

DEVELOPING CONVERSATIONS

Explaining and checking

5 Complete the conversations with the words in the box. There is one extra word each time.

thing sort mean what how made

- A: ¹..... do you call that thing you use for DIY?
 B: Can you be a bit more specific?
 A: Yeah, sorry, it's ²..... of plastic and metal and it has a
³..... of pointed ⁴..... at the end. You use it to
 put screws into pieces of wood.
 B: What? You ⁵..... a screwdriver?

mean like use what stuff as

- A: What's the name of that ⁶..... you use to hold pieces of
 material together? It's a bit ⁷..... a zip or something.
 B: ⁸.....? You mean the stuff they ⁹..... to fasten
 trainers and bags?
 A: Yeah, it has two layers that kind of lock together.
 B: Yeah, yeah. I know exactly what you ¹⁰..... but I don't
 know what it's called. Sorry.

Language note questions with what / how

Remember we say **What is ... called?** and **What does ... look like?**
 How can be used like this:
 How are you? How are things? How come?

6 Choose the correct words.

- A: Owl I've just cut my finger. Are there any plasters in the first aid kit?
 B: No, sorry. We need to buy some. ¹ *Don't* / *Can't* you use a bandage?
 A: I don't think so. Not on my finger.
 B: You just need a piece of cloth or ² *somewhere* / *something* to keep the dirt out. Would a tissue ³ *do* / *make*?
 A: It wouldn't be strong ⁴ *enough* / *too*.
 B: What about a cotton pad? You could ⁵ *use* / *to use* some sticky tape to hold it in place.
 A: Yeah, that ⁶ *ought* / *should* do.
 B: Let me help you.
 A: Owl
 B: Oh, sorry. Have I made it worse? ... And you've got blood on your top now.
 A: Don't worry. These things ⁷ *result* / *happen*.
 B: You might want to soak your top in water or ⁸ *it'll* / *it shall* leave a stain.

LISTENING

7 3.1 You are going to hear five people talking about shopping, and the difference between wants and needs. Match the speakers (1-5) to the letters (a-f). There is one letter that you don't need.

Speaker 1
 Speaker 2
 Speaker 3
 Speaker 4
 Speaker 5

- a I've given up buying luxury brands.
 b I got into debt by having what I wanted.
 c I think it's good for people to have what they want.
 d I've stopped impulse buying.
 e I try to buy only what I really need.
 f I can never resist a bargain.

PRONUNCIATION

Intonation and lists

8 Mark the intonation arrows on the sentences.

- 1 They think they really must have that bigger house, the latest mobile phone, a designer top, or some luxury food.
 2 We all only really need somewhere to live, food and water, basic health and hygiene products, and clothes for different situations.
 3 I remember in one weekend I bought six pairs of trousers, eight shirts, around 20 CDs and a new mobile phone.
 4 In fact, just yesterday I bought a bag, a pair of sandals, a pair of jeans and two white shirts.
 5 It didn't matter if it was in a shop window, in a magazine or catalogue, on a website, or even in an auction.
 6 Our economy would suffer, workers in the developing world would lose their jobs, and life would be very dull.

9 3.2 Listen and check. Then practise saying the sentences.

UNDERSTANDING VOCABULARY Word families

1 Complete the questions with the correct form of the words in brackets. Then give true answers.

A question of personality

- 1 What things make you feel full of (optimistic)?
- 2 In what ways in life do you think you are (caution)?
- 3 When in your life have you felt most (pessimism)?
- 4 What childhood (afraid) have you overcome?
- 5 How do you react if people (critic) you?
- 6 Do you shop in an (economic) way?
- 7 Which two (able) are you most proud of?
- 8 What's your idea of perfect (happy)?

2 Complete the words in the text with the missing endings.

When I was about seven, I started a collection of football programmes. This started as a ¹ harm hobby but over time it became an ² obsess - I had to have every programme from every Liverpool match, even some from before I was born. By the time I was 20, I had thousands of programmes all over my parents' house. I saw this as one of my greatest ³ achieve but they were annoyed by how much space they took up. I was always full of good ⁴ intent about sorting them out but never did. In the end, my parents threatened me with ⁵ evict if I didn't do something with the collection. Not wanting to be ⁶ home I finally agreed that I would ⁷ advert them for sale on eBay. The whole collection was bought by a local man as a gift for someone, but I never found out who. So, on one ⁸ rain afternoon in February, my programmes were sent by courier to their ⁹ myster new home.

READING

3 Read the title and the introduction of the article opposite. Choose the correct reason for writing the article.

- a to talk about the history of shopping
- b to complain about shops on the high street
- c to highlight the amount of consumer choice

4 Read all of the article. Are these statements true or false?

- 1 The range of items available in shops stops people buying things.
- 2 The internet has made choosing products easier.
- 3 No part of life has escaped from having too much choice.
- 4 Professor Schwartz thinks the prices we pay for products are too high.
- 5 Having a lot of choice raises people's expectations of products.
- 6 Scientists have shown that people feel less stressed when given less choice.
- 7 The article advises buying fewer products.
- 8 Professor Schwartz recommends researching but only for a short time.

5 What do these numbers in the article refer to?

- 1 50 (line 4)
- 2 154 (line 10)
- 3 thousands (line 11)
- 4 10,500,000 (line 35)
- 5 six (line 47)
- 6 30 seconds (line 55)

6 Complete the text with the words in the box. They were all taken from the article.

choice	missed out on
got round to	dissatisfied
range	choose between
overwhelming	popped

Last time I ¹ into my local coffee shop, I couldn't believe the ² on offer - full-fat, low-fat, americano, cappuccino, decaffeinated, even something called an iced mocha latte. It took me ages to ³ the drinks in the list. It was completely ⁴ When I ⁵ making a decision, I went for a white coffee, which is what I always drink at home. As I left the shop, I felt a bit ⁶ with my ⁷ as if I'd ⁸ something much better.

Spoilt for choice?

Do you remember the old days? The time when buying a pair of jeans or a mobile phone involved choosing between two or three options. Now, pop into a shop on the high street and you'll find about 50 different styles of jeans and literally hundreds of mobile phones. But is more necessarily better?

We've never had so much choice. Take supermarkets, for example. A local store could offer you 38 types of milk, 107 varieties of pasta, over 170 types of salad dressing, and 154 flavours of jam. The average supermarket offers more than 30,000 products, with thousands more being added each year. In the words of one shopper, 'It's so overwhelming that it just makes you feel awful. If you carefully considered every aspect – ethics, food miles, price, flavour and ingredients – you'd never get round to buying anything, ever.'

But it isn't just about food. For every aspect of life, there's an incredible range of products and services on offer – from clothes and gadgets to educational and financial services, not forgetting holidays and entertainment.

Access to the internet has of course widened this choice. It not only offers the products themselves, but detailed reviews of product ranges with comparisons of style, price and reliability. These are intended to make our lives easier but in reality just lead to information overload.

It now seems that all this choice isn't good for us. Professor Barry Schwartz, a psychologist from Swarthmore College in Pennsylvania and the author of *The Paradox of Choice* says, 'There is vastly too much choice in the modern world and we are paying an enormous price for it. It makes us feel helpless, mentally paralysed and profoundly dissatisfied.' But shouldn't we be happy to have all this information and choice? Why is it a problem to have 275 types of breakfast cereal or 10,500,000 hits to an internet search for 'holidays in Spain'?

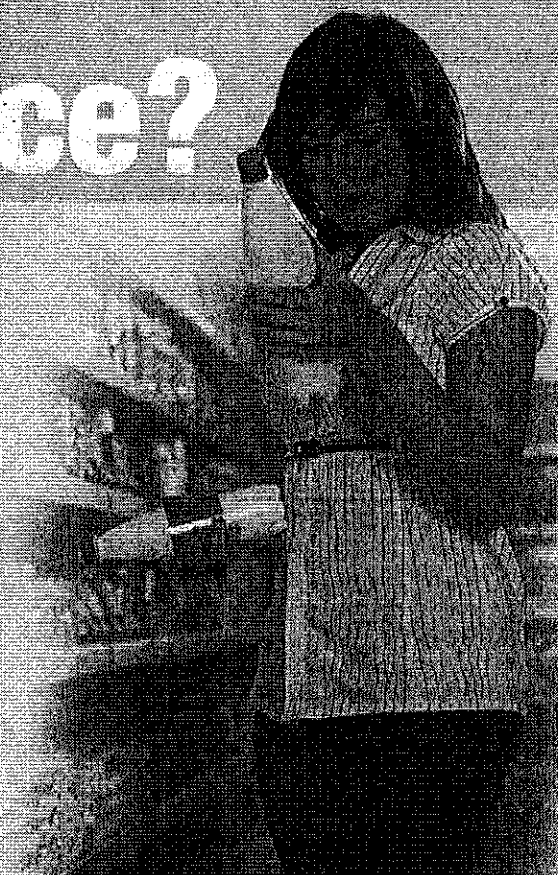
The bigger the range of products available, the less satisfied we are with our choice. We imagine that the perfect mobile or pair of jeans must exist in such a big number of products and that we might have chosen the wrong thing. Or that by choosing a particular service or form of entertainment, we might have missed out on something better.

Experiments seem to indicate that less choice is better. A team of researchers at Stanford University in the USA ran a test on consumers choosing jam. Those who tested just six jams felt happier and bought more products than consumers who had 24 jams to taste. Another experiment showed that students who were given a smaller range of essay topics produced better work.

So what can we do? One technique is simply to choose smaller shops with fewer products. And Professor Schwartz advises, 'Choose when to choose. ... Don't worry about what type of mobile-phone package to opt for. Pick a sofa from IKEA in 30 seconds and you'll feel better than if you spend hours researching sofas – because you won't know what else you're missing out on.'

Glossary

ethics: what is morally right and what is not
IKEA: an international retailer of home products



VOCABULARY How things go wrong

1 Choose the correct words.

- I nearly completed the jigsaw and then I realised there were a few bits *missed* / *missing*.
- What a waste of money! I'd only worn the trainers a few times before they started to *fall apart* / *break through*.
- I wouldn't use that brand again. It *made* / *gave* me spots on the first day I tried it.
- My hot water bottle had a *break* / *leak* and I woke up in the middle of the night covered in water!
- I sent the dress back because the sleeve was all *ripped* / *broken* and the zip didn't work.
- My usual size didn't *suit* / *fit* me. It was a bit tight, so I had to try a size up.
- She was running across the high street when the heel of her shoe *fell down* / *came off*.
- When the furniture was finally delivered, one of the chairs was all *scratched* / *packed*.

GRAMMAR

should and should have (should've)

2 Cross out one extra word in each sentence.

- We should to try and sell some of the stuff we don't need on eBay.
- You really should've have cleared all this mess up.
- They shouldn't be have been allowed to get away with it!
- You shouldn't not buy things just because they're half price.
- You really should have been asked before borrowing my stuff.
- You do should try and get your camera repaired – don't just buy a new one.

3 Complete the sentences with *should* / *shouldn't* (have) and the correct form of verbs in the box.

check out	sign up for	fill up
try on	cut down on	sort out

- We really eating out. It costs us a fortune every month.
- I complained about the order weeks ago. They it by now.
- These boots really are too tight. I them in the shop.
- You any online deals unless you read the small print.
- You always a second-hand car before you buy it.
- We're about to run out of petrol. We before we left.

DEVELOPING WRITING

An anecdote – complaining

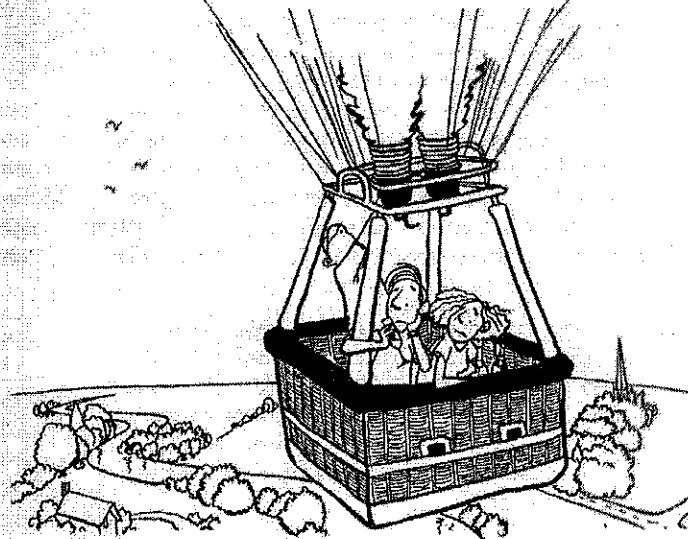
4 Read the anecdote. What is the main reason for writing it?

- to warn people about a specific company
- to request a refund from customer services
- to tell a story about something that went wrong

I'd been saving up for my girlfriend's birthday and I wanted to treat her to something really special. Then a friend recommended a balloon flight. He'd organised one just a month before, which had been a real success. It sounded ideal so I went for the 'celebration package' with a flexible booking date, an hour in the balloon, champagne and a DVD of the flight. Perfect, or so I thought.

Milly was delighted and she wanted to do the flight on her actual birthday. This is where the problems started. It turned out that they were already fully booked. When I insisted, they just said, 'There's nothing we can do. We appreciate your booking.' No explanation, no apology, nothing. We finally got a flight three days later but things didn't improve. We were up in the air for only 35 minutes, the champagne glasses were cracked and the DVD arrived scratched.

I promised Milly I would get a refund and we would go away for the weekend. Three months later I'm still waiting. The company won't reply to my emails and I can't get through to customer services. Without wanting to sound over-the-top, it's been the most stressful thing I've ever tried to organise!



5 Read the anecdote again. What's the main purpose of each paragraph?

- 1 a to explain who the people in the anecdote are
b to give background to what was bought/ordered
- 2 a to explain what went wrong
b to criticise the company
- 3 a to say what action the writer intends to take
b to describe the end result

6 Are these statements about the anecdote true or false?

The anecdote:

- contains direct speech.
- is addressed to a specific person.
- includes short sentences to keep the reader interested.
- uses a fairly formal style.
- describes how different people felt.
- uses full forms, rather than contractions.

7 Complete the collocations with the words in the box.

keep	insist on	fall	customer
refund	wrong	sort out	waste of

- 1 services / helpdesk / care
- 2 going wrong / breaking down / calling the company
- 3 my money / the payment / €750
- 4 a money / time / effort
- 5 the booking / the problem / the mistake
- 6 the colour / size / model
- 7 speaking to the manager / getting a refund / getting a new one
- 8 apart / to pieces / off

8 Write an anecdote (150–190 words) about a situation when you had to complain. Use one of these ideas or an idea of your own.

A product

- a laptop that arrived damaged
- a pair of trainers that fell apart

A service

- an awful meal
- a special treat that went wrong

Learner tip

When you write an anecdote, try reading it aloud to check that it flows and sounds natural. If possible, read it to another person to see if you have kept their attention to the end!

Vocabulary Builder Quiz 3

Download the Vocabulary Builder for Unit 3 and try the quiz below. Write your answers in your notebook. Then check them and record your score.

1 Complete the sentences with words ending in *-ion*.

- 1 They gave me money as for the problems.
- 2 There are many laws for the of consumer rights.
- 3 Always act with when money is involved!
- 4 She has good but she forgets to put them into practice.
- 5 to the museum costs £6.
- 6 Cycling is my brother's latest He cycles every day.

2 Choose the correct words.

- 1 When I got back to the car, it was all *squashed* / *scratched* on the side.
- 2 What's the best way to get a coffee *stain* / *leak* out of a carpet?
- 3 I dropped my iPad and there's a big *crack* / *fault* in it.
- 4 Don't *rip* / *rub* your eyes, you'll make them sore.
- 5 You can't wear those shoes, they're falling *away* / *apart*.
- 6 He always thinks the worst will happen but I'm much more *optimistic* / *pessimistic*.
- 7 His mother's from Spain, but she *settled* / *let down* here 30 years ago.
- 8 She's full of *well* / *good* intentions but she never follows through.

3 Which word do you need to complete the sentences in each set?

- 1 Turn the to open the door. / He can the bike well. / I can't arguing with her.
- 2 Keep the for the new laptop. / The TV is still under / It comes with a one-year
- 3 Long hours are an occupational / The old wiring was a fire / Smoking can be a health
- 4 Use string to those together. / I wear a suit and for work. / your hair back before cooking.

4 Complete the text with the correct form of the word in brackets.

The number of ¹ (evict) is rising and it's clear that people should have been more ² (caution) about the property market. A few years ago, ³ (practice) all of my friends became ⁴ (obsession) with owning a house, but many of them hadn't understood the ⁵ (imply) of paying a large mortgage. They soon found that they could no longer afford all the things they were used to, and they were forced to make the ⁶ (embarrass) ⁷ (admit) that they had made a mistake.

Score ___/25

Wait a couple of weeks and try the quiz again. Compare your scores.

4

SOCIETY

VOCABULARY

The government, economics and society

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

booming	recession
too soft on	struggling
have gone bankrupt	made a difference

- A: So what do you reckon to this new government? Are they any good?
 B: I think they've done quite a lot. They've certainly ¹ had an effect since they came to power three months ago. Things have improved since last year's ² economic decline.
 A: But the economy is hardly ³ a great success, is it? A lot of businesses ⁴ are unable to pay their debts, you know.
 B: Sure, and some families are still ⁵ finding it hard to manage, but things are getting better.
 A: Perhaps. I just wish they would do something about youth crime. They're ⁶ not strict enough with young offenders.
 B: You're right there.

- 2 Choose the correct words. Then match the sentences (1-5) to the topics (a-e).

- I find the bureaucracy / bureau so annoying. We have so much paperwork to do and it takes up a lot of our time.
- The rate has shoot / shot up over the last six months. It's getting harder and harder to get a job.
- I think it will undermine / underline people's confidence. They are already worried about the threat of rising inflation.
- This shortage / shortness is really hitting hard. Nearly all international flights have been cancelled.
- It's bound to rise / boost our standing in the world. An important sporting event always does.

- a lack of fuel
- b the Olympic Games
- c the economy
- d unemployment
- e business

GRAMMAR *so and such*

- 3 Write new sentences with *so* or *such* and the information from box A and box B.

A There were a lot of demonstrators.
 This area has become run-down.
 The economy is doing badly.
 Some students are in serious debt.
 The government have wasted a lot of money.
 Petrol is expensive.

B No-one will vote for them again.
 We hardly use our car.
 It will take years to pay it off.
 No-one wants to move there.
 People are struggling to make ends meet.
 The police had to close the road.

- 1 Petrol is so expensive that we hardly use our car.
 2
 3
 4
 5
 6

- 4 Find and correct five mistakes in the sentences.

- The factory closing caused so lasting damage to the local economy.
- Such few young people vote nowadays, they are thinking of making it compulsory.
- The demonstration passed off so peacefully, there were no arrests.
- There are so little green spaces, it's hard to find somewhere to sit and relax.
- The parade was such great success that the city decided to hold one every year.
- So many high-rise blocks have been built in the city, it's now unrecognisable.
- Air pollution has risen so high that people are finding it hard to breath.
- There are so a lot of positive things that he's done for the city.