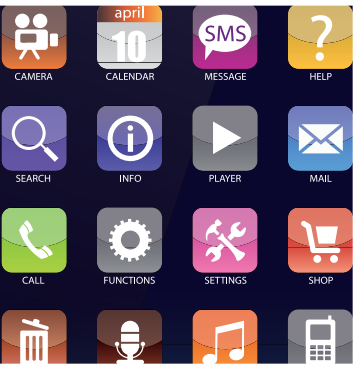
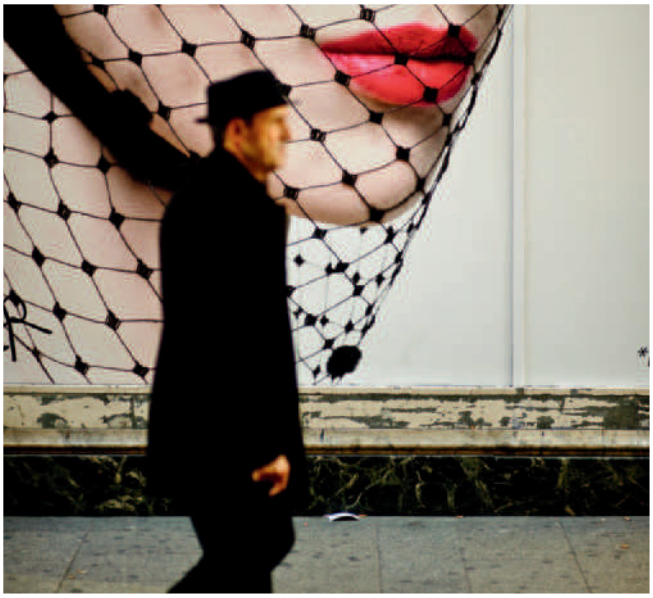
Unit 2

Advertisement

advertisement (advert, ad) [əd'vətɪsmənt ('ædvət, æd)]
- *noun* a text, poster, short film, etc. used to persuade people to buy a product or service
There are too many advertisements on TV.





In this unit, you will learn to:

- talk about things you have done for you
- ask for more detailed information
- describe geographical features
- express and deal with dissatisfaction
- write a letter of complaint

Tell the class about your favourite ad on television.

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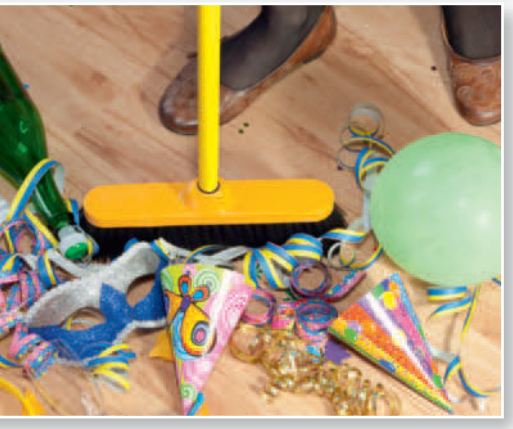
2 Step 1 | So much to do, so little time

Household jobs | Reflexive pronouns | *have something done* | Asking for detailed information

Starter

Write down two jobs you have to do at home that you really hate doing. Then tell a partner what they are and why you hate doing them.



Have-It-Done.com

Turning *'to do'* into *'done'*

No good at Do-It-Yourself? Not enough time to clean the windows? Hate doing the ironing? Wouldn't it be great if you could have those jobs done for you? With Have-It-Done.com, you can!

→ Who are we?

Have-It-Done.com puts you in touch with friendly, reliable people living in your neighbourhood who will do your jobs for you. Our 'taskers' are ordinary people from many different walks of life – students, unemployed people, stay-at-home mums and retired people. They use Have-It-Done.com to earn some extra money doing jobs that other people don't have time to do or can't do themselves. You can trust all our registered taskers. We carry out complete background checks so that you can be sure you're in safe hands.

→ What do we offer?

No job is too big or too small for our taskers. For example, many people want to have their windows cleaned or the grass cut in their garden. Others need to have a room in their house decorated or their bicycle repaired. A regular user even has his morning coffee and bagel delivered to his front door! So you really can have everything done for you at the click of a mouse! Our taskers get star ratings for their work – which means you can always choose the best person for the job.

→ How does it work?

1 Post a task and decide what you think is a fair price for the job.
2 Wait for taskers to accept your offer, then choose the tasker you want.
3 Pay securely through our online payment system only after the job is finished.

Register today and turn 'to do' into 'done'!

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1a True or false?

Tick the true statements and correct the false ones.

- ☐ 1 The website tells taskers which jobs they have to do.
- ☐ 2 Taskers are local people.
- ☐ 3 The website gives you information about how good taskers are.
- ☐ 4 You choose how much to pay the tasker.
- ☐ 5 The website tells you which tasker to choose.
- ☐ 6 You have to pay taskers in cash.

1b What would you pay?

Decide how much you would pay a tasker to do one of the jobs you wrote down in the Starter activity. Then tell the class.
e.g. *I'd pay (35) euros to have (my windows cleaned)*.

2 Vocabulary: Jobs around the home

In class, match the verbs and nouns and make a list on the board.
Different combinations are possible.

cut decorate do
dry clean dust iron
paint repair tidy
hoover wash

the gardening a bicycle
the carpet clothes
the furniture the grass
your hair your home
the windows

Now tell a partner which jobs you do yourself. Why don't you do the other jobs?

3a Look again

Look at the website and find what DIY stands for.

3b Grammar

–› LS, page 35

You already know: **Reflexive pronouns**
I don't have time to do it **myself**.
Can't you do it **yourself**?
They never do it **themselves**.

3c I do it myself

Complete the sentences with the correct reflexive pronoun.

1 I never cut the grass _____.
2 Did you iron your shirt _____?
3 We're painting the flat _____.
4 He can't repair his bicycle _____.
5 Our neighbours always clean their windows _____.

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4a Grammar

→ LS, page 35

And now: *have something done*

Many people want to **have** their windows **cleaned**.
A regular user **has** his morning coffee **delivered** to his front door.

You can use *get something done* as an alternative to *have something done*:
Many people want to **get** their windows **cleaned**.

4b You can have it done

Rephrase these sentences using the correct form of *have … (done)*.

1 Someone cleans my flat for me every week.
⇢ *I have my flat cleaned every week.*
2 Someone repairs my car for me at the local garage.
3 Someone cuts my children's hair for them every couple of months.
4 Someone dry cleans Sylvia's clothes for her.
5 Someone delivers bottles of water for us once a month.

4c Now you: Things you have done for you

Talk in small groups about the things you have done for you at home or at work. Why don't you do them yourself?
e.g. *I have my flat cleaned every Friday because I don't have time to do it myself.*

5 1/16 A phone call from a tasker

Listen to a message on Tim's voicemail from a Have-It-Done.com tasker. What does Tim want to have done?

1 _____

2 _____

6 1/17 How to ask for detailed information

Listen to the message again and number these phrases in the order you hear them (1–5).

- ☐ I'm calling to ask for some more information about …
- ☐ Can / Could you tell me a bit more about …?
- ☐ What exactly do you mean by …?
- ☐ Can / Could you give me an idea of …?
- ☐ Is it possible to …?

7 Role play

Write a short ad for a job you want to have done at home for the Have-It-Done.com website. Then swap your ad with a partner. Read each other's ads and take turns to ask your partner for more information using some of the phrases from exercise 6.

8 What do you think?

There often isn't enough time to do housework because …

Children should help in the home because …

I would / I wouldn't use Have-It-Done.com because …

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Language study

Online –› B1.2U2S1L

You already know: Reflexive pronouns

–› Grammar, page 156

I did it **myself**.
Can't **you** do it **yourself**?
He repaired it **himself**.
She talks to **herself**.
It turns **itself** off

We enjoyed **ourselves**.
Don't burn **yourselves**!
Did **they** organise it **themselves**?

NB Reflexive pronouns are used to stress who did something: *I made it myself.*
Some verbs are often used with reflexive pronouns, e.g. *enjoy yourself, hurt yourself, injure yourself.*
Some verbs need reflexive pronouns in German, but not in English, e.g *We've already met.* (= Wir haben uns schon kennengelernt). *Can you remember?* (Kannst du dich erinnern?)

A Write in a reflexive pronoun *where necessary*.

1 Did you hurt _____?
2 They enjoyed _____.
3 Let's meet _____ at 8 pm.
4 He invited _____!

And now: *have something done*

–› Grammar, page 161

I have my windows cleaned once a month.
He doesn't have his car serviced – he does it himself.
Do you have your hair cut every month?

NB We use to *have something done* when we get someone to do a job for us – usually for payment:
I have my windows cleaned (by a company).

Be careful with the word order:

who	has	what	done

B1 Write these sentences in the correct order.

1 his car – he – serviced– has

_____

2 to have – decorated – her bedroom – she'd like

_____

3 you – do – how often – your eyes – have – tested?

_____

B2 Read part of a hotel ad and then say what you can have done.

> For no extra charge, we will serve you your breakfast in your room and we'll deliver your favourite newspaper. Need to look good for your meeting? Our valet service will wash and iron your clothes – and even clean your shoes.

1 *You can have* _____
2 _____
3 _____
4 _____

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Selfstudy

Selfstudy online → B1.2U2S1

1 Read it again

Read the advert *Have-It-Done.com* on page 32. Write the phrase used to express the words in italics:

1 They come from many different *backgrounds*.

_____ _____ _____

2 We *do* complete background checks.

_____ _____

3 Many people want *someone to cut the grass*.

_____ _____ _____ _____ _____

2 How to ask for detailed information

Complete the phrases.

1 I'm c _ _ _ _ _ _ to ask for more information a _ _ _ _ it.

2 C _ _ you tell me a b _ _ more about it?

3 Is it p _ _ _ _ _ _ _ to get more i _ _ _ _ _ _ _ _ _ _?

4 What e _ _ _ _ _ _ do you m _ _ _ by that?

5 C _ _ _ _ you give me an i _ _ _ of the price?

3 Vocabulary: Jobs around the home

Write two of the items in each sentence.

bedroom | clothes | computer | doors | grass | hair | newspaper | shirts | shopping | TV

1 You can have your _____ | _____ delivered every day.

2 At the hotel, you can have your _____ | _____ ironed.

3 You can have your _____ | _____ painted.

4 You can have your _____ | _____ repaired by a technician.

5 You can have your _____ | _____ cut.

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4 1/18 Do it yourself

Listen and tick the jobs that Gill does herself.

- ☐ 1 check the oil
- ☐ 2 replace the lights
- ☐ 3 service the car
- ☐ 4 change the battery

Now write sentences saying what she does herself and what she has done by someone else.

1 _____

2 _____

3 _____

4 _____

5 Housework

Write in the correct words

babysitter | car | delivered | employ | repaired | services | spend | spent | themselves | ourselves | own | us

In the past, people (1) _____ money on services that they couldn't do (2) _____ – like having a watch (3) _____ or their (4) _____ serviced. Nowadays, we also (5) _____ money on services which we could do (6) _____ but which we have no time to do – or maybe we just don't want to! For example, most people used to do their (7) _____ painting and decorating, but nowadays, a lot of (8) _____ have our rooms decorated professionally. We also eat out or have takeaway meals (9) _____ because we don't want to cook when we finish work. Household (10) _____ is one of the fastest growing industries in Britain today. Around 40% of people (11) _____ an au pair, a cleaner, a gardener or a (12) _____.

Find out more ...

Type *housework robot* into your search engine and read about how you can have your housework done.

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Geographical features | Second conditional | *I wish* | Expressing and dealing with dissatisfaction

Starter

Is tourism good for an area? What advantages or problems can it bring?

Enviro-Tours

Mexico

100% eco-friendly travel – GUARANTEED!

Enviro-Tours offers a wide range of eco-holidays in Mexico which guarantee that your holiday will help to protect the people and environment at your chosen destination. We work exclusively with local tour operators who understand the importance of protecting the natural world and the lives of the people who live there – while giving you a holiday you'll never forget. So if you dream of living in a local village, hiking through the rainforest in search of ancient Mayan ruins, camping by a volcano, or just relaxing on one of the many unspoilt beaches hidden along Mexico's coastline, Enviro-Tours has the perfect holiday for you.
Visit us at www.enviro-tours-mexico.com *to download our latest brochure.*

1 An eco-holiday ad

1 In what ways is eco-tourism different from normal tourism?
2 How can Enviro-Tours be sure their holidays are good for the local people and the environment?
3 What kind of things can you do on their holidays?

2a Vocabulary: Geographical features

Look at the photos of Mexico. Use some of these words to describe what you can see.

beach | cliff | coast | desert | field | rainforest | hill | lake | mountain range | pool | river | sea | stream | valley | volcano | waterfall

Info

lake – der See
sea – die See, Meer
river – Fluss, Strom
stream – Bach

2b Now you: Your native area

Talk in small groups about the main geographical features in the area where you and your family originally come from.

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3 **Day 1**

Helena, one of Enviro-Tours' customers, writes a blog during her holiday. Read Day 1. What negative effect have tourists had on the eco-park?

Helena's Mex-ECO Blog

By Helena on May 01

Day 1

Here I am on my first eco-holiday in Mexico! I'm staying in a lovely hut in the eco-park right next to the rainforest, with an amazing view of the sea. It's so beautiful here – like a dream. But there's one thing I'm a bit concerned about. While I was on the beach today, I noticed a lot of rubbish lying around. It was from tourists because I saw lots of products from back home. Real eco-tourists wouldn't do that, would they? I mean, the eco-park would recycle the rubbish if the tourists brought it back to the park with them. If I were the park manager, I'd do something about it!

30 Tweet

Like 4

4a **Look again**

1 What would the eco-park do with the rubbish if the tourists brought it back with them?
2 Cross out the wrong words in this sentence:
If the people **were** | **would be** real eco-tourists, they **didn't leave** | **wouldn't leave** rubbish on the beach.

4b **Grammar** –> LS, page 40

You already know: **Second conditional**

If I were the park manager,
I'd do something about it!

NB You can say *If I* ***was*** … or *If I* ***were*** …

4c **Tourism and the environment**

In class, complete these sentences with your ideas about tourism and the environment.

1 If people went on holiday in their own country more, …
2 Tourists would help the environment if …
3 Holiday destinations would be 'greener' if tour operators …

5 **Day 4**

Helena's Mex-ECO Blog

By Helena on May 04

Day 4

The eco-park really is fantastic. I was amazed by the facilities – until I spoke to some local people who work here. They told me that their village used to be where the park is now! When the park bought the land, the villagers had to move to a town ten kilometres away. That's terrible. What about their traditional way of life? And a lot of them can't find any work and have to live in slums. Of course, the tour guide didn't take us to that area! I wish I had some photos of the awful conditions they live in. If I had some, I'd show them to Enviro-Tours – and I'd send them to a national newspaper! I wish I could help the local people, but what can I do? I'm going to speak to the eco-park manager tomorrow and tell him what I think. This isn't an eco-holiday at all! I feel so guilty being on holiday here. I wish I were back home.

47 Tweet

Like 5

1 Why hasn't Helena got any photos of where the villagers live now?
2 If she had some photos, what would she do with them?
3 What does Helena wish?

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6a Grammar

–› LS, page 40

And now: ***I wish***

I wish I had photos to show Enviro-Tours.
I wish I could help the local people.
I wish I were back home.

NB You can say *I wish* ***I was*** or *I wish* ***I were*** ...

6b Now you: Your wishes

Tell a partner about how you wish your life was different, and why.
e.g. *I wish I were a grandmother. If I had grandchildren, I'd spend a lot of time with them.*

7a 1/19 How to express and deal with dissatisfaction

Listen to Helena talking to the park manager and tick the phrases you hear.

- ☐ 1 I'm really not satisfied (with...).
- ☐ 2 I'm not very happy (about ...).
- ☐ 3 I don't think it's right (that ...).
- ☐ 4 Something should be done (about ...).
- ☐ 5 I'm sorry. I'll talk to (the manager).
- ☐ 6 I'll see what I can do about it.
- ☐ 7 I'll speak to the person responsible.
- ☐ 8 OK, I'll look into it.

7b 1/20 I'm really not happy about it!

Listen again and answer the questions.

1 What's the first problem that Helena discusses with the manager?
2 What does she think the eco-park could do to solve the problem?
3 Why doesn't the park manager think Helena's solution is good?
4 What advantages does the manager say the villagers now have?
5 What's Helena going to do?

8 Now you choose: There's a problem ...

Choose one of these tasks and work with a partner who wants to do the same task as you.

Free time	Work
You're staying in a hotel and there's a problem. Phone reception (your partner) and say what you're dissatisfied with. The receptionist will deal with the problem. Then change roles.	You're in a conference room in a hotel and there's a problem. Phone reception (your partner) and say what you're dissatisfied with. The receptionist will deal with the problem. Then change roles.

9 What do you think?

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Language study

Online –› B1.2U2S2L

You already know: Second conditional

–› Grammar, page 162

If I had some photos, **I'd send** them to a newspaper.
I'd complain to the guide **if I thought** it would help.
What would you do if you were in my position?
If I were you, I'd speak to the travel company.
I wouldn't travel with that company again **if I were you**.

NB The second conditional is used to talk about unrealistic situations in the present.
The phrase *If I were you, I'd* ... is often used to give advice.
Would isn't used in the *if* part of the sentence.
When the sentence starts with *If*, there's a comma after the first part of the sentence.

A1 Read the first *If* -sentence above. Now cross out the wrong words.

1 The sentence is about the **past** | **present**.
2 The writer **has some** | **doesn't have any** photos.
3 I'd = **I had** | **I would**.

A2 Write the verbs in these second conditional sentences.

1 If you (be) _____ dissatisfied, what (do) _____ you _____?

2 Maybe the guide (write) _____ a report if Helena (complain) _____

And now: *I wish*

–› Grammar, page 163

I wish I had photos (but I don't).
I wish I could help the people (but I can't).
I wish I were back home (but I'm not).

NB We use *I wish I could* / *had* / *were* to talk about dissatisfaction with a present situation.

B1 Complete the sentences.

1 I can't change the situation but I wish I _____.

2 I haven't got much information but I _____.

3 I'm not able to help but _____.

B2 Write a sentence with *I wish* ... and a sentence with *If I* .... Do it like this:
can speak Spanish – talk to the villagers

I wish I could speak Spanish. If I could speak Spanish, I'd talk to the villagers.

1 be retired – have more time

_____

2 have more time – go on holiday

_____

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Selfstudy

Selfstudy online –> B1.2U2S2

1 Read it again

Read the advert on page 37. Then, without looking back at the advert, complete the phrases about the kind of holidays that Enviro-Tours offer.

Enviro-Tours

Mexico

100% eco-friendly travel – GUARANTEED!

1 Living in the local _____.

2 _____ through the rainforest.

3 Searching for ancient Mayan _____.

4 _____ by a volcano.

5 Relaxing on unspoilt _____.

2 How to express and deal with dissatisfaction

Rearrange the letters to make the word.

1 I'm really not *dssatiife* with it. _____

2 I'm not very *pypah* about it. _____

3 Something should be *noed* about it. _____

4 I don't think it's *grith*. _____

5 I'm *ryrso*, I'll talk to the manager. _____

6 OK. I'll *kolo* into it. _____

7 I'll speak to the person *epobnrsiles*. _____

8 I'll see what I can do *bouta* it. _____

3 Vocabulary: Geographical features

Complete the words.

1 The white sandy: b __ __ ch | d __ s __ rt

2 The green grassy: h __ ll | v __ ll __ y | f __ __ ld

3 The cold blue: l __ k __ | w __ t __ rf __ ll | str __ __ m | r __ v __ r

4 The huge rocky: cl __ ff | v __ lc __ n __ | m __ __ nt __ __ n r __ ng __

4 1/21 Mount Everest

Listen to a report about Mount Everest and tick the true statements.

- ☐ 1 Mount Everest was first climbed in 1953.
- ☐ 2 Edmund Hillary stood at the top of Mount Everest alone – the first man to reach the top of Everest.
- ☐ 3 Over 3,000 people have climbed the mountain since then
- ☐ 4 In 1983, eight people climbed the mountain on one day.
- ☐ 5 Climber Ayisha Jessa says the tourists understand the culture of climbing and treat the landscape with respect.
- ☐ 6 Litter and empty oxygen cylinders are left on the routes.
- ☐ 7 Ayisha says that something has been done about it.
- ☐ 8 The Nepalese authorities only allow one group of climbers on each route.
- ☐ 9 Western tourists pay up to $100,000 to go on an expedition.
- ☐ 10 A spokesman says that they have a solution.

Now correct the five false statements.

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

I'll send you a card

Take every opportunity you can to write in English. When you go on holiday, send a postcard to your class and describe the area.

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2 Step 3 | Adverts that shock

Reading: *Adverts that shock* | *make* | Writing: Complaining

Starter

How does this advert make you feel?

1a Which advert?

Read the magazine article *Adverts that shock* on the opposite page and say which advert(s) these comments are about.

1 It made parents angry.
2 It made drivers crash their cars.
3 It made fun of a church leader.
4 The company made a public apology.
5 The complaints made a difference. *(four ads)*

1b Negative words

Find the adjectives in the article with negative meanings.

1 The 'hooked' picture is too s_____.
2 The soft drinks ad was r_____.
3 The open mouths full of food were d_____.
4 The safe sex leaflet was o_____.
5 The violent scenes were d_____.
6 The naked photo was p_____.

2a Grammar focus: *make*

make someone + adjective
It made parents angry.

make someone + verb
It made drivers crash their cars.

2b Now you: It makes me ...

Write the answers to the questions.

'Dinner for one' makes me laugh.

It makes me angry when the train is late.

1 What makes you angry?

_____

2 What makes you laugh?

_____

3 What makes you cry?

_____

4 What makes you feel sick?

_____

Now, in small groups, compare your answers.

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Adverts that shock

A recent series of adverts showing smokers with fish hooks through their mouths has generated a record number of complaints from the public.

The ads aim to show the effects of being 'hooked' on cigarettes, but they have brought over 1,600 complaints from people who find the images too shocking, particularly for children.
The Department of Health says that the campaign has been very effective. Thousands of smokers have contacted a stop-smoking helpline and website as a result of the ads.
Here are some more adverts that have shocked us over the years:

Drinks

In 2013 a US soft drinks firm had to apologise and take down an online ad after complaints that it was racist. The 60-second video showed an injured white woman identifying her attacker from a police line-up of black men. One blogger described the video as 'possibly the most racist ad in history'.

Food

A famous advert for chips in the 1980s showed children singing 'Feed me now!'. It provoked a storm of protest from parents whose own children were copying the kids on screen. 30 years later a fast food ad showed call centre workers singing with their mouths full of food – 'disgusting' said viewers.

Health

In the 1990s a safe-sex leaflet with a picture of the Pope and the message 'use a condom' brought over a thousand complaints from the British public because it was offensive to Roman Catholics. The ad was banned.

Charity

A TV campaign to stop child abuse included scenes of violence which many viewers found disturbing. The authorities decided that it was not suitable for times when children usually watch television, but TV channels could continue to show it after 9 pm.

Perfume

A photo of a naked woman in a perfume ad was banned after complaints that it was pornographic. Some critics said that the poster distracted male drivers and had even caused accidents.

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3a Phrases with *make*

It **made fun of** the Pope.
Their complaints **made a difference**.

There are many other phrases with *make*.

Read these comments about ads and fill in the missing letters for each phrase with *make*.

1 My small complaint won't make a d __ f __ __ r __ __ __ e.

2 I want to make things b __ t __ __ r for next time.

3 I think the company should make a public a __ o __ o __ y.

4 The company made a big m __ s __ a __ e.

5 To ban or not to ban? The authorities have to make a d __ c __ s __ __ n.

6 Advertising firms just want to make m __ __ __ y.

3b Now you: Choose a phrase

Write a sentence using a phrase with *make* from exercise 3a. Then read it to the class, e.g. *I find it hard to make a decision*.

4a Writing: Complaining

Read this letter of complaint. Underline the key words and phrases that could be used in another letter or email in a similar situation.

Dear Sir or Madam

I am writing to complain about the advert for the 'Smokefree' campaign in your magazine.

I have been reading your magazine for many years and I usually find it very good. However, I was shocked to see that advert. I am afraid I do not think it is suitable for a family magazine because the picture of the disgusting cigarette could be disturbing for some people, especially children.

I hope you will do something about it.

Yours faithfully

Jill Crombie

Info

At the start of a formal letter, if you don't know the name of the person you're writing to, you can use *Dear Sir or Madam*. At the end, *Yours faithfully* and *Yours sincerely* are more formal alternatives to *Best wishes*.

4b Now you choose: Write it

Choose one of these writing tasks. Then give your work to a partner to read.

To the health centre	In *your* life
You were at the health centre with your (grand)child and saw the 'hooked' poster. Write an email to complain about it.	Think of an advert that you've seen that you didn't like – on TV, online or on these pages. Write a letter to complain about it.

5 What do you think?

"Advertising is totally unnecessary. Unless you hope to make money."

Jef Richards (born 1955), American professor of advertising

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Selfstudy

Selfstudy online –› B1.2U2S3

1 Read it again

Read the article *Adverts that shock* on page 43 again. Match these things to the advertising campaigns they were used in.

1 a fish hook
2 a police line-up
3 people eating and singing
4 an important church leader
5 scenes of violence
6 a naked woman

☐ a) child abuse
☐ b) fast food
☐ c) perfume
☐ d) safe sex
☐ e) soft drinks
☐ f) stopping smoking

2 Phrases with *make*

Read these statements from a man who is involved with disability rights in the workplace. Fill in the missing words.

better | decision | difference | fun

1 At school, some children made _____ of my disability.
2 At the age of 18, I made the _____ to study business management.
3 Our campaign aims to make things _____ for disabled people.
4 A small change can make a big _____.

3 *make* or *do*?

Choose *make* or *do* to complete the expressions.

1 **make** | **do** a mistake
2 **make** | **do** an appointment
3 **make** | **do** research
4 **make** | **do** an effort
5 **make** | **do** sport
6 **make** | **do** exercise
7 **make** | **do** the ironing
8 **make** | **do** your best

4 Grammar focus: *make*

Read the sentences. Then complete each one with a person and the correct form of *make*.

1 I thought the ending of the film was really sad.
It _____ _____ cry.
2 We find that TV comedy so funny.
It always _____ _____ laugh.
3 She hates the smell of cigarette smoke.
It _____ _____ feel sick.
4 The advert angered parents.
It _____ _____ angry.

5 Adjectives to describe adverts that shock

Complete the adjectives.

1 disgust _ _ _
2 offens _ _ _
3 disturb _ _ _
4 pornograph _ _
5 rac _ _ _
6 shock _ _ _
7 suit _ _ _ _
8 effect _ _ _

Online unit vocabulary

Find the vocabulary from Unit 2 and more practice at www.klett-sprachen.de/networknow/vocabulary.

6 Writing: Complaining. Choose the right words in this email.

Dear Sir or (1) **Lady** | **Madam**

I (2) **am writing** | **write** to complain about the latest advert for your hamburgers. I have been bringing my children to your fast food restaurants (3) **for** | **since** many years and we usually enjoy our visits. (4) **Although** | **However**, I was shocked to see your new advert on the wall yesterday. I am (5) **afraid** | **awake** I do not think it is (6) **disgusting** | **suitable** for a restaurant where families eat. I hope you will do something (7) **about** | **for** it.

(8) **Your** | **Yours** faithfully

Estelle Aitken

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2 Now I can

Now I can:

- talk about things I have done for me
- ask for more detailed information
- describe geographical features
- express and deal with dissatisfaction
- write a letter of complaint

Starter **Look back**

What services do these websites offer?

Now look forward

In this lesson, you're going to leave your home for six months to work in England and you're going to rent your home to a student for that time.

1

Getting ready

You have to prepare your home for the student – and prepare yourself for your move to England. Which jobs will you do yourself and which ones will you have done by a professional?

2

2a What's wrong?

You arrive at your new flat in England. It's OK, but it isn't perfect. What's the matter? Express your dissatisfaction using *I wish I* ...

- You only have one small bedroom.
- You don't have a dishwasher.
- You don't have a garden.
- You're on the ground floor.
- You can't see the sky from your windows.
- You can't leave the windows open.

2b Role play

Work with a partner and role play the two situations. Make some notes before you start.

Situation 1

Student A: You phone the estate agent to express your dissatisfaction about the flat in England.

Student B: You are the estate agent. Deal with your customer's dissatisfaction.

Situation 2

Student A: You receive a phone call from the student who is renting your home.

Student B: You are the student. Express your dissatisfaction with some aspects of the accommodation.

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2c Which picture?

You decide to buy a picture for the flat. Work with a partner. Describe the pictures and choose your favourite(s).

3

3a Local services

A local shop advertises different services. Look at the photo. What can you have done? Which of the services might be useful for you during your stay?

3b I'd like more information

You go into the shop and ask for more detailed information about one of the services. Work with a partner and take turns to be the shop assistant.

4

1/22 **It's not suitable!**

One of your neighbours wants to speak to you. Listen. What's the problem?

1/23 Listen again and make some notes about the details of the problem. Then write a short letter to the residents' association to complain.

5 Now you choose

Choose one of these tasks (easy ★, standard ★★, challenging ★★★). Work with a partner who would like to do the same task as you.

★

Choose a famous person. **Write three wishes** for that person *(My name is … I wish I had / could / were …)* and read them to your partner.

★★

You've seen an advert for an intensive English course. **Write an email** to the school to ask for more detailed information.

★★★

You have your newspaper delivered, but it's always late and often wet or damaged. **Speak to the newsagent** and complain.

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Test yourself

Test yourself online –> B1.2U2TY

These test exercises are based on the exercise formats of the *telc English B1* and *PET (Cambridge ESOL)* exams.

1 Reading comprehension (PET)

Read the text and decide if each sentence below is correct or incorrect. For each sentence, mark (+) for correct and (–) for incorrect in the answer box.

Thai beach destroyed by alcohol and drugs party

The morning sun rises over piles of rubbish on the beach from the night before: thousands of empty plastic cups, beer bottles and broken glass. Hours before, the beach on Thailand's idyllic Koh Phangan was crowded with over 20,000 partygoers, dancing to loud music, drinking alcohol and taking drugs.

The Full Moon Party has taken place on the Haad Rin beach for more than 20 years. The original idea behind the party was to enjoy the beautiful surroundings of the beach and the sea. Jens Bockmann, 44, a regular tourist from Germany, said, "I think it has changed slowly over the years – in 1992 it was still sort of secret, but by 2000 it had become well-known around the world." And as it became more famous, Bockmann explains, more and more tourists started to come – he really wishes it were still a secret.

Most partygoers are between eighteen and thirty and come from western countries. They don't seem to care about the damage they do to the beach where they celebrate. They don't even seem to care about their own safety. Isabelle Taylor, 21, from Scotland, who came to Thailand especially for the party, says, "We always get very drunk," and points to a bandage on her leg – the result of a fall at a party earlier in the week.

The reason for the party today is clear – it's money. "For the island," Jens Bockmann says, "it's a steady flow of income. It has made some of the locals very rich." But he doesn't just blame the islanders. He adds, "If there weren't so many tourists who wanted to party in this way, the beach would not be so spoiled".

	+	–
1	⬭	⬭
2	⬭	⬭
3	⬭	⬭
4	⬭	⬭
5	⬭	⬭
6	⬭	⬭
7	⬭	⬭
8	⬭	⬭
9	⬭	⬭
10	⬭	⬭

= _____ / 10

1 The rubbish on the beach is caused by local people.
2 The party used to be a celebration of nature.
3 Bockmann thinks that the atmosphere of the party has changed because it has become world famous.
4 The average age of the partygoers is 35.
5 These days, most of the people at the party come from abroad.
6 People at the party are careful not to hurt themselves.
7 Isabelle Taylor plans to drink lots of alcohol at the party.
8 The party only brings disadvantages to the local people.
9 Some people make a lot of money from the party.
10 Bockmann thinks that only the tourists are to blame for the chaos the party causes.

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2 Language elements (telc)

Read the following text, then decide which word a-o is missing in items 11–20. Mark (–) the correct letter in the answer box.

Advertising Standards Agency
PO Box 201
London SW1

Dear Sir/Madam,

I am writing to __11__ about the advertisement by Fitzchicken for deep fried chicken wings.

I am very __12__ by the current TV advert for this product. Firstly because it shows healthy young children running around with this fatty fast food. Secondly, and more __13__, they have the slogan "Fitzchicken chicken wings give you and your family energy all day long". This slogan seems to send the message that deep fried chicken wings are somehow healthy and will __14__ you and your family fit. In fact, each chicken wing contains around 150 calories and they are __15__ in boxes of six. This means that each box contains 900 calories, which is far too many for any healthy __16__. This fact is never mentioned in the __17__, which shows each child eating from their own box of chicken wings!

This advertisement should be __18__ and Fitzchicken should have to make a __19__ apology for the wrong information it is giving.

I am sure I am not the only person who finds this advertisement offensive and I hope you will do something __20__ it.

Yours faithfully,

Jonathan Flynn

a) about
b) advertisement
c) banned
d) complain
e) for
f) grew
g) make
h) snack
i) message
j) offended
k) public
l) shocking
m) sold
n) under
o) won

	a)	b)	c)	d)	e)	f)	g)	h)	i)	j)	k)	l)	m)	n)	o)
11	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯
12	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯
13	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯
14	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯
15	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯
16	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯
17	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯
18	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯
19	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯
20	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯

= _____ / 10

3 1/24 Listening comprehension (telc / PET)

You will hear Patricia Matthews giving a presentation about her company *No Job Too Small*. For each sentence, fill in the missing information in the answer box (21–25).

No Job Too Small

The company No Job Too Small helps people with their small __21__ jobs.
No Job Too Small is located in the __22__ area.
People often don't do a job because they don't have enough __23__.
The minimum cost of a job is £ __24__.
No Job Too Small's prices include all materials and __25__ costs.

21	
22	
23	
24	
25	

= _____ / 5

Tip: Oral exam If you need some thinking time when you're asked a question, use fillers like: *Let me think ...*, *Well, I'm not quite sure ...* Memorise these phrases and practise them in your next lesson.

total
= _____ / 25

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Soap operas

1/25

As sand slowly runs to the bottom of an hourglass, against a cloudy sky, we hear a dramatic voice: 'Like sands through the hourglass ... so are the days of our lives.' This is how every episode of *Days of our Lives* has started since 8 November, 1965. The show has been shown on America's NBC network nearly every weekday since then and it has become one of the longest-running soap operas on US television. It's set in the mid-western town of Salem and it's about the everyday lives of two families – the Hortons and the Bradys.

Around the world, soap operas attract large and very loyal audiences. The themes are often melodramatic, scandalous and romantic. With long-running storylines, each episode ends at a dramatic moment – known as a 'cliffhanger' – to be continued in the next episode.

But why are they called soap operas ('soaps' for short)? In the early 1930s, the radio industry needed advertisers to help finance programmes. The daytime audience was mainly housewives, so manufacturers of household goods like soap, cleaning products, medicines, baby food and washing powders were asked to sponsor short radio dramas aimed at female audiences. And that was the birth of the ever popular soap opera.

What are the most popular soap operas in your country? Do you watch any of them? Why? / Why not?

Glossary: hourglass – Stundenglas, Sanduhr | network – Sender | long-running – sich über einen großen Zeitraum erstreckend | manufacturer – Hersteller | household goods – Haushaltswaren

They say it differently

The UK and the US both have strong traditions of good quality TV. There are some differences in the words they use in this specialist area.

What does it mean?

Write the missing words in the table.

commercial	*Reklame*	
host		*presenter*
movie		
		channel
prime time		*peak viewing time*
		programme

Listen and write 1/26

Listen to Jane telling a friend about something she saw on the Internet. Write one sentence about some of the information you hear. In class, compare your information.

Find out ...

Go to www.klett-sprachen.de/networknow/eww and choose a network and a show that you'd like to watch tonight.

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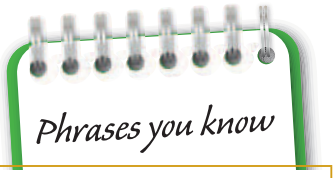
Getting through

It's not always possible to reach the person you want to talk to on the phone – the line may be engaged (busy) or the person you want to speak to might not answer the telephone. What can you do in this situation?

1a Phrases for making a call

Write down two phrases you can use to ask to speak to someone on the phone.

Read the phrases below. Who says each one – the caller (C) or the receptionist (R)?



- ☐ a) This is ... C
- ☐ b) Is that ...? ___
- ☐ c) Could I speak to ... please? ___
- ☐ d) I'm calling about ... ___
- ☐ e) I'm afraid he / she isn't in the office / not available / busy. ___
- ☐ f) Can I take a message? ___
- ☐ g) Could I leave a message?
- ☐ h) Could you ask him / her to call me back, please? ___
- ☐ i) You could try his / her mobile. ___
- ☐ j) I'll call back later / tomorrow. ___

1b 1/27 Getting the message across

Listen to Lee. He's trying to get through to James. Tick the phrases in the box that you hear.

1c Could I speak to ...?

'Phone' the person next to you and ask to speak to James. Use at least one phrase from the box above. Then change roles.

They say it differently

American and British speakers sometimes use different phrases on the phone – AE (American English) or BE (British English). The phrases are not exclusively used in the UK or in the US, but are used more often in those areas.

Read the sentences below and cross out the wrong information:
The first phrase of the two is **AE** / **BE**.

Can you ask him to **call me** / **give me a ring?**
I tried to call you earlier, but it was **busy** / **engaged**.
You can reach me on my **cell phone** / **mobile**.

2 Role play

Write down a text for your voicemail at work.
Then work with a partner. Take turns to phone your partner, listen to their 'recorded' message and leave a message.

a) You've reached the voicemail of ...

b) Sorry I can't take your call at the moment.

c) Please leave your name and number.

d) I'll get back to you as soon as possible.

e) Please leave a message after the beep.

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Playing with English

Getting the job done

Instructions: Play with a partner. Each player puts a marker on **Start**.
Player A moves clockwise, Player B moves anti-clockwise.

Toss a coin to move your marker.

Heads = move one square.

Tails = move two squares.

- When you land on a **square with a picture**, ask your partner a question like this: *Do you have (your house painted) or do you (paint) it yourself?*
- When you land on a **square with a phone**, follow the instructions and have a telephone conversation with your partner.
- The player who reaches **"Finish"** first is the winner.

1 **Dog-walking service.** Weekdays and weekends. Call 07700 900375

2 **Piano lessons in your home.** Experienced teacher. Call 020 7946 0692

3 **Black and white cat free to good home.** Call 07700 900481

4 **Window cleaner, fully trained and insured!** Call 07700 90082

5 **Gardening services.** We cut, we plant, we tidy up… Call 020 7946 0315

6 **Second-hand white leather sofa.** Good condition. Call 07700 900198

7 **Have a pedicure in your own home!** Call 020 7946 0772

8 **Mario's Pizzas. Super-fast deliveries.** Call 07700 900214

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