

9c Telephone bills

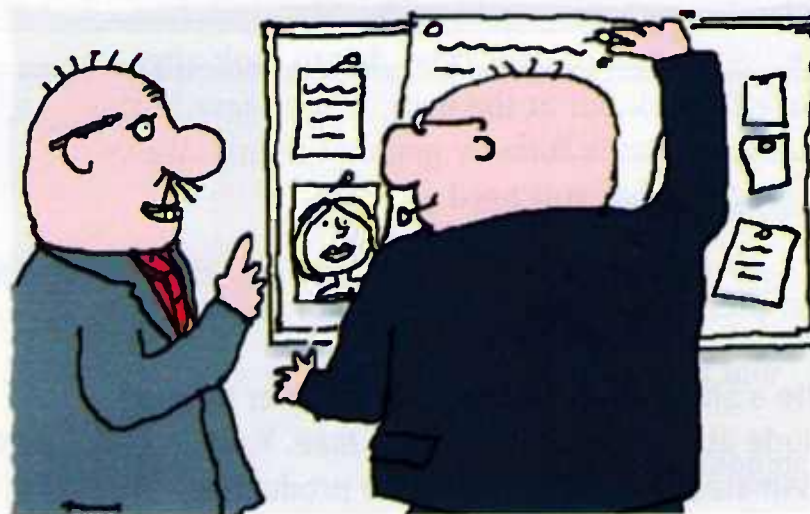
SPEAKING

- 1 Have you ever bought one of the products shown in this advertisement? Why or why not?
- 2 Work in pairs. Think of a fascia, a logo and ring tone for three of your classmates. Do they agree with your choices?



LISTENING

- 1 flu 2.12-2.14 Listen to three conversations. In each conversation, someone is unhappy. What is each person unhappy about?
- 2 Can you remember who said the following phrases?



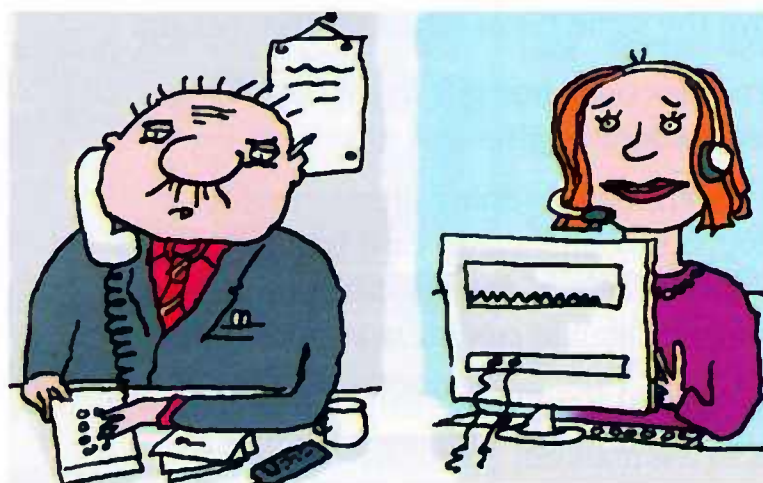
Conversation 2: Derek (Dk) / Dave (D)

- 5 What a cheek! As if we had the time!
- 6 I've had nothing but problems with it.
- 7 I think we can make an exception.



Conversation 1: Camilla (C) / Derek (Dk)

- 1 There's something I wanted to talk to you about. C
- 2 I'll ask her to sort them out.
- 3 I didn't know we had any customers in Japan.
- 4 I'll speak to you again at the end of the day.



Conversation 3: Dave (D) / Service assistant (S)

- 8 I'm not too sure.
- 9 I take your point.
- 10 I'm not sure what to suggest.

& 2.12-2.14 Listen to the conversations again to check your answers.

FUNCTIONAL LANGUAGE: complaints

- 1 **2.12-2.14** Listen to the conversations again and complete the extracts.

Conversation 1

I'm _____ finding anything.
 Could you _____ to have a look at them?
 I'm afraid that's _____ enough.
 I'll see _____ this afternoon.

Conversation 2

- 5 It's just not on, I mean it's totally

Conversation 3

- 6 I've got a _____ my phone.
 7 I'm sorry, sir. What seems to be _____
 8 I think there's _____ the power.
 9 The phone doesn't _____.
 10 Could I _____ the manager?
 11 I'd like a _____
 12 I want to have my _____

- 2 Match the sentences in exercise 1 with the four groups a-d.

- a Explaining the problem (4 sentences)
 b Saying what you want (4 sentences)
 c Expressing dissatisfaction (2 sentences)
 d Responding to a complaint (2 sentences)

- 3 Work in pairs. Think of one more sentence for each group a-d in exercise 2.

Roleplay

- 4 Work in pairs. You are going to act out a conversation where someone makes a complaint. Choose one of the situations below. Prepare and perform the roleplay.

- You have recently opened an account with an internet service provider (ISP). Every time you log on to the net, your computer crashes. Telephone the ISP to complain.
- You ordered some DVDs from a website. After four weeks, they still have not arrived. You have received no replies to your emails. Telephone the company to complain.
- You bought an expensive digital camera from a local shop to take on holiday with you. It didn't work. You couldn't even switch it on. You return from your holiday and go back to the shop to complain.

VOCABULARY: prepositional phrases

- 1 Complete the sentences with an appropriate preposition.
- Do you ever meet friends in the street _____ chance?
 - Have you ever telephoned the wrong number _____ mistake?
 - At what time of the day are you most often _____ a hurry?
 - Have you ever solved a problem _____ accident?
 - What organizations have information about you _____ file?
 - Have you ever been _____ danger of losing your job?
 - Do you ever leave your bedroom _____ a mess?
 - Have you ever been _____ trouble at school?

III\$ 2.15 Listen to the recording to check your answers.

- 2 Work in pairs. Choose five questions to ask your partner.

DID YOU KNOW?

- 1 Work in pairs. Read the information about phone boxes in the UK and discuss these questions.

The red phone box has been a traditional symbol of Britain for over 80 years. But now, they are disappearing from the British landscape, mostly because of an increase in the use of mobile phones.

At their peak, there were more than 140,000 red phone boxes throughout the country. Today, there are fewer than 60,000 of them in use. Most of these are modern in style and do not look like the traditional box which was first introduced in 1924.

The red boxes were owned by British Telecom (BT), the biggest phone company in the UK. BT used to be a government company and had a monopoly. However, in 1984 it became a private company and other phone companies were allowed to compete with it. Now there are a lot of telephone companies operating in the UK, including supermarket chains like Tesco.



- How many phone companies are there in your country?
- Which is the most popular?
- What advice would you give to someone who wants to have a mobile phone account in your country?

GRAMMAR

Articles, determiners & quantifiers

We use the definite article, *the*

- to refer to something or someone because we have already mentioned it, or it is defined by the context of the sentence.

The Office of Statistics draws up a list of goods. The list is designed to reflect the nation's buying habits.

- to refer to something or someone when it's the only one in the context.

In the consumer world of the twenty-first century ...

We use the zero article with uncountable or plural nouns to talk about things in general.

They replace them with 0 new products.

We prefer 0 lighters.

We use the indefinite article, *a* or *an*

- to talk about things in general (with singular nouns).

The basket does not contain a box of matches.

- to introduce new information or to refer to something for the first time (with singular countable nouns).

The Office of Statistics draws up a list of goods.

- to refer to one of a group of things.

...to see if you're a part of modern Britain.

We use the determiners *some* and *any* to describe an unspecified number or quantity (with uncountable and plural nouns).

We should get some mineral water.

Some families are spending more on organic food.

Some is common in positive sentences. In negative sentences and questions, *any* is more common.

It does not contain any luxury goods like caviar.

Have you bought any coffee recently?

We can also use *any* in positive sentences to show that the quantity is not important.

If you see any special offers at the shops, let me know.

(= it doesn't matter how many/which special offers)

We can use the quantifiers *some*, *any*, *many*, *most* and *all* in two different ways: with or without *of*.

with of

some

any

many

most

all

of

the + noun

my/his/her/etc. + noun

them/us/you

Some of the shops are very expensive.

I don't know any of your friends.

without of

some

any

many

most

all

+ noun

+ *the* + noun

Some people hate shopping.

Are there any shops that sell souvenirs?

We use *none* to talk about no amount or quantity of something. When *none* is followed by a noun or pronoun, we always use *of*.

none of

the + noun

my/his/her/etc. + noun

them/us/you

None of the shops are open.

Not none shops are open ...

None of my friends smoke.

None of them has time to help you.

When *none* is the subject of a sentence, it is used with an affirmative verb. The verb can be singular or plural.

We use *no* followed by a noun without an article or a possessive adjective.

There were no parking facilities.

No website is better for cheap flights.

Quantifiers that can be used with both plural countable nouns and uncountable nouns:

a lot of, lots of, enough, not enough, plenty of

Enough means the quantity is sufficient for the purpose.

Do we have enough money to go out for a meal?

I think you've probably had enough time.

Plenty of means the quantity is more than sufficient for the purpose.

You've got plenty of time to catch the train.

There's plenty of room for everybody.

quantifiers with plural countable nouns

many

not many

too many

a few

few

quantifiers with uncountable nouns

—

not much

too much

a little

little

We do not usually use *much* in affirmative sentences in modern English. We use *a lot of/lots of* instead.

They gave us a lot of advice.

Not They gave us much advice.

We use *too many/too much* when we want to be critical of something.

There were too many people.

(= I was not happy about this.)

A *few* and a *little* mean a small amount or quantity. *Few* and *little* without the indefinite article mean *not many* or *not much*. Compare:

A few beaches are really nice.

(= a small number of beaches)

Few beaches are really nice.

(= not many)

Few and *little* (without *a*) are usually used with an affirmative verb.

FUNCTIONAL LANGUAGE

Complaints

Ym having problems + -ing form ...

/ think there's a problem with ...

I think there's something wrong with ...

I've got a problem with ...

... doesn't work.

What seems to be the problem?

I'll see to it/look into it.

I'll get back to you.

Could you ask/get someone to + infinitive ... ?

Could I speak to ... ?

I'm afraid that's not good enough.

It's totally unacceptable.

I'd like a refund.

I want to have my money back.

WORD LIST

Shopping

corner shop <i>n C</i>	/kɜːnə 'fɒp/
discount shop <i>n C</i>	/diskaunt ,ɪbɒp/
high street shopping <i>n U</i>	/'haɪ ,stri:t 'jɒpɪrj/
online shopping <i>n U</i>	/.ɒnlam 'jɒpɪq/
shop assistant <i>n C</i>	//Dp a.sɪstənt/
shopaholic <i>n C</i>	/'ʃɒpə'hɒlɪk/
shoplifter <i>n C</i>	/'ʃɒplɪftə/
shopping centre <i>n C</i>	/'ʃɒpɪrj ,sentə/
shopping mall <i>n C</i>	/'ʃɒpɪrj ,mæl/
window-shopping <i>n U</i>	/'wɪndəʊ'ʃɒpɪrj/

Containers

bottle <i>n C</i> ***	/bɒtl/
box <i>n C</i> ***	/bɒks/
can <i>n C</i> **	/kæn/
carton <i>n C</i>	/kɑːtn/
jar <i>n C</i> *	/'dʒɑː/
packet <i>n C</i> **	/'pækɪt/
tin <i>n C</i> **	Am/
tub <i>n C</i>	Ллб/

Collocations with take

take a look at (sth)	/teɪk ə 'lʊk at/
take advantage of (sth)	/.teɪk əd'vɑɪntɪdʒ/
take (sb's) advice	/teɪk əd'vaɪs/
take (sb's) breath away	/teɪk brɛv ɜ,we/
take (sb's) word for (sth)	/teɪk 'wɜːd fə/
take time	/teɪk 'taɪm/

Other words & phrases

accessible <i>ad</i>)	/ək'sesəbl/
accurately <i>adv</i>	/ækjʊrətli/
analyze <i>v</i>	/ænaləɪz/
appeal <i>v</i> ***	/'æpiəl/
association <i>n C</i> ***	/'a.səʊsi'eɪʃn/
basement <i>n C</i> *	/'beɪsmənt/
basket <i>n C</i> **	/'bɑːskɪt/
buff <i>n C</i>	Λbf/
burger <i>n C</i> *	/'bɜːdʒə/
cater <i>v</i> **	/'keɪtə/
chain <i>n C</i> ***	ʌJem/
chart <i>n C</i> **	/'tʃɑːt/
classic <i>n C/adj</i> **	/'klaesɪk/
complaint <i>n C</i> ***	/'kɒm'pleɪnt/
connoisseur <i>n C</i>	/'kɒnə'vɜːsə/
contact <i>v</i> ***	/'kɒntækt/
cracker <i>n C</i>	/'krækə/
cranberry <i>n C</i>	/'krænb(ə)rɪ/
crisp <i>n C</i> *	/'krɪsp/
cross off <i>V</i>	/'krɒs 'ɒf/
cut (sth) short	/'kʌt 'ʃɔːt/
cybernaut <i>n C</i>	/'saɪbənɔɪt/
decaffeinated <i>ad</i>)	/'diː'kæfɪneɪtɪd/
delivery <i>n C</i> ***	/'delɪv(ə)rɪ/
discount <i>n C</i>	/'diskaunt/
electronic <i>ad</i>) ***	/'elek'trɒnɪk/
exception <i>n C</i> ***	/'ɪk'sepʃn/
fraud <i>n U</i> **	/'frɔːd/
free-range <i>ad</i>)	/'friː'reɪndʒ/
frustrated <i>ad</i>) *	/'frʌ'streɪtɪd/
gift <i>n C</i> ***	/'gɪft/

gin <i>n U</i>	Мзт/
greeting <i>n C</i> *	/'griːtɪŋ/
guarantee <i>n C/v</i> **	/'gærən'tiː/
hand-made <i>ad</i>)	/'hændmeɪd/
herb <i>n C</i> *	/'hɜːb/
hot-air balloon <i>n C</i>	/'hɒt 'eə bæ,ʌlɒn/
household <i>n C/adj</i> ***	/'haʊs,hʊld/
landscape <i>n C</i> **	/'lændskeɪp/
leaf <i>n C</i> ***	/'liːf/
lemonade <i>n U</i>	/'lemə'neɪd/
lighter <i>n C</i>	/'laɪtə/
low-fat <i>ad</i>)	/'ləʊfæt/
luxury <i>n C</i> *	/'lʊkjʊəri/
margarine <i>n U</i>	/'mɑːdʒɪ'riːn/
marmalade <i>n U</i>	/'mɑɪmə.leɪd/
memorabilia <i>n U</i>	/'mem(ə)rə'bɪlɪə/
monopoly <i>n C</i> **	/'mɒnə'pɒli/
olive oil <i>n U</i>	/'ɒlɪv 'ɔɪl/
organic <i>ad</i>) *	/'ɔːgənɪk/
out of favour	/'aʊt əv 'feɪvə/
outskirts <i>n pl</i>	/'aʊtskɜːts/
parade <i>n C</i> *	/'pɑːreɪd/
peak <i>n C</i> **	/'piːk/
peanut <i>n C</i>	/'piːnʌt/
precious <i>ad</i>) **	/'preʃəs/
priority <i>n C</i> ***	/'praɪ'ɒrɪti/
product <i>n C</i> ***	/'prɒdʌkt/
proposal <i>n C</i> ***	/'prɒpə'sʌl/
query <i>n C</i> *	/'kwɪəri/
queue <i>n C/v</i> *	/'kjuː/
range <i>n C</i> ***	/'reɪndʒ/
refrain from <i>v</i>	/'rɪ'freɪn frəm/
release <i>n C/v</i> ***	/'riːls/
salad <i>n U/C</i> **	/'sæləd/
sale <i>n C</i> ***	/'seɪl/
screenplay <i>n C</i>	/'skriːn,pleɪ/
security <i>n U</i> ***	/'siːkjʊrɪti/
slice <i>n C</i> **	/'slaɪs/
souvenir <i>n C</i> *	/'suːvə'nɪə/
spice <i>n C</i> *	/'spaɪs/
spill <i>v</i> **	/'spɪl/
statistic <i>n C</i>	/'stætɪstɪk/
switch on <i>v</i>	/'swɪtʃ ɒn/
system <i>n C</i> ***	/'sɪstəm/
technophobe <i>n C</i>	/'teknə'fəʊb/
tidy up <i>v</i> *	/'taɪdi ,ʌp/
tissue <i>n C</i> **	/'tɪʒuː/
trilogy <i>n C</i>	/'trɪlədʒi/
trolley <i>n C</i> *	/'trɒli/
tuna <i>n U/C</i>	/'tjuːnə/
unconventional <i>ad</i>)	/'ʌnkən'ven(ə)n(ə)l/
vegetarian <i>adj/n C</i>	/'vedʒɪ'teərɪən/
vodka <i>n U</i>	/'vɒdkə/
what a cheek	/'wɒt ə 'tʃiːk/
wheelchair <i>n C</i>	/'wiːl,tʃeə/
wish list <i>n C</i>	/'wɪʃ ,hɪst/
wrap <i>v</i> **	/'ræp/