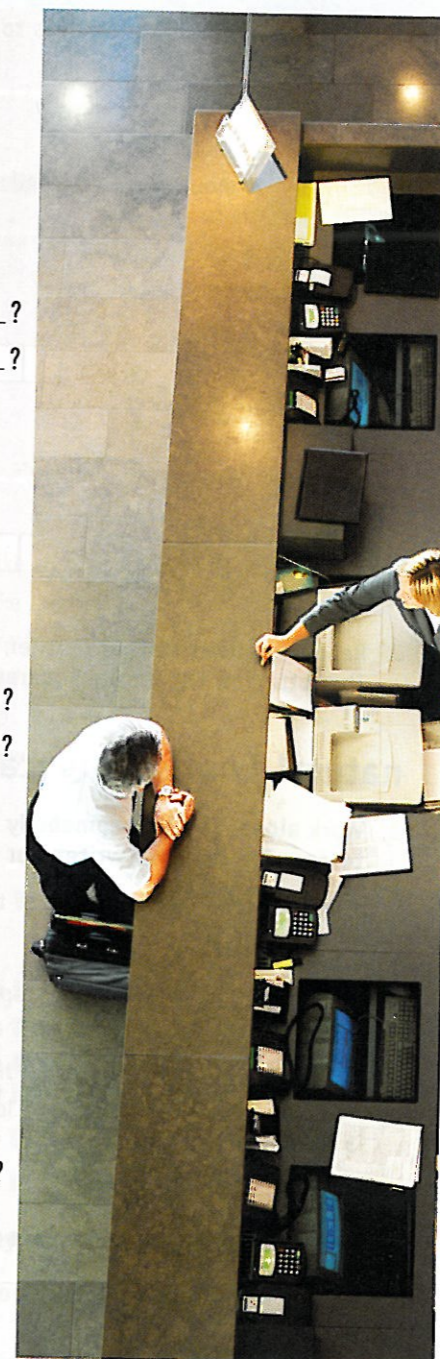
- help me? / leave / key / in / room

- forget / bring / toothpaste

Write another problem.

- _____ ?

Now practise saying the questions / problems with your partner.



test yourself!

How well do you think you did the extended speaking? Mark the line.

0 _____ 10

test your vocabulary

From this unit:

- write down four more things you often find in a bathroom, e.g. *toothbrush* ...
- write down the endings to these 'airport' compound nouns / phrases:
check-in _____
boarding _____
aisle _____
hand _____
- fill the gaps with *another* or *some more*:
_____ apple
_____ fruit
_____ cup of tea
_____ butter

score 12

gap-fill

Fill the gaps with the correct word.

- Breakfast is _____ from 7.30 to 9.30.
- There was a long _____ at the check-in desk, so I had to wait.
- _____ you possibly move your bag?
- A I spent six weeks in Australia.
B Oh. When was _____ ?

score 4

error correction

Correct the errors.

- Can you borrow me a pen?
- Breakfast is include in the price.
- I've forgotten my money at home.
- Could you take me the books from over there?

score 4

total score 20

Look back at the unit contents on p.130. Tick ✓ the language you can use confidently.

For more practice, go to the review on p.139.

thirteen review

grammar conditional sentences with *would*

- 1 Complete the sentences with the correct form of the verb in brackets.

What would you do if ...

- you _____ (lose) your passport on holiday abroad?
- you _____ (not understand) a grammar point in class?
- you _____ (feel) ill during a lesson?
- you _____ (see) a man steal a book from a shop?
- you _____ (leave) your English book on a train?
- you _____ (break) your friend's CD player?
- you _____ (go) to the cinema and it _____ (be) very, very hot?
- you _____ (find) a lot of money in the street?
- your mobile phone _____ (ring) during a lesson?
- somebody _____ (give) you tickets for the football World Cup Final?

2 Ask and answer with a partner.

3 Write down your answers to **five** of the questions.

example I'd leave the room and sit outside for a few minutes. (question 3)

4 Read your answers to a new partner. They have to guess which questions you answered.

vocabulary describing character

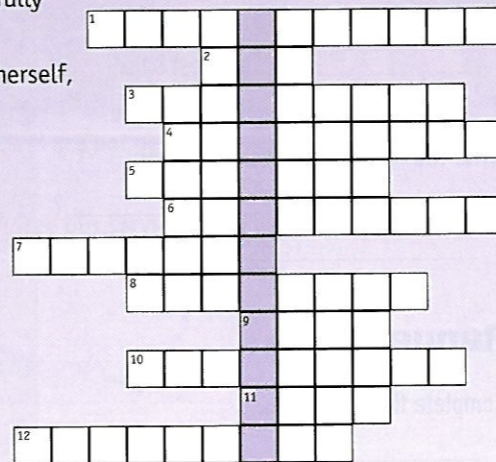
- 1 Work in A / B pairs.

A – think about the crossword clues below.

B – think about the crossword clues on p.148.

student A Think of adjectives to describe someone who ...

- works a lot
- plans things very carefully
- doesn't laugh a lot
- thinks about himself/herself, not others
- doesn't do much work
- helps other people



- 2 Read your clues to your partner, and complete the crossword together. The letters in the purple squares spell a question. What is it?

natural English & vocabulary describing people

- 1 Work alone. Think of somebody in your class. Tick ✓ words or phrases to describe them, or write your own ideas.

- | | | | |
|--------------|----------------------------------|--|-------------------------------------|
| 1 AGE | <input type="checkbox"/> teens | <input type="checkbox"/> twenties | <input type="checkbox"/> thirties |
| 2 APPEARANCE | | | |
| HEIGHT | <input type="checkbox"/> tall | <input type="checkbox"/> medium height | <input type="checkbox"/> short |
| SIZE | <input type="checkbox"/> slim | <input type="checkbox"/> average size | <input type="checkbox"/> overweight |
| HAIR | <input type="checkbox"/> short | <input type="checkbox"/> shoulder length | <input type="checkbox"/> long |
| | <input type="checkbox"/> dark | <input type="checkbox"/> fair | <input type="checkbox"/> blonde |
| 3 CHARACTER | <input type="checkbox"/> funny | <input type="checkbox"/> easy-going | <input type="checkbox"/> serious |
| 4 INTERESTS | <input type="checkbox"/> cooking | <input type="checkbox"/> dancing | <input type="checkbox"/> cycling |

- 2 Work with a partner. Complete these questions.

- AGE How _____ he / she?
 APPEARANCE What does _____ ?
 CHARACTER What _____ like?
 INTERESTS What _____ doing?

- 3 Get up and ask / answer the questions with a new partner. Who are they describing?

fourteen review

vocabulary hotel rooms and bathrooms



- 1 Look at the picture with a partner. How many things can you name?

- 2 With your partner, write:

- three words with the /u:/ sound, like *zoo* shampoo
- three words with the /ei/ sound, like *late*
- two words with the /aʊ/ sound, like *how*
- a word with the /ɔɪ/ sound, like *boy*
- a word with the /əʊ/ sound, like *no*
- a word with the /aɪ/ sound, like *mine*

vocabulary airports

- 1 Put the stages in a logical order.

- I went to gate six.
- I got my boarding card.
- I went into the departure lounge.
- I took a taxi to terminal two.
- I found my seat number and sat down.
- I went through passport control.
- I got on the plane.
- I went to the check-in desk.

- 2 Read your order to a partner. Do they agree?

- 3 Think! Think of three more things you do at an airport. When do you do them?

example After I go through passport control, I always buy a newspaper.

- 4 Get up and try to find people who do the same things as you.

grammar present passive

- 1 Work with a partner. Each write an answer for each clue.

example

a place where hot drinks are served on a train/in a café

THINK OF A PLACE WHERE ...

- hot drinks are served.
- stamps are sold.
- clothes are washed.
- cars are left at night.
- smoking isn't permitted.
- your identity is checked.
- cars are made.
- towels are provided free.
- you are given a test.
- service is included in the price.

- 2 Find a new partner. Read them your answers. They should guess the clue.

example A In a café.

B A place where hot drinks are served?

A That's right.

natural English

- 1 Order the words to make sentences.

1 CUSTOMER: have / could / a / please / I / coffee ?

WAITER: one / I'll / sure / you / get

2 GUEST: some / I'd / please / soap / like / more

RECEPTIONIST: get / yes / some / I'll / of / you / course

3 TRAVELLER: I / seat / possibly / have / could / aisle / an ?

CHECK-IN: have / a / I'll / moment / a / look / just

4 STUDENT: summer / wonderful / in / last / stayed / a / hotel / I

TEACHER: was / really / that / where ?

- 2 Check your answers using the natural English boxes in unit fourteen.

pairwork

one

listening

student B

example What 's _____ your best friend's name?

- 1 _____ did you first meet him / her?
- 2 What _____ he / she like?
- 3 _____ do you see him / her?
- 4 How old _____ he / she?
- 5 _____ does he / she do?
- 6 Why _____ you get on well?
- 7 _____ does he / she live?
- 8 Who _____ he / she live with?
- 9 _____ do you do together?
- 10 _____ he / she got any children?

I'm just curious!



one

reading

Complete the story using the correct past simple form of these verbs.

spend invite be have ring see find forget tell

special DELIVERY

When Harriet didn't turn up for our first date, I ¹ _____ too upset. It was an informal arrangement and friends ² _____ me that she was very unreliable. Actually, this was one of the things I ³ _____ attractive about her, because I'm the complete opposite – very organized and dependable. Anyway, she turned up for our second date (only 20 minutes late), and after that we ⁴ _____ a great summer together. But as the months went by, she just got later and later, and by the end of August, things were becoming impossible.

The 30th was my birthday and I ⁵ _____ four friends to my flat for a special dinner. I ⁶ _____ ages in the kitchen getting everything ready, and the four friends all arrived on time at 7.30 – but not Harriet. Eight o'clock, still no Harriet. By nine o'clock I was angry and very hungry, so I ⁷ _____ her mobile.

I could hear loud music at the other end, so I shouted, 'Where are you?'

'I'm at Sophie's.'

'What!'

'She's having a party.'

'But it's my birthday! Don't you remember?'

'Oh, I'm terribly sorry. I completely ⁸ _____.'

'Oh, you're impossible!'

Furious, I put the phone down, went into the kitchen and put Harriet's dinner in a plastic bag. The next morning I posted it to her, with a note saying: 'HERE'S YOUR DINNER!'

A week later I got a postcard back. It said: 'Too much salt.' I never ⁹ _____ Harriet again.

two

listening

student A You have invited B and C for dinner.

Think! Decide what the meal is going to be. Plan what you'll say.

- greet B and offer them a drink
- greet C and offer them a drink
- invite them to sit at the table
- tell them what they're going to eat and give it to them

B arrives first.

three

reading

Write the verbs in the correct form. Then complete the column about you.

	YOU ✓ or X	YOUR PARTNER ✓ or X
Have you ever _____ (spend) a night on a boat?		
Have you ever _____ (be) abroad?		
Have you _____ (sleep) in an airport?		
Have you ever _____ (sleep) in a tent?		
Have you _____ (go) anywhere dangerous?		
Have you ever _____ (have) a beach holiday?		
Have you ever _____ (spend) New Year abroad?		

With a partner, ask the questions and complete the table. If the answer is 'yes', ask more questions using the past simple.

seven

reading

A pairs Act out these sentences for B pairs. You can't speak – you have to mime. Practise your actions for each sentence.

- 1 I was having my lunch when somebody phoned me.
- 2 I was driving to work when the police stopped me.
- 3 When I was taking a photo, somebody stole my bag.
- 4 I was having a shower when I heard the fire alarm.
- 5 I was waiting for a bus when somebody asked me the time.

ten

listening

student A Add one more one-hour activity.

Now try to find a period of one hour when you are both free. Use the language in the **natural English** box on p.97.

Thursday
12.00
1.00 lunch with Mum
2.00
3.00
4.00 } hairdresser
5.00
6.00

pairwork

two

reading

student B Correct the errors in these sentences. Check your answers.

- 1 Can I have a toast?
- 2 Would you like some biscuit?
- 3 We don't need much olives.
- 4 Cheese are good for you.
- 5 I don't eat many butter.

answers

- 1 Can I have some toast?
- 2 Would you like a biscuit?
- 3 We don't need many olives.
- 4 Cheese is good for you.
- 5 I don't eat much butter.

Read out the **incorrect** sentences to your partner. They have to correct them.

seven

reading

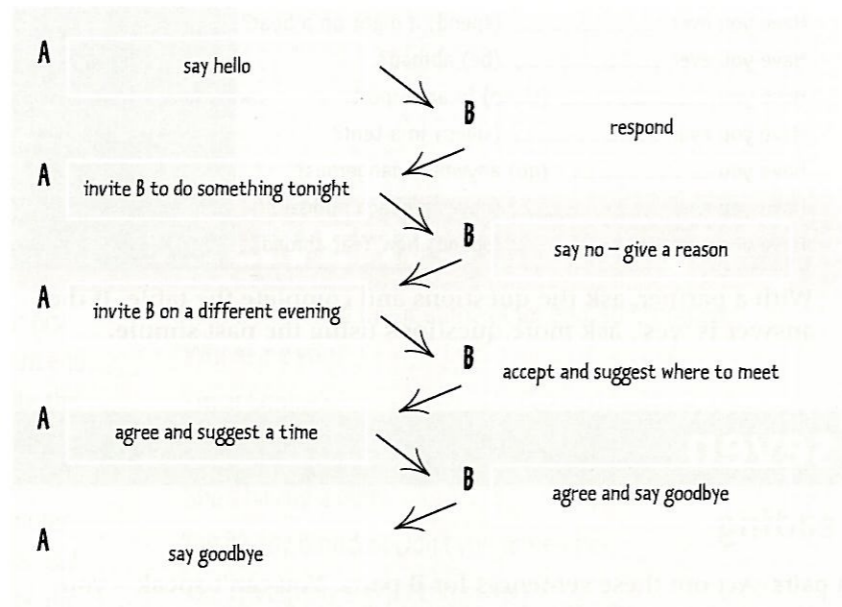
B pairs You have to act out these sentences for A pairs. You can't speak – you have to mime. Practise your actions for each sentence.

- 1 I was watching TV when somebody broke the window.
- 2 I was changing some money at the bank when I met an old friend.
- 3 I was working on my computer when the phone rang.
- 4 When I was running for the bus, a dog ran after me and bit me.
- 5 When I was sitting in the garden somebody threw a ball at me.

eight

listening

- 1 Work with a partner. Plan a conversation together, using the flow chart. Don't write anything yet.



- 2 Practise your conversation until you can say it without looking.
- 3 With your partner, try to write your conversation from memory.

ten

listening

student B Add one more one-hour activity. Now try to find a period of one hour when you are both free. Use the language in the **natural English** box on p.97.

Thursday	
12.00	dentist
1.00	
2.00	} tennis
3.00	
4.00	
5.00	
6.00	

eleven

extended speaking

PROBLEM 2

Jaz worked at a different Internet company before 24.com. He stole some money, and his boss told him to leave, but didn't tell the police. Sadie knows about this, but nobody else in 24.com knows.

Think! What will happen if Sadie:

- tells Justin?
- tells Carol?
- speaks to Jaz about it?
- doesn't tell anyone?

Discuss what Sadie should do. Write down your advice to Sadie. Go to p.144 for the next problem.

fourteen

listening

student A PASSENGER

You're going to Stockholm on SAS (Scandinavian Airlines).

Think! Plan your answers.

What luggage have you got?

What hand luggage have you got?

Where do you want to sit on the plane?

- near the front or the back?

- a window seat or an aisle seat?

At the end of the conversation, ask if the flight is delayed.

three review

vocabulary & natural English

student B

Practise saying the sentences. The answers are in brackets.

- 1 It's the opposite of 'polluted'. (clean)
- 2 It's another way of saying 'ten minutes by car'. (a ten-minute drive)
- 3 It's the opposite of 'stressful'. (relaxing)
- 4 It's a place, often outside, where you can buy food and other things. (market)
- 5 It's another way of saying 'twice'. (a couple of times)

Write definitions for these words / phrases, using the natural English phrases on p.42.

ugly doctor's surgery near the centre petrol station awful

Find an A partner. Read sentences 1 to 5 and your own definitions. Your partner must guess the words.

pairwork

two

listening

student C

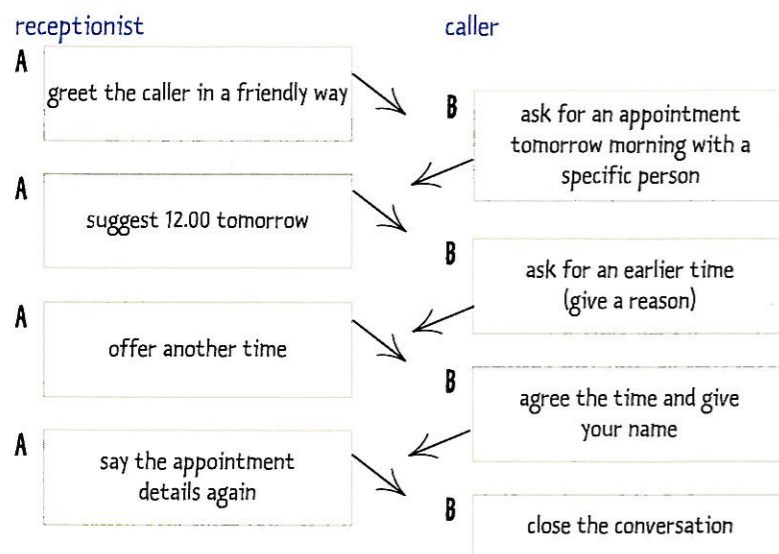
You arrive after B. You are a little late.

Think! Plan what you are going to say.

- greet A and B, and apologize / give a reason
- accept a drink
- when you start the meal, say nice things about the food
- ask some questions about it

ten

With your partner, decide what to say in these situations. Write your dialogue.



eleven

extended speaking

PROBLEM 3

Carol doesn't like Mattias. She thinks he's lazy and no good at his job. She's horrible to him. Mattias is afraid of her, and is very upset about this.

Think! What will happen if Mattias:

- tells Carol how he's feeling?
- talks to Justin about Carol?
- does nothing?

Discuss what Mattias should do.

Write down your advice to Mattias.

fourteen

listening

student B CHECK-IN PERSON

You work for SAS (Swedish Airlines). The flight is going to Stockholm.

Think! Plan what you are going to say, using these prompts.

Greet the passenger.

Ask for their ticket and passport.

Ask if the passenger:

- wants a window seat or an aisle seat.
- has any luggage.
- has any hand luggage.

Give the passenger the boarding card, and tell them the seat number and gate number.

At the end, say 'Have a good flight.'

fourteen

extended speaking

student B You're a hotel receptionist. Work with another hotel receptionist. You are going to answer questions and help guests in your hotel.

Information questions

Think of answers to these questions.

- 1 Where's the nearest bank?
- 2 What time is dinner served?

Write down two more questions the guests might ask.

- 3 _____ ?
- 4 _____ ?

Requests

Think of answers to these questions.

- 1 Could I have some more shampoo in my room, please?
- 2 Could you order a taxi for me?

Write down two more questions the guests might ask.

- 3 _____ ?
- 4 _____ ?

Problems

How can you answer this guest's problem?

- 1 Can you help me? I've left my key in my room.
- 2 I've forgotten to bring any toothpaste.

Write down one more possible problem.

- 3 _____ ?

Practise all the questions and answers with your partner.

five review

vocabulary & natural English

student B

1 Complete the gaps with another B student.

- 1 I don't know how to _____ that word. Do you _____ it with one F, or double F?
- 2 After nursery school, children go to _____ school.
- 3 I _____ school and went to _____ to study history.
- 4 I got a bicycle when I was seven years _____.
- 5 In many countries, you can't drive _____ you're 18.
- 6 I'd like to go out but it depends _____ the weather.

2 Read your sentences to an A Student. Are they the same?

six review

vocabulary

student B

- 2 Did you see the storm last night? All that thunder and _____ !
- 4 Take an umbrella with you - I think it's going to _____.
- 6 short period of rain
- 8 opposite of 'fall'
- 10 We can't go skiing - there isn't enough _____.
- 12 The _____ tonight will be below zero.