**Reported speech: Activity 1**

1. that he was selling all his books
2. that she'd booked the flights
3. that my new dress didn't suit me
4. that he might not be able to go to the party
5. that she wouldn't wear those shoes again
6. that she hadn't bought me a present
7. that she had to get a dress for the party
8. that he hadn't been to the gym for a long time
9. that she'd found a jacket on sale
10. that he couldn't find anywhere to park

**Reported speech: Activity 2**

1. when I was leaving
2. if he'd ever been engaged
3. if he'd be home early
4. where I usually bought my clothes
5. if he'd worn a suit to the job interview
6. if she ever went to the theater
7. what time we'd arrive
8. how much money she'd spent on the painting
9. if he could help her
10. what size I was

**Shopping**

1.  When you're in a supermarket, you usually carry your shopping in a basket if it's just a few items, or push a cart if you're buying lots of things.

2.  If you pay with a debit card , you make a direct electronic payment from your bank account. If you pay with a credit card , you borrow money from a bank that you must pay back later.

3.  When you pay, you get a printed receipt showing your shopping items and the total. You need to keep this if later you want a refund – your money back because of a problem with a product.

4.  A discount is a reduction in the price of something. A bargain is something on sale at a much lower price than usual.

5.  A chain store is one of a group of shops selling the same things and owned by the same company. A department store is a large shop selling different things in different sections.

6.  A library is a place with a collection of books that members can borrow. A bookshop is a shop where books are sold.

7.  You put on your shirt when you are getting dressed. You try on a shirt when you want to see how it looks on you.

8.  If a piece of clothing fits you , it's the right size. If it suits you , it looks good on you.

**Making nouns from verbs: Activity 1**

**1.** + *ation*  compensation , consideration , demonstration , explanation , temptation , valuation

**2.** + *ment* achievement , agreement, argument , attachment , improvement , management , payment , treatment

**3.** new word choice , complaint , delivery , failure , loss , response , sale , service , success

**Making nouns from verbs: Activity 2**

1.  Have you ever been in a demonstration ? What were you protesting about?

2.  Have you ever opened an email attachment that contained a virus?

3.  Do you often have arguments with your family? What about?

4.  Do you prefer reading grammar explanations in your own language, or do you think it’s better to read them in English?

5.  Have you ever made a complaint to a company and gotten compensation ?

6.  Do you think that there’s too much choice when you’re shopping, for example, for a new phone?

7.  In a restaurant, what’s more important for you, the food or the service ?

**The letters *ai***

|  |  |  |
| --- | --- | --- |
| 1. /eɪ/ tr**ai**n | 2. /ɛr/ ch**ai**r | 3. /ə/ comput**er** |
| * cl**ai**m * comp**lai**n * cont**ai**n * em**ai**l * expl**ai**n * p**ai**d * w**ai**ter | * **air**line * rep**air** | * barg**ai**n * capt**ai**n |

**Awful airlines: Activity 1**

1. Chicago
2. two

**Awful airlines: Activity 2**

1.  Sam usually pays for PreferredAccess because he hates fighting for a place to put his luggage .

2.  Sam’s problem at the airport was he didn’t get the service he’d paid for

3.  In Sam’s first email he asked the airline for a small amount of money.

4.  The man who replied to the first email didn’t offer to give Sam any money.

5.  The result of Sam’s complaint was that the airline gave him two free flights .