

1 A DESCRIPTION OF A PERSON

a Read the two emails once and answer the questions.

- 1 Why has Angela written to Sofia?
- 2 Does Sofia recommend her friend to Angela?

Inbox

From: Angela Vernon
To: Sofia Lugo



Hi Sofia,

I hope you're well. I'm looking for an au pair to look after Austin and Melissa, and I remembered your Peruvian friend Marisol, who I met last summer. She said she might be interested in working in the US as an au pair, so I thought I would write and ask her. The thing is, I don't really know her, so before I write and suggest it, could you tell me a little about her (age, personality, etc., and what she likes doing), so that I can see if she would fit in with the family? Please be honest!

Angela

From: Sofia Lugo
To: Angela Vernon



Hi Angela,

Marisol is one of my best friends, so of course I know her **very** well. She's 22, and she just graduated from college with a degree in economics, but she doesn't have a job yet, and I'm sure she would be interested in going to the US. Her parents are both doctors, and she has two younger brothers. She gets along very well with all of them, and they are a very close family.

Marisol's an intelligent woman and very hardworking. She's good with children – she often takes care of her brothers, so she has a lot of experience – and she's also very mature and responsible. She can be really shy at first, but when she gets to know you she's **incredibly** friendly. The only problem with Marisol is that she's **a little forgetful**... she sometimes loses things, like her keys, or her phone. Also, to be honest, her English isn't fantastic, but I'm sure she'll improve very quickly.

In her free time, she likes going to the movies, listening to music, and she's also very good at fotography – she always has her camera with her. She's **really independant** and happy to do things on her own, so you won't have to worry about taking her to places.

I think Austin and Melissa will love her. Let me know if you need to know anything else. I hope this helps!

Love,
Sofia

b The computer has found five spelling mistakes in Sofia's email. Can you correct them?

c Read Sofia's email again and answer the questions.

- 1 What six ☐ adjectives describe Marisol's personality?
- 2 What does she like doing in her free time?
- 3 What negative things does Sofia say about Marisol?
- 4 Does Sofia think Marisol will get along with Angela's family?

d Look at the **highlighted** expressions we use to modify adjectives and adverbs. Put them in the correct place in the chart.

Marisol is very forgetful.

Describing a person

He's quite / very, etc. + adjective (e.g., friendly, outgoing, etc.).

She's a little + negative adjective (e.g., messy, shy, etc.).

He likes / loves / doesn't mind + verb + -ing.

She's happy to + base form.

*He's good **with** children.
at making new friends.*

e Imagine you received Angela's email asking about a friend of yours. **Write** an email to answer it. **Plan** what you're going to write using the paragraph notes below. Use the language from the **Describing a person** box and **Vocabulary Bank Personality p.153** to help you.

Paragraph 1	age / work / study / family background
Paragraph 2	personality – good side, any negative things
Paragraph 3	more information, e.g., hobbies and interests
Paragraph 4	your recommendation

f **Check** your email for mistakes (grammar, vocabulary, punctuation, and spelling).

← p.13

2 AN INFORMAL EMAIL

From: Marisol [marisol_new@gmail.com]
To: Angela [angelav1970@yahoo.com]
Subject: Thanks

¹Hi Angela,

A I'm really sorry for not writing earlier, but I've been very busy since I got back from the US!

B ²Th_____ for a wonderful six months. I loved being in Colorado, and I had a great time. Also, my English got a little better... don't you think?

C I really enjoyed taking care of Austin and Melissa. I thought they were adorable and we had a fantastic ³t_____ together. I have really good memories, for example, our trip to Denver and the amusement park there! I've had several messages from the kids since I've been back! Please tell them from me that I ⁴m_____ them.

D I've been a little stressed for the last few weeks, because I've been working at a restaurant, while I look for a full-time job. Being a waitress is very hard work, but I can now afford to rent an apartment with Sofia and two other friends, and I'm saving to buy a car! I've also been ⁵sp_____ a lot of time with my family – my brothers have changed so much over the past six months!

E That's all for now. Thanks again for everything. And I hope you know you're welcome in Lima at any time – my family would love to meet you. Summer here is usually beautiful.

F Give my regards to Matt and ⁶h_____ to hear from you soon.

Best ⁷w_____,

Marisol,

PS I ⁸a_____ a photo I took of me with the kids. I hope you like it!

a Marisol went to the US and stayed for six months with a couple, Angela and Matt, working as an au pair. After going back to Peru, she sent them an email. Read the email and match what she says to paragraphs A–F.

- ☐ She sends greetings to another member of the family.
- ☐ She thanks Angela for her stay.
- ☐ She talks about what she's been doing recently.
- ☐ She apologizes for not writing before.
- ☐ She thanks them again and invites them to stay.
- ☐ She talks about the nice things they did together when she was with them.

b Read the email again and fill in the blanks 1–8.

c Imagine you have some American friends in the US, and you stayed with them for a week last month. **Write** an email to say thank you. **Plan** what you're going to say. Use A–F in **a** and the language from the **Informal emails** box to help you.

d **Check** your email for mistakes (grammar, vocabulary, punctuation, and spelling).



Informal emails

Beginnings:

Hi + name (or Dear + name if you want to be a little more formal).

(I'm really) sorry for not writing earlier, but...

Thank you / Thanks (so much) for (your letter, having me to stay, etc.)...

It was great to hear from you.

Endings:

That's all for now.

Hope to hear from you soon. / Looking forward to hearing from you soon.

(Give my) regards / love to...

Best wishes / Love (from)

PS (when you want to add a short message at the end)

3 AN ARTICLE FOR A WEBSITE

TRANSPORTATION IN NEW YORK CITY

Subway

This is the quickest way to get ¹ *around* the city, and there are many subway stations all over New York City. The cheapest way to use the subway is to get a MetroCard. This is like a phone card. You put money on it, and you can add more when you need to. Then you use it every time you get ² _____ the subway. You can buy MetroCards at subway stations, newsstands, and even from your employer.

Buses

They can be quicker than the subway if there isn't too much traffic. The easiest way to use the buses, like the subway, is to just use your MetroCard. You can buy a single-ride ticket from machines ³ _____ some, but not all bus stops. You can also pay cash (but no pennies and no paper money) when you get ⁴ _____ the bus. Traveling ⁵ _____ a private double-decker bus is also a good way to see New York City.

Bikes

Bikes are starting to become more popular in New York City, especially ⁶ _____ tourists and people who want to travel to parts of the city, like the waterfront areas, where subways don't usually go. One of the most popular bike-share programs is called Citi Bike. When you rent a bike from Citi Bike, you get a key that looks like a flash drive. You can use the key at any Citi Bike kiosk and get a bike to ride for the day.

Taxis and ride-hailing services

New York City's yellow taxis are expensive, but they are comfortable, and the taxi drivers know shortcuts through the city to get you to places quickly. You usually tell the driver where you want to go when you get ⁷ _____ the taxi. Ride-hailing services are made up of drivers and their privately owned cars. They usually work for a company like Lyft or Uber. People book them with an app. They can be much cheaper than a taxi. Taxis and ride-hailing services are probably the safest way to travel late ⁸ _____ night.

- a Look at the four forms of public transportation in New York City. Which one do you think is probably...?

- the most expensive
- the best for sightseeing
- the healthiest
- the safest late at night



subway



double-decker bus



bike



taxi

- b Read the article from a website about public transportation in New York City and check your answers to a. Then answer these questions from memory.

- 1 What can you use a MetroCard for?
- 2 What kind of money do you have to use if you want to pay cash to ride a New York City bus?
- 3 What's the difference between a taxi and a ride-hailing service?

- c Read the article again and fill in the blanks with a preposition from the list.

around at in next to on (x2)
on the top of with



Transportation in your town

you = people in general:

You can buy MetroCards at many places in New York City.

You need a ticket or card before you get on the subway.

Comparatives and superlatives:

Buses aren't as quick as trains.

Riding a bike is the cheapest way to get around.

- d Write an article about transportation in your nearest big town or city. Plan what headings you're going to use and what to say about each form of transportation. Use the language from the **Transportation in your town** box and **Vocabulary Bank Transportation p.155** to help you.
- e Check your article for mistakes (grammar, vocabulary, punctuation, and spelling).

4 TELLING A STORY

- a A magazine asked its readers to send in stories about a time they had a problem when traveling. Read the story once. Why did Bethany and her husband get lost? What else went wrong?
- b Read the story again and complete it with a connecting word or phrase from the list.

although as soon as because but
however instead of so then when

A bad trip

This happened last... / a few months / years ago.

The first part of the trip was...

After a while,...

It was only when...

We realized that...

Luckily,...

In the end,...

It was an awful / terrible trip.

- c **Write** about a trip where you had a problem (or invent one) to send to the magazine. **Plan** what you're going to write using the paragraph notes below. Use the language from the **A bad trip** box to help you.

Paragraph 1	When was the trip? Where were you going? Who with? Why?
Paragraph 2	What problem did you have? What happened?
Paragraph 3	What happened in the end?

- d **Check** your story for mistakes (grammar, vocabulary, punctuation, and spelling).

Disastrous trips!

We asked you to tell us about a time you had a problem when traveling. Bethany from the US wrote to us...



This happened a few years ago. My husband and I had rented a house in Galicia for a summer vacation. We were going to first drive to Tarragona, to stay for a few days with some friends and ¹ then drive from Tarragona to Galicia.

The first part of the trip was fine. We were using our new GPS for the first time, and it took us right to the door of our friends' house. Three days later, ² _____ we continued our trip, we put in the name of the small town in Galicia, Nigrán, which was our final destination. We started off, obediently following the instructions. ³ _____, after a while we realized that ⁴ _____ driving west toward Lleida, we were going north. In fact, soon we were very close to Andorra, right on the border with France. I was sure we were going in the wrong direction, ⁵ _____ my husband wanted to do what the GPS was telling us – it was his new toy! It was only when we started seeing mountains that even he admitted this couldn't be the right way. ⁶ _____ we stopped, got out an old map, and then turned around. We had wasted almost two hours going in the wrong direction!

It was an awful trip, ⁷ _____ as well as getting lost, we had another problem. When we were almost at our destination, we stopped for a coffee, but ⁸ _____ we got back onto the road, we realized that we had left our dog under the table in the café! For the second time that day, we had to turn around and go back. Luckily, the dog was still there! And luckily, ⁹ _____ the beginning of our trip was a disaster, we had a wonderful vacation!

CLASSIC MOVIES YOU MUST SEE

PLEASE POST YOUR SUGGESTIONS

The Force Awakens (2015)

- 1 *The Force Awakens* is the seventh movie in the *Star Wars* saga, created by George Lucas. The movie was ¹ _____ by J.J. Abrams. It ² _____ John Boyega as Finn, Daisy Ridley as Rey, and Harrison Ford as Han Solo. It was ³ _____ for five Academy Awards in 2016, but it didn't win any.
- 2 The movie is ⁴ _____ a long time ago in a galaxy far, far away. It was ⁵ _____ in the UK, Ireland, and Abu Dhabi.
- 3 The story begins 30 years after the events of *Star Wars: Episode VI Return of the Jedi*. Finn, a stormtrooper, leaves the evil organization called the First Order. He follows a little robot, BB-8, who has information about how to find Luke Skywalker, a Jedi who can use a special energy called the Force. Finn and BB-8 are helped by a young woman named Rey, and together they escape and find Han Solo, a space pilot, and his alien friend, Chewbacca. They help Finn and Rey in their search for Skywalker and their mission to destroy the First Order's new superweapon.
- 4 I strongly ⁶ _____ *The Force Awakens*. It has ⁷ _____, drama, a great ⁸ _____, and a good plot, but above all, amazing ⁹ _____. I think I will always prefer the classic *Star Wars* movies, because I watched them when I was young, but I loved this movie, too.



- a Read the description of a movie and fill in the blanks with a word from the list.

action directed filmed nominated
recommend set soundtrack
special effects stars

- b Read the description again and number the paragraphs in order 1–4.

Paragraph <input type="checkbox"/>	the plot
Paragraph <input type="checkbox"/>	the name of the movie, the director, the stars, and any prizes it won
Paragraph <input type="checkbox"/>	why you recommend the movie
Paragraph <input type="checkbox"/>	where and when it is set, where it was filmed

- c Look at paragraph 3 again. What tense do we use to tell the story of a movie or book?

- d Have you seen *The Force Awakens*? If yes, do you agree with the review? If no, does the review make you want to see it?



Describing a movie

It was directed / written by...

It is based on a true story / the book...

It stars...

It is set in...

It was filmed in...

The movie is about...

In the end...

I strongly recommend (the movie) because...

- e **Write** a description of a movie you would recommend to people. **Plan** what you are going to write in the four paragraphs, using the paragraph notes in **b**. Use the language from the **Describing a movie** box and **Vocabulary Bank Movies p.159** to help you.
- f **Check** your description for mistakes (grammar, vocabulary, punctuation, and spelling).



6 DESCRIBING A HOUSE OR AN APARTMENT

- a The website HomeRent.com is for people who want to rent out their houses while they are away on vacation. Read two posts from the website. Which description makes you want to rent the house / apartment? Why?
- b Read about the apartment in Mexico City again. Underline any adjectives that help to “sell” the apartment. What do they mean?
- c Now read about the Thai villa again. Improve the description by replacing the word *nice* with one of the underlined adjectives. Often there is more than one possibility.



Describing location

It is *perfectly situated* in...
walking distance from...
a (15-minute) walk from...
a short drive from...

The neighborhood is (safe, friendly, etc.)...

It's a (beautiful) area...

- d **Write** a description of your house or apartment for the website. **Plan** what you're going to write using the paragraph notes below. Use the language in the **Describing location** box and **Vocabulary Bank Houses p.162** to help you.

Paragraph 1	A brief introduction. What kind of house / apartment is it? Where is it exactly?
Paragraph 2	Describe the house / apartment. What rooms does it have? Does it have any special features?
Paragraph 3	Describe the neighborhood. How far is it from places of interest? What public transportation is there?
Paragraph 4	Who is the house / apartment suitable for? Are there any restrictions?

- e **Check** your description for mistakes (grammar, vocabulary, punctuation, and spelling).

HomeRent.com

Viewed 15 times in the last 48 hours

Beautiful one-bedroom apartment in Mexico City



#25100921

This apartment is perfectly situated on a quiet street in Mexico City's Reforma area. It's a cozy, 750-square-foot apartment on the first floor of a three-story building.

This beautiful apartment has one bedroom with a queen-size bed, a spacious living / dining room, a modern, well-equipped kitchen, and a bathroom with a shower. There is a flat-screen TV in the living room and there is also wi-fi and air conditioning.

The Reforma area is a lively neighborhood near the center of Mexico City, with plenty of stores and cafés. The Paseo de la Reforma, subway stations, and bus stops are just a short walk away.

This apartment is ideal for a couple who would like to go sightseeing in this beautiful city. It's a non-smoking apartment, and pets are not allowed.

Viewed 21 times in the last 48 hours

Beach villa in Hua Hin, Thailand



#11099463

beautiful

Hua Hin is a ~~nice~~ vacation resort on the northern part of the Malay Peninsula, about 120 miles south of Bangkok.

The house has three double bedrooms, a living room, and a nice kitchen. All the rooms have air conditioning, and the bedrooms all have an attached, private bathroom. There is a nice patio with a table and chairs, so you can eat outside. There is a nice view of the mountains. There is a nice yard with flower gardens, a swimming pool, and a hot tub.

The house is near a nice beach, where you can play a lot of water sports. It's also a short drive to two floating markets where you can buy food, jewelry, and souvenirs.

This house is *nice* for a family with children or for two or three couples. The house is not suitable for pets.

7 A COVER EMAIL WITH YOUR RÉSUMÉ



We are looking for dedicated, enthusiastic, and energetic people to work at the upcoming Olympic Games.

There are opportunities in the following areas:

- Administration
- Hospitality and catering
- Translation and language services
- Medical support

All applicants must be appropriately qualified and an intermediate level of English is essential.

Send your résumé and a cover email (in English) to:

recruitment@theolympicgames.com



- a Look at the job advertisement. Which job could you apply for?
- b Ricardo Suarez wants to apply for a job and is submitting his résumé. Read the cover email to go with it. Circle the best phrase in 1–6.

From: Ricardo Suarez <suarezr@chatchat.com>
To: recruitment@theolympicgames.com
Subject: Job application

Dear Sir / Madam:

¹ I am writing / I'm writing to apply for a job with the medical support staff at the upcoming Olympic Games.

I am a qualified physical therapist, and ² I've been working / I have been working at a rehabilitation center here since January 2016.

³ My English is great / I speak English fluently.

⁴ I've enclosed / attached my résumé.

⁵ Hope to hear from you soon! / I look forward to hearing from you.

⁶ Sincerely yours, / With love,

Ricardo Suarez

- c Write a cover email (to go out with your résumé) to apply for a job at the next Olympic Games. Plan what you're going to write. Use the language in the **A formal email** box to help you.

A formal email

You don't know the person's name:

- start *Dear Sir / Madam:*
- finish *Sincerely yours,*

You know the person's name:

- start *Dear + Mr. / Ms. / Mrs. (Garcia):*
- finish *Sincerely yours,*

Style:

- Don't use contractions.
- Use formal language.

- d Check your email for mistakes (grammar, vocabulary, punctuation, and spelling).

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8 AN EMAIL OF COMPLAINT

From: Chris Mason <chrismason.1952@fastmail.com>
To: sandra.adams@johnleavisdeptstore.com
Subject: Complaint

Sandra Adams
Head of Department
John Leavis Customer Service
PO Box 908
Chicago, IL 60609
May 19, 2018*

1 _____ Ms. Adams:

- A Last month, on April 25, I ordered a coffee machine from your website (order 2 _____, #CE437184). Before placing the order, I read the conditions carefully and the item was 3 _____. Your website says that items in stock are 4 _____ in 48 hours.
- B Two weeks passed and nothing arrived. 5 _____, I noticed that payment had been charged to my credit card. I called your customer service line and the person that I spoke to, Becky, was rude and 6 _____. She said that the item was not in stock and that she didn't know when it would arrive. She could not explain why the money had been charged to my card.
- C I have bought many things from you over the years, both from your Chicago store and your website, and I have always had good 7 _____. I can only imagine that this is a departure from your usual high standards and I am sure you will be able to resolve the situation in a satisfactory way.

I look 8 _____ to hearing from you.
Sincerely 9 _____,
Chris Mason



* **Note** A formal email and a formal letter are exactly the same. We always include the address and the date in a formal letter.


- a Read the email of complaint. Then answer the questions.
- 1 Who is Chris Mason complaining to?
 - 2 What item is he complaining about? Why?
 - 3 Who did he contact first?
 - 4 What problem did he have when he called to complain?
- b Match paragraphs A, B, and C in the email to what they say.

Paragraph <input type="checkbox"/>	something positive about the company (if possible), and that you expect them to do something
Paragraph <input type="checkbox"/>	an introduction that gives the context of the problem
Paragraph <input type="checkbox"/>	a detailed explanation of the problem

- c Read the email again and fill in the blanks with a word from the list.
- Dear delivered forward However in stock
number service unhelpful yours
- d **Write** an email of complaint about something you bought online. **Plan** what you're going to write. Write three main paragraphs. Use the paragraph notes in **b** and the language in the **A formal email** box on p.121 to help you.
- e **Check** your email for mistakes (grammar, vocabulary, punctuation, and spelling).

➡ p.83

9 AN ARTICLE – ADVANTAGES AND DISADVANTAGES



Wikipedia, for and against

Wikipedia is ¹a online encyclopedia. It has become the main information source for ²millions of people every day. It is a wonderful resource, but it has both advantages and disadvantages.

The first advantage of Wikipedia is that it has information about more or less everything, and the information is easy to find. Second, Wikipedia ³usually gives a good basic introduction to a topic. Third, it gives links and references to other sources, so it's easy to find out more if you want to.


⁴In the other hand, there ⁵is also disadvantages. For example, the information on Wikipedia is sometimes inaccurate, which is a problem if ⁶its your only information source. Also, you don't know who has ⁷written the articles. It may be an expert, but it may be an amateur, and sometimes there is a personal or political bias.

⁸To conclusion, if ⁹your looking for information, Wikipedia is an excellent place to start. But it shouldn't be your only source – it's important ¹⁰get your information from other places too.

- a Read the article about the advantages and disadvantages of Wikipedia. Then cover it and answer the questions from memory.
- 1 What are the three advantages of Wikipedia?
 - 2 What are the two disadvantages?
 - 3 In general, is the writer for or against Wikipedia?
- b Read the article again. There are ten mistakes (grammar, vocabulary, punctuation, and spelling). Can you correct them?
- c You are going to write a similar article about smartphones. Make a list of the advantages and disadvantages.

Advantages	Disadvantages

- d Now decide which are the three biggest advantages and number them 1–3 (1 = the biggest). Do the same with the disadvantages.

 **Writing about advantages and disadvantages**

Listing advantages:
First / Firstly,... Second,... Third,...

Listing disadvantages:
On the other hand, there are also (some) disadvantages...
For instance, / For example,...
Also,...

Conclusion:
In conclusion, / To sum up, I think...

- e **Write** an article called “Smartphones – essential for modern life?” Start the article with this introduction.

Most people today have a smartphone. But are they really essential for modern life? I think there are both advantages and disadvantages.

Write three more paragraphs. **Plan** what you're going to write using the paragraph notes below. Use the language in the **Writing about advantages and disadvantages** box to help you.

Paragraph 2	two or three advantages
Paragraph 3	two or three disadvantages
Paragraph 4	conclusion – say if you think smartphones are essential for modern life or not

- f **Check** your article for mistakes (grammar, vocabulary, punctuation, and spelling).

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UMBERTO ECO

(1932–2016)



Umberto Eco was a novelist, critic, and academic. When he was young, he loved reading everything from comics to classic novels. His father wanted him to be a lawyer, but he decided to study philosophy and literature at the University of Turin.

After he graduated, he worked for Radiotelevisione Italiana. During this time he wrote his first book.

In September 1962, he married Renate Ramge. They had a son and a daughter. They lived in an apartment in Milan. During the 1980s and 1990s Eco was a visiting professor at Harvard and Columbia Universities in the US.

Eco is best known for his novel *The Name of the Rose*. The book is a murder mystery, set in a 14th-century Italian monastery.

Eco died in Milan in 2016.

a Read the short biography of Umberto Eco. Do you know anything else about him?

b Rewrite sentences 1–7 from the biography with the extra information below. Use nondefining relative clauses.

1 Umberto Eco was a novelist, critic, and academic. He was born in Italy in 1932.

Umberto Eco, who was born in Italy in 1932, was a novelist, critic, and academic.

2 After he graduated, he worked for Radiotelevisione Italiana.

At Radiotelevisione Italiana he became friends with artists, painters, musicians, and writers.

3 In September 1962, he married Renate Ramge. Renate Ramge was a German art teacher.

4 They lived in an apartment in Milan.

Eco had a library of 30,000 books in the apartment.

5 Eco is best known for his novel *The Name of the Rose*. It was published in 1980 and made into a movie six years later.

6 The book is a murder mystery set in a 14th-century Italian monastery.

It sold 15 million copies and made him an international literary star.

7 Eco died in Milan in 2016.

He had been diagnosed with cancer.

c **Write** a short biography of an interesting or successful person you know about. **Plan** what you're going to write and try to use some relative clauses.

d **Check** your biography for mistakes (grammar, vocabulary, punctuation, and spelling).

← p.97