**Reported speech: Activity 1**

Read Grammar Bank 8B. Then complete the sentences using reported speech. Listen and check.

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| **Grammar Bank**  **8B** reported speech **reported sentences** EXAMPLES **direct statements          reported statements** "**I** **like** traveling."            She said (that) **she liked** traveling. **"I’m** leaving **tomorrow**."  He told her (that) **he was** leaving **the next day.** "**I’ll** always love **you**."    He said (that) **he would** always love **me**. "**I passed** the exam!"      She told me (that) **she had passed** the exam. "**I’ve** forgotten **my** keys."He said (that) **he had** forgotten his keys. "**I can’t** come."               She said (that) **she couldn’t** come. "**I may** be late."              He said (that) **he might** be late. "**I must** go."                   She said (that) **she had to** go. FORM • We use reported speech to report (i.e., to tell another person) what someone said. • When the reporting verb (*said, told,* etc.) is in the past tense, the tenses in the sentence which is being reported usually change like this: present ➞ past *will* ➞ *would* simple past / present perfect ➞ past perfect • Some modal verbs change, e.g., *can ➞ could, may ➞ might, must ➞ had to*. Other modal verbs stay the same, e.g., *could, might, should*, etc.  *"I might come back next week." He said he* ***might*** *come back next week.* • We usually have to change the pronouns. *"I like jazz." Jane said that* ***she*** *liked jazz.* • Using *that* after *said* and *told* is optional. • If you report what someone said on a different day or in a different place, some other time and place words can change, e.g., *tomorrow ➞ the next day, here ➞ there, this ➞ that,* etc. *"I’ll meet you* ***here tomorrow****." He said he’d meet me* ***there the next day****.* • Be careful – after *said*, don’t use a person or an object pronoun.  *Sarah said that she was tired.* **NOT** *Sarah said me that she was tired.* • After *told*, you must use a person or object pronoun.  *Sarah told me that she was tired.* **NOT** *Sarah told that she...* |

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| 1.  "I’m selling all my books." My brother said \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ .  2.  "I’ve booked the flights." Emma told me \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ .  3.  "Your new dress doesn’t suit you." My mother told me \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ .  4.  "I may not be able to go to the party." Matt said \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ .  5.  "I won’t wear these shoes again." Jenny said \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ .  6.  "I didn’t buy you a present." My girlfriend told me \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ .  7.  "I must get a dress for the party." Rachel said \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ .  8.  "I haven’t been to the gym for a long time." Kevin said \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ .  9.  "I found a jacket on sale." My sister told me \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ .  10.  "I can’t find anywhere to park." Luke told me \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ . |  |

**Reported speech: Activity 2**

Read Grammar Bank 8B. Then complete the sentences using reported speech. Listen and check.

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| Grammar Bank  **8B** reported speech **reported questions** EXAMPLES **direct questions         reported questions** "**Are you** married?"    She asked him if **he was** married. "**Did** Lucy **call**?"     He asked me whether Lucy **had phoned**. "What’s **your** name?"  I asked him what **his** name **was**. "Where **do you live**?" She asked me where I **lived**. • When we report a question, the tenses change as in reported statements. • When a question doesn’t begin with a question word, we add *if* (or *whether*). "*Do you want a drink*?" *He asked me* ***if***/***whether****I wanted a drink.* • We also have to change the word order to subject + verb and not use *do* / *did.* |

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| 1.  "When are you leaving?" My parents asked me \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ .  2.  "Have you ever been engaged?" She asked him \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ .  3.  "Will you be home early?" Anna asked Shun \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ .  4.  "Where do you usually buy your clothes?" My sister asked me \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ .  5.  "Did you wear a suit to the job interview?" We asked him \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ .  6.  "Do you ever go to the theater?" I asked Laila \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ .  7.  "What time will you arrive?" He asked us \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ .  8.  "How much money did you spend on the painting?" I asked my girlfriend \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ .  9.  "Can you help me?" Priyanka asked the policeman \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ .  10.  "What size are you?" The shop assistant asked me \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ . |  |

**Shopping**

Choose the correct shopping words to complete the sentences. Listen and check.

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| 1.  When you're in a supermarket, you usually carry your shopping in a basket / cart if it's just a few items, or push a cart / basket if you're buying lots of things.  2.  If you pay with a debit card / credit card , you make a direct electronic payment from your bank account. If you pay with a debit card / credit card , you borrow money from a bank that you must pay back later.  3.  When you pay, you get a printed refund / receipt showing your shopping items and the total. You need to keep this if later you want a refund / receipt – your money back because of a problem with a product.  4.  A discount / bargain is a reduction in the price of something. A bargain / discount is something on sale at a much lower price than usual.  5.  A department store / chain store is one of a group of shops selling the same things and owned by the same company. A department store / chain store is a large shop selling different things in different sections.  6.  A bookshop / library is a place with a collection of books that members can borrow. A library / bookshop is a shop where books are sold.  7.  You put on / try on your shirt when you are getting dressed. You try on / put on a shirt when you want to see how it looks on you.  8.  If a piece of clothing suits you / fits you , it's the right size. If it fits you / suits you , it looks good on you. |  |

**Making nouns from verbs: Activity 1**

Make nouns from the verbs in the list and write them in the correct group. Write them in alphabetical order. Listen and check.

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| achieve    agree     argue    attach    choose    compensate     complain    consider    deliver    demonstrate    explain     fail     improve    lose   manage     pay     respond    sell     serve     succeed     tempt    treat    value |  |

**1.** + *ation* \_\_\_\_\_\_\_\_\_\_ , \_\_\_\_\_\_\_\_\_\_ , \_\_\_\_\_\_\_\_\_\_ , \_\_\_\_\_\_\_\_\_\_ , \_\_\_\_\_\_\_\_\_\_ , \_\_\_\_\_\_\_\_\_\_   
**2.** + *ment*\_\_\_\_\_\_\_\_\_\_ , \_\_\_\_\_\_\_\_\_\_ , \_\_\_\_\_\_\_\_\_\_ , \_\_\_\_\_\_\_\_\_\_ , \_\_\_\_\_\_\_\_\_\_ , \_\_\_\_\_\_\_\_\_\_ , \_\_\_\_\_\_\_\_\_\_ , \_\_\_\_\_\_\_\_\_\_   
**3.** new word \_\_\_\_\_\_\_\_\_\_ , \_\_\_\_\_\_\_\_\_\_ , \_\_\_\_\_\_\_\_\_\_ , \_\_\_\_\_\_\_\_\_\_ , \_\_\_\_\_\_\_\_\_\_ , \_\_\_\_\_\_\_\_\_\_ , \_\_\_\_\_\_\_\_\_\_ , \_\_\_\_\_\_\_\_\_\_ , \_\_\_\_\_\_\_\_\_\_

**Making nouns from verbs: Activity 2**

Choose the correct nouns to complete the questions. Listen and check.

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| 1.  Have you ever been in a demonstration / temptation / treatment ? What were you protesting about?  2.  Have you ever opened an email improvement / achievement / attachment that contained a virus?  3.  Do you often have responses / deliveries / arguments with your family? What about?  4.  Do you prefer reading grammar considerations / explanations / valuations in your own language, or do you think it’s better to read them in English?  5.  Have you ever made a complaint / management / sale to a company and gotten compensation / agreement / loss ?  6.  Do you think that there’s too much choice / delivery/ valuation when you’re shopping, for example, for a new phone?  7.  In a restaurant, what’s more important for you, the food or the temptation / service / success ? |  |

**The letters *ai***

Say the words aloud, then put them in the correct sound group. Listen and check.

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| em**ai**l barg**ai**n cl**ai**m expl**ai**n rep**air** p**ai**d comp**lai**n capt**ai**n **air**line w**ai**ter cont**ai**n |  |

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| 1. /eɪ/ tr**ai**n | 2. /ɛr/ ch**ai**r | 3. /ə/ comput**er** |
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**Awful airlines: Activity 1**

Listen to a conversation about a complaint.

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1. Where was Sam flying to when he had a problem?
   * Chicago
   * New York
2. How many emails did Sam send to the airline?
   * one
   * two

**Awful airlines: Activity 2**

Listen again and choose the correct answers. You can read the audio script to help you.

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| **Laura** Hi, Sam! How was your trip to Chicago?  **Sam** It was great, thanks. But the flight back was awful! In fact, I made a complaint to the airline.  **Laura** What was the problem?  **Sam** Well, as you know, some airlines make you wait forever in line before you can board, which I can’t stand. It also means that there’s always a huge rush to get on the plane and there isn’t any place to put your bags. I find all this so annoying that I usually pay for PreferredAccess – you know, when you pay extra to get on the plane first. You just get in line when they call the flight, and then they tell the passengers with PreferredAccess to come to the front and you get on the plane first.  **Laura** So what went wrong?  **Sam** Well, it was fine on the flight to Chicago. I stood in line, they called the people who had PreferredAccess, I boarded the plane, and I got to my seat with no problems. Perfect! But on the flight back from Chicago to New York, I was standing in line at the gate waiting to be called to board first, and nothing happened. I don’t know if they forgot about PreferredAccess or what, but they didn’t call us to the front of the line. That meant I had to board the plane with everyone else – in fact, I was one of the last to get on. As you can imagine, I wasn’t very happy.  **Laura** So, what did you do?  **Sam** When I got home, I emailed the airline explaining what had happened. I told them that I had paid for PreferredAccess on both of my flights, but I had only received the service on one of them. I asked them, very politely, to give back the money I had paid for the PreferredAccess for the return trip. It was about $20 at the time.  **Laura** Did you get a response?  **Sam** Yes, I did. They were very quick. I sent my email at 5 p.m., and I received a reply the next morning.  **Laura** And did they give you your money back?  **Sam** Well, no, they didn’t. I had a very nice message from a man in customer service saying he was concerned about the incident. But he didn’t say he would give me my money back.  **Laura** Typical! They never do, do they?  **Sam** Wait a minute – I haven’t finished the story yet.  **Laura** Oh. Sorry…go ahead.  **Sam** Well, I sent them a second email. But this time the tone was much stronger and less polite. And it worked! They refunded my PreferredAccess AND they gave me money for my return flight from Chicago. I was impressed!  **Laura** That’s great! |  |

1.  Sam usually pays for PreferredAccess because he hates fighting for a place to put his luggage / he's always late for flights / he likes sitting by the window .

2.  Sam’s problem at the airport was there was a long line at the check-in desk / he didn’t get the service he’d paid for / he forgot to take his passport.

3.  In Sam’s first email he asked the airline for a small amount of money / he complained about the airline staff / he told the airline he would never fly with them again .

4.  The man who replied to the first email didn’t offer to give Sam any money / took a long time to write back / said he would send Sam a check for $20 .

5.  The result of Sam’s complaint was that he got exactly what he asked for / the airline gave him two free flights / the airline gave him more than he asked for .