

## VOCABULARY How things go wrong

### 1 Choose the correct words.

- I nearly completed the jigsaw and then I realised there were a few bits *missed / missing*.
- What a waste of money! I'd only worn the trainers a few times before they started to *fall apart / break through*.
- I wouldn't use that brand again. It *made / gave* me spots on the first day I tried it.
- My hot water bottle had a *break / leak* and I woke up in the middle of the night covered in water!
- I sent the dress back because the sleeve was all *ripped / broken* and the zip didn't work.
- My usual size didn't *suit / fit* me. It was a bit tight, so I had to try a size up.
- She was running across the high street when the heel of her shoe *fell down / came off*.
- When the furniture was finally delivered, one of the chairs was all *scratched / packed*.

## GRAMMAR

### should and should have (should've)

### 2 Cross out one extra word in each sentence.

- We should to try and sell some of the stuff we don't need on eBay.
- You really should've have cleared all this mess up.
- They shouldn't be have been allowed to get away with it!
- You shouldn't not buy things just because they're half price.
- You really should have been asked before borrowing my stuff.
- You do should try and get your camera repaired – don't just buy a new one.

### 3 Complete the sentences with *should / shouldn't (have)* and the correct form of verbs in the box.

check out	sign up for	fill up
try on	cut down on	sort out

- We really ..... eating out. It costs us a fortune every month.
- I complained about the order weeks ago. They ..... it ..... by now.
- These boots really are too tight. I ..... them ..... in the shop.
- You ..... any online deals unless you read the small print.
- You ..... always ..... a second-hand car before you buy it.
- We're about to run out of petrol. We ..... before we left.

## DEVELOPING WRITING

### An anecdote – complaining

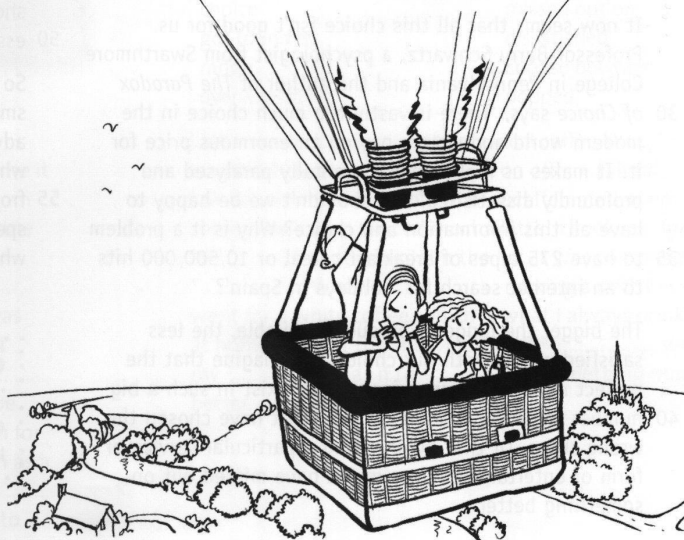
### 4 Read the anecdote. What is the main reason for writing it?

- to warn people about a specific company
- to request a refund from customer services
- to tell a story about something that went wrong

*I'd been saving up for my girlfriend's birthday and I wanted to treat her to something really special. Then a friend recommended a balloon flight. He'd organised one just a month before, which had been a real success. It sounded ideal so I went for the 'celebration package' with a flexible booking date, an hour in the balloon, champagne and a DVD of the flight. Perfect, or so I thought.*

*Milly was delighted and she wanted to do the flight on her actual birthday. This is where the problems started. It turned out that they were already fully booked. When I insisted, they just said, 'There's nothing we can do. We appreciate your booking.' No explanation, no apology, nothing. We finally got a flight three days later but things didn't improve. We were up in the air for only 35 minutes, the champagne glasses were cracked and the DVD arrived scratched.*

*I promised Milly I would get a refund and we would go away for the weekend. Three months later I'm still waiting. The company won't reply to my emails and I can't get through to customer services. Without wanting to sound over-the-top, it's been the most stressful thing I've ever tried to organise.*



**5 Read the anecdote again. What's the main purpose of each paragraph?**

- 1 a to explain who the people in the anecdote are  
b to give background to what was bought/ordered
- 2 a to explain what went wrong  
b to criticise the company
- 3 a to say what action the writer intends to take  
b to describe the end result

**6 Are these statements about the anecdote true or false?**

The anecdote:

- contains direct speech.
- is addressed to a specific person.
- includes short sentences to keep the reader interested.
- uses a fairly formal style.
- describes how different people felt.
- uses full forms, rather than contractions.

**7 Complete the collocations with the words in the box.**

keep	insist on	fall	customer
refund	wrong	sort out	waste of

- 1 ..... services / helpdesk / care
- 2 ..... going wrong / breaking down / calling the company
- 3 ..... my money / the payment / €750
- 4 a ..... money / time / effort
- 5 ..... the booking / the problem / the mistake
- 6 the ..... colour / size / model
- 7 ..... speaking to the manager / getting a refund / getting a new one
- 8 ..... apart / to pieces / off

**8 Write an anecdote (150–190 words) about a situation when you had to complain. Use one of these ideas or an idea of your own.**

**A product**

- a laptop that arrived damaged
- a pair of trainers that fell apart

**A service**

- an awful meal
- a special treat that went wrong

**Learner tip**

When you write an anecdote, try reading it aloud to check that it flows and sounds natural. If possible, read it to another person to see if you have kept their attention to the end!

**Vocabulary Builder Quiz 3**

Download the Vocabulary Builder for Unit 3 and try the quiz below. Write your answers in your notebook. Then check them and record your score.

**1 Complete the sentences with words ending in -ion.**

- 1 They gave me money as ..... for the problems.
- 2 There are many laws for the ..... of consumer rights.
- 3 Always act with ..... when money is involved!
- 4 She has good ....., but she forgets to put them into practice.
- 5 ..... to the museum costs £6.
- 6 Cycling is my brother's latest ..... He cycles every day.

**2 Choose the correct words.**

- 1 When I got back to the car, it was all *squashed* / *scratched* on the side.
- 2 What's the best way to get a coffee *stain* / *leak* out of a carpet?
- 3 I dropped my ipad and there's a big *crack* / *fault* in it.
- 4 Don't *rip* / *rub* your eyes, you'll make them sore.
- 5 You can't wear those shoes, they're falling *away* / *apart*.
- 6 He always thinks the worst will happen but I'm much more *optimistic* / *pessimistic*.
- 7 His mother's from Spain, but she *settled* / *let down* here 30 years ago.
- 8 She's full of *well* / *good* intentions but she never follows through.

**3 Which word do you need to complete the sentences in each set?**

- 1 Turn the ..... to open the door. / He can ..... the bike well. / I can't ..... arguing with her.
- 2 Keep the ..... for the new laptop. / The TV is still under ..... / It comes with a one-year .....
- 3 Long hours are an occupational ..... / The old wiring was a fire .....
- 4 Use string to ..... those together. / I wear a suit and ..... for work. / ..... your hair back before cooking.

**4 Complete the text with the correct form of the word in brackets.**

The number of <sup>1</sup> (evict) is rising and it's clear that people should have been more <sup>2</sup> (caution) about the property market. A few years ago, <sup>3</sup> (practice) all of my friends became <sup>4</sup> (obsession) with owning a house, but many of them hadn't understood the <sup>5</sup> (imply) of paying a large mortgage. They soon found that they could no longer afford all the things they were used to, and they were forced to make the <sup>6</sup> (embarrass) <sup>7</sup> (admit) that they had made a mistake.

Score \_\_\_/25

Wait a couple of weeks and try the quiz again. Compare your scores.

# 4

# SOCIETY

## VOCABULARY

The government, economics and society

### 1 Replace the underlined words in the conversation with the words in the box.

booming	recession
too soft on	struggling
have gone bankrupt	made a difference

- A: So what do you reckon to this new government? Are they any good?  
B: I think they've done quite a lot. They've certainly <sup>1</sup> had an effect since they came to power three months ago. Things have improved since last year's <sup>2</sup> economic decline.  
A: But the economy is hardly <sup>3</sup> a great success, is it? A lot of businesses <sup>4</sup> are unable to pay their debts, you know.  
B: Sure, and some families are still <sup>5</sup> finding it hard to manage, but things are getting better.  
A: Perhaps. I just wish they would do something about youth crime. They're <sup>6</sup> not strict enough with young offenders.  
B: You're right there.

### 2 Choose the correct words. Then match the sentences (1–5) to the topics (a–e).

- I find the *bureaucracy / bureau* so annoying. We have so much paperwork to do and it takes up a lot of our time.
- The rate has *shoot / shot* up over the last six months. It's getting harder and harder to get a job.
- I think it will *undermine / underline* people's confidence. They are already worried about the threat of rising inflation.
- This *shortage / shortness* is really hitting hard. Nearly all international flights have been cancelled.
- It's bound to *rise / boost* our standing in the world. An important sporting event always does.

- lack of fuel
- the Olympic Games
- the economy
- unemployment
- business

## GRAMMAR *so* and *such*

### 3 Write new sentences with *so* or *such* and the information from box A and box B.

**A** There were a lot of demonstrators.  
This area has become run-down.  
The economy is doing badly.  
Some students are in serious debt.  
The government have wasted a lot of money.  
Petrol is expensive.

**B** No-one will vote for them again.  
We hardly use our car.  
It will take years to pay it off.  
No-one wants to move there.  
People are struggling to make ends meet.  
The police had to close the road.

- Petrol is so expensive that we hardly use our car.* .....
- .....
- .....
- .....
- .....
- .....

### 4 Find and correct five mistakes in the sentences.

- The factory closing caused so lasting damage to the local economy.
- Such few young people vote nowadays, they are thinking of making it compulsory.
- The demonstration passed off so peacefully, there were no arrests.
- There are so little green spaces, it's hard to find somewhere to sit and relax.
- The parade was such great success that the city decided to hold one every year.
- So many high-rise blocks have been built in the city, it's now unrecognisable.
- Air pollution has risen so high that people are finding it hard to breath.
- There are so a lot of positive things that he's done for the city.