

Review

1 Form questions. Then get into pairs and interview your partner. Take turns.

1 old / you / how / are / ?

2 you / do / where / live / ?

3 does / best / your / do / friend / what / ?

4 attend / do / school / which / you / ?

5 are / favourite / your / hobbies / what / ?

6 did / your / holidays / in / you / do / what / ?

7 have / brothers / any / do / you / sisters / or / ?

8 is / mobile phone / what / your / number / ?

2 Write down suitable questions. Sometimes there is more than one possibility. The first one (0) has been done for you. Compare your answers with a partner.

0 *When do you usually get up?*

I usually get up at half past 6.

1

I normally have a cup of tea.

2

We go to school by bus every day.

3

My dad always reads the newspaper in the morning.

4

He usually starts working at 7.30.

5

She normally wears jeans and a T-shirt at school.

6

She always takes the car to work.

1 That's me

Trouble-free grammar: Definite and indefinite articles

a (indefinite article)	an (indefinite article)	the (definite article)	— (no article)
<p>1. We use the indefinite article a before nouns and adjectives that begin with a consonant.</p> <p>a car a student a boring film</p> <p>2. We use the indefinite article a before a consonant sound, even if it is written as a vowel.</p> <p>a uniform a university a European</p>	<p>1. We use the indefinite article an before nouns and adjectives that begin with a vowel (a, e, i, o).</p> <p>an apple an elephant an interesting book an orange</p> <p>2. We use the indefinite article an before a vowel sound, even if it is written as a consonant.</p> <p>an hour</p>	<p>1. We use the definite article the to refer to specific or particular nouns.</p> <p>the green pullover on the shelf</p> <p>2. We use the definite article the before seas, rivers and hotels.</p> <p>the Pacific the Danube the Hilton</p> <p>3. We use the definite article the with superlatives.</p> <p>the best the tallest the richest</p>	<p>1. We do not use any article before uncountable nouns.</p> <p>2. We do not use any article before:</p> <p>streets languages countries towns meals</p> <p>3. We also do not use the with:</p> <p>television / TV breakfast / lunch / dinner school church</p>

3 Fill the gaps with an appropriate article (*a, an, the* or *no article*). Compare your results with a partner.

- 1** I like blue T-shirt over there better than red one.
- 2** Do you still live in Vienna?
- 3** Is your office still located in old company building?
- 4** Sue's father works as electrician.
- 5** I do not have to wear uniform at work.
- 6** It must be awesome to work as chef at one of *Hilton* hotels.
- 7** Tom can speak English fluently.
- 8** It is my dream to work in one of biggest fashion stores in London.
- 9** I usually have cereal for breakfast.

4 Present tense simple or present tense continuous? Choose the correct form. Compare your results with a partner.

- 1** Tom *works as* a receptionist.
 Tom *is working as* a receptionist.
- 2** I *am* always *going* to school by train.
 I always *go* to school by train.

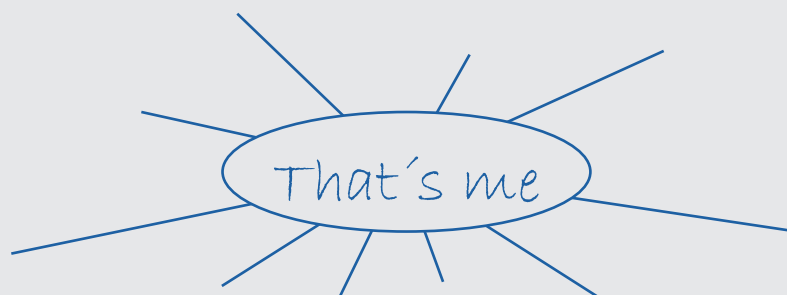
- 3 Listen! A bird *sings* in the tree.
 Listen! A bird *is singing* in the tree.
- 4 I never *drink* any alcohol.
 I *am* never *drinking* any alcohol.
- 5 We *are watching* TV every day.
 We *watch* TV every day.
- 6 Henry normally *goes* to bed at 10 pm.
 Henry *is* normally *going* to bed at 10 pm.
- 7 My mother *is* usually *having* a cup of coffee for breakfast.
 My mother usually *has* a cup of coffee for breakfast.
- 8 I *am writing* an e-mail to my penfriend in the US at the moment.
 I *write* an e-mail to my penfriend in the US at the moment.
- 9 *Do you* sometimes *go* to the cinema on Saturdays?
 Are you sometimes *going* to the cinema on Saturdays?
- 10 Susan and John *are studying* for the Biology test right now.
 Susan and John *study* for the Biology test right now.



5

Talking about myself

Create a mind map about yourself. Include information about your appearance, your favourite clothes, your hobbies and your likes and dislikes. Then walk around in class and listen to a classmate's description of himself/herself. Take turns.



1 That's me



You and your Australian penfriend have been e-mailing each other for two years now. In one of his/her last e-mails, he/she has recently asked you about your daily routine in your life as a teenager in Austria. In your reply tell him/her about

- your daily routine
- your duties in the household
- your free time activities.

Use the phrases from the LanguageBox. Write about 150 words.

LanguageBox

Send

To...

Cc...

Bcc...

Subject:

Dear

I'm so happy to hear that you're fine. How're you doing in school?

In one of your last e-mails you asked me about my daily routine in my life as a 15-year-old teenager in Austria.

Well, what can I say?

I usually get up at ... / The first thing I do is ... / Then I often have to ... Moreover, I ... three times a week.

Talking about my duties in the household, I can say that I ... once a month. I normally ...

Twice a week I have to ... and my parents also want me to ...

After work / school I often ... / I really love to ...

In my free time I ...

At weekends ...

But what about your daily routine? Please tell me everything about it.

Hope to hear from you again soon.

Take care!

Best

Review

1 Fill in the correct future forms (*will*-future or *going-to*-future). Compare your results with a partner.

- 1 Are you worried that we _____ (miss) the bus?
- 2 It _____ (rain). Look at the dark clouds.
- 3 She _____ (marry) him next Saturday.
- 4 I hope the weather _____ (be) fine tomorrow.
- 5 I think he _____ (ask) me a lot of questions.
- 6 She is afraid that she _____ (be) late for the meeting.
- 7 We expect that they _____ (arrive) tomorrow.
- 8 What _____ (you/do) in your summer holidays?
- 9 Mother doubts that Linda _____ (get) a good mark.
- 10 Dad _____ (take) me to the car race on Sunday.



2 Prepare a short weather forecast for a European city of your choice for the next three days. Use the Internet to get detailed information about the weather. Use the phrases from the Language-Box on page 19. Then present it in class.

3 Comparison of adjectives: Fill in the grid. Compare your results with a partner.

1	good		
2		taller	
3	few		
4		happier	
5			the least
6			the most beautiful
7	thin		
8		more exciting	
9			the worst
10	nice		

Photo credits (v. l. n. r., oben nach unten): p. 2: Adobe Stock/francescodemarco, Adobe Stock/Ritu Jethani, Adobe Stock/SeanPavonePhoto, Adobe Stock/carloscastilla.

4 Compare the data of these three world-famous buildings. Write down sentences. The first one (0) has been done for you. Compare your results with a partner.



Burj Khalifa



CN Tower



Taipei 101

Location	Dubai, United Arab Emirates	Toronto, Canada	Taipei, Taiwan
Year	2010	1976	2004
Height	828 m	553 m	508 m
Storeys	160	181	101
Elevator	57	6	67
Floor	464,511 m ²	–	412,500 m ²
Costs	\$ 1.5 billion	\$ 63 million	\$ 1.76 billion

0 The floor area of the Burj Khalifa is bigger than the floor area of the Taipei 101.

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9



5 You are on holiday with your parents and you have a really good time. Write a blog entry giving information about

- the weather
- your accommodations
- food
- what you have done so far / what you will do in the remaining couple of days.



Write about 120 words. Give your blog entry a title.

Review

1 Join the following sentences to make one sentence. Use *who* / *which* / *where*. The first one (0) has been done for you. Compare your results with a partner.

0 That is the person. He took my wallet.

That is the person who took my wallet.

1 We go to Kos every summer. It is a great holiday destination.

.....

2 The car is a fantastic invention. It has made transport much easier.

.....

3 Einstein was a brilliant scientist. I really admire him.

.....

4 The guests arrived yesterday. They are very friendly.

.....

5 Sarah is my neighbour. She is very nice.

.....

6 I bought a new smartphone. It is good quality.

.....

7 They built a new house at the end of the street. It is very modern.

.....

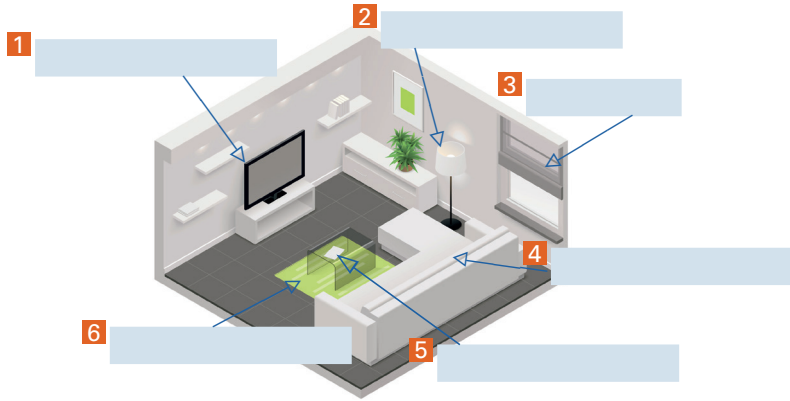
2 Find at least five different places for each preposition. Fill in the grid. An example has been given for each preposition. Compare your results with a partner.

<i>in</i>	<i>at</i>	<i>on</i>
<i>in school,</i>	<i>at the bar,</i>	<i>on the table,</i>

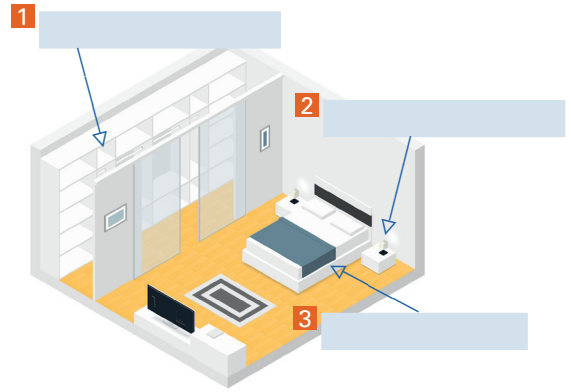
3

The way I live

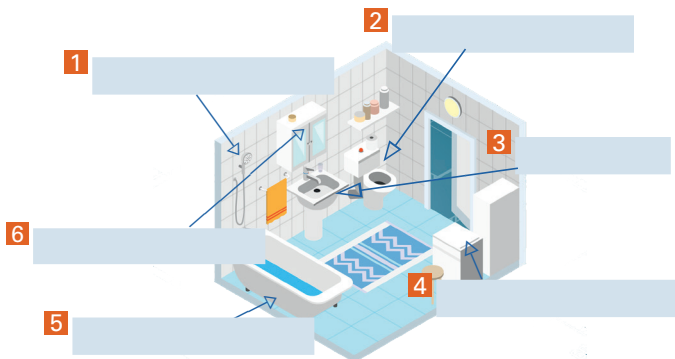
3 Have a look at the floor plans and label the rooms (A–E) and the pieces of furniture appropriately. Compare your results with a partner.



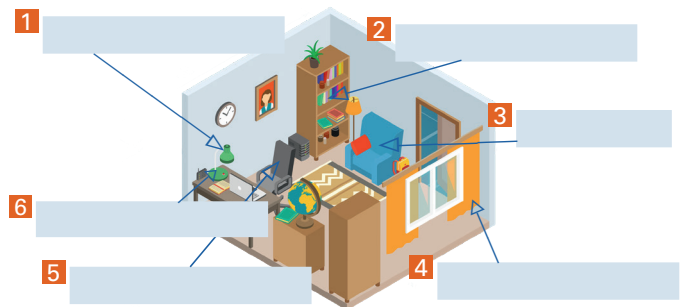
A



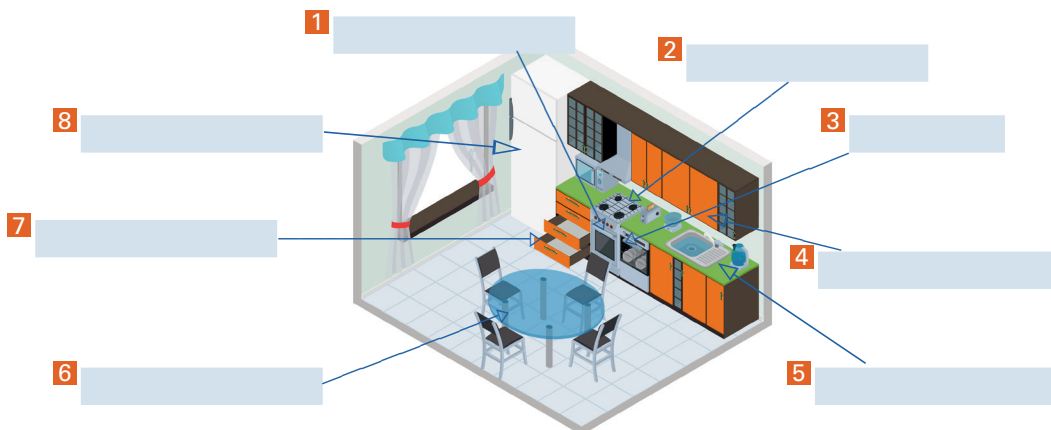
B



C



D



E

- 4 Have a look at the picture and write down sentences using the following prepositions *in / at / on / in front of / behind / next to / opposite*. The first one (0) has been done for you. Compare your results with a partner.



- 0 The office chair is in front of the desk.
- 1
- 2
- 3
- 4
- 5
- 6
- 7



- 5 Get into pairs. Describe your favourite room in your flat / house to each other. Use the words from the VocabBooster on page 26. Take turns.



- 6 In his/her last e-mail, your English penfriend has asked you to tell him/her about the way you live. In your reply e-mail you should

- inform him/her about the village / town / city you live in
- explain what your house / flat looks like
- describe your room in as much detail as possible.

Use the phrases from the LanguageBox on page 25. Write about 150 words.

Photo credits (v. l. n. r., oben nach unten): p. 2: Adobe Stock/Taras Livyy, Adobe Stock/vadymg, Adobe Stock/macrovector, Adobe Stock/macrovector, Adobe Stock/ikuvshinov; p. 3: Adobe Stock/fischer-cg.de.

Review

1 Fill in the verbs in the correct form. Use the past tense simple. Compare your results with a partner.

- 1 Peggy _____ (break) her leg last Saturday. She is in hospital now.
- 2 Last Friday Tony _____ (meet) Sabrina in front of the cinema.
- 3 The train _____ (arrive) at the station two minutes ago and Susan _____ (get) off.
- 4 Last weekend Mrs Smith _____ (go) to Linz to see a musical at the music theatre.
- 5 Last summer my friends and I _____ (watch) a soccer match in Vienna.
- 6 My sister _____ (be) born in 2014.
- 7 Yesterday evening the kids _____ (find) a 100 euro note on the street.
- 8 Last week I _____ (buy) a pair of jeans at the new store in the shopping mall.



2 Get into pairs. Tell your partner what you did last weekend. Complete the sentences from the LanguageBox. Take turns.

LanguageBox

Last weekend was really nice / relaxing / stressful ... because ...
 On Saturday morning I ...
 Then I ...
 On Saturday evening I ...
 The first thing I did on Sunday morning was ...
 At midday I / we ...
 On Sunday afternoon I ...
 In the evening ...
 All in all, it was a great / fantastic / boring / stressful ... weekend!
 What about you?

3 Write sentences by matching the short sentences from box A and box B. Use connecting words like *and* / *because* / *but* / *or* / *so*. An example (0) has been given. Compare your results with a partner.

A

I stayed at home. ■ It is a large city. ■ She went to the window. ■ I was an hour late. ■ I jumped into the lake. ■ I bought a book. ■ Do you want me to join you? ■ Joe does a lot of sports. ■ Do you want to go out?

B

Shall I wait here? ■ The traffic was heavy. ■ I swam to the other side. ■ I did not read it. ■ She opened it. ■ You have to take care not to get lost. ■ He is very fit. ■ Are you too tired? ■ I listened to music.

4 Past moments in life

0 I stayed at home and listened to music.

1

2

3

4

5

6

7

8

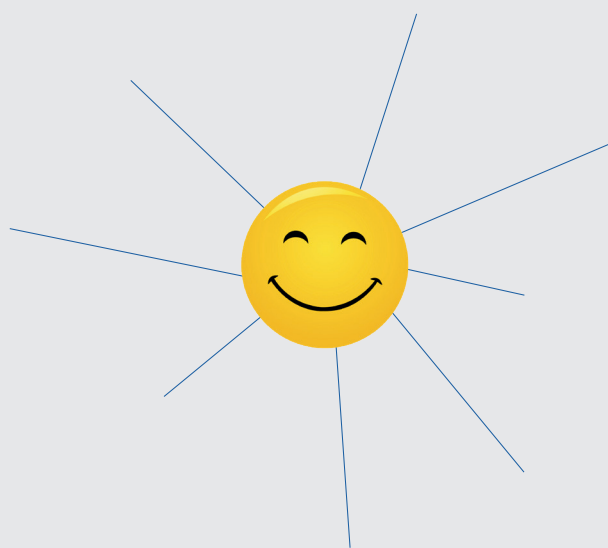


4

The best day in my life

Think of the best day you have had in your life so far. Answer the following questions and take notes in the mind map. Then get into pairs and inform each other. Speak for about four minutes. Take turns.

- What happened?
- Where were you?
- Who was with you?
- How did you feel?
- What made this day so special?





5 Choose a famous person you are very interested in and use the Internet to find out the basic facts of this person's life. Take notes in the grid. Then write a biography. Use some of the phrases from the LanguageBox on page 40. Do not forget to use paragraphs. Write about 120 words.

<i>Questions</i>	<i>Answers</i>
1 When and where was this person born?	
2 Where does this person live? And for how long has he/she been living there?	
3 Where and when did this person attend school / college / university?	
4 What is / was this person's job?	
5 Did anything special happen to him/her in his/her life? Explain.	
6 What makes this person so interesting and inspiring?	



6 Get into groups of three and answer the following questions. Research the Internet if you need help.

- 1 What does it take to be successful on the WWW?
- 2 Name people who have become successful because of the Internet and explain what has made them famous.
- 3 What is in your view *YouTube's* secret of success?
- 4 Name some negative aspects of sharing your life on social media networks such as *Instagram*, *Facebook*, *YouTube* etc. with regard to your working life.



Photo credits (v. l. n. r., oben nach unten): p. 2: Adobe Stock/Piotr Wawrzyniuk; p. 3: Adobe Stock/Prostock-studio.

Review

1 Fill in *for* or *since*. Compare your results with a partner.

- 1 He has been a receptionist [] 2010.
- 2 I have not seen you [] a week.
- 3 I have been waiting for the train [] 12:30.
- 4 I have lived here [] six years.
- 5 He has lived in this apartment [] 2010.
- 6 [] the teacher came in I have been very nervous.
- 7 The couple has been married [] ten years.
- 8 I have been living in Vienna [] one year.
- 9 I have been studying [] three hours now.
- 10 I have loved you [] the first time I saw you.

2 Make up sentences / questions in the present perfect tense simple. The first one (0) has been done for you. Compare your results with a partner.

0 you / ever / be / to / the USA / ?

Have you ever been to the USA?

1 you / ever / go / skateboarding / ?

2 you / finish / your homework / yet / ?

3 she / just / talk to / the hotel manager / .

4 you / already / meet / a famous person / ?

5 you / ever / write / a poem / ?

6 I / never / go / bungee-jumping / .

7 I / not / be / on TV / so far / .

8 the tourists / book / sightseeing tour / not / yet / .

9 at a boutique hotel / you / ever / stay / ?

Photo credits: p. 3: Adobe Stock/Artur.

3 Complete the sentences (1–10). Use the words from the box. Compare your results with a partner.

half board ■ boutique hotel ■ bunk beds ■ cloakroom ■ registration form ■ holidaymakers ■ spa treatments ■ lobby ■ twin beds ■ backpackers

- 1 After arriving at the hotel, the tourists had to fill in the _____.
- 2 Thailand is a popular destination for _____.
- 3 In our massage and beauty area you can enjoy _____.
- 4 We booked _____ at a well-known beach resort in Mauritius.
- 5 The hotel offers accommodation for families with children, couples and single _____.
- 6 The building company has been working really hard to renovate the _____ in the last few months.
- 7 When going on holiday, Tom and his wife prefer sleeping in _____.
- 8 The apartment is furnished with two single _____.
- 9 The guests have been waiting in the hotel _____ for their taxi for about ten minutes.
- 10 In most hotels guests can store their luggage in the _____ if they check out early and fly later in the day.



4

You have been working as a receptionist at a four-star hotel for a year now and have been asked to give a presentation for future interns.

ON
THE JOB

In your presentation you should

- talk about how to greet guests appropriately at a hotel
- explain necessary steps when doing a group check-in
- inform about what to keep in mind when doing a check-out.

Use the phrases from the LanguageBox. Create a poster and write down the most important information. Speak for about four minutes. Then give your presentation in class.

LanguageBox

Welcome to my presentation, it's a pleasure to welcome you all at our hotel.
 I have been asked to inform you about my tasks and duties as a receptionist.
 When greeting guests it is important to ...
 Furthermore, you should ...
 When doing a group check-in you have to keep in mind that ...
 What's more, doing / checking / asking for / explaining ...
 Another important point is to ...
 Another essential step in the check-in process is ...
 Please do not forget to ...
 You also have to keep in mind to ...
 When it comes to checking out guests, it is necessary to ...
 Moreover, you should ...
 Finally, I recommend ... (*verb + -ing*)
 If you have any further questions, feel free to ask.



Read the e-mail you have just received from Nicoletta, your Italian penfriend. Then write a reply e-mail to Nicoletta. In your e-mail you should

- tell her about your life at the moment
- inform her how you personally deal with unhappy guests
- give her some useful advice (*on dealing with complaints, unsatisfied guests, ...*).



Use the tips on how to deal with complaining customers on page 55. Write about 120 words.

Send	To...	nicoletta.parsini@bestshots-resort.it
	Cc...	
	Bcc...	
	Subject:	Customer complaints
<p>Hi</p> <p>How are you doing?</p> <p>As you know, I started working at a family resort in my hometown. I quite like it, however, I sometimes have to deal with customers who complain a lot. This has really been one of the biggest challenges for me so far. I simply don't know what to do sometimes.</p> <p>How do you deal with unhappy customers?</p> <p>Could you give me some useful pieces of advice? Can't wait to hear from you!</p> <p>All the best</p> <p>Nicoletta</p>		



You work at a five-star hotel in Vienna, which is reopening in two weeks. You have been asked by the hotel manager to write the FAQs. Write down six questions and the answers.

ON THE JOB

FAQ 1

FAQ 2

FAQ 3

FAQ 4

FAQ 5

FAQ 6

Review

1 Fill in the gaps using *much / many / a lot of*. Sometimes there is more than one possibility. Compare your results with a partner.

- 1 There is too _____ sugar in my coffee.
- 2 _____ teenagers do not know what they want to do later in their lives.
- 3 The exhibition is very popular; _____ people have visited it so far.
- 4 How _____ is this T-shirt?
- 5 He has eaten too _____ sweets and now he is sick.
- 6 My mother does not have _____ time; she is very busy at the moment.
- 7 I wish you did not smoke so _____.
- 8 Tim does not know _____ about his girlfriend.
- 9 There are _____ students in the schoolyard during lunch break.
- 10 There were too _____ mistakes in my test, which is why I did not pass.
- 11 He does not have _____ money, that is why he works extra hours.
- 12 There was not _____ snow in December.



2 Get into pairs and complete the shopping dialogue. Fill in the appropriate phrases from the Vocab-Booster. Then act it out in class.

VocabBooster

which colour ■ on the first ■ may I help you ■ suits you ■ about this ■ fitting rooms are ■ size are you looking for

- Shop assistant: Hello.?
- Customer: Yes, please. I'm looking for a pullover.
- Shop assistant: What?
- Customer: I think large fits me best.
- Shop assistant: do you prefer?
- Customer: I'd prefer black.
- Shop assistant: How one?
- Customer: This one looks really good. Can I try it on?
- Shop assistant: Sure. The over there.
- Customer: Look! What do you think?
- Shop assistant: Wow, great. It perfectly.
- Customer: Thank you. I'll take it. Where's the cash desk?
- Shop assistant: It's floor.
- Customer: Thank you for your help. Goodbye.
- Shop assistant: You're welcome.

3 Containers and contents

Write down the appropriate container. Compare your results with a partner.

1 a _____ of chocolates



5 a _____ of matches



2 a _____ of lemonade



6 a _____ of apple juice



3 a _____ of tea



7 a _____ of coke



4 a _____ of peaches



8 a _____ of strawberry jam



4 Acting out a sales dialogue

Get into pairs. One of you chooses a product / an item and tries to sell it to the other one. Use the phrases from the LanguageBox. Then take turns.

LanguageBox

Salesperson

Good afternoon, can I help you? / How may I help you?

Could I ask you a few questions?

I have ... for you. Is that something you'd be interested in? / What about ...?

So, what is good about this product is ...

The reason this product is a must-have right now is ...

If I were you, I'd take the chance to get this product because ...

You absolutely need to have this product / item as ...

Take all the time you need to think about it but I think this product would work best for you.

So what do you think? Are you ready to ...?

Would you like to go with it?

5 Yesterday you received the electronic gadget that you had ordered in an online store a few weeks ago. When you opened the parcel, you found out that the gadget does not work. Therefore you have decided to write an e-mail of complaint.

In your e-mail you should

- give some details about your order
- say why the gadget does not work / what the problem is
- ask the company for a refund.

Write about 150 words using the model from activity 4 on page 64.





Shopping addiction is perhaps one of the most serious addictions in our society. Search the Internet and find out more about it. Make a poster (*including pictures, graphs, ...*) and give a short presentation in class.

In your presentation you should

- give information about the addiction itself
- outline the consequences of the addiction
- suggest what could be done to prevent young people from getting addicted to shopping.

Speak for about four minutes. Use the phrases from the LanguageBox. Then get into pairs and give your presentations. Take turns.

LanguageBox

Welcome to my presentation about shopping addiction.

Shopping addiction is a very common addiction among young people because ...

It means that ...

Generally speaking, many teenagers get addicted to shopping because ...

Talking about the consequences of shopping addiction, it is important to say that ...

I would suggest trying / doing / talking to ...

Moreover, ...

Thank you for listening.

Review

1

Complete the sentences (1–9). Use the words from the box. Sometimes there is more than one possibility. Compare your results with a partner.

VocabBooster

home-cooked ■ delicious ■ spacious ■ well-selected ■ well-located ■ mouth-watering ■ healthy ■ attentive ■ seasonal

- 1 The new Italian restaurant is []. It is at the sea front.
- 2 Yesterday we were at the new restaurant, the food there tasted like a [] meal.
- 3 The vegetarian menu was so [], which I honestly had not expected.
- 4 As the restaurant is not very [], the tables stand very close to each other.
- 5 The restaurant offers a [] range of regional food.
- 6 I have heard that the bakery next door creates [] cakes, pies and cookies.
- 7 Nowadays many fast food restaurants have [] food options on their menu.
- 8 Eating [] and local food helps protecting the environment.
- 9 Unfortunately, the staff in the restaurant was not [] enough and did not provide good service.

2

Have a look at the words and find the odd one out. Compare your results with a partner.

- 1 **Glassware:** set glass / beer mug / saucer / brandy snifter
- 2 **Cutlery:** fish knife / butter spreader / corkscrew / dessert spoon
- 3 **Table linen:** silence pad / tablecloth / cover napkin / tumbler
- 4 **Dinnerware:** dessert plate / doily / soup bowl / platter
- 5 **Service utensils:** decanter / tray / service napkin / salad plate

3

Get into pairs. One of you is a guest at the *Best Shots Hotel & Bistro*, the other one works at the hotel. Choose one scenario (1 or 2). Make up a conversation. Use the phrases from the LanguageBox on page 77. Take turns.



ON THE JOB

Scenario 1: Play time

A family with children is dining at the restaurant. The children are quite noisy and seem bored. Politely tell the parents about the outdoor playground and give directions. Use the floor plan in activity 1 on page 76.

Scenario 2: Last call

You inform your remaining guests that it is almost closing time. Ask them for their last order and to settle their bills.

4

Step 1: Get into pairs. Which tasks need to be performed as preparatory work in a restaurant? Take notes in the grid.

station	tables	bar



Step 2: Now prepare a 3-minute presentation to give in class. In your presentation you should

- explain which tasks need to be performed as preparatory work in a hotel
- point out which chores need to be done during the closing shift
- give reasons why performing tasks thoroughly is a must.



5

Read the negative online review of an à la carte restaurant and underline the most important points the reviewer makes. Then use the phrases from the LanguageBox in activity 3 on page 75 to write a response.



Robin S.

Sutton, VT, USA

51 friends

10 reviews

★★★★☆ 20/11/2020

The Little Italian, Chicago

This restaurant, unfortunately, is not the same anymore. Some food combinations don't work and others are truly unpleasant. Prices are simply too high for what you get. There are hardly any vegetarian options and the wine list is disappointingly limited.

The location is good; however the tables stand too close to each other. The staff is quite attentive, though they could be friendlier.

I hope that *The Little Italian* can find its way back to its former glory.

4 to insist

5 to depend

6 to concentrate

7 to give



4

Get into pairs. Both of you are hosting a famous TV cooking show in which one of you prepares a traditional Austrian main course and one of you a typical Austrian dessert. Make up a lively dialogue in which you talk about the main ingredients and the preparation of the two dishes in as much detail as possible. Use the words from the VocabBooster on page 86 and the phrases from the LanguageBox.



LanguageBox

Welcome to today's cooking show!

My name is ... and this is ...

Today we are cooking ...

So let's get started.

Well, this is what we are going to need for our main course and the dessert: ...

First, you have to ...

Second, ...

The next step is to ...

Then, you have to ...

Do not forget to ...

Keep in mind that ...

Finally, ...

Thanks for watching our show. Enjoy your meal!



5

You read Sam's blog entry below on *teen-health-blog.com*. Write a blog comment and give Sam some helpful advice. Use the phrases from the LanguageBox on page 3. Write about 180 words.

Losing weight – a real challenge

by Sam01

April 10, 6:15 pm

I'm so desperate! I've been trying to lose weight for a few weeks now but I've not been too successful so far.

The biggest problem for me is that I hardly ever get invited to parties and that I sometimes feel like an outsider. I think it has to do with my looks. I don't know what to do.

Anyone out there who can help me?

Cheers

LanguageBox

Dear Sam

I've just read your blog entry and I really felt inspired to comment on it.

It's so sad to hear that ...

In my view you absolutely need to change something in your life. You shouldn't worry too much about your weight and your looks. It's more important to care about a healthy diet.

This is why I would ...

Have you ever tried eating ... / doing ... / going to ...?

If I were you, I would ...

I can also recommend going ... / trying ... / doing ... / eating ...

Another useful piece of advice for losing weight is ...

I hope I was able to help and motivate you to get started! I know you will manage!

So don't give up and let me know how it goes!

Cheers



6

Your English friend is visiting you in Austria. He/She has heard so many good things about Austrian cuisine. This is why you take him/her out for dinner tonight.

At the restaurant you should

- explain typical Austrian dishes to him/her (Have a look at the menu on page 94.)
- suggest a traditional Austrian soup, a main course and a famous Austrian dessert to him/her
- inform him / her about table manners in Austria.

Use the phrases from the LanguageBox on page 85.



Review

1 Fill in the missing verbs. Mind the tenses. Sometimes there is more than one possibility. Compare your results with a partner.

- 1 My brother and I often have to help in the kitchen. He _____ the dishes and I _____ them.
- 2 Sam _____ the shopping yesterday afternoon.
- 3 I hate it when I have to _____ the whole house.
- 4 In summer you have to _____ the lawn nearly every week.
- 5 My father finds it relaxing to _____ the flowers.
- 6 Last Sunday I _____ the table.
- 7 During the week I have to _____ breakfast myself.
- 8 Nobody in our family wants to _____ the rubbish bin.
- 9 My mother refuses to _____ my room.

2 Complete the sentences (1–8). Use *do not have to* / *does not have to* / *did not have to* and one of the verbs from the box. Mind the tenses. The first one (0) has been done for you. Compare your results with a partner.

wait ■ hurry ■ walk ■ stay ■ help ■ do ■ care about ■ get up ■ work

- 0 Tomorrow is a national holiday, so I *do not have to get up* early.
- 1 We have got a lot of time, so we _____.
- 2 Tim picked her up from the dentist, so she _____ home.
- 3 I always finish my work on time, so I _____ longer at work.
- 4 My grandparents are retired, so they _____ anymore.
- 5 My neighbour is a very rich guy, so he _____ money.
- 6 Paul left early today, so he _____ cleaning the workshop.
- 7 She had a terrible headache, so she _____ the washing-up at home.
- 8 There were not many people so she _____ long.



3 Take pictures of as many different signs as possible on your way to school / work. Do some research online to find out what these signs mean. Then get into pairs and inform your partner about them. Also tell him/her where you saw the signs. Take turns.

4 Fill in *have to* / *be allowed to* / *not be allowed to* / *must not* / *should* / *should not* in the sentences. Mind the tenses. Sometimes there is more than one possibility. Compare your results with a partner.

- 1 A sales person _____ always understand what the customer wants.
- 2 Tim _____ stack the shelves once a day.

- 3 You know that you _____ run in the corridor.
- 4 In the kitchen you _____ wear a white chef's uniform.
- 5 As an intern you _____ sign any business contracts.
- 6 I _____ leave work ten minutes earlier today.
- 7 You _____ smoke in the office building.
- 8 You _____ report accidents in the store to the branch manager immediately.
- 9 As a young employee _____ always be on time.



5

What are the advantages and disadvantages of having to follow rules – either at school, at work or at home? Collect some ideas and write them down in the grid. Then prepare a speech which you give in class. Speak for about three minutes. Use the phrases from the LanguageBox.

<i>advantages</i>	<i>disadvantages</i>
<i>makes life easier for everybody</i>	<i>lack of freedom – you cannot do what you want</i>

LanguageBox

Hello classmates! / Good morning! / Good afternoon!

Today I would like to talk about the advantages and disadvantages of having to follow rules.

Generally speaking, there are more positive / negative aspects.

First of all, I want to discuss the advantages of having to follow rules. It is true that ...

Second, another positive point is that ...

Furthermore, it is also good that ...

On the other hand, there are many negative aspects as well, for example, ...

The fact that ... is also a big disadvantage of having to follow rules.

Moreover, I should not forget to mention the fact that ..., which is also quite negative.

Finally, ...

Thank you for listening!



6

Write an e-mail to an English friend telling him/her about an accident that you recently had during your holidays. Have a look at the words in the VocabBooster and choose one or two injuries. Use the phrases from the LanguageBox on page 102. Write about 180 words.

VocabBooster

broken bone ■ bruises ■ fracture ■ sun burn ■ swelling ■ scratch ■ cut ■ burn ■ dislocation

Review

1

Have a look at the sentences and circle the correct word (*some* or *any*). Compare your results with a partner.

- 1 We need to order **some / any** bananas.
- 2 Unfortunately, there are not **some / any** oranges left.
- 3 My best friend is vegan. She does not consume **some / any** food that comes from animals.
- 4 Would you like **some / any** coffee?
- 5 I did not buy **some / any** vegetables, the farmer's stall was closed.
- 6 Tom really likes the cookies. He bought **some / any** at the Christmas market.
- 7 **Some / Any** of the products offered at the farmers' market are home-made.
- 8 The chef said he could not taste **some / any** herbs in this dish.

2

Have a look at the VocabBooster. Match the words in A with the appropriate definitions / synonyms in B. Compare your results with a partner.

VocabBooster

	A	B
sweet	1	<input type="checkbox"/> containing salt or tasting like salt
sour	2	<input type="checkbox"/> having a pleasant savoury taste found in foods such as meat, cheese, and tomatoes
salty	3	<input type="checkbox"/> having an unpleasantly sharp taste
bitter	4	<input type="checkbox"/> having a taste similar to that of sugar
umami	5	<input type="checkbox"/> having a taste of salt or spices that is not sweet
savoury	6	<input type="checkbox"/> having a strong and sharp taste
pungent	7	<input type="checkbox"/> having a sharp, sometimes unpleasant, taste or smell, like a lemon

3

Have a look at the pictures (1–20). Reconstruct the words by adding the missing vowels (*a, e, i, o, u*). Compare your results with a partner.



1 g r l c



2 n n



3 l k



4 r d sh s



5 r g l / r c k t



6 f n n l



7 c l r y st l k s



8 sp n ch



9 sp r g s



10 p r sn p



11 l t t c



12 gr n b ns



13 l e n t i l s



14 c h i c k p e a s



15 k a l e



16 h e r b s



17 t u r n i p s



18 b e e t r o o t s



19 S w i s s c h a r d



20 c a u l i f l o w e r

4

Use the following words to make up meaningful sentences. Compare your results with a partner.

1 handmade:

.....

2 juicy:

.....

3 freshly baked:

.....

4 smoked:

.....

5 seedless:

.....

6 organic:

.....

7 potted:

.....

8 freshly caught:

.....

9 aromatic:

.....



5

You are taking part in the annual *International Conference on Nutrition, Health and Lifestyle*. After the opening speech, you engage with two other participants and start a discussion.

In your discussion you should

- talk about your personal food shopping habits
- discuss the advantages and disadvantages of buying food at a wholesaler or a local producer
- speculate why buying at farmers' markets has become quite popular.

Speak for about six minutes.



ON
THE JOB

You are in charge of checking the delivery from *Fresh Food LTD*. Unfortunately, you have discovered some problems with the delivery. Therefore, your boss has asked you to write an e-mail of complaint to the supplier.

In your e-mail you should

- explain why you are writing
- complain about the problems you discovered with the delivery (*see notes*)
- suggest a solution.

Use the phrases from the LanguageBox on page 109. Write about 150 words.

-
- cold storage unit of the truck is not clean
 - the packaging of some goods (rice and noodles) is damaged
 - there is no best before date on the eggs
 - two packages of frozen prawns show signs of frost

Photo credits (v. l. n. r., oben nach unten): p. 1: Adobe Stock/xamtiw, Adobe Stock/Olha, Adobe Stock/mates, Adobe Stock/Andrea, Adobe Stock/oxie99, Adobe Stock/oxie99, Adobe Stock/oxie99, Adobe Stock/oxie99, Adobe Stock/oxie99, Adobe Stock/gitusik, Adobe Stock/photohamster, Adobe Stock/nipaporn; p. 2: Adobe Stock/elena31, Adobe Stock/elena31, Adobe Stock/mates, Adobe Stock/ImagesMy, Adobe Stock/ilietus; Adobe Stock/azure, Adobe Stock/L. Bouvier; Adobe Stock/Rawpixel.com, Adobe Stock/06photo.

Review

1 Have a look at the words and find the odd one out. Compare your results with a partner.

- 1 animals: **chicken / goose / rooster / goat / chuck**
- 2 kinds of meat: **mutton / beef / veal / cow / poultry**
- 3 meat cuts: **tenderloin / drumstick / lobster / chop / shortloin**
- 4 offals and non-meat parts: **tripe / kidney / wing / lungs / tongue**
- 5 fish and seafood: **knuckle / carp / prawn / pikeperch / lobster**

2 Have a look at the words (1–7) and use them in a sentence. Write the sentences down. Then get into pairs and read your sentences to each other.

- 1 protein:
- 2 residue:
- 3 nutrients:
- 4 omnivore:
- 5 lifestyle disease:
- 6 factory farms:
- 7 saturated fat:

3 Have a look at the pictures (1–12). Reconstruct the words by adding the missing vowels (a, e, i, o, u). Compare your results with a partner.



1 p k



2 cr yf sh



3 p k e p rch fillet



4 c t f sh



5 c d fillet



6 m ss ls



7 p ckl d h r r ng



8 cl m



9 ch r



10 ct p s



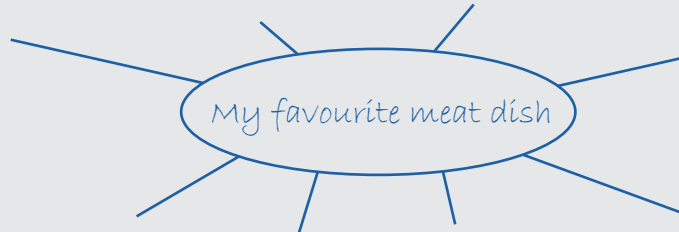
11 s l



12 c rp



Step 1: What is your favourite meat dish? Do some online research and find a recipe. Take notes in the mind map.



Step 2: Get into pairs and tell your partner about your favourite meat dish. In your presentation you should

- say which ingredients are used
- explain how it is prepared
- inform him/her why this is your favourite dish.

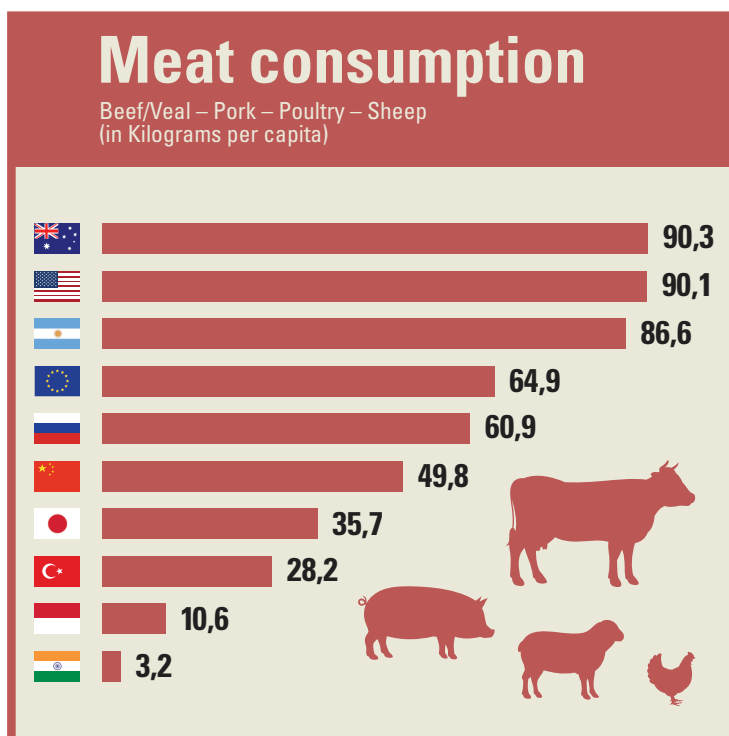
Speak for about three minutes.



You have been asked to give a presentation about the pros and cons of eating meat at the *International Meat Day* at your school. In your presentation you should

- present the main findings of the chart
- outline the pros and cons of eating meat
- reflect on the importance of eating meat in Austria.

Speak for about three minutes. Get into pairs and give your presentations. Take turns.



6

Your class wants to celebrate *International Seafood Month* and therefore organises a dinner where only fish and seafood are served. You are part of the organisation committee and have been asked to write an order e-mail to a fishmonger.

www

Step 1: Go online and find a fishmonger you would like to order from. Do some research to find out what the fishmonger offers and what you want to order. Order at least five different items in appropriate quantities.



Step 2: Now write your order e-mail to the fishmonger. In your order e-mail you should

- indicate quantity, item number or product code, quality and price (per unit and total)
- specify the method of payment, shipping and other terms and conditions
- point out a deadline delivery date and consequences in case of delay in delivery.

Use the order e-mail in activity 1 on page 121 as a model. Write about 150 words.

Review

1 Fill in *so* or *such*. Compare your results with a partner.

- | | |
|-------------------------------------|---|
| 1 <input type="text"/> nice weather | 7 <input type="text"/> a good idea |
| 2 <input type="text"/> a nice guy | 8 <input type="text"/> little time |
| 3 <input type="text"/> many people | 9 <input type="text"/> nicely dressed |
| 4 <input type="text"/> a mess | 10 <input type="text"/> delicious food |
| 5 <input type="text"/> much noise | 11 <input type="text"/> happily married |
| 6 <input type="text"/> helpful | 12 <input type="text"/> an incredible story |

2 Have a look at the following fact sheets and complete them. Use the words from the VocabBooster on page 130. An example has been given. Compare your results with a partner.

Fact sheet: Football

place:

equipment:



Fact sheet: Squash

place:

equipment:



Fact sheet: Hockey

place:

equipment:



Fact sheet: Kickboxing

place:

equipment:



Fact sheet: Cross-country skiing

place:

equipment:



Fact sheet: Inline skating

place:

equipment:



Fact sheet: Mountainbiking

place:

equipment:



Fact sheet: Volleyball






place:

equipment:



3 Are you a pro?

Step 1: Have a look at the grid on different kinds of sports and write them underneath the pictures (1–5). Answer the questions and take notes in the grid.

					
Why do you like / dislike this type of sport?					
Is this type of sport exhausting? Why?					
Is this type of sport common in your country?					
Which equipment do you need?					
What about the level of difficulty?					
Is it a team sport? Why?/Why not?					
Can this sport be done indoors / outdoors / both?					



Step 2: Get into pairs and compare your notes. Use the phrases from the LanguageBox.

LanguageBox

I like / dislike ... because it is great fun / amazing / motivating / annoying / boring ...

... is really exhausting / not exhausting at all because ...

... is / was very common / not very common in my home country as ...

For doing / playing / going ... you need shin pads / a tennis racket / a net / trainers / comfortable clothes / a football shirt / golf clubs / soccer shoes / a backpack ...

In my view, ... is a very difficult / rather difficult / an easy sport because ...

... is / is not a team sport. / ... can also be done / played alone. / ... is most often done / practised indoors / outdoors.



4 You are currently taking part in a students' exchange programme in London. You are staying with a host family with kids your age. You have discovered that one of them has more or less the same interests as you. In your conversation with the host child you should

- inform each other about your favourite hobbies
- discuss how important it is for young people to participate in sports
- mention differences concerning leisure activities between male and female teenagers in Austria and the UK.

Get into pairs and have a conversation. Speak for about four minutes. Use the phrases from the LanguageBox. Remember that all these phrases need to be followed by the gerund (*verb + -ing*).

LanguageBox

I am keen on ...

I have always been mad about ...

In my free time I am crazy about ...

At the weekend I enjoy ...

I love ...

I absolutely hate ...

My friends and I dislike ...



5 Fighting for new members

Your sports club has recently asked all its members to help design an advertisement to attract new members. The best one will be sent to every household in town.

Get into pairs and create a leaflet. In your leaflet you should

- say why doing sports is beneficial
- give information about the sports club
- outline what the sports club offers to its members.



LanguageBox

We want you! Have you ever thought of doing / going / playing ...?

We offer you ...

Not only is it good for your health, but you also ...

Besides ... the club also offers ...

If you are now interested in joining our club, please contact us at ... (*website*).

Please note: How to write a leaflet

- Leaflets try to catch the reader's attention and present a message as clearly as possible.
- Leaflets usually have a catchy title and convincing subheadings.
- Leaflets usually inform people about a particular issue and/or try to persuade them to do / buy something.
- Often bullet points, bold headings, different fonts or pictures are used to help the leaflet achieve its purpose.

Photo credits (v. l. n. r., oben nach unten): p. 1: Adobe Stock/Alekss, Adobe Stock/MartesiaBezuidenhout, Adobe Stock/Shanvood, Adobe Stock/2dmolier, Adobe Stock/ChiccoDodiFC, Adobe Stock/Xavier, Adobe Stock/BillionPhotos.com, Adobe Stock/Vlastimil Šesták; p. 3: stockphoto-graf

Review



1 Being addicted has a great impact on a person's life. Get into pairs and think of various consequences. Have a look at activity 1 on page 139 and complete the grid. Then get together with another pair and compare your findings.

consequences for the individual		consequences for the addict's social life
physical consequences	psychological consequences	
gaining weight	getting aggressive	losing his/her friends

2 Read the sentences (1–7) and tick the correct answer. Sometimes both options are possible. Explain the difference. Compare your results with a partner.

1 He is an expert in behaviour therapy. He be able to help you with the problem.

may must

2 I have heard that Ms Olson is broke. She have to sell her house and other belongings.

might must

3 Where is Lucy? – I don't know. She be at the soccer pitch or in the park.

could must

4 We need to find a solution to the problem. It is going to be really tough. I guess it be as easy as you think.

can't might not

5 Do not ring the doorbell when you get there. Their little baby sleeping.

must be may be

6 How did the thieves get in? – We do not know yet. The old couple to lock the door.

might have forgotten must have forgotten

7 I called him but there was no answer. He left for Dublin earlier than expected.

may have must have



You saw this blog post on www.food&lifestyleforteenagers.com.

Please help!

by CupcakeAddict

June 12, 3:15 pm

Hi everyone!

I love sweets! I've always loved them. Unluckily it turned out to become an addiction. I just can't stop eating them. Please help! What shall I do?



Looking forward to getting some helpful advice. Please comment in the comment section below. Cheers!

You have decided to comment on this blog entry. In your blog comment you should

- outline consequences of the addiction
- give useful advice on how to overcome the addiction
- suggest ways on how to live a healthy lifestyle.

Use the phrases from the LanguageBox. Write about 150 words.

LanguageBox

Hi *Cupcake Addict*

Hope you're good. You were asking for some advice? So here we go!

First of all, if you don't stop eating all these sweets and chocolates you will ...

It could also happen that you ...

If I were you, I'd ...

Maybe you should ...?

I hope I was able to help you.

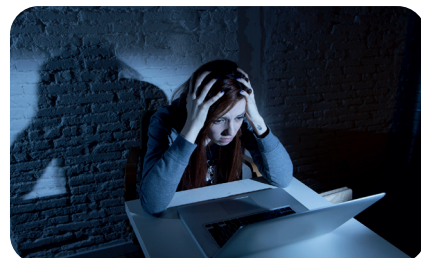
Good luck!

All the best

...



Social networking websites have become a serious problem for teenagers nowadays. Search the Internet to find out more about the risks and dangers of being registered on social media and find out more about it. Make a poster (*including pictures, graphs, ...*) and give a short presentation in class.



In your presentation you should

- describe which social networking website is the most common one at the moment among young people
- give information about the risks and dangers of being registered on social networking websites
- suggest ways to protect your identity online.

Speak for about four minutes. Then get into pairs and give your presentations. Take turns.



5

Mini-scenario

Get into pairs. Have a look at the role cards and make up telephone conversations. Include as many phrases from activity 3 on page 143 as possible.

Situation 1**Student A**

You are a sixteen-year-old teenager. You smoke and want to quit. So you call the smokers' helpline and ask for advice.

Student B

You are a counselor who helps teenagers who want to stop smoking. You are on the phone when the sixteen-year old teenager calls. You give the teenager some advice on how he/she could manage to stop smoking.

Situation 2**Student A**

You phone a friend because you need the telephone number of a classmate. As your friend does not answer the phone, you have to leave a message on the voicemail.

In your message you should

- tell your friend why you need your classmate's number
- ask your friend if he/she is coming to the party on Saturday
- tell him/her that you will be available until 5 pm.

Student B

Your name is ... and you are ...'s friend. Decide what message to record onto your voicemail.

In your voicemail you should

- say that you are not available at the moment
- say that you will call back
- thank the person for leaving a message.

Review

- 1 Fill in the active or passive form of the verbs. Use the present tense or past tense. Compare your results with a partner.

The history of *Red Bull*

Red Bull is much more than a soft drink – it _____¹ (be) an energy drink. It _____² (make) to improve concentration and reaction speed. In short, it _____³ (stimulate) body and mind. The effectiveness of *Red Bull* energy drink _____⁴ (show) in a large number of scientific studies in the past. The energy drink _____⁵ (drink) by many of the world's top athletes, drivers and sportsmen.



It all began in 1982 when Dietrich Mateschitz _____⁶ (bring) the energy drink on the market. In 1987 *Red Bull* _____⁷ (sell) in Austria for the first time. About ten years later the drink _____⁸ (enter) the US market. In 2003 a sugar-free version of *Red Bull* _____⁹ (introduce).

Nowadays more than a billion cans _____¹⁰ (sell) every year and *Red Bull* _____¹¹ (be) now one of the most famous brands in the world.

- 2 Complete the sentences (1–9) with an appropriate word from the box. Mind the tenses. Compare your results with a partner.

whipped cream ■ to gossip ■ apricot jam ■ shabby ■ interruption ■ unique ■ grumpy ■ apology ■ green tea

- 1 I would recommend sending an appropriate _____ for the inconvenience this has caused them.
- 2 I cannot understand that my colleagues _____ constantly _____ about our new manager.
- 3 He is aware that his _____ clothes are below our normal standards.
- 4 Their _____ house is in a stunning location, with tremendous views of the mountains.
- 5 Her younger brother cut her favourite dress into pieces, which made her really _____.
- 6 Studies have shown that _____ has helped to prevent various cardiovascular diseases.
- 7 I'm so sorry for the _____ but I'd like to make sure I understood you correctly.
- 8 Yesterday I tried vegan shredded pancakes with _____.
- 9 Would you like to have your coffee with _____?

3

ON
THE JOB

Step 1: You work at a trendy café in Barcelona. Dealing with guests' complaints is something you have to do on a daily basis. Therefore, your manager has asked you to inform the new staff members about dos and don'ts when dealing with complaints. Take notes in the grid. Then compare your findings with a partner.

dos	don'ts



Step 2: Get into pairs and start your discussion. In your discussion you should

- describe a situation where you successfully managed to deal with a guest complaint
- mention dos and don'ts when dealing with complaints
- point out the importance of dealing with complaints at any restaurant or café.

Speak for about four minutes. Use your notes from Step 1.



4

You read the following blog entry on www.thecoffeelovers.co.uk.

A life without coffee is no life at all

by Oliver Holmes

February 3, 4:45 pm

Are you a coffee drinker?

I am.

I seriously think I'm addicted to coffee.

I'm not really sure when or how my infatuation with coffee began, but I couldn't imagine my life without it.

What about you? Looking forward to reading your comments!

You have decided to comment on this blog entry. In your blog comment you should

- comment on the above-mentioned statement
- point out pros and cons of drinking coffee regularly
- discuss our society's obsession with coffee.

Use the phrases from the LanguageBox on page 148 and on page 151. Write about 200 words.

Review

1 Tick the correct verb to fill the gap in each sentence. Compare your results with a partner.

- 1 How many languages can Sheila _____?
 A tell B say C speak D talk
- 2 When you see Fred, _____ hello to him from me!
 A tell B say C speak D talk
- 3 It is always great when grandpa _____ us a joke.
 A tells B says C speaks D talks
- 4 I can never hear what the teacher _____. Her voice is so quiet.
 A is telling B is saying C is speaking D is talking
- 5 Never _____ a lie. Lies do not travel far.
 A tell B say C speak D talk
- 6 Could you please stop _____ nonsense!
 A telling B saying C speaking D talking
- 7 If you have a problem, please just _____ me about it.
 A tell B say C speak D talk
- 8 They left without _____ anything. I did not even manage to _____ goodbye.
 A telling B saying C speaking D talking
 A tell B say C speak D talk

2 Complete the sentences (1–8). Use the words / phrases from the box to make meaningful collocations. Compare your results with a partner.

to limit ■ to make use of ■ public transport ■ to leave ■ to separate ■ replaced with ■ use of energy ■ organic

- 1 It is everyone's duty to _____ the waste properly.
- 2 I do not understand why buying _____ food is so expensive.
- 3 It is a crucial fact that even nowadays a large number of people _____ their PCs on stand-by.
- 4 Since the 1970s, architects and homeowners have tried to _____ natural light to reduce our reliance on energy sources for heating and lighting homes.
- 5 The European Union announced in 2009 that in every member state regular light bulbs have to be _____ energy-saving LEDs.
- 6 It is high time each of us started to reduce his/her _____.
- 7 Be honest, do you _____ your use of water?
- 8 One of the easiest ways to live a greener life is to use _____ instead of driving.



3

Making a priority ranking

Decide which five ways of protecting the environment you can manage most easily. Write your ideas in the grid (*first ranking*). Then get into pairs, compare your findings and explain the reasons behind your ranking. Make a new ranking that you can both agree on (*second ranking*). Present your findings in class.

first ranking	second ranking
1	1
2	2
3	3
4	4
5	5



4

Warren, your British friend, is texting you about the environmental protection project at his school on *WhatsApp*. Read the beginning of the conversation and finish it. Use the phrases from the *VocabBoosters* on pages 159 and 160. Write about 80 words.

A few days ago you told me about the successful project you did on environmental protection at your school. And guess what? We're doing the same now! I really need your help.

Okay, what can I do?

Our presentation needs to focus on what we students can do to make our school "greener". So, could you please help me and tell me which ideas you had. I'd be really thankful for your help.

Well, first ...



Review

1 Fill in the correct forms of the adjectives. Compare your results with a partner.

- 1 Fred is (strong) of all the boys in my class.
- 2 A sportscar is (expensive) than a microcar.
- 3 Unfortunately, Bill is (bad) player in the team.
- 4 I like Betty, Kelly and Sarah but I think Betty is (nice) of the three.
- 5 My girlfriend is (old) than me.
- 6 Mary is (tall) of the four girls.
- 7 Can you drive a bit (fast)?
- 8 She is (rich) than 99 per cent of her neighbours.
- 9 Chinese is (difficult) than Spanish.

2 Make comparisons. Use as many different structures from the Trouble-free grammar box on page 173 as possible. There is more than one correct answer. The first one (0) has been done for you. Compare your results with a partner.

0 my sister – my brother – tall

My sister is taller than my brother.

1 my dog – my cat – fast

2 her best friend – Caroline – creative

3 mum – dad – old

4 Maths teacher – English teacher – friendly

5 reading – watching TV – exciting

6 Jim – of all – smart

7 Chris – John – sporty

8 Katie – in class – talented

- 3 Complete the sentences (1–8) with an appropriate word from the box. Mind the tenses. Compare your results with a partner.

harmful ■ faith ■ rash ■ prosperity ■ gluten ■ to suffocate ■ salty ■ to obey

- 1 I had a terrible _____ after using this new body lotion last week.
- 2 Unfortunately, the players refused to _____ their coach's instructions.
- 3 I tend to prefer _____ popcorn to sweet popcorn.
- 4 His granddad lived a long life full of _____ and good health.
- 5 The parents have just realised that their son is allergic to _____.
- 6 The report says that the victims _____ in the fumes yesterday night.
- 7 My mum has _____ in modern medicine.
- 8 Vegan products do not use ingredients that are _____ to the environment.



- 4 You have been invited to give a presentation at the *Teen Food Innovation Summit* in Oslo. In your presentation you should

- inform about the most common dietary habits of young people in Austria
- present alternatives for people with allergies that are commonly served in Austrian restaurants
- point out the importance for all restaurants to cater to different dietary habits.

Speak for about four minutes. Get into pairs and give your presentations. Take turns.



- 5 You read the following blog entry on www.focusingfuturediets.com.

Health is going mainstream

by Anna Hesse

March 7, 2:15pm

According to statistics, young consumers are becoming more aware of what they eat these days. They seek fresh products, which are natural, organic and minimally processed. On a global level, youngsters are most willing to purchase premium goods due to health attributes. As far as it goes, they are learning from mistakes of the previous generation and are ready to change their eating habits towards healthier nutrition and are also ready to pay more for the quality of the products.

Do you agree? Looking forward to reading your comments.

You decided to comment on this blog entry. In your blog comment you should

- comment on the above-mentioned views
- give information about your personal eating habits
- speculate about future food trends.

Use the phrases from the LanguageBox on page 166. Write about 200 words.

Review

1 Use the past tense simple and the present tense simple to make meaningful sentences. The first (0) one has been done for you. Compare your results with a partner.

0 In the past I did not visit (not / visit) my grandparents so often, but now I try to see them every second weekend.

1 The apprentice (work) last month. Now he

2 A few weeks ago I (start) jogging, but now I

3 Tom really (like) to eat pizza when he was a child, but now he

4 In the past my grandparents always (spend) their holidays in Spain, but now they

5 In the past nobody really (care) about a healthy lifestyle, but nowadays

6 In the past my grandpa (smoke) a lot, but today he

7 A few days ago Shannon (break up) with her boyfriend, but now



2 Have a look at the grid and take notes on what you did / did not do in the past and what you do now. Then get into pairs and inform your partner. Take turns.

things I did / did not do in the past	things I do now



3 Have a look at the questions (1–8) and write down short answers. Mind the tenses. Then walk around in class and ask your classmates. Take turns. The first one (0) has been done for you. Compare your results with a partner.

0 Did you go out last weekend?
Yes, I did. / No, I didn't.

1 Did you go on holiday last summer?
.....

2 Do you watch the news regularly?

.....

3 Do you have to study a lot for school?

.....

4 Have you got a smartphone?

.....

5 Did you throw a big party on your last birthday?

.....

6 Do you like reading books?

.....

7 Do you do sports in your free time?

.....

8 Did you eat vegetables when you were a child?

.....



4

Choose the correct form. Then get into pairs. Ask each other and give creative answers.

1 What do you find *annoying*?
 What do you find *annoyed*?

2 How often do you feel *exciting*?
 How often do you feel *excited*?

3 Are you ever *frightening*?
 Are you ever *frightened*?

4 What has been your most *terrifying* experience ever?
 What has been your most *terrified* experience ever?

5 Can you think of anything *amazing*?
 Can you think of anything *amazed*?

6 Have you ever felt *confusing*?
 Have you ever felt *confused*?

7 What do you find *boring*?
 What do you find *bored*?

8 When was the last time you were *disappointing*?
 When was the last time you were *disappointed*?



5

Your class has been talking about responsible smartphone use in your English lesson. Your teacher has now asked you to give a 4-minute presentation on the most important facts mentioned.

Get into pairs and prepare your presentation. Make sure both of you have the same amount of speaking time.

In your presentation you should

- discuss the dos and don'ts of responsible smartphone use (Input)
- explain how parents can teach their kids responsible smartphone use
- comment on smartphone use at schools.

Use the phrases from the LanguageBox on page 3. Create a poster and write down the most important information. Then give your presentation in class.



LanguageBox

Welcome to our presentation on responsible smartphone use.

To begin with, we would like to point out the dos and don'ts of responsible smartphone use.

There are some useful rules to follow.

First, it is important to ...

Second, young people should ...

Third, it is advisable to ...

In addition, it is essential to ...

We strongly believe that parents can teach their kids responsible smartphone use.

For example, they could ...

Besides, parents should ...

Furthermore, they have the possibility to ...

Talking about smartphone use at school, we would like to say that ...

It is recommendable to ...

Many teachers think / Our principal thinks that ...

Many students use their phones to ...

Last but not least, we can say that ...

Thank you for listening!



6

ON THE JOB

You are working at the reception desk in a hotel in Bologna and are responsible for group bookings. Your boss has asked you to attend a tourism fair with him/her. You write an e-mail to your colleagues to inform them about your business trip.

In your e-mail to your colleagues you should

- explain why you will be away
- inform the others about when exactly you will be away
- say who your colleagues can contact when there are any questions about group bookings you have been working on recently.

Write about 100 words.



Photo credits: p. 2: Adobe Stock/Reservoir Dots; p. 3: Adobe Stock/ma.

Text credits: p. 2: Input: Lifehack – <http://www.lifehack.org/articles/technology/smartphone-usage-rules.html>.

Review

1

Complete the sentences (1–9). Use the appropriate words from the box. Sometimes there is more than one possibility. Compare your results with a partner.

fog ■ flood ■ black ice ■ frost ■ avalanche ■ thunderstorms ■ landslide ■ slush ■ hail

- 1 The historic [] in 2002 was caused by strong rainfalls which lasted for several days.
- 2 Heavy snowfall and [] in May destroyed crops all over the country.
- 3 According to a news report, [] the size of tennis balls destroyed windows and cars in the area of Salzburg yesterday evening.
- 4 A few years ago, a severe [] cut off many small villages in the valley. It took rescue teams several days to clear the roads.
- 5 Last year many skiers were killed in an [] in the Alps.
- 6 Freezing rain on Friday morning caused [] on the highway.
- 7 It was reported in the news that heavy [] made driving conditions quite dangerous last night.
- 8 My little sister is extremely afraid of [].
- 9 Dirty snow and [] on the streets made the city look unattractive for tourists.

2

Have a look at the sentences (1–9). Choose the correct word (adjective or adverb). Compare your results with a partner.

- 1 The Millers will **definite / definitely** come back to Austria again next year.
- 2 Many people say that Spanish is an **easy / easily** language.
- 3 I tasted the soup **careful / carefully** as it was rather hot. It tasted so **good / well**.
- 4 My classmates are **good / well** speakers. They enjoy giving presentations.
- 5 Her boss complained that Joe is a rather **slow / slowly** worker.
- 6 I have never seen anybody dance the Viennese Waltz so **good / well**.
- 7 Yesterday it was raining **heavy / heavily**.
- 8 The receptionist always works very **hard / hardly** because he is so ambitious.
- 9 You are **absolute / absolutely** right.

3

You work at a travel agency that wants to attract school classes from other countries to come and visit Austria. Therefore, your boss has asked you to put together a programme which you present at the next tourism fair in Vienna.

ON
THE JOB

Step 1: Get into pairs. Choose an Austrian destination and put together a programme which might appeal to teenagers from other countries visiting Austria for the first time. Take notes in the grid on page 2.

	my notes
destination	
activities to do	
sights to visit	
customs and traditional events	
typical foods and beverages	



Step 2: Prepare a presentation about your programme. In your presentation you should

- explain the advantages of the destination
- point out what to see and do there
- inform about customs, traditional events and typical food and beverages.

Speak for about five minutes. Use your notes from the grid. Make sure that each of you has the same amount of speaking time.



Step 3: Give your presentation in class. Vote for the best programme.



4 You have been invited to the annual tourism fair in Vienna by *Tourism Austria*. You have been asked to give a presentation about one of Austria's federal states. In your presentation you should

- outline what the federal state is famous for (*traditions, festivities, etc.*)
- present typical dishes and beverages
- recommend places to visit.

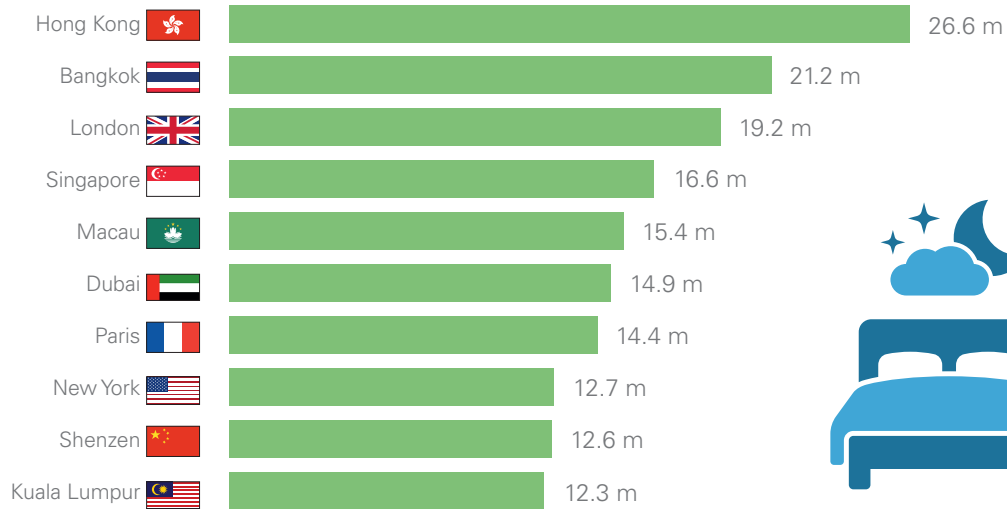
Speak for about four minutes. Get into pairs and give your presentations. Take turns.

ON
THE JOB

You work at the *Tourism and Leisure Department* at the *Chamber of Commerce* in Salzburg. The *Chamber of Commerce* wants to find out about the world's most visited cities. Therefore, your boss has asked you to do some research on this topic and write a report about it. Here are your results.

The world's most visited cities

Cities with the most visitors in 2019 (People staying for at least 24 hours in millions)



In your report you should

- present the most important results of the survey
- point out why these cities might attract so many visitors
- suggest ways to promote visiting Austrian cities.

Divide your report into sections and give them headings. Use appropriate phrases from the LanguageBox on page 196. Write about 200 words.

Review

1 Have a look at the sentences (1–12) and fill in the correct adverbs. Compare your results with a partner.

- 1 I will answer your question [] . (direct / directly)
- 2 The business client arrived [] as usual. (late / lately)
- 3 Billboards have been banned [] school buildings in our town. (near / nearly)
- 4 The TV commercial was [] successful all over the country. (pretty / prettily)
- 5 The boss of the advertising agency comes and goes [] . (free / freely)
- 6 The new brand is [] known among teenagers. (wide / widely)
- 7 We could [] believe that sales figures have decreased so dramatically recently. (hard / hardly)
- 8 The wagon broke [] from the train. (free / freely)
- 9 We could [] believe that overnight stays in our area have decreased so dramatically recently. (hard / hardly)
- 10 Oh, I [] fell over your briefcase! (near / nearly)
- 11 Have I told you [] that I really like doing business with you? (late / lately)
- 12 Jason worked really [] on the new advertising slogan. (hard / hardly)



2 Get into pairs. Do you remember the meaning of the important marketing words? If not, look them up on the Internet. Write down their meaning in English. Compare your findings with another pair.

word	meaning
1 target group
2 wholesaler
3 prime time slots
4 franchise
5 campaign
6 to be on air
7 word of mouth
8 to launch
9 eye-catching
10 promote



Presenting a product you have recently bought.

Step 1: Think of a product you have recently bought. Try to collect as much information as possible and fill in the grid. Do some research on the Internet.

	product
How is the product advertised?	
Who is the main target group?	
How much is the product? How much is a similar no-name product?	
What is the marketing slogan of this product?	
Which adjectives describe the product best?	



Step 2: Get into pairs. Inform your partner about the product. Use your notes. Speak for about four minutes. Take turns.



Try to sell the product from activity 3 to your classmates just like people do on teleshopping channels. Use the phrases from the LanguageBox.

LanguageBox

Can we interest you in buying a/an ...? This is your chance to do so.

Having / Owning ... keeps you fit / up-to-date / feeling young / looking good because ...

How have you managed to be without a/an ... for so long?

You are never too old / young for a/an ...

You cannot lose with a/an ... because ...

Think of all the attention / satisfaction / admiring looks you will get / feel / experience. It is only ... € but if you order it today, you will get ...

Be quick, there are only ... left. Thanks for placing your trust in us.

I promise that you will not regret your purchase. So do not hesitate to phone us at ...



Look for a magazine advertisement and bring it to class. Analyse its marketing strategy with the help of the *AIDA formula*. Then get into pairs and inform your partner. Use the phrases from the LanguageBox on page 203.



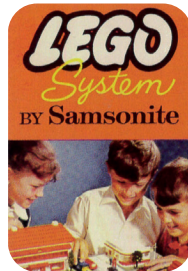
6

Get into pairs. Have a look at the following *Lego* ads and how they have changed in the last thirty years. Compare the pictures and answer the following questions:

- What are similarities and differences?
- What has changed and what has not?

Use the phrases from the LanguageBox. Take turns.

1 1970s



2 today



LanguageBox

Comparing these two *Lego* ads, we can say that ...

We think that picture one / two shows ...

The old / modern ad illustrates ...

Both *Lego* ads deal with ...

The major difference between these two ads is ...

The *Lego* ad designed in ... clearly wants to attract customers by creating the impression that ...

The first ad's logo says that...

The main target group(s) of both ads is / are ...

We prefer the first / second ad because ...



7

Online advertising has become increasingly popular in the last few years. Therefore, companies invest millions in online marketing campaigns. Write an argumentative text about the pros and cons of online advertising. In your argumentative text you should

- outline the pros of online advertising
- point out the cons of online advertising
- mention the most common online marketing tricks.

Use the phrases from the LanguageBox. Find an appropriate headline. Write about 180 words.

LanguageBox

Talking about the advantages and disadvantages of online marketing, we can say that ...

Generally speaking, there are more positive / negative aspects.

First of all, it is to mention that ...

It is true to say that ...

Second, another major advantage is that ...

Furthermore, it is also good that ...

On the other hand, there are many disadvantages as well, for instance, ...

The fact that ... is also quite negative.

Moreover, it should be mentioned that ..., which is also rather inconvenient.

All in all, ...

Finally, ...

Photo credits: p. 3: Werbung/Lego®

Review

1

Make up meaningful conditional I sentences. Match the beginnings with the appropriate sentence endings. Then write the sentences down in your notebook. Compare your results with a partner.

- | | | | |
|---|---|---|--|
| you are ready before seven | 1 | ■ | it is cheaper than in a local shop |
| I will not order any longer at the local wine merchant's | 2 | ■ | they visit Austria in December |
| he will buy bar utensils | 3 | ■ | he increases prices for bottled wine |
| she will order a beer brewing kit online | 4 | ■ | the beer will taste bitter |
| the guests ask for a refreshing summer drink | 5 | ■ | you ask me for a refreshing non-alcoholic summer drink |
| tourist will definitely have the chance to drink <i>Jagatee</i> | 6 | ■ | he is asked to mix cocktails at his best friend's birthday party |
| the brewer extracts too much tannin | 7 | ■ | we will manage to attend the wine tasting session |
| I will recommend soda water with lemon | 8 | ■ | the waiter will show them the drinks menu |

2

Have a look at the statements (1–6). Use conditional II (*If I were, I would ...*) and give useful advice. The first one (0) has been done for you. Compare your results with a partner.



0 I want to order a refreshing non-alcoholic summer drink.

If I were you, I would try apple cider.

1 I want to enjoy a glass of wine that perfectly pairs with a steak.

2 I want to drink something refreshing after a hiking tour.

3 I want to try a very strong beer.

4 I want to try a typical Austria liqueur.

5 I want to enjoy a glass of sparkling wine as an aperitif.

6 I want to have a glass of wine which goes well with chocolate cake.

3 Have a look at the words and find the odd one out. Compare your results with a partner.

- 1** beers: **lager – mead – pale ale**
- 2** wines: **ice wine – apple cider – Chardonnay**
- 3** liqueurs / spirits: **ginger ale – eggnog – bitter**
- 4** juices / syrups: **raspberry syrup – orange juice – gunfire**
- 5** water: **club soda – orange soda – sparkling mineral water**
- 6** sparkling wines: **prosecco – Schilcher sparkling wine – strong red wine**
- 7** sodas: **club soda – lemonade – coke**
- 8** hot alcoholic beverages: **hot punch – porter – mulled wine**



4 You are representing Austria at the annual meeting of the *European Association of Hotel and Tourism Schools (EAHT)* which takes place in Bologna. You were asked to give a presentation about a famous Austrian drink and decided to give a presentation about beer. In your presentation you should

- name the typical ingredients of beer
- explain how the process of beer fermentation works
- speculate why beer is such a popular drink in Austria.

Speak for about four minutes. Get into pairs and give your presentations.



5 Get into pairs. Which questions need to be asked in order to recommend the perfect bottle of wine to a guest? Write them down. Then present your findings in class. Take turns.

Question 1:

.....

Question 2:

.....

Question 3:

.....

Question 4:

.....

Question 5:

.....





You came across this blog entry written by a teenager.

Has drinking alcohol really become unpopular?

by Sarah Miller

August 19, 7:35 pm

I've recently read a new *WHO* report about adolescent alcohol-related behaviours. The report reveals that alcohol use has declined among adolescents in Europe. However, despite the drop in numbers, levels of consumption remain dangerously high and this continues to be a major public health concern.

To be honest, I was quite surprised by these results. My friends and I don't drink that much alcohol when we go out or hang around, sometimes we even don't drink at all.

For us this is quite normal and, most importantly, nobody will be bullied or forced to drink. Some of my friends are extremely sporty and want to live a healthy lifestyle, that's why they stopped drinking at all. Some of them do not even drink a small bottle of beer or a glass of wine. Even if there is something to celebrate, they just say NO.

So reading the results of the report stating that levels of alcohol consumption remain dangerously high made me think about this issue.

What do you think about teenage drinking? Please share your thoughts with me. Can't wait.



You have decided to comment on this blog entry. In your blog comment you should

- point out your personal drinking habits
- comment on the situation among teenagers in Austria
- suggest ways to make teenagers aware of the dangers of drinking too much alcohol.

Write about 180 words.

Review

1 Fill in the correct prepositions. Use *at / for / from / in / of / on / to*. Compare your results with a partner.

- 1** The language _____ Japan is Japanese.
- 2** When learning English the Japanese focus _____ grammar and writing.
- 3** Not many Japanese are fluent _____ English.
- 4** Bowing is the traditional greeting _____ Japan.
- 5** There are certain seats _____ many trains that are reserved _____ elderly people.
- 6** Only about twenty per cent _____ the population _____ the U.A.E. are “real” locals.
- 7** A firm handshake has become the standard form _____ greeting in Dubai.
- 8** The weekend in the U.A.E. runs _____ Friday _____ Saturday.
- 9** In Dubai, supermarkets offer a great range _____ products _____ Europe.
- 10** Pointing the soles of your shoes _____ anyone is considered to be very rude in the United Arab Emirates.

2 Alex has just arrived in New York City. Read his thoughts (1–5) and give appropriate pieces of advice. Use the phrases from the *Trouble-free grammar box* on page 230. The first one (0) has been done for you. Compare your results with a partner.

0 *Alex should try to find a fast food restaurant at the airport.*

1 *I lost the hotel key card yesterday.*

0 *I'm so hungry.*

3 *I've missed my train and will be late for a meeting with the senior hotel manager.*

2 *I had an accident with the hotel shuttle bus.*

5 *I need to get a map asap.*

4 *I haven't spoken to my parents for some time now.*



- 1**
- 2**
- 3**
- 4**
- 5**



Get into pairs. One of you is person A, who has just started working in a partner company in Shanghai and is having some problems. One of you is B who is trying to give some good pieces of advice. Take turns. Use the phrases from the Trouble-free grammar box on page 230.

	Person A	Person B
	<i>problem</i>	<i>advice</i>
1	"I lost my company mobile phone yesterday."	
2	"I've just missed my train and will be late for a meeting with my new boss."	
3	"I had an accident with the company car."	
4	"I had some misunderstandings with a colleague because I didn't really understand him/her."	
5	"I forgot my folder for the meeting at my apartment."	
6	"I made a terrible mistake at work today."	



Get into pairs. Nathan/Hannah, a new colleague from New Zealand, arrived in Austria yesterday evening. He/She is going to stay with you for a week. While having dinner together you start to chat.

In your conversation you should

- inform him/her about common dos and don'ts in Austria
- give him/her some useful pieces of advice for his/her stay here
- tell him/her about working life in Austria.

Make up a conversation. Use your notes from the grid on page 233. Speak for about four minutes.



You came across an article about how to behave in different countries on www.onecountrymanyrules.com. You have decided to write a blog entry about your favourite country for a vacation.

In your blog entry you should

- say why this country is perfect for a vacation
- point out dos and don'ts in this country (*greeting, eating/drinking manners, behaviour, rules, ...*)
- recommend travelling to this country.

Use the phrases from the LanguageBox. Write about 200 words.

LanguageBox

The perfect country for a vacation

by ... (*your name*)

date/time: ...

Hi everyone!

I recently read an article on www.onecountrymanyrules.com about how to behave in different countries and felt really inspired to write a blog entry to tell everybody out there about my favourite country for a vacation and what's important to keep in mind when visiting it.

... (*name of the country*) is perfect for spending a vacation because ...

On top of that, ...

In ... (*name of the country*) the most common greeting is ...

It's also possible to ... when you greet another person.

Talking about eating manners, I can say that ...

It's a no-go to ...

In ... (*name of the country*) you have to remember to ... when ...

Other important dos and don'ts are ...

In addition, you should / shouldn't ...

All in all, I can really recommend travelling to ... (*name of the country*) to everyone who ...

I hope you liked my blog entry and look forward to reading your comments.

Cheers and take care!



Photo credits: p. 1: Adobe Stock/Syda Productions; p. 3: Adobe Stock/what4ever.

Review

- 1 Have a look at the VocabBooster. Match the words in A with the appropriate definitions / synonyms in B. Compare your results with a partner.

ON
THE JOB

VocabBooster

	A	B	
part-time	1	<input type="checkbox"/>	working the full number of hours considered normal or standard in a country
to be employed	2	<input type="checkbox"/>	an employee can choose, within limits, the hours for starting and leaving work each day
wage	3	<input type="checkbox"/>	a paid period off work to care for your child / your children
parental leave	4	<input type="checkbox"/>	a fixed regular monthly payment
full-time	5	<input type="checkbox"/>	to have a job, to work
regular working hours	6	<input type="checkbox"/>	working fewer hours than normal
to be unemployed	7	<input type="checkbox"/>	getting a higher position at a job
salary	8	<input type="checkbox"/>	starting and finishing work at the same time every day
flexi-time	9	<input type="checkbox"/>	to work extra hours
to work overtime	10	<input type="checkbox"/>	special courses after work
promotion	11	<input type="checkbox"/>	to have no job
further training	12	<input type="checkbox"/>	a payment, especially on an hourly, a daily or a weekly basis or by piece of a product



- 2 Read the following job advertisement that you found on the online job database *CV-Library.com* and write an e-mail of application. Use the phrases from the LanguageBox on page 247. Write about 150 words.

Are you interested in an amazing opportunity to work for a 5* hotel located in Knightsbridge?

We focus on offering a high quality service to our affluent customers and we are looking for a bartender who shares the same vision, passion and enthusiasm.

Successful applicants will have the following skills and attributes:

- at least some experience in a bar / restaurant environment
- a great pride in his or her own appearance
- an outstanding attention to detail
- a willingness to work hard and a positive attitude
- an easy-going and flexible personality
- a true passion for cocktail making



Working hours: will be on a shift basis, so some weekends and nights will be required (40 hours per week)

Salary: £ 6–£ 6.50 per hour

Location: London; Start date: ASAP; Contact name: Alana James
Please send your résumé and your letter of application.

Reference: Cocktail Park Lane / Job ID: 122231968

Please note: ASAP= as soon as possible

Photo credits: p. 1: Adobe Stock/Grafvision; p. 2: Logo/Euroskills.



3

Boys and girls – different strengths and weaknesses?

A recent online survey found that almost 25 per cent of boys have poor communication and writing skills, whereas girls lack maths skills.

Get into groups of three and discuss the following questions. Present your findings in class.

- 1 Based on your personal experience, can you agree with this survey's findings? Give reasons.
- 2 To what extent do survey results like this have an influence on the jobs boys and girls are going to choose in the future? Explain.
- 3 Do you think boys or girls need more help with school matters? Why?
- 4 What can be done to meet the needs of both girls and boys?
- 5 Which special activities could be offered at schools to motivate and support boys and girls in fields where they are not so good and to encourage them in areas where they show special talents?
- 6 What motivated you to decide on your professional field? Explain.

4

Step 1: Think of as many skills and characteristics as possible that are most important for successful teamwork. Take notes in the mind map.



Step 2: Prepare a 3-minute presentation about successful teamwork. In your presentation you should

- say which skills and characteristics make a good team player
- outline pros and cons of working in a team
- explain why teamwork is especially important in the hospitality and restaurant industry.

Get into pairs and give your presentations. Take turns.



5

You have been invited to join the Austrian committee which takes part in *Euroskills*, Europe's biggest skills competition in which young people up to the age of 25 from all over Europe will meet to compete for the European title in vocational skills. In the course of the competition you have been asked to give a presentation about your job.

ON THE JOB

In your presentation you should

- give some information about a hotel / restaurant where you work / worked
- talk about the tasks and duties your job involves
- outline the positive aspects of your job.

Speak for about four minutes. Get into pairs and give your presentations. Take turns.



Review



1

Interview a classmate who you have not spoken to today. Ask him/her the following questions and write down the answers in direct speech.

- 1 What did you have for breakfast today?
"....."
- 2 How did you get to school this morning?
"....."
- 3 Which film did you watch last night?
"....."
- 4 What are you doing at the weekend?
"....."
- 5 Why are you so happy today?
"....."

2

Now report to someone else what the classmate that you have just interviewed said. Write down the sentences in reported speech. Compare your results with a partner.

- 1 *He/She said that*
- 2
- 3
- 4
- 5

3

Complete the sentences (1–9) with an appropriate word from the box. Compare your results with a partner.

cartridge ■ overdue ■ business card ■ gratitude ■ invoice ■ supplier ■ recipient ■ glue stick ■ stationery

- 1 Please call the _____ wholesaler and ask about the missing copy paper.
- 2 He asked her if she had any idea how to change the _____ of the new printer.
- 3 It is recommended to inform the _____ of an e-mail when you attach files to the mail.
- 4 Last week the teacher asked us to bring a _____ and scissors to our next lesson.
- 5 My parents sent them a present to express their _____.
- 6 In Japan it is common to bow slightly and present your _____ with both hands.
- 7 We would kindly like to inform you that the payment for your sales training event is four weeks _____.
- 8 Only three years ago the company used to be a leading _____ of office equipment.
- 9 The shop assistant said that I'd need to have a copy of the original _____ if I want a refund.



Step 1: Think about the dos and don'ts in small talk and take notes in the grid. Do some online research if you need help. Compare your findings with a partner. Add any missing information

dos	don'ts



Step 2: You have decided to give a presentation about small talk in business at the *Sleep+Eat Convention for Hospitality Interior Design*. In your presentation you should

- point out the importance of small talk in the tourism industry
- outline dos and don'ts in small talk
- recommend ways of improving one's small talk skills.

Speak for about four minutes. Use your notes from Step 1 and appropriate presentation phrases from Unit 8 on page 91. Get into pairs and give your presentations. Take turns.



The *Fit&Fun* company had a big launching event at your hotel. Unfortunately, you have not received any payment yet. Your manager has asked you to send a payment reminder to the CEO of *Fit&Fun*. In your e-mail you should

- remind the CEO about payment details and the invoice you already sent
- mention how long the payment is overdue
- set a new deadline.

Use the phrases from the LanguageBox. Write about 100 words.

LanguageBox

To:

From:

Subject: First reminder invoice no. ...

Dear Mr / Ms / Mrs ... / Dear Sir or Madam

With reference to invoice no. ..., we wish to inform you that the payment for your launching event on ... (*date*) is ... (*days / weeks*) overdue. We sent you the invoice on ... (*date*).

We therefore appreciate an early ... by ... (*date*).

Please remit the settlement due of ... (*amount of money*) to our account IBAN ATXY with ... (*name of the bank*).

If, by chance, you have already sent your payment, please disregard the e-mail and accept our gratitude.

Please let us know if you have any further questions.

Thank you very much for your attention to this matter.

Kind regards

Review

1 Have a look at the sentences (1–9) and tick the correct preposition of time. Compare your results with a partner.

- 1 School starts at on in 13th August.
- 2 What are you going to do at on in Easter this year?
- 3 John attends an Italian language course at on in Wednesdays.
- 4 Some people do not find it hard to get up early at on in the morning.
- 5 Sam joined our volleyball team at on in 2018.
- 6 Our new neighbours are having their house-warming party at on in 25th April.
- 7 Let's have a cup of coffee today at on in the afternoon.
- 8 I am meeting Carol at on in 3 o'clock. Do you want to come with me?
- 9 They are going to see their grandparents at on in the weekend.

2 Complete the sentences (1–9) with an appropriate word from the box. Compare your results with a partner.

scones ■ required ■ porridge ■ ingredients ■ tuxedo ■ anniversary ■ evening gown ■ to commemorate ■ complementary

- 1 Put all the in a cocktail shaker and add some crashed ice before serving the drink.
- 2 My parents always celebrate their wedding with dinner in an expensive restaurant.
- 3 for afternoon tea is an essential part of British culture.
- 4 We hope to raise the sum of money for the charity event.
- 5 According to nutritionists, is one of the healthiest breakfast options.
- 6 The famous actor wore a for his appearance at the *Viennese Opera Ball*.
- 7 She looked amazing in the designer she wore in her latest *Instagram* post.
- 8 Condiments for the dishes are .
- 9 The ceremonies the 20th anniversary of the founding of the hotel.



3 **Step 1:** Get into pairs. Have a look at the following food quotes (1–4). Which one do you agree with the most / least? Give reasons. Take turns.

Veganism is not a sacrifice.
It is a joy.

Gary L. Francione
(American legal scholar, 1965)

1

There is no sincerer love than the
love of food.

George Bernard Shaw
(Irish playwright, critic and
political activist, 1856 – 1950)

2

1

There's no better feeling in the world than a warm pizza box on your lap.

Kevin James
(American actor, comedian, screenwriter, and producer, 1965)

3

Food television opened the eyes, and palates, of the people. They became more adventurous.

Wolfgang Puck
(Austrian-American chef, 1949)

4



Step 2: Discuss the following questions with your partner.

- 1 To what extent have cooking shows on TV changed people's cooking and eating habits? Explain.
- 2 How do people generally react to vegetarians or vegans? Are there many vegan / vegetarian restaurants in your area?
- 3 Why do you think / do you not think that advertising junk food to children should be restricted? Give reasons.
- 4 How does where we eat affect our notions or opinions of what we are eating? Explain.



4

You have recently spent a night at a fabulous hotel in Dubai and decided to write an entry for your blog *meals&coursesaroundtheworld*.

In your blog entry you should

- describe the breakfast buffet of the hotel in detail
- give information about the 5-course dinner
- point out why you liked this hotel so much.

Give your blog entry a title. Write around 180 words.

Before you start writing, read the bullet points carefully and take notes in the grid. Compare your ideas with a partner. Add any missing information.



Describe the breakfast buffet of the hotel in detail

Give information about the 5-course dinner

Point out why you liked this hotel so much

Photo credits: p. 2: Adobe Stock/Markus Mainka