



Learning Support Materials

English for Speakers of Other Languages:
Everyday Life 2 (National 4)

Student Notes



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Lesson
01 **Goods and services**
Deliveries

	Task: Order purchases and arrange for delivery
Skill: Speaking, Reading, Writing	

Activity 1 Speaking

Student A

You would like to order a television set for home delivery. But first fill in this form:

First name: _____ Surname: _____

Address: _____

Post code: _____ Phone no. _____

Type of card: (eg Visa, Mastercard) _____

Number: _____

Expiry date: (MM/YY) ____ / ____

Security code: ____

Invent these details.
Don't use real card numbers!

Now phone Paxens and order the TV set below. Ask when you can expect it to be delivered.

PAXENS	Electrical goods by phone or online.
Telephone orders, phone 0889 397286. Have your credit or debit card ready.	



Maxine
model no: 17-KLND-15
17 inch flatscreen
£259.99

Student B

You work in a call centre for Paxens, a large electrical good supplier. Student A will phone you to order a TV set. Make sure you write all the details on the form below.



Customer order form

Date: _____

Customer details

First name: _____ Surname: _____

Address: _____

Post code: _____

Card details

Type of card: (eg Visa, Mastercard) _____

Number: _____

Expiry date: (MM/YY) ____ / ____

Security code: ____

Goods details

Item ordered: _____

Make: _____

Model no: _____

Make sure you confirm the price with the customer before authorising delivery.

Price: _____

Inform the customer to expect delivery in 3–4 days.

Activity 2 Reading

Read the text and answer the questions on the next page.

Internet shopping — it's not for girls

By Chris Tomlinson

(Chris writes for the *Birmingham Post*. This is a summary of the online version of his technology column.)

Last week a survey said that women now spend more online than men.

Since the internet started, men have used it more. However, online shopping has recently become very popular with women. They have discovered that it is as good as the real thing, only without the sore feet.

Single women between 30 and 39 spend more time online than most. They organise their lives as well as their shopping. There are chain stores like Next, Littlewoods and Marks & Spencer among their top ten favourites, but also the holiday site Superbreaks, and Ticketmaster, which can get you a ticket for almost anything.

On average, women spend £495 online each year — £25 more than men.

At one time, people believed that online shopping suited men better than women. A man, just like a hunter, found his target — such as a power tool (note: all men need power tools) — by comparing prices and models on several different websites. Then, like a hunter kills an animal, he bought it.

A man goes out to buy a shirt; a man comes back with a shirt.

But a woman goes out shopping without a special target. Just like her Stone Age ancestor gathered fruit, she walks around all day, 'saving money' here, 'saving money' there.

A woman goes out to buy a blouse; a woman comes back with two — one to keep and one to take back later — as well as a matching bag, a pair of shoes and something else with a nice smell.

There are no department stores on the web. You don't notice a Gucci bag on the way to the shoe department. Many websites only sell one kind of thing and there are no sales assistants trying to make you buy anything else. So the web suits male shoppers. It's not for girls!

We have believed this for a long time, but this survey now tells us that we are wrong.



Photo ©iStockphoto.com/K. Kwiatkowski

Which of these things does the **writer** believe? Write **y** (yes) or **n** (no) on each line.

- 1 Women should not use the internet. ____
- 2 Men use the internet more than women do. ____
- 3 Women between 30 and 39 use the internet more than others. ____
- 4 The internet suits men more than women for shopping. ____
- 5 Women spend more time shopping than men do. ____
- 6 Women buy too many things on the internet. ____
- 7 Women now spend more money on the internet than men do. ____

Now answer these questions. Write **y** (yes) or **n** (no) on each line.

- 8 Do men still use the internet more than women? ____
- 9 Is online shopping still popular with women? ____
- 10 Does online shopping really suit men more than women? ____

Activity 3 Language focus

The present perfect

We use the present perfect:

- 1 for events which started in the past and have continued up to **now**.
'She's worked there for years.'
- 2 for events in the past where we don't know the exact time, or the time is not important: 'I've seen that film lots of times.'

We use the **past simple** when we **say** the time the event happened, or when this time is important ... or both.

'I saw Charlie yesterday.'

'Did you have a nice holiday?'

We use the **past simple** for events in the past which we see as distant or remote, as not connected to the present

We use the **present perfect** when the event is still happening, or when its result is important now. Both uses are connected to the present – that's why we call it the **present perfect**.

Work with a partner. Look at these sentences. Decide if they should be in the **present perfect** or the **past simple** and rewrite the verbs. Pay attention to negatives and questions.

- 1 Julia **(get)** _____ that coat last year.
- 2 She **(wear)** _____ it almost every day since then.
- 3 It's a good shop – I **(buy)** _____ a few things there.
- 4 It was a terrible shop. I only **(go)** _____ inside once.
- 5 I **(had)** _____ these shoes for years – I still wear them sometimes.
- 6 I **(not wear)** _____ this for years but it's coming back into fashion.
- 7 When I was at school I **(try)** _____ to wear nice clothes. Now I don't worry.
- 8 I **(have)** _____ this car for too long. I need a new one.
- 9 You **(meet)** _____ anyone interesting in London last week?
- 10 Oh no! They **(open)** _____ another supermarket? There are too many in this town.

Activity 4 Vocabulary

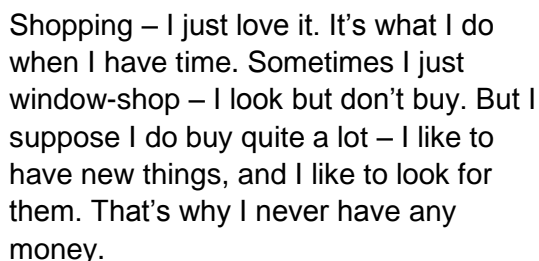
Work with a partner. Match the shops with the things that they sell.

baker	bazaar	boutique	butcher	chain store	chemist
department store	florist	greengrocer	hypermarket		
newsagent	shopping centre	supermarket			

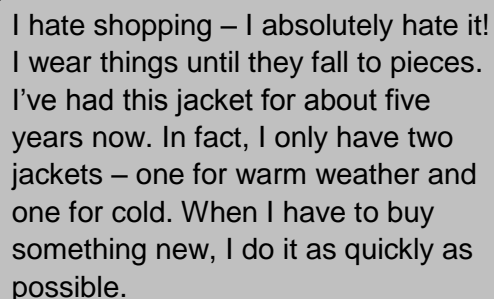
- a A meat shop.
- b A shop that sells flowers.
- c A fruit and vegetable shop.
- d A shop for bread and cakes.
- e A shop selling fashionable clothes.
- f A very large supermarket. It usually sells more things, eg cars.
- g One of a group of shops with the same name. Most towns have one.
- h A group of different shops in one area, often outside the town centre.
- i A group of shops, usually under one roof, especially in the Middle East.
- j A shop that sells medicine, toiletries (eg shampoo, soap, toothpaste) and baby products.
- k A shop that sells newspapers, magazines, sweets, cigarettes and stationery (eg paper, cards, envelopes).
- l A large shop, usually in one big room. It sells food and drink and household goods (eg for cleaning) and sometimes clothes.
- m A large shop with many different rooms. Each sells a different type of thing – eg carpets, china, clothes, electrical appliances (TVs, washing machines, etc), furniture, jewellery, stationery, toys, sports equipment and sometimes food.

Activity 5 Writing

Read what these two people have to say about shopping –



Shopping – I just love it. It's what I do when I have time. Sometimes I just window-shop – I look but don't buy. But I suppose I do buy quite a lot – I like to have new things, and I like to look for them. That's why I never have any money.



I hate shopping – I absolutely hate it! I wear things until they fall to pieces. I've had this jacket for about five years now. In fact, I only have two jackets – one for warm weather and one for cold. When I have to buy something new, I do it as quickly as possible.

What do you think of shopping?

What things do you like to buy?

Do you ever shop for fun?

When you have to buy things, do you do this as quickly as possible, or do you take your time and enjoy it?

Do you buy the first suitable thing, or do you check everything possible before you decide?

Do you often take things back to the shop because you've later changed your mind?

Write about these things. Try to write around 150 words.

Homework task

Write a report on the shops in your area and the changes that are happening. Have any new supermarkets opened? If so, is this making life more difficult for local shops? Are there any shops you think your area needs? Which are your favourite shops?

Lesson 02 Goods and services

Exchange and return

	Task: Exchange and return goods
Skill: Speaking, Listening, Writing	

Activity 1 Speaking

Work with a partner. Read each sentence and say one of the words in **bold**. Your partner has to point to the correct picture. Practise until you can get all of them right.

1 The wind blew away my **hat** / **hut**.



2 There's a **ship** / **sheep** over there.



3 I'm waiting for the **boss** / **bus**.



4 I want to buy a nice **pan** / **pen**.



5 Who left that **map** / **mop** on the floor?



6 I'd better go – it's getting **late** / **light**.



7 She's sitting on the **coach** / **couch**.



8 Alice bought three **papers** / **peppers**.



9 We have to do something about the **farm** / **form**.



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Activity 2 Listening

Listen to the text and write answers to the questions below. You will hear the text twice.

Track 2

1 What has the customer taken back to the shop?

2 What is the problem with it?

3 What does the customer want the shop to do?

4 When did she buy it?

5 What reason does the shop assistant suggest for the problem?

6 What reason does the customer suggest?

7 What has the customer lost?

8 What does she show to prove she bought the item in this shop?

9 What does she show to prove how much she paid?

10 How much did she pay?

11 Why can't the customer speak to the manager?

12 What is the customer going to do in her office?

13 What is the customer's job?

14 What does she threaten to do?

Activity 3 Language focus

The present perfect

Look at this conversation:

Where's Mustafa?

When did he leave?

He's gone home.

About five minutes ago.

courtesy BTL

We use the present perfect for events which started in the past and have continued up to now, or for events in the past where we don't know the exact time.

We also use it for very recent events, when we don't say the time –

The post has arrived.

It's just started to rain.

We sometimes say **just** if the event is very recent.

When we say the time, or the time is important, we use the past simple –

When did Mustafa leave?

About five minutes ago.

courtesy BTL

Now work with a partner and write the verbs below in either the **present perfect** or the **past simple**. Where sentences contain *just*, make sure you put it in the right place.

- 1 The train **(arrive)** five minutes ago. _____
- 2 You're late! The class **(start)**. _____
- 3 I **(see)** Alison again last week. _____
- 4 Aaron just **(leave)** the building. _____
- 5 Mark **(speak)** to me before lunch. _____
- 6 Look! Mike **(buy)** a new car. _____
- 7 Wait a second – I **(drop)** my keys. _____
- 8 The cat just **(ate)** all the chicken. _____

Activity 4 Vocabulary

Work with a partner.

1 Write the number on each line:

1 three hundred and seventy-six

2 nine hundred and seventy-five

3 five thousand, six hundred and ninety-one

4 eight thousand, three hundred and twenty-four

5 twenty thousand, five hundred and sixty-seven

6 sixty-seven thousand, seven hundred and ninety-five

7 a hundred and twenty-five thousand, six hundred and nine

8 two hundred and nineteen thousand, one hundred and seventy
six

9 five million, two hundred and sixteen thousand and eighty six

10 twenty-six million, eight hundred and nine thousand, three
hundred and seventeen

11 four hundred and sixteen million, four hundred and twenty
thousand, six hundred and eight

2 Now write these numbers in words:

1 893

2 7932

3 29,098

4 594,936

5 7, 583, 305

6 45,465,983

7 693,395,278

3 Say these numbers and write down what you say in words:

1 2nd

2 8th

3 9th

4 (phone number) 0141 665 8975

5 7.65

6 26 deg C

7 (football score) 1-1

8 11 Feb 02

9 \$10.27

10 4.02

11 €16.45 (Euros)

12 (tennis score) 30-30

13 .87

14 (year) 1742

15 42 ° C

16 (football score) 3-0

17 £1.75

18 (tennis score) 15-0

19 (phone number) 08764 3335944

20 17 Oct 1900

Activity 5 Writing

Imagine you are in Heather Murray's position. You have taken the leather jacket back to the shop but the assistant refused to change it. You couldn't see the manager because she had gone for lunch. You are now back in your office. Write a letter to manager of the shop. Say what the problem is, what happened in the shop and what you want the manager to do about it. Threaten her with legal action if she doesn't change the jacket.

Use the correct layout for a formal letter.

Your address is: MacAndrew Sneddon & Co.
Solicitors and Estate Agents
51 Balfour Street
Aberdeen AB3 5NC

And you are writing to: The Manager
Lookatme Designs Ltd
23 Corrigan Street
Aberdeen AB3 6BY

You need to add today's date, and to open and close the letter properly.

And remember — for this task, you are a solicitor.

Homework task

After you send the letter, the manager of the shop telephones you. Write the conversation you have with her.

Lesson
03 **Goods and services**
Complaints

	Task: Make a complaint
Skill: Speaking, Reading, Writing	

Activity 1 Speaking

Work with another student. Choose to be **Student A** or **Student B**. When you finish, take the other part and have the conversation again. You will have a few minutes to prepare.

Student A

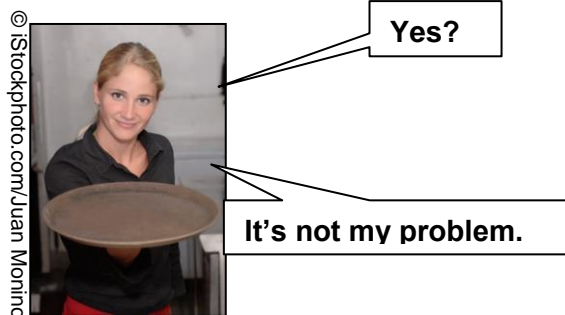
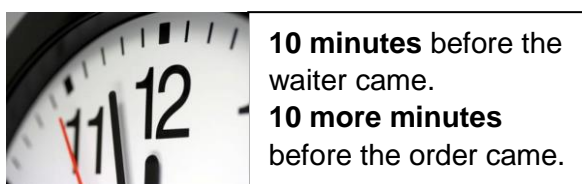
It is Saturday afternoon. You went into a large café in the city centre and are not happy about what happened. These are the things that went wrong:

- It was almost ten minutes before the waiter arrived at your table.
- He didn't apologise or say anything except 'Yes?'
- You ordered a coffee and a piece of cake. It was another ten minutes before they arrived.
- The coffee was weak and it wasn't hot. The cake was dry.
- When you spoke to the waiter, he said, 'It's not my problem'.

You are now speaking to the manager. Make your complaint. Mention all the points above but don't read from the text.

Use these pictures to fix them in your memory.

© iStockphoto.com/Matjaz Boncina



© iStockphoto.com/Emilia Stasiak

weak
not hot



© iStockphoto.com/John Peacock

dry

Student B

You are the manager of the café. You have a number of problems:

- It is Saturday afternoon and the café is very busy.
- Some of your staff are very new to the job.
- You have been working all day and are very tired.

Decide how you want to respond to Student A. You can be helpful or unhelpful.

Activity 2 Reading

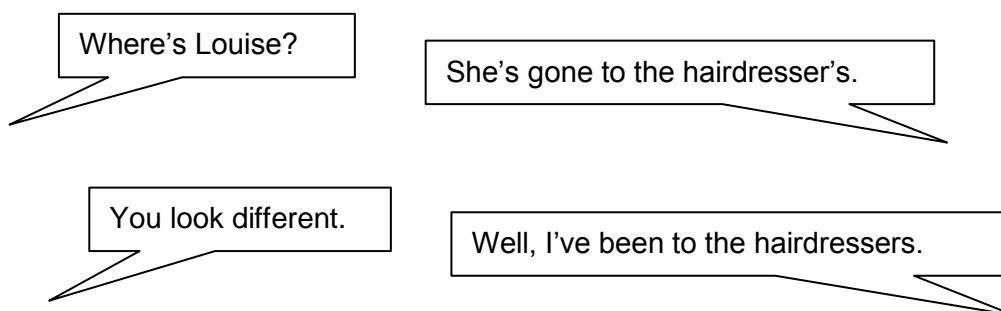
Complaining about goods

Look at these statements. They show how you should complain about faulty goods. Then look at the paragraphs **A–G** below. Put them in the same order as the statements.

- 1 Make sure you know what is wrong with the item.
 - 2 Take photos of the problem if you need them.
 - 3 Make sure that you understand the law.
 - 4 Takes notes on everything you do, keep copies of every document and only send photocopies to anyone.
 - 5 When you go to the shop, take something that shows how much you paid and where you bought the item.
 - 6 Speak to one of the shop assistants. If this doesn't work, ask to speak to the manager.
 - 7 If this doesn't work, write to the shop. If it is a large company, write to their head office.
-
- A** It is important to contact the seller as soon as possible. You will need to have something to show how much you paid and that you bought it from this company. This does not have to be a receipt. A credit card statement is also acceptable.
 - B** If you are not sure about your legal rights, check them before you speak to the seller. For advice or information, phone your local Consumer Direct centre, or contact another consumer support service.
 - C** If you do not get what you want, put your complaint in writing. Write to the customer services manager and say what happened. If the shop is part of a chain then write to the head office. The shop must give you this information if you ask for it.
 - D** First of all, you should be clear about the fault with the thing you have bought, and then what you want the shop to do about it.
 - E** Make a complaint diary — use it to write down what happened, when it happened and who you spoke to. This will help you to remember things when you are discussing your complaint. Keep records: this includes copies of all receipts, letters, emails and notes from phone conversations. Never send original documents — send photocopies.
 - F** It is usually more effective to complain in person. If the shop assistant isn't helpful, ask to speak to the person in charge. There is no point in losing your temper or getting angry, especially if the person is not in a position to give you a refund. Be clear about what you want but remain polite.
 - G** You need to show that there is a fault. For some items, it might be useful to have photos or video footage. Remember that you may have to go to court to get a refund, so ask yourself what you would need to show a judge.

Activity 3 Language focus

Look at these sentences:



We use have gone when the person is still away. Jake's gone to Spain.



We use have been after they return. Jake's been to Spain.

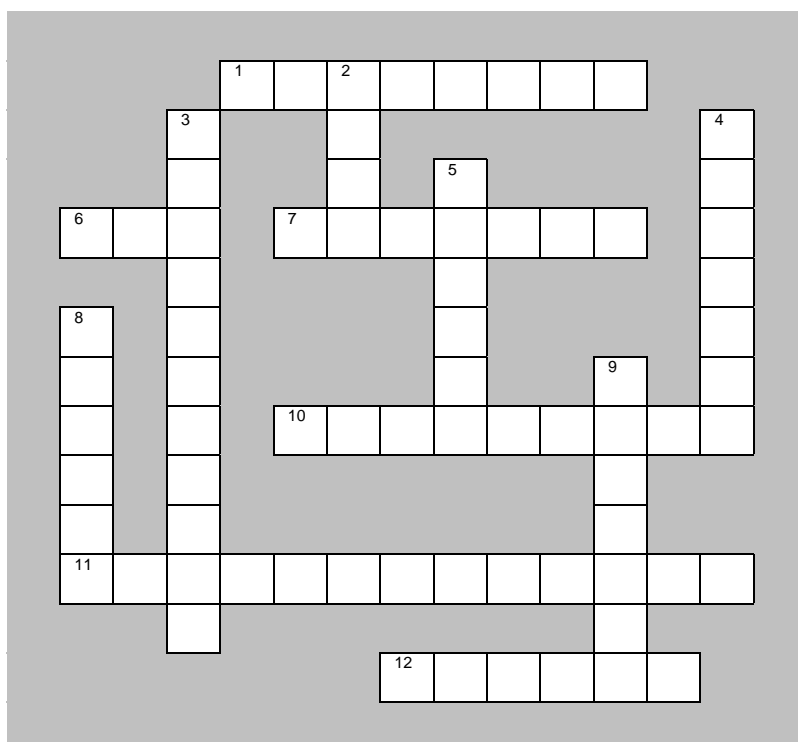


Now work with a partner. Write have, has, been or gone in each space.

- 1 You're late! Where _____ you _____?
- 2 He knows a little about French food. He _____ _____ to Paris a few times.
- 3 The boss isn't here today. He _____ _____ to Manchester.
- 4 That's a nice suntan. _____ you _____ on holiday?
- 5 I haven't seen Jill for days. She _____ _____ away somewhere.
- 6 Les isn't driving. He _____ _____ to Glasgow in the train.
- 7 I _____ _____ in that restaurant a few times.
- 8 I'm sorry, you can't speak to Terry. He _____ _____ to work.

Activity 4 Vocabulary

Work with a partner and do the crossword below. All the answers are connected with shopping.



across

- 1 a reduction in the price (8)
- 6 a tax on things you buy (3)
- 7 a piece of paper that says you paid money (7)
- 10 selling goods to shops (9)
- 11 a person who works in a shop (4,9)
- 12 money you get back when you return goods (6)

down

- 2 a time when a shop sell things at lower prices (4)
- 3 a place in a shop where you try things on (7,4)
- 4 one of these:



(4)

- 5 selling goods to customers (7)
- 8 you weigh things on them (6)
- 9 something you buy for less than its usual price (7)

Activity 5 Writing

Think of a time when you were not satisfied with goods or services. Write a formal letter of complaint to the manager. Use the correct format for a formal letter, with your address and the company address in the correct places. Add a date and use the correct forms for opening and closing the letter.

Homework task

Write the conversation you had in the speaking at the start of this lesson. Write it as a dialogue between you and the café manager.

Lesson

04

Goods and services

Accommodation

	Task: Find and arrange accommodation
Skill: Speaking, Listening, Writing	

Activity 1 Speaking

Work with a partner and practise saying these tongue twisters.

Truly rural Cheap ship trip Selfish shellfish Really, really red

Six smart sharks Six thick thistles Three-sixteenths Three free throws

Unique New York Please pay promptly Lovely lemon liniment

Freshly-fried flounders Shredded Swiss cheese Six short slow shepherds

Sly Sam slurps Sally's soup The Leith police dismissed us

Crisp crusts crackle crunchily

Josh Rich's Fish and Chip Shop

Lily ladles little Letty's lentil soup

She sells sea shells by the sea shore

Shy Shelly says she shall sew sheets

Sam's shop stocks short spotted socks

A bloke's back bike brake block broke.

We urely shall see the sun shine soon.

The sixth sick sheik's sixth sheep's sick.

Which witch wished which wicked wish?

Three grey geese in the green grass grazing.

A box of biscuits, a batch of mixed biscuits.

Which wristwatches are Swiss wristwatches?

Red lorry, yellow lorry, red lorry, yellow lorry.

'Surely Sylvia swims?' shrieked Sammy, surprised.

The crow flew over the river with a lump of raw liver.

They have left the shop, and lost both their theatre tickets.

If Stu chews shoes, should Stu choose the shoes he chews?

Betty and Bob brought back blue balloons from the big bazaar.

You've no need to light a night-light on a light night like tonight.

Thank the other three brothers on their father's mother's brother's side.

Activity 2 Listening

Track 3

Kyoko is from Japan. She's studying at Edinburgh University. Last year she lived in a flat but she didn't get on with her flatmates. A friend of hers lives in a student hall called Grange Residence. Kyoko phones the hall to ask for information. Listen to her conversation and fill in this table.

Grange Residence

Location (street): _____

Distance from King's Buildings: _____ km (approx.)

Number of flats: _____

Number of study bedrooms: _____

Items in study bedroom (tick):

basin _____	bed _____
cooker _____	desk _____
shower _____	toilet _____
wardrobe _____	

Weekly cost of study bedroom: £ _____

Food included (tick):	yes	no		yes	no
Mon–Fri breakfast	_____	_____	Sat & Sun breakfast	_____	_____
brunch	_____	_____	brunch	_____	_____
lunch	_____	_____	lunch	_____	_____
dinner	_____	_____	dinner	_____	_____

Kyoko can stay for (tick): 18 weeks _____

36 weeks _____

Activity 3 Language focus

ago for since yet

1 Look at these sentences:

Russell started working here a year **ago**.

Nelson's worked here **for** a month.

Jade's worked here **since** July.

The new boss hasn't arrived **yet**.

Now work with a partner. Write **ago**, **for**, **since** or **yet** on each of the lines below.

1 _____ means 'during a period of time' – ten minutes, five days, twenty years, etc. We use it with the **present perfect** to bring a period of time up to now.

2 _____ means 'it hasn't happened but I expect it will.' We also use it with the **present perfect**.

3 _____ means 'from now to a time in the past.' We use it with the **past simple**.

4 _____ means 'from a time in the past to now.' We use it with the **present perfect**.

Check your answers with your teacher.

2 Now ...

write the names
of some of your
clothes here:

write when you
bought them
here:

Now make a sentence
with **for**, **yet**, **ago** or
since.

my outdoor jacket
my favourite shoes

last month _____
_____ 2005 _____

I've had this jacket for three weeks.
I bought these shoes years ago. _____

Compare your sentences with another student's.

Activity 4 Vocabulary

Work with a partner. Match the types of houses in the box to the definitions below.

bedsit bungalow cottage detached house flat semi-detached house terraced house time-share villa
--

- 1 A house which is joined to another house.
- 2 A house which isn't joined to another house.
- 3 A house which is joined to other houses in a row.
- 4 A house with only a ground floor.
- 5 A set of rooms which are part of a larger building.
- 6 A large house with more than one floor
- 7 A room in a flat where you sleep and live.
- 8 A small house in the country or in a village.
- 9 A holiday house which you can live in for one or two weeks a year.

Activity 5 Writing

Read the leaflet about Grange Residence on the next page.

Work with a partner. Look at the leaflet and discuss what life is like in Grange Residence. Would you like to live there? What other information would you like to have about it?

Now write a letter to Doreen McIntyre. Ask about accommodation for the next academic year. You are interested in an en suite study bedroom, but would like to know more about it. You would also like more information about the area that Grange Residence is in, and its distance from the city centre. As well as this, ask some general questions about student life in Grange Residence. Use the correct layout for a formal letter.

Grange Residence

Grange Residence is a modern building in Hunter Street, near Holyrood Park in Edinburgh. It has accommodation for 185 students, in single study bedrooms or flats.



Grange Residence

There are two types of study bedrooms:

En-suite 20 study bedrooms, each with a shower and toilet.

Standard 40 study bedrooms with shared bathrooms.

There is a kitchen on each corridor for tea, coffee and snacks.

There are also 6 flats. Each has 4 bedrooms, a kitchen, shower and toilet.

Costs per week: En-suite study bedroom: Full-board £135

Standard study bedroom: Full-board, £110

Flat: Self-catering, £60 per week; Full-board, £90 per week.

Full-board is breakfast and evening meal, Monday to Friday; brunch and evening meal at weekends.

Vegetarians: There is vegetarian food on the menu every day, but vegetarians may prefer self-catering.

Costs include electricity, internet access and insurance for personal possessions.

Grange Residence has a table-tennis room, TV and video room and a squash court.

Students can stay for one semester (18 weeks) or two (36 weeks).

Contact: Ms. Doreen MacIntyre
Domestic Bursar
Grange Residence
18 Hunter Street
Edinburgh EH16 5RQ

tel: +44 (0)131 312 8267

e-mail: grangeresidence@zzznet.co.uk

Homework task

Find out more about student accommodation in your area. Do most students live in halls of residence, in flats or with their parents? Use the internet or a library. If you study at a college, get information from the college accommodation service.

Lesson
05

Review of lessons 1–4

Skill: Speaking, Reading, Writing	

Activity 1 Speaking

Work with a partner. Look at the pictures below. They show different ways you can buy things. Think about the ways you do this, which ones you most enjoy and least enjoy. Discuss your ideas with your partner. You should talk for 3–4 minutes.



Supermarket



street market



specialist shop



auction



corner shop



online



shopping centre



department store

Activity 2 Reading

- 1 Work with a partner. Look at the tenses in the sentences below. Decide if they are correct or not. If they're wrong, correct them.

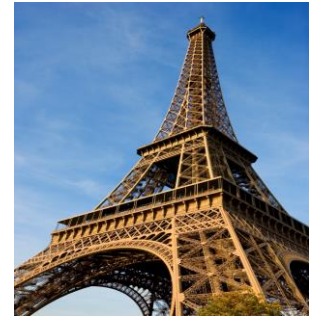
A The Grand Bazaar in Istanbul has over 3000 shops, 65 streets, 25,000 employees, 4 fountains, 2 mosques and a police station. It has first opened in 1464.



B In 1838 the Bon Marche store opened in Paris. This has later become the world's first department store.



C The oldest shopping centre in the world is the Galleria Vittorio Emanuele in Milan. Work on it started in 1865 and has finished in 1878.



D By 1902, Harrods was London's biggest department store. It had 91 departments and a staff of more than 2000. It stood on its present site since Charles Henry Harrod bought a small shop there in 1849.



E The West Edmonton Mall in Alberta, Canada is the biggest shopping centre in the world. It has 800 shops, a hotel, a church, a zoo and a lake. It has opened in 1981.

F The world's biggest supermarket chain is Wal-Mart. It has nearly 3000 giant supermarkets and hypermarket centres in the United States. It moved into many other countries as well.



Photos: A – (c) i-stockphoto/Adrian beestley B – (c) i-stockphoto/Ranplett C – (c) i-stockphoto/luke daniek D – (c) i-stockphoto/jan krandonk E – (c) i-stockphoto/mark evans F – (c) i-stockphoto/sean locke

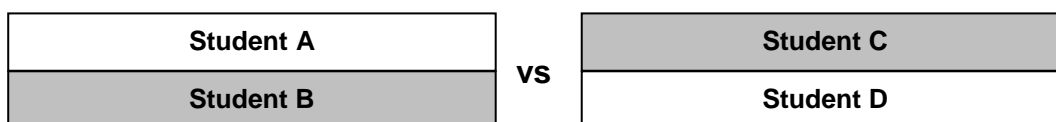
2 Now write a letter on each line:

- 1 This was the first to open. ____
- 2 This is the most international. ____
- 3 This took thirteen years to build. ____
- 4 This is named after its first owner. ____
- 5 This is named after somebody else. ____
- 6 This has animals living in it. ____
- 7 These have religious centres in them. ____

Activity 3 language focus

I can do anything better than you

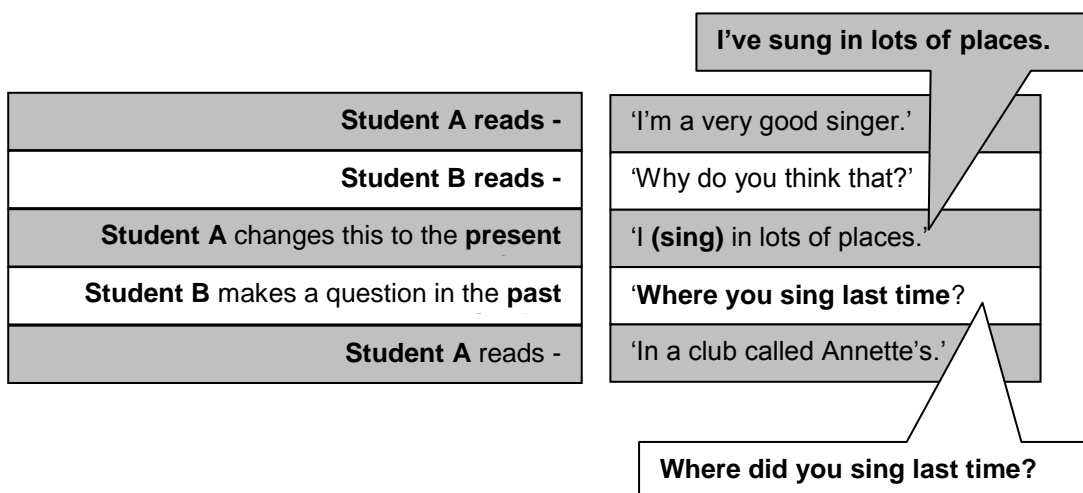
Play in groups of four, in two teams:



Each team places a coin on the circle –



Team 1 starts. Each student reads their colour:

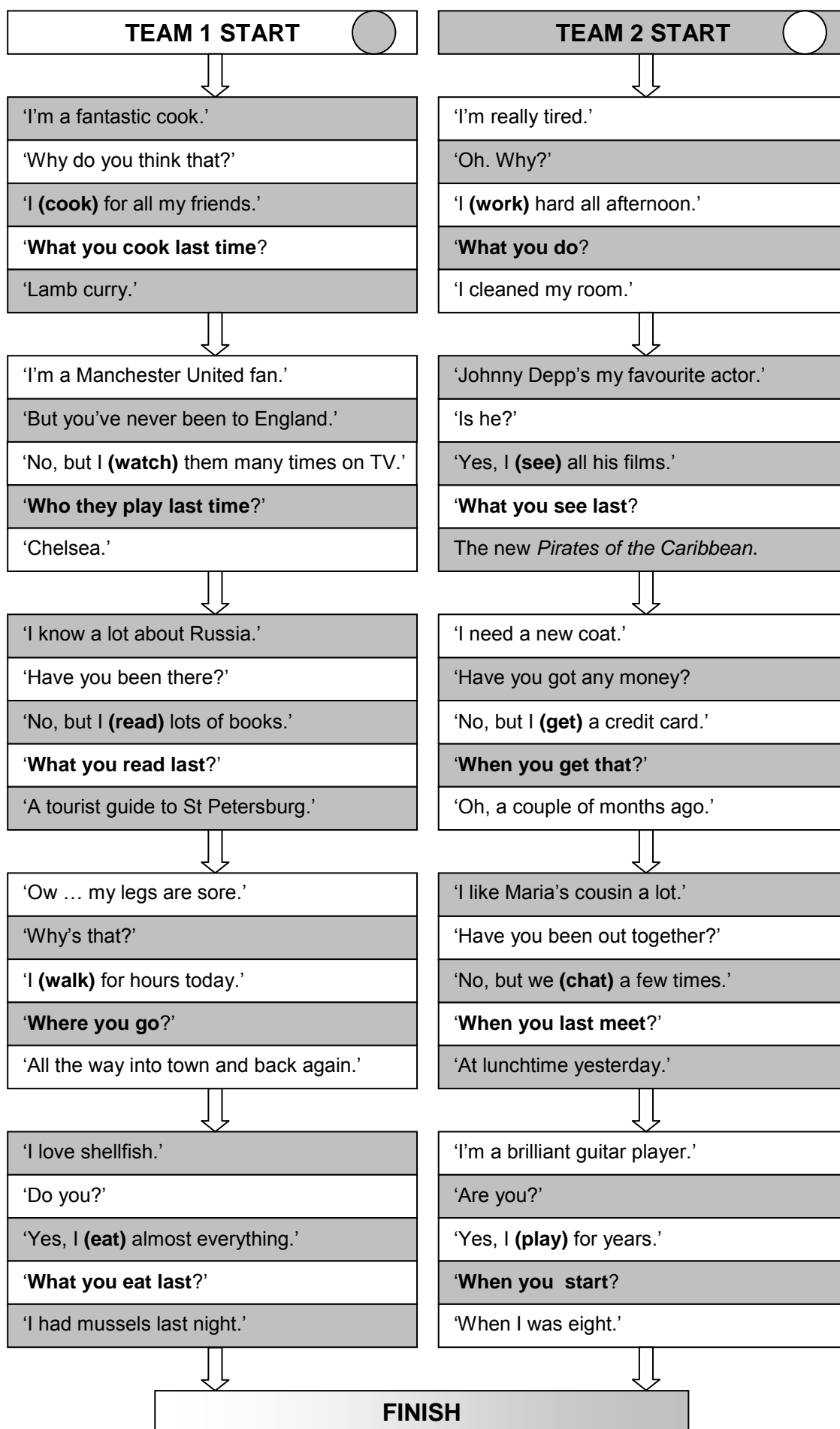


Team 2 listens for mistakes. If everything is correct, **Team 1** move the coin down to the next box and let **Team 2** speak.

If a student makes a mistake, and the other team say.....
the team stops and the other team take their turn.
Then they try again.

That's wrong!

If **Team 1** get to FINISH first, **Team 2** have one more turn to catch up.



Activity 4 Vocabulary

The words below come from **lessons 1–4**. Work with a partner. Check that you know all the words. Use a learner's dictionary to find the meanings of the ones you don't know. Write these on the lines.

barcode _____

bargain _____

bazaar _____

boutique _____

burglar _____

chain store _____

consumer _____

courier _____

delivery _____

discount _____

document _____

fitting room _____

free-fall parachuting _____

goods _____

power tool _____

prescription _____

receipt _____

refund (n, v) _____

retail _____

rock-climbing _____

scales _____

tear (v) _____ +_

wholesale _____

wrestling _____



Activity 5 Writing

Every year, people do more of their shopping online and less of it in shops. They also spend more money in out-of-town shopping centres and less in town- or city-centre shops. How will this affect our towns and cities in the future? Describe how you think your town or city will change over the next ten years because of these new ways of shopping. Think especially about:

- the effect on traffic.
- what kind of shops will there be in the main street?
- how will people without computers or cars be able to shop?

Homework task

Find out more about student accommodation in your area. Do most students live in halls of residence, in flats or with their parents? Use the internet or a library. If you study at a college, get information from the college accommodation service.