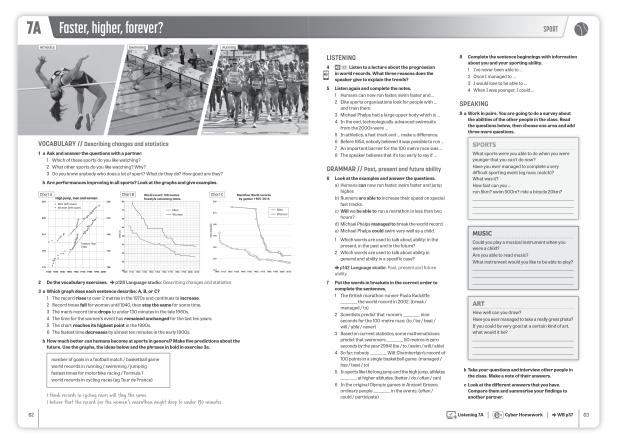
Faster, higher, forever?

7A



LESSON SUMMARY

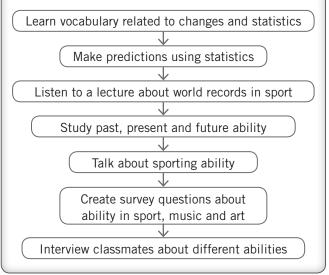


Students learn about changes and statistics in sport. They then learn to talk about personal ability by completing a class survey about sports, music and art.

LESSON OBJECTIVES

VOCABULARY Describing changes and statistics **GRAMMAR** Past, present and future ability **OUTCOME** Discuss abilities in music, sports and art

LESSON PATHWAY



VOCABULARY // Describing changes and statistics

1 Ask students: What sports can you see in the photos? (The high jump / athletics, swimming and marathon / running.) Ask students to discuss the questions in **part a**.

Ask some students to tell the class about their partner and encourage a class discussion on what sports are interesting to watch, and why or why not. For **part b**, direct students to the graphs and tell them to discuss the question. Monitor and write relevant language on the board, such as verbs to describe increases and decreases. Correct the exercise and go over the language you wrote on the board.

EXTRA ACTIVITY Discuss what affects performance in sport (this will help to lead in to the listening activity later in the lesson, where students listen to a lecture about records in sport, and generate ideas they can refer to in activity 3b. Ask students to discuss these questions in pairs or small groups.

a What things affect a sports person's performance?

b What things might help sports people get better in the future?

(Suggested answers: Their state of mind, technology, levels of fitness, legal & illegal performance drugs, levels of motivation.) **2** Direct students to the Language studio on p128 to complete the exercises.

PRONUNCIATION TIP Words which are verbs and nouns have different stress patterns, eg *increase* and *decrease*: oO = verb, Oo = noun. Tell students this and correct it when you hear mistakes later in the lesson.

In part a, do sentence 1 with the class, then students complete the exercise in pairs. Check answers.
 Part b helps to introduce the listening about world records in the next section. Their predictions here act as a pre-listening task as well as practising the language of trends. Direct students to the examples in blue. Ask: *Do you agree?* Tell pairs to make more predictions, writing sentences in their notebooks. Monitor and check accuracy, correcting errors as you see them.

Ask some students to share their predictions from exercise 3 as a lead in to the listening.

EXTRA ACTIVITY Students draw graphs to show their levels of activity in a typical week, then describe it to a partner. Their partner listens and asks questions.

For example,

A: My activity is low on a Monday morning then it rises when I go to work. It stays the same most of the day, then increases after work when I usually walk home. It reaches its highest point on Wednesdays and Fridays when I go to the gym. B: What do you do at the gym? Why do you walk home? How long is your walk home? If they have access to an app that shows how many steps they walked, they could use this to describe typical patterns and changes in their activity.

ANSWERS

- **2** 1: 1B 2C 3A
 - 2: *ব* increase, jump, reach a high point, rise → remain unchanged, stay the same
 - J decrease, drops, fall, reach a low point
 - 3: 1 These numbers illustrate the size of the world's major cities.
 - 2 This chart is about the world's population.
 - 3 This chart deals with women in sports.
 - 4 The graph shows the maximum and
 - minimum temperatures.
- **3a** 1A 2B 3C 4C 5A 6C

LISTENING

- 4 🚺 33 Tell students they are going to hear some
- facts about world records and ask: *What things have affected how well sports people perform over the last 50 years*? (Refer back to the extra activity after exercise 1b if you did it.) Play the audio and afterwards tell students to discuss the questions. Play the audio again if necessary. Check answers.
- **5** Tell students to read the sentences and think about how they might finish. Play the audio and pause after every second note to give students time to write. Give students one or two minutes to finish and add to their notes. Tell them to compare answers with a partner, then check answers with the class. Ask students if they had similar ideas to the listening about what affects sports performance.

There are extra activities based on this text in the e-book+.

ANSWERS

- 4 Biological, technological and psychological
- 5 Suggested answers
 1 jump higher than they could a hundred years ago
 2 the right body type
 3 perfect for swimming
 - 4 (avantually) bannad
 - 4 (eventually) banned
 - 5 better-designed running shoes
 - 6 a mile in less than four minutes
 - 7 the ten second barrier
 - 8 when human beings will reach their maximum potential in sports

GRAMMAR // Past, present and future ability

6 This exercise has extracts from the listening which helps students to see examples in context and notice the form. Tell students to complete the exercise, and then ask them to check answers with a partner. Check students are clear on the meanings and structures.

WATCH OUT! Students may have problems with verb patterns in this exercise. They may overuse *to* or forget to use it before the verbs. Remind them that after modal verbs *can* and *could*, we use the infinitive without *to*, and after *manage* and *be able*, we use *to* + *inf*.

They may also have problems with word order and adverbs of frequency. Remind them adverbs go after the modal verb and before the verb to *be*. Be ready to correct this in the following exercises.

There is more information on past, present and future ability in the Language studio on p142.

7 Tell students to read the sentences before they try and fill the gaps. Check answers.

EXTRA ACTIVITY If students are interested in the topic of world records and have access to the internet, they could research some other records in sport or other topics they are interested in. Ask them to work alone and find three interesting facts about sports records. Then they explain the records they found to a partner or in small groups.

8 Give one or two of your own examples to demonstrate the task, eg *I've never been able to run very fast.* Tell them to complete the sentences and monitor to check grammar. After students have finished, tell them to compare their sentences with a partner and ask questions to get more information.

ANSWERS

- 6 1 In the present: can, are able to
 In the past: managed to, could
 In the future: will be able to
 2 Managed to is only used to talk about ability in
 a specific case. The other words are mostly used
 to talk about ability in general.
- 7 1 managed to break
 - 2 will never be able to beat
 - 3 will be able to swim
 - 4 has managed to beat
 - 5 can often do better
 - 6 could often participate

SPEAKING

9 Ask students: Are you sporty or are you more talented in music or art? What about when you were younger? Get answers from some students, then tell them they are going to do a group survey to find out more about each other's abilities. Tell them to read the questions in **part a** individually and complete the task. Monitor and help with questions and ideas.

For **part b**, adapt the activity to your classroom layout and group size. Ideally, students will ask at least five or six other students. Remind them to make a note of everyone's answers. As they complete the exercise, listen and make a note of some results so you can give examples for **part c**, eg *Sandra and Higor can draw really well. José and Isabel would like to be able to play the guitar.* After students have finished asking questions, share some of these things you heard with the class to model their output in **part c**. For **part c**, put students into groups of three or four and tell them to compare results, using language from the lesson.

There is further practice on p37 of the Workbook. Use the Cyber Homework for 7A as extra practice for your class.

LESSON TRANSCRIPTS

33 7A, exercise 4

Speaker: It's always exciting to watch the fastest, strongest and most athletic people in the world compete in events such as the Olympics. And there's no question that it's even more exciting to see if an athlete can break a world record in their sport. In almost every Olympics, a world record for one sport or another is broken.

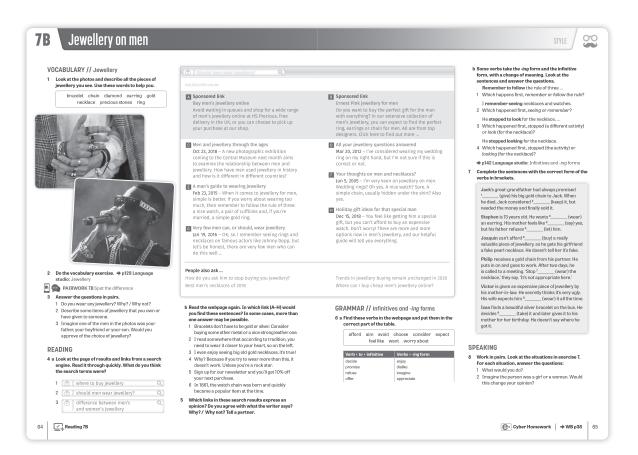
Humans can now run faster, swim faster and jump higher than they could a hundred years ago. How is this happening? And will they be able to do even better in fifty years? There are several explanations as to why this might be happening. The first is biological: our knowledge of science and the human body. The standard of training is rising and continues to rise. Additionally, trainers can now identify what body types are best for different sports. Elite sports organisations now search for people with the right body type, and train them. One good example of this is the swimmer Michael Phelps, who had an incredibly large upper body, perfect for swimming.

Then there is technology. The equipment that athletes use now means they can do better than they could before. In the early 2000s, many swimming world records were broken because of new scientifically-engineered swimsuits. The swimsuits were so good that the international swimming association decided they gave an unfair technological advantage, and the suits were eventually banned. In athletics, better-designed running shoes make a difference. And runners are able to increase their speed on especially designed fast tracks.

Finally, there is the psychology of breaking a world record. Before 1954, people thought that nobody could run a mile in less than four minutes. Athletes have managed to break that record many times since. It's a similar story for the 10-second barrier for the 100-metre race, or the two-metre mark of the high jump. If one athlete can break an important record, then others begin to have the confidence to believe that they can, too.

When will human beings reach their maximum potential in sports? Will we be able to run a marathon in less than two hours? Will women be able to jump higher than men? It's still too early to say, which is probably why we tune in at important sporting events to see ... can they do it?

Jewellery on men



LESSON SUMMARY

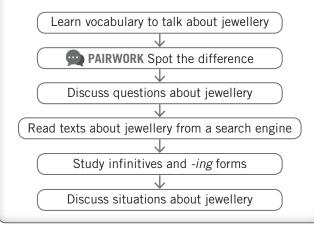


The lesson intends to question stereotypes and men who wear jewellery. Students describe jewellery they wear, and then discuss different situations and dilemmas related to men and women wearing jewellery.

LESSON OBJECTIVES

VOCABULARY Jewellery GRAMMAR Infinitives and *-ing* forms OUTCOME Talk about a dilemma

LESSON PATHWAY



VOCABULARY // Jewellery

- Books closed. To find out what vocabulary students already know, write the title of the lesson on the board and ask students: What is jewellery? What jewellery do women and men you know wear? Write relevant vocabulary on the board and correct pronunciation. Point out that in American English the spelling is jewelry. Tell students to open their books and look at the images. Students complete the exercise. Monitor and make a note of any issues with pronunciation. Check answers and the meaning and pronunciation of any unknown words. Pay attention to the /s/ sound in bracelet and necklace, the /ʃ/ sound in precious and the /tʃ/ in chain.
- **2** Direct students to the Language studio on p128 to complete the exercise.
- PAIRWORK 7B Spot the difference
- If students can't use the App, you can make blackand-white copies of the activity on p154, or download it from e-zone and print it in black and white or colour.

In this pairwork task, students play a game of *Spot the difference* with pictures. Direct them to their instructions and make sure they don't look at each other's pictures. Tell them to read the instructions and check they are clear on the activity. Monitor and make a note of any issues or good examples of pronunciation of the target vocabulary. Go over this after they have finished speaking.

7R

3 This exercise gives students an opportunity to use the new vocabulary. Tell them to discuss the questions. Monitor and make a note of any issues with meaning and pronunciation, and go over this after they have finished. Ask students to share any interesting things their partner said about the different questions.

ANSWERS

2 1K 2I 3M 4G 5C 6J 7A 8H 9L 10D 110 12E 13B 14F 15N

READING

- **4** Part a practises reading quickly to scan for key words and phrases. Before students do the activity, ask them to look at the three options and say what words, phrases and types of information they expect to read for each search term, eg *Where to buy jewellery: buy, shop, sales, offers, free delivery.* Set a time limit of 30 seconds and tell them to read the texts and choose the correct phrase. When you check answers, ask students what words helped them choose. In part b, check the meaning of *leather*, then tell students to read sentences 1–6 before they start the exercise. Fast finishers can compare answers with a partner. Check answers.
- **5** Ask students to identify the opinion-based texts, check answers with the class. Then students discuss the texts with their partner.

EXTRA ACTIVITY Ask students to search one or two of the items below, and then share their results. If they have access to the internet, they can do this in class. If not, they could do it for homework.

Ask them to find out the answers to these questions:

- 1 When did men start wearing jewellery?
- 2 What is the oldest piece of jewellery ever found?
- 3 What will jewellery look like in the future?

4 Do people wear wedding rings in different cultures? 5 What's the most expensive piece of jewellery in history?

There are extra activities based on this audio in the e-book+.

ANSWERS

- 4a 2 Should men wear jewellery?
- **4b** 1E or H 2D 3F 4E 5A, B or H 6C
- **5** D, E and G express opinions.

GRAMMAR // Infinitives and *-ing* forms

6 To be in line with *Studio's* more inductive approach to teaching grammar, find out if students know some of the rules. Write *I usually avoid <u>buy / to buy /</u> <u>buying jewellery online</u> on the board. Ask: <i>Do you buy* *jewellery online?* Elicit some ideas, then ask: *Which verb is correct?* (*buying*) Ask: *Why?* (After *avoid* we use the *-ing* form if we want to use another verb.) Tell students to complete **part a**. Check answers.

For **part b**, write this mini-dialogue on the board: *A: Have you got it?*

B: Yes, I remembered to bring the ring. I have it in my pocket. Don't worry.

OR

B: Well, I remember bringing the ring. But, I can't find it! Oh no!

Ask students: *Where would we hear these sentences?* (At a wedding or a birthday party.) *How they are different?* (The first sentence refers to a present situation. The speaker still has the ring. In the second one, the speaker does not have the ring. In the first sentence, the remembering happened before bringing the ring. In the second one, the remembering happened after bringing the ring.) *What is different about the form?* (In the first, *remember* is followed by *to* + infinitive. In the second, it is followed by *-ing.*) Tell students to read the examples and discuss the questions with a partner. Check answers.

There is more information on infinitives and *-ing* forms in the Language studio on p142.

7 This exercise describes different situations which have a dilemma in them. Ask students to read through the sentences quickly and ask: What do these stories have in common? (They all describe dilemmas involving jewellery.) To check students understand the rules, ask them to fill the gaps alone and then compare answers in pairs, while you monitor and check progress. This will allow you to support the students who need further clarification. Check answers.

ANSWERS

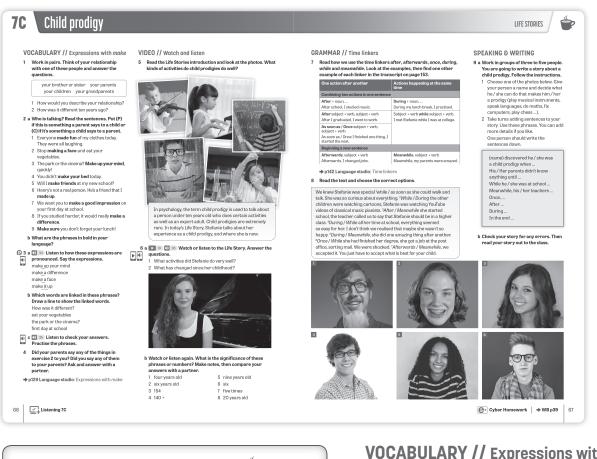
- 6a Verb + to + infinitive: afford, aim, choose, expect, want
 Verbs followed by -ing form: avoid, consider, feel like, worry about
- **6b** 1 remember 2 seeing 3 stopped 4 looking
- 7 1 to give 2 keeping 3 to wear 4 saying 5 to let 6 to buy 7 wearing 8 to wear 9 to take

SPEAKING

8 Ask students: *What would you do in the first situation?* Get a few responses, and then students discuss the other situations with a partner. Monitor and make a note of good language and errors (vocabulary and grammar). Go over this after they have finished.

There is further practice on p38 of the Workbook. Use the Cyber Homework for 7B as extra practice for your class.

Child prodigy



LESSON SUMMARY

LIFE STORIES

Students watch and listen to someone talking about being a child prodigy and how her life has changed since childhood.

LESSON OBJECTIVES

VOCABULARY Expressions with make **GRAMMAR** Time linkers **OUTCOME** Write a short biography of a talented person

LESSON PATHWAY



VOCABULARY // Expressions with make

Books closed. Ask students to listen and guess who 1 you are speaking about. Use some language for the lesson:

I have known this person all my life. While we were at school she was two years below me. In general, we get on really well but once, I remember we had a bad argument. She was making fun of my new hairstyle and I thought I looked really cool. After a few days we made up. During our teenage years, we didn't spend much time together but it didn't really make a difference to our relationship. I still make sure I call her every week. (Answer: It's your sister.) Open books. Tell students to discuss the questions. Ask some students to share any interesting things they discuss with the class.

- 2 Part a helps you to assess what students already know. Tell students to complete the exercise in pairs so they can share knowledge of vocabulary. Tell them to make a note of new words. Check answers. In part b, if you have a multilingual class, group students together who speak the same language. After students have discussed the translations, tell them to make a note of the phrases they want to remember with a translation.
- **P** 3 (1) 34) This activity practises linking sounds. Play the audio in part a and ask: Do you notice how the • consonant sound and vowel sound link together? Play the audio again and ask students listen and repeat.

PRONUNCIATION TIP We often run words together in English when we have a word that ends in a consonant sound and the next starts in a vowel sound, eg *make up* /merkʌp/.

The examples in **part b** also feature other features of connected speech. There is elision of /t/ in *first day*. And there is assimilation in *eat your* where /t/ and /j/ sounds mix together to become /tʃ/. Explain these pronunciation features before students do the exercise.

For **part b**, ask students to underline the parts they think are linked, using the rule above to help them.

- Play the audio in part c and check answers.
 Then play the audio again and tell students to listen and repeat.
- **4** Direct students back to the phrases in exercise 2 and ask them to discuss the questions.

Direct students to the Language studio on p129 for a list of phrases with *make*.

ANSWERS

- 2a 1C 2P 3P 4P 5C 6C 7P 8P 9P
- **3b** How_was_it different? Eat_your vegetables The park_or the cinema First_day_at school

VIDEO // Watch and listen

- 5 Direct students to the title of the lesson and tell them this is to do with the Life story in today's lesson. Ask: What do you think the story will be about? Tell them to read the text quickly and see if their ideas are correct. Ask students to read the introduction again and discuss the questions. Tell students to complete the matching activity. Check answers.
- **6** In this activity you can use the Life Stories video or audio resources. Go to p20 for more information on using Life Stories videos and audios.

Image: Second state sta

For **part b**, ask them to read the phrases and numbers before they watch or listen again. Play the video or audio again and ask them to check answers. If students are struggling pause the video or audio so they can make a note of answers. Give them one or two minutes afterwards to review and complete their notes. Then ask them to compare their notes with a partner before checking answers with the class.

There are extra activities based on this audio in the e-book+.

ANSWERS

- 5 music, mathematics, video games, science
- 6a 1 reading, music, learning languages2 She gave up the activities, got a job in the post office and became happier.
- **6b** 1 She was the only child in her class who could read.
 - 2 She played piano at a school festival.
 - 3 Stefanie's IQ.
 - 4 An IQ of 140+ is called 'genius' or 'almost genius'.
 - 5 She wrote a concerto.
 - 6 She could speak six languages at 15 years old.
 - 7 She was in the newspapers five times
 - 8 She gave everything up when she was 20.

GRAMMAR // Time linkers

7 You will need the transcript for this exercise. Tell students the time linkers are from the Life story. Direct them to the rule box and ask them to find other examples in the transcript on p153.

There is more information on time linkers in the Language studio on p142.

8 Do the first one as an example with the class. Students complete the other six sentences, and then compare answers. Check answers.

ANSWERS

7

8

After + noun,
After that piano concert, my parents took me to a
specialist.
After subject + verb, subject + verb
After I learnt the piano to an advanced level, I
learnt how to play the guitar and the flute.
As soon as / Once subject + verb, subject + verb
As soon as my parents heard this, they put me in
a special school.
So once I finished my university degree, I gave it
all up.
Afterwards, subject + verb
Afterwards, I was in the newspapers, I think five
times.
<i>During</i> + noun,
<i>During</i> the first class, the teacher showed us a book.
I played piano <i>during</i> the school festival.
subject + verb <i>while</i> subject + verb
I read the story to the other children in the class,
while the teacher just watched in amazement.
(While I was learning Italian, I also took
Portuguese and Spanish classes.)
<i>Meanwhile</i> , subject + verb
Meanwhile, people started to notice.
1 as soon as 2 While 3 After 4 During
5 Meanwhile 6 Once 7 Afterwards

SPEAKING & WRITING

9 Ask students to think back to the Life story and discuss with a partner what they think about Stephanie's life, and what they would do if they had a child who was a prodigy.

For **part a**, direct students to the images of child prodigies. Ask: *How old are they? Where do you think they are from?* Explain they have to invent the story of a child prodigy for one of the photos. Ask them to work in their groups and read the task instructions. Check they are clear on the task, and ask who the writer is for each group in order to check instructions. Remind them to use the linkers, and challenge them to include some of the expressions with *make* in their stories.

In **part b**, ask students to check for grammar, punctuation and spelling errors. If you know what errors your learners typically make, ask them to check for these. Tell them one person from each group should read the story to the class. You could give them a chance to rehearse this in their groups first. Ask students to listen and notice use of the key expressions and use of linkers. After each story, ask listeners what language they heard from the lesson. After they have finished, ask students to discuss in their groups which stories they liked and why. Ask each group to share some of their thoughts with the class.

EXTRA ACTIVITY Ask students to go online if they have access to the internet and research real life prodigies. Tell them to make a note of three or four interesting facts about the life of the person they researched and share their findings in groups.

There is further practice on p39 of the Workbook. Use the Cyber Homework for 7C as extra practice for your class.

LESSON TRANSCRIPTS

▶ 19 🚺 36 7C, exercise 6

Stephanie: I don't remember a lot from when I was four years old, but I remember I was surprised on the first day of school. During the first class, the teacher showed us a book, and I was the only person who could read. I remember I read the story to the other children in the class, while the teacher just watched in amazement. I think I made a big impression. I loved school, and music class was my favourite. This is a recording of me when I was six. I played piano during the school festival. After that piano concert, my parents took me to a specialist. They gave me a whole series of tests. I didn't make a single mistake. It turns out I had an IQ of 154. Anything over 140 is called 'genius' or 'almost genius'. As soon as my parents heard this, they put me in a special school for gifted children.

The next ten years were, for my family and friends at least, one achievement after another. After I learnt the piano to an advanced level, I learnt how to play the guitar and the flute. When I was nine, I managed to write a whole concerto for five instruments. Languages were also very easy for me. While I was learning Italian, I also took Portuguese and Spanish classes. I could speak six languages at 15 years old. Meanwhile, people started to notice. I went on national television and was in a show called 'Child Prodigies'. Afterwards, I was in the newspapers, I think five times. My parents were very pleased with me, of course. All this continued until I was 20. But let me share a secret with you. I wasn't really that happy. I don't blame my parents, they just wanted the best for me and they never pushed me too hard. They just wanted me to have every opportunity. But, in the end, I think I just got tired of it all. So, once I finished my degree, I gave it all up. The languages, the music. Everything. I got a job at the local post office. There's a chance I will go back to some of these areas, but for now I really enjoy being anonymous. Just another normal person.

I still play piano at the end-of-year post office party though.

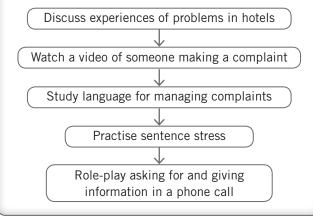
101 THINGS ENGLISH **7** Make a complaint



LESSON SUMMARY

In this lesson, students role-play making a complaint in a hotel.





GET READY

 Books closed. Ask the class: Do you travel often? Do you prefer hotels or renting apartments? Why? Open books. Direct students to the image and check understanding of noisy, heating, light bulbs. Tell students to discuss the questions. After they finish, ask some students to share what they discussed for question 2.

WATCH

3

- Play the video and ask students to identify the problem.
 - ▶ 21) Ask students to read the sentences in part a
- and try to remember if they are true or false. Play the complete video and ask them to check their ideas.
 Tell students to do part b. Play the video again if they need to see it to check their ideas.

ANSWERS

- **2** The customer has a problem in the bathroom.
- **3a / b** 1 F: The guest had only cold water.
 - 2 F: The guest couldn't not completely turn off the water.
 - 3 T 4 T
 - 5 F: There is nothing he can do about the water but he can change the guest's room.
 - 6 F: The guest cannot leave the bathroom.

STUDY

- 4 Do the first one in **part a** as an example with the class. They complete the exercise individually, and then check in pairs.
- Play the 101 video in **part b** so students can check answers. Play the 101 video again and tell students to listen and repeat.
- **5** Say the words in **part a** and tell students to underline the stressed syllables.
 - Check answers and then play the audio in **part b** so students can listen and repeat.

EXTRA ACTIVITY Tell students to practise saying the phrases with a partner. Student A plays the role of the guest and makes a complaint. Student B replies with an appropriate response. Monitor and drill individually where necessary. An alternative activity is to have students work in groups. Students take turns to build conversations one word at a time. They keep going as long as they can to create a dialogue.

- S1: Excuse
- S2: me
- S3: there's
- S4: something (etc.)



ANSWERS

- 1 bother 2 afraid 3 wrong 4 appears 4a 5 slight 6 hear 7 nothing 5a
- excuse afraid problem complain hotel appear

PRACTISE

6 Tell students to read the instructions for each role. Check they are clear on the task. For part a, tell them to prepare the conversation and select phrases they will need to use in each role.

For **part b**, encourage them to start off with books open in case they need to refer to the phrases. Then they should practise with books closed.

Ask students to perform the conversation in front of the videoscape if you can project it in your classroom. Tell listeners to give feedback on use of vocabulary and good pronunciation, and to share things they liked about the performance.

For more information on how to use the videoscape, please go to p21.

There is further practice on p40 of the Workbook. Use the Cyber Homework for 101 7 as extra practice for your class.

LESSON TRANSCRIPTS

101 7, exercise 3a

Monday morning

Guest: Hi, excuse me.

- Receptionist: Yes, can I help you?
- Guest: Sorry to bother you, but there's something wrong in our room. There appears to be a problem in the bathroom. There's no hot water. I've just tried to have a shower but it was cold.
- Receptionist: I'm sorry, I'll call maintenance and someone will check it out immediately. What room number is it? Guest: Room 237. Thanks.

Monday evening

Receptionist: Good evening, how can I help you?

- Guest: It's us from room 237. Remember? I'm afraid there's a slight problem with the hot water in our bathroom.
- Receptionist: I did send someone from maintenance up this morning. What seems to be the problem now?
- Guest: Well, now it's impossible to turn it off. It keeps dripping. Like ... drip drip drip. It's really annoying.
- Receptionist: I'm so sorry to hear that, sir. I'll call someone right away.

Guest: Good! Thanks.

- Receptionist: What was the room number again?
- Guest: 237. Didn't you hear me the last two times?

Receptionist: Of course, sir. I'm sorry.

Tuesday morning

- **Receptionist:** Good morning, how is everything this morning? Is the water OK now?
- Guest: Uh, no, it isn't. Look I'm sorry to say this, but I want to complain about our room.
- Receptionist: Oh, dear. What is it now?
- Guest: Well, there's no water again. At all! Nothing! We couldn't even take a shower this morning!
- Receptionist: I'm so sorry, sir. You see, at the moment we are doing some work on the pipes. I thought they'd managed to fix it, but it seems not. I'm afraid there's nothing we can do about this. But I can change your room.

Guest: Yes, please do that. Please.

Receptionist: And let us invite you to a complimentary drink in the restaurant.

Guest: Well, OK. Alright then.

Tuesday evening

Receptionist: Hello, reception?

Guest: I'm the customer from room 237, remember me?!?

- Receptionist: Of course, sir, you should now be in room 101.
- Guest: I AM in room 101! I'm in the bathroom, using the telephone in the bathroom.
- Receptionist: Does the water work, sir?
- Guest: Yes, but now the door doesn't work! I'm STUCK in the bathroom. Send someone to get me out immediately! RIGHT NOW!

Receptionist: I'm so sorry ...

Guest: Help! Get me out of here! Receptionist: I'll send someone immediately, sir!

101 7, exercise 4b

Begin politely

Excuse me, Sorry to bother you, I'm sorry but, I'm afraid that ... Sorry to say this but ...

Make the complaint

there's something wrong in our hotel room. there appears to be a problem in the bathroom. there's a slight problem with the hot water. I want to complain about our room.

Replies

I'm so sorry, I'll ... I'm sorry to hear that, I'll ... I'm afraid there is nothing we can do.

37) 101 7, exercise 5b

Excuse me. I'm afraid there's a problem... I want to complain about my hotel room. There appears to be a problem...

REVIEW 7 & 8

Ask students to work through the exercises in pairs. Monitor and help with explanations and corrections. For more information on the Review sections, see p16. For more practice, go to:

- Project 4 on e-zone
- Writing 4 on SB p119
- Workbook pp45–47

PAIRWORK

This pairwork task recycles vocabulary from pp62–76. Ask students to read the relevant instructions (Student A or B) and check they understand the task. Tell students to refer back to the lessons if they need help with remembering language they can use in the task. Demonstrate the task with a confident student and then ask students to complete Round 1. Monitor and make a note of errors and good language. Go over this and then tell students to change roles and repeat the task with Round 2. Monitor and make a note of errors and good language. Go over this after they have finished speaking.

ANSWERS

1a	1 sure 2 bed 3 making 4 up my mind 5 to do
	6 talking 7 to help 8 fun
2	1 during 2 While 3 Meanwhile
	4 As soon as / Once 5 after 6 As soon as / Once
	7 afterwards 8 after
3a	Students' own answers
3b	Suggested answers
	1 can't have been 2 must have put
	3 might / could have been 4 might / could have
	been 5 must have forgotten
4 a	1 Do you like having your photograph took <u>taken</u> ?
	2 Do you think you can <u>will</u> be able to buy your
	own home one day?
	3 Have you ever been had your phone repaired?
	4 How well can could you speak English when
	you were ten?
	5 What is the longest book you have manage
	managed to read?
	6 When was the last time you had pizza delivering
	<u>delivered</u> to your home? 7 When will you next make <u>have</u> your hair cut?
5a	1g 2b 3e 4f 5a 6c 7d
5a 5b	1 solve 2 explain 3 invite 4 confess
50	5 connect 6 investigate 7 describe
6	1 bother 2 wrong 3 whole 4 slight 5 tend
U	6 afraid 7 speaking 8 say 9 nothing