

ROADMAP B2 WORKBOOK roadmap.free@yandex.com

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Verbs with dependent prepositions

1	Matc	h the	esent	ence	ha	lves.
---	------	-------	-------	------	----	-------

T	I don't believe	
2	Does that car belong	
3	Unfortunately, Richard suffers	
4	Does the J in your name stand	
5	Lean't concentrate	

- 5 I can't concentrate _
- 6 Why are you smiling _____
- 7 I'm working ___
- 8 We have to deal
- a to anyone you know?
- **b** for James like your dad?
- c in ghosts. Do you?
- d on a really exciting project at the moment.
- e on work when people are talking.
- f from really bad headaches.
- g with some really difficult customers at work.
- h at me like that?

Complete the text with the words in the box and a preposition.

deal	relied	smile	stand	suffer	thinking	worl
------	--------	-------	-------	--------	----------	------



*		lking to people I don't
a few close frie new friends ar	nd I even chose a	e, I ' y. I didn't try to make job where I didn't have ers. In the end, I realised
	to make a change	e. I joined a running improving
I tried to make		ness. On my first day, h everyone and
		o make friends. I'm ng my own running
		social
		Group. RS would

Grammar

Question forms

1	put / here / these books / who ?
2	the film / do you know / starts / what time ?
3	looking / you / are / at / who?
4	any clubs / belong / you / to / do ?
5	how old / are / could ask / you ?
6	why / here / wonder / yet / I / nobody's
7	this morning / who / you / called / so early ?
8	Tom / I'd love / gets / from / to know / his energy / where
	atch the questions and sentences in Exercise 3 with aswers a-h.
а	You could, but I'm not sure I'll answer!
b	Me too. He's always been really active.
С	No one. Just watching everyone dance.
d	I think it was Alex. They look like his.
	The contract of the contract o
e	No. I'm a member of a gym but that's all.
f	Maybe they're all stuck in traffic.
g	Probably around eight. I'll look online.
h c-	3
	implete the prompts to make questions for the iswers.
	The shops usually close <u>at 6 p.m.</u> Can you tell me
2	BBC stands for <u>British Broadcasting Corporation</u> . What
3	<u>Dan</u> gave me this necklace. Who
4	Sam's probably shopping. I wonder
5	We're working on <u>the Richbell project</u> . Which
6	Matt was rude to you yesterday because you ignored
	him last week. I'd really like to know
7	Nothing happened after the meal last night. We all left and went home. What

I'd love to know



Phrases to describe emotions

1	Match phrases	1-8 with	definitions	a-h.
---	---------------	----------	-------------	------

1	have a big impact on someone
2	be a total fool
3	feel numb
4	devastating
5	inspire someone to do something
6	blow your mind
7	be in shock
8	bawl your eyes out

- a cry very hard
- **b** affect someone a lot
- c be very stupid
- d be very surprised
- e have no feeling
- f extremely upsetting
- g cause someone to do something
- h impress/excite/astonish you very much

Complete the social media post with the phrases in the box.

bawled my eyes out believe her luck a total fool big impact blew my mind feel ashamed in shock inspired me

George White Yesterday at 20.21

Someone once told me that if something is worth doing, it's worth doing well. That had a

on me and it's something I've tried to do ever since. So, with that in mind, here's how I proposed to my girlfriend Lizzie today.



omments	
	when
watched it. In fact, I've only just stopped	crying.
Leon I'm 3	. You planned all
this and didn't tell me?! 😮	
Alvaro I proposed to my partner in a su	permarket and you did it
ike that? I 4	that my effort was
so poor.	
Max Congratulations! Amazing news an	
5to 8	ask your sister to marry me
now. Do you think she'll say yes?!	
Eve Why don't you ask me and find	out?
George You'd be 6	if
you didn't.	
Clara I'm so happy for you guys. I bet L	.izzie couldn't
	en she saw that ring. Beautifu
Lizzie I couldn't. The whole thing wa	
8	

Grammar

Past simple, past continuous, used to, would, keep + -ing

3 Choose the correct alternatives.

- 1 While I waited/was waiting for the bus yesterday, I saw/was seeing an old friend from school.
- 2 Leo used to/would like steak but he doesn't anymore.
- 3 We were at the beach. The sun used to come down/ was coming down and it would get/ was getting dark.
- 4 Sam stopped during the race but I kept/was going.
- 5 When we were little, we'd go/ were going to the woods every day after school.
- 6 Barcelona beat/beating Real Madrid 1-0 yesterday.

4 Correct six mistakes with past verb forms.

I was a good student at school and the head teacher was often giving me extra responsibilities. One day, though, I was doing something really silly. My classmates and I were sitting in our classroom, were waiting for the teacher. One boy, Tom, realised that our next test paper was sitting in an envelope on the teacher's desk so we were deciding to take a really quick look. Of course, the teacher caught us and we got into trouble. The head teacher told me he couldn't give me any more responsibilities. I would feel very ashamed of myself at that moment. However, my dad said, 'You have to make the best out of a bad situation. Now you can concentrate on your studies.' I was never forgetting that piece of advice.

5

M	ake sentences in the past using the prompts.
1	While / I / sit / outside this morning / I / see / a really unusual looking bird.
2	Although / Maddie / take / loads of driving lessons last year, / she / fail / her test.
3	André / used / work at the local bank but now he / have / his own business.
4	We / look / at the menu / try / to decide what to eat.
5	My family and I / often / go / camping / in the summer holidays.
6	I / once / break / a finger / while / I / play / basketball.

Adjectives of character

 Put the letters in order to make adjectives of character. The first letter is underlined.

1	gtuigno <u>o</u>
2	tsa <u>c</u> iuou
3	vedersre
4	tuvod <u>a</u> rensu
5	sutrgin <u>t</u>
6	ed <u>og</u> irasn
7	f <u>c</u> dnentoi
8	cus <u>s</u> opisiu

Choose the correct alternatives.

- 1 My brother never takes risks. He's naturally a cautious/confident person.
- 2 I can be quite a careless/nervous driver. I don't always pay attention to other drivers.
- 3 Kim believes that everyone is good but personally, I think she's too suspicious/ trusting of others.
- 4 I'd love to be adventurous/organised like my cousin and travel to unusual places all over the world.
- 5 Paul seems happy but he's nervous/ reserved so doesn't show his feelings
- 6 People say that I'm adventurous/ outgoing because I love talking to people but I used to be quite shy.
- 7 I'm quite a careless/suspicious person. I don't trust others easily and don't believe they're all good.
- 8 My colleague Fran is so cautious/ organised. She plans everything really carefully.



Language focus

Verb + noun collocations

3 Match the sentence halves.

1	I don't mind waiting
2	We should all make
3	If you think you're going to lose
4	It's good to take
5	It's good to speak
6	I'm not very good at meeting
a	in line. I use the time to check my message

- b deadlines. I'm often late with my work.
- c your temper, count to ten.
- d your mind at work if you do it politely.
- e more time for fun with our friends.
- f an interest in your friends' lives.
- 4 Choose the correct option a, b or c.

Changing your character

Fed up with some of your character traits? Feel like a change? Here are some tips.



Is it hard for you to 1____ your opinion in front of others? If so, prepare for these situations. notes on what you want to say and then practise saying it alone at home or in the car. You'll feel confident when you repeat it in a discussion. By simply asking others if they agree with you, you can also 3 ____ charge of the conversation and direct it. Do you 4 ____ your temper when you find yourself in some kind of dispute? If so, walk away for ten seconds and then return. 5 ____ your mind but do it politely. Then, listen carefully to what the other person has to say. Try to 6 ____ the dispute quickly so you can all relax.

1	a	say	Ь	tell	C	voice
2	a	Take	b	Do	C	Get
3	а	have	b	take	C	make
4	а	give	b	have	С	lose
5	a	Speak	b	Say	С	Talk
6	а	resolve	b	work	С	decid

5 Rewrite the sentences using the words in bold so they mean the same.

- 1 It's not possible to understand this article. MAKE/SENSE
- 2 You'll have to join a row of people to get the tickets. WAIT/LINE
- 3 None of my colleagues are curious about my work. TAKE/INTEREST
- 4 If we don't finish our work by a specific time, we'll be in trouble. MEET/DEADLINE
- 5 If you feed our cat while we're away, I'll do it for you when you next go away. RETURN/FAVOUR

Verbs to describe a healthy lifestyle

1 Choose the correct option a, b or c.



An expensive watch

Last year, I decided to invest in a watch that 1____ my fitness levels. It 2____ information about how far I run or walk when I do exercise and 3 ____ me to try to go faster each time. It also records the number of steps I do and reminds me to get up and walk around every hour when I'm at work. All in all, it 4 ____ a much healthier lifestyle and 5 ____ it possible for me to get fitter. This all sounds great, doesn't it? And it was at first - I loved it! But it wasn't long before that changed. After a few months, while I was still noting how many steps I was doing, I was doing nothing to increase the number. The reminders that 6____ me from being lazy went ignored. I even stopped recording my running times. Now, it's basically nothing more than an expensive watch!

- 1 a warns
 - **b** encourages
 - c tracks
- 2 a provides
 - **b** discourages
 - c makes
- 3 a offers
- **b** encourages
- c warns

- 4 a makes
 - **b** provides
 - c promotes
- 5 a did
 - b got
 - c made
- 6 a warned
 - **b** discouraged
 - c avoided

English in action

Contribute effectively to a conversation or discussion

Put the words in the correct order to make sentences and questions.

	1	makes / say / what / that / you ?		
	2 really / not / on / l'm / that one / you / with			
	3	a bit / you / more / can / that / explain ?		
	4	guess / right, / you / I / be / might		
	5	me / happened / once / that / to		
	6	you / that conclusion / to / how / come / did?		
7 way/you/it/could/look at/another				
	8	of / reminds / the time / that / to Spain / me / I went		
3		omplete the conversations with phrases using the words in brackets. A: Fitness gadgets are only helpful if you make an effort to get fit. B:(absolutely/right). There's no point having one if you don't.		
		A: Chocolate's good for you? (make/say)? B: Well, experts say a little of the dark variety can be good for your heart. A: Parents should get a fine if they give their children unhealthy food.		
	4	B: (serious)? That's a crazy ideal A: The key to good physical health is to eat less and move more! B: (got/point) but that's easier to say than do.		
	5	A: The price of sweets should be higher. It'll stop people from eating them. B: (experience), that kind of tax		
4		doesn't work. People just spend more. A: Education leads to a healthy diet?		
to t	The difference of the thick the very larger than th	ou want to get fit you've got a few 1 One is to join a gym. 2advantage of that is that you have access to lots of erent equipment as well as maybe a pool. The 3 is that it can expensive, particularly if you don't go very often. Another argument the gym is that it's a routine which can get very boring very kly. Another 5, however, is to walk or run. The 6 is is that it's free and you can get outside and see some great views he same time. You have to take into 7 that the air might not ery clean if you live in a city, though. , I think that walking or running is preferable to joining m because it's a more natural form of exercise than lifting weights. Wever, everyone will have their own preference.'		

Reading

- Read the heading and introduction in the text. What kind of text do you think it is? Read the whole text and check your answer.
 - 1 Descriptive article
 - 2 Opinion essay
 - 3 Research report

2	Read the article again and choose the correct option		
	a, b or c.		

1	Sc	phie set up a blind date because
	а	her friend suggested it.
	b	her married friends met that way.
	С	she rarely meets new people.
2	Ве	efore her date, Sophie knew
	а	a lot about her date.
	b	a little about her date.
	С	nothing about her date.
3	W	hat was different about Sophie's evening out?
	a	She spent more time on her appearance than usual
	b	It was her first time at the Italian restaurant.
	С	She felt uncommonly nervous about the situation.
4		hy do you think Lucas said he could tell that Sophie as a journalist?
	а	She was more talkative than he was.

- **b** She asked him a lot of questions.
- c She chatted a lot about her work.
- 5 What does Sophie say is the advantage of a traditional blind date?
 - a You get to learn about the person directly from them.
 - **b** You can share your experiences with friends online.
 - c You don't have to spend a lot of time with the person.
- 6 What might Sophie say about her experience?
 - a 'It's something all my friends have tried at one time or another.'
 - **b** 'There are only benefits to traditional dating.'
 - c 'I'm glad I tried it but I doubt I'll do it again.'

3 Choose the correct alternatives.

- 1 In the introduction, 'which' in the final line refers back to traditional offline dating is dead/ half my married friends met their partners online.
- 2 In paragraph 3, Sophie says she took 'far longer to get ready' which means she took *less time/much more time*.
- 3 In paragraph 6, Sophie starts by asking a question to introduce a new topic/get answers from the reader.

4 Find the phrases in the box in the article. Then, match them with definitions 1–8.

be relieved converse with fall into easy conversation hit it off (with someone) make a positive impression make judgements (about someone) put someone at ease tell (something)

1	know something because of certain signs that show it
2	talk to (more formal)
3	begin to talk comfortably
4	get on well
5	form opinions
6	encourage someone to have a good feeling about you
7	make someone feel relaxed
8	feel happy because you stop worrying about something

5 Complete the forum posts with some of the phrases in Exercise 4.

	that you enjoyed not knowing t Lucas. We always want to make which means	
	ent only our best selves online.	
Even when we hit it 2		
with someone	online and fall into an , we control what we say	
more than we	do face-to-face. We can't really what kind of person	
they are.		

Richard Today 10.03

I agree with Sara to a point. However, it's so much easier to converse ⁵_____ new people online than face-to-face these days, and we ⁶____ judgements about people in the real world, too.

Dating in an offline world

By Sophie Black



Most of my married friends met their partners online. They developed their relationships via the internet rather than go to the cinema or to a restaurant as people did in the past. It seems as if traditional offline dating is dead, which is why I decided to give it a go.

1I'm a pretty reserved person so don't have much luck making friends, either online or in the real world. I don't belong to any clubs and I mostly work from home, so the only person I converse with regularly is my 65-year-old postman. I was fed up of being single so one day I gathered some courage and asked my friend Josie to set me up on a blind date. She thought I was mad but, after some persuasion, agreed.

²For those of you who aren't familiar with traditional dating, a blind date is one where you don't know each other. It's usually organised by a friend who thinks you'll hit it off. All I knew about my date was that his name was Lucas, he was Josie's colleague and he was a couple of years older than me.

³On the day of the date, it took me far longer to get ready than normal. I wanted to be sure that I looked my best and made a positive first impression. I also wanted to be in a familiar setting to put me at ease so I suggested that we meet at an Italian restaurant not far from where I live. It's an old favourite – somewhere nice but not too formal.

⁴By the time I got to the restaurant, my heart was thumping in my chest and I couldn't quite catch my breath. So much for being at ease. It wasn't unusual for me to feel this way but I wanted to avoid a full-blown panic attack, so I forced myself to take some deep breaths to calm down. It seemed to work, which was just as well because right at that moment, Lucas walked in. He turned and smiled at me. I felt immediately relieved.

⁵We sat down and fell into easy conversation where we both chatted a lot. He showed an interest in my work and I asked him a lot about his job and his family. He told me that he could tell I was a journalist! At the end of the evening, we swapped mobile numbers and agreed to keep in touch.

⁶So, how was the experience? Well, like anything, there were pros and cons. The main benefit for me was the fact that we knew nothing about each other at the start of the date. These days, we usually make judgements about a person before we meet them based on their social media profile. It was great to get to know the real Lucas and not the one he portrays online.

7On the other hand, two hours is a long time to spend with someone in awkward silence. It wasn't the case with Lucas, but it could be with someone else, and that's a downside for me. You can't just walk off in the way you can switch off your phone when a conversation isn't going your way.

⁸Will I stick with traditional dating? Possibly. It was an enjoyable experience – and, despite its drawbacks, one I'd certainly recommend to friends who limit themselves to online dating. However, as it's not the normal way to meet people any more, probably not. I think I'll just have to make more of an effort online or join a club.

3

Listening

1 1.01 Listen to the first part of a radio interview. What is the topic?

- a How to identify a person's character
- b How negative characteristics can be positive
- c How we develop certain characteristics

2 1.02 Listen to the full interview. Match each characteristic in the box with its definition.

	ooredom laziness messiness optimism oessimism shyness				
1	the regular belief that good things will happen				
2	the regular belief that bad things will happen				
3	not liking work or physical activity				
4	the feeling of being nervous about meeting people				
5	being untidy				
6	the feeling you get when nothing is interesting				
	sten again. Match characteristics 1–6 with escriptions a–f.				
1	laziness				
2	messiness				
3	boredom				

- a Takes more care of himself
- **b** Looks for new activities or information
- c Makes a good leader

4 optimism5 pessimism6 shyness

- d Makes or designs new ways of doing things
- e Doesn't prepare for bad situations
- f More willing to do things that could go wrong

4 Complete the summary with the words in the box. Then listen and check.

attention	creative	inventions	leader:
prepare	risks		

	negative characters as ba ive. Laziness can result in	
	y people want to make life	
Messiness is	a sign of creativity. Messy	people also take more
2	. Bored people search for	new activities or
knowledge a	and become more 3	. Pessimistic
people 4	for bad things hap	pening and so they
actually live	safer lives. Finally, shy pe	ople listen carefully
and pay mor	re ⁵ to what's h	appening around
them. Shy p	eople can be very good 6_	

Writing

1 Read the description and choose the best title.

- 1 A place I know well
- 2 A place that disappointed me
- 3 A place that surprised me
- 4 A place I'd like to visit

al love it when I go somewhere that completely blows my mind. It's not usually anywhere familiar from TV. It's usually the places that I have no expectations of. Last year, I visited the Summer Palace in Beijing. I got there early because I knew there'd be lots of visitors and I don't enjoy being in crowds. Even at 8.30 a.m., the entrance was full of people and bI started to panic. I felt like I was at a football match or a concert at one point, but then I arrived at the lake and felt a sense of openness which helped. The lake was beautiful. It was bigger than I had imagined and dsunlight was shimmering across it. eI could feel it on the back of my neck, too. It felt warm and lovely. I walked towards a park on the west side of the lake and found a quiet place to sit down. There, I spent an hour just watching fexcited people surround the elegant palace buildings. I could hear the gentle waves of the water hitting the side of the lake as boats went past. It was so peaceful. 9Not something I'd expected.



Read the description again. Are the sentences true (T) or false (F)?

- 1 The writer thinks that well-known places are often surprising.
- 2 The writer arrived early to make the most of the day.
- 3 The writer doesn't like being in large crowds.
- 4 The weather was good.
- 5 The size of the lake was as expected.
- 6 The writer found a peaceful place to enjoy.
- Read the Focus box. Then, match examples a-g in the description with 1-7 in the box.

Adding interest to a description

- 1 Start by mentioning the theme of the description.
- 2 Describe what you can see but also describe what you can smell, hear and feel.
- **3** Describe action or movement. What were the people doing? What were the animals or insects doing? What were the trees and clouds doing?
- 4 Describe your reaction to the place. How did it make you feel?
- **5** Compare things to other things using *like*, for example, compare how you felt or what something looked like.
- 6 Use interesting verbs and adjectives to describe these things.
- 7 Come back to the theme at the end.

4 Complete the description with phrases and sentences a-f.

- . Last autumn, my friend persuaded me to take a beach holiday to Thailand with her. I wasn't all that excited and so I let her choose the hotel. I was expecting the usual family hotel with pool but she surprised me with a very exclusive resort. As soon as I walked into the hotel lobby, I knew it was special. The floor was white with gold patterns. It was so shiny, 2____. The ceiling was high with large fans keeping us cool. 3 ____ . There were white sofas to our right, divided by large, 4____ plants. Smartly-dressed guests were sitting there chatting. The staff all wore 5____ uniforms without a patch of dirt on them. They smiled politely at us as they walked past. Out of the window,
- I could see the sea. It was a gorgeous blue. 6_
- a bright white
- **b** I could feel the light breeze on my face.
- c It's always lovely when a place surprises you.
- d it was almost like a mirror
- e I was in shock at the beauty around me, but it was a very welcome surprise
- f beautiful-smelling

- 5 Read the description in Exercise 4 again. What does the writer compare to a mirror? What word do they use to make this comparison?
- 6 Match sentences 1–4 with a–d to make comparisons.

1 There I was, alone in the middle of the desert.	
---	--

- 2 Suddenly, it started pouring with rain.
- 3 The kitchen was warm and inviting.
- 4 The room was filled with antiques and golden furniture.
- a It smelt like coffee and burnt toast.
- b It looked like a museum.
- c It sounded like hundreds of people drumming on the roof.
- d It felt like I was the only person in the world.

7 Complete the comparisons with your own ideas.

- 1 The snow crunched beneath our feet. It felt like ...
- 2 Waves crashed against the wall. It sounded like ...
- 3 I took a deep breath. The market smelt like ...
- 4 The field was covered in tents. It looked like ...

Prepare

- 8 You're going to write a description with the title A place that surprised me. Make notes about:
 - · where the place was and what you expected
 - why it surprised you
 - · what you could see, hear and smell
 - how you felt
 - · what people were doing
- Organise your notes in Exercise 8 into a plan. Use the descriptions in Exercises 1 and 4, and the ideas in the Focus box to help you.

Write

- 10 Write your description. Use your plan in Exercise 9 to help you.
- 11 Edit your description. Use the following questions to help you:
 - Is there a clear theme?
 - Have you used interesting verbs and adjectives?
 - Have you made interesting comparisons?



Phrases with get

Choose the correct alternatives.

- 1 You look tired. You should get some relaxation/rest.
- 2 My room's full of stuff. I need to get away with/rid of it.
- 3 Is that the waiter? Can you try and get his attention/awareness for me, please?
- 4 Jack's so annoying. He really gets on my bones/nerves.
- 5 Sammy and I are getting *apart/together* on Monday.
- 6 I've got no money until I get *paid/salaried* on Friday.
- 7 Just get *immediate/straight* to the point and tell me what you want.
- 8 Was that a joke? Sorry, I didn't get it/what.

Complete the conversations with phrases using the correct form of get and the words in brackets.

A. Unio voi ant Mark's number

T	A. Have you got Mark's Humber?		
	B: Why? Do you need to		
	(touch) him?		
2	A: Stop screaming at the TV. They can't hear you!		
	B: I know but I always		
	(carried) when		

3 A: I'm off to Madrid for work tomorrow.

I watch rugby.

B: Lucky you! I hope you _____ (see) some of the sights while you're there.

4 A: Do you ever _____ (feeling) that Mandy doesn't like us?

B: Yes, she's always giving us evil looks.

5 A: Stop making that noise. It's (nerves)!

B: I know. That's why I'm doing it!

6 A: Do you want this old T-shirt or shall I______(rid) it?

B: Don't throw it away! It's got sentimental value.

7 A: Tom's over there if you want to speak to him.

B: Oh yeah. Can you wave at him and (attention)?

8 A: I'm going to go to bed to

_____(rest) while Lily's asleep.

B: Good idea. No doubt she'll want feeding again in an hour.

Grammar

Present perfect simple and continuous

3 Choose the correct endings.

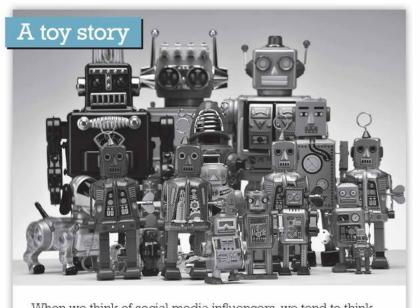
1 I've been cleaning the house

	a all day today. b for two hours yesterday.		
2	Our English teacher has set us homework		
	a three times this week. b for weeks.		
3	We've already		
	a been having breakfast. b had breakfast.		
4	Ruth's been		
	a enjoying her dance lessons lately.		
	b liking her dance lessons last week.		
5	I've finally thought of		
	a you all day. b a solution to the problem.		
6	How long has Ali		
	a learnt Spanish? b been learning Spanish?		

7 Have you _____ a finished the report yet? b been finishing the report yet?

8 You're covered in dirt. Have you _____ a worked in the garden? b been working in the garden?

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



when we thin	ik of social media iniluend	ers, we tend to think
of young, tren	dy adults who talk about f	ood, fashion and
travel but this	isn't necessarily true. Rya	n ¹ (upload
videos of him	self playing with toys sinc	e he was just four
years old. Sind	ce then – 2015 – he 2	(upload) a new
video almost	every day and 3	(become) one of the
most influenti	al people on YouTube. Mil	lions of children and
adults 4	(see) his videos and	his channel
5 (g	ain) over 18 million follow	ers. According to
Forbes, he 6_	(earn) over \$22r	n. They even claimed
	ghest paid YouTuber in 20	
doesn't do it d	on his own. His parents 7	(support)
him since the	very beginning and conti	nue to do so today.

Social action

1	Complete the crossword	1	2				
	with a noun				3		1
	that follows				1		
	verbs 1–6.					4	
	-		\perp	_	-		
	5						
	Across		6				
	1 take (6)						
	3 enforce (1, 3)				Ш		
	5 increase (7)					-	
	6 carry out (8)						
	Down					\vdash	
	2 warn about (3, 7)						
	3 tackle (1, 7)						
	4 offer (12)						

Complete the news story with the correct verbs.

The edu	ication ministe	er Nick Sta	nton has r	ejected a call t	0
1b	mobile	phones in	the classro	om, saying th	at
such a la	aw would be h	ard to 2e_		. He also state	d
that ind	ividual head to	eachers sh	ould be ab	le to decide	
whethe	r or not to ³c		down on r	nobile phone ι	ıse.
Researc	h 4c	out by t	he governi	ment reports t	hat
				politicians hav	
called fo	or schools to 50	d	more to	prevent the u	se
of mobil	e phones in cl	ass. Mr St	anton says	that schools	
should 6	w	teenager	s about the	e dangers of to	00
much so	reen time, bu	t also teac	h them ho	w best to use	
technol	ogy for learnir	ng.			
Janet Sn	nith, leader of	the Teach	ers' Union	, has said that	
schools	can only 7t	t	hese probl	ems if the	
governr			ol fundina.		

3 Rewrite the underlined words with phrases using the words in brackets.

- 1 Ministers say teens are online too much and it's time for schools to do something about it. (action)
- 2 Parents say that schools should <u>provide other choices</u> to using mobile phones in lessons. (offer)
- 3 Some teachers say that it's not their responsibility to deal with the issue. (problem)
- 4 They say parents should <u>make</u> their children <u>aware of</u> <u>the harm</u> of too much screen time. (warn)
- 5 Not all schools would be happy to <u>make sure a rule is</u> <u>obeyed</u> that bans mobile phones in schools. (law)
- 6 Most people agree that we need to <u>increase the</u> <u>number of actions</u> to teach young people about using technology sensibly. (more)

Grammar

The passive

4 Choose the correct alternatives.

- 1 Lots of new houses are *built/being built* around here at the moment.
- 2 The town hall hit/was hit by lightning last night.
- 3 We all ate the food that had been/be prepared for us.
- 4 All the staff should be given/given a share of the profits.
- 5 You must *get/be got* a ticket before the day of the concert.
- 6 Fill in the form and you'll be *send/sent* a free copy of the book.
- 7 My friends and I *speak/are spoken* eight languages between us.
- 8 The salary was really bad so none of us wanted to be given/give the job.

5 Complete the text with the correct active or passive form of the verbs in the box.

get give (x3) invite organise also/offer receive start train

Young people from difficult backgrounds 1 the opportunity to learn to skateboard by a skateboarding charity. Each year, the Harold Hunter Foundation a range of skateboarding activities for young people. The charity, which 3 in 2006, aims to help children and teens stick to positive activities in their lives. For well over a decade, youths in New York 4 attend clinics where they skateboarding skills by adult instructors. Summer camp places . So far, 185 scholarships 7 to skateboarders who both funding and equipment and it's hoped that more will 9 opportunity to do so in the future. Campers can attend three camps over three summers to build long-term relationships. The charity believes that the skills and confidence young people through skateboarding will help them to achieve success in life.

Skateboarding





Common complaints

Match the phrases in the box with situations 1-8.

aggressive salesperson billing dispute broken promise cold caller false advertising faulty product lack of communication slow delivery

- 1 Someone tries to sell you new windows over the phone.
- 2 A pair of speakers that you bought don't work.
- 3 Your takeout order takes longer to arrive than expected.
- 4 Someone tries to sell you insurance in a slightly scary way.
- 5 Your new car uses far more fuel than the manufacturer said it would.
- 6 You disagree with an online shop about the amount you paid for some clothes.
- 7 A supermarket fails to give you information about your food shopping delivery.
- 8 Your mobile phone company says they'll replace your broken phone but they don't.

Choose the correct option a, b or c.

Avoiding problems when shopping online

Shopping online might be convenient but there are always issues to deal with.
Companies are only legally obliged to return payment for 1____ products although many large companies do so



for all returns. This is good because while the product may look fantastic in the photo, it can be somewhat disappointing in real life. While this is annoying, it isn't exactly 2___ advertising so you can't legally ask for your money back. It's important to check for hidden costs to avoid billing 3___ Extra delivery costs are a good example. 4___ delivery might mean the product arrives after you need it so always check delivery times. Call a company to confirm the delivery date before you book the day off work. You may find the date has changed but 5__ customer service means they've forgotten to tell you. You don't want to waste a day's holiday because of a 6__ of communication and a 7__ promise. Hopefully you'll find the customer service department is full of helpful, not rude, 8

1	а	empty	b	broken	С	faulty
2	a	false	b	wrong	С	incorrect
3	a	arguments	b	disputes	С	rows
4	а	Slow	b	Long	C	Short
5	a	weak	b	poor	С	ill
6	а	reduction	b	drop	С	lack
7	а	damaged	b	harmful	С	broken
8	a	staff	b	profession	C	labour

Language focus

-ed and -ing adjectives

3 Correct the mistakes in five of the sentences.

- 1 It's really frustrated when you burn a meal.
- 2 Running makes me so exhausted that I can only do it at the weekends.
- 3 I found that lecture really inspired.
- 4 Am I the only one that's alarming by what Jack just said?
- 5 I'm not convincing that we're going to get this project finished on time.
- 6 That last piece of cake is tempted but I've had enough.

4 Complete the pairs of sentences with the correct endings A or B.

٠.	idings it of B.
	We never watch the news these days. It's just too It's not a good idea to watch the news if you're already A depressing B depressed
	Andy always interrupts me. It's Someone just pushed into the queue and got the last ticket. I'm
	A infuriated! B infuriating!
5	I'm 49 but have just been given a ticket for over 60s. I feel quite
6	My boss has asked us to work extra for no more pay. It's
	A insulting! B insulted!

5 Complete the conversations with the correct form of the adjectives in the box.

	stonish confuse empt	entertain	exhaust	satisfy
1	A: Is it just me or B: It's not just yo			?
2	A: I love it when B: Oh, I know. It's	and the confidence of the second		
3	A: I'm B: I know. I was re			l are a couple.
4	A: I'm B: Really? It sour			kin ice cream.
5	A: This isn't the r B: No, but it's			
6	A: It's been a lone			

Listening



- a Complaining can help you feel better in the long term.
- **b** The best way to complain is to tell other people your feelings.
- c We should try to change negative thoughts into positive thoughts.
- Listen again. Complete the notes with one or two words in each gap.

Alicia's col and ¹	league complains a	bout temperature, latene
Marco say	s that complaining	doesn't improve
2	for long.	
In one stud	dy, 50 percent of pa	rticipants wrote about
negative t	hings that 3	them.
The partic	ipants focusing on	negative things were not
as ⁴	as thos	se focusing on the positive
Complaini	ng can lead to stres	s which can cause
5	to rise.	
Complaini	ng can affect how t	he ⁶
feels, too.		
It's a good	idea to listen to a co	omplainer and
7		
Asking the	e person how they'll	improve the
8	is also use	
People wri	ite about things the	ry're ⁹
	atitude diary.	
Alicia appr	reciated her colleag	ue's humour, help and
10	!	

3 Complete the sentences with the words in the box. Then, listen again and check.

-	ontent nindset	down moan	focus frustr negativity	ations	made up
1	What di	dn't she		abo	ut? The
			the office for or		40 1119
2	She con	A.	if someone was the hours at		
3			ps to get out yo		17.0
4	Complai	ining pro	duces feelings	of	*
5	The con	nplainer	brings the lister	ner	
6	That mi	ght		heir att	ention on
	And the second second	a solutio			
7			ange your		, or so
_	people				
8	Then, y	ou'll both	n be		•
	atch the eanings		and phrases in	the bo	x with
f		ır attenti	on on frustra		dset content make up
1		tra hour have bef		lidn't do	as much as you
2	reduce:	someone	e's happiness le	vel	
3	feelings	of being	g annoyed		
4	think at		thing very care		
5	to comp	olain			
6	happy a	nd satis	fied		
7		where y ne/somet	you think of only hing	y bad th	ings about
8	make yo	our gene	ral attitude/wa	y of thir	king different
yc		the spe	e sentences ar aker will say n ers.		
1			s can be really to	ough on	you but don't let
2	Stop be	ing so ne	egative all the ti	me. Be i	more positive and
3	I go hon	ne and m			e minutes every
4			promise I'll mak		
5	It doesn	n't take m	nuch to make m	e happy	
6	The same of the sa		mplainer. All you		1
7			't seem to		
			in he		
			erable?		

5

Reading

1 Read the title and introduction in the article. What is the main purpose of the article?

- a To highlight the dangers of gamification in the real world

		To justify why gamification should be limited to entertainment To outline the early stages of wider experimenting with gamification
	In v	which paragraphs can you find the following information?
		An example of gamification designed to create more profits
		Examples of what motivates people to play games
		Reasons why gamification might not work (two paragraphs)
		A definition of gamification
		An example of ineffective use of gamification
		An evaluation of studies into gamification
		A list of industries where gamification is being used
		An example of gamification used to cause social change
3		nplete the sentences with words in the article. Games reward players when they
		Governments use gamification to encourage people to
	_	
	3	In Sweden, motorists who drove
		were given the chance to win money.
	4	A system set up by a sports company rewarded the amount of used daily.
	5	This reward system encourages customers to stay
		to the company.
	6	In one company, employees got points when they responded to on a company noticeboard.
	7	Gamification is being used in the health industry, design and
	8	The writer suggests that people who don't a gamified system will not feel
		motivated.
	9	Gamification will only work if game mechanics are
		to a situation.
	10	Leader boards don't work when players focus on the people
ı	Mat	tch definitions 1–10 with words and phrases in the article.
•	1	14-7-4-4-4-4-4
	2	appearing (paragraph 1)
	3	health and happiness (paragraph 2)
	4	without any pattern (paragraph 2)
	5	help sell a product (paragraph 3)
	6	a situation which ends well for everyone (paragraph 3)
	0	a situation which ends well for everyone (paragraph 5)
	7	changed (paragraph 3)
	8	stop people from feeling motivated (paragraph 4)
	9	doesn't achieve what it's expected to achieve (paragraph 5)
	10	situation (paragraph 6)

5 Complete the sentences with the correct form of the words and phrases in Exercise 4.

1	Gaming can have a negative effect on
	the player's physical

- 2 Many of the skills learnt online can be applied to real-world
- _____. The company gets free advertising and we get a free game.
- 4 It had the opposite effect he was _ and didn't want to continue.
- 5 Sadly, the game proved_ when trialled with real patients.
- 6 The YouTube star was paid \$1 million to help_____ the game online.
- 7 It doesn't make sense. The game seems to reward players _____!
- 8 The company believes gamification will __the workplace.
- 9 New apps seem to ____ every other day.
- 10 Using gamification elements in this way is not a new ___

6 Which of these statements do you think the writer is likely to agree with?

- Gamification mechanics can be applied in the same way everywhere.
- Gamification can work if it's used properly.
- When we get more research, we'll know more about what gamification works and what doesn't.
- Gamification in education can't work.
- Gamification should encourage people to focus on their own performance, not the performance of others.
- It's easy for companies to apply gamification techniques to their advertising campaigns.

ning in the real wor

Gamification is a concept which is no longer seen only in video games and apps. It's now something that companies and governments are beginning to use to persuade people to behave

'Video games are hugely popular these days. Not just amongst children, but more significantly amongst adults. Games encourage us to play by engaging us, making the next level challenging but achievable and giving us rewards when we perform successfully. It's these game mechanics that non-game organisations and governments are using to try to encourage people to change their behaviour. Gamification, as it's called, is popping up all over the place.

in certain ways. Evan Young takes a look at what exactly it is and how it's being used.

²Governments concerned with citizens' well-being are using gamification to persuade people to behave more positively. One example in Sweden was aimed at reducing drivers' road speed. Rather than only fine drivers when they went over the speed limit, they also entered drivers into a lottery each time they drove under the speed limit. Each month, one lucky driver's name was picked at random and they received the money that speeding drivers paid in fines.

³Companies are also using gamification to promote their brands and their products, as well as motivate employees to perform well. One sports company encourages customers to download an app and compete against each other to use the most physical energy each day. In doing so, they get rewards and remain loyal to the brand. It's a win-win for everyone. One global business consultancy company wanted their staff to communicate more effectively with each other and with their customers. To encourage this, the company set up a points system where staff members receive points for sharing information about company activities on their social media page, publishing a blog post on the company website and posting or replying to posts on their internal communication pages. Points are transformed into rewards.

⁴Gamification is also being used in education, design and the health industry, but does it actually work? Research carried out so far suggests that, while it can have a positive effect on motivation, gamification is in its infancy. Much more research is needed to truly know whether its impact is entirely positive or whether it can demotivate people who don't fully support the idea. After all, if you don't buy into the idea, you're less likely to participate but might feel irritated when colleagues do participate and are rewarded.

⁵What experts do say is that the success of gamification depends on how effectively game mechanics are applied to the situation. In schools, for example, games in class have shown in studies that students spend more time learning with games than without them, by choice. However, the learning isn't necessarily more effective than learning without a game. Why not? Because the game mechanics were ineffective. For example, students paid too much attention to what was happening at the top of the leader board and not enough on their own score. By giving students more information about their own performance, they can focus much more on making progress themselves.

⁶Of course, what works well in one situation may not work well in another. So, it's also a case of applying game mechanics in the best way for your context.

Writing

- 1 Read the email from Danny. Is he giving you good news, bad news or both?
- 2 Read the email again and answer the questions.
 - 1 Why has Danny taken so long to reply?
 - 2 What is Danny's good news?
 - 3 Why is he always so tired at the weekend?
 - 4 What are the advantages of Danny's job?
 - 5 Why wasn't Danny able to buy the house he wanted?
 - 6 What is he looking for now?
- 3 Read the email again. What's the purpose of phrases 1–3, asking for news or giving news?
- 4 Put the words in the correct order to make sentences. Then, match them with the headings in the box.

Asking for news Giving news Reacting to good news Reacting to bad news

- 1 really / hear / I'm / about / sorry / to / your aunt
- 2 news/your/about/job/great
- 3 going/atwork/it/How's?
- 4 pleased / I'm / about / your exam results / hear / to / really
- 5 heard/you/Kate/about/have?
- 6 recently / doing / you / been / have / what?
- 7 me, / taken up / for / I've / as / a new hobby
- 8 so/your cat/sorry/l'm/about

...

18 March

Hi!

Sorry I've not been in touch for a while. 1<u>I've been really busy with work recently</u> and I just haven't had time for much else.

²I finally got that promotion I wanted last month. I was really pleased when it was finally announced, but it means that I'm working on some really big projects that require a lot of attention. I'm going into the office early every day and not finishing until quite late. By the time the weekend comes, I'm exhausted!

I shouldn't complain, though, because I'm actually really enjoying the work. It's challenging but interesting, and the pay rise means that Ania and I can actually afford to buy a house now.

We found one we really liked and put in an offer. Unfortunately, the seller received a higher offer and so accepted that. We were really disappointed but it was a bit further away than we had wanted so we're hoping to find something similar but a little closer.

³What have you been up to recently? Any interesting news?

All the best,

Danny





5 Read the Focus box and check your answers in Exercise 4.

Asking for and giving personal news

Asking for news

What have you been up to? What have you been doing recently? How's it going over there in Italy?

Reacting to good news

I'm really pleased to hear about you and Dan. Great news about your new job! Sounds like you're having a great time.

Reacting to bad news

I'm really sorry to hear about you and Adrianna. I'm so sorry about your aunt.

Giving news

Sounds

I've been quite busy with work recently. As for me, I'm going to ... Have you heard the news about my brother?

6 Rewrite the sentences with phrases in the Focus box.

1	What
2	The news about your neighbour is very sad. I'm
3	William has some news. Have
4	The news about your engagement is good. I'm
5	How's life in the big city? How
6	I heard that you broke your leg. I'm
7	Football has made me busy.

8 It's good that you're enjoying yourself on holiday.

7 Which sentence or question is more informal, a or b?

- 1 a I am writing to inform you that I won a competition.
 - b As for me, I've recently won a competition!
- 2 a Have you heard the news about the football team?
 - **b** I would like to know if you've heard the news about the football team.
- **3** a It is with great sadness that we heard about your grandmother.
 - **b** I'm so sorry to hear about your grandmother.
- 4 a We were delighted to hear the news about your promotion.
 - **b** We're really pleased to hear about your promotion.

Prepare

You're going to write a reply to Danny and give him your news. Use the following structure to plan your email.

Greeting	
React to Danny's good news	
React to Danny's bad news	
Answer Danny's question	
Give some news of your own - goo	
Give some news of your own — goo	
Sign off	

Write

- Write your email. Use your plan in Exercise 8 to help you. Remember to use an informal tone.
- 10 Use the following questions to help you edit your email.
 - Have you reacted to Danny's news?
 - Have you used a clear structure?
 - · Have you used an informal tone?



Grammar

Past perfect simple and continuous

Choose the correct alternatives.

- 1 By the time we got to the café, they stopped/'d stopped serving food.
- 2 I sat down and started reading the book that I'd just bought/been buying.
- 3 The TV series that we'd *watched/been watching* for weeks had a disappointing ending.
- 4 The sun *had been shining/shone* all day, so we were disappointed when it went in.
- 5 I never/'d never heard of the band that were playing on the radio before.
- 6 We didn't get into the match even though we were/'d been queueing for hours.
- 7 Tom had already *ordered/been ordering* some food by the time I arrived.
- 8 Paula went to bed early because she worked/had been working for over 12 hours.

Complete the text with the correct form of the verbs in brackets.

A vivid memory. But whose?



emories are strange. I have one memory that I can recall really clearly from when I was six. I lived with my parent in the small, terraced house that they ¹ (buy)
just after I was born. I went outside to play on my scooter. I
remember that it 2 (rain) for hours so I soon got wet but
I didn't mind. After I 3 (ride) around for a little while,
the woman next door invited me in. She wanted me to try some of
the cake she 4 (just/make). In fact, she 5 (bake
all day and 6 (make) several different types of cake.
I picked the chocolate one and she cut me a slice.
While I ate, the woman showed me photos that her son ⁷
(sent) of her grandchildren. Her son 8 (already/move)
to Australia by the time his children were born so she
9 (never/meet) them. I think she was sad about that.
Anyway, I put the last bite of cake in my mouth and started chokin I couldn't breathe and started to panic. Fortunately, the woman ¹⁰ (be) a nurse so knew exactly what to do. She turned m
upside down and hit me on my back. The cake fell out and I could
breathe again.
So, why is this memory strange? Well, it's really clear in my mind, much so that it feels like it happened yesterday. And yet, the funny thing is, I don't actually remember it, but I've been told the story s

many times by my mum, that I feel I like do.

Vocabulary

Memory

3 Complete the sentences with the correct form of the words in the box.

fon	org	et memorable nory (x2) mind	memorise recall remind
1	Lh	ave a good	for faces
		it I never remembe	
>			me of
		ose pink flowers in	
			1.77
3			all of these
			lish test next week.
1			the first day
		net you.	
0			r lunch? I've got no
		0	
5		oved our wedding.	
		d	ay.
7		hen you visit Grand	
		ti	nat he's not very well
3	Do	on't	to buy Mum a
		thday present.	
		need.	
	A:		
			e) of that hotel we
	D.	stayed in last wee	
		The King's Hotel, I	
-	A:	(41.1	
	р.		nd you / anything)?
20		No, why? Should i	
3	A:	Well,	
	-	(that meeting / m	
20			all the wrong reasons
1	A:	How come you ca	The state of the s
		mobile number bu	it I can't?
			memory / numbers)
5	A:		
			orget / time) that you
		called the teacher	
		Oh yes – that was	
5	A:	We had this same	conversation
		last week.	
	B:	Did we?	
7			at all). Sorry!
	A:	-	at all). Sorry!
	A:	(None of us / need	at all). Sorry!
,		-	at all). Sorry! d / memorise / v more.

up online!



Character adjectives

1	Read the descriptions. What adjective			
	describes each person? The first letter			
	is given to help you.			

1	Steve thinks he's better than everyone and can be quite unpleasant.
	a
2	The new receptionist is really sweet but she clearly lacks knowledge and skills. i
3	Alan always thinks about how he can make people happy. t
4	My nephew's achieved so much in his life He's a really surprising guy. r
5	The boss can be very strong. t
6	You never know what my friend Matt wil do next. u
7	Rachel feels sure that her job interview will go well. c
8	I want to go to New Zealand and I won't

Complete the conversations with the adjectives in the box.

let anything stop me! **d**_____

d	rrogant bold competitive etermined reasonable remarkable tubborn thoughtful
1	A: I hear what you're saying but I won't change my mind.
	B: Oh, don't be so!
2	A: I just walked straight into my boss's office and asked for more money.
	B: Wow, that was of you.
3	A: You don't need to be so all the time.
	B: You know me. I hate to lose.
1	A: I got you a coffee from the shop. Milk and one sugar, right?
	B: Yes, that's really, thanks.
5	
5	A: I'mto get fit this year.
	B: Well, if you put your mind to it, then you can do it.
7	A: Eva got an A in all her subjects this year. B: I'm not surprised. She's a
	woman.
3	A: If anyone should get the job, it's me.
	B: Don't be so! The others

are good workers, too.

Grammar

Comparatives and superlatives

3 Choose the correct alternatives.

- 1 Russia is by far/a lot bigger than China.
- 2 The longer we waited, the *more/much* impatient we became.
- 3 This film adaptation isn't as good as/than the original.
- 4 This is by far/far more the best steak I've ever eaten.
- 5 It's not as warm/warmer today as it was yesterday.
- 6 You're not less/lesser of a man if you cry at films!
- 7 This mobile phone is the *least/less* reliable one I've ever had.
- 8 We have to walk much more/so much quickly or we'll be late.

4 Complete the text with one word in each gap.

The cola wars Coca Cola and Pepsi are by 1 the most well-known business rivals when it comes to soft drinks. Coca Cola was invented in 1886, 12 years earlier 2 Pepsi. It was already selling millions of litres a year when Pepsi appeared. Pepsi wanted a share
most well-known business rivals when it comes to soft drinks. Coca Cola was invented in 1886, 12 years earlier 2 Pepsi. It was already selling millions of litres a year
in 1886, 12 years earlier ² Pepsi. It was already selling millions of litres a year
It was already selling millions of litres a year
when Pepsi appeared, Pepsi wanted a share
of that market and the companies have
been 3 best of rivals ever since.
Their rivalry became much 4
famous in the 1970s when Pepsi introduced
the Pepsi Challenge. They asked customers to blind taste Coke and Pepsi and say which
they preferred. Pepsi say that over 50 percent of peopl
Whether that was 5little over 50 percent or
more than 50 percent, we can't be sure. However, this
of competition known as the <i>cola wars</i> . 7ha
promoted their company, the greater the effort Pepsi n
It's still clear today that they're as competitive 8
when it comes to selling their products and this is unlik
time soon.

5 Complete the second sentence so it means the same as the first.

1	You're better at language I'm not		you.
2	That exercise wasn't as e That exercise	asy as I'd expected.	
3	I've never had such a fast This is by		car I've ever had.
4	The blue shirt is nicer tha The green shirt		the blue one.
5	I feel much more relaxed	-13-13-13-13-13-13-13-13-13-13-13-13-13-	yesterday.
6	When I feel more tired, I s		sleep.
7	You don't look awake eno You look far		to work today.
8	The Bears played much w The Bears didn't		s and still won!



Arguments

1	M	Match the sentence halves.			

1	Neither of us agree so we have to find
2	I love your idea but I have
3	I know you're trying to pick
4	None of my family see eye
5	Eduardo will often back
6	There's clearly an underlying
7	My friend Anne and I clash
8	If I say black, my boyfriend will immediately

- a a fight with me but I won't argue with you.
- b an issue with some of the details.
- c contradict me and say white. It's infuriating!
- d down if you give him good reasons why you disagree with him.
- e issue as to why the Brown brothers fight all the time.
- f to eye on politics.
- g with each other on parenting issues all the time.
- h a compromise.

Complete the conversation with sentences a-g.



- a That's why he contradicts you.
- b He seems to have an issue with me.
- c We clash on almost every subject.
- d He never backs down.
- e But he picks a fight with me every time I see him.
- f But promise me you'll intervene if he starts a fight!
- g There's no underlying issue there.

Language focus

Forming adjectives

3 Complete the table with the correct form of the words in the box. Some words go in more than one section.

accept adapt allergy colour ethics fool history logic meat nightmare outrage point ridicule scare use

-al	-ful	-ic	-ish
-less	-ous	-able/-ible	-у

4 Complete the adjectives in the sentences.

7	Eivina	this won't	he each	but it's	do
1	LIXILIA	this won't	De easy	DULILS	uu .

-	-		CONTRACTOR AND ADDRESS OF THE PARTY OF THE P
2	Today	's crossword is	really trick
	Tuuay	2 (1022)//01/11/12	really trick

3	So, what's a tradition	meali	in voi	ir country?
_	DU. WHALS A HAUHHUH	HEAL	III VUL	II COLIIII V :

4 Hove this film. It's a class .

5 Everyone loves Vera. She's just so like_____

6 You don't think that snake's poison_____, do you?

7 The way Tom calls his dad 'Sir' is so respect_____

8 Please remember that this information is confident .

5 Complete the text with the correct form of the words in the box.

accident apology delight disrespect night point reason sense

We had an issue with one of our neighbours. It was our fault at first. We put some weedkiller on our drive and unfortunately her cat ate some and got sick. Luckily, the cat got better. We were really 1_____ and, after paying for the vet's bills, we thought that would be the end of it. After all, our neighbour had always seemed entirely 2_____. We were wrong.

driven across our front garden and over our 3_____ rose bushes. We thought it was 4_____ at first, but when it happened again and again, we knew someone was doing it on purpose. Eventually, someone saw our neighbour doing it. We tried to have a 5_____ conversation with her about it several times but she was just completely

The next month, we came home to find that someone had

We lived with this for over a year before we moved away because of work. We weren't sorry to say goodbye. The whole situation had been 8 _____.

to us. In the end, it was 7



Adjectives to describe food

Which food is the odd one out in each group?

1	spicy:
	curry, bread, salsa, chilli pepper
2	creamy: yoghurt, ice cream, full fat milk, fruit juice
3	crunchy: cheese, pepper, carrot, nuts
4	greasy: chips, cauliflower, fried chicken, crisps
5	salty: crisps, instant noodles, cheese, tomatoes

Complete the sentences with the adjectives in the box.

	oland creamy crunchy filling greasy raw salty tough
1	l don't likefish. l prefer it cooked.
2	That soup was really I'm so full!
3	This beef is very I can hardly get my knife through it.
4	This dessert is so that it's making me feel a bit sick.
5	Your burger looks really It's swimming in fat!
6	I put hot sauce on everything. I hatefood.
7	Processed food is often really It's not good for you.
8	Lettuce should be, not soft like this stuff.



English in action

b Customers appreciate

c I'll take that on board

d The first thing to say is that

Complain and give and respond to feedback

3	Complete the	conversations	using the	nromnts	in hrackets
_	complete me	COLIVELSACIOLIS	using the	PIUIIIPIS	III DI ackets

-	CC	mpiete me	conversations using the prompts in blackets.							
	1	Customer	: Sorry, could we cancel our desserts?							
		1-1-11	(We / be / somewhere / 15 minutes).							
		Waiter:	Sure, no problem.							
	2	Customer								
		Maitor	(this soup / supposed / cold)?							
	Waiter: Yes, it is. It's gazpacho, a cold soup. 3 Customer: Excuse me,									
	(I / ask / chips / but / got mashed									
		Waiter:	I'm sorry about that, madam. I'll bring you some chips,							
	4		Our food's taking some time.							
	7	customer	(you / check / order / me)?							
		Waiter:	Of course, sir. I'll do it now.							
	5	Customer								
			(this steak / tough). I'm afraid I can't eat it.							
		Waiter:	I'm sorry about that, sir, but our other customers like it.							
		Customer	: Well, that's not good enough							
			(I / speak to / manager)?							
4	Pι	it the word	s in the correct order to make sentences.							
	1	a big / serv	ice / gets / thumbs up / The							
			3							
	2	strong / one of / Your cakes / your / are / points								
	3	bear / you / in mind / Perhaps / the feedback / could								
	4	might / You	ır staff / a bit more / to try / polite / want / being							
	5	the food / 0	Overall, / felt that / people / good / was							
	6	on board / that / take / I'll								
_	-									
5		(5.75)	conversation with phrases a – h.							
	Re	esearcner:	So, here are the results of the survey we carried out with							
	М	anager:	your customers. OK. 1 the feedback was positive. Oh, good. That's a relief!							
			² your quick service and friendly customer service team.							
			Great! We work hard to offer a good service.							
			And that's clear to customers. However, 3 the quality of							
			your bedroom furniture isn't as good as it should be.							
	Μ	anager:	Oh, right. Well, 4, it's the cheapest furniture we offer so							
			the quality is going to be lower.							
	Re	esearcher:	5 offering higher quality bedroom furniture, too?							
			OK, 6							
	Re	esearcher:	That was 7 Actually, it was the only complaint.							
	TEAS:		Everything else 8							
	M	anager:	Great!							
	a	from my po	oint of view e got a big thumbs up							

f the biggest complaint

h some people felt that

g Perhaps you could look at

Reading

1 Read the article. What's the writer's overall opinion?

- a Rivalry produces only positive effects.
- **b** Rivalry can be beneficial if you watch out for the negative effects.
- c Rivalry has a much more negative impact than positive.

2	Read the article again. Are th							
	sentences true (7	Γ) or false (F)?						

	1	Rivalry makes you put in more effort.
		Rivalry shows you what you can and can't do.
	3	A rival is usually someone we can't stand
	4	Rivalry reduces levels of motivation.
	5	Rivalry causes people to be dishonest.
		Rivalry pushes us to notice every competitor.
3		which paragraphs can you find this ormation?
	1	
	2	A rival can help you recognise what you are best at.
	3	A lack of sports rivalry might reduce the amount of preparation players do.
	4	Rivalry forces you to reach goals that you did not think possible.
	5	An unknown company beat two existing companies to a new product.
	6	A rival is someone in a similar position or situation to us.
	7	Businesses can't succeed long-term without thinking of new ideas.
	8	
	9	Understanding what skills you lack is essential to personal development.
	10	It is important not to let your desire to succeed have a negative impact on you behaviour.
	11	
	12	

4 Choose the correct alternatives.

- 1 In paragraph 1, the writer creates a picture of enemies in the reader's mind to *present/reject* this idea of rivalry.
- 2 The writer uses a mirror in paragraph 2 to describe *hiding/revealing* something about a person.
- **3** When the writer says 'don't go down the route of' in paragraph 5, he means *decide to act in a particular way! go to a particular place*.

5 Find the words and phrases in the box in the article. Then, match them with definitions 1–8.

challenge (v) cheat dominate drive someone to do something

				weaknesses					
1	strongly in	fluence som	eone to do s	omething					
2	test your skills and abilities								
	abilities that gives you an advantage								
	lack of strengths, power or skills								
		170	er than exist						
6	behave dis	shonestly to	win or get an	advantage					
7	keen to do	somethina							
			232 1/2						
				orrect form of the words and					
200	nrases in E. ot need.	xercise 5. 11	nere is one i	word or phrase that you do					
		focus on wh:	et vou're doo	d at, consider your, to					
				his way to the top.					
				nd try new ways of working.					
			yourserra						
A	The comp	any							
			the indus	try for the last ten years.					
5	Your hone	sty is one of	the indus your greates	try for the last ten years. t					
5 6	Your hone The	sty is one of design	the indus your greates set them ap	try for the last ten years. t art from their rivals.					
5 6	Your hone The	sty is one of design	the indus your greates set them ap	try for the last ten years. t					
5 6 7	Your hone The In order to omplete th	sty is one of design succeed, you	the indus your greates set them ap u must be hig s with words	try for the last ten years. t art from their rivals. phly					
5 7 Co in	Your hone The In order to mplete th the article	sty is one of design succeed, you e sentences to help you	the indus your greates set them ap u must be hig s with words	try for the last ten years. t art from their rivals. ghly s in the article. Find collocations					
5 7 Co in 1	Your hone The In order to omplete th the article A rival can	sty is one of design succeed, you e sentences to help you push you to	the indus your greates set them ap u must be hig s with words 1. achieve	try for the last ten years. t art from their rivals. ghly s in the article. Find collocations					
5 7 Co in 1	Your hone The In order to complete th the article A rival can A company	sty is one of design succeed, you e sentences to help you push you to	the indus your greates set them ap u must be hig s with words I. achieve	try for the last ten years. t art from their rivals. ghly s in the article. Find collocations					
5 6 7 Co in 1 2	Your hone The In order to complete the article A rival can A company new produ	e sentences to help you push you to y can only acl	the indus your greates set them ap u must be hig s with words I. achieve hieve es.	try for the last ten years. t art from their rivals. ghly s in the article. Find collocation: grades success if it creates					
5 6 7 Coin 1 2	Your hone The In order to omplete th the article A rival can A company new produ If we want	e sentences to help you push you to y can only act to win, we h	the indus your greates set them ap u must be hig s with word: 1. achieve hieve es. have to make	try for the last ten years. t art from their rivals. ghly s in the article. Find collocation: grades success if it creates					
5 6 7 Coin 1 2	Your hone The In order to In order the article A rival can A company new produ If we want Rivalry car	e sentences to help you push you to y can only act to win, we h	the indus your greates set them ap u must be hig s with words I. achieve hieve es. nave to make	try for the last ten years. t art from their rivals. ghly s in the article. Find collocations grades success if it creates improvements					

Rivalry: friend or foe?



The word rivalry brings to mind images of enemies fighting it out to the death but it doesn't need to be that way. Rivalry can be really beneficial. It can push you to work harder and drive you to achieve things you couldn't imagine that you could achieve. In the workplace, a rival might encourage you to get a promotion you didn't think possible. At school, it might challenge you to achieve higher grades. On the playing field, it might push you to run faster or tackle harder. In business, it certainly pushes companies to be more creative and more innovative, both vital for continued success.

²A rival can also hold a mirror up to you and show you both your strengths and your weaknesses. The rival makes you think about what you do well and therefore what you need to continue doing. They also show you what you do less well and what you need to work on. None of us like to know about the things we're not good at, but we do need to understand our weaknesses to be able to make the necessary improvements to become even stronger and more successful.

³Of course, a rival is not just someone we work with, study with or compete against on the sports field. It's not even someone we dislike. A rival is someone we may respect very much, but about whom we're unable to be objective. Our rivalry becomes personal because we want to win so much. It could be another student whose grades are as good as ours. It might be a colleague who wants the same promotion as us or a sports team who we need to beat to win the cup. Rivalry expert Dr Gavin Kilduff defines a rival as

someone with whom we have a lot in common. It's also someone that we compete against regularly and feel competitive towards.

In his research, Dr Kilduff found that runners were motivated to run as much as 25 seconds faster in a 5K race where a rival was competing. It's clear that rivalry can significantly affect motivation. We can see this happen in professional sports. Rivalries such as that between tennis players Roger Federer and Rafael Nadal, and more recently Novak Djokovic, have resulted in incredibly high levels of tennis. Without that rivalry, those players may not train so hard or compete so determinedly.

⁵Of course, rivalry has its downsides, too. Our desperation to beat our rival can cause us to lie or cheat to get what we want. There are cases of businesses who try to sabotage the success of a competitor by spreading false information, for example. While their actions may not exactly be illegal, they're certainly immoral. We need to be sure that we don't go down the route of negative actions.

⁶Another possible side effect of rivalry is the fact that we can be so focused on our rival that we don't see other competitors close behind us. An example of this is two long-standing soft drinks companies who were so focused on each other that a new company came out of nowhere with a completely new drink that is now world-leading. So, we should always pay attention to that new runner in the race, employee at work or student in the class because we never know when they might step up and beat us.

Listening



1 3.01 Listen to a talk about memories. What's the main point the speaker is making?

- Scientists now believe that our memories change over time.
- b Scientists are doing studies to find out how memories are stored.
- Scientists have discovered where our brain creates memories.

Listen again. Choose the correct option a, b or c.

- 1 Paul says that memories
 - a are fixed in the past.
 - **b** are easy to understand.
 - c define who we are.
- 2 Memories are activated ____
 - a in one special area of our minds.
 - **b** across multiple parts of the brain.
 - c using all of our senses.
- 3 Studies have shown that our memories are affected by
 - a our emotions.
 - b incorrect facts.
 - c other people's memories.
- 4 What does Paul say about our knowledge of memory?
 - a We know a lot about how it works.
 - b We're slowly learning more about it.
 - c We will never completely understand it.
- 5 Scientists now think that a memory changes
 - a each time we remember it.
 - b when we actively lie about it.
 - c depending on our feeling when it was created.
- **6** Scientists previously thought that memories
 - a were permanently fixed once created.
 - **b** continued to change as we got older.
 - c changed for only for a brief time.

3 Which statement about memories might the speaker agree with?

- 1 They provide us with facts about the past.
- 2 Scientists are now sure about how they work.
- 3 We shouldn't rely on them for factual information.

Writing

Read the anecdote and choose the best title for it.

- a A waste of courage
- b A tragic mistake
- c A disappointing meeting

Read the anecdote again and choose the correct alternatives.



I was travelling on the New York subway ¹not so long ago/ nowadays when I noticed this man standing near me. I knew he was someone famous but I couldn't remember who he was. I thought hard ²for about two stops/over time. Then, ³all of a sudden/eventually it came to me. It was Matt Damon! I couldn't believe it! I mean, it's not every day you get so close to a real-life Hollywood actor; a superstar even. I looked around but no one else seemed to have noticed. I tried to catch another passenger's eye but everyone was either looking elsewhere or reading a book.

I didn't know what to do. I'm not a very bold person and I didn't want to disturb him, but this was a once in a lifetime opportunity. So 4in the end/the following day, I stood up, walked over to Mr Damon and said 'I really enjoy your films, it's great to meet you.' He looked quite surprised but smiled all the same and agreed to take a selfie with me. By now everyone was looking at us and I felt quite brave. ⁵After a few minutes/As soon as of polite chat, I thanked Mr Damon, got off at the next stop and went back to my friend's place. I couldn't wait until she got home from work so I could show off the photo of my new-found friend. 6In the meantime/After hours, I posted it online for my friends back home to see with the caption 'Look at me being brave!' Imagine my embarrassment when they all pointed out it wasn't Matt Damon at all, just someone who looked a bit similar.

3 Match the phrases in the box with uses 1–4. Read the Focus box to check your answers.

after a few hours all of a sudden as soon as eventually in 2019 in the meantime meanwhile nowadays over time the following day

- 1 Show when something happened
- 2 Show how much time passed
- 3 Show that two events happened at the same time

4 Show how quickly the event happened

Timing and sequencing past events

Certain words and phrases tell us about the timing and sequence of events in the past.

Showing when something happened

This was **in early 2018** and I was visiting a friend. I was travelling on the New York subway **not so long ago** when ...

Nowadays I never approach strangers, famous or otherwise!

Showing how much time passed

Over time I'd become bolder.

The following day I admitted that I'd made a mistake.

After a few minutes of chatting ...

Showing that two events happened at the same time

In the meantime, I posted it online.

Showing how quickly the event happened

All of a sudden, it came to me. Eventually, I got back to my friend's place. As soon as I introduced myself, he smiled. In the end, I stood up.

4 Choose the correct alternatives.

- 1 I wasn't confident in my job at first but *after days*/ over time I became bolder.
- 2 It took a long time to get home but *meanwhile/ eventually,* I got there.
- 3 I went travelling across Asia in early 2016/nowadays.
- 4 We ordered food as soon as/in the end we arrived.
- 5 Our plane wasn't due to leave until 9 p.m. so in the meantime/ not so long ago, we had a drink.
- 6 Nowadays/ All of a sudden I don't go out much but things were different in my 20s.
- 7 Over time/ After hours of waiting for the bus, we gave up and walked home.
- 8 She gave me the worst haircut of my life.

 The following day/ As soon as, I went back and complained.

5 Complete the text with the phrases in the box.

all of a sudden as soon as eventually in late 2014 in the meantime nowadays

This happened 1	. I'd just got off a
train and was walking towa	
, I hear	d a woman scream with
frustration so I turned rour the side of me was a woma a large man. Clearly, he was of people ran to get help. ³ and grabbed the bag myse the woman and ⁴ backwards onto the ground	and to see what was happening. To an fighting over a laptop bag with a trying to steal her bag. A couple , I ran over If. I pulled in the same direction as the man let go and fell d. The woman smiled at me, took ely, ran off. I expected the man to
the police arrived, he walked explained that a woman has awful and was very glad what a misunderstanding on my	ed over to them and calmly ad just stolen his laptop. I felt hen the police realised it was just part. Needless to say, I don't help without fully

Prepare

- 6 You're going to write an anecdote for a blog post. Think about a time that you were bold or made a mistake. Make notes about:
 - when it was
 - · where it was
 - who was involved
 - what happened
 - · how you and other people reacted
 - how you felt
 - what happened in the end
- 7 Use your ideas in Exercise 6 to plan your anecdote. What phrases in the Focus box can you use?

Write

8 Write your anecdote. Use timing and sequencing phrases to help the reader understand when things happened.

Adjectives to describe things

Reorder the letters to make words that match the definitions.

- 1 light and thin, or not strong or well-made myslfi
- 2 thick, solid and heavy khuycn
- 3 shaped like an egg alvo
- 4 shining in small, bright flashes ksrapyl
- 5 shaped with four sides, two of which are longer *Icratenagur*
- 6 fashionable, expensive and made by a well-known creator *gndersie*
- 7 extremely valuable celspirse
- 8 exactly the same cldinteia

Put the adjectives in brackets in the correct place in the texts.

		from my grandma orth any money, but
		ause it reminds me
of my gr just ²	andparents. I don but I thir in my living r	't use it for fruit. It's nk it looks really oom.'
(decorat	ive, elegant, price	eless)
l absolut though.	a pair of 4 tely love. They're i They're also 5 so they cost	not just bright,
	t had to have ther	
(designe	er, sparkly, vivid-p	ink)
shop and	ese paintings in a d knew I had to ge , which is un	
	s, and the frames	
88		k the paintings are
9	but there are	some differences
why I like	n them if you look e them. You can p ce' with them!'	[] [] [] [] [] [] [] [] [] []

Put the words in order to make sentences and questions. Add a comma if necessary.

(chunky, identical, oval)

- 1 big / need a / with that dress / you / necklace / chunky
- 2 bedsheets / these / flimsy / hate / cheap / I
- 3 plastic / you got / small / any of those / have / plates?
- 4 round / never seen / face / huge / a watch / I've / with such a
- 5 wears / cotton / designer / only ever / Manu / shirts
- 6 very / are / gold / those / earrings / elegant

Grammar

Relative clauses

- 4 Put the words in brackets in the correct place in the sentences. Add a relative pronoun and commas if necessary.
 - 1 I really enjoyed that book on psychology. (you lent me)
 - 2 My parents are both retired. (now live in Spain)
 - 3 I met a woman today. (works with you)
 - 4 The museum is called The Williamson. (you're talking about)
 - 5 My phone isn't working. (I only got last year)
 - 6 I helped a man last night. (car had broken down)

5 Join the two sentences. Add a relative pronoun if necessary.

- 1 That's the bus driver. I had an argument with him this morning.
- 2 Susanne is a doctor. Her children go to school with mine.
- 3 The restaurant's in Gold Street. It's in the east of the city.
- 4 William's sister Jenny has just got a big promotion. She works in marketing.
- 5 I'm so sorry but I left the umbrella on the metro. You lent it to me.
- 6 My flat is in a pretty nice area of the town. It overlooks the park.

Complete the article with clauses a-g. Add a relative pronoun before each clause.

Art or not?

The band KLF was one of the biggest selling bands in the UK in the early 1990s. The two band members, ¹ were well-known for their stage performances. However, it was a performance of a different kind that got people talking.

On 23 August, 1991, the band took a boat out to Jura, 2____. With them, they took £1 million in cash, 3____.

They then built a fire and burnt the money. The film 4___ has caused a lot of discussion over the years.

For some people, it was art. For many others, it was money 5___ and that other people deserved more.



Neither of the band members have explained exactly why they did it. They believe it's an act 5 ____. However, one of the pair, 7 ____, has since said that he has some regrets about it.

- a is an island off the coast of Scotland
- **b** people should be allowed to interpret differently
- c were very creative
- d they took while doing this
- e was most of their earnings
- f children were very shocked when they heard the story
- g was completely wasted



Job requirements

1	Matc	h the	sen	tence	ha	lves.
---	------	-------	-----	-------	----	-------

- **b** with criticism.
- c in physics.
- d for languages so picks them up really fast.
- e in two languages.

together.

f experience for this job.

Complete the conversation with phrases using the words in brackets. A: I hear you're interested in becoming a

- food scientist.

 B: Yes. | 1 _____ (flair)
 cooking and | 2 _____
 (passion) science so they seem to go well
- A: Well, you'll need to (degree) food
- science.

 B: I know. I've already started looking at degree courses. I'm studying
- sciences and I've got two years'

 (experience)
 working in restaurants which should help.
- A: Good. Food scientists need to
 - (critical thinking skills) and a knowledge of food manufacturing. You could try to get some work experience.
- B: That's a good idea. That way, I could find out if I like it and if I would be able to
 - 6 (cope) it.
- A: 7______(willing) give up some of your summer holidays for that?
- B: Sure. | 8 (bothered) losing a couple of weeks.



Grammar

Obligation and prohibition

3 Complete the text with one word in each gap.

Job search: how times have changed	
Getting a job has changed considerably over the last two decade	des. If you wanted
to find a job previously, you had 1look for ads in	a newspaper.
You 2 required to print out your CV and then you	1 ³ to
post it. These days, you can just look for ads online and the	n email your CV.
Easy! However, no employer 4 to read through h	undreds or
thousands of applications. Apparently, a computer does it f	
Another difference is that you 5 have to have qu	ite so many
skills in the past. Technology skills, for example, 6	required for
most jobs but today they're essential. You've also 7	to know how
to use social media in order to network, but of course you ⁸	be
careful about what you post online. In the past, you didn't s	
to worry about your employer seeing photos of your last bi online, but that's not true anymore!	rthday party

4 Correct the mistakes in five of the sentences.

- 1 I have to leave in five minutes for my dentist's appointment.
- 2 You don't have to eat in here. It's forbidden.
- 3 Jamie's got to go to the next meeting but I didn't have to.
- 4 All guests are required to wear formal dress at the event.
- 5 We weren't needed to stay up late when we were kids.
- 6 I've got to go out and buy some milk for breakfast.
- 7 You mustn't call me tomorrow but you can if you want.
- 8 Alison doesn't have to go to work yesterday.

5 Rewrite the sentences using the words in capital letters so they mean the same.

- 1 It's necessary for us to get up early tomorrow. HAVE
- 2 I was prohibited from going out alone at night when I was a child.
 ALLOWED
- 3 It wasn't necessary for Sara to go into work early, but she did anyway. **REQUIRED**
- 4 It's really necessary for you to see a dentist about your tooth. MUST
- 5 You're prohibited from bringing your own food into the cinema. CAN'T
- 6 It's not necessary for David to come to the meeting. **NEED**
- 7 It's necessary to pay more attention to me when I'm speaking! GOT
- 8 It really wasn't necessary for you to bring me a present. HAVE



21st-century words

L	WI	hat	is each	person	de	scrib	oing? T	Γhe	e first	letter is gi	ven to help you.
	1			yourself	an	d the	en put i	it c	nline	for everyon	e to see.
s2 It's when you put a word into a search engine to look for information.q									or information		
	3	١d	on't und	erstand	the		ining o	fa	ll thes	e little yello	w faces you
	4	send me. e It's a joke that spreads online, usually a photo with some text on it or									
a video. m 5 You don't need to enter your PIN number. You just pay by wavi card over the machine. c									by waving your		
(6	St	op sendi	ng me si						you off my l	ist of contacts.
	200					1.2					200
		C						_		in box A w	ith words correct form.
1	A	1	oinge-	crowd	ha	sh	pay	ti	me-	virtual	
I	В	ě	assistant	poor	S	ourc	e tag	3	wall	watch	
:	1									ny conversa: my friends.	tions. Ads pop up
	2									iny menas.	a really
		507	rrible rea		0.7						
	3	200	you need online.	d money	for	your	busine	ess	idea,	you could_	
ď	4		really ours in th				at the	e n	nomer	nt. There jus	t aren't enough
	5	22.1	st go on [*] ant to kn							P	lanUtd if you
	6		ie article take out				ehind	a_			, but I don't want
3	Ch	hoose the correct option a, b or c.									
	A:	Ha	ave you s	een this	1	_?1	t's the	ph	oto of	the cat and	the cucumber.
	B:		n, that's r nnier wh					l th	nat sar	ne image as	an ² It's a lot
	A:		(2)				0.0				trying to work out erent smiley faces!
1	B:	Yo	u'll get u	sed to th	nem	. Oh,	, can yo	ou	believ		4Maxine has
	A:										see them anymore.
		In		e to do t	he:	same	e. I'm 6_		_ – I ca		waste hours
	1	а	selfie		b	emo	oii		С	meme	
			animate	ed aif			رر ual tou	ır	10754	hashtag	
			paywall	- R			htags			emojis	
			emojis			self				virtual assi	stants
			googled	d			riende	d		crowdsour	
			time-po		b	tecl	h-savv	V	С	contactless	5

Language focus

Forming verbs with en

- 4 Choose the correct alternatives.
 - 1 Hove your smile. It *brightens/softens* my day.
 - 2 These trousers are too long. Could you *lengthen/shorten* them for me?
 - 3 It *saddens/worsens* me to know there are poor children in the world.
 - 4 Cook the onions before adding the other vegetables so they *soften/weaken*.
 - 5 Can you *broaden/enlarge* the photo on your screen? It's too small.
 - 6 Who's going to *enforce/enrage* the new copyright laws?
- 5 Complete the text with the correct form of the words in capital letters.

Is a cashless society desirable?

The need for cash is 1	LESS
each year as more and more of	
us use technology to pay our	
way. Methods of payment seem	
to ² regularly –	BROAD
contactless, mobile technology	
and online. Many predict that	
we'll have a cashless society	
before long, but will this	
₃ our lives or make	RICH
it more difficult?	
For many of us, it'll improve our	
lives. No one will need to carry	
cash around and the time we	
take to pay for things will	
4 On the other	SHORT
hand, a cashless society will	
5 the day-to-day	DANGER
routine for those of us without	
bank accounts or phones. Cash	
enables these people to	
function. We need to 6	SURE
that they can continue to do that	
in a cashless society.	



Listening



4.01 Listen to a conversation between three friends about mobile phones. Which of these things do they discuss?

- · Being without your phone
- Design features of mobile phones
- · Losing contact with people online
- · Taking a break from social media
- Trying a new app

mobile phones.

· Ways of using social media

2 Listen again. Are the sentences true (T) or false (F)?

1 A digital detox means being offline for a period of time. 2 Mara is offline all the time outside of work. 3 James is able to stop himself from looking at messages that arrive. 4 Dopamine is released in our brains when we send a message. 5 Designers create phone software that encourages constant use. 6 James never watches the three dots when on social media. 7 A research project was stopped to protect the participants. 8 Nomophobia describes being afraid of

3	Listen again and answer the questions with between
	one and three words.

1	Mara is fed up of looking at photos of babies and what else?
2	What kind of programme did Mara binge-watch last weekend?
3	What does James say he wouldn't be able to cope without?
4	What has Mara started doing since she gave up social media?
5	What does James say is hard to do when your phone makes a noise?
6	James compares feeling good when a message arrives to what?
7	How does Mara say we feel when we wait for three dots to turn into a message
8	According to scientists, what is losing your phone similar to losing?

4 Match the words in bold with meanings a-f.

- 1 When we get a message, our body **releases** a chemical into our brains.
- 2 Designers encourage us to use their apps by including features like those three little dots.
- 3 The three dots promise a reward which causes our brains to produce dopamine.
- 4 I love my social media but that's a bit extreme!
- 5 Separation anxiety is something more and more of us are suffering from.
- 6 Are we really so desperate to keep in touch with people?
- a unreasonable
- **b** makes something happen
- c needing or wanting something very much
- d lets a substance flow out
- e experience an unpleasant or difficult experience
- f something you notice because it's important or attractive

5 Which person do you think says each thing? Choose the correct alternatives.

- 1 I tried a digital detox. I was wrong. I do suffer from nomophobia! Sophie/James
- 2 I've started noticing the design features we talked about and how they persuade me to stay on my phone. James/Mara
- 3 I've done a lot of reading on this topic which is why I know quite a lot about it. Mara/Sophie
- 4 My two-week digital detox has been a success so I'm going to extend it. James/Mara
- 5 I need to stop taking my phone everywhere with me. It stops me sleeping at night, especially. Mara/James

Reading

- 1 Read the article. Match the questions with the answers.
 - a Who might find it hard to declutter?
 - **b** Why has decluttering become so popular lately?
 - c Does decluttering help to protect the environment?
 - d Does it appeal to a particular age group?
 - e Does recycling what we own impact us in a good way?
 - f How much of an effect can decluttering have on us?



DECLUTTERING: THE NEW HOME TREND

The decluttering trend – removing unnecessary items from your home – has grown dramatically over the last few years. Here, we ask home expert Mariana Field to explain the reasons behind the trend and how decluttering can benefit us all.

1	
we've beguthrowing the homes are reality TV s	erialistic society, constantly buying things to try to enrich our lives. However, in to realise that we don't really need all those objects, especially as we end up m into the back of a cupboard after a few months. Our days are busy and our ull. We're all looking to simplify our lives and that includes our homes. Current ows on the topic of decluttering both reflect the trend and contribute to the average viewer's attention.
people, it to have on the	ly, but different generations might have different reasons for doing it. For younger nds to be about sustainability and an awareness of the impact material goods environment. For those who are increasing in years, it's about downsizing. They e from their family home to a smaller one now their children have moved out.
was specia it again in t	want to generalise, but people who remember a time when owning something They can struggle to give things away because they worry that they might need a future. Interestingly, in Sweden there's a trend towards decluttering as you get you don't leave a house full of objects when you're gone which your children sort out.
4	
improve ou of stuff! It c	y good for our mental well-being. A clutter-free home can help us to relax and relationships. We no longer fight because the remote control is lost under a sea n also improve our confidence. That might sound a little odd but we feel good tourselves a goal and reach it. Decluttering is such a goal.
5	
things they use. Of cou	ople aware of how much stuff they have. This can stop them from purchasing don't really need in the future which, of course, lessens the natural resources we se, some people simply spend money on new stuff to replace their old stuff but ney are able to keep their clutter down.
6	
no longer n But what if maybe dec from one p	ne best of a bad situation. It's great if someone else can enjoy something we sed because it lengthens its lifespan and stops them buying something new, so one wants our old things? They go into landfill and sit in the ground for years, des, before they finally break down. And of course, transporting all our recycling use to another results in an increase of carbon emissions. So, it's better than tt's not a long-term solution to the problem of sustainability.

Choose the correct option a, b or c. 1 According to Mariana Field, people declutter because they a are unable to find what they're looking for in their wardrobe. **b** want to encourage a less complicated way of life. c feel the need to copy what people do on television. 2 Mariana says that older people declutter in order to a reduce the size of their living space. **b** get rid of their children's old belongings. c reduce their impact on the environment. 3 Mariana believes that we feel good about ourselves when we a rest after spending time decluttering. b find unexpected items. c achieve a target. 4 Mariana says that decluttering helps the environment when people a change their buying habits. **b** replace old products with new products. c choose products that use fewer resources. 5 Mariana suggests that recycling a is the best way to deal with our materialistic ways. b addresses the issue of materialism to some degree. c prevents our material belongings from going to waste. Find words in the article to match the definitions. 1 in a great and sudden way (introduction) 2 all the time, or very often (paragraph 1) 3 the effect or influence that something has on something else (paragraph 2) 4 have to try hard to achieve something because something is difficult (paragraph 3) 5 a feeling of having a happy and healthy mind (paragraph 4)

4 What is the purpose of the article?

(paragraph 4)

(paragraph 5)

(paragraph 6)

- 1 To persuade people to declutter their homes.
- 2 To inform the reader about different issues related to decluttering.

6 the belief that you have the ability to do things well

7 things in nature that we can use, e.g. trees, oil, etc.

8 taking goods from one place to another using a vehicle

3 To criticise the impact that decluttering has on our lives.

		p(s) refer(s) to you wear?		
2		g the number of items in your home the same?		
3	setting	g a target?		
4	somet	hing they saw on TV?		
5	giving	things to a second-hand shop?		
6	physically marking when something has been achieved?			
7	an activity that is designed to change your buying habits?			
8	activiti	es that the writer hasn't tried themselves?		
A	uthor	Comment		
A	dLib3	Start with a small goal and set a deadline, e.g. 'I'll cout the hall cupboard by the end of next week.' Whyou do it, the sense of achievement motivates you to		

Author	Comment
AdLib3	Start with a small goal and set a deadline, e.g. 'I'll clear out the hall cupboard by the end of next week.' When you do it, the sense of achievement motivates you to clear something else out. I can say this with experience
Vichan	We have a 'one in one out' policy in our house. No one is allowed to bring anything new into the house before they donate something old to a charity shop. I'm talking about a toy, for example, not consumable goods like food!
Catty86	I saw something on a programme that I think could work. Turn all your coat hangers a particular way in you wardrobe. Every time you wear something, return it but put the coat hanger the opposite way. After six months you can tell which clothes you haven't worn and get ric of them.
Hannah	I can't do anything without writing a list so that's where I start. I write down everything I want to sort out and tick each item off when it's done.
Linz99	Try living your life wearing only 30 items of clothing and 4 pairs of shoes over a month. You might need to increase the numbers a bit but it's mostly possible. It's a good reminder that we don't need to buy so many clothes which we stop wearing after just a few months.

to own so many clothes.

	omplete the sentences v	vith words in the for	um
1	AdLib3 says that the sati achieving a goal		1
2	! Vichan's family time they want to buy so	10.0	every
3	According to Catty86, a g clothes you wear is to ha wardrobe after you wear	ng them a certain way	
4	Hannah makes a list of th	nings to do. Then, she o after she does it.	an
5	Linz99 suggests that we and 4 pairs of shoes is a		

Writing

1 Read the job advertisements and the email. Which job is the email writer applying for?

JOB OPENINGS

REPAIR TECHNICIANS

We're looking for a variety of repair technicians to mend broken furniture, electrical goods, watches and other possessions that customers bring to our *Bring things* back to life café. Our technicians must have:

- technical knowledge of their field, e.g. working with wood, electrics, ceramics, etc.
- · a creative flair
- the ability to solve challenging problems
- attention to detail
- patience and determination
- an ability to show care and empathy for people's treasured possessions

Apply by emailing your CV to roberthall@bringthingsbacktolife.mail

CHIEF LISTENING OFFICER

We need a CLO to monitor discussions of our company on social media and to respond quickly to any form of criticism or misinformation. Our CLO will need to have a degree in business studies or marketing, have an excellent understanding of social media platforms, have excellent communication skills, good analytical skills and an ability to be persuasive.

Send your CV to Maddie Smith at HR@dentons.mail

...

To: roberthall@bringsthingsbacktolife.mail Subject: Application for the position of Repair Technician

17th April

Dear Mr Hall.

I am writing to apply for the position of Repair Technician advertised on jobshare.com.

As you will see from my attached CV, I have ten years' experience in repairing furniture. ^aI have a good eye for detail and am able to work calmly under pressure. I use a variety of creative methods to ensure that the results of my work are effective. I am sensitive to the needs of the customer.

After I left school, I worked as an apprentice for a carpenter and attended classes at my local college, eventually gaining a diploma in furniture restoration. After four years, I took a job at a small antique shop where b gained valuable experience in restoring items from a range of eras. I was also tasked with delivering lessons to interested customers on furniture repair.

cl would very much welcome the opportunity to discuss this role with you as difeel I could be a great asset to your café due to my passion and commitment to restoring people's beloved furniture no matter how difficult it can be. Please feel free to contact me to arrange an interview.

Yours sincerely,

Valentina Ricci



- Match sentences a-d in the email with purposes 1-4. Read the Focus box and check your answers.
 - 1 Stress why you would be good for that position.
 - 2 Adjectives to describe yourself that match the job description.
 - 3 Ask for a chance to discuss the position in person.
 - 4 Briefly describe your experience.

Matching your covering email to the advert

In order to write a good covering email, you need to do several things. Choose words that match the job description to describe yourself.

I have an eye for detail.

I am fluent in English.

I have excellent communication skills.

Stress why you would be good for that job or position.

I believe I am the perfect fit for (your company) because ... I feel I would be a great asset to (your company) because ...

Briefly mention your relevant experience and what you have learned.

As a student, I worked part-time for/at ... where I demonstrated ... I gained valuable experience in ... and was also tasked with ... More recently I worked for ... where I became expert at ...

Ask for a chance to discuss the role in person (you are asking for an interview).

I would very much welcome the opportunity to discuss this role with you.

I would be happy to attend an interview at any time.

2	Dut the we	rde in the	correct order	to make sentences

1	very / skills / have / active listening / I / strong
2	happy to / an interview / I would be / at any time / attend
3	a great asset / I feel / to your company / be / I would
4	a media company / more recently / worked for / I
5	I've worked as / where / monitoring social media / a social media manager / I was tasked with
6	the perfect fit / my brand knowledge / for your company / I believe I am / because of

4 Match sentences 1-5 from the email with the job requirements listed in the advertisement.

1	I have a good eye for detail.
2	I am able to work calmly under pressure.
3	I use a variety of creative methods to ensure that the results of my work are effective.
4	I am also aware of the emotions connected to the furniture that I repair and am sensitive to the needs of the customer.
5	I have passion and a commitment to restoring people's heloved

furniture no matter how difficult it can be.

5 Complete the second sentences with the words in the box so they mean the same as the first.

	thers support
1	We need a good team worker. I enjoy sharing ideas with
2	We're looking for someone who's committed to innovation. I am always keen to think of new
3	This job requires an independent thinker. I am able to find solutions to problems without from others.
4	You need to have effective communication skills. I try to use a variety of methods to share with my colleagues.
5	You need to have a good eye for detail. I am detail
6	We need someone who's flexible. I am always willing to to a situation as needed.

Prepare

- 6 You're going to write an email applying for the job of Chief Listening Officer. Make notes of the skills you have that relate to the job description in the advert.
- 7 Decide what information you can write in each paragraph of your email and what phrases you can use.
 - Paragraph 1: Say why you're writing
 - Paragraph 2: Describe your skills
 - Paragraph 3: Describe your experience
 - Paragraph 4: Ask for a chance to discuss the role in person

Write

8 Write your application email.



Crime (robbery)

Match the sentence halves.

1	The burglars researched and
2	They stole diamonds and then left
3	They evaded
4	Eventually, they were caught

- 5 They went on ____
- 6 They pleaded _
- 7 The jury found them ___
- 8 They were sentenced
- a arrest for six months.
- b the scene of the crime.
- c to five years in jail.
- d not guilty.
- e planned their robbery carefully.
- f by the police.
- g trial four months later.
- h guilty of their crime.

Complete the article with the phrases in the box.

broke into charge him with evade arrest plead guilty leaving the scene of the crime planned sentenced to

A robbery gone wrong

There are plenty of vio burglars online. One	
man who 1	
a store one night, falling	through the ceiling. He
clearly hadn't 2	
the raid very carefully be	cause when he tried
to leave via the front doo	r he couldn't get out.
He tried to exit through t	he hole in the ceiling
but fell back down again	. Realising that he wasn't
able to 3	by
4	, he sat down
calmly and waited for the	e police to arrive
and 5	robbery.
With the CCTV video evi-	dence, he sensibly
decided to 6	
and was later 7	
three years in prison.	

Grammar

Quantifiers

3 Choose the correct alternatives.

- 1 Some of us is/are going to the Chinese restaurant later.
- 2 Each of my brothers is/are very outgoing.
- 3 Every person/people in my class wished me a happy birthday.
- 4 We've been here a couple of time/times before.
- 5 No cars was/were allowed on the roads during the carnival.
- 6 We don't have much/many coffee left.
- 7 We should take both key/keys in case we come home separately.
- 8 Can either of you lend/lends me £5?

4 Correct the mistakes in five of the sentences.

- 1 I woke up several time during the night last night.
- 2 Are there any biscuits in the cupboard?
- 3 There are loads of people in town today.
- 4 I only have little time before I have to go to a meeting.
- 5 No people has ever said that to me before!
- 6 Both Jack and Jemma are on holiday today.
- 7 There are plenty of food for everyone.
- 8 Neither of the six children looked happy.

5 Complete the article with the words in the box.

all both every a few few neither none several

The day the Mona Lisa became famous The theft of the Mona Lisa in 1911 was

significant for one main reason. It made the painting famous. Prior to the theft,

1_______people outside the art world had heard of it. After the theft,

2______major newspaper around the world carried the story. People even flocked to the gallery to look at the empty space where it had hung.

The theft was carried out by a group of three Italians. As the museum was

three Italians. As the museum was closing, ³ _____ three of the men hid in a cupboard in the gallery. After the staff had left, they took the painting out of its frame and out of the museum. ⁴ ____ of the Louvre staff noticed. The theft was

discovered by a visiting artist 5_____hours later.

The police spent weeks searching for the missing work of art. They even questioned ⁶______ famous people. ⁷_____ American tycoon JP Morgan and artist Pablo Picasso were interviewed. ⁸______ of them were involved. Eventually, 28 months after taking the painting, one of the thieves tried to sell it. The dealer was suspicious and contacted the police. The man was arrested and sentenced to eight months in jail.





Money

Reorder the letters to make words that match the definitions.

- 1 Money that a bank charges when you borrow money tenetsri
- 2 A bad economic situation in a country *cosineres*
- 3 Things you buy in order to make money *mensestintv*
- 4 Money you have in the bank for a (long) period of time *vngisas*
- 5 Money you receive when you are retired *nineops*
- 6 Money you receive regularly through work or investments coniem
- 7 Something that is cheaper than normal *abaring*
- 8 Money you give to an organisation to help it *notdanoi*
- 9 The general increase in prices anionlift
- **10** The amount of money you have available to spend *dtegbu*

Complete the conversations with the words in the box.

i	pargains budget d ncome interest in pension recession	vestment	innation
1	A: I need a new bank 1 percent ¹ B: You should try a ² at my bank. They	at thi	is bank. _ account
2	A: My monthly ³ up at all since I ret	ha ired.	sn't gone
	B: Well, that's becau a deep 4	*	
	A: I know, but ⁵ prices have gone stayed the same. 6 has a	me up but wh So technic	at I get has cally, my
3	A: I'd like to make a 7 charity every mor which one.		to a
	B: What's your 8	?	
	A: £10 a month.		
	B: You should choos where your mone difference.		
4	A: I'm thinking of buy money I inherited	1 1 2 2 2 2 2	

in the east of the city.

B: I think that's a great idea. It'd be a

really good 10

Language focus

Adverb + adjective collocations

3 Which adjective doesn't usually go with the adverb?

- 1 relatively new/qualified/simple/small
- 2 deeply concerned/dangerous/personal/religious
- 3 highly effective/successful/unlikely/wrong
- 4 perfectly good/legal/normal/ridiculous
- 5 widely available/disappointed/known/used
- 6 absolutely easy/essential/right/true

4 Complete the conversations with the collocations in the box.

absolutely ridiculous bitterly cold completely different

perfectly safe relatively simple widely available

1	A: Are you sure it's OK to drink the tap water here?
	B: Yes, don't worry. It's
2	A: Is this paint the same colour as the paint in the living room?
	B: No, it's not. It's!
3	A: Apparently, we all have to attend training on how to use the
	accounts software.
	B: What? The same software we've been using for five years?
	That's!
4	A: Do I need a scarf and hat?
	B: Absolutely. It's out there.
5	A: Have you downloaded that computer game you told me about?
	B: No. Unfortunately, it's not yet
	You can only get it in a few regions.
5	A: You just press this button here and then pull the lever here.
	B: OK. Well, that seems

5 Choose the best adverb a, b, c or d.

The largest flower auction in the world

Aalsmeer Flower Auction is the largest flower auction in the world. Based in The Netherlands, it sits in the largest building by footprint in the world at 518,000 square metres. It's 1____ possible to lose your way in this vast building and get 2____lost.

The auction is 3___ used by companies that want to sell their flowers internationally, from common cut flowers to 4___ rare decorative plants. The flowers are moved around on vehicles at high speed. Visitors are allowed to buy tickets and watch, but they're required to stand on a special walkway which ensures they're 5__ safe.

Some tourists confuse Aalsmeer with Keukenhof which is the world's biggest flower garden. However, it is ⁶____ different. At Keukenhof, they can see 7 million tulips and other flowers up close in spring. At Aalsmeer, they can simply watch the logistics of an auction in action.

1	a	absolutely	b	relatively	C	entirely	d	highly
2	a	deeply	b	bitterly	C	widely	d	totally
3	а	completely	b	entirely	С	highly	d	widely
4	a	widely	b	deeply	C	relatively	d	highly
5	а	deeply	b	highly	С	perfectly	d	widely
6	a	bitterly	b	perfectly	С	entirely	d	highly



Phrases with leave

1	Complete the sentences with one word		
	The first letter is given to help you.		

1	I'm really sorry. I	put my mug on the table
	and it's left a m	

- 2 For goodness sake, leave me
 - a_____. I don't want to talk to you!
- 3 I need to go home. I think I left the iron
- 4 Why do you always leave the bathroom in such a **m**_____? Please tidy it up!
- 5 The garage left a **m** on our home phone. Your car's ready.
- 6 My hands are freezing. I stupidly left my gloves at **h_____**.
- 7 I'm not surprised you can't find your glasses. You always leave them lying
 - a .
- 8 Anna wants a birthday surprise? Leave it to **m**______. I'll think of something.

English in action

Deal with and resolve conflicts



Match sentences 1–4 with uses a–d.

- 1 I'm only asking.
- 2 It was my fault. I apologise.
- 3 Don't worry. It's nothing.
- 4 Don't blame me.
- a Accepting responsibility and apologising
- **b** Responding to an apology
- c Denying responsibility
- d Responding to denial

3	Put the words in the correct order to makes sentences and
	guestions. Then match them with uses a-d in Exercise 2.

2	nothing / I / with / had / it / do / to	

1 deal/it's/big/no

3

- 3 sort/promise/out,/1/l'll/it
- 4 do/again/try/to/it/not
- 5 me/nothing/do/it's/to/with/got
- 6 should/careful/I/more/been/have
- 7 did/then/well,/who?
- 8 sorry,///spill/l'm/did/drink/so/your?

4 Complete the conversations with one word.

- 1 A: Who left that old food in the fridge? The whole office stinks!
 - B: I have to 1 up. It's mine.
 - A: Oh well, it's no big 2____really.
 - B: You're right, it does smell awful. I'll 3______it out now.
- 2 A: Why isn't Jack at this meeting?
 - B: It's entirely my 4______. I forgot to let him know it was happening.
 - A: Don't worry. We can get him on the conference phone.
- 3 A: Did you leave these dirty footprints all over the house?
 - B: Don't 5_____me.
 - A: Well, who did it 6 ?
 - B: I guess it was Jon.

5 Complete the conversation using the prompts.

- Manager: OK, so you're annoyed because Andy takes the lead in all our
 - projects and I'm frustrated because you and Andy don't get on.
- Employee: That's right.
- Manager: 1_____
 - (let's/try/find/solution), shall we?
- Employee: OK. 2
- (What/about/Andy and I) work on different projects?
- Manager: 3_____
 - $(don't\ think/going/work).\ You\ both\ have\ different\ skill\ sets$
 - which I need on all our projects.
- Employee: 4______(understand). Unfortunately, I can't see another way of
 - solving the issue.
- Manager: 5_____

Manager:

- (why/don't/see/l) can give you the leadership role on some projects and Andy the leadership role on others?
- Employee: 6_____
 - (sound/reasonable)
 - (make/sense/because) then you both get a chance to develop your management skills but you'll both be clear about who
 - makes the final decisions.
- Employee: OK, that sounds great to me. I just hope that Andy agrees, too.

Reading

1 Read the article. Which topic does the writer mainly focus on?

- · the cost of items
- · the location of items in the store
- · the packaging of items
- · the behaviour of customers
- · the motivation of store owners

2	Read the article again. Match paragraphs 1-6 in the
	article with topics a-f.

а	We get more but each item doesn't necessarily
	cost less.
Ь	We all need to notice the price and weight of
	items.
С	We buy double the amount that we wanted
d	We think we're getting the top deal but it's not

- always true. ____ e We're all fooled by the actions of stores. ____
- f We pay less but might actually get less for our money.

3 Answer the questions with between one and four words in the article.

- 1 What discount does a store actually offer with buy one, get one free deals?
- 2 According to the writer, what is free with a buy one, get one free deal?
- 3 What price should shoppers pay attention to when buying chocolate bars?
- 4 What does the writer say shoppers are highly unlikely to do when bulk buying?
- 5 Why might a product at €2.50 be better than the same one at €2.00?
- 6 According to the writer, what do stores depend on shoppers being unable to do?
- 7 According to research, what might the problem be with a *The lowest ever price* deal?
- 8 According to the writer, what will paying attention to product prices and weights help us to do?

4 Find the words in the box in the article. Then match them with definitions 1–10.

bulk-buy economical evaluate forced a good deal hard-earned labelled multi-pack push up trick

1	increase
2	judge how good something is
3	a package containing more than one item of a product
4	an arrangement where both buyer and seller benefit
5	attached with a piece of paper that gives information
6	using money carefully without wasting any
7	something that makes you believe something that's not true
8	made someone do something they don't want to do
9	purchase something in large amounts, usually at a lower price
0	achieved after a lot of work and effort

5 Complete the sentences with words in the article.

1

1	My mother is a very careful shopper. She
	recognises a good deal when she sees one.

2	Pay	attention to the labels. They tell you
	how much	salt and sugar are in the food.

- 3 | can't believe | _____ for such a silly trick. Never again!
- 4 The supermarket's selling both walnut and olive bread for just £1 a loaf. On _______ of that, it's freshly made in the store so it's still warm.
- 5 | spent twice as ______ as | wanted to in the shop but | only seem to have bought two extra things!

6 Tick the sentences that you think the writer would agree with.

- Shoppers should take advantage of deals whenever they are on offer.
- 2 Most deals are designed to trick shoppers out of their hard-earned money.
- 3 Shoppers should be careful not to buy more than they want or need.
- 4 Stores understand that we don't want to waste time evaluating deals.
- 5 Shopping online is the best way to find deals and compare prices.

The tricks stores use to get us to spend more money

- We've all gone into a shop and spent far more than we wanted. We have three things on our list but come out with ten. We shouldn't feel too guilty about this though, as shop owners employ various psychological tricks to make us part with our hard-earned cash. Remember you're not the only one falling for these tricks.
- Take *buy one get one free* deals. We think we're getting 100 percent free but what the store is actually offering us is a 50 percent discount on two products. That's the same thing, you might say, but really, it's not. You wanted one item but the offer forced you to buy two, meaning you spent twice as much and nothing was free at all. There's also the issue of exactly what price is discounted. Stores have been known to push up the price of the item on sale so that your discount is reduced.



- Another trick is to offer what seems to be good deals when you bulk-buy. For example, €2.77 for a pack of seven chocolate bars seems better than €1.50 for a pack of four. However, it's the price per item that's important here. It's more economical to get the smaller bundle at 38 cents as opposed to 40 cents per bar. On other occasions, the cost per bar may be the same whether you buy a four-pack or a nine-pack. Either way, if you buy the multi-pack, you've spent more than you needed to. Of course, how many of us are going to calculate and compare prices in this way? Stores know that we have better things to do with our time.
- Weight is another factor. Shoppers don't necessarily pay close attention to how much of a product they receive for what price. That means they might not make the best decision about which item to buy, choosing an item 'on sale' at €2.00 because it seems cheaper than a similar product for sale at €2.50. However, the €2.50 product might be in a bigger box which means you actually get more for your money. On top of that, some manufacturers have been known to give the weight of one size of a product in grams and another in kilograms so that it's difficult for customers to compare. The bigger packet may seem like a more economical option, but in fact two smaller packets work out cheaper.
- All in all, it's our inability to remember prices of items that stores rely on. Because of this, we're unable to truly recognise what is a real bargain and what is a trick. Prices may be labelled as *The lowest ever price* but often it hasn't changed for weeks, so we're not actually going to pay any less. There's been research which suggests the price is occasionally higher than it was in the past, too.
- So, what does this mean for the shopper? It means that we need to pay more attention to the price of products we regularly buy and how much we get for that money. That way, we're better able to evaluate a deal. We can do a quick calculation to see whether an offer is in fact a bargain or simply a trick to get us to spend more.

Listening



1 \$\int_{0}\$ 5.01 Listen to a talk. Why does the speaker start with an anecdote about China?

- a To explain the reasons behind something.
- **b** To engage the audience and introduce the topic.
- c To argue a point of view.
- Listen again. Complete the notes with one or two words from the talk in each gap.

Pros	
lt'd save people and businesses 1	•
Easier to buy things 2	•
Significantly fewer 3	
Cons	
No access to money if technolog	, y ⁴
People without 5	or 6
ability will struggle.	
7could steal	all your money.
What is needed for a cashless so	ciety?
An online 8	that works and is secure
· Support so that no one in soci	ietu is left 9

3 Match topics 1–5 with reasons why they were mentioned a–e. Then listen and check.

1	President of the US
2	Sweden
3	Mobile phone battery
4	Debt
5	Governments

- a An example of technology failing to work
- **b** The extreme reaction of a shop assistant to a customer
- c The need to ensure everyone has access to a bank account
- d An example of the use of advanced payment technology
- e The result for people who are bad at money management

Writing

- 1 Quickly read the description and choose the best title.
 - a Anewjob
 - **b** First impressions
 - c A friendly colleague



The first time I saw Leon was in 2007. I'd got a new job and he was the first person I noticed when I walked into the office. He was in his mid-20s like me. He had short hair which was straight and as dark as the night sky. His hairline was quite high and I wondered then if his hair was receding. It was.

He had a really symmetrical face. I think that's what attracted me to him and I kept losing myself in his dark brown eyes which seemed as deep as the ocean. His nose was elegant and he had full lips. He had a fair complexion with stubble around his chin.

I asked him where I could find a notebook and he offered to give me one of his. His voice was rich and soft like velvet. It was a voice I thought I could listen to all day. When he stood up to get the notebook, I saw that he was above average height. He was solidly-built with broad shoulders and he looked as strong as an ox.

He seemed to be shy, but I know now that it was only with me. With others he was confident but he seemed happy to let me do the talking. On the odd occasion that he smiled, his face lit up and his cheeks revealed dimples. He seemed to be made up of many layers and I wanted to know what they were.

He talked about the company as though he'd been there for years. He'd only just started, however, so was almost as new as I was. This was the thing in common that kept us talking day after day, sharing our experiences. It wasn't long before he was my best friend, although it took a little longer for him to become my husband.

2	Read the description. What adjectives are used to describe Leon's
	1 hair?
	2 face?
	3 eyes?
	4 nose?
	5 mouth?
	6 build?
	7 voice?
	8 character?
3	Match the words in the box with features 1–8 in Exercise 2. Some words can be used twice. bald freckles high-pitched muscular prominent stubble thick thin wide
	Jsing similes
att FS o S n to s h S s S a a a a a a	A simile is a comparison between two people, things or actions. The words like or as will normally be used in the comparison. His legs were like sticks, they were so thin. She walked as if she was carrying a stack of books on top of her head. Similes are useful for making character descriptions more engaging and memorable. They allow the writer o describe more than appearance and action. With similes, the writer can give a strong impression of how me or she felt about the person. She was like a breath of fresh air in a really stuffy office. Some common similes are: as blind as a bat as dull as dishwater as good as gold as light as a feather as quiet as a mouse as sick as a parrot like two peas in a pod
•	Find four examples of similes in the description in Exercise 1.

М	Match the sentence halves.				
1	His eyes were as dark as				
2	Her hair was red, like				
3	Her smile lit up the room as if				
4	His anger was sudden, as if				
5	Her glasses were thick like				
6	He was as quiet as				
7	When he talked, the corner of his mouth turned up				
	as if				
8	Her voice was loud like				
а	someone had turned on a bright light.				
b	the bottom of a glass bottle.				
С	the night.				
d	a foghorn.				
е	a ball of fire had burst out of him.				
f	he wanted to smile.				
g	the sky during a beautiful sunset.				
h	a mouse.				

Prepare

- 6 You're going to write a description of the first time you met someone you know. Make notes about:
 - what you noticed about the person's appearance
 - what you noticed about the person's character
 - the person's actions/behaviour
- Write a list of words and at least four possible similes that you can use to describe the person's appearance, character and behaviour.

Write

8 Write your description. Include some of the words and similes on your list in Exercise 7.





Common idioms

- Match the words in box A with the words in box B to make idioms.
 - A be a be out of be over be a piece cost an arm drive me take my
 - B and a leg breath away of cake pain the moon this world up the wall

Choose the correct alternatives.

- 1 This cake is out of this Earth/world.
- 2 This view takes my breath/air away.
- 3 I hope Mariah likes this ring. It cost an arm and a *foot/leg!*
- 4 That noise is driving me up the road/wall.
- 5 The homework won't take you long. It's a piece of *cake/bread*.
- 6 People assume things because of my taste in fashion but you can't judge a book by its *cover/title*.
- 7 I got the job! I'm over the moon/sky.
- 8 I have to walk 20 minutes to the nearest bus stop. It's an ache/a pain.

3 Complete the sentences with idioms.

1	My baby daughter's smile
	(is extremely beautiful)
2	Greg's constant chatter
	(makes me angry)
3	Just because she likes to dress differently means nothing. You can't
	(decide what someone is like based on appearance)
4	The flight to Paris last week
	(was very expensive)
5	Luke got top marks in all his exams. We're all
	(really happy)
6	I have to get up at 5 a.m. to get to work on time. It's such
	(annoying)
7	The washing machine looks difficult to use but it's actually
	(very easy)
8	This coffee is
	(like nothing I've tasted before)

Grammar

Verb + -ing and infinitive with to

4 Choose the correct alternatives.

- 1 There's no point to go/going to the bank now. It'll be closed.
- 2 It's best to go/going for a run first thing so you get it out of the way.
- 3 I can't imagine to live/living anywhere else except here.
- 4 We stopped to get/getting some lunch about an hour into our walk.
- 5 I really regret not to tell/telling you about this sooner.
- 6 Dan managed to buy/buying his first car after nine months of saving.
- 7 I don't remember to lock/locking the door. Did you see me doing it?
- 8 To have/Having a lie-in is one of the biggest pleasures in life.

5 Make sentences using the prompts and the correct form of the verbs.

- 1 We / consider / get / a dog last year.
- 2 It / not / worth / cry / over a broken dish.
- 3 It's easy / get / around the city on foot.
- 4 Megan / keep / send / me really funny gifs.
- 5 you / remember / meet / me for the first time?
- 6 I/can't wait / have / a lovely, relaxing bath tonight.
- 7 It was good of you / come / round and help yesterday.
- 8 Dom / message / this morning / invite / me for dinner.

6 Complete the comments with the correct form of the verbs in the box.

complain eat have (x3) laugh moan play watch

The things we love to hate

I love watching TV but I think reality TV shows are awful. Most of the time they're full of shallow people being unkind to each other. I usually avoid 1______ them, but when I do come across one, I quite enjoy 2_____ at those awful people.

Debbie, Tyneside

My mum used to cook Brussels sprouts for us when we were kids even though we all hated 3 ______ them. When she cooks them for us today, we still complain about 4 _____ them on our plates, but it's more of a ritual than an actual dislike. It's nice 5 _____ something to connect us.

Marcella, London



6	in a band myself, I get really annoyed at singers who					
becom	e famous without 7	much talent. There's no point				
8	about them becaus	se they'll always exist, but I can't help				
9	anyway!					



Negotiating

1	Complete the sentences with one word in each gap.				
	The first letter is given to help you.				

1	Marc and I f	O	over something
	silly and now we're	not speaki	ng.
2	I always try to avoid	c	I prefer it when
	everyone agrees.		
3	It's hard to s	c	when someone's
	shouting at you.		
4	I have a strong b	v	ith all my siblings.
	We've always been	close.	
5	There seems to be	a lot of t	in the office
	today. Why is every	one stress	ed?
6	The first thing a goo	od salespe	rson does is b
	t with t	he custom	er.
7	Stop im	e and let n	ne speak!
8	Anyone who's work	ed hard at	something deserves

Choose the correct option a, b or c.

How to be a good salesperson

I've been in sales for over 30 years. Here are my top tips for getting and keeping long-term customers.

- · Ask the customer questions to find out what they want. This will help to create a positive
 - between the two of you.
- Avoid² _ the customer. Let them speak, listen carefully and then tell them how you can help them.
- · Pay attention to the customer's body language. If you notice any 3 _____, suggest speaking again on a different day.
- calm, even if the customer tells you they're not interested in your product. Leave them to think about it and follow up in a few days.
- · Avoid future conflict by being honest about any issues that might arise later and plan ways to overcome them. This will help to 5 trust between you. Of course, never 6 the product but be open to discussing its weaknesses if necessary.
- · Once the customer has received the product, talk to them to find out how they're getting on with it. 7_ them if they have any problems that need solving.

1	а	preference	b	link	C	bond
2	а	interrupting	b	preventing	C	participating
3	а	threats	b	tension	C	pressure
4	а	Stay	b	Stand	C	Have
5	a	make	b	build	C	construct
6	a	criticise	b	blame	C	praise
7	a	Share	b	Partner	C	Cooperate

Grammar

Reported speech

3 Correct the mistakes in the reported speech.

- 1 'I've been living here for six years.' She told me that she'd lived there for six years.
- 2 'I'll meet you here at 6 p.m. tomorrow.' He said that he'll meet us there at 6 p.m. the next day.
- 3 'Do you want to get a pizza?' She asked me if I want to get a pizza.
- 4 'We can go in my car.' She said we would go in her car.
- 5 'Where's the match taking place?' He asked me where was the match taking place.
- 6 'Please be quiet.' He asked us be quiet.

Read conversations A and B. Then complete conversation C. Georgina: I'm worried about my brother Josh. He can't find a job and he's feeling depressed about it. Don't worry. I'm sure he'll find something soon. Kate: Georgina: Are there are any jobs where you work? I doubt it. Do you fancy meeting up sometime soon? I fancy a night out. Georgina: Sounds good. Georgina: My brother Josh has moved to Manchester. Has he? Why? Becky: Georgina: He's got a job there. I can't remember his

job title but it involves manufacturing. We're all really pleased but I miss him. Becky: Georgina: Anyway, what night are you and Kate free next week? I'd love to have you round for dinner.

C					
Becky:	I saw Georg	jina last week.	She tol	d me that her	
	brother, Jos	sh 1		to Manchester	
	because he	2 2		a new job there.	
Kate:	Oh, good. D	oing what?			
Becky:	She said it	3	r	nanufacturing.	
				month and she	
	said that he	<u>4</u>		fed up because he	
	couldn't fin	d work. I told h	er 5	worry and	
				of any	
	jobs going	where I work.			
Becky:	Ha! Hardly!	Anyway, wher	n I saw h	ner, she asked me	
372	what night	we 7	free	next week. She	
	wants to invite us round for dinner. She said she				
	8	_ Josh so I thin	k she w	ants some	
	company.	17			

Kate: Sounds good to me. I'm free anytime.



Reporting verbs

Choose the correct alternatives.

- 1 I'd forgotten about my dentist's appointment. Thanks for remembering/reminding me.
- 2 My maths teacher accused/threatened to tell my parents if I didn't behave.
- 3 My youngest daughter *denied/admitted* drawing on the wall, but I knew it was her.
- 4 I wanted to turn round and go home but Mike agreed/insisted we keep going.
- 5 My son agrees/refuses to keep his room tidy despite constant nagging!
- 6 I wasn't sure about joining a gym but Sara advised/convinced me it was a good idea.
- 7 Beatriz *apologised/admitted* for dropping food on her friend's sofa.
- 8 My brother always *blames/denies* me for his broken bike but it wasn't me!

Complete the conversations with the correct form of the words in the boxes.

1	accuse	convinc	e deny	insist	
A:				e of trying to steal his ide I'd honestly thought of it	
B:	Did you 2		stealing	it?	
A:	Of course believe m		ause he's v	wrong – but he doesn't	
B:	Did you 3		_that you	were telling the truth?	
				<u> him.</u>	
2	advise	blame	refuse	threaten	
A:	My boss ju		me to wor	k overtime at the weeker	nd
B:	What did				
		him no	t to do tha	l didn't do it but l at as l'd complain to his	
	What did				
				or sales in our departme	nt
3	admit	agree a	apologise	remind	
A:	9		at it's Dad	rday after our argument. I's birthday next week. his party.	
B:	Oh, that's	good. Did	you 11	for what you said	d?
	Yeah, I sai side of th	id I was so ings. She ¹	rry for not	trying to understand he that she'd been	
	wrong, to			N N 12 N N	
D.	Soundelil	OVOLLCAN	ho friand	c again than Or coucincl	

Language focus

Verb patterns after reporting verbs

3 Choose the correct alternatives.

- 1 I denied *breaking/to brea*k the toaster even though it was me who did it.
- 2 My landlord has finally agreed letting/ to let me have a cat.
- 3 My neighbour wrongly accused me of *playing/to play* loud music.
- 4 My lawyer advised me *paying/to pay* the parking fine without argument.
- 5 Dad refuses to increase/us to increase our pocket money, even though we beg!
- 6 I always insist *to take/on taking* my shoes off before entering someone's home.
- 7 Our teacher has just reminded to get/us to get our assignment in.
- 8 I've just convinced my boss about to give/ to give me a pay rise!

4 Make sentences using the prompts. Then add them to conversations 1–6.

a David's / threatened / cancel / the party

1/	admit / have / one or two
ľv	re / agreed / help / a friend move house
N	orah / insisted / pay / it
Re	emind / me / never / ask / you for advice
Sł	ne / accused / me / borrow / her clothes
A	: Shall we get the bill?
B	before she left.
A	: That was kind of her. I'll get it next time.
A	: Why are you and Dani fighting?
В	when I didn't.
A	: Oh, that was me – I should have told her. Sorry!
A	: Do you want to go see a film tomorrow?
B	: No, sorry
A	: Maybe the next day then?
	: Have you eaten all the biscuits?
	No!but that's all!
A	: There must be some left in the drawer then.
	: Did you do what I suggested?
	: Yesagain!
	: Oh, didn't it work? What happened?
	: Why are you doing housework on a Friday night? : Becauseif I don't!
A	: Well, you do leave your clothes all over the house

Listening



6.01 Listen to two podcasts both dealing with a similar topic. What is that topic?

a how to negotiate

3

- b how to save money
- c how to deal with conflict

Listen again. Which podcast discusses these things,

1,	2 or both (B)?		
1	Start with some polite chat.		
Z	Do some research before you have your discussions.		
1	Collect proof so that you can be persuasive.		
4	Don't speak about money too soon.		
Ē	5 Don't be afraid to state an amount which may seem silly.		
6	Go to other companies so that you can be more persuasive.		
7	7 Don't just consider money as a factor.		
8	Make an excuse to leave the discussion if necessary.		
9	Don't rush to make a decision.		
10	End the conversation in a positive way.		
Lis	sten to podcast 1 again and complete the sentences.		
1	The presenter's colleague received a higher salary because she'dit.		
2	The presenter suggests finding out about the company's before discussions.		
3	Research suggests that money is not the only reason		

4 The presenter recommends being _____ and ___ during discussions.

6 The presenter suggests ending the conversation by

thanking the manager for

5 The presenter says that the discussions may end with a

___ offer from the company.

4 Listen to podcast 2 again and choose the best option, a or b.

- 1 The presenters agree that the process of buying a car is
 - a hard to understand.
 - b difficult to deal with.
- 2 Lara suggests that Mike starts the conversation with small talk to
 - a build a connection with the salesperson.
 - **b** put the salesperson at ease.
- 3 Lara says to avoid asking the salesperson
 - a what his/her lowest price is.
 - b for extras in the deal.
- 4 Lara says that salespeople expect customers to make an offer
 - a at a ridiculously cheap price.
 - b just below the asking price.
- 5 Lara suggests asking for extras
 - a early in the process.
 - **b** late in the process.

6

- 6 Lara says that it's a good idea to leave the negotiation so that
 - a you can talk the offer through with someone else.
 - b you can see if there are better offers elsewhere.

5 Match the words in bold with meanings	a-f.
---	------

1	They offered me just a bit over my existing salary.
2	Are their profits increasing or decreasing?
3	Speak in a calm and friendly manner .
4	The situation could get awkward , but my sister-in-law is amazing at this kind of thing.
5	No doubt some of our listeners will appreciate them, too.
6	Make sure the salesperson hasn't included it in the overall price.
a	understand how useful something is
b	the way something is done
С	including everything
d	present
е	money received by doing business
f	making you feel embarrassed
	hich podcast do you think these tips belong to, 1, 2 both (B)?
1	Get them to throw in something for free.
2	Get the timing right.
3	Explain the purpose of your meeting beforehand.

Reading

Read the forum quickly. What do you think a guilty pleasure is?

- a Something you love to hate
- **b** Something you do that no one else does
- c Something you enjoy but feel bad about

2 1	Read	the article	again. Wh	ich write	r(s)	(a-p)
-----	------	-------------	-----------	-----------	------	-------

1	tries to find out about people by looking at their pictures?
2	admits having unusual taste in music?
3	like to correct someone?
4	knows someone who got into trouble for something?
5	avoids sharing something with others?
6	feels bad about wasting something?
7	use items that belong to their children?
Q	describe a day where they lazed around at home?

3 Read the article again. Are the sentences true (T) or false (F)?

- 1 Brittany is fine about having so many guilty pleasures in one day.
- 2 Markus says that Brittany's exact day is perfect for him.
- 3 Chris thinks there's nothing wrong with his habit.
- 4 Rik makes excuses to himself about his behaviour.
- 5 Andrew enjoys the action he describes.
- 6 Nick admits that he takes too many photos of himself.
- 7 Bradley feels that he deserved a break.
- 8 Certain films remind Fran of her daughter's childhood.

What are your guilty pleasures?

a Brittany

I've just spent all afternoon watching a box set while still wearing my pyjamas. I've had three cups of tea and eaten an entire week's worth of biscuits and later, I'm going to order a takeaway because I can't be bothered to cook. That's a lot of guilty pleasures in one day but I just don't care. What guilty pleasures do you enjoy?

- b Markus
 - Your afternoon sounds great. Add in falling asleep in front of the TV and it'd be absolutely perfect!
- C Geo

Our problem with ordering a takeaway is that we order enough for a small army and then either stuff our faces with it until we feel sick, or we throw some away. First the pleasure, then the guilt.

d Chris

I have a habit of eating that well-known hazelnut spread out of the jar with a teaspoon. I know I shouldn't but I just can't seem to help myself.

- e Doug
 - My flatmate hates it when I do that so I've started using a dessert spoon just to irritate him. I make sure I get every last bit out of the jar, too. Don't want to miss out on any little bit.
- I put it on top of ice cream. One spoonful is enough but it's the tastiest thing ever.
- I secretly bring chocolate into the house so no one knows I have it. Then, I find a quiet corner and eat the whole lot. I don't feel bad about it. I tell myself that I'm saving my family from unnecessary calories.
- h Andrew

Looking through people's photos online is definitely something I do and feel guilty about. I'm not really sure it's a pleasure, though. More like a depressing habit I've started and can't break.

- Nick
 - Taking a hundred selfies to find one good one must be the guilty pleasure of an entire generation, or so I've heard.
- Samera
 I'm not sure this is much fun either.

4 Find phrases 1–6 in the article. Then choose the best definition a–b.

- 1 stuff (your) face
 - a fill yourself with food b talk about food
- 2 break a habit
 - a start a habit b stop a habit
- 3 chill out
 - a take a nap b relax
- 4 prove someone wrong
 - a argue that someone is incorrect
 - **b** find evidence that someone is incorrect
- 5 keep (your) feet on the ground
 - a keep someone's attitude to life sensible
 - b keep someone's intelligence high
- 6 catch sight of (someone)
 - a see someone for a moment
- b fail to see someone

5 Complete the sentences with the correct form of the phrases in Exercise 4.

- 1 Did I just ______ less across the street? It looked like her.
- 2 I told you it was down that road and not this one. Hove
- 3 I've been biting my nails since I was a child so I'm unlikely to
 - _____in my 40s.
- 4 Just go home, take a bath and
- 5 I really _____ last night. I still feel sick today.
- 6 We all need someone to
 - don't get too arrogant.

k Paul

My wife insists she's right about pretty much everything, so when I prove her wrong, I make sure I fully enjoy it. Don't get me wrong, I love her very much but it's good to keep her feet on the ground every now and then.

Silvie

Ha ha! I was drinking some tea when I read this and it came out my nose! In my case, it's my brother who I like to prove wrong.

m Bradley

I recently called in sick at work even though I wasn't. I'm not proud of it, but I felt I was owed it with all the extra hours I do and the fact that I'm rarely actually sick. I just chilled out at home reading, eating and sleeping while the kids were at school. Bliss.

n Lilia

My friend took a day off sick and went to a cricket match. He appeared on TV, the boss's wife caught sight of him and he lost his job! I have a few guilty pleasures as a parent. One is eating chocolate and sweets from the kids' sweetie drawer. Another is pretending I think computer games are bad but then I play their games when they're in bed.

o Fran

I watch my daughter's Disney films even when she's at play school and I'm alone in the house. They're strangely comforting. I guess they remind me of when I was a child and life was simpler and less confusing.



p Mynameismybusiness

Listening to Trevor Doonican's Greatest Hits from the 1960s. I know what you think – that I'm an elderly woman – but I'm actually a 31-year-old male. It reminds me of my grandma, OK?!

Writing

1	Read	the emails and	complete	the sentences.
---	------	----------------	----------	----------------

L	Darren is complaining about a	stay.
	He wants a	
2	Audrey is complaining about an	
		. She wants a
		or her money back.

Match sentences a-g in the emails with purposes 1-4. Then read the Focus box and check your answers.

1	State the purpose for writing
2	State what you want to happen
3	Persuade the writer to agree with you
4	Make it clear that you expect a reply soon

Using comment adverbs

Comment adverbs show how the writer feels about an event or situation. They refer to the whole clause or sentence. These adverbs commonly occur at the beginning of a clause or sentence, particularly in written English, although they can also occur before the verb or sometimes at the end of a sentence. When they occur at the beginning of a sentence, they are followed by a comma.

Here are examples of comment adverbs.

- to express hope, luck or (un)happiness
 Unfortunately, the only room available was a double.
 - **Hopefully**, you will agree that this is a fair request.
- to express surprise or lack of surprise
 Clearly, your hotel failed to live up to its expectations.
 - **Obviously**, I am disappointed with this situation.
- other common comment adverbs
 Apparently, this is a common problem.

 Frankly, I am unsure how anyone can sleep in that room.

000

Dear Sir/Madam,

^al <u>am writing to you regarding</u> my stay at your hotel on 17th May. While I've stayed at your property on many occasions and been perfectly satisfied, on this occasion I was not.

Firstly, I'd booked a king-size bed but unfortunately, the only room available was a double. The room itself was adequate but the location was not. It was next to the lift which meant that all I could hear all night was machinery followed by people entering and exiting the floor. Frankly, I am unsure how anyone can sleep in that room.

The next morning, when I tried to enter the breakfast room, I was told that it was full and to come back later. As I had a meeting an hour later, I was unable to return and therefore did not eat. Clearly, byour hotel failed to live up to my expectations during my stay and I therefore feel that I am entitled to at least a 50 percent refund.

ol look forward to hearing from you at your earliest convenience.

Darren Walters

...

Dear Sir/Madam,

^d<u>I am writing concerning</u> the S-X458 electric toothbrush I recently bought.

I was told that this toothbrush came with a working battery charger for the toothbrush and that it would last for at least five years. However, three weeks after purchasing the product, the charger failed and no longer works. Apparently, this is a common problem.

Obviously, I am disappointed with this situation and "would like to request either a refund or a replacement product with a properly working charger.

^fHopefully, you agree that this is a fair request and ^gI look forward to your prompt response.

Audrey Green



3 Put the words in the correct order to makes sentences. Then match them with purposes 1–4 in Exercise 2.

1	making a /	for a / l.	/ am /	claim /	refund /	full)
---	------------	------------	--------	---------	----------	-------

- 2 hear / earliest / I / to / convenience / from you / hope /
 at your
- 3 claim / please / this email / a / refund / accept / as / for a
- 4 to/writing/am/complain/l/your event/about
- 5 not/purpose/this product/fit/is/for
- 6 the product / warranty / believe / is / I / under / still

4 Find the adverbs in the box in the emails and answer the questions. Then, check your ideas in the Focus box.

clearly frankly hopefully obviously unfortunately

- 1 Which adverb expresses hope or luck?
- 2 Which adverbs express a lack of surprise?
- 3 Which adverb shows you are being honest?
- 4 Which adverb expresses a lack of hope or luck?
- 5 Look at the adverbs in the box. Do they express hope/luck, happiness/unhappiness, surprise/lack of surprise or something else?

astonishingly luckily naturally predictably reluctantly sadly

- 6 Choose the correct alternatives.
 - 1 I was really looking forward to the event. *Luckily/Sadly*, it did not meet my expectations.
 - 2 I am 195 cm tall. The bed was a single. *Astonishingly/ Predictably,* the bed was too small.
 - 3 We heard that the band had cancelled the concert on our journey there. *Naturally/Reluctantly,* we were disappointed.
 - 4 The machine became extremely hot and spat out boiling water. Clearly/Luckily, no one was hurt.
 - 5 We did not want to move to a different room but apparently/reluctantly, we agreed.
 - **6** We arrived to discover the hotel was closed due to flooding. *Astonishingly/Frankly*, no one had told us.

Prepare

- 7 You attended a one-day music festival which was disappointing. Think of reasons why it could have been disappointing.
- 8 Plan an email of complaint to the festival event company. Decide what information you will put into each paragraph.
- 9 Choose phrases and adverbs to use in your email.

Write

10 Write your email of complaint.



Social issues



Complete the news reports. The first letter is given to help you.

- 1 Our s of l has increased over the last 20 years. We have more money, own more property and live more comfortably.
- 2 U_____ has reached a record low this month with more people in jobs than ever before.
- H has increased with over 100 people living on the streets across the city.
- 4 Police spent the night dealing with s________. People poured onto the street yesterday to show their disgust at how a crime victim from the area was treated in court.

Match the social issues in the box with statements 1-9. You can use the issues more than once.

energy efficiency healthcare inequality life expectancy living standards poverty

1 The gap between rich and poor seems to be increasing.

2 The average is about 71.5 years old globally.

3 In my town, people have more money and nicer things than they used to.

4 We need to do whatever we can to avoid wasting electricity and fuel.

5 Women's salaries in the company are lower than men's on average.

6 It's time that we turned to greener solutions.

7 The cost of medicine is very expensive without insurance.

8 My family was very poor when we grew up and we sometimes struggled.

9 It's currently lower for men than it is for women but that

Grammar

3

5

Real conditionals

М	atch the sentence halves.			
1 When I see people living on the streets,				
2 If you donate money to our charity,				
3	Unless we provide more beds,			
4 As long as we understand the problem,				
5	Provided that someone wants help,			
	Assuming it's safe, clean and affordable,			
a	we can try to solve it.			
b	nothing will change.			
C	any flat can provide a good home for someone.			
d	we'll make sure it goes to someone in need.			
е	that charity can help them to find a home.			
f	I feel really bad.			
٠.	amplete the conversations with one word			
	omplete the conversations with one word.			
1	A: Do you think we'll get to the theatre in time tonight?			
-	B: Yes, as as we get on a bus by 6 p.m.			
2	A: I'm off to the airport now. B: OK. Call me as as your flight lands.			
7				
3	A: I don't understand why Tom shouted at me. I'm on his side!			
	B: I know, butpeople are angry, they often			
	shout at the ones they love.			
4	A: So, everything's still OK for our day out tomorrow, right?			
_	B: Yeah,something happens between now			
	and tomorrow, it's all fine.			
5	A:we can't get train tickets, will you drive?			
	B: I guess so, but I'd rather not.			
6	A: Is Alison still coming next weekend?			
	B: She'll be here on Saturday that she			
	doesn't have to work.			
	ake sentences using the prompts. Add commas if			
	ecessary. Unless / you / get the large size / the shirt / not / fit me.			
1	onless / you / get the large size / the shirt / not / lit me.			
2	When / my dog / see / me / she / come /			
for	running every time!			
	ranning every time.			
3	I / not / come with you / if / you / not / want me to.			
4	You / do / fine in the exams / as long as / you / revise.			
_	Drawided that / lack / do / his and of the annual same /			
5	Provided that / Jack / do / his part of the report soon / we / finish / it by 3 p.m.			
_	Micros (about 4 days (condition to the activity and the			
6	My car / always / stop / working / when / I / need / it the most.			

may change.

Grammar

Future forms and degrees of probability

1 Put sentences a-e in the correct place in the diagram.

		Very sure (+)
a	l doubt it'll happen.	A 1
b	It might happen.	2
С	It definitely won't happen.	3
d	It'll probably happen.	4
е	It'll definitely happen.	▼ 5
		Very sure (-)

Complete the predictions about 2050 with one word.

do everything for us.

2	We'll	have some kind of mic	rochip in our
	heads. I'm sure	of it.	
3	1t	nat much will change. It'll	all be very simila
	to now.		
4	Living standar be better than	ds around the world now.	likely to
5	Life probably technology wi	be all that much	ch different. Just
6		that we'll all travel in self e don't have that technol	
7		lybe flying ca at's unrealistic.	ırs like you see ir
8	lt's	that humans will die out	because of Al.

3 Complete the conversations with phrases a-h.

Or maybe I just want that to be true!

1 A: I don't think tonight.

1 Idon't think robots_

- B: Why not? Has she got better things to do?
- 2 A: You may well ____ at tennis. I've got a sore ankle.
 - B: Excuses, excuses!
- **3** A: I think it's unlikely that this week.
 - **B:** That's a shame. I was hoping we could go shopping one afternoon.
- 4 A: ____ to go away for the weekend or not.
 - B: That sounds great. Alone though?
- 5 A: Have you got to the end of that book I lent you yet?
 - B: No, and I ____ for a while. It's really long.
- 6 A: There's a delivery man outside with flowers.
 - B: Well, I doubt _____. I don't know anyone who would send me flowers.
- 7 A: I probably _____. I'm not feeling great.
 - B: Oh no, sorry to hear that. Sounds like bath and a bed for you.
- 8 A: ____going to visit Maria next week. Do you want to come?
 - B: Yeah, that'd be great. I haven't seen her for ages.
- a he'll bring them here
- e we'll see Becky tonight
- b beat me today
- f We're planning on
- c won't come out tonight
- g definitely won't finish it
- d I'll get any time off
- h I'm wondering whether

Vocabulary

Collocations with make, take, do and give

4 Choose the correct alternatives.

- 1 We didn't win but we gave it our best attempt/shot.
- 2 My manager can't attend the meeting so I'm taking his place/ space.
- 3 These instructions don't make any clear/sense at all.
- 4 Have we made a money/profit today? I hope so!
- 5 You've done a really good job/ work with the garden.
- 6 Do we have to go out to the party? I could do with/without it.
- 7 Could you give me *an arm/a hand*? I can't do this on my
- 8 I don't usually take a *danger/risk* with money but this investment seems secure.

5 Complete the article with the phrases in the box.

doing a lot of research do without get a good deal give it your best shot give priority make a profit take charge taking a risk

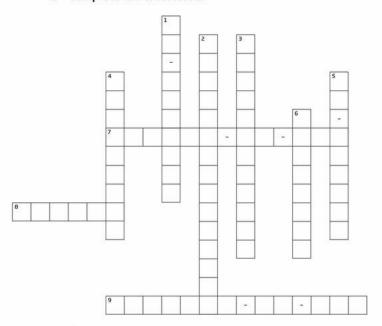


	esses fail in the first year. Any r needs to understand that
they're 1	and that
	hey're also unlikely to in the first year, so
need to live on savir	ngs.
It's not enough just	to ³
Effort only gets you greater chance at su	part of the way. Give yourself a access by 4
to fir	nd out if people want your product
	actly what their needs are. Keep
costs low by 5	with your
landlord and supplie	
to things you definite	
	e things that are desirable but not
essential. You can g	



Personal and professional relationships

Complete the crossword.



Across

- 7 My brother's wife (6-2-3)
- 8 Someone who uses my services at work (6)
- 9 My sister's husband (7-2-3)

Down

- 1 The person who was my girlfriend (2-7)
- 2 Someone I work with in a higher position than me (6, 9)
- 3 Someone I know but not well (12)
- 4 Someone who studies with me (9)
- 5 Someone I do my job with (2-6)
- 6 Someone I share an apartment with (8)

Complete the sentences with the correct form of the words in Exercise 1. There is one extra word.

1	Leah's more of an	than a friend.	
	I've only met her a few times.		
2	One of my	does very little work	
	and expects the rest of us to	do it for her.	
3	Nicholas likes a tidy home bu	t his	
	is really messy. I don't know h	ow they live together!	
4	One of my	wants to meet for	
	lunch to discuss work. She pa can't say no!	ys me a lot of money so I	
5	I saw my	today while I was with	
	my new girlfriend. That was a	awkward.	
6	I'm going out with my sister a	nd	
	tonight. I'm so glad she marrie	ed him, he's lots of fun.	
7	I don't really get on with my		
	She's not at all like my husband. You wouldn't think they		
	had the same parents!		
8	Myan	d I are going out to	
	celebrate finishing our course	⊇,	

Language focus

Introductory It

		seems / Lyn and Ellie / me / it / have fallen out / to / that
	2	if / going to / it / feels / rain / as / it's
	3	that / me / it / a lot of money / we're / strikes / spending
	4	though / a hard time / you're / it / as / having / sounds
	5	I've / occurs / that / been here before / to me / never / it
	6	you've / a great day / looks / if / had / it / as
4	op	noose the correct option a, b or c. More than one option might be possible. It people spend so much time online these days. a bothers me that b alarms me that
		c turns out that
	2	It's not that Sam and I don't get on, it's that we don't really know each other.
		a still b yet c just
	3	It me that the temperature's getting warmer here each year.
		a strikes b looks c occurs
	4	I thought my appointment was today but it it's tomorrow.
		a surprises me thatb followed thatc turns out that
	5	It that no one likes my cooking. You aren't eating it! a looks as if b appears c feels to me
	6	From what you've told me, ityou're going to have a great holiday.
		a sounds as though b looks as if c feel as though
5	Co	implete the second sentence so it means the same
	as	the first.
	1	You don't seem very happy. It seems
	2	I realise that the shops close early on a Sunday. It occurs
	3	I tried to call you but I didn't have any battery. I tried to call you but it turned
	4	I'm surprised that anyone eats this awful fast food.
	5	It amazes From what I've seen, this is a lovely house. It looks
	_	I'm worried that Tammy always looks fed up.



Meetings and discussions

Complete the sentences with the words in the box.

	enda business come gone ove talk through topic	e input item
1	Let's see what's on today's mee	ting
2	Let's discuss the first	on our list.
3	Can we please stay on	?
4	OK, let's get down to	4.8
5	Enough of this small	. Let's focus on the
	big things.	
6	I think we've off top	ic again.
7	We should on to the	next topic.
8	I don't think we're going to get on the list today.	everything
9	I'd like to have everyone's	on this subject.
10	I think we should ha	ck to this subject later

English in action

Lead a discussion and come to a decision



Put the words in the correct order to make sentences

	nd questions.
1	down / to / business / get / let's
2	met / Gill / has / from Accounts / everyone ?
3	on / our budget / the agenda / is / item / the next
4	decide on / goal / to / a new project / today / our / is
5	start, / make / we / a / shall / let's ?
6	all / you / Eduardo / know / think / l
7	see / good / here / to / all / you / it's
8	share / purpose of / to / new ideas / is / the / this meeting

3 Correct four words in the meeting introduction.

'It's good to see you all here. Have you all got a copy of the diary for today's meeting? Yes? And has everyone got coffee? Right, let's get begun then. Firstly, I'd like to welcome Jacky from our advertising agency. The role of today's meeting is to think about the next steps of our advertising campaign so it makes sense that Jacky's here. The first object on the agenda is to review how the campaign has been going so far. Jacky, perhaps you could tell us.'

4 Complete the sentences using the prompts in hrackets

٠.	delices.
1	I'm sorry, I
	(have / stop). We need to move onto the next topic.
2	Andy,
	(what / your thoughts) on this subject?
3	I think we
	(go / off / topic). Let's get back to the item on the agenda.
4	Callie,
	(maybe / could / tell) us about your project.
5	That's enough about that subject.
	(let / move) the next
	agenda item.
6	I'd like (hear / views
	on this, Marat.

5 Complete the conversations with phrases a-f.

- 1 A: So, we've sold 4,000 products so far and ...
 - B: ____. I'm not sure that's right.
- 2 A: Hannah, can you tell us the key points again, please?
 - B: Sure. ____, and we need to get any funding in place by then, too.
- 3 A: ____? I think it's important.
 - B: Sure, I'll try and find it now.
- 4 A: Oh, another thing. What about parking?
 - B: ____. I'm not sure we've got time for it today.
- 5 A: ____. Is that right?
 - B: Yes, that's it in simple terms.
- 6 A: I think we need to offer faster online customer
 - B: Thanks for your input, James. ____?
- a Do you think you could get hold of that report
- **b** Let me interrupt you there, Mark
- c What does everyone else think
- d Let's save that for another meeting
- e So, just to summarise, we don't have the budget
- f Basically, we've got to decide by Friday

Reading

Read the article. Choose the best heading a – d for texts 1–4.

- a Doctors, but not as we know them
- **b** Creating superhumans
- c Uploading our feelings
- d The link between health and home

-	1-11 1 1 1 1 1	/4 41		
~	Which writer	(1-4)	savs the	tollowing?

- 1 The technology we see in films is unlikely to exist in 30 years' time.
- 2 Technology is better able to make links between studies than humans.
- 3 Illnesses we currently face will become insignificant.
- **4** This technology is in existence now but most people think it's unreasonable.
- 5 We'll be able to experience things as others do.
- **6** One person has used this technology to develop a new sense.
- 7 We'll be able to deal with medical issues before they become a problem.
- 8 People with disabilities will use this technology to overcome them.
- 9 The role of a certain profession in society will change.
- 10 Social media will be forever changed.
- 11 The technology will help us to consume the right foods.
- 12 Aspects of a person will never die.

3 Complete the sentences with two or three words in the article.

- According to Adele Carnegie, existing technology could enable the ______ of information between brain cells at some point in the future.
- 2 Keigo Shibuya believes that our heart rate will be checked each morning by our
- 3 Rohan Anand believes that Al will diagnose us, treat us and send us
- 4 Rohan Anand says that artificial intelligence will identify our ______ issues by examining how our bodies react when discussing problems.
- 5 Katja Nowak says that one potential problem of biohacking is the fact that people could _____ and control them.

4 Find phrases 1–8 in the article. Then match them with definitions a–h.

- 1 absorb that emotion ____
- 2 monitor our health
- 3 analyse our saliva
- 4 potential problem ____
- 5 receive treatment ____
- 6 cure all major illnesses ____
- 7 suffer from
- 8 overcome physical challenges
- a get what you need to stop an illness, e.g. medicine
- b take in that feeling
- c have a disease or medical condition for a long time
- d examine the liquid in our mouths
- e make serious diseases disappear
- f regularly check the condition of our bodies
- g control a problem or disability your body has
- h an issue that might develop in the future

5 Complete the sentences with the phrases in Exercise 4. But the verb in the correct form.

E)	cercise 4. Put the verb in the correct form	•
1	My father	_back pain
2	The doctor	to check
	for allergies and other illnesses yesterday.	
3	We should all	by
	getting a blood test once a year.	
4	I hope that one day doctors can	
	so people	e don't hav
	to suffer from them anymore.	
5	I'm very sensitive. If I see anyone upset on T	
	l immediately	and

- get upset myself.6 My sister had to ______ after an accident but she no longer needs a wheelchair.
- 7 This mark on my skin is fine but it's a

_____that my doctor's keeping an eye on.

8 The pharmacist told me I have an eye infection and that I have to see a doctor to



The human body in 2050



It's always fun to look back at a film that predicted life in the year we are in now. Most of the time, the predictions were wrong. After all, none of us are eating pills instead of food, wearing shiny spacesuits that regulate our temperature or getting scanned from top to bottom when we get out of bed. We've asked four futurists to tell us their predictions about 30 years' time to see if they can do better than the film-makers.

1 Adele Carnegie

It's extremely likely that we'll be able to share emotions and memories with other people so that they'll be able to experience them, too. Clearly, the technology isn't available at the moment, but we have developed techniques which might allow the fast transfer of data across neurons in the future. Sharing online will never be the same again. Whenever we share a photo online, we'll be able to embed either the memory or the emotion within it. When someone views the photo, they can absorb that emotion or memory to truly experience it. A person's memories and feelings will live on beyond the person themselves.

3 Rohan Anand

It is probable that artificial intelligence will allow us to cure all major illnesses. How? By being able to read research from around the world and make the connections that humans are unable to. These connections will help us to fully understand the cause of the diseases and how to both prevent and cure them. Serious health issues we suffer from now will become as minor as the common cold. Human doctors will no longer work as they do now. In fact, most of us will communicate with Al when we visit a hospital. It will diagnose us, treat us and send us on our way. This goes for both physical and psychological issues. Al will be able to detect our physical responses when we talk about our problems and better understand where the main psychological problems are.

2 Keigo Shibuya

We've all seen sci-fi films where the spaceship doctor waves a handheld machine over a person to scan them and find out what's wrong with them. Well, I doubt we'll have this in 30 years but I do think we'll use technology much more to monitor our health. For example, our bathroom mirror will examine the colour of our skin and check our pulse, the floor will weigh us and our toothbrush will analyse our saliva. The technology will find any potential problem and send a warning so we can receive treatment before we get sick. The information will also be used by our kitchens to make recommendations about the kind of food and drink we need to consume so that we're in perfect shape for the day ahead.

4 Katja Nowak

Biohacking will be something that more of us do. Already, people are inserting technology into their bodies to make them stronger or to increase their senses. Take the man who has a microchip under his skin which vibrates every time he faces north, for example. The technology allows him to enhance his sense of direction. At the moment, people who do this are considered to be extreme. But in the future, people with physical challenges might use this technology to overcome their difficulties. Of course, this probably won't come without problems of its own. If we hack our bodies, others will be able to hack them, too.

Listening



1 0 7.01 Listen to a radio interview and complete the sentences.

1	FIRE stands for 'financia earl	
2	Being financially independent	endent means that you don't
3	Scott and his partner bu	udgeted and saved carefully over
4	They had	rather than holidays.
5	Now that they're finance	ially independent, they enjoy

2 Listen again and complete the notes.

spending time with their_

3 Which of these things do you think a financially independent person might say?

- 1 I only just get by with my salary from month to month.
- 2 I have to live carefully but I feel less stressed.
- 3 I try to put aside as much as I can each month for the future.

Writing



 7.02 Listen to a meeting about a local event and correct five mistakes in the notes.

Street party

Date

· Last w/e in March

Location

- · Hill Street best c/f other roads
- Put posters thru Hill Street residents' doors re. road closure

Guests and tickets

- · Village residents invited, approx. 65 ppl
- · Tickets † £10 pp?

Food \$ drink

 Guests bring own + Annie to ask three cafés in town to provide some

Tables and chairs

 From village hall + Hill Street residents bring own if nec.

Entertainment

Mark's brother to DJ

Other

- Lisa to get road closure paperwork from council
- Meet this time next wk to discuss advertising and DJ

5 Improve the meeting notes by replacing words with abbreviations where possible and removing articles, pronouns, auxiliary verbs and main verbs be and have.
 Sales 1 The demand for our products this month is higher than last month. 2 Our sales this year are low compared with last year. 3 Sales have decreased by 30 percent. 4 We have no other sales information because Maria is off sick.
Advertising (5) We need to do more to advertise in local newspapers,
online and so on. New products
 6 We need a meeting with Tom about our new product. 7 The promotion of the product is very important. 8 Don't forget Tom's on holiday next week.
Prepare
6



Events in films

Choose the correct alternatives.

- 1 If you *trap/trick* someone, you lie to them to make them do something.
- 2 If you rescue/survive something, you don't die and continue to live.
- 3 If you *abandon/capture* someone, you catch them and keep them prisoner.
- 4 If you rescue/ survive someone, you save them from danger.
- 5 If you *confront/trap* someone, you face them and challenge them.
- 6 If you abandon/overcome a problem, you deal with it successfully.

Complete the film summary with the correct form of the verbs in the box.

betray capture face go on a mission murder rescue survive trick

Getting Justice tells the predictable story of private investigator Steve (actor Mike Daniels) whose wife was 1___ gang of criminals. Determined to get justice, he 2 to find his wife's killers and ___them. Along the way, he elicits the help of a pretty waitress (played by Jennifer Williams) and a young teenager (newcomer Tyson Daniels). Unfortunately, the teen 4___ ____our detective by telling the gang that Steve is close to finding them. What happens next has been seen many times before. Spoiler alert! Someone __ into doing something they shouldn't and they get into a life-threatening situation, but the good guy 6_ them. Someone 7_ ____ a potentially dangerous car explosion and, in the end, the good guy and the bad guy 8_ other. I doubt you'll be surprised at who wins the day.



Grammar

Second conditional

3 Match t	he sentence	halves.
-----------	-------------	---------

1	You're sick? If I were you,
2	If I had a car,
3	We could all go home
4	If Dan was more organised,
5	If someone had shouted at me like that,
6	Would you live abroad
7	Were I offered the position,
8	Could you see the sea
а	if the boss left early.
b	if that building wasn't in the way?
C	things wouldn't be in such a mess.
d	I'd go back to bed.

- e if you had the chance?
- e ii you nad the chancer
- f I might consider taking it.
- g I could give you a lift to town.
- h I might feel pretty annoyed with them.

4 Choose the correct option a, b or c. More than one option might be possible.

1	Jenny you if y	ou	gave her a call.		
	a would help	b	helped	C	will help
2	We to Londor	by	train if you didn'	t w	ant to drive.
	a 'd go	b	wouldn't go	C	could go
3	Ithat, if I wer	e yo	ou. It's not safe.		
	a might do	b	would do	С	wouldn't do
4	If I, I'd love to	be	able to make my	OW	n clothes.
	a would	b	could	C	might
5	What car would y	ou t	ouy if you the	e m	ioney?
	a would have	b	had	C	won
6	If I my cat, I th	nink	I'd be a bit lonely	/.	
	a had	b	didn't have	С	wouldn't have

5 Complete the forum comments using the prompts in brackets.

Frank	71 So, m	nost important questio ? (you / be / in a		
			e) in <i>Harry Potter</i> . Just think of all the things (can / do / if / have) magical powers!	
Aria	I'd love to	fly a jet plane so mayb (if / I / have / the		
Lisa 6	Frozen 5		(be) my first choice, but I can't sing and so vone's ears bleed!	
Maxn	niLLian	l guess it 7	(be) fun to play James Bond.	
Noel 9	If 8		ave) a willing dance partner, If those old musicals from the 1940s	
Jen 11 12	10		alongside all the Avengers. ave) any superpower, vision.	



Searching and hiding

1	Put the letters in the correct order. The first letter is
	in bold.

1	I just to s pdet James. He's over there in the corner.
2	Police have <i>dcart</i> e the car seen in the video and have arrested the owner.
3	Famous people often try to <i>esgidusi</i> themselves using hats and sunglasses.
4	Police are <i>sngpruiu</i> a man driving the wrong way along the motorway.
5	If we <i>adeh orf</i> the beach, we might find Ellie there.
6	Detectives are trying to <i>fiydetni</i> a woman seen stealing a car on camera.
7	A man has <i>ciededev</i> several people by claiming he needs money for medical treatment.
8	Detectives are <i>citngrka</i> a man's mobile phone after he disappeared.
Re	ead the text and choose the correct option a. b. or c.

An unexpected return

When Matt Barker disappeared during a boat trip in 2012, no one expected him to turn up five years later claiming he'd lost his memory. Rescuers had 1____ for him alive or dead but had found only his backpack.

Three months before Barker returned, police had received information that suggested he might be alive. They 2____ his wife Liz to the south of France where she'd recently moved and 3 her while 4 her husband at the same time. When Barker returned, the story made national headlines. A few people came forward and 5 him as someone they'd met using a different name over the last few years. On top of that, a photo of him and Liz in the south of France the year before was 6____ online.

It turned out that Barker had spent much of the five years living secretly in his family home, despite his children believing him to be dead. Both Matt and Liz were found guilty of 7 an insurance company and receiving tens of thousands of pounds illegally. They were sentenced to five years in prison.

1	a	examined	b	hunted	С	traced
2	а	traced	b	found	C	come across
3	а	evaluated	b	searched for	С	kept an eye on
4	a	pursuing	b	deceiving	С	searching
5	a	disguised	b	identified	C	notice
6	a	spotted	b	witnessed	C	tracked
7	а	disguising	b	trapping	C	deceiving

Grammar

Conditionals in the past

	ut the words in t ne first word(s) a	he correct order to make sentences. are in bold.
1	university, / a tea gone to / I	acher / hadn't / wouldn't / If I / be /
2	decided not to go that party / I'd / t	o / might not / if / We / have met / to
3	right now / I / so feel OK	much food / I'd / if / hadn't eaten /
4	hello / seen / hav	ve come / I would / you, / If / I'd / and said
5	filled the car up / wouldn't / if	/ We / run out of petrol / have / you'd /
6		fic / right now / in my car / I'd still / if / u / be sitting / about
7	may have / earlie got / we	er, / we'd got here / a better seat / If /
8	told you Harry / I would be here / '	have come / might not / if I'd / You
		tences with the correct form of the to make past conditionals.
1		(lost) you if you
		(not hear) me shout.
2		(listen) more carefully,
7		(not/misunderstood).
3		(feel) more awake right now if (have) more sleep last night.
4		(be) so red if you
		(not/sit) out in the sun all day.
5		(might not/hit) that traffic
		(leave) earlier.
6		(be) quicker if we
_		(take) the train.
7		(study) harder, I
	tomorrow's test.	(be) better prepared for
8		(message) me,

(not/have to) call you!



Visual art

- Match the words in box A with the words in box B to make words and phrases.
 - A abstract land oil original still water
 - B artwork artwork colour life painting scape
- Choose the correct alternatives.
 - 1 'Do you need a new brush before you start on your oil painting/print?'
 - 2 'We need some glue if we're going to make a collage/ landscape.'
 - 3 'Anyone can throw paint across a canvas and refer to it as abstract artwork/installation!'
 - 4 'This is *an original artwork/ a statue* by my niece. No fake paintings here!'
 - 5 'I love the colour of the sea in this portrait/landscape.'
 - 6 'You can make *sketches/statues* from wood, stone, marble and so on.'
 - 7 'Artists often find it difficult to get the hands right in a portrait/still life.'
 - 8 'I really enjoyed walking around the *collage/installation* and hearing the sounds.'

3 What type of art is each person talking about?

- 1 'I'd say that the *Mona Lisa* is probably the most famous example.'
- 2 'The colours in these paintings tend to be less bright than those in oil paintings.'
- 3 'I love the way that the artist has carved the stone so smoothly.'
- 4 'I don't understand how a load of bricks sitting in the middle of a room is art.'
- 5 'This picture of a cup and saucer looks almost like a photograph.'
- 6 'It's amazing how some artists can draw something perfectly using just a pencil.'
- 7 'We obviously couldn't afford the original for our living room, but this copy is just as good.'
- 8 'I love the way we all look at it and see something completely different.'



Language focus

Linkers of concession

4 Choose the correct endings, a or b.

- 1 The concert started too late for me. Nevertheless,
 - a we enjoyed it. b it was tiring.
- 2 Although we'd seen it before, the exhibition
 - a was still surprising. b was as expected.
- 3 We still hoped to go to the concert even though
 - a tickets had sold out. b there were tickets left.
- 4 I'm not really a fan of installations. However, I
 - a didn't like this one much. b quite liked this one.
- 5 In spite of never painting before, I thought Richard did a a fairly rubbish job. b a decent job.

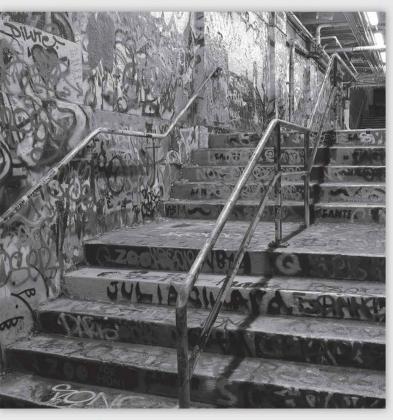
Make sentences using the prompts. Add the correct punctuation.

- Despite / fact / the museum / be / in need of repair / it / be / a gorgeous building.
- 2 1/want/like/still life/however/1/find/boring.
- 3 Although / fake paintings / be / not / original / they / be / still / art.
- 4 I / can't / do simple drawings / in spite of it / be / easy for many people.
- 5 Watercolours / not / appeal to me / even though / they / be / very popular.

6 Complete the conversation with phrases a-f.

- A: What did you think of the play yesterday?
- B: I thought the main actor was a bit wooden, although 1____
- A: I really liked him. I loved the dialogue, too, in spite of the fact that ²____.
- B: Oh yeah, there was that one guy who really mumbled. Even though 3_____, it's not great if you're sitting at the back!
- A: Ha, yeah. Despite 4____, I did enjoy it.
- B: Me too. I think it's good to go and see a play once in a while despite it 5____.
- A: I agree. It was worth the price. Nevertheless, 6____ to attract a wider audience.
- a the lack of clear audio
- b they should try to keep the cost of tickets low
- c I couldn't always hear it
- d it's supposed to be an authentic style of acting
- e costing quite a lot of money
- f I can see why he's popular

Listening



2 Listen again and choose the correct option, a, b or c.

- 1 Sofia and Luke agree that the graffiti they see
 - a is an example of art.
 - **b** is unattractive.
 - c is well positioned.
- 2 Luke believes that
 - a all graffiti is art.
 - **b** most graffiti is art.
 - c some graffiti is art.
- 3 Luke reminds Sofia that
 - a humans have had a writing system for centuries.
 - b graffiti has been in existence for a very long time.
 - c people have always decorated their homes with art.
- 4 Sofia believes that graffitiing
 - a is a pointless crime.
 - **b** involves necessary risk taking.
 - c can damage the look of a place.
- 5 Luke prefers street art which
 - a brightens up a place.
 - **b** is similar to what you'd find in a gallery.
 - c combines creativity with intelligence.
- 6 Luke and Sofia both agree that street artists
 - a need more places to paint.
 - **b** help to develop a sense of community.
 - c ought to think more about building owners.

Lis	sten again and complete the sentences.			
1	1 Sofia questions whether a drawing of a			
	on a piece of paper is art.			
2	Luke says that he wouldn't be interested in displaying well-known in his home.			
3	Luke says that graffiti has existed since began.			
4	Luke isn't only interested in street art because it			
	prevents an area from appearing			
5	Luke doesn't think a lot of street art would be the same in a			
6	Sofia explains that street artists can cause to lose their freedom.			
7	Sofia says that she'd heard it's expensive to hire to look after street art.			
8	Sofia suggests that for a community to be secure,			
	everyone needs to			
М	atch the words in bold with meanings a–h.			
	Anything that someone has the freedom to create			
_	is art			
2	It's still art because that person expressed themselves through their name.			
3	(People in caves) at least drew pictures that represented their lives.			
4	I'm sure if (people in caves) had written language, they'd have made political statements .			
5	I think the key issue for me is that graffiti's against the law.			
6	I'd like to see more legal places where artists can create art.			
7	You have people coming to stare at (the street art).			
8	Freedom comes with responsibility and an artist needs to take that responsibility seriously.			
а	illegal			
b	something you say or write that tells people about a fact or your opinion			
С	say what you think or feel			
d	allowed by law			
е	show something			
f	a duty to do something or be in charge of something			
g	the ability to do what you want without being controlled			
h	look at something for a long time without moving your eyes			
	hich opinions probably belong to Luke (L) and which Sofia (S)?			
1	People who graffiti should be fined.			
2	Street art is diverse.			
3	Street art allows ordinary people to give their view on the world.			
4	Street paintings are at least more interesting than name graffiti.			
	name granner			

Reading

Read the article. Put topics a-f in the order they appear in the article.

а	Be careful about what we upload	
b	See what's online about ourselves	
С	Control who can see things we post	
d	Why people want our data	
е	Search for information anonymously	
f	Get rid of unwanted accounts	

Read the article again. Choose the correct option a, b or c.

- 1 In paragraph 1, the writer says that
 - a we need to care more about privacy than enjoyment online.
 - b not everyone wants to use our data legally.
 - c people don't usually mind companies collecting our data.
- 2 The writer thinks that
 - a people are sometimes shocked after searching for themselves online.
 - **b** we can get a full understanding of what's online by searching our names.
 - c most of us are fine about what we find online about ourselves.
- 3 According to the writer,
 - a companies use us to make money long after we register with them.
 - **b** it can be fun to see images of us online pop up years later.
 - c there's nothing we can do if we're unable to erase an online account.
- 4 The writer suggests that
 - a changing our privacy settings isn't worth the time.
 - b not all social media sites let us change our settings.
 - c we should use our right to change privacy settings.
- 5 In paragraph 5, the writer says that
 - a most of us have updated our social media profiles over the years.
 - **b** we should pick less common security questions to answer when logging in.
 - c people give away private information online without realising it.
- 6 It is the writer's belief that
 - a it's amusing when your partner sees things you've been looking at online.
 - **b** a certain feature of a search engine can limit your digital trail.
 - c few search engines collect data while you search online.

Find words or phrases in the article that mean these things.

- 1 a situation when you are trying to do several different things correctly (paragraph 1)
- 2 keep/continue at the same level as before (paragraph 1)
- 3 related to a particular person or thing (paragraphs 2 and 3)
- 4 worried by (paragraph 2)
- 5 realise or know a situation exists (paragraph 4)
- 6 really/very (paragraph 5)
- 7 do something as much as you want (paragraph 6)
- 8 a message intended to ruin the surprise of something, especially a film (paragraph 6)

4 Complete the comments with the words and phrases in Exercise 3.

1	I'm often	how much per	sonal
	information my friends sh much.		
2	I'm not	search engines t	hat allov
	you to search anonymous	ly. What are they?	
3	I'd like to be able to browse	e to my	
	without having to stop an	d change privacy sett	ings.
4	The amount of data collection	ted by companies is orrying.	
5	Don't forget to look at place	:es	
	you, as well as names, e.g	places you worked.	
6	I like the idea of trying to		a good
	level of privacy, but it's eas	sier said than done.	
7	I bought a birthday preser	t online. The next da	y an ad
	for it popped up and my fr	iend saw it. That was	
	definitely a	I	
8	Everything we do in life is	a	
	between having fun and r	ot taking risks.	

5 Complete the summary with words or phrases in the article.

in order to main	italii privacy oriline, we should ili stiy use a
1	to find out how much information
	lable online. Then, we should
2	any old accounts we don't use
any more. If we	can't do that, we can think about
3	our profile information so no one
knows it's ours.	We should change privacy settings so that
we lower our 4_	as much as possible
We should also	take care not to post personal information
by accident, e.g	. answers to 5
Finally, we shou	ıld search online using a certain
6	of a search engine that allows us
to do it anonym	ously.

Reducing our digital footprint

Whenever we do anything online, we leave a digital trail. In this article, IT consultant Martin Clarke looks at ways that we can keep our digital trail to a minimum and protect our privacy.



¹Enjoying the web and keeping a level of privacy is a balancing act. We want to search for and share information with our friends, but without every Tom, Dick and Harry having access to it, too. Businesses want our data to personalise advertising and get us to spend more. A few people want our data for dishonest activities such as identity theft or fraud. So, how exactly can we reduce our digital footprint and maintain our privacy?

²The first thing we can do is to search for ourselves using a number of different search engines to find out exactly what others can see about us. However, it's not enough to search just for our names. We need to search for people associated with us to get a true picture. People are often alarmed by what comes up, but it provides motivation for taking action to reduce our online data.

³Most of us have registered with websites which we stopped using long ago. By not deleting our accounts with them, they continue to sell data and make a profit from us, or, in the case of social media, old posts still pop up in search engines. To avoid people being able to see embarrassing photos of us at school, we can delete these accounts so that our data is no longer public. If that's not possible, we can consider changing the name and contact details on the account for fake ones so at least they don't associate them with us.

⁴While it might not be easy to delete a social media account, they do have privacy settings that not everyone is aware of. These settings allow us to control exactly who sees what. Other websites have

the same controls and, especially if you're living in the EU, you can amend those settings so that they cannot collect data and sell it or share it with their partners. It might be annoying to have to change those settings every time you click on a site, but by taking a few seconds to do so, your digital footprint is reduced or, at least, not increased.

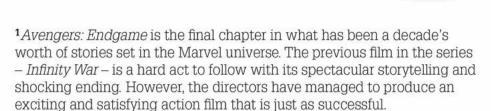
⁵When posting online, we should always think carefully about whether or not we want to share all of the information. We should check our photos carefully. It's surprising how many people give away their address or their car registration number in pictures they post. If we share information such as our pet's name, the school we went to or our favourite food, criminals can guess answers to security questions and access our accounts. Even our social media profiles themselves might give away too much information. It might have seemed OK to tell everyone we were in a relationship when we first registered ten years ago, but do we really want people to know that now? The people truly important to us know that already.

⁶Finally, some search engines offer the opportunity for us to search without our data being collected. This might be called stealth mode or incognito depending on the engine you use. Using this feature is a great way to reduce our digital footprint. We can search to our heart's content without people knowing exactly what we're looking at. After all, it's such a spoiler when you're showing your girlfriend something funny on a website and an advert pops up for the engagement rings you were looking at the other day.

Writing

Spoiler free review: The end of the game for *The Avengers*





²Directed by Joe and Anthony Russo, the film begins where *Infinity War* ended. The first part of the film is particularly depressing as it centres around our heroes and how they're dealing differently with grief. The plot then focuses on our heroes working together to steal back what they lost in the last film.

³While *Infinity War* provided stunning displays of action, *Endgame* takes time to develop the characters. With perhaps too many Marvel films over the last ten years, this cleverly reminds us of why we loved the characters in the first place and why we want them to win over the bad guy. The script is sharp and the plot is quite clever, although there are the usual holes in the plot. Both Ant-Man and Thor, played by Paul Rudd and Chris Hemsworth, add some much-appreciated humour.

⁴At three hours, the film is too long and the action scenes are messier than in previous films. However, they keep you engaged right to the end. While this may not be a perfect film, it is in no way a disappointment and manages to finish the story in a way that both casual viewers and Marvel fans will enjoy.

⁵Get the popcorn, grab a cushion and settle in for the ride. It's worth it.

Read the film review. Does the writer think the things in the box are positive (+), negative (-) or both (B)?

the action scenes focus on characters the humour the length of the film the script the storyline

2	Match paragraphs	1-5 with purposes a-c	l. One pur	pose is used twice.
---	------------------	-----------------------	------------	---------------------

- a Analyse what works well and less well in the film.
- **b** Mention the title and briefly give your opinion.
- c Say whether the reader should see the film or not.
- d Describe the plot without giving away the ending.

	7	2	4	-
La restaurant de la constantion de la constantio	(5	4	3

Including relevant information

A good review of a film or book tries to:

inform

It should give basic information, such as the main characters, actors, etc. It should also give basic information about the setting and plot, but it shouldn't try to describe the whole story and it definitely shouldn't contain any spoilers (details that give away the ending).

judge

It should explain which elements of the film/book were good and which were not good. It should try to give a reason or evidence for these judgements. The final paragraph should include a decision on whether you recommend the film/book or not.

entertain

People enjoy reading reviews if they are well-written and lively. They should include a good range of language and not be too formal.

3 Read the book review. Which two things in the Focus box does it not include?

Elizabeth is missing is a 1____ story which is told from the perspective of a woman in her 80s who's beginning to suffer from dementia, causing her to frequently forget things in the present. 2___

Written by Emma Healey, the story centres around Maud's attempts to solve the 70-year-old mystery of her sister Elizabeth's disappearance. Maud remembers that Elizabeth is missing and writes clues in notes to herself that help her to find out why. 3

The story is generally satisfying, switching between past and present very effectively. ⁴____ The story also has the ability to bring a tear to your eye when Maud expresses fear and frustration due to her illness. The ending is clearly explained and makes sense. Having said that, you could argue it is a little predictable. ⁵___

4 Complete the book review in Exercise 3 with phrases a – e.

- a All in all, the story entertains and is worth the time for those who love to laugh, cry and solve a puzzle.
- **b** The real joy is the humour which Healey puts into Maud's words.
- c cleverly written
- **d** The story switches between the present time and 70 years ago.
- e It's both sweet and sad and will no doubt appeal to readers who love a good mystery.

5 Complete the sentences with the words in the box.

		by character expl blayed plot stars	ores illustrates little-known
	1	The part is McKinnon.	by actress Gemma
	2	This is a novel by a Ben Cardwell.	writer called
	3	It is directed	Steven Spielberg.
	4	This	the main problem of the story.
	5	lt	a number of well-known actors.
	6	The	centres around a family.
	7	The maina struggling school.	is a female head teacher in
	8	lt	the themes of grief and loss.
,		ecide if the sentenc	es in Exercise 5 are about a book,

Prepare

7 You're going to write a review of a book or film. Complete these notes.

8 Organise the information into four paragraphs. Choose phrases on this page to use in your review.

Write

9 Write your review.



Mystery



- Look at the headlines and choose the correct alternatives.
 - 1 Experts say Loch Ness Monster photograph was a hoax/trick.
 - 2 Man killed by wife. Motive/Purpose unknown.
 - 3 Police say time wasters *account for/* bring about 75 percent of emergency calls.
 - 4 Man accused of theft ends up/tums out to be victim.
 - 5 30-year old crime remains/stays a mystery according to investigators.
 - 6 Police find new evidence/signs in the disappearance of Rebecca Hudley.
 - 7 Firefighters investigating hotel fire hunt for *clues/data*.
 - 8 Police *identify/observe* missing man as Henry Williamson.
- Match the words and phrases in the box with sentences 1–6.

C	lue	evidence	hoax	motive	red herring	victim
1			-		nd out who se impletely irrele	
2	The		erprints	were four	nd on items in	the
3		photograpl t's an alien!	n is obvi	ously a fal	ke. There's no	way
4		a's been too acked.	scared	to go out a	alone since she	e was
5		ou want to k ays posts pl			s, look online. H	He
6		have no ide ly old garde			uld want to ste	eal a

Grammar

Past modals of deduction

3 Match the sentences that mean the same.

- 1 The police found some money in the garden. ___
- 2 The couple were sleeping upstairs. ____
- 3 Were there definitely only two thieves?
- 4 The thieves left lots of fingerprints.
- 5 We don't know how they got in.
- a They can't have been professionals.
- **b** No, there might have been three of them.
- c The thieves must have dropped it.
- d They could have climbed in through the window.
- e They can't have heard anything.

4 Correct the mistakes in five of the sentences.

- 1 It's cold in here. James must had turned the heating off.
- 2 The train mustn't have gone already. It's only 6.05.
- 3 I saw Lee in the barber's. He must have been get a haircut.
- 4 Camila just screamed. She must have been seeing something scary.
- 5 My phone battery might have run out but I'm not sure.
- 6 Rob walked right past us. He must have been noticing us.
- 5 Read the puzzle and complete the comments with modal verbs and the correct form of the verbs in brackets.

There were two fathers and two sons. They walked into

Jimmy	Well, there ¹ (be) only three people and not four. It wasn't possible otherwise.					
		Do you think the father 2 (be)				
		one person? A father to each son?				
Marley		(buy) a bar of chocolate each.				
	It just o	doesn't add up.				
	Harris and	t sure, but one of the four people				
Grant						
Grant	4	(have) two roles.				
Grant	4					



Knowledge

Choose the correct options a, b or c.

Strange theories: the moon landings are fake

Some people 1____ that man has never actually landed on the moon. They 2___ that the moon landings were actually filmed in the desert somewhere on Earth and the film is a 3___ . Their 4___ , they say, lies in the film. They've 5___ unusual shadows, the lack of stars in the sky and a

flag moving as if there's wind,



among other things. These observations have led them to ⁶____ that NASA cheated in order to win the space race with the USSR. However, none of their scientific ⁷___ are correct. There are clear explanations for every issue they raise. On top of that, no one's ever been able to actually ⁸___ that the moon landings weren't real and a lot of people would have needed to lie to keep it a secret.

1	a	consider	b	plan	C	theorise
2	а	misunderstand	b	suspect	C	recognise
3	а	fake	b	сору	С	suspicion
4	a	suggestion	b	assumption	C	proof
5	a	observed	b	glimpsed	C	witnesses
6	a	exclaim	b	conclude	С	assess
7	a	considerations	b	knowledge	C	concepts
8	a	support	b	prove	С	assess

Complete the sentences with the correct form of the words in the box.

	issume observe	conclude suspect			misunderstand
1	_	no idea wh		-	
2		asn't what I		You mus	st have
3	I have t pretty p	o admit tha	t my		of history is
4		always feel		ng at w	ork so I have to
5		ne to the r relationsh			_ that it was time to
6		are some rea pace and ti		esting	
7	2,000	make the _ e I'm friend			_ that I'm confident ie.
8		de several ir periment.	nterestir	ng	during

Grammar

Verb patterns

3 Choose the correct alternatives.

- 1 I don't mind people to wear/wearing their shoes in my house.
- 2 Jack's persuaded me *giving/to give* up social media for a month.
- 3 We've arranged seeing/ to see Mary while we're here.
- 4 You never let me do/to do the washing up.
- 5 I can't stand to play/playing tennis in the rain.
- 6 We didn't expect you come/ to come and help us.
- 7 He finally agreed *riding/to ride* the rollercoaster with us.
- 8 Can you help me move/moving this table?

4 Complete the conversations with the correct form of the verbs in the box.

be come do fix go leave not/pay pay

F	oick				
1		1rs Jones			
2		ve agree			_some gardening for my uncle and help you?
3	B: I'	can't sta m sorry. uture.			wet towels on the floor
4	7 B: F		las though	t month	y is saying that we n's bill. ced you ⁸ it but
5	A: I' B: I	m trying know. I o vork! I'm	to per don't m	nind you	but it won't
	A . I	want to	loarn l	20111	- 0-44
6	B: I	suggest each yo	that y	March 100	a flat tyre. to Bob. He can
	B: I	suggest each yo	that y u.	′0U ¹²	2008-00: 10: 10: 0: 0:0:0:0: 0: 0: 0: 0: 0: 0: 0: 0: 0
М	B: I t ake s	suggest each you sentenc	that y u, es usi	ng the	to Bob. He can
M	B: I t ake s	suggest each you sentenc an't / ima	that y u. es usi agine /	ng the	to Bob. He can
M 1	B: I t ake s I / ca Susi	suggest each you sentenc an't / ima ie / want	that yu. es usi agine /	ng the anyone	prompts. e / enjoy / this music.
M 1 2	B: I to the state of the state	suggest each you sentenc an't / ima ie / want ist / real	that y es usi agine / t / mak	rou 12 rng the ranyone re / dinn re've me	to Bob. He can prompts. e / enjoy / this music. eer for us.
M 1 2 3	B: I t	suggest each you sentenc an't / ima ie / want ist / real	es usi es usi agine / t / mak ise / w	ng the anyone e / dinner e / ve me	prompts. e / enjoy / this music. eer for us. et before.
M 1 2 3 4 5	B: I t	suggest each you sentenc an't / ima ie / wan' ie / wan' ist / real poss / ha	that yu. es usi agine / t / mak ise / w as / rec make /	ng the ' anyone 'e / dinn e've me	to Bob. He can prompts. e / enjoy / this music. er for us. et before. ed / I apply for a promotion.
M 1 2 3 4 5	B: I t	suggest each you sentenc an't / ima ie / want ie / want ist / real posss / ha parents / / just / a	that you. es using agine / t / mak ise / w make / make / gask / go	ng the anyone e / dinner e've me	to Bob. He can prompts. e / enjoy / this music. eer for us. et before. ed / I apply for a promotion. ed really early when I was young



Common phrasal verbs

Match the sentence halves.

- 1 This might not work, so I've already come ____
- 2 I'm late again. I'll need to come
- 3 Where did you come
- 4 I wasn't looking forward to it but it turned _____
- 5 I hated letting _
- 6 Shall we figure ___
- 7 I'm sorry but I really need to get _____
- 8 Haven't you got ___
- a across these old photos?
- b on with my work.
- c out what to do next?
- d up with a plan B.
- e my friends down at the last minute.
- f over that cold yet?
- g out a lot better than expected.
- h up with another excuse.

Correct the mistakes in the sentences.

- 1 Don't make in that it was my fault. It was yours!
- 2 That red tree over really stands up from the others.
- 3 Lia comes up as a really lovely person.
- 4 I hate my job but I need to stick it up for the money.
- 5 It wasn't easy to get everyone in one place but it's turned up OK.
- 6 It's going to take Giulia a while to get under failing her exams.
- 7 By failing her exams, she feels that she's let her family up.
- 8 It's a small problem but we'll figure on the way forward.



Language focus

Phrasal verbs

3 Match the phrasal verbs in each pair with meanings A-B.

- 1 If we let the blind down, there won't be any light in here.
- 2 I don't want to let my family down.
 - A not do something someone expects you to
 - B move something to a lower position
- 3 I think I've finally figured out the answer to this puzzle.
- 4 I can't figure Jane out. She's a bit unusual!
 - A think about a problem until you have the answer
 - B understand why someone behaves as they do
- 5 The world is made up of all kinds of interesting people.
- 6 My sister once made up a story about being a famous actress.
 - A combine together to form something
 - B pretend something is true to deceive someone
- 7 I just can't seem to get over this cold.
- 8 I tried to get the idea over to my boss.
 - A succeed in communicating something to someone
 - B become well again after an illness

4 Put the words in the correct order to make sentences and questions.

- silly plan / with / that / came / who / up?
 over / still / the flu / getting / Mike's
 my life / need to / get / stop worrying / I / with / and / on
 about / make / different stories / how they met / my parents / up
 out / certainly / the rest / your orange car / from / stands
- 6 the possible / through / carefully / think / consequences / let's

5 Complete the article with the correct form of the words in brackets. Add a particle.

It's funny how life works out. For years, I'd at school, go to university and become a p final exam results, it was a shock. I wouldn course. I felt as if I'd ¹	sychologist. So, when I saw my 't be able to study my chosen
I was embarrassed to tell my friends so I 2	
(make) that I was taking a year off to help	my parents with their business.
When my friends had a leaving party before	re university, I
3(make	/an excuse) and didn't go.
After a few weeks of feeling sorry for mys	elf, I realised that I had to
(get/n	ny disappointment) and
get/w	vith my life). I applied to appear
on a reality TV show. I must have 6	
stood) from the crowd as I was one of 20	picked from over 3,000 people.
didn't get famous from it, but I did get a jo	ob behind the scenes with the
V production company. I love it and so it's	all
(turn/	well).



Describing problems with products and services

Choose the correct alternatives.

- 1 My delivery arrived, except the company delivered the *false/wrong* item.
- 2 The T-shirt I want is out of *shelf/stock* but I'll check again tomorrow.
- 3 I can't get online. I think the internet's down/up.
- 4 The website said my delivery would come yesterday but it didn't arrive/reach.
- **5** Our gas bill is much higher than assumed/expected.
- 6 Some concert tickets I ordered got *away/ lost* in the post.
- 7 I tried to book a table but the restaurant's booked/reserved up all evening.
- 8 Jeremy tried to pay but his card was refused/turned down.

English in action

Explain a problem and ask for action



Put sentences a – i in the correct order to make a conversation. The caller speaks first.

- a I'm sorry but apparently she's out for lunch at the moment.
- b I'll just check if she's available. Who shall I say is calling?
- c Yes, please. Thank you very much.
- d No problem.
- e Hello, I was trying to get through to Ava Johnson.
- f Shall I get her to call you when she gets back?
- g It's William James. I'm calling about a bill she recently sent me.
- h Oh, that's a shame. I wanted to ask about payment.
- i I'll just put you on hold.

2		
	concerning / it / what / is ?	
3	a job application / calling /	l'm / about
4	through / to Marcus / put /	′ you / I′ll
5	answer / Stefania / your qu	uestions / be able to / will
6	someone / help me / there	e/is/could/who/there?
7	back / you / in a few minut	res / call / could ?
Co	omplete the conversation	s with the phrases in the box.
		get a call back got a problem let me chec blem is try and come would it be possibl
	A: I have a brand new was	
_	1	that it's not working.
	B: OK. Do you need me to	
		to come tomorrow
	B 1 1:1 : 11113	
		on Thursday.
	A: OK, great.	
2	A: I've 4	with a book I ordered. It
	never arrived.	
	B: Oh dear. 5	to see what happened
	Ah, right, we're actually	
	A: OK. Could you 6	that was taken
	from my account then?	
	B: Of course. I'll sort that o	
3	A: I'm ⁷	my new laptop. The battery
	keeps dying.	
	B: Oh, I'm sorry to hear tha	at.
	A: 8	to take a look at it, please.
		our request to our engineering departmen
		ou ⁹ in th
	next 24 hours.	
	HEAL 24 Hours.	
Co	mplete the conversation	s using the prompts in brackets.
1	A: Hi, is that the garage?	
	B: Yes, it is.	
		(about/my.com)
		(about/my car). It's not starting
		(like you/take a look/it).
	B: I'm afraid that we're full	ly booked today but
	3	(I/have/word/manager) and se
	if there's anything we c	
2	A: I've received our electric	
-	4	
	6224	
	€234 when we usually	ACCOUNTY OF THE CONTROL OF THE CONTR
	B: 5	(let/check/see/what/happene
		100
	Right, yes, I think there'	10

B: It looks like you've been charged the higher rate.

Reading

1		ad the article. Match headings a–e with paragraphs 1–5.	
		Real or fiction?	
		Survival instinct	
		A chast town	
		A ghost town A natural desire for answers	
	E /	A flatural desire for answers	
2	Rea	ad paragraphs 1–3 again. Are the sentences true (T) or false (F)?	
	Roa	anoke Island	
		Some of the first settlers on Roanoke Island returned home.	
		The first settlers got on well with their neighbours.	
		The first settlers left the island without leaving a single clue.	
	4	People have imagined various reasons for their disappearance.	
	Aga	atha Christie	
		Agatha Christie's disappearance got little media attention.	-
	6	She left her car and went to a hotel.	
	7	She stayed in the hotel for the whole of the 11 days she was missing.	
	8	She gave little information about her disappearance.	
	Am	nelia Earhart	
	9	Amelia Earhart was unable to break any world record.	
	10	She had completed a large part of her journey before	
		she disappeared.	
	11	No one has searched for Earhart's plane.	
	12	One idea is that Earhart wanted to start a new life.	
3		ad paragraphs 4–5 and choose the correct options a, b or c.	
		The writer says that tales of people's disappearance last for a long time because	
		a discussing things online has been possible for several years.	
		b discovering new things and places are a result of questioning.	
		wanting to know things is a typical human characteristic.	
	2 /	According to the writer, people search for information in order to	
	i	a continue to live in the world around us.	
	- 1	b solve interesting problems.	
	(c avoid feeling annoyed.	
	3	The writer says that real life is	
		a more organised than fiction.	
	- 1	b less organised than fiction.	
	(c similar to fiction.	

4 Find words or phrases in the article that mean these things.

- 1 the negative way people behave towards each other (paragraph 1)
- 2 began a search for someone. (paragraph 2)
- 3 attention that someone gets from media (paragraph 2)
- 4 stated that something was true (paragraph 2)
- 5 far from places where other people live (paragraph 3)
- 6 find out something we want to know (paragraph 4)
- 7 made it possible for people (paragraph 4)
- 8 a perfect situation (paragraph 5)

5 Complete the forum comments with the correct form of words and phrases in Exercise 4.

Di I doubt Christie's disappeara 1 Her bo already popular.	
Ava Did people really ² the Mary Celeste crew were giant sea animal? Unbelievak	
Liam	

I don't suppose the police would with 1,000 officers if went missing!

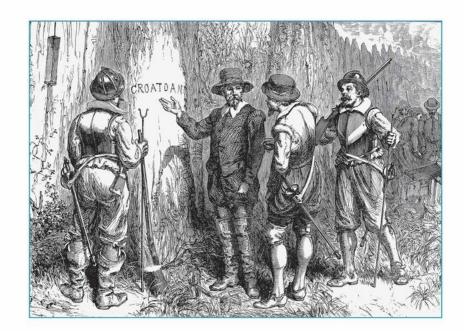
Emma If we didn't want to ⁴ our curiosity about the world, we wouldn't have discovered many of the things we have.

Gabriel The internet has ⁵	
ordinary people to do research about these disappearances and share ideas	Š.

Luisa Roanoke Island	wasn't a place so I think the
settlers just left elsewhere.	and went to find food

The real-life mysteries we want to solve

Unless it's one sock missing from a pair or our phone, mystery disappearances seem to fascinate us. Here, Alexia Smith investigates some of the most well-known and examines why we're so interested in them.



1

There are certain disappearances which have become folklore in western culture. Stories which both fascinate us and frustrate us as we struggle to work out exactly what happened. One of the oldest stories is that of Roanoke Island. In 1858, an English settlement was created in what is now North Carolina in the US. After a year, many of the settlers returned to England due to a lack of food and poor relations with the local tribespeople, leaving behind only a small number of people. By the time a second group of settlers arrived a year later, everyone had disappeared from the settlement, leaving only the word CROATOAN carved into a tree, the name of a local tribe. Theories include murder, disease and starvation.

2

When Agatha Christie went missing in the UK in 1926, it was like a plot from one of her books. Police launched a national manhunt that involved around a thousand police officers searching for her, while her fans held their breath. It even made the news around the world after Christie's car was found abandoned. The media made all kinds of claims that she'd drowned, been murdered or had only disappeared to get publicity for her new book. In the end, Christie was found at a hotel in the north of the country eleven days later. Locals had spotted her enjoying local dances but hadn't recognised her. Christie claimed that she'd been suffering from memory loss and gave no further clues as to what happened to her. The police were unable to provide an explanation.

3

Amelia Earhart was the first female pilot to fly solo across the Atlantic Ocean. In 1937, she and navigator Fred Noonan left California on what they thought would be the first round-the-world flight. They completed two-thirds of their journey before disappearing somewhere over the Pacific Ocean. Their plane has never been found. One theory is that they crashed and sank, however modern technology has failed to detect the plane despite many attempts. Another theory is that they went off course and landed on a remote island where they survived for some time due to objects found there decades later. A rather more creative theory is that they returned to the US with new identities and became spies.

4

Mysteries like these exist around the world but what makes the stories endure? Even today, you can find forums online with people speculating as to what happened in events decades ago. Theories about our fascination with these events focus on human traits. Homo sapiens have been searching for answers for tens of thousands of years in order to satisfy our curiosity. Such curiosity enabled us to make new discoveries, create modern inventions and reach all four corners of the world.

5

Where does this curiosity come from? It's likely to be the result of a biological need to survive. The more we know about our environment, the more chance we have of surviving as a species. To understand our environment, we need to gather all the pieces and put them together, like a jigsaw puzzle. When a piece is missing, it frustrates us because it means we're unable to learn from it. In an ideal world, all of these puzzles would be solved but unfortunately, life just isn't that neat and tidy. Nor is it the ending to an Agatha Christie book.

Listening



- a To inform the listener on how to do something
- **b** To entertain the listener and make them laugh
- c To argue a point of view and provide reasons

2 Listen again. Choose the correct option, a, b or c.

- Abi says that when you appear on a reality TV show, you should
 - a agree to feature in newspapers.
 - b come across as someone who likes attention.
 - c do whatever you need to do to get noticed.
- 2 Abi suggests that YouTube videos go viral when they're ____
 - a posted at the right time.
 - **b** shared with people you know.
 - c based on something humorous.
- 3 Abi believes that social media influencers do well when they ____
 - a engage with the people who follow them.
 - b choose a general topic.
 - c avoid posting too often.
- 4 Abi says that arguing with a famous person online only works if _____
 - a the person has fans who love them.
 - **b** you take care with how you word your criticism.
 - c your message includes insults.
- 5 Abi believes that using a skill to become famous
 - a is not particularly worthwhile.
 - **b** is more time-consuming than other actions.
 - c will make you more money.

Writing

1 Read the essay on page 75. What is the writer's point of view? How do you know?

- a Celebrities make poor role models
- **b** Celebrities used to make good role models
- c Celebrities make good role models today

Match purposes a-c with paragraphs 1-5. Then read the Focus box and check your answers.

- a Present a reason to support an opinion.
- **b** Summarise your opinion again and give a final thought.
- c Introduce the topic and present an opinion.

4	7	3	A	
1	-	5	4	

Structuring a simple discursive essay

Introduction

Mention both sides of the argument. Give your own opinion. Try to make it a strong opinion.

It is easy to see why many people believe that Despite this, I believe ...

Main paragraphs

Include at least three main points, each with its own paragraph. Each paragraph should begin with a topic sentence that summarises the point of the paragraph. Follow up the topic sentence with examples or supporting ideas.

First and foremost, ...
Furthermore, it is a fact that ...
There is no doubt that ...

Conclusion

State your opinion again in a different way. Finish with a final thought.

In summary, ... In conclusion, ... To summarise, ...

3 Match the alternative topic sentences a-c with paragraphs 2-4.

- a Celebrities use their position to raise awareness of certain issues.
- **b** Celebrities still have an essential place in our lives today.
- c Regardless of the type of work they do, the work of a celebrity is challenging.

7	7	Λ
6	5	4

Are today's celebrities good role models?

¹It is easy to see why many people criticise today's celebrities. In the past, they were almost always celebrated for some kind of achievement but these days, many are celebrated just for the way they look. Despite this, I believe the majority of celebrities make good role models.

²First and foremost, there is no doubt that the majority of celebrities work hard despite the nature of their work. It might not seem difficult to model or to promote a new perfume, but it actually takes a lot of effort to create a personal brand and make money from it. When other people see this effort, they learn that nothing is easy and everything requires hard work.

Furthermore, celebrities often use their fame to speak out on particular topics. By doing this, they highlight causes which are important in society such as equal rights or mental health issues. They also encourage others to give to people in need by donating large amounts of money to charity themselves. This promotes and encourages the helping of others.

Finally, celebrities continue to fulfil an important role in society today. Not everyone has a person around them that is able to inspire them in the right way. If your dream is to become a sports star or a musician, you usually need to look outside of your family. If you suffer from anxiety when no one in your family does, a celebrity who suffers from the same thing can help you to feel as if you are not alone and you can succeed. Any celebrity that inspires another person to act positively is a role model.

⁵In conclusion, while not all celebrities can be defined as good role models, the majority of them work hard at what they do. That may be winning gold medals at an Olympic Games or it may be making humorous videos online. Whichever it is, these celebrities are able to model positive behaviour which others can admire and then copy. This makes them an important part of our society. After all, we all need role models to inspire us in life.



4	Put the words in the correct order to make useful
	phrases for an essay.

_	
3	summary, / in
4	convinced / am / that / I
5	summarise, / to
6	proof / that / this / conclusive / is
7	believe / that / strongly / I
8	main / that / is / reason / the

Prepare

6 Read the statement below. Are you for or against it? Why? Make notes.

Professional sports stars are paid too much money.

7 Plan a discursive essay about the statement in Exercise 6. Use this structure to help you.

Introduction

Paragraph 2:

Main point

Supporting evidence/example Additional supporting idea

- - -

Paragraph 3:

Main point

Supporting evidence/example Additional supporting idea

Paragraph 4:

Main point

Supporting evidence/example Additional supporting idea

Conclusion

Write

8 Write your discursive essay.



Vocabulary

Personal fulfilment

countries. I don't have 7

1 Complete comments a-c with the phrases in the box.

F	artistic ability my great passion like place I can call home a place of my ow sense of adventure my soul mate m unique talent	m					
a	a 'I've had a few different jobs, but none been 1						
	for that. ²						
		I love it but it's not easy to turn it into a paid job. The					
	online gaming community's great though and I've made a						
	few ³	there.'					
b	b 'I wish I had some kind of 4						
	but I can barely draw a stick man, let						
	alone paint amazing pictures. My 5						
	is being able to toucl						
	tongue, hardly anything to shout abou	ut!'					
С	c 'I've always had a ⁶						
	so I spend much of my time travelling	around different					



anywhere in the world. I stay with friends. One day,

settle down in one place and finally get a

Complete the sentences with one word. The first letter is given to help you.

İS	given to help you.		
1	There are a set of c us live by.	principles the	at most o
2	I'm still not sure what m	y purpose in I	is.
3	Teaching is my true v	in life.	
4	I never felt a s university friends.	of belonging until	I met my
5	I think that Mel and Bex	belong together. Th	ey're true
	s mates.		
6	I'm getting my own flat	next week. A place I	can call
	h		
7	Dan's never had much o	of a sense of a	He
	never goes anywhere.		
8	Georgina can persuade	anyone to do anythi	ng. It's a

talent.

Grammar

3

4

5

Future perfect and future continuous

M	atch the sentence halves.
1	What will you be
2	Do you think Andy will have
3	When I next see you, I'll be
4	I hope you'll
5	Anna will more than likely have
6	I would think I'll be
	Archie almost certainly won't have
8	Will you be
а	seeing Murat later?
b	doing in ten years' time?
С	wearing my wedding dress!
d	asked you to marry him by the end of the year?
е	tidied his room by the time we get home.
f	have had a haircut by the time I see you next!
g	got her degree by the time you see her.
h	doing the same things this time next year.
Co	orrect five mistakes in the sentences.
1	Will you be see Dana later?
2	I suspect that we'll be still waiting for the bus in half an hour.
3	I have finished this report by the end of the day.
4	Where will Samuel be going on his travels?
5	I'll more than likely have leave before you get here.
6	I doubt Stefan will have lived in his flat this time next year.
	omplete the conversations with the correct future
	orm of the verbs in brackets.
1	A: Do you think we 1 (still/work) here in five years' time?
	B: No, I think we 2 (get)
	jobs elsewhere by then.
2	A: 3 (you/go) to the
	supermarket later?
	B: Not specifically but I 4
	(pass) one if you need me to get something.
3	
	(finish) this book? B: I doubt I 6 (read) it all
	before next week. It's long!
4	A: 7 (you/still/work) in
	an hour?
	B: No, I ⁸ (probably/finish)
	before then.
5	A: I hope we 9 (not/live)
	here for long. There's no space.

(move) somewhere bigger by the end of the year.



Vocabulary

Fame

Choose the correct alternatives.

- 1 The band have finally had their big break/legacy.
- 2 She's relatively high profile/unknown but I think she'll be big soon.
- 3 That new actor everyone's talking about has gone unnoticed/taken the world by storm.
- 4 None of us predicted that the show would be an instant hit/in the public eye with viewers.
- 5 My dad shot to fame/started out as a musician in the 80s but was never well-known.
- 6 I guess that most people want to leave behind a legacy/big break that will live on.
- 7 Not everyone enjoys being in the public eye/ taking the world by storm when they get famous.

Match the sentence halves.

1	The song was an instant
2	Tom got his big
3	Maxine shot to
4	The band have left a long-lasting
5	Being in the public
6	Ed Sheeran is a high
a	fame after appearing on radio.
Ь	hit with listeners.
С	legacy in the music industry.

- d break on a reality show.
- e profile singer.
- f eye isn't always easy.

3 Choose the correct option a, b or c.

The music hall of fame: not a quick path

It sometimes feels as if musicians 1 to fame overnight. One day, they're completely 2_____. The next day, they're all over the internet. The truth is that few bands and singers are lucky enough to have 3 ____ hit. Most of them go 4_ for years before they finally get their big 5____. Some of the most high-6____ bands spent years playing to tiny audiences before they eventually took the world by 7____ and play to thousands. Occasionally, a band will be discovered shortly after 8 out, but often they disappear just as quickly as they appeared, never to be heard of again.

1	a	lead	b	travel	С	shoot
2	а	unknown	b	secret	C	anonymous
3	а	a sudden	b	an instant	C	a quick
4	a	unnoticed	b	unseen	С	unrecognised
5	a	opportunity	b	access	С	break
6	a	profile	b	famous	C	known
7	a	force	b	storm	С	success
8	а	beginning	b	becoming	С	starting

Grammar

up to/party).

in/Europe), 9

divided into/40 moments).

• In 8

Articles

4 Correct the mistakes in the sentences.

- 1 Cats are much easier pets than dog.
- 2 Can you pass me one of a plates, please?
- 3 Our car broke down near the Chicago.
- 4 Could you tell me where a police station is, please?
- 5 That's a most amazing thing I've ever heard!
- 6 The inner beauty is more important than outer beauty.
- 7 I'd love to go on a safari across Sahara Desert.
- 8 Who's that man? One with the black cap.

5 Complete the facts using the prompts in brackets.

Fa	acts to wow your friends with
•	Did you know that carrots are naturally yellow, white or purple? 1
	(Dutch/breed/orange carrots) in the 17th century as a tribute to their King, William of Orange.
	In 2012, ²
	(British town of Dull/link with/American town of Boring) in Oregon. Together, they are Dull and Boring. Apollo 11, 3
	(spaceship/which land/moon) had less computing power than a washing machine.
•	In their lifetime, 4
0	(person/get rid of/about 35 kg/skin). In 2009, physicist Stephen Hawking 5
	(threw/party for/time travellers)
	but he 6(not/
	send/invitations) until 2013 to see if time travel existed. No one 7 (turn



(moment/was/equal to/90 seconds). That's because

(Middle Ages/

(hour/be/



Language focus

Compound adjectives

- Match the words in box A with the words in box B to make compound adjectives.
 - A densely- good- five- hard- high- middlepart- self- strong- well-
 - B aged confident educated looking populated tech time up willed year
- Choose the correct alternatives.
 - 1 This medication can have some *long/short*-term effects but they don't last.
 - 2 My mum's quite well-know/known in our town.
 - 3 I'm just going to take a five-minute/moment break.
 - 4 This area's quite build/built-up, isn't it?
 - 5 My children are usually well-behaved/educated in public.
 - 6 Bobby's so absent/ narrow-minded. He's not open to new ideas at all.
 - 7 My aunt lives in quite a broken/run-down house.
 - 8 Anya is quite self-*confident/centred*. She only ever thinks of herself.
- 3 Complete the conversations with the compound adjectives in the box.

15-year absent-minded brightly-lit broken-down internet-connected part-time so-called state-of-the-art well-known well-off

5	ldle	2-01-trie-art well-kriowit	weii-oii			
1		This isn't a very 1				
	B:	There's a lamp over here. The	nat might help.			
2	A:	Shall we get rid of this?				
	B:	Yeah. Who needs a 2				
		old vacuum cleaner?				
3	A:	Let's ask Tom to come on ho	oliday with us.			
	B:	I'm not sure he can afford it. He's not that				
		3	at the moment.			
4		I can't find my keys again.				
	B:	Grr, you're so 4				
		more attention!				
5		Wow, your TV is huge!				
	B:	Yes, it's a 5				
		6				
6	A:	It's a 7				
		women are safer drivers that				
	B:	Safer, perhaps – but better	, no!			
7	A:	How old do you have to be t				
		8				
	B:	I think it's 16 although I kno				
		9				
8	A:	What do you think about Sa				
	W425	10				
	B:	Well, it might not be much o	of a hobby to you but it			

makes her happy.

Vocabulary

Persuasion and enforcement

- 4 Put the letters in brackets in the correct order to complete the sentences.
 - 1 It's hard to _____ (coneref) laws without police on the streets.
 - 2 If we _____(laslint) security cameras outside the factory, it should stop trespassers.
 - 3 Anyone who climbs over the fence should be ______(dfein) at least £200.
 - 4 The government should _____ (ricedunto) a new law to stop us using phones in the street.
 - 5 The town council have _____ (utp pu) some signs about the new road laws.
 - 6 We should _____(craghe) extreme sports people for any emergency services they need.
 - 7 Our teachers _____ (datecued) us about online dangers.
 - 8 Parents should (carousedig) their children from taking silly risks.
- 5 Choose the correct option a, b or c.
 - Jon I'm really fed up with walkers going up the mountain without the proper clothing, water or food, and then having to be rescued from the mountain.
 - Anna I know what you mean. They should be 1 quite a lot of money for walking in bad weather, too.
 - Jon The local government should 2____ some kind of law about walkers needing a guide with them.
 - Anna That's quite extreme. A lot of walkers are experienced. And how will the government ³____ it?

 There are no police at the bottom of the mountain ready and waiting for walkers who don't understand the dangers.
 - Jon They could 4 cameras there or something.
 - Anna Sure, but even then, they can't stop people, just record who they are. The only way to change people's behaviour is by 5 them about the dangers.
 - Jon How can we do that? It's not enough to 6____ a few notices that try to 7___ people from going unprepared. No one ever reads them.
 - Anna OK, then, maybe we could 8 ____ people money for entering the mountain area from the car park. After all, it's a national park. That way, when they need rescuing, there's money to cover the cost.
 - Jon That's not a bad idea, actually.
 - 1 a disciplined **b** punished c fined 2 a introduce b start c develop 3 a instruct c enforce b order 4 a put on **b** install c set 5 a educating **b** coaching c training 6 a raise b put up c attach 7 a encourage **b** discourage c persuade b claim c charge 8 a request

Listening



3

1 0.01 Listen to a science podcast. Are these common scientific beliefs a fact or fiction?

- 1 We currently only use 10 percent of our brains.
- 2 Lightning doesn't strike the same thing twice.
- **3** If you drop a penny from the Empire State Building, it can seriously hurt someone.
- 4 Water goes down the drain in the opposite direction if you're in the southern hemisphere.
- 5 A goldfish only has a three-second memory.

Listen again and answer the questions.

- 1 How much of our brain do we use?
- 2 If we say 'lightning doesn't strike twice', what do we mean won't happen again?
- 3 How many times a year is the Empire State Building hit by lightning?
- 4 How does Ricky describe the idea of throwing a penny off a skyscraper?
- 5 Where do people demonstrate that water flushes differently in different halves of the world?
- 6 What determines the direction that water flushes down a toilet?
- 7 What can goldfish remember after three months?
- 8 What did fish have to press to get a reward in one experiment?

2	Roy Cleveland Sullivan was hit by lightning
_	
3	Terminal velocity describes thethat
٠	a moving object can achieve.
4	Emily realises that people who charge to show tourists that water flushes differently in two hemispheres are playing
5	In an experiment, goldfish completed an action at each day.
5	Ricky says that goldfish aren't as as we thought they were.
	10.02 Listen to the next part of the podcast. re the sentences true (T) or false (F)?
	why we believe them.
2	Ricky says that in some cases, we don't come across the correct information.
3	Ricky says there's no scientific evidence that humans contribute to global warming.
1	Ricky says that hearing something different to what we know causes anxiety.
5	Belief perseverance occurs when we change our ideas about something.
5	Ricky says that when we hear correct information, we recognise it as correct.
М	atch the words in bold with meanings a–f.
1	Scientists have proved that humans have an impact on global warming
2	Our mind doesn't seem to like conflict and so we avoid it.
3	So, how do we justify it to ourselves?
4	We choose to misinterpret the new information we receive.
5	We dismiss the information as being rubbish
5	or not from a credible source .
a	refuse to consider
b	a state of disagreement
	the effect someone/something has on someone/something
d	a place that provides information which can be believe
9	give an acceptable explanation for something
F	not understand the correct meaning of facts you're considering

Reading

- 1 Read a letter that someone wrote to themselves as a teenager. What is the purpose of the letter?
 - a To predict the future
 - b To provide a warning not to do something
 - c To give some tips about life

2	Read the letter again. Match things 1–6 the writer talks about
	with topics a–f.

- 1 It happened quickly.
- 2 One day, I'll have the opposite opinion.
- 3 I worried about them.
- 4 I worried about it.
- 5 It wasn't enjoyable for me.
- 6 It's been life-changing.

- a a job I had
- **b** time in general
- c having a family
- d my appearance
- e exams
- f getting my first job

3 Are the sentences true (T) or false (F)?

- 1 The writer is unhappy about having a birthday.
- 2 The writer as a teenager doesn't want to be different to others.
- 3 The writer will keep in contact with all university friends.
- 4 The writer feels mature aged 25.
- 5 The writer feels that having an unenjoyable job was worth it.
- 6 The writer sometimes experiences sadness without any clear cause.
- 7 The writer said he had sufficient money to have children in his 30s.
- 8 The writer implied he had sufficient sleep when the children were young.

4 Which of these things can we infer from the letter?

- 1 The writer is sometimes forgetful.
- 2 The writer lacks confidence today.
- 3 The writer works too hard.
- 4 The writer enjoys taking risks in life.
- 5 The writer is sensible when it comes to money.
- 6 The writer's parents helped to look after his children.

5 Complete the pieces of advice with endings a or b.

- 1 The writer suggests participating in
 - a as many activities as possible while young.
 - **b** travel to different parts of the world.
- 2 The writer suggests spending more time
 - a working on projects you love.
 - b with friends and family.
- 3 The writer says that it's acceptable ____
 - a to have support when raising children.
 - b to start a family when you're young.
- 4 The writer believes that life is
 - a mostly easy.
 - **b** generally positive.
- 5 The writer says that the journey in life is more important than
 - a getting to where you want to go.
 - b being successful.

6 Find the words and phrases in the box in the letter. Match them with definitions 1–8.

loyal made the most of not a bed of roses overall perspective rush settle down speed by

1	pass very quickly
2	considering or including everything
3	move very quickly
4	not a happy, comfortable or easy situation
5	the way of thinking about something
5	start living a quiet and calm life in one place
7	gained the greatest possible advantage from something

7 Complete the sentences with the correct form of the words and phrases in Exercise 6.

8 always supporting your friends

1	Now that I'm gettii	ng older,	rd like to
2	He thought it wou was really tough!	ld be a	, but it
3	Don'tt childhood.	to grow u	p; enjoy your
4	If you can't change change your		ation, then
5	Try to enjoy life an	ıd	of every da
6	Having	friends is	very important.
7	It's been a difficult	six mont	hs but it's been

; we were enjoying

worth it

8 The time just

ourselves so much.



To my younger self,

Today, I turned 40. It's a milestone in life that no one can really prepare you for. One minute, you're 20, single and free. The next minute, 20 years have flown by and you're middle-aged with a wife and two daughters. Not that I'm complaining, it's just that life has a habit of speeding by. One thing that growing older gives you is perspective, so I wanted to look back on my life and give you some advice as you develop from a teenager to an adult.

You currently feel as if you're too tall and skinny. You round your shoulders to make yourself seem smaller so that you don't stand out. Don't do this. If people make fun of your height, ignore them. One day, you'll love how tall you are and how it draws attention to you. You'll feel good about who you are, both inside and out.

You'll do well in your exams despite feeling anxious about them. (Just remember to take your calculator to your maths exam because forgetting it will cause you more stress than is necessary.) You'll go to university and make amazing friends who'll recognise you for the generous, loyal person you are. You won't keep in touch with all of them after you leave, but you'll always remember them.

When you leave university, you still won't know exactly what you want to do with your life. Don't panic, that's OK. Not everyone has to jump immediately into a job. You'll decide to travel and while there, you'll have some incredible experiences. By the time you're 25, you'll have lived in three different countries and met your life partner. You'll feel like you're ready to settle down but looking back, you're still really young. Make sure you enjoy your 20s. Get out and do as much as you can. As you both get older, you'll start to do less and that's OK, but it helps when you know you made the most of your youth.

At the age of 30, you'll be working in a job you adore. It'll have taken you a bit of time to get there. You'll have spent a year working in a job that you hated, where the managers were cruel but the colleagues were kind. However, it'll prompt you to pursue a different career, the career of your dreams. Without experiencing unkind managers first, you won't take the risk so it's worth it in the end. One thing to note (and my current self should note this, too) is that life is a marathon and not a sprint. Don't feel as if you need to work 16 hours a day to get ahead. You can be successful and take time for yourself and the people you love, too.

As with your career, other aspects of your life will have their ups and downs. There'll be challenging times, like when you both decide you really want to start a family in your late 20s but realise you can't afford it yet. And then a few years later, when you are financially stable enough, the arrival of twins brings the realisation that you won't sleep for about three years. However, those babies will bring great joy and you'll love them like you've never loved anyone before. Just understand that it's fine to ask for help and be thankful they have grandparents.

So, life may not always be a bed of roses but it's been pretty good overall so far. Just don't rush to get to your destination. Make sure you enjoy the ride.

Yours lovingly, Your older self

Writing

Read the article and put the advice in order 1–6.

- a Choose the right time of day.
- **b** Point the camera in the right direction.
- c Get the lighting right.
- **d** Position your mouth in the right way.
- e Look at what's around you.
- f Position the top part of your body in the right way.

Read the article again. Are the sentences true (T) or false (F)?

- The article uses formal language.
- 2 The article sounds as if the writer's chatting to a friend.
- 3 The article tries to engage readers from the first line.
- 4 The article tries to inform the reader.
- 5 The article tries to paint a picture for the reader.
- **6** The article is divided into paragraphs based on topic.



How to take a successful selfie

Apparently, some of us spend between an hour and five hours a week taking selfies. This is an incredible number bearing in mind the fact that, before 2002, neither the word 'selfie', nor the concept really existed. So, how can we save ourselves time taking a hundred photos before getting that perfect one?

The first thing to consider is the setting. Keep it simple or make sure it's really interesting. Something in the middle might distract viewers but not in a good way. Beware of people pulling faces behind you or background objects that make you look as if you've got something strange growing out of your head.

Another thing to think about is the angle. Look up at the camera and you'll avoid looking like your double-chinned uncle. Try to hold the phone so that the bottom is level with your eyes. Holding it to the side rather than in front of you can be more flattering, too.

Move your head away from your neck and raise your eyebrows slightly, but remember that there's a fine line between having a long neck and wide eyes, and looking like a startled giraffe. Think about something happy, so your smile reaches your eyes. That way, it comes across as genuine. Pouting is great if you want to look like a duck, but it's not a very attractive look, regardless of what certain celebrities will have you believe. It's also a bit 2014.

The final thing to think about is lighting. Stand in sunlight or next to a window. Face the sun directly, or face directly away from it. Somewhere in between can cause nasty shadows which make you look tired. The best time of day for a selfie is at dawn when the sun is low.

So, set your alarm, get up nice and early, head outside, hold the camera the right way and smile. You won't regret it.

Attracting and keeping the reader's attention

Articles have to work hard to keep the reader's attention. There is a lot of competition and if the article is not interesting, the reader will quickly lose interest. For this reason, it's important to think about how to grab and keep the readers' attention.

· Don't be too formal.

The language that you might use in an essay (on the one hand, what's more, to summarise, etc.) is not appropriate for an article. Keep it more informal but not so informal that it sounds like you are writing a letter to a friend.

This is a vast number ... This is an incredible number ...

Think about your audience and don't state the obvious.
 Say things that your audience would find interesting.
 Try to smile.

Think about something happy, so your smile reaches your eyes.

• Write an interesting first line.

Use a quote, a controversial statement or a surprising fact to grab the reader's attention from the start. If you can't remember the quote exactly, use *Somebody once said* ...

· Create interesting mental images.

Think about the pictures the reader sees in their mind when they read your article. The more interesting the mental images, the more the reader will enjoy the article.

... you'll avoid looking like your double-chinned uncle.

3 Read the Focus box. Then match article extracts 1–5 with purposes a–c.

- 1 Apparently, some of us spend between an hour and five hours a week taking selfies.
- 2 Try to hold the phone so that the bottom is level with your eyes.
- 3 ... looking like a startled giraffe ____
- 4 Pouting is great if you want to look like a duck.
- 5 Face the sun directly, or face directly away from it.
- a Say things that your audience will find interesting
- b Write an interesting first line
- c Create interesting mental images
- 4 Complete the more informal sentences in the pairs with the words and phrases in the box.

afraid	far	better	feel the need	find	help
long wa			time zones		

- 1 Selfie apps can be beneficial. /
 Selfie apps can be a great
- 2 Several attempts are acceptable. /
 Don't be _______ to keep trying.
- 3 Discover your best side. /
 - _____out what your most attractive side is.
- 4 Holding the camera high can result in a large forehead. / If you hold the camera too high, your forehead might look like it's in two ______.
- 5 Your equipment will contribute to the quality of the image. /
 - Your photo will look ______ if you have the right equipment.
- 6 A photo editor will improve your photos. / A bit of editing can go a ______ to improving your picture.
- 7 Artificial lighting is less flattering than natural light. /
 Avoid artificial lighting that can make you
 _____Frankenstein's monster.
- 8 It's not necessary to look directly at the camera. /
 Don't _______ to look directly at the camera.

Prepare

5 Read the advertisement. Note down as many ideas for the article as possible, or write down ideas for your own 'tips' topic.

How can we make sure we're polite when using a mobile phone in public?

Write an article with your tips and we'll publish the best ones on our website.

Email us at articles@phoneshop.uk

6 Plan your article. Use the following plan to help you.

Tip 1:		
Tip 2:		
Tip 3:		
Tip 4:		

Write

- 7 Write your article. Check that it contains:
 - · an introduction and conclusion
 - a main body divided into paragraphs
 - · an interesting first sentence
 - informal language
 - language which creates mental images
 - ideas that an adult reader would find interesting





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Writing

1 The writer says it's places that we have no expectations of that are surprising.

2 IIIIThe writer arrived early to avoid crowds. 3 Ⅲ

4 Ⅲ

5 IIIIII was bigger than the writer imagined.

6 Ⅲ

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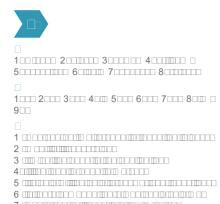
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