



B1.11

Global English

2nd
edition

*B1 level according to the Common European Framework of
Reference for Languages (CEFR)*



CAMBRIDGE INSTITUTE

EDITED BY ISEEC S.A.

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**GLOBAL ENGLISH
LEVEL: B1.II**



GRAMMAR: PRESENT PERFECT

Subject + Auxiliary Verb + Main Verb

I + have + verb -ed/past participle

Grammar rules for the present perfect tense:

- The auxiliary verb changes according to the sentence's subject.
- The main verb uses the past participle form.
- For regular verbs, add -ed to the verb base form.
- For irregular verbs, check the verb chart (contained in your book).

Subject	Auxiliary Verb	Main Verb	
I	have	lived	here for 3 years.
We	have	played	football since we were kids.
She	has	known	me since we were in college together.

For negative sentences, "not" is added between the auxiliary and the main verb.

Subject	Auxiliary Verb	Main Verb	
I	have not	seen	the result of the match yet.
You	have not	done	the training.
She	has not	paid	her entrance fee.

For questions, the auxiliary verb comes before the subject.

Auxiliary Verb	Subject	Main Verb	
Have	you	seen	the news?
Has	she	left	the building yet?
Have	they	done	their homework already?

Use the present perfect:

- For things that started in the past but are still happening now, or are still true in the present.

I've lived in Madrid for five years.

- For things that happened in the past but have a present consequence or result.

I have lost my wallet.

She's made a mistake.

- When the exact time (in the past) is not clear.

They have bought a new car.



We use the adverbs **since, for, just, yet, already** and adverbs of frequency with the present perfect.

Since

Is used as a point in time and means “from that point to the time of speaking”.

I have lived in Madrid since 1990.

For

Is used with a duration.

I have lived in Madrid for 2 years.

Just

Is used to express a recently completed action. **Just** must be placed between the auxiliary and the main verb.

I've just gone out for lunch.

Yet

Is used in a negative sentence to show that an action which began in the past is not finished or completed, or in interrogative and negative sentences to show that something which was expected to happen still has not happened or to ask if it has already happened. “Yet” must be placed at the end of the sentence.

We haven't finished eating yet.

We haven't had lunch yet.

Has it stopped raining yet?

Already

Is used in an affirmative sentence to show that the action began in the past and finished sooner than expected. It can also be used in interrogative sentences to show surprise because the action finished sooner than expected.

I have already finished my dinner.

Have you booked your flight already?

Frequency adverbs:

Never and **always** are placed between the auxiliary and the main verb.

He has never been to Portugal.

I have never driven a racing car.

I have always wanted to buy a piano.

Use **ever** in interrogative sentences to ask about the frequency or to find out if something has happened or not. It should be placed after the subject.

Has she ever been to Italy?



Present Perfect Continuous

Structure: subject + have/has + been + present participle (verb –ing).

Uses:

- For an activity that has recently stopped or just stopped:

Paul is very tired. He has been working very hard.

I've been talking to Amanda about the problem and she agrees with me.

- For an activity that is still happening.

How long have you been learning English?

Is Tom still watching TV? He has been watching TV all day.

- For actions repeated over a period of time.

Susan's been playing tennis since she was ten years old.

We use the present perfect continuous when we focus on the activity itself and the present perfect simple when we are interested in the result of the activity.

Compare:

My hands are very dirty. I've been repairing the car.

The car is OK now. I have repaired it.

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LISTENING: FOOTBALL TRAINING

Jim: Well, I'll get the ball rolling. My name's Jim, I'm the team captain and central midfielder, and this is Dave and Graham. We're professional footballers and we play in League One, which is the third tier of football in England. It's not as glamorous as the Premier League, but it's how we make our living and the pay is good compared to most other jobs. Our team's called Hartlepool and we just about survived relegation last year.

Dave: Yeah, it went right down to the wire. I didn't think we were going to make it at one stage, but luckily we pulled together and fought as a team. We never threw in the towel, and in the end that fighting spirit was what helped us pull through.

Graham: Yeah, I always thought we were in with a fighting chance, right up until the end. That save you made right at the end of the last match was crucial, Dave. Dave's our goalkeeper by the way.

Dave: It was important, we would have been in deep water had they scored, but it was a real team effort and to be honest we were saved by the bell in the end. The referee blew the final whistle a couple of minutes early if I remember correctly. We were under a lot of pressure and if the match had gone on much longer Brentford would have scored for sure.

Jim: Hopefully it'll be a bit easier this year. I haven't had as hard a season as that in a while. There are some younger lads coming through, and the boss is buying a couple of new players, so that should help.

Dave: It's never easy though, is it Jim? League One is a tough division.

Jim: Yeah, you're right, and we're not getting any younger. Well Graham's a few years younger than us two. Graham's the striker. He chipped in 20 goals last year, so without him we wouldn't have stood much chance.

Graham: 21, actually. But yeah, you're lucky to have me! No, I'm only kidding. As Dave said, it's all about the team. Jim's getting on a bit now, 35 is it? He might need a walking stick next year.

Dave: Or a zimmerframe!

Jim: Ha ha ha, very funny, you're no spring chicken yourself Dave! You're nearly the same age as me. This is what it's like in the changing rooms. We all make fun of each other. You have to be able to take it on the chin. It's all just friendly banter. It keeps things interesting. To be honest, I've never felt as sore as I did towards the end of last season, so don't worry, I realize I'm getting old, but thankfully I stayed relatively injury free last season. Our physio team are second to none. They really look after us well.

Graham: Although, we've had a tough year, there's nothing I'd rather do than play professional football. I don't know about the others, but I've always dreamed about playing football since I was a kid. Back then I wanted to play for Manchester United, but I think I'd be slightly out of my depth there now. With players like Rooney, Welberg, Berbatov and Hernandez up front, I doubt they'd need me.

Jim: I hear they're looking for a cleaner, so you never know; they might have a position for you in the dressing room! But Graham's right. We are very lucky to be doing something we love. We get paid to play football, that's a dream come true for a lot of people.



Dave: I agree with what the other two have said. It's definitely a privileged position to be in, even if it's only League One. The only thing is, I'm not really sure what I'll do after I retire. As a footballer your career finishes quite early, so you have to start thinking of the future. I've been getting my official coaching badges for a few years now. I'm hoping to become a goalkeeping coach after I've finished with Hartlepool if everything works out.

Jim: That's Dave for you, he's always got his eye on the ball, it's one of the reasons you're such a good goalkeeper!

Dave: Cheers for that Jim, I'll take that as a compliment. You've seen plenty of goalkeepers in your time.

Graham: Right, we'd better get back to training. We've got our first match to prepare for after all. Cheers!





GRAMMAR: PRESENT PERFECT VS. PAST SIMPLE

When should we use Present Perfect and when should we use Past Simple?

We use Past Simple for actions which have finished in the past, including those which have finished in the recent past. It expresses the idea that an action started and finished at a specific time in the past.

Past Simple

Did you eat breakfast this morning?

(It is no longer morning / or it is late-morning at the time of asking)

I passed my driving test earlier this week.

(In this case the driving test had finished earlier in the week)

I went to France last year.

(“last year” has finished in this case, now we are in “this year”)

They saw the new Batman movie yesterday.

(“yesterday” has finished, “today” is the present)

With the past simple, we usually use time expressions such as: yesterday, two days ago, in 2005, last week.

Present Perfect

Have you eaten breakfast yet this morning?

(in this case it's still morning)

I have passed my driving test at last!

(the person has just recently passed their test, which is still true right now in the present)

I have been in France in the last year.

(“in the last year” means in the year up until now, but this does not specify the length of stay in France)

They have seen the new Batman movie.

(this is still true in the present)

Note: You cannot say “I have gone to France last year” or “They have seen a movie yesterday”.

The present perfect can also be used for actions that finished at some unspecified time in the past. If you want to limit the time of those actions to a certain period of time, you can use a time expression.

With the present perfect, we usually use time expressions such as: now, this week, since 1997, recently.



VOCABULARY: IDIOMS - SPORTS

To throw in the towel

This comes from boxing. If one boxer is getting beaten badly, the team can throw in the towel, or in other words “quit”.

Jim decided to throw in the towel and close his business down.

To keep your eye on the ball

This means to remain alert, to keep your attention focused on the ball (in a game) or the matter at hand.

He kept his eye on the ball during the negotiations for the takeover.

To take it on the chin

This comes from boxing. If a boxer can take a punch on the chin and not fall down, he can continue without much trouble. We use this with advice, criticism or jokes. If you can take it on the chin, you can accept criticism, advice or take a joke well without taking it too personally.

I had to tell Mark off because of an error he made with the project, but he took it on the chin.

To come out of left field

This comes from baseball. If something comes out of left field, it's usually something that was a complete surprise or was unexpected.

Her decision to move to India came right out of left field.

To be out of your depth

This comes from swimming. To be out of your depth means literally to be in water that's too deep or to do something that's too difficult for your ability.

We all knew he would be out of his depth when he chose to represent himself in court.

To dive right in/into (something)

This means to begin something without hesitation. Some swimmers like to dive right in without checking the water.

When I first started painting, I just dove right in. I bought some materials and just started painting without going to classes.

To go down to the wire

This means to go down to the very last moment, close to the time when something is due (from the wire at the end of a horse race).

The presidential election went down to the wire, there were only a few votes in it. They had to do a recount, but eventually the president was re-elected for another term in office.



To be in with a fighting chance

This means to have a good chance for success, but only if you try hard.

He's still in with a fighting chance of getting an A+. If he works hard for the next few months, I believe he can do it.

To get the ball rolling

This means to begin something or to get something underway.

So guys, I want your feedback on how we've performed over the last month. I'll get the ball rolling by saying that although we met most of our targets, there's still room for improvement.

To be in deep water

This means to be in trouble.

He didn't expect to be caught after taking his parents' car for a drive, but he's in deep water now.

Saved by the bell

This means to be rescued from a bad situation at the last minute (in boxing there is a bell at the end of each round).

We were saved by the bell when the meeting ended before we were supposed to give our presentation, which we hadn't properly prepared for.

A safe bet

An almost certainty (origin: a horse that is expected to win a race).

It was a safe bet that we would get the contract if we met their offer price and made a few concessions.



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VOCABULARY: IDIOMS - HANDS AND FEET

Not lift a finger

This means to refuse to make even a small effort.

He's so lazy he wouldn't even lift a finger to help.

Cost an arm and a leg

This implies that an item is very expensive, i.e. a big sacrifice.

I'd like to get a Ferrari one day, but I'll have to get rich somehow. They cost an arm and a leg.

To put your finger on sth

To discover the exact reason why a situation is the way it is, especially when something is wrong.

I can't put my finger on why she left so quickly. It must have been something I said.

To get cold feet

This means to suddenly start doubting or become frightened about doing something.

She was going to do a parachute jump, but at the last moment, she got cold feet and wouldn't jump out of the plane.

Put your foot down

This means to stamp your authority, to tell someone in a strong way that they must do something or stop doing something.

The children had been misbehaving long enough, so he put his foot down and told them to stop and do their homework that instant.

To catch someone red handed

This means to catch someone in the act of doing something wrong

He told me he wasn't taking money from the till, but then I caught him red handed.

To give someone a hand

This means to help someone out.

Wait! Don't lift that by yourself, I'll give you a hand.

To pull someone's leg

This means to tease someone or joke with them.

I'm only pulling your leg, I didn't really win the lottery!

To get the boot

This means to get fired.

He was constantly late and was warned about it several times. In the end he got the boot.



To give someone the boot

To fire somebody or dismiss them from a job.

The boss gave Peter the boot because he was constantly late.

To use some elbow grease

This means to put some effort into your work (usually manual labour).

Come on, don't slack off, use some elbow grease or we'll be here all day!

To knuckle down / To roll up your sleeves / To pull your socks up

These expressions all have a similar meaning, which means to consciously make more of an effort with work.

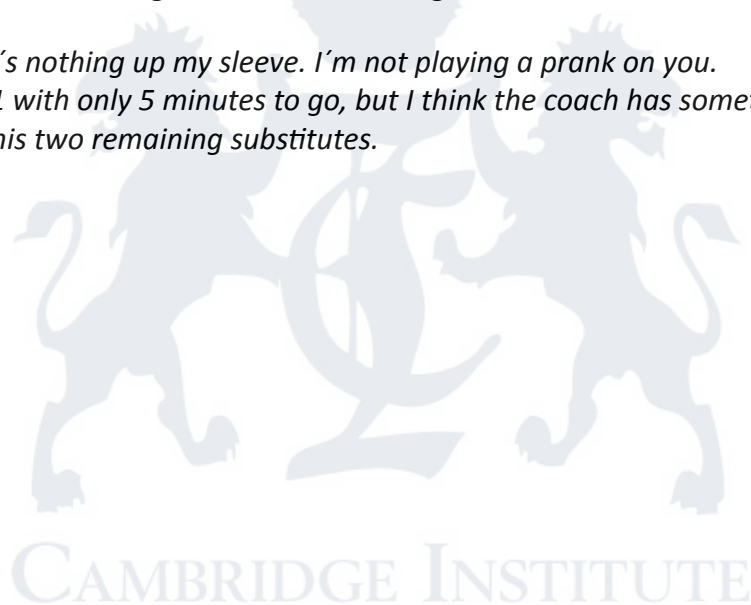
It's time to roll up your sleeves and knuckle down to work.

To have something up your sleeve

This refers to magicians or people who cheat at cards. If you're trying to trick someone, you might have something concealed up your sleeve. It can also refer to having a secret plan, or a back-up idea which you can use to your advantage when the time is right.

As you can see, there's nothing up my sleeve. I'm not playing a prank on you.

The team is losing 2-1 with only 5 minutes to go, but I think the coach has something up his sleeve, he's going to bring on his two remaining substitutes.





GRAMMAR: RELATIVE CLAUSES

How to form relative clauses:

Imagine you are at a party and a girl is talking to your friend, Bill, and you want to know who she is, so you ask another friend who she is. You could say:

A girl is talking to Bill. Do you know that girl?

That doesn't sound very natural. It would be easier to use a **relative clause** to put both pieces of information into one sentence, so let's put it in one sentence. To join the two sentences together, we use a relative pronoun "**who**".

Do you know the girl who is talking to Bill?

Relative Pronoun	Use	Example
Who	Subject or object pronoun for people	<i>Do you know the person who lives next door?</i>
Which	Subject or object pronoun for animals and things Also: 1. Referring to whole clause 2. After prepositions, when talking about things	<i>Do you know who owns the dog which is lying outside by the gate?</i> 1. <i>He was very rude, which surprised me.</i> 2. <i>I haven't read the book which you're talking about.</i>
Whose	Possession for people, animals and things	<i>Do you know the person whose computer this is?</i>
Whom	Object pronoun for people, especially in non-defining relative clauses Also: after prepositions, when talking about people	<i>I was invited to the party by a girl whom I met at a bar.</i> <i>To whom did you send the email?</i>
That	Subject or object pronoun for people, animals and things in defining relative clauses (who or which are also possible)	<i>I didn't like the movie that I saw on the plane.</i> <i>My mum is the person that taught me to read.</i>
When	Relative adverb for time	<i>We got married in 1996, when England won the World Cup.</i>
Where	Relative adverb for places. It can be substituted by in/at which.	<i>Stratford-upon-Avon is the town where Shakespeare was born.</i>



Difference between subjective and objective relative clauses

If the relative pronoun precedes a verb, then it is subjective.

the bowl which is lying on the table

In this case, we can't omit the relative pronoun which, because it is the subject of the sentence.

If the relative pronoun instead precedes a noun or a pronoun, then it's objective.

the bowl (which) Dave put on the table

In this case, we can omit the relative pronoun which, because it is the object of the sentence.





LISTENING: CULTURAL AMBASSADOR

John: This is John Redmond for Fox News, and today we have an interview with Iran's exambassador to Japan and Turkey, Sattar Farhadi, about his role working as a diplomat during difficult times and also some cultural faux pas we may not be aware of. Sattar, you're originally from Iran I believe. You've had quite a varied career as a diplomat, could you tell us a little bit about it?

Sattar: Sure, yes, I was born in Iran and I lived there for my first 12 years, so I speak fluent Persian, then I moved to Turkey, and there I learned how to speak Turkish. I studied Arabic and Persian languages in University. I have a fairly good knowledge of most of the languages in the region. After university I took up Japanese, and after a few years living in Kyoto I became fluent, which was very useful for my diplomatic career, as you can imagine. As you are aware I also picked up English along the way. These days I work with the UN, so the different languages I've learned have come in very useful along the way.

John: It sounds like you have a knack for learning languages. Before you started your role in Japan, I understand that you were ambassador to Turkey. How did you find working in Turkey?

Sattar: Yes, that's where I started out. I was quite young, only 42 at the time I was offered the position. Because I grew up in Iran until the age of 12, I had a grasp of some of the cultural faux pas, which made me an ideal candidate to be the ambassador, but they vary from country to country. For instance, in most Arabic countries, it's considered very rude to point the soles of your shoes at somebody. That's also the case in Turkey, but there was something else I used to do, which is giving the thumbs up sign. That's actually very rude in Turkey. It took me a while to become aware that I was doing that. I remember one meeting when a diplomat got very annoyed with me after two minutes and I was racking my brains trying to think how I'd offended him. I find that most people are quite accepting if you make a social mistake. They're usually just as worried about making mistakes of their own. People generally understand that you're from different culture, and I find as long as you show respect and apologize sincerely if you do cause offense then they'll be happy with that. The problem is if you make a really big cultural mistake, it can be difficult to recover from that. The concept of face is important in the Arabic world and if you cause someone to lose face in front of the group, you may have a hard time dealing with them again. If you're going to apologize it's best to do it in private. A public apology will sometimes just make things much worse.

John: So, what about Japan, did you make any of these cultural gaffes over there?

Sattar: Yes, quite a few actually. For example, I get allergies to pollen, especially cherry blossoms, so I usually carry handkerchief around with me. At one of my first business meetings in Japan, I blew my nose in front of the group, and without any notice, they all stood up and left! My own advisor, a Japanese lady, pointed out to me what I had done. Over there, people don't blow their noses in company. It's considered the height of rudeness. She thought it was too obvious to mention at first, because for her it was second nature, but after that we sat down and we talked about a lot of the other things that are considered faux pas. That was a big help. It still didn't stop me making a few other mistakes, but they were mostly laughed off. For a while there I was a constant source of comedy. After a few months on the job I got up to speed and picked up what I should and shouldn't do by observing how the Japanese interact with each other. Once I'd got the hang of it though, I was offered a job in the UN, and then had to start from scratch all over again. Still, I wouldn't swap my job for anything else. I've enjoyed dealing with people on a daily basis, and I feel I've done some good along the way.

John: Well that's very interesting. Thank-you for joining us today in the studio Sattar.



GRAMMAR: NON DEFINING RELATIVE CLAUSES

Non defining relative clauses **give additional information** on something, but they do **not define** it. They are always contained within commas.

Imagine we are having a discussion about the great American author Ernest Hemingway. Someone is giving us some more information about him. We can say:

Ernest Hemingway was an American author.
Ernest Hemingway wrote 'The Old Man and the Sea'.
Ernest Hemingway lived in Europe for many years.

However, we can join all information concerning Ernest Hemingway in one only structure, using relative pronouns:

*Ernest Hemingway, **who was an American author and who wrote 'The Old Man and the Sea'**, lived in Europe for many years.*

NOTE:

However, none of these sentences gives us a definition of Ernest Hemingway or specifies who he is to distinguish him among other people. What defines him as him in these sentences is **the use of his name**.

In non-defining relative clauses you **cannot** replace **who/which** with **that**.

In non-defining relative clauses object relative pronouns must be used.

Jane, **who/whom we met at the party**, is very nice.

Shortening Relative Clauses

Relative clauses with **who, which** or **that** as **subject pronoun** can be replaced with a **present participle**.

*"I told you about the old man **who lives** next door"*

becomes

*"I told you about the old man **living** next door".*

*"Can you see the bird **which is standing** on the roof?"*

becomes

*"Can you see the bird **standing** on the roof?"*



DEFINING RELATIVE CLAUSES

They provide essential information.
They don't use commas.
The relative pronoun can be omitted when it's the object of the sentence.

Mary is the girl we saw yesterday in the park.

The relative pronouns which or who can be replaced with

I'm reading a book which/that is very interesting.

NON-DEFINING RELATIVE CLAUSES

They give additional information.
They are always contained within commas.
The relative pronoun cannot be omitted, even if it's the object of the relative clause.

Mary, who we saw yesterday in the park, is from Ireland.

The relative pronouns which or who cannot be replaced with

The book, which is written by J.K. Rowling, is very interesting.





READING: FINLAND

1

Men shake hands when greeting one another while maintaining direct eye contact. A firm handshake is the norm. Good friends may hug when greeting, however, it is very rare for men to hug their male friends. They hug women friends more often. Women at first generally shake hands while maintaining direct eye contact. Good friends may hug.

There is generally no kissing when greeting others, although some Finns who have lived abroad enjoy returning with this chic “kissing culture.” Most often when greeting friends, a simple “hi” will suffice.

2

Finnish people are usually direct, sometimes to the point of being rude. During conversations it's best to listen to the speaker intently, wait for them to finish and then reply. Interrupting is considered rude. Small talk is rather uncommon. Finns generally skip the preliminaries and have deep discussions about current topics, even if it is just while waiting for the bus. When someone asks, “How are you?” they are expecting a thoughtful and sincere response, instead of a flippant, “Fine, and you?”. Here's a Finnish joke about small talk: Two guys meet for a beer in a bar. One asks the other, “So how's it going?” The other looks at him and responds, “Oh for goodness' sake, are we here to talk or are we here to drink?!”

3

Personal space is respected. Keeping at least an arm length of space (generally more) between people is expected and they will usually feel uncomfortable or suspicious if others are too close. Public displays of affection are generally to be avoided and it's not common to be tactile during a conversation. They may look at you strangely if you touch them on the shoulder or arm during a discussion.

4

Always cover your mouth when yawning. If you don't do it they may take offence.

When passing the salt or pepper to someone, always place it in front of them on the table, never hand it to them directly. That's considered bad luck.



GRAMMAR: COUNTABLE AND UNCOUNTABLE NOUNS

Uncountable nouns are substances, concepts etc that we cannot divide into separate elements, so they cannot be counted. For example, we can't count milk, we can count bottles or litres of milk, but not milk itself. Here are some more examples:

Feeling and abstract concept: *Music, art, wisdom, love, happiness, advice, information, news, weather, money, currency, etc.*

Group of objects: *Furniture, luggage, equipment, clothes, etc.*

Grains, gases and liquids: *Rice, pasta, sugar, butter, water, electricity, gas, power, petrol.*

Countable nouns

We can use **a/an** in the singular.

We have a cat.

She bought an umbrella.

For positive sentences we can use **some** in the plural.

There are some kids on the playground.

For negative sentences we can use **any** in the plural.

There aren't any birds in the tree.

We can use **few or many** with plural countable nouns.

There are few oranges in the fridge.

Many people have come to the concert.

We can use **a lot of** + plural noun.

She has read a lot of books.

We can use **how many** + plural countable noun in questions:

How many potatoes have you bought?

We can use "**a number of**" with countable nouns.

We've had a number of complaints.

Uncountable nouns

We do not generally use the indefinite article **a/an** with uncountable nouns. We **don't say** ~~an advice, a news, an information or a music~~, but we can say:

A piece of news

A bottle of water

A piece of advice

A grain of rice

We can use **some** or **any** with uncountable nouns.

Can you give me some advice?

Do you have any milk left?

We can also use **a little** or **much** with uncountable nouns.

I don't have much money left.

Yes, we have a little milk left.

Use **a lot of** + singular noun.

I have a lot of work to do at the moment.

We can use **how much** + uncountable noun in questions:

How much money do you spend on clothes?

We can use "**an amount of**" with uncountable nouns.

It's difficult to deal with such a large amount of information.

They have no plural. We generally treat uncountable nouns as singular, so we use a singular verb.

The news is on at 6pm every day.

The furniture is very heavy for just one person.

The milk has gone off.



VOCABULARY: IDIOMS WITH FOOD

A bitter pill to swallow

This means something that is very unpleasant, but which must be accepted.

When she found out that her husband wanted a divorce it was a bitter pill to swallow.

Apple of someone's eye

It means someone you cherish above all others, usually used to talk about children.

His youngest daughter was the apple of his eye.

Sell like hot cakes

If something sells like hot cakes, it sells very quickly or it sells very well.

The new iPod is selling like hot cakes.

Best thing since sliced bread

This means something that's excellent or very useful: the best thing since the invention of sliced bread.

This new gadget is the best thing since sliced bread.

Sour grapes

This means pretend disdain for something you cannot have.

He said he didn't want to join the golf club anyway, but it was clearly sour grapes.

Leave a bad taste in the mouth

If something leaves a bad taste in your mouth, it means you have an unpleasant memory of it.

He felt he'd never been given a chance to prove how good a player he was, so when he was transferred to another club, it left a bad taste in his mouth.

Eat your words

To eat your words means to admit that something you said before was wrong.

He always said she'd never make it as an actor, but now he has to eat his words.

To have your cake and eat it

When we say "you can't have your cake and eat it", it means you can't have it both ways, or you can't have everything you want. If you eat your cake, you don't have a cake anymore.

The prime minister said if we want better healthcare, we have to pay more taxes. We can't have our cake and eat it.

To take the biscuit

If someone does something that is really annoying or surprising you can say it really takes the biscuit.

She's checking your emails now! That really takes the biscuit!



An apple a day keeps the doctor away

This means eating an apple every day keep you healthy.

A bad egg

To say someone is a bad egg means a person who is bad, dishonest or unreliable.

Their oldest son was always a bad egg. He was always getting in trouble as a kid and served years in prison for armed robbery.

Don't cry over spilt milk

This means once something has happened there's nothing we can do about it, so there's no point complaining about little things that aren't important.

*I'm so annoyed you missed your bus to college.
Hey, don't cry over spilt milk, I'll catch the next one.*

LISTENING: AT A RESTAURANT

Mark: I think I'm going to go for the vegetarian lasagna. It looks good.

Dave: What's in it?

Mark: Well there's spinach, broccoli, mushrooms, three different types of cheese, béchamel, tomato sauce and pasta of course.

Dave: Oh that sounds nice! I might have a taste of that if you don't mind. I'm thinking of getting a starter, Panko-crusted Crab Cakes with Roasted Pepper-Chive Aioli. That looks great. They're ovenbaked with Panko style breadcrumbs. It's Japanese I think. Are you getting a starter?

Mark: Mmmm, that sounds good. I'm a vegetarian though, so I'll stay away from that. Yeah, sure. I'm going to go for the garlic mushroom starter.

Dave: And for the main course, I'm thinking about getting a steak, but I wonder if I can change the fries for steamed vegetables. I'm trying to cut down!

Mark: Yeah, I'm sure you can do that. They're pretty flexible in here.

Dave: What do you want to drink? Will you join me for a beer? What about a draft-beer, one of the home-brewed ones.

Mark: Yeah, why not? We're on holiday, right?

Dave: That's the spirit, but just one or two, I don't want to come home drunk to my girlfriend. Remember the last time?

Mark: Yeah, me neither. I was in the dog house for a couple of days afterwards. Okay, maximum three beers?

Dave: It's a deal!

Mark: And dessert? What do you think? You're on a diet, right?

Dave: Kind of, but there's always room for dessert! I'll split a tiramisu with you if you like?

Mark: Okay, sounds good to me.

Dave: Here comes the waiter now.

Mark: Great.



READING: TYPICAL BRITISH FOOD

When people think of British food, they generally think of Fish & Chips or a Full English Breakfast. Unlike the Mediterranean diet, British food certainly doesn't have a reputation for being healthy, but because Britain was once a huge Empire, nowadays there is much more variety. Indian foods like curry have been incorporated into the British diet, and curries are one of the things British people miss most when they travel abroad.

Let's have a look at some of the typical British foods.

Bangers and Mash

This is mashed potatoes with sausages.

Yorkshire pudding

This is batter made with flour, eggs and milk and cooked in the oven (similar to a pancake mix) and often eaten with roast beef and gravy for Sunday lunch.

A Ploughman's Lunch

This is popular in pubs and consists of a bread roll filled with cheese and pickled onion. The most famous cheese is cheddar and Branston Pickle is a good accompaniment to the cheese. This is only sold in Britain. Other famous British cheeses are Cheshire, Red Leicester (cheeses are generally named after the place they come from) and a quite expensive blue cheese called Stilton.

Haggis

This is a famous Scottish food, which consists of sheep's intestines stuffed with meat and vegetables.

Pies

A pie is a pastry (a mixture of flour and butter baked in the oven) which contains a filling, such as steak and kidney, beef or a sweet filling like apple.

Cornish Pasties

These are a version of a pie, a lot smaller, which were invented so that working men could bring food to work. It is thought to have been invented by Cornish miners, so they wouldn't have to come to the surface to have lunch.

Bread and Butter

When British people eat bread, they almost always cover it in butter or margarine. Slices of bread are often left on a table to accompany dinner to soak up gravy or juices left on the plate.



British Bread

There are a lot of different types of bread in Britain, and if you go to the baker you will have a lot of choice, but the most popular bread eaten is sliced bread. This is white bread that is cut into slices, but it's generally not as good quality as the bread you have to slice yourself. It is very handy though, and the invention of this type of bread gave rise to the expression: "It's the best thing since sliced bread."

Sandwich

Another famous British invention is the sandwich, which was invented by John Montagu, 4th Earl of Sandwich. It consists of two slices of bread, with a choice of filling in between.

Fish & Chips

The most famous British food is probably the unhealthiest. Fish and chips is deep fried fish with deep fried potatoes. Fish and chips have been served separately for centuries, potatoes were introduced to Europe in the 17th Century, and fried fish came from Spanish and Portuguese Jews in the 17th and 18th Centuries. Fried fish became widely popular in London and the South East in the middle of the 19th Century, and there's a reference to a fried fish warehouse in Charles Dickens' *Oliver Twist*, while in the north a trade in deep fried chipped potatoes developed. It's unclear when the two trades merged, but the first fish & chip shop is thought to be the one opened by Joseph Malin in 1860.

Full English Breakfast

The Full English Breakfast is another famous dish. It usually consists of beans, eggs, sausages, rashers (strips) of bacon, mushrooms, buttered toast and black pudding (a type of sausage made from blood) with ketchup or brown sauce and is often served with a cup of tea (another famous British import from India).

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VOCABULARY: WAYS TO PREPARE FOOD

Stir fry

1. (verb) To fry in a wok or frying pan with little oil.
2. (noun) a method of frying food while mixing it quickly, or food cooked this way.

Roast

To bake (meat or other food), especially in an oven.

Bake

To cook something such as bread or a cake in an oven.

Grate

To rub food against a grater (metal device with sharp holes in it) in order to cut it into a lot of small pieces.

Peel

To strip the skin off fruits and vegetables.

Chop

To cut in pieces.

Blend

To mix smoothly and inseparably.

Sieve

To pass something (e.g. flour) through a sieve, in order to remove large pieces.

Whip

To beat eggs, cream, etc. with a whisk or similar utensil to incorporate air and produce expansion.

Simmer

To cook in liquid at a temperature slightly below boiling.

Boil

To cook in liquid at boiling point.

Poach

To cook in hot liquid that is kept below boiling point (100°C).

Scramble

To cook eggs in a pan while stirring and mixing the whites and the yolks together.

Groups of food

Dairy

Products containing milk, cheese, butter, cream or eggs.

Poultry

Meat from chicken, duck, turkey, goose or other fowl.



Nuts

Dry fruit enclosed in hard, woody shells, like: peanuts, almonds, chestnuts, cashew nuts, macadamia nuts, etc.

Shellfish

Aquatic animals that have shells, like oyster, lobster, shrimp, mussels, etc.

Describing food**Spicy**

Food that is aromatic and contains spices, like pepper, basil, cinnamon, curry, ginger, parsley, etc. A synonym of “hot”.

Sweet and Sour

Something cooked with sugar and vinegar or lemon juice.

Bland

Food with no salt or seasoning. Tasteless.

Salty

Food with too much salt.

Rich

Food with full-bodied flavor. Usually used to say that some food is high in calories.

Stale

Not fresh, usually dry and hard.

Gone off

Food that is no longer edible or has passed its expiration date.





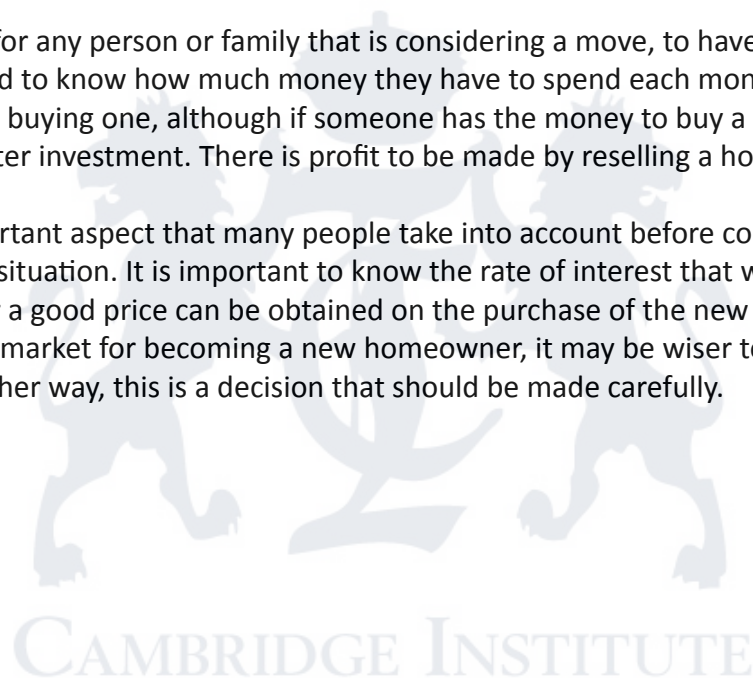
READING: TO RENT OR TO BUY?

Choosing a home is a very difficult life decision, whether you are single, a couple or a family. Some people may be looking to rent a mansion for the summertime while others may be thinking of buying a quiet little cabin in the woods. Either way, anyone who is thinking of moving will have to decide whether it is better for them to rent or buy their new home. Many factors have to be weighed up when taking this important decision.

Usually the first factor to consider is: How long you will be staying in this new home. Three months? Five years? As long as twenty years? If it is expected that the stay will be short-term it is usually a much better idea to rent. This way, you needn't worry about having to resell it. Also when renting, 'moving in' and 'moving out' dates are very flexible, depending on the tenants' needs. Plus, the landlord is in charge of keeping up the maintenance of the home, which eliminates a lot of cost and hassle.

Next, it is important for any person or family that is considering a move, to have a very clear idea of their budget. They need to know how much money they have to spend each month. Renting a home is usually cheaper than buying one, although if someone has the money to buy a home, buying is often considered a better investment. There is profit to be made by reselling a home.

Finally, another important aspect that many people take into account before committing to a new home is the economic situation. It is important to know the rate of interest that would be paid on the mortgage and whether a good price can be obtained on the purchase of the new home. Depending on the situation of the market for becoming a new homeowner, it may be wiser to buy or it may make more sense to rent. Either way, this is a decision that should be made carefully.





VOCABULARY: TYPES OF HOMES

Apartment (AmE) / Flat (BrE)

Small to medium-sized living spaces built in tower blocks.

Cottage

A small house in the country.

Cabin

A small, simple one storey house in the country, often made of wood.

Castle

A large building - fortified and containing defences; in the past they were often inhabited by noblemen or a royal family.

Condo (Condominium)

American English* Similar to an apartment but are usually bought, not rented, and include additional services which are paid for through a monthly fee (maintenance, gardening).

Detached home

Of a house: not connected to another house on either side.

Farmhouse

A house which is on farmland.

Greenhouse

Traditionally made up of a frame and glass panes. A shelter used to grow plants.

Mansion

A very large and luxurious house.

Semi-detached

A house that is attached to another on one side and separate from anything on the other side.

Shack

A small, crude, roughly constructed hut or cabin.

Skyscraper

A very tall building. Also called: high-rise.



LISTENING: WHERE DO YOU LIVE?

Speaker 1: I live right here in the city centre in a beautiful condo overlooking the park. It is a bit expensive to live here, but it is worth it. I love the city life and the constant movement of people and cars. When I am feeling a bit overwhelmed by all the sights and sounds, I just go for a walk in the park. Also, as a homeowner, I know that all the money I pay towards my mortgage is a great investment. Of course, even when my home is paid off, I will still be paying the condo fees, but paying that allows me not to worry about renovations or maintenance, which I love. Although this home is small, as it's just me and my little dog, it is more than enough space.

Speaker 2: My family and I live about 45 minutes away from the city in a suburb. Some might think that it's very far from the city centre but I don't mind, we almost never go into town. We have everything we need here in our community. Living out here has allowed us to pay less for a larger home. We have a spacious 5 bedroom detached home which allows each of my kids to have their own bedroom. Plus, we have a very big backyard and garden. I don't think life in the suburbs could be for everyone, but for our family it's perfect.

Speaker 3: Well I don't like living in the city much. I would never live in a suburb but I would love to live full time by the lake. The problem is that I work downtown so I rent a tiny apartment right near my job, and I am buying a little cabin out in the forest where I spend my weekends. The great thing about this living arrangement is that I only need a small apartment so I don't pay much rent, and, with the cabin being so isolated, the mortgage is very cheap. In a few years I will have paid it off completely. Plus, I get to spend all my weekends fishing and breathing in the fresh country air.





GRAMMAR: DIRECT OR INDIRECT QUESTIONS

A **direct question** is when a speaker directly asks a question:

What time is it?

Who is guilty of the crime?

Why did you move to Spain?

We use these types of questions when talking to friends, family or people we know well.

An **indirect question** is when the speaker adds a phrase in front of his question to make it more formal or polite:

“Could you tell me / what time it is?” NOT: *“~~Could you tell me / what is the time?~~”*

Indirect questions are most commonly used when talking to people that we don't know very well, or in a professional context.

Examples of phrases used at the beginning of indirect questions:

- *Could you tell me ... how to get to the bank?*
- *Do you have any idea ... how many hours I have put in this week alone?*
- *Do you know ... why we had to fire him? ... As a lot of people believed that it was a simple personality clash ...*
- *I was wondering ... if you could perhaps help me to finish this report.*
- *I'd like to know ... why she has been ignoring me all week.*
- *Is there any chance ... you could spare me five minutes?*
- *Would it not be possible ... to take the bus instead of the train?*

Important changes that happen with indirect questions.

A) Word order will change

Direct: *Where is the post office?*

Indirect: *I was wondering where the post office is.*

Direct: *How did you do that?*

Indirect: *I'd like to know how you did that.*

Note

Due to the sentence structure, some indirect questions no longer require an interrogation mark (question mark) as they are no longer asking a question.

B) Do, does and did are added to direct questions, but they are not necessary in indirect questions. This is done when there is no other auxiliary verb in the direct question.

Direct: *When does the postman usually arrive?*

Indirect: *Do you have any idea when the postman usually arrives?*

Direct: *Where did you buy that shirt?*

Indirect: *Can you tell me where you bought that shirt?*



Note

Verbs change from arrive → arrives and buy → bought

C) Yes/No questions will require *if* or *whether*

Direct: *Does Charles like olives?*

Indirect: *Do you know if Charles likes olives?*

Direct: *Is she from Argentina?*

Indirect: *Do you have any idea whether she is from Argentina (or not)?*





VOCABULARY: IDIOMS WITH 'HOME'

Make oneself at home

To make oneself as comfortable and relaxed as one would at home.

My in-laws told me to make myself at home every time I visit them, so if I am hungry, I just open the fridge and take something to eat.

Uncle Tom, we're so glad you came all this way for a visit. Come in, make yourself at home.

Nothing to write home about

Not something especially exciting or good.

The restaurant we went to last night was ok, nothing to write home about.

Home away from home

A place of great comfort which allows someone to feel at home while away from their own home.

This hotel is my home away from home. As I have to come to this city so often for work, I make sure to always stay here.

Feel at home

To be very comfortable.

I really like my brother's new home, I feel very at home there.

A roof over your head

A place to live.

Although we weren't making much money when we got married, we had a roof over our heads and that was enough.

Everything but / except the kitchen sink

To have, bring or include an excess of things. A much larger number of things than is necessary.

When Michelle went on vacation to Paris she brought everything but the kitchen sink. I think her luggage weighed 30kg for a 1 week holiday.

The home stretch

The last part of any long or hard activity.

Come on, Timmy, keep going! We are on the home stretch; we'll be at the summit in 1 more hour.



VOCABULARY: ONLINE SHOPPING

Online shopping / e-Commerce

Shopping on the internet using a credit or debit card.

Availability

Whether something is currently available in stock or how many items are left to sell.

Purchase

When you buy something you make a purchase.

Delivery

The act of transporting something to a place. It also means a shipment or package.

Offer

1. (verb) To make something available to someone or to present something for sale.
2. (noun) A proposal or bid to give or pay something. Collocation: make an offer.

Order

1. (verb) to reserve or book something online. You can do this before purchasing the item or even before they are available for sale.
2. (noun) a request to make, supply or deliver food or goods.

Order Form

This is the form you fill out when you order something.

Payment

The money you have paid or must pay for an item when you are making a purchase.

Shipping (noun)

When goods are sent from one place to another, especially by ship.

Shipping costs / Delivery costs

When goods are sent from one place to another, especially by ship.

Refund

1. (verb) to give back (money), as when an article purchased is unsatisfactory.
2. (noun) an amount of money that is given back to you, especially because you are not happy with a product or service that you have bought.

Return

To give back the item you bought, usually because there is something wrong with it, or it was an unwanted gift.

Sale(s) / discount

The selling of goods at lower prices.



Bargain

Something which is very good value for money.

To fit

When clothes are the proper size and shape for your body, you say they “fit” you.

Tight (adj)

While this word has many meanings, in the context of clothes it means fitting too close to the skin. An item of clothes that is too small for the wearer.

Loose (adj)

Not tight fitting, clothes that are too big for the wearer.

Grocery store

A store selling food and various household items. Groceries are the items sold in this store.





LISTENING: LET'S GO SHOPPING

Jane: I can't wait for Friday when I get paid. I'm going straight down to the high street to go shopping. It's been ages since the last time. Do you want to come along?

Jeremy: You're joking, right? You know I hate shopping.

Jane: Yeah, I was just kidding with you. I'm going to go with some of the girls. There's a sale on Zara, so we're going bargain-hunting.

Jeremy: Yeah, I never liked shopping, especially with women! That's why I don't go with my girlfriend. I end up spending the whole time standing around waiting for her to pick something she likes. We either end up fighting, because she gets annoyed with me complaining or I get annoyed with how long she takes. Anyway, the main reason is I just find it so boring.

Jane: How do you buy clothes then? Do you go shopping on your own?

Jeremy: Actually these days I do most of my shopping online. I buy clothes, shoes, books, flights. I order cinema tickets too. I even do my grocery shopping on the internet, and they take care of delivery, so I don't even have to leave my couch, well, except to answer the door!

Jane: Wow, you're so modern. But how do you know if the clothes fit properly? Do you not end up buying clothes that are too tight all the time?

Jeremy: No, if it's my size it generally fits me, and if not, it's easy to return the purchase and get a refund. Actually most of the time I don't even have to pay for shipping because there are offers where the shipping is free if you spend over a certain amount.

Jane: Yeah, that's handy I suppose, but I love the whole shopping experience. Sometimes I don't even buy anything, it's just great fun trying things on and trying out all the different shops. It's almost like therapy.

Jeremy: Not me, that sounds like a nightmare! Well, have fun anyway. Call me when you're finished and we can go out for a drink somewhere. We'll be somewhere in the city centre by then anyway.

Jane: Great, see you on Friday.



VOCABULARY: COLLOCATIONS - MONEY AND TIME

A waste of money

If something is a waste of money, it's not worth spending money on. It can mean something's too expensive or is essentially useless.

Lottery tickets are a waste of money, because winning is very unlikely.

Free time

The time that you have, outside of work, to live your life and do the things you want to do.

In my free time I like to watch TV.

Pastime

This is another word for hobby (an activity you enjoy doing).

One of my father's favourite pastimes is golf.

Flexitime (BrE) / flexitime (AmE)

This is a flexible system of the time you spend working. You need to work a certain number of hours every day, but you can change the time you start or finish work.

I work flexitime: I do extra hours Monday - Thursday so I can leave early on Friday.

Pocket money

Pocket money - or allowance - is (usually) a small amount of money given to children or teenagers each week or month, earned from doing chores around the house.

When I was young, my parents gave me £10 a week in pocket money.

Time Out

A time-out is a phrase that comes from basketball or American football. This is when a team can call for a short break to discuss something. It can also mean a short break at work.

We've been talking about this for an hour now, how about we take a time out, refresh and come back to it later.

To be made of money

If someone is made of money it means they have a lot of money or they are rich.

You want another loan? I'm not made of money you know!

To spend money (on something)

To use your money to buy something.

She spends a lot of money on clothes.



To spend time

You can spend time doing something or you can spend time with your family. A typical mistake: “to pass the weekend with my friends”

I spend an hour in the gym every day.

To save money

You can save money in a bank, by keeping it under the mattress or, alternatively, by not buying anything.

I try to save money by buying cheaper brands in the supermarket.

To save time

You can save time by optimizing the amount of time you spend on one activity, e.g. getting two people to work on a job instead of one.

I save a lot of time by taking the train to work; it's quicker than the bus.

To earn money

You earn money by working, trading your time, skill and energy for monetary reward.

I earn more money in my current job than I did in my old one.

To make money

You can make money by working too, or you can make money if your shares are making a profit.

I made 100€ by selling my old computer.

To win money

You win money if the numbers you picked come up in the lottery or if your ticket is picked in a raffle. You can also win money at poker or roulette. Receiving money through luck or competition.

He won 200€ in one poker match, and lost it again in another.

To lose money

You can lose money if it falls out of your pocket, or if you make unwise decisions about investing.

Many investors lost money when the company's share price fell.

To be on time

If you arrive at the time when you are supposed to, that means you are on time.

She was fired because she never arrived at work on time - she was always at least 10 minutes late.

To be in time

If you are in a place in time, you arrive earlier than expected, with enough spare time.

We were just in time to catch our train - it left 2 minutes after we arrived at the station.



To run out of time

If you only have a certain amount of time to do something and you can't get it done before the deadline, then you run out of time.

The project took longer than expected, and we ran out of time to finish it before the deadline.

To run out of money

If you spend too much money and have none left, you have run out of money.

I can't come out because I've run out of money and I don't get paid until next week.

To take your time

This means to go slowly or do something at your leisure, in a slow unhurried way.

My little daughter always takes her time when she eats, so she's always the last to finish.

Quality time

This is the time you spend with your family or friend when you are just enjoying being with them because you value the relationship.

He spends quality time with his children every day.





GRAMMAR: SO AND SUCH

“So” can be used with an adjective to show emphasis. It’s often used in exclamations.

*The music was **so** loud, I had to go out of the bar to answer your call.
The dinner was **so** good, I had to have a second helping.*

The above can be combined with “that”.

*The music was so loud (that) I had to go out of the bar to answer your call.
The dinner was so good (that) I had to have a second helping.*

Using “that” is optional, so the sentence is grammatically correct even when “that” is left out. However, note the use of commas in the first pair of sentences.

So + adverb

“So” can be combined with adverbs to show extreme actions. This form is often used in exclamations.

*He spoke English so well! I was sure he was a native speaker.
He drives so fast. He’d better slow down or he’s going to have an accident one day.*

Use with “that”

The above form can also be combined with “that”, and once again “that” is optional.

*He spoke English so well (that) I thought he was a native speaker.
He drives so fast (that) he’s bound to have an accident one day.*

So + many/few + plural noun

“So” can be combined with **many** or **few** + a **plural noun** to show extremes in amount.

*I never knew you had so many pairs of shoes!
She has so few friends. It’s such a pity.*

Use with “that”

The above can be combined with that to show extremes in amounts that lead to certain results.

*She has so many pairs of shoes (that) she doesn’t know where to put them.
There are so few oranges in the fridge that we need to buy some.*

So + much/little + uncountable noun

“So” can be combined with **much** or **little** + an **uncountable** noun to show extremes in amount.

*Jim earns **so much** money (that) he can afford to buy whatever he wants.
They have **so little** money (that) they can barely afford to buy bread.*



Such + a/an + adjective + noun

Mary has such a boring job. She's thinking of quitting.

As before, combining with **“that”** can show extremes in amounts that lead to certain results.

John has such a big mouth (that) he always says the wrong thing.

Without the noun, **“so”** should be used.

Mary's job is so boring...

Such + judgmental noun

“Such” can be combined with a judgemental noun for emphasis

He's such an idiot! He always puts his foot in it.

As before, we can use **“that”** to show certain results.

He's such an idiot (that) he always puts his foot in it.

...with **“that”** optional as before. If not using **“that”**, remember to use a comma.

Use such a + singular noun and such + plural noun

The paleontologist had never seen such a dinosaur fossil before.

She'd never made such mistakes before in any exam.

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READING: SHOPPING

Brenda, 22 years old

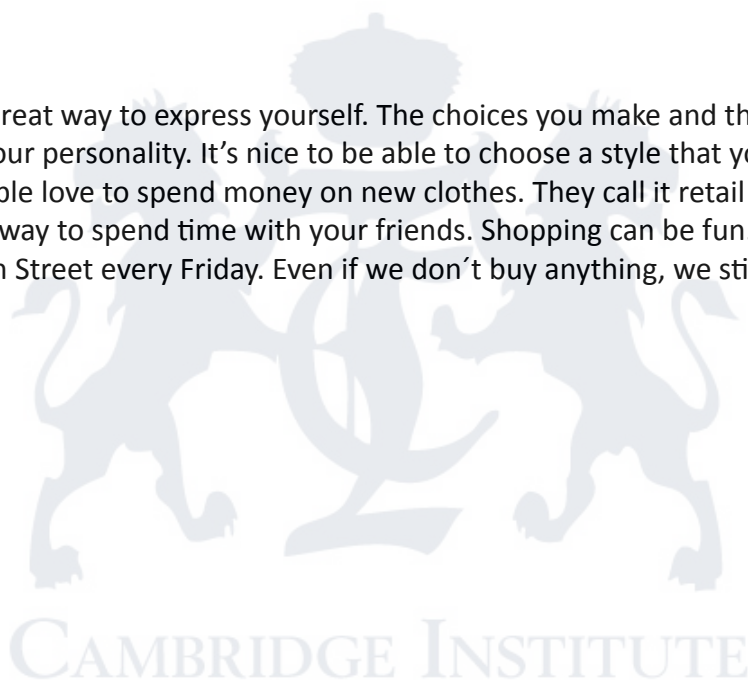
Not everyone likes shopping. I only do it when I have no other choice. Shopping centers are such crowded places and prices are so high that the whole process just turns me off. Buying online is easier, but there are some items you must try on first. Advertising campaigns try to make you feel the need to always buy more and more things. I don't like that, because it makes people focus more on what they don't have and absolutely must have, instead of enjoying what they already possess.

Joshua, 26 years old

Shopping is great. It gives you a chance to get all this new stuff that you want! I used to hate it when I was younger because my mother always tried to choose my clothes for me, and I lived with my parents, so I couldn't choose the decor of the house, either. But now that I get to choose what I wear I'm much happier. Having the choice to buy what you want makes shopping a much more enjoyable experience.

Nicole, 23 years old

I think shopping is a great way to express yourself. The choices you make and the colours you wear say something about your personality. It's nice to be able to choose a style that you want and you like. And it's a fact that people love to spend money on new clothes. They call it retail therapy, and it really works! It's also a great way to spend time with your friends. Shopping can be fun. I go out shopping with my friends on High Street every Friday. Even if we don't buy anything, we still have a great time.





VOCABULARY: ROMANTIC RELATIONSHIPS

To date

To go out socially with someone on a semi-regular basis.

She's dating a guy she met at work.

(To go on) a date

1. An meeting set for a particular time, especially with a person you are romantically interested in.
2. The person with whom the appointment is made.

Steve has a date with Helen tonight, and he's really excited about it.

A blind date

When someone sets you up (to go on a date) with someone you have never met before.

I don't like blind dates; they are awkward and I never know what to talk about.

To fancy / have a crush on (someone)

To like someone romantically (usually the other person does not know).

Tim really fancied Jane, but he didn't dare tell her.

To get / be engaged (to someone)

A promise between two consenting adults to get married in the near-future.

They've been engaged for 5 years, but there's still no date for the wedding.

Fiancé (man) / fiancée (woman)

The person to whom a proposal of marriage has been made (and accepted).

Bill got engaged to his fiancée on Valentine's Day.

Wedding

A ceremony, usually religious, where two people get married to one another.

Their wedding was held on a Thursday, which is very unusual.

To marry (someone) / to get married (to someone)

To take someone as one's husband or wife.

It's their anniversary: they got married 2 years ago today.

To divorce / to get divorced / to get a divorce

To legally cancel a marriage.

After several years of unhappiness, they got divorced.



To live together

To share a house or flat with someone.

Nowadays many couples live together before getting married.

(Life) Partner

A more serious and gender-neutral word for boyfriend or girlfriend (sometimes used by couples who have been together for a long time but do not wish to be married).

Mike and his partner have been together for 20 years.

A couple

A pair of lovers in a relationship.

They make such a good couple, I'm glad they got together.

Spouse

Gender-neutral word for a husband or wife.

If someone dies without making a will, normally their spouse inherits everything.

Relationship

An emotional, romantic, or sexual connection between people.

Nobody thought their relationship would last, but they've been together for 2 years now.

To split up / break up (with someone)

To end a romantic relationship with someone. It can be mutual, circumstantial, as a result of an ultimatum or you can be "blind-sided".

Sarah was very sad after she broke up with her boyfriend.

To dump (someone)

The action of ending a relationship with someone (someone dumps someone else).

Victoria dumped David because he was lazy and wouldn't get a job.

Widow (woman) / widower (man)

Person whose spouse has died.

She became a widow after her husband died in a car accident.

To be widowed

The action of becoming a widow(er).

He was widowed when his wife died of cancer.

To have an affair (with somebody)

To start a new relationship with someone outside of an already established relationship, usually long-term and without the other's knowledge.

Angelina broke up with Brad when she discovered that he was having an affair with his secretary.



To cheat (on somebody)

To have a sexual encounter with someone other than your partner in a monogamous relationship (usually an action done in secret).

Gary cheated on his girlfriend several times, and when she found out, she dumped him.

LISTENING: STORIES

Chelsea: The way I met Brad is actually a really funny story. I was at a baseball game with a few of my girl friends because there was this guy on the team that I liked. One minute I was watching the game and the next I was lying on the ground with a crowd of people standing over me. The last player at bat fouled out and the ball had hit me right in the head! I didn't know the player who was responsible but he felt so bad that he accompanied me all the way to the hospital. He stayed and kept me company while the doctors ran tests to make sure I was alright. We hit it off, right off the bat!

Will: I had had a crush on Grace for forever. We worked together at the same office but she never noticed me. She was always really friendly in general but she never really singled me out. I wanted to ask her out but I was so painfully shy. One Friday I found the courage to invite her to my friend's party. I think she was surprised at first but she agreed to meet me that Saturday. At the party we just sat talking together for hours. We were the last ones there and we practically had to be pushed out the door! We've been together for five years now.

Sylvia: At the time, I had been single for about 4 years. I was focusing on my career and spending a lot of time with my friends; I was actually quite happy. But I figured that it would be nice to go on some dates so I joined one of those online dating sites. I was a little nervous because I didn't know what to expect but it was actually a lot of fun! I met a lot of guys that were interested in the same things as me and I went on a lot of interesting dates. I'd been online dating for about a month when I went out with Peter. I remember that his picture online didn't do him justice and that he was much cuter in person. I knew he was the one as soon as I saw him.



VOCABULARY: IDIOMS

To be head over heels (in love)

To be completely in love with someone.

They're such a cute couple; they're head over heels in love.

To hit it off

To get along very well with someone.

We hit it off the first time we met, and started dating a month later.

To fall in love

To start loving someone.

They fell in love when they were in high school.

To fall out of love

To stop loving someone.

He left his wife because he had fallen out of love with her.

To fall for somebody

To love someone strongly and usually quickly.

I think she's fallen for her neighbour: she'll make up any excuse to go and talk to him.

To have chemistry

To experience a special connection with someone, usually with a mutual attraction.

The relationship didn't last because there was no chemistry between us.

To be on the rocks

To be in a difficult moment in your relationship with a partner.

Their marriage seems to be on the rocks. I think they'll divorce soon.

To only have eyes for someone

To like one person and no one else.

Claire really had a crush on Ben, but unfortunately for her he only had eyes for Mary.

To go out with someone

To spend time exclusively with one partner.

It's our anniversary – we've been going out for 2 years.

To ask someone out

To ask someone to go on a date with you.

Jim was very nervous about asking Anna out, but luckily she said yes.



READING: MODERN FAMILIES

Like many cultural institutions, the popularity and specifics surrounding marriage change from generation to generation. In most western societies, the number of people getting married is declining and when people do get married, the age when they do so is steadily increasing. In the UK the average age for a woman to get married was 23.1 in 1981. By 2009 that age had risen to 30. The average man married at 25.4 in 1981, in contrast to 32.1 in 2009. What are the reasons behind the change? Do these changes in attitude toward marriage affect society in a negative way?

One of the simplest reasons why people get married later in life is that it's now become acceptable for couples to live together without being married. Cohabitation gained popularity in the United States in the 1960s and 1970s. Before this, it was very unusual. Dating was a very formal ritual and the virginity of young women was closely guarded. It was expected that a couple would be virgins on their wedding night. This is no longer the case. Now the majority of couples live together an average of two years before deciding whether to get married or split up. Other couples choose to never get married at all.

Another major factor that has changed the face of marriage is the increased wealth in many industrialized nations. In many cultures, across many generations, marriage has often been a financial contract. In societies where it is difficult for individuals to survive economically, many marry to bring together families and resources. In 1950s America, many women were stay-at-home moms that didn't have their own income. Those that did work earned a salary that was much lower than their husbands'. For many women marriage was a way to leave their parent's home and start a new and more independent life.

What do these changes mean? A large component of a marriage is the accumulation of money and property. Generally speaking, married couples tend to plan for the future and part of that plan is to gain more wealth. One potential problem with the declining marriage rates could be a growing gap between the wealthy and the poor in America. Also, laws in the United States very rarely protect the rights of couples that are cohabitating. In most places in Europe, particularly Scandinavia, couples have legal rights when it comes to things such as inheritance and health benefits or decisions. Domestic partnerships are not always legally recognized in the United States.

The reasons people marry often vary depending on one's culture, generation, and socio-economic status. Some claim that marriage has become obsolete; others say that the end of marriage is the beginning of the end of society. Changing beliefs are inevitable and society has to adapt accordingly. Every society on the planet has some sort of formal ritual to publicly acknowledge a couple's relationship. What does differ are the aspects and expectations of marriage. Questions regarding when one should marry and why one should marry will always have different answers depending on who you ask.



Contrast

Although / Though

Regardless of the fact that, even though;

Note: When the *though/although* clause comes before the main clause, we usually put a comma at the end of the clause. When the main clause comes first, we don't need to use a comma.

***Although** she didn't ask for money, I paid her anyway.*

Even though

Very similar to *although* or *though*, but shows a stronger emphasis between the two clauses.

*She borrowed my dress, **even though** I told her not to.*

Despite (+ noun/gerund)

Regardless of the fact that, even though; usually placed at the beginning of the sentence. It is followed by a noun or a gerund.

***Despite** the rain, we decided to go out.*

***Despite** feeling ill, he went to work.*

In spite of (+ noun/gerund)

Very similar to *although* or *though*, but shows a stronger emphasis between the two clauses. It is followed by a noun or a gerund.

*They bought the house **in spite of** our objections.*

*She travelled **in spite of** having little money.*

However

In whatever way, manner, or state.

*She always looks great, **however** many hours she sleeps.*

Similar to *nevertheless*, *on the other hand*; used with semi-colon and comma.

*We never win a game; **however**, I feel our luck will change soon.*



<p>Reason and cause</p>	<p>As Since or because.</p> <p><i>As you still speak to her (and I don't), will you give her this letter for me?</i></p> <p>Since Similar to because.</p> <p><i>Since you're driving to the store anyway (and I'm not), would you buy me some milk?</i></p> <p>Due to (+ noun/ gerund) Because of, owing to.</p> <p><i>We had to cancel the meeting due to the weather. I didn't go to work due to being sick.</i></p>
<p>Consequence / result</p>	<p>Therefore Consequently, as a result.</p> <p><i>I think, therefore I am. She is under 18 and therefore cannot vote this year.</i></p> <p>Thus To say what happened as a result.</p> <p><i>The guard fell asleep, thus allowing the prisoner to escape.</i></p> <p>As a result As a consequence, so, then.</p> <p><i>Modern life is very stressful; as a result many young adults suffer from anxiety.</i></p>
<p>Purpose</p>	<p>So that (+ sentence) In order that.</p> <p><i>He put his glasses on so that he could see the television better.</i></p> <p>In order to (+ infinitive) So that you can do something.</p> <p><i>She worked all summer in order to save some money.</i></p>



Addition	<p>Too As well. Usually “too” goes in end position.</p> <p><i>She has a car and a motorcycle, too.</i></p> <p>Also In addition, too.</p> <p><i>She is smart, funny, and also very beautiful.</i></p> <p>Moreover In addition, furthermore.</p> <p><i>The whole report is badly written. Moreover, it’s inaccurate.</i></p> <p>What’s more Used to add something surprising or interesting.</p> <p><i>My new professor is really friendly and what’s more, she knows my parents!</i></p>
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VOCABULARY: WEDDING VOCABULARY

People at a wedding

Groom Bride

Best man Groomsmen Maid of honour Bridesmaids

Flower girl

Young girl who walks in front of the bride down the aisle

Ring bearer

Young boy who brings the rings up the aisle

Priest

Objects at a wedding

Wedding Rings Cake Invitations Champagne

Tuxedo Wedding Dress Bouquet Gift

Actions at a wedding

First kiss Say the vows First dance

Throw the bouquet Cut the cake Proposal (before the wedding)

Leave for the honeymoon Walk down the aisle Make a toast





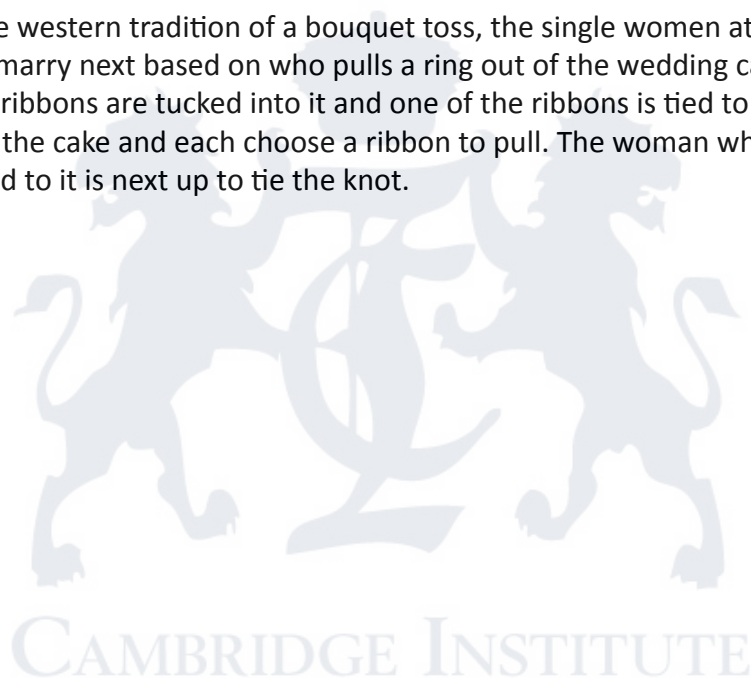
READING: WEDDING TRADITIONS

All around the world people have different traditions to celebrate the marriage of two people. Here are a few interesting customs from cultures around the world.

In China, brides often have three wedding dresses. The first is called 'Qipao' or 'cheongsam' and is generally red and slim-fitting. This is the most traditional wedding dress in Chinese culture as red is the colour of luck. Next, the second dress is similar to the more traditional wedding dress in western culture being big and white. Finally, the bride will finish the evening in a cocktail dress for the reception.

Before an Indian bride gets married, she would usually gather with her female friends to have a Menhdi design painted on her hands and feet. Menhdi is a paste which is created from crushing the leaves of a Henna plant. Its initial application must be done with care as the whole painting process can take many hours. It is also tradition for the names of the bride and groom to be artfully crafted into the Menhdi design, and after the wedding, the bride is not supposed to do any housework until the Menhdi has faded away.

In Peru, instead of the western tradition of a bouquet toss, the single women at the wedding all gather to see who will marry next based on who pulls a ring out of the wedding cake. When the wedding cake is made, ribbons are tucked into it and one of the ribbons is tied to a ring. The women must all gather around the cake and each choose a ribbon to pull. The woman who pulls out the ribbon with the ring tied to it is next up to tie the knot.





LISTENING: ANNIVERSARY GIFTS

Matt: Hey Dan, you really have to help me, I have no idea what to get my wife for our anniversary.

Dan: Don't you worry Matt, we'll figure something out. How long have you been married?

Matt: Umm... I'm not really sure, why?

Dan: Well apparently there are specific gifts that you are supposed to get your spouse on every year's anniversary. Maybe you could just get her what is traditionally given on this specific anniversary. That way you don't have to think of a gift.

Matt: Oh, that's a great idea. It seems like you know a lot about this kind of thing. Maybe you can tell me what the gifts are for each year while I think about how long Lauren and I have been married?

Dan: Ok. If it's your first anniversary you buy a clock, your second china.

Matt: Wait... What do you mean, you go to China?

Dan: No, china, the fancy dishes that you use when your 'in-laws' come to visit during Christmas. I'm pretty sure you guys have been married longer than two years though.

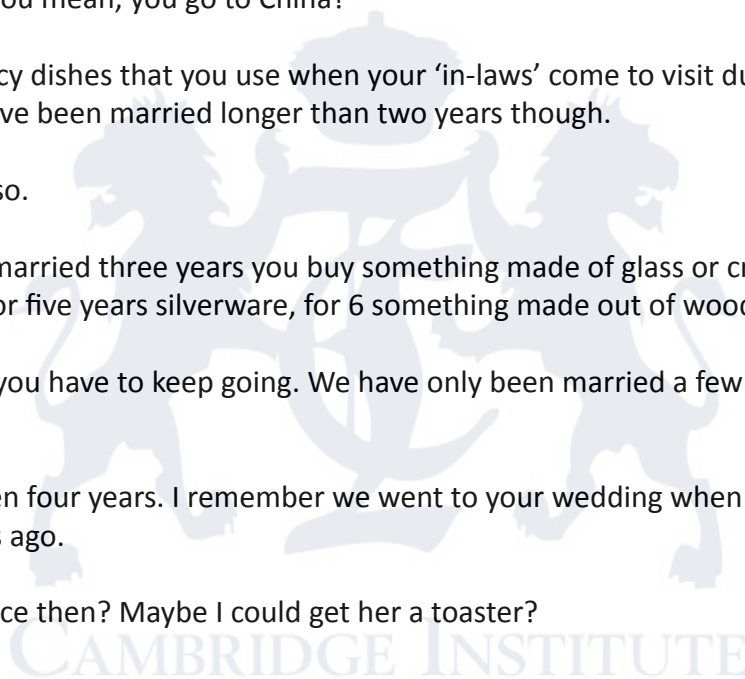
Matt: Mm, yes, I think so.

Dan: If you have been married three years you buy something made of glass or crystal, for four years an electric appliance, for five years silverware, for 6 something made out of wood...

Matt: Ok, I don't think you have to keep going. We have only been married a few years. Maybe three?

Dan: No, I think it's been four years. I remember we went to your wedding when Paula was pregnant and that was four years ago.

Matt: Ok, so an appliance then? Maybe I could get her a toaster?





GRAMMAR: DEDUCTIVE MODALS

To explain that we suppose or assume something, we use modal verbs. Based on what modal verb we use, it will help define how sure or unsure we are about it.

Present Tense

Modal verbs for making deductions	Level of certainty
Must	Very sure (95% sure something is true).
Will	Pretty sure (95% sure something will happen or is true).
May	There is the possibility that something is true, but it's uncertain (50% sure).
Could	There is the possibility that something is true, but it's uncertain (50% sure).
Might	There is the possibility that something is true, but it's uncertain (50% sure).
Won't	Pretty sure (90% sure something won't happen or is impossible / not true).
Can't	Very sure (95% sure something is impossible / not true).

Compare the level of probability:

Mary must be a teacher. She is so patient.
(this is an assumption, but it is a very confident assumption.)

Mary can't be a police officer. She is not tall enough.
(again this is an assumption, and there is a lot of certainty in this assumption.)

Mary may/might/could be a mom. She loves kids.
(an assumption with a high level of uncertainty.)

Must = 95% sure
Could be/may/might = 50 % sure
Can't = 95% sure

They must be at work.
The meeting could be about to finish.
They can't be at home as their car is not there.



Present Continuous (to make assumptions about actions in progress)

must
will
may/could be/might + be verb -ing
won't
can't

*She **must be telling** her a secret. Why else would she be whispering.*

*She **could be telling** her about what happened to Kelly at lunch.*

*She **can't be telling** her about Tyler because she didn't hear what happened to him at the party.*

Past Tense (to make assumptions about situations in the past)

must
will
may/could be/might + have verb - ed (past participle)
won't
can't

*He **must have been left** alone.*

*He **may have found** the paint himself.*

*He **won't have cleaned up** by himself.*

WRITING: THINGS LEFT BEHIND

As the best man at your brother's wedding you are in charge of cleaning up the hall at the end of the night. While cleaning up, you found some items left behind by some of the guests of the wedding. Write out a list of who you think each item belongs to using modal verbs and why you believe it belongs to that person.

CAMBRIDGE INSTITUTE



VOCABULARY: DANCE STYLES

Ballet	Salsa
Tango	Flamenco
Swing	Samba
Line Dancing	Ballroom Dancing
Tap Dancing	Belly dancing
Break Dancing	Hip hop

Dance words

Backwards

Movement towards the back.

Balance

The ability to distribute your body's weight equally so as not to fall over. Related to motor coordination.

Choreography

The art of designing the steps and movements for a specific dance routine.

Forward

Movement towards the front.

Rhythm

A pattern of repeated sounds.

To shake

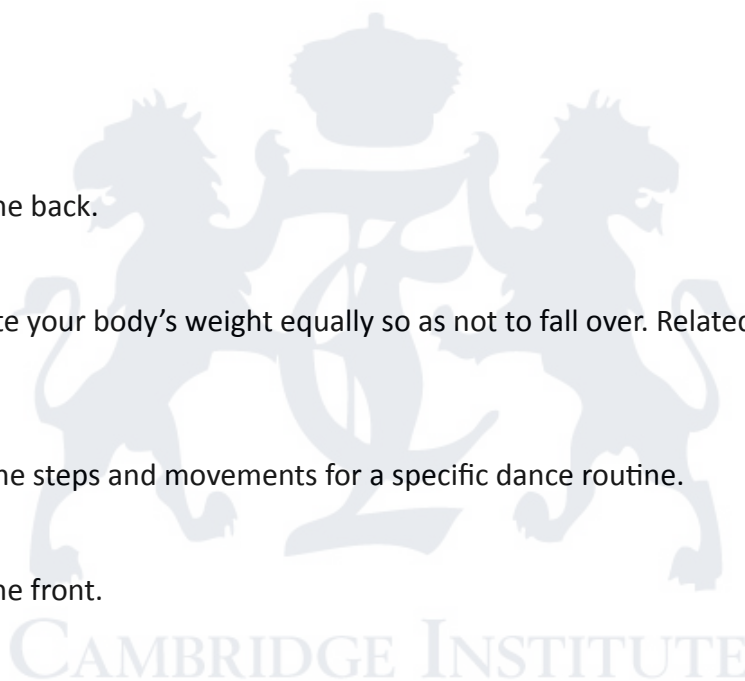
To move a body part side to side quickly.

Tempo

The speed of the music.

Spin

To turn or cause something to turn in circles.





READING: THE LIFE OF A BALLERINA

Many young girls dream of being a professional ballerina one day, especially after attending their first few ballet classes as young children. The dream of being on stage with a lovely pink tutu or tights while being lifted and twirled around the stage in front of a large audience is captivating for them.

What many people don't know is how difficult life can be for a professional dancer. This is a career path filled with very competitive "co-workers", continual stress and strain on the body and the permanent obligation of projecting the character of a beautiful and delicate ballerina. Also, due to the demands that wearing ballet shoes put on them, ballet dancers have to endure a lot of pain, and in many cases their feet are badly damaged due to their career.

Unfortunately, the career of a ballet dancer is short and has a tendency to end very early in life. Most dancers will only be able to stay employed as professional dancers until they reach their 30s. After that, they usually stop performing and choose to open dance studios, become teachers, choreographers, or change occupation altogether.

Passion, love and commitment will drive most dedicated dancers to pursue this career. Although it can be tough, the rewards of such an artistic career can be plentiful. For many dancers, they do not imagine themselves doing anything else with their lives other than pushing their bodies to the limit in order to express themselves using this beautiful art form.





GRAMMAR: ASKING FOR AND MAKING RECOMMENDATIONS

A recommendation is a piece of advice. Sometimes you have to be careful how you give advice. Firstly, you don't want to come across as rude. Secondly, the advice may not be sought. That is why it is important to say these things cautiously, especially when giving advice. Below, we give some tips on polite ways to give advice.

Asking for recommendations

Here are some ways to ask for advice:

What do you recommend?
What do you think I should do/buy/say..?
What is your advice (about the situation)?
If you were me, what would you do?
What do you suggest?
What should I do?
Shall I...?
Should I...?

I am going to visit Thailand for the first time this summer, where do you think I should go?
I am having a really hard time learning French, what do you suggest I do?
I've had a bad cough for almost a week, what do you recommend?

Making recommendations

Here are some basic ways of giving advice:

You (might) want to...
You need to...
You could (try)...
What I would do is...
What you want to do is....
If I were you, I would...
You ought (not) to...
You had better... (when the advice is urgent)
Why don't you...

You need to clean your room, now!
In order to get his attention, what you want to do is ask him a lot of questions and talk about his interests.
You had better find a way to fix this soon, because Jessica is mad about what happened.

Depending on the context, these phrases can sound rude. If you are talking to a friend and wanting to give them a casual idea of what to do about something, these can be adequate. If you are a boss telling your employees how to do their job, you may want to soften the way you give this message. This can be done by using the following structure:

You could look at...
You could think about...



You may want to think about...

You might want to...

Maybe you could try...

How about we...

Adding **maybe** into your sentence also helps to make it sound softer.

You could maybe think about doing a market study to see what is really going on.

You might want to look into possible solutions before things get worse.

Maybe you could try asking the boss for more information.

Declining to give a recommendation

At times, people ask for advice, but for different reasons, we don't have any advice for them. In that situation, here are some phrases that can be used:

I wish I could help, but I don't know anything about that.

I don't know what to advise/tell you.

I'm sorry, I am not sure...

Unfortunately, I don't know...

I'm afraid I can't help you.





VOCABULARY: DANCE IDIOMS

It takes two to tango

This expression means that when two people are accountable for the outcome of a situation, both should be held responsible, or that an activity needs two people who are willing to take part for it to happen.

You shouldn't only be mad at your husband's mistress, it takes two to tango.

Make a song and dance about something

Make a big deal about something, or to over-exaggerate the importance of something.

Every time Jill is late, she makes a whole song and dance about how she is a hard working single mother.

Out of step (with something)

Not in harmony or sequence with others.

John is completely out of step with the whole office. He just does things his own way.

Burn up the dance floor

To dance very intensely.

Nathan and Michelle really burnt up the dance floor at their wedding.

Get your groove on

To enjoy yourself by dancing.

Sarah loves to get her groove on, she goes out dancing most weekends.

Step by step

To do things gradually.

On your first day at a new job, take things step by step. You can't learn everything on the first day.

Put on your dancing shoes

Get ready to dance.

Put on your dancing shoes boys, because we are going out dancing tonight.



LISTENING: DANCE COMPETITION

Reporter 1: Welcome everybody to “Get Your Groove On”, Miami’s largest annual dance competition. This is our 6th season reuniting the nation’s best dancers to see who’s got the best moves on the dance floor.

This year’s schedule is jam packed with a wide variety of dance styles with influences from all around the globe: African beats, Russian “moved” followed by Scottish dance troupes, we have it all.

We will be hearing new rhythms accompanied by fresh moves from dancers of all ages. Today, we will start the competition with our youngest dancers, and by the end of the weekend we will be watching our older, more advanced dancers. Each category will be bringing its best and is sure to entertain.

As we are in Miami, the USA’s Latin capital, on Monday we will be finishing off the competition with an entire day of Latin dance styles where you will see nothing but Bachata, Salsa, Tango, Merengue, Cha-Cha-Cha and Samba.





LISTENING: CUSTOMER SERVICE

Listening 1

Customer: Hi, is this Computer Solutions?

Karla (Customer Service): Hi, yes, this is Karla speaking, how can I help you?

Customer: Hi, okay, good. I'm having problems with the laptop I just bought from you. There doesn't seem to be any volume control. I've looked everywhere and I can't find it.

Karla: Okay, madam, do you have the computer turned on right now?

Customer: Yes, I'm sitting in front of the laptop and I have it turned on.

Karla: Fine, could you do as I say? First I want you to open the Control Panel.

Customer: Control Panel, what's that?

Karla: No problem, just press start. That will bring up a menu list, so click on the one that says "control panel". Are you following me?

Customer: Okay, yes I see it now.

Karla: Okay, so now you should see an icon for a little speaker, if you click on that, it brings up another menu, where you should be able to see the volume level of your computer. There's a checkbox that says "mute". Is that ticked?

Customer: There's a little tick mark in that box, yeah.

Karla: Okay, click that box with your mouse, and that will get rid of the tick mark.

Customer: Okay, fine I've done that.

Karla: Fine, now click "apply" and then "okay" and your computer should have sound now. Just check it for me.

Customer: Ah yes, thanks. I'm playing a youtube video and it's fine now.

Karla: Great. Is there anything else I can help you with?

Customer: No, that's all. Thank you.



Listening 2

Dan: Hello, Computer Solutions, this is Dan speaking, how can I help you?

Customer: Hi, is this Computer Solutions?

Dan: Yes, as I just said this is Computer Solutions and I'm Dan, how can I help you?

Customer: Okay, sorry about that. I couldn't hear you at the beginning. The screen on my computer has gone blue and it's not allowing me to do anything.

Dan: Have you tried turning it off and on again?

Customer: Okay, no, I haven't tried that.

Dan: Okay, could you do that for me if it's not too much trouble?

Customer: Yes, of course, I'll try it.

Dan: Okay, that will take a few minutes. You can call me back then if you have any more problems.

Customer: Sorry, could you wait a minute; I do have another question actually.

Dan: Okay, now what is it?

Customer: Excuse me. You're being very rude. I wanted to ask about the kind of printers you sell as well.

Dan: That's another department. So I'll put you through when you call back.

Customer: Wait, just a moment. My computer is ready now, but there's a message asking if I want to choose safe mode.

Dan: No, it should be okay now, just choose normal start. Right, I'll transfer you to the Printer Department now.

Customer: Before you do that Dan, could you give me the name of your manager and the email address for customer complaints? I'm not very happy with the tone of voice you've been using with me today and I don't think you've been very helpful. There's still something wrong with my computer.

Dan: Okay fine, my manager's extension is 123 and the email address is complaints@computersolutions.com. Look, I'm sorry, it's just been one of those days.

Customer: Okay, can you transfer me through now?



Listening 3

Peter: Hello, this is computer solutions, Peter speaking, how can I help you?

Customer: Hi, my computer is broke.

Peter Okay, can you tell me what's wrong with it?

Customer: Yes, nothing is happening. I've been pressing all the buttons and the screen is completely black. I don't know why.

Peter: Okay, can I ask... is this an old computer? When did you buy it?

Customer: No, it's brand new, I just bought it yesterday. A man came here this morning and put it together, and he's just left, and now it's not working. It was €1100 and I'm very disappointed. Can you fix it?

Peter: Okay, I'd like you to check a few things for me. I just want to know if everything is connected up properly. Is the monitor connected to the CPU?

Customer: What's the CPU?

Peter: That's the Central Processing Unit, the main part of the computer with the CD and DVD drive. It should be underneath the monitor.

Customer: Okay, yes, it seems to be connected.

Peter: Good, what about the plug from the CPU to the wall socket. Is that connected to the back of the computer?

Customer: Yes, it's connected to the... oh wait a minute.

Peter: Yes, what's wrong?

Customer: Oh no, it's my fault! I'm feeling a little embarrassed now. The plug isn't plugged into the wall socket.

Peter: That's no problem! You wouldn't believe how often this happens. Okay, well, plug that in and I'll stay on the phone with you to see if everything is working alright.

Customer: Okay, yes, the power is coming on now. Oh, sorry for wasting your time! I'm such an idiot!

Peter: No, don't worry, that's my job. To be honest the delivery guy should have plugged that in for you. It's always the obvious things we forget about. Is there anything else I can do for you?

Customer: No, I should be fine now. Thanks, thank you very much for your help.



GRAMMAR: WORD FORMATION

Noun

A word (other than a pronoun) used to identify any class of people, places or things (common nouns) or to name a particular one of these (proper noun).

Verb

A word used to describe an action, state, or occurrence, and forming the main part of the predicate of a sentence, such as see, do, happen.

Adjective

A word or phrase naming an attribute, added to or grammatically related to a noun to modify or describe it.

Adverb

A word or phrase that modifies or qualifies an adjective, verb, or other adverb or a word-group, expressing a relation of place, time, circumstance, manner, cause, degree (e.g. gently, quite, then, there).

Below there are some of the most common suffixes and prefixes:

The following **prefixes** all give the meaning of **NOT** when they come before a word.

il- ir- in- un- dis- im- mis-*

We often, but not always, put **il-** before words beginning with **l**, **ir-** before words beginning with **r**, and **im-** before words beginning with **m** and **p**.

Examples: illegal, impolite, irresponsible, inexpensive, uncomfortable, dishonest.

* **mis-** can also have the meaning of “wrong”, so for example, “misunderstand” means “to understand something wrongly.”

Other prefixes are:

pre (before) → *prearranged*

post (after or later than) → *postgraduate*

re (again) → *redo*

sub (under) → *subway*

en (put into) → *enclose*

Typical suffixes to turn a verb into a noun are:

-ation *imagine* → *imagination*

-ion *collect* → *collection*

-ness *happy* → *happiness*

-ship *friend* → *friendship*

-ity *able* → *ability*

-ism *tour* → *tourism*

-ence *intelligent* → *intelligence*

-ment *pay* → *payment*

-al *approve* → *approval*



Typical suffixes to turn a noun into an adjective are:

- ible *access* → *accessible*
- able *understand* → *understandable*
- y *noise* → *noisy*
- al *accident* → *accidental*
- ive *offense* → *offensive*
- ful *care* → *careful*
- less *care* → *careless*
- ous *danger* → *dangerous*
- ant *please* → *pleasant*

Adverbs are usually formed by adding the suffix **-ly** to the adjective. These are some of the special cases regarding spelling:

Words ending in **-y**: the **y** usually changes into **i** and then you add **-ly** (*temporary* → *temporarily*)

Words ending in **-le**: change **le** into **ly** after a consonant (*responsible* → *responsibly*)

Adjectives ending in **-ic**: add **-ally** (*basic* → *basically*)

Examples:

Noun: *Fortune*

Adjective: *Fortunate*

Adverb: *Fortunately*

Adverb with prefix: *Unfortunately*

Adjective: *Accurate*

Noun: *Accuracy*

Adverb: *Accurately*

Adverb with prefix: *Inaccurately*

Noun/adjective: *Final*

Verb: *Finalise/Finalize*

Adverb: *Finally*

Verb: *Represent*

Noun: *Representation/Representative*

Adjective: *Representative*



READING: THE CONSUMER COMPLAINTS COMMISSION

What do people complain about most? There probably won't be many surprises here for most people, because most of us have had issues in at least one of these areas. The Consumer Complaints Commission has recently published a list of the top 10 consumer complaints.

1. Cars: Plenty of people have dealt with a second hand car dealer and have a story to tell about it, so it should come as no surprise that the most complaints received in any sector relate to people being sold faulty cars or being tricked out of their money...

2. Credit/Debit: The dreaded credit card! The second most complained about sector is not a great surprise either. Anyone who's run up a bill on the credit card account was most probably met with excessive charges and rising bills.

3. Home Improvement/Construction: Builders who seem to take twice as long to do something as originally promised. Another issue that came up for consumers was being hit with extra charges a few weeks into the job.

4. Retail sales: Some of the complaints when it came to retail sales were false advertising, fraud, defective merchandise and issues with gift cards.

5. Utilities: Consumers complained about billing disputes and problems with phones, internet, electricity gas and water being cut off without notice.

6. Services: These complaints were mainly about providers who lacked the proper license or who did a bad job.

7. Internet Sales: Consumers complained about goods not being delivered after being purchased over the internet or else the product which was received did not match the description on the website.

8. Landlord/Tenant: Tenants complained about unsafe conditions and landlords who never made repairs. In addition to these, illegal eviction practices and disputes over deposits and rent were common complaints. There were also many complaints about infestation by bedbugs that weren't dealt with properly by landlords.

9. Fraud: Consumers complained about being scammed by with fake cheques, bogus lotteries and grant offers.

10. Home Solicitations: Consumers complained about telemarketers and mail solicitations that misrepresented what was on offer or failed to deliver services. There were also violations of "do not call" requests.



VOCABULARY: THE LANGUAGE OF COMPLAINT

Useful expressions for making a complaint on the telephone

- *Excuse me, this isn't what I ordered.*
- *The product you sold me is defective.*
- *When I rang your customer service department, I was transferred to the wrong area.*
- *The first customer service agent I talked to hung up on me.*
- *I ordered this product a week and a half ago and it still hasn't been delivered. Can you explain why there's been a delay?*
- *Excuse me? I don't like the tone of voice you are using with me. Can I speak to your manager please?*
- *I paid my bill on my credit card on time, and I still got charged for late payment. Why has this happened?*
- *I would like to return the product I bought. It's faulty.*
- *Hello, can I speak to...? I have a complaint to make about....*
- *I've phoned your office several times and I keep getting put on hold.*
- *There's a problem with my internet connection. Can you send someone over to my house to fix it?*
- *I've had this same problem several times and it has never been fixed properly.*
- *I'm afraid there is a slight problem with...*
- *I have a complaint to make about...*

Useful expressions for writing a complaint letter

- *I am writing to express my strong dissatisfaction with...*
- *I am writing to complain about...*
- *I would like to know what you intend to do about this.*
- *The... was so bad that...*
- *I'm not going to put up with this.*
- *I don't see why you...*
- *I expect a letter of apology.*
- *I shall take matters further unless...*
- *The charges on my credit card are excessive. If you don't offer me a new rate, I will take my business to another company.*
- *I was very disappointed with the service I received*
- *Your product was not up to standard*
- *...was not what we had been led to expect*
- *...was extremely rude to me*
- *I expect a full refund for the product I bought from you.*



WRITING: COMPLAINT LETTER

A good complaint letter must contain:

1. **A background:** You must mention what product/service you bought, when and where.
2. **The problem:** You must explain clearly and concisely what happened, and how this problem affected you personally.
3. **A demand:** You must propose a solution for your problem. What you expect to achieve through this complaint. A new product? A refund? This must be clear in your letter.
4. **A polite tone:** Even when you are angry and rightly so, you must keep an impersonal and non-offensive tone at all times. Be careful to be objective, not emotional.

This is the sample letter proposed by the American government for complaints in the USA:

Your Address
 Your City, State, ZIP
 (Your e-mail address if sending via e-mail)

Date

Name of Contact Person (if available)
 Title (if available)
 Company Name
 Consumer Complaint Division (if you have no specific contact)
 Street Address
 City, State, Zip Code

Dear (Contact Person's last name):

Re: (product/service bought)

On (date), I (bought, rented, or had repaired) a (name of the product, with serial or model number or service performed) at (location, date and other important details of the transaction).

Unfortunately, your product (or service) has not performed well (or the service was inadequate) because (state the problem). I am disappointed because (explain the problem: for example, the product does not work properly, the service was not performed correctly, I was billed the wrong amount, something was not disclosed clearly or was misrepresented, etc.).

To resolve the problem, I would appreciate your (state the specific action you want - money back, charge card credit, repair, exchange, etc.). Enclosed are copies (do not send originals) of my records (include receipts, guarantees, warranties, canceled checks, contracts, model and serial numbers, and any other documents).

I look forward to your reply and a solution to my problem and will wait until (set a time limit) before seeking help from a consumer protection agency or the Better Business Bureau. Please contact me at the above address or by phone at (home and/or office numbers with area code).

Yours sincerely,
 Your name



Now you

Read the following complaint letter. The way the problem is explained and the general tone of the letter are inappropriate.

Using the same information, rewrite the letter appropriately.

Dear Sir,

I'm writing to complain about the flight to Florida that I made with your airline on 12th June last year. We were three hours late boarding the plane. No one was able to tell us why. Another problem was the air hostess. She was very unhelpful. I had problems with my luggage. She said she was too busy to help me. When she came round with lunch there were no vegetarian meals left. I had ordered one when I had booked my flight. I think this is disgusting. All I had to eat in eight hours was some bread and cheese. I demand some compensation for the problems I had flying with your airline. If you don't send me my money back immediately, I'll call my lawyer and sue you.

Yours Faithfully,





LISTENING: THREE KINGS' DAY

Juanita: Hi Anne, how's it going?

Anne: Great thanks, and you? Have you finished all your shopping for Three Kings' Day?

Juanita: Well, we normally only buy for my nieces and nephews, so I don't have to buy that much. But in the USA it's different, right? You don't have the Three Kings' Day?

Anne: No, we don't. We do everything for Christmas.

Juanita: And everyone has a giant tree and lots of decorations...

Anne: Well, it depends on the size of your house. Obviously people with small houses can't have big trees. But most people get a Christmas tree for Christmas.

Juanita: And do you put all the presents under the tree, like I have seen in American films?

Anne: Again, it depends on the family, but normally, yeah.

Juanita: I have heard that you buy more presents too, and for everyone in the family.

Anne: Yes, Christmas can be very expensive. We often go crazy with shopping!!! Another thing that is different is that on Christmas people generally eat the biggest meal on the 25th. In Spain they eat it on the 24th.

Juanita: Yes, that's different. And what about food? Do you eat a lot of seafood?

Anne: No, on Christmas we eat ham or turkey and potatoes and have fruitcake and Christmas cookies for dessert. We also drink a very nice cocktail called Egg Nog which is very sweet and made of milk, sugar, cream, eggs and some kind of liquor like rum, brandy or whisky. But it is very rich, so people only drink a little!

Juanita: That does not sound good to me, but maybe I will have to try it.

Anne: Oh you really should, it's delicious! Another thing we do on Christmas Eve, the night before Christmas Day, is leave milk and cookies on the table for Santa Claus, for when he delivers the presents.

Juanita: Oh, we do something similar. On Three Kings we leave some food for the three kings and water for the camels.

Anne: So you see, we are not so different after all!

Juanita: We do have some differences. Do you eat the Roscon cake?

Anne: No, we don't. And we don't eat marzipan, but it is delicious! We also feel happier if it snows on Christmas, because it is a white Christmas, and that's better.



Juanita: Really? It's better if it snows on Christmas? Why?

Anne: Well, it is more romantic, you know, more beautiful, it makes people happy to be inside and warm with their families. People who live in cold climates feel a bit superior because they have snow at Christmas, and think that people in warm climates must suffer. In fact, on TV shows and movies where the families live in warm climates like California, they often have a Christmas miracle, and it snows, and everyone is so happy!

Juanita: Wow, snow on Christmas is really important for Americans!

Anne: Yeah, it is!





GRAMMAR: GRADABLE & NON-GRADABLE ADJECTIVES

Gradable Adjectives

Gradable adjectives are adjectives like **'cold'**, **'hot'** and **'frightened'**. You can be very cold or a bit cold. Gradable adjectives show that something can have different degrees.

Non-gradable Adjectives

Non-gradable adjectives are stronger than regular adjectives and are used for emphasis. They do not have different degrees.

The room was freezing! (**'freezing'** is the non-gradable adjective for **'cold'** and we use it in the phrase to emphasize how cold it was).

Non-gradable adjectives are not gradable, that is, they cannot be used in comparatives.

The living room was colder than the kitchen. (not the living room was more freezing than the kitchen).

For the same reason, non-gradable adjectives have special modifiers.

We can say: Absolutely freezing. **Totally** freezing or **Completely** freezing.

However, **we cannot say:** very freezing.

To sum up, with regular adjectives — cold, hot, tired, hungry, ugly, etc. — we use: **very, extremely, a bit, incredibly, terribly, fairly, awfully** as modifiers, and with non-gradable adjectives — boiling, exhausted, gorgeous, etc. — we use **absolutely, totally, completely, utterly** as modifiers.

Notice that **really** can be used with both gradable AND non-gradable adjectives.

*It's **really** cold today. It's **really** freezing today.*

Quite can also be used with both, but its meaning changes.

*That book's **quite** interesting. (= a bit)*

*That book's **quite** fascinating. (= absolutely)*



READING: HAPPY HALLOWEEN

On October 31st of every year, millions of homes are visited by vampires, monsters and goblins. This is no occasion of the supernatural or the occult, it is Halloween. The practice of celebrating Halloween goes back centuries and its customs have evolved over time. What originally started as a Celtic festival has become a worldwide celebration for both children and adults. Each year tremendous amounts of money are spent on candies and costumes. Little boys and girls go from door to door hoping to increase their collection of sweets and adults enjoy the celebrations. With its roots in Scottish and Irish culture, Halloween crossed the Atlantic Ocean to North America, where it took on a new life and from there made its way across the world.

The oldest use of the word Halloween appears to come from Scotland. "Hallow's Eve" referred to the day before All Saints' Day. However, the practices of Halloween go even further back. Celtic festivals celebrated the end of the four seasons and one festival in particular, Samhain, is believed to be the original source for Halloween. During Samhain, people collected food supplies for the coming winter months and it is during this time that the connection between the supernatural and physical world was believed to be the closest. This belief in the supernatural made its way into Catholic life and by the time the Middle Ages had arrived, Halloween incorporated both elements of Samhain and the Catholic holiday of All Saints Day. On October 31st (the day before All Saints' Day) people would pray for those souls who had moved on to the next world, thus connecting the supernatural and physical realms. According to church tradition, many souls passed through purgatory, a place where spirits were cleansed before moving on to Heaven. This time of purification also meant wandering souls around the world. Christians would wear masks to avoid these spirits, a practice that is found today in Halloween.

With the birth of the Protestant Reformation, many traditions began to fade away. In England many acts associated with the old Catholic church were frowned upon by the new Protestants, including those associated with Hallow's Eve. In Ireland and Scotland however, certain practices continued to thrive. With famine, wars and other conflicts many Irish and Scottish people began to emigrate. The most popular destination for these people was North America. During the 19th century, large numbers of Irish and Scottish immigrants arrived in the United States and Canada, and brought their culture with them. This spreading of tradition led to Halloween being introduced to North America and by the 20th century the holiday was celebrated from coast to coast by many different people, regardless of cultural or religious background. As North America grew in influence it began to export its culture abroad.

Through various forms of media such as film and television or travel by various people, Northern American customs began to be recognized in various countries. One of the main exporters of American culture is Hollywood and through its movies Halloween gained in popularity in various places. Europe and Asia have seen the recent introduction of the holiday and the number of countries celebrating it continues to grow. Although the day is now associated with children in costumes asking for candy, elements of the old traditions continue to thrive. Whether it be the belief in spirits, mask wearing or bringing life to the dead, Halloween has found its shape and form in all corners of the planet.



Unit 11. I Don't Feel Well

GRAMMAR: GRADABLE & NON-GRADABLE ADJECTIVES

When we want to report what someone has said or thought we will often report in our own words when the message to convey is more important than the actual words that the person said. When you do this you can use sentences with a reporting clause and a reported clause.

Reporting Clause

She called

He didn't tell me

Reported Clause

to say she wouldn't come.

when they were going to leave.

When direct speech is reported, it becomes indirect speech. There is usually a change of tense in the indirect speech, which is called "backshift".

"I want to go and eat right away," said Pablo.

*Pablo said **he wanted to go** and eat right away.*

If we want to conserve the person's words because the exact words are important or we want to emphasize or create a dramatic effect we will report their actual words. When writing we will do this in quotations.

"We are leaving tonight at 10pm," she explained.

"Of course," Johnny replied, "we will be there on time."

Note: when reporting sentences with a time reference we might have to make some adjustments depending on when the report is done.

"He will be leaving tomorrow" she said. – She said he would be leaving the following day.

"She came home yesterday" he explained – He explained that she had come home the previous day.

Negatives in reporting

When we want to report what somebody didn't say or think, we make the reporting verb negative.

He didn't tell me how he was getting to Barcelona.

You didn't tell me that you were getting married.

She didn't ask me where I was going.

If we want to **report** a negative sentence, the verb in the reported clause must be negative.

*"You're right, it isn't a good idea." – He **agreed** that it wasn't a good idea.*

*"I don't want to come." → She said that she **didn't** want to come.*

However, with the commonly reporting verb "think", in order to report a sentence which was negative when the original speaker used it, we make the verb in the **reporting** clause negative, rather than the verb in the **reported** clause.

*"It's not a good idea." → He **didn't think** it was a good idea.*

Other common reporting verbs that behave in this way include believe, expect, and feel, e.g.

*"I expect he won't come." / "I don't expect he will come." – She **didn't** expect him to come. (rather than She expected he wouldn't come.)*



LISTENING: WHAT HAPPENED TO YOU?

Susie: What happened to you?

Jim: Oh, I fell down a manhole and broke my leg.

Susie: What? How did you manage that?

Jim: Well, I was just walking down the street, looking around me, and then suddenly out of nowhere, I fell down the hole. Someone must have removed the cover, I don't know.

Susie: That's crazy. You could probably sue the council for that.

Jim: Yeah, I guess I could. I'd love to know who did it though.

Susie: So, how long will you be on crutches?

Jim: Well, the doctor said I needed to keep the cast on for at least 6 weeks, until the bone has healed. I'm going to have a check up in 4 weeks time, and he'll let me know then if there are any changes or if I can take the cast off sooner.

Susie: Jeez, that sounds pretty bad. Is it difficult getting around like that?

Jim: I'm kind of getting used to it actually. The first couple of days my arms were killing me afterwards, but now I'm not feeling as tired. It's the equivalent of going to the gym and lifting weights. I have a friend who broke his leg recently, and he told me that it wasn't going to be easy getting around on crutches, but my arms will have strengthened a lot by the time they come off. The only problem is it takes a few days to get used to walking after that, as the foot will be a bit tender.



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VOCABULARY: ACHE

Ache

noun: a continuous or prolonged dull pain in a part of one's body.

I have an ache in my back. It's been really annoying me.

verb: to suffer from such a pain.

My head has been aching all morning. I need an aspirin.

Sore

adj: we use sore to describe a part of the body that is painful or aching.

My leg is sore!

noun: a painful area on the surface of a body, especially an infected area.

She has a sore on her foot from wearing high heels too much.

Hurt

verb: cause physical or emotional pain or injury to.

Ow, you're hurting me!

He hurt his leg and had to leave the game.

Harm

noun: physical or other injury or damage.

Smoking can cause serious harm to the lungs.

verb: to hurt someone or damage something.

Luckily, no one was harmed in the accident.

Pain

noun: physical suffering or discomfort caused by illness or injury.

I was in a lot of pain after I broke my arm.

verb: [+to infinitive] If something pains you, it causes you to feel sad and upset.

It pains me to see animals being mistreated.

It pains me to say that he will not pass his English exam.



Cut

verb (cut yourself/cut a part of your body): to be wounded or to have an incision in your skin caused by contact with something sharp.

I cut myself while trying to jump a fence.

I cut my finger with that sharp knife.

noun: an injury made when the skin is cut with something sharp.

I have a cut on my finger and I don't know how I did it.

Fall over

To lose one's balance and collapse onto the ground. To fall from an upright position.

I fell over and hurt my knee while I was walking to work.

Slip

To slide unintentionally for a short distance.

She slipped on the ice and broke her ankle.

Trip

To catch one's foot on something.

The child tripped over the toys on the floor.

Stumble

To step awkwardly while walking or running and fall or begin to fall.

Running along the beach, she stumbled on a log and fell on the sand.

Break

To separate or cause to separate into pieces as a result of a blow, shock or strain.

She broke her leg in a skiing accident.

Burn

noun: an injury caused by exposure to heat or flame.

He suffered a nasty burn on his arm in the fire.

verb: to cause a burn

She burnt herself when she touched the hot pan.



Sprain

verb: To wrench or twist the ligaments (of an ankle, wrist or other joint) violently.

I sprained my wrist ten years ago.

noun: an injury to a joint by a sudden movement.

He hasn't broke anything – it's just a bad sprain.

Strain

noun: a force tending to pull or stretch something to an extreme or damaging degree.

The player was out with a muscle strain.

verb: to become stretched or to experience pressure, or to make something do or experience this.

I strained a muscle in my back playing squash.

Bruise

noun: an injury caused by impact rupturing the underlying blood vessels, the skin turns black and blue.

I have bruises all over my leg from where I fell over.

verb: to cause a bruise

The ball bruised my arm where it hit.

Scrape/Scratch

verb: To score or mark the surface of something with a sharp or pointed object.

I scratched myself on the wire fence.

noun: a slight injury produced by rubbing against a surface.

"It's just a scrape/scratch," said the boy looking down at his bleeding knee.

Graze

verb: To scrape the skin so as to break the surface, but cause little or no bleeding.

I grazed my knee when I fell over.

noun: an injury on the surface of your skin caused by rubbing it against something rough.

He has a graze on this elbow from his skating accident.

Bump

To knock or run into someone or something, typically with a jolt.

I bumped my head on the open cupboard door.



Blister

A painful red swelling on the skin that contains liquid, caused usually by continuous rubbing, especially on your foot, or by burning.

These new shoes have given me blisters.

Scar

A mark left on part of the body after an injury, such as a cut, has healed.

The injury should heal, but there may be a scar afterwards.





READING: MIGRAINES

A migraine is a pounding, intense headache generally - but not always - felt on one side of the head. During an attack the blood vessels in the brain dilate and then draw together and this in turn affects some of the nerve endings. Migraines can affect people of all ages but the cause has not yet been discovered, and this makes it a poorly understood condition.

Most people suffering from migraines know that different foods, such as cheese, chocolate, wine or citrus fruits, can cause these attacks. Other things that may trigger a migraine include: exercise, anxiety, stress, bright lights, loud noise and traveling. The contraceptive pill is also considered a casual cause which may vary from patient to patient. Some women, for example, may experience attacks more frequently around the time of their period.

The first ever migraine attack can seem like many other conditions, including meningitis or even a stroke, so great care is needed in making the initial diagnosis. Migraine sufferers should avoid other factors such as alcohol, lack of sleep and foods that are known to cause attacks.

Depending on the circumstances, it may be necessary for a person to see a specialist (neurologist) to undergo tests such as a brain scan and/or other allergy and blood tests to identify other triggers.

Simple painkillers, such as paracetamol, aspirin or NSAIDs, such as ibuprofen, can be effective at relieving migraine and are usually the first treatment tried. They are preferably taken in soluble or liquid form because these are absorbed into the blood faster.

