

READING

FIRST THERE WAS **SPEED DATING**
THEN **SPEED FLATMATING** ... AND NOW ...

SPEED SHRINKING:

A THREE-MINUTE CURE?



- 1 New Yorkers are famous for spending more time with their therapists, or 'shrinks', than with their friends. Whether that's true is open to debate, but with the arrival of speed shrinking, they'll find they have more time left for their personal life and more cash left in their pockets as well.
- 2 'You only have three minutes to say your problem and get advice,' said Andu Novac, the first person I spoke to when I arrived at my first speed-shrinking event. 'That's so you don't waste time going into detail.'
- 3 In the newest variant of a format that seems to be inspired by speed dating, participants have the opportunity to seek the advice of eight different therapists, each providing a three-minute session. Speed shrinking is the brainchild of Susan Shapiro, a professor of journalism who has also written a book on the subject. Shapiro stumbled across the idea a few years ago when she herself was looking for a new therapist and found a way to try out several of them at minimal cost.
- 4 This evening's event, held in a university lecture hall, is free and has attracted a long queue of people hoping to find a quick cure for their emotional quandaries. Many of those attending are unwilling to talk about their worries to anyone but the therapists, but problems seem to run the gamut from broken relationships, to anxiety about work and money, to general depression, as well as a variety of phobias. Advice tends to be succinct and practical, as suits the format.
- 5 'I'm really unhappy in my job,' Novac tells therapist Adrian Jones. 'I wish I'd become a painter, but now I feel stuck in this position I have at a bank.' 'Follow your dreams,' Jones tells him. 'You may end up poorer, but you won't have the regret of not doing what you really want to do.' Jones's advice hardly seems original, but Novac says he is satisfied. 'I liked his style – he seemed to understand and care,' explains Novac. 'I'm actually looking for a new therapist and this is a great way to try out eight of them in a short time.'
- 6 That's actually why many therapists take part in the event, Jones tells us. 'This is a great source of new clients. And it's a good way for me to advertise my new book – I just have it on the table in front of me and refer to it during my sessions.'
- 7 Some of those seeking advice aren't entirely happy with the format. 'People near me can hear what I'm telling the therapist,' remarks Donna Bersch. 'I feel self-conscious.' But with the loud buzz in the room that sometimes reaches the level of shouting, it's hard to imagine that anyone could actually eavesdrop on another session. Sometimes, they're lucky to be able to hear the person sitting opposite them!

B Match the people 1–4 with the roles a)–c).

- | | | |
|-----------|----|--------------|
| 1 Novac | b | a) therapist |
| 2 Shapiro | b) | client |
| 3 Jones | c) | founder |
| 4 Bersch | | |

C Are the statements true (T) or false (F)? Underline the words/phrases in the article that helped you.

- 1 New Yorkers prefer to spend more time with their therapists than with their friends. F
- 2 Shapiro works at a university.
- 3 In speed shrinking, the therapist gets paid cash.
- 4 A lot of people don't want to tell the reporter what their problems are.
- 5 Novac thinks that Jones's advice is disappointingly unoriginal.
- 6 Many of the therapists participate in order to get more business.
- 7 Bersch doesn't like how noisy it gets sometimes.
- 8 People sometimes can't hear each other because they talk too softly.

D Find words in the article to match definitions 1–8.

- 1 the way that something is organised or designed (paragraph 3)
format
- 2 idea or plan that one person has thought of (paragraph 3)

- 3 found by chance (paragraph 3)

- 4 difficult situations where you cannot decide what to do (paragraph 4)

- 5 strong unreasonable fears of particular things (paragraph 4)

- 6 clearly expressed in a few words (paragraph 4)

- 7 a job in a particular organisation (paragraph 5)

- 8 secretly listen to another person's conversation (paragraph 7)

1 A Read the heading and tick the best summary, a), b) or c). Then read the article and check.

- a) It's about a service where overweight people can lose weight quickly.
- b) It's about a service where people can get advice from a therapist in a short time.
- c) It's about a service where people get help making their lives simpler.

VOCABULARY

PERSONALITY

2 A Correct the mistake in each phrase.

- 1 I don't know why you say he's down-on-earth, *c* to
- 2 I never plan what I say, I'm very spontaneously
- 3 Fabio tends to keep himself in himself. I don't see much of him because
- 4 My colleague Bill is a real person person,
- a) and other people seem to think I'm quick and wit because of that.
- b) you can tell he enjoys company because he's such a good laughter.
- c) I think he's a real computer gawk and he's not very practical.
- d) he arrives at work early and leaves early – he's a morn person and I'm not.

B Match the sentence halves.

GRAMMAR

DIRECT AND INDIRECT QUESTIONS

3 Make the therapist's questions with the prompts.

- 1 Why / you / come / see / me / today?
A: *Why have you come to see me today?*
B: I keep getting headaches.
- 2 What / these headaches / like?
A: _____
B: Absolutely terrible.
- 3 What / cause / the headaches, / think?
A: _____
B: Mainly thinking about money.
- 4 What / think / about / moment?
A: _____
B: That clock.
- 5 that clock / remind / you / anything?
A: _____
B: Yes, money.
- 6 Why / that?
A: _____
B: Because I'm paying by the minute! Let's stop now.
- 7 OK. / How / like / pay – / cash / credit card?
A: _____

4 A Complete the second sentence so that it has a similar meaning to the first. Use between two and five words, including the word given.

- 1 Could you introduce us to the director? WONDER
I *wonder if you could introduce* _____ us to the director.
- 2 How much did your camera cost? CAMERA
Do you mind me _____ cost?
- 3 What do you do exactly? TELLING
Would you mind _____ do exactly?
- 4 Is it really worth upgrading to the new smartphone? WHETHER
I'd like to know _____ worth upgrading to the new smartphone.
- 5 Which platform does the Eurostar train leave from? TRAIN
Can you tell me which platform _____ from?
- 6 What will he do when he discovers the mistake? DO
What do you _____ when he discovers the mistake?

B 1.1 Listen and check. Then listen and repeat, paying attention to the polite intonation.

WRITING

AN ADVICE FORUM MESSAGE; LEARN TO EDIT FOR ACCURACY

5 A Read the forum question and reply below. Use the correction code to mark the mistakes and then correct them.

Correction code:	sp = spelling
v = verb form	p = punctuation
gr = grammar	wo = word order
ww = wrong word	st = style



JUSTINE

Can anyone helping ¹ _____? I've just got my essay to write about personality but the articles I've found are too difficult for me to read. Then I realised the real problem is my poor vocabulary. When I reed ² _____ quickly I can't understand the real meaning of the article and the only way I can understand it is by using my dictionary all the time. I'm reading so slowly it's going to take me about three weeks to finish the writing ³ _____.
What can I do about my English vocabulary? I'm worried so ⁴ _____.



MARTA

Justine, keep calm? ⁵ _____ I know what you mean. The first time I wrote an essay in a foreign language, reading was the most difficult thing and the most difficult part of reading was vocabulary. The first thing to do is discuss the problem with your tutor. The next thing is to obtain ⁶ _____ a good English-English dictionary. I joined a language-learning community. I joined the group ⁷ _____ with a similar problem and we all helped each other with our vocabulary. Try it!

B Write a reply from Justine to Marta (120–150 words). Thank her for her suggestions, say which you think are most useful, which you will try and what other ways of learning vocabulary you are going to try.

VOCABULARY

FEELINGS

1 A Put the letters in the correct order to make words and phrases. The first letter of each word is underlined.


- 1 (made my) amcuthsnotr _____ *stomach turn*
- 2 orevthoonme _____
- 3 nigaskh (like a leaf) _____
- 4 (wish the earth would) alswemouwp _____
- 5 darkaww _____
- 6 livedeer _____
- 7 safotedorc (my wits) _____
- 8 gnicafsatin _____
- 9 radtsfruet _____
- 10 seedprism _____

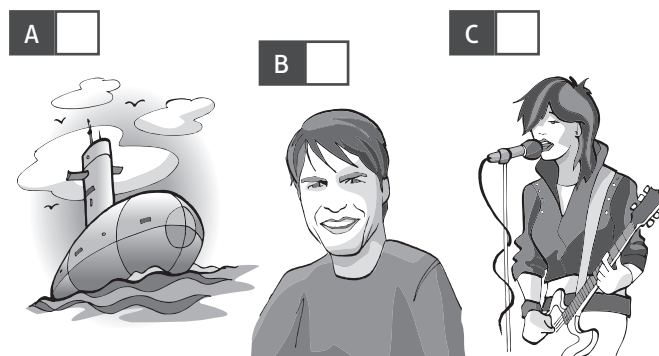
B Complete the sentences with the correct form of the words and phrases from Exercise 1A.

- 1 My audition was terrible, I was so anxious I was _____.
- 2 You look totally disgusted. You look like your _____. They're only oysters!
- 3 I find volcanoes really _____. I've read lots of books on the topic.
- 4 I lost my place in the middle of giving the presentation. It was really embarrassing – I just wished the _____ me up.
- 5 We went to Cairo to see the exhibition, but it was closed. I was really _____!
- 6 My wife came into the shop when I was buying her some perfume. It was quite _____ and I had to hide what I was doing.
- 7 Seiji had been missing for hours, so his parents were enormously _____ when they found him safe and sound.
- 8 When the plane started bumping up and down I was _____. I was really frightened. I thought we were going to die.
- 9 You have a great singing voice. I'm really _____.
- 10 I was quite worried about the test yesterday. I thought I'd failed it, so I was _____ to find out that I'd got top marks.

C Which of the sentences in Exercise 1B contain modifiers (*quite, totally, etc.*) that can be replaced by *very*?

LISTENING

2 A  1.2 Read the advert and listen to the interview. Number the pictures A–C in the order the dreams are mentioned.



DREAMS COME TRUE

Do you have experiences you've always wanted to try but never thought were possible?

Whether your dream is ordinary or extraordinary, it's special to us!

With Dreams Come True, there's always a first time – we guarantee it!

B Listen again and circle the correct answer.

- 1 What did the first client want?
 - a) to appear with a rock star in a live concert
 - b) people to recognise her talent
 - c) to play in front of a large number of people
- 2 Why does Owen Winters find his job at Dreams Come True easy?
 - a) It's similar to his previous job.
 - b) He has worked in business for many years.
 - c) He knows a lot of people in the music business.
- 3 What is the secret about the supersonic flight?
 - a) the name of the client who wants to fly
 - b) the financial details of the flight
 - c) where the plane comes from
- 4 How did the person with Tom Cruise make-up feel about the experience?
 - a) He loved all the attention.
 - b) He didn't enjoy it.
 - c) He didn't like the bodyguards.
- 5 What happened to the woman who wanted to go into space?
 - a) She couldn't afford it at first but now she can.
 - b) She was originally disappointed but now she's going to achieve her dream.
 - c) It has taken Dreams Come True a long time to plan and organise the trip.

C Listen again. How many of the dreams mentioned are connected with pop culture (P), transport (T) or history (H)?

GRAMMAR

PRESENT PERFECT

3 Complete the sentences with the present perfect or past simple form of the verbs in brackets.

- 1 Is there something you *have always wanted* (always want) to do but somehow _____ (never manage) to?
- 2 Not long ago our company _____ (have) a client who _____ (want) to be a rock star.
- 3 I _____ (work) as a production manager in the film business for many years, till just a few years ago.
- 4 How much _____ (the concert / cost) last year? _____ (the cost / go) up since then?
- 5 What other dreams _____ (you / make) come true recently?
- 6 We _____ (just finish) working with a client who wants to fly across the Atlantic Ocean on a supersonic aeroplane.
- 7 One client wanted to fly in space but that wasn't possible back when she first _____ (request) it.
- 8 Since then it _____ (become) possible for ordinary people to go into space.

4 Complete the conversations with the present perfect or past simple form of the verbs in the box.

speak forget leave happen not ask be (x2)
 get back see have (x2) stay go

- 1 **A:** _____ anyone _____ my pen?
B: What does it look like?
A: It's silver. I'm sure I _____ it on the table before we _____ to lunch.
- 2 **A:** _____ you _____ to Kiera today?
B: No, and I _____ her yet if she wants to come out with us tomorrow.
- 3 **A:** Hi, Suzie. When _____ you _____ from holiday?
B: A few days ago but I _____ it. There _____ over 300 emails in my inbox!
A: I sympathise! The same thing _____ after my break.
- 4 **A:** Do you know anyone who _____ flu?
B: No, thankfully. What about you?
A: Frank _____ away from school last week as one of the other kids _____ a fever, but it was a false alarm.
B: Yes, so far everyone in my family _____ OK.

VOCABULARY PLUS

WORD BUILDING: NOUNS

5 A Complete the quotes with the noun form of the words in capitals.

- 1 '_____ is never without a reason, but seldom with a good one.'
Benjamin Franklin, US President
ANGRY
- 2 'The chief enemy of _____ is "good" sense.'
Pablo Picasso, Artist
CREATIVE
- 3 'There is no such thing as pure pleasure; some _____ always goes with it.'
Ovid, poet
ANXIOUS
- 4 'Most things in life are moments of pleasure and a lifetime of _____; photography is a moment of _____ and a lifetime of pleasure.'
Tony Benn, politician
EMBARRASSED
- 5 'There can be no deep _____ where there is not deep love.'
Martin Luther King Jr, civil rights activist
DISAPPOINTED
- 6 'If I ever completely lost my _____ I would be frightened half to death.'
Paul Lynde, actor
NERVOUS
- 7 'Prayer is not an old woman's idle _____. Properly understood and applied, it is the most potent instrument of action.'
Mahatma Gandhi, leader and activist
AMUSED
- 8 'Men lose more conquests by their own _____ than by any virtue in the woman.'
Ninon de L'Enclos, writer
AWKWARD
- 9 'A life of _____ is inevitable for any coach whose main enjoyment is winning.'
Chuck Noll, American football coach
FRUSTRATED

B Tick the quotations you agree with and put a cross next to those you don't agree with.

VOCABULARY

ADVERTS

1 Complete the adverts with the words in the box.

refundable negotiable for in
sign enrolment trial

CIRCUIT TRAINING

LIMITED ¹ _____
– ONLY TWO PLACES LEFT!

² _____ up now.

Fill ³ _____ your
personal
details on
this form and
pay the deposit
today!

(Deposit is non-
⁴ _____)



TRY THIS AMAZING APP

New Life-organiser app is now
available for Android users.

There is a free ⁵ _____
for the first month.



GUYS & GALS

Tickets available for matinée
performance – due to limited
availability of seats, seating
is not ⁶ _____ and
two-⁷ _____-one deal
does not apply to this show.

FUNCTION

POLITE ENQUIRIES

2 Correct two mistakes in each sentence.

- 1 I'm like to enquire for a reservation I made.
- 2 I was wandering is that would be possible.
- 3 Would there be any chances of get the same price for the following weekend?
- 4 I am really grateful you could make an exception.
- 5 Would your mind saying me why it's so complicated to change?
- 6 Do you me mind asking what is your name?
- 7 Will you mind transfer me to your supervisor.

3 1.3 Listen to the intonation of the enquiries. Write polite (P) or impolite (I).

- | | | | |
|-------------------|----------|------------|----------|
| 1 a) <u> P </u> | b) _____ | 5 a) _____ | b) _____ |
| 2 a) _____ | b) _____ | 6 a) _____ | b) _____ |
| 3 a) _____ | b) _____ | 7 a) _____ | b) _____ |
| 4 a) _____ | b) _____ | | |

LEARN TO

MANAGE ENQUIRIES

4 A Put the words in the correct order to make sentences.

- a) transferring / you / mind / would / me / .

- b) that / just / difficult, / it's / be / sorry / to / ...

- c) a / me / with / minute / bear / .

- d) question, / keeping / got / you / I've / one / if / I'm / more / not / .

- e) you / keep / to / sorry / .

- f) hold / minute? / just / you / a / I'll / can / on / see / .

B 1.4 Listen to the conversation and read the audio script on page 74. Tick the sentences above which are used. Which sentence is not used?

VOCABULARY

ISSUES

- 1 A Write the problem for each headline. The first letters are given.

**LOCAL PEOPLE REJECT
PLANNED POWER STATION**

1 do _____

**Electricity and gas
prices rise by 23%**

2 ec _____

**NUMBER OF PEOPLE SLEEPING
ON CITY STREETS RISING**

3 ur _____

**PRESIDENT ASKS FOR
CHANGES IN GOVERNMENT**

4 po _____

**OCEAN TEMPERATURES
RISE BY 0.5°C**

5 gl _____

RAILWAY WORKERS GO ON STRIKE

6 in _____

**PRIVACY AT RISK FROM
INTERNET COMPANIES**

7 et _____

**NO RAIN FOR FOURTH MONTHS –
FARMERS WORRIED**

8 ru _____

- B  2.1 Listen and check.

C Listen again and write the words next to the correct stress pattern.


Oo _____
Ooo _____
oOo _____
oOoo _____
ooOo _____

GRAMMAR

PRESENT PERFECT SIMPLE AND CONTINUOUS

- 2 A Match the beginnings a) and b) with the endings i) and ii).

- 1 a) She's done
b) She's been doing
i) her homework since she got home from school.
ii) all her homework.
- 2 a) I've sent
b) I've been sending
i) twenty-five application letters this morning.
ii) application letters all morning. I need a break!
- 3 a) Pete's called
b) Pete's been calling
i) you all evening. Is your mobile on?
ii) and left you a message.
- 4 a) I've read this magazine.
b) I've been reading this magazine.
i) Do you want to borrow it when I've finished?
ii) Do you want to borrow it?
- 5 a) Julia's gone to the gym –
b) Julia's been going to the gym
i) and she's ten kilos lighter now.
ii) shall I ask her to call you back?
- 6 a) The temperature has dropped
b) The temperature has been dropping
i) all day.
ii) to minus thirty.

- B  2.2 Listen to the sentences and repeat what you hear. Pay attention to the stress and rhythm.

- 3 Complete the blog post with the present perfect simple or continuous form of the verbs in brackets. If both are possible, use the continuous form.



I ¹ _____ (travel) all my life and I ² _____ (visit) more than twenty-five countries, many of them less rich than my own. I ³ _____ (often / want) to take something to repay people for their hospitality but I ⁴ _____ (never / know) what to choose. Anyway, recently I ⁵ _____ (explore) a number of websites that give advice and I ⁶ _____ (find) a great one called stuffyourruck-sack.com. It was created by Kate Humble, who ⁷ _____ (present) wildlife programmes on television for many years. It's a beautifully simple idea: the website matches up charities that need stuff with people who are willing to provide and deliver it. Travellers ⁸ _____ (tell) the website about 187 organisations in eighty-one countries, and these include schools needing books or footballs, orphanages needing clothes and toys and trade organisations needing mobiles. So far it looks as if the response ⁹ _____ (be) good and the website ¹⁰ _____ (recently / appear) in a 'Find of the Year' survey of new sites.

LISTENING

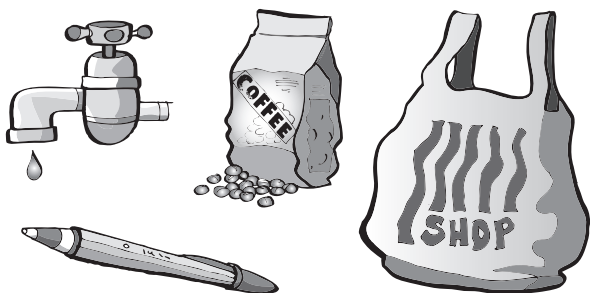
4 A Read the text and answer the questions.

- What is the aim of the organisation? How does it want to achieve it?
- Which of the ideas 1–8 are connected to the environment (E) and which are connected to personal and social development (PS)?

In 2004, a small London-based community organisation called *We Are What We Do* published a book, *Change the world for a fiver**. It contained fifty simple actions which ordinary people could do to make the world a better place. Now it is a global movement with a lively website, millions of active participants and more than 130 ideas for actions.

Its motto is:

SMALL ACTIONS × LOTS OF PEOPLE = BIG CHANGE.



- Use a biro from start to finish E
- Smile and smile back _____
- Do something you think you are unable to do _____
- Buy fairly traded products _____
- Remember people's names _____
- Turn off the tap when you brush your teeth _____
- Say 'no' to plastic bags whenever possible _____
- Learn one good joke _____

*£5

C Listen again and make notes about:

- why the speaker chose that particular action
- what problems each speaker experienced.

Speaker 1 a) _____
b) _____

Speaker 2 a) _____
b) _____

Speaker 3 a) _____
b) _____

Speaker 4 a) _____
b) _____

VOCABULARY PLUS

VERBS/NOUNS WITH THE SAME FORM

5 A Complete the sentences with the correct form of the words in the box.

decrease project record permit appeal

- In the 2008 Olympics, Usain Bolt set three world _____ including the 100 metres.
- If you stay in Spain for more than ninety days you need to apply for a resident's _____.
- CCTV cameras have been successful, with a huge _____ in incidents of violence.
- Police have launched a nationwide _____ for help to find a missing sixteen-year-old.
- The National Gallery is planning to _____ gigantic images of Picasso paintings onto the outside of the building.
- The Water for You scheme is a _____ to give hundreds of people access to clean water.
- Researchers _____ South American river turtles talking to each other underwater.
- The amount of ice at the South Pole _____ significantly over the last ten years.
- Students _____ to work and study in this country.
- Environmentalists _____ to supermarkets to reduce the amount of food waste.

B ▶ 2.4 Listen and check your answers.

C Listen again and underline the stress in the words you wrote in Exercise 5A.

records

B ▶ 2.3 Listen to four people speaking about their experiences. Which ideas 1–8 in the text in Exercise 4A did each one try?

1 _____ 2 _____ 3 _____ 4 _____

READING

1 A You are going to read about a course that trains people to be spies. Read the list and tick the three things that you think are most important for a spy to be able to do.

- a) break into a property
- b) drive fast without getting into an accident
- c) follow someone without getting caught
- d) pretend they are someone else
- e) use karate or other martial arts
- f) win the trust of a stranger

B Read the article. Which three things from the list above are mentioned?

1 _____ 2 _____ 3 _____

SO YOU WANT TO BE A SPY?

- 1 Despite recent developments in surveillance technology, a camera is no substitute for the human eye and there will always be a need for that most secretive of professions, the spy. In the BBC3 series, *Spy*, a group of eight volunteers took a two-month crash course in spying. Their trainers were former spies and experts in fields such as psychology and body language.
- 2 Before they joined the course, the would-be spies were allowed to tell only one person what they were really doing; for everyone else, they had to invent a believable cover story to explain their two-month absence. A couple of them immediately got into trouble when their story of a two-month job in New York resulted in friends promising to visit them.
- 3 As soon as they arrived at headquarters and before they had time to unpack, the eight 'spies' faced their first challenge: they had just ten minutes to talk their way into the flat of a complete stranger and be seen by their trainers drinking a glass of water on the balcony. It's a great task and one often used by real spy agencies to test their spies' abilities to act under pressure and think up plausible reasons to gain access to places.
- 4 The recruits learnt about surveillance techniques including how to 'go grey' and disappear into a crowd and also how to organise a surveillance operation on a house. This meant breaking into the property, planting secret cameras and bugs and fixing tracking devices to cars.
- 5 Another week, the recruits had to go undercover, adopt new identities and take temporary jobs in a gym, a clothes shop and a barber's. They had to convince their co-workers that they were genuine, gain their trust and finally persuade one of them to do something wrong, for example to lie or to sign a false document.
- 6 At the end of the experience, what qualities did they think were important for being a spy? 'A spy needs to be a quick thinker, work well under pressure and be able to blend in.' It helps to be a woman: 'Sandy, our female trainer, loved to remind us how women made better spies.' So if you are a tall male it's probably not worth applying. And were any of the participants keen to become a spy? Certainly not one married candidate: 'A Service insider told me that there is an exceptionally high divorce rate in the spy business with a lot of agents marrying their secretaries – the only person they can confide in and trust.'

C Match the quotes a)–e) with one of the paragraphs in the article.

- a) I had to get right underneath and it was difficult to fix it on securely.
- b) I'm a location manager for a TV company and we need a place to film.
- c) I'm going on safari and I'll be back in two months.
- d) It's just another thing that girls do better than boys!
- e) I used to work at a men's clothing store in Soho – that's how I got this job.

D Find words and phrases in the article that match definitions 1–8.

- 1 can't replace (paragraph 1) *is no substitute for*
- 2 fast and intensive period of training (paragraph 1) _____
- 3 someone who wants to be something; potential (paragraph 2) _____
- 4 believable (paragraph 3) _____
- 5 become unnoticeable (paragraph 4) _____
- 6 work secretly with a different identity (paragraph 5) _____
- 7 look similar to everything around you (paragraph 6) _____
- 8 tell secrets to (paragraph 6) _____

VOCABULARY

SURVEILLANCE

2 Complete the sentences. The first letters are given.


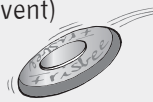
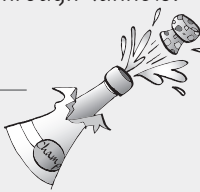
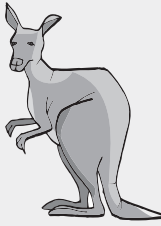
- 1 When you *id* _____ someone or something you recognise and correctly name someone or something.
- 2 People or organisations that are in charge of a particular country or area are called the *au* _____.
- 3 If something is a *de* _____ to crime, it acts to reduce the chance of it happening.
- 4 To *st* _____ information is to keep facts in a computer or in a file.
- 5 To find information on a computer is to *ac* _____ data.
- 6 Carefully watch something over a period of time, for example a nurse *mo* _____ a patient's condition.
- 7 Crime *pr* _____ is all about stopping something bad from happening before it occurs.
- 8 If you *ke* _____ *tr* _____ of someone who is moving, you always know their position.

GRAMMAR

THE PASSIVE

- 3 A** Complete the sentences with the passive form of the verbs in brackets.

STRANGE BUT TRUE!

- 1 All gondolas in Venice, Italy must _____ (paint) black unless they belong to a high official. 
- 2 The modern Frisbee _____ (invent) by the Frisbie Pie Company in 1946 when their pie tins _____ (throw) around by employees during breaks. 
- 3 Over the centuries, Korea _____ (invade) more times than any other country in the world.
- 4 The white surface of the Taj Mahal _____ (gradually / damage) by pollution and is turning yellow.
- 5 British guidebooks in the nineteenth century advised women to put pins in their mouths to avoid _____ (kiss) in the dark when trains went through tunnels.
- 6 You are more likely _____ (kill) by a champagne cork than a poisonous spider, but most people are more afraid of spiders. 
- 7 Kangaroos can _____ (find) in the wild in only two countries: Australia and New Zealand. 
- 8 When Christopher Columbus 'discovered' America in 1492, the continent _____ (already / explore) by the Vikings from Norway over three centuries earlier.

- 4** Complete the sentences with the correct active or passive form of the verbs in brackets.

TECHNOLOGY UPDATE

Currently hundreds of trainee medical students

¹ _____ (teach) through the online virtual world *Second Life*. Once a day students ² _____ (send) to locations in the online world to treat computer-generated patients. When they are there, virtual equipment can ³ _____ (use) to check the patients at the scene and then the trainees can ⁴ _____ (decide) on the best course of action. The training tool has been a great success so far and from next year it ⁵ _____ (use) at a number of medical schools around the world.

Pollution is an ever-growing problem in our cities, but in the near future a new system ⁶ _____ (allow) traffic managers to identify pollution hotspots. It ⁷ _____ (be) possible to alter the movement of cars through the city by changing the traffic light sequencing to direct cars away from problem areas. A computer ⁸ _____ (also / send) commuters warning text alerts on their mobile phones so they can decide how to avoid the hotspot. The new pollution monitoring system ⁹ _____ (test) successfully for the first time at a trial last month and could ¹⁰ _____ (introduce) as soon as next year.

WRITING

A LETTER OF COMPLAINT; LEARN TO USE FORMAL WRITTEN LANGUAGE

- 5 A** Correct the mistakes in the underlined phrases.

Dear Sir or Madam,

¹I am writing with regard for my stay in one of your hotels.

I stayed at the Riley Hotel in Belfast from 14 to 16 June and experienced a number of problems. Firstly, the room had not been properly cleaned. Secondly, there were no tea- or coffee-making facilities in the room. Finally, there was a party in the room under mine and it kept me awake until early morning.

I have already spoken to the hotel manager about this but she was quite rude and suggested that I write to you.

In order ²to dissolve this matter, I am requesting that you refund the money for my stay at the hotel. ³Please contract me within ten days of the date of this letter ⁴to convince that this step has been taken.

⁵Thank you for your promptly attention to this matter.

⁶Yours faithlessly,

Viola Gresham

- B** Two of the facts above are false. Which are they?

- B** Write a letter of complaint (120–150 words) to a restaurant where you recently had an important lunch, e.g. a meeting or a first date. Include three things that went wrong.

FUNCTION

OPINIONS

1 A Cross out the unnecessary words in the underlined phrases.

A: Do you think students should be allowed to use their phones in class?

B: Yeah, ¹I'm not in favour of that. The way I see it is that students would be more motivated if they could use phones, maybe to make short movies or things like that.

A: Mm, ²I'm not being so sure, you know how kids are. ³It seems that to me that they'd just start texting each other whenever they were bored.

B: Mm, well, ⁴I'm agree to a certain extent. They would certainly need very strict rules, you know, about turning them on and off. But phones could be useful for things like practising languages or setting homework reminders.

A: Yes, ⁵I can suppose so, but what about bullying, you know, kids sending each other nasty messages? Or phones could be a target for thieves.

B: ⁶Is fair enough, but either of those things could happen after school.

A: Hmm. ⁷I see your point is, but ⁸I'm still not so convinced. I think on balance it's better to keep them out of classes.

B: ⁹I don't disagree. I think we should encourage them.

B ▶ 2.5 Listen or read the audio script on page 75 to check.

C ▶ 2.6 Listen to the opinion phrases and repeat what you hear.



VOCABULARY

OPINION ADJECTIVES

3 A Put the letters in bold in the correct order to make adjectives. The first letter is underlined.

A: What are the drink drive laws in your country?

B: Zero tolerance. It's ¹l**g****e****i****a****l** to drive if you've drunk any alcohol at all.

A: That seems like a ²**r****a****s****n****o****a****e****b****l****e** law to me.

A: Models shouldn't wear fur. It's ³**c****h****u****t****a****i****n****e****l** to kill animals just for fashion.

B: I'd go along with you there, but what about in really cold places?

A: I think it's possible that one day everyone will have a microchip under their skin from birth.

B: Really? I find the whole idea deeply ⁴**b****i****r****d****u****g****s****i****n****t**.

A: Jan's gone too far this time! His idea at the meeting was ⁵**u****r****e****g****a****s****o****u****t****o**!

B: I agree. I thought it was silly and ⁶**i****r****e****p****r****s****r****b****e****n****i****l****o**.

A: I entirely agree.

B ▶ 2.7 Listen and write the adjectives next to the correct stress patterns.

Ooo _____
oOo _____
oOoo _____
ooOoo _____

C Listen again and repeat what you hear.

LEARN TO

SUPPORT YOUR VIEWPOINT

2 Complete the second sentence so that it has a similar meaning to the first. Start with the words given.

1 The latest research has found that profiles on social networking sites are accurate descriptions of people's personalities.
According _____.

2 Kids still enjoy dolls, electric train sets and Lego.
Toys like _____.

3 Japan is one of many countries where fish is an important part of the diet.
In many countries, for instance _____.

4 People are said to be attracted to partners who look like them.
Apparently, people _____.

5 There is no evidence that coffee increases long-term memory.
As far as I know, _____.

6 Media studies, Sports studies and Dance are examples of 'soft' subjects and are no longer being offered in some colleges.
'Soft' subjects such _____.

GRAMMAR VERB TENSE REVIEW

- 1** Complete the article with the past simple, present perfect simple or present perfect continuous forms of the verbs in brackets.

Grandmother passes driving test on 950th attempt

Cha Sa-soon ¹ _____ (want) to drive for years and last week she ² _____ (move) a step closer to that dream: she ³ _____ (pass) the written exam for a driving licence on her 950th attempt.

'I ⁴ _____ (try) to pass this test for over four years,' said the sixty-eight-year-old grandmother. 'And now I ⁵ _____ (finally do) it. Over the past two years a lot of people ⁶ _____ (tell) me I'm crazy, but I don't mind. If you have a dream, you can't give up.' She ⁷ _____ (become) a bit of a legend at the testing centre. 'It ⁸ _____ (be) difficult to see her fail so many times,' said the centre director. 'And we ⁹ _____ (hope) that sooner or later she would get through. She'll be missed, that's for sure,' he ¹⁰ _____ (add). 'A day without Cha is like a day without our favourite granny.'

Mrs Sa-soon ¹¹ _____ (spend) over five million Korean won on fees so far; now she just needs to pass the practical test and after she ¹² _____ (pass) that she'll be given a licence.

- 2** Match the sentence halves.

- 1 I've never seen snow
- 2 I'd never seen snow
 - a) until I went to Austria.
 - b) in my life.
- 3 I couldn't find a job
- 4 I haven't been able to find a job
 - a) after university.
 - b) since university.
- 5 No one has seen her
- 6 She was last seen
 - a) a week ago.
 - b) in the past week.
- 7 I've been seeing a therapist
- 8 I've seen a therapist
 - a) three times now.
 - b) regularly.
- 9 Many students have been arriving late
- 10 Many students arrived late
 - a) recently.
 - b) the other day.
- 11 I thought I understood this
- 12 I've understood everything
 - a) so far.
 - b) before now.

VOCABULARY REVIEW

- 3** Complete the sentences with the correct words or phrases.

- 1 a people person/down-to-earth
 - a) Lena's a _____: she loves talking to everyone she meets.
 - b) Tessa will always tell you what she thinks, she's very _____.
- 2 awkward/embarrassed
 - a) The article is called 'Top health questions you are too _____ to ask'.
 - b) I was with my husband when we ran into his ex-wife. It was very _____.
- 3 relieved/impressed
 - a) Beth thought she'd lost her passport so she was incredibly _____ to find it.
 - b) The boss seemed _____ with my work on the report and he's giving me tomorrow off.
- 4 non-refundable/two-for-one
 - a) The _____ deal is only available on Monday evenings.
 - b) A _____ deposit is required when booking the holiday.
- 5 monitor/keep track of
 - a) When I'm working on a painting I never _____ the time. It drives my wife crazy.
 - b) We're going to try you on this new treatment and we'll _____ your progress carefully.
- 6 identify/deterrent
 - a) Are the fines working as a/an _____ to pollution?
 - b) Can full body scanners at airports _____ illegal products coming into the country?
- 7 illegal/unethical
 - a) Hunting elephants is _____ but hunting deer is allowed with a permit.
 - b) Buying an essay from the internet and saying you wrote it is totally _____.
- 8 disturbing/outrageous
 - a) It was absolutely _____ that the workers were told of their job losses by text message.
 - b) I found the programme about child beauty competitions slightly _____.
- 9 irresponsible/reasonable
 - a) I think it's _____ to refuse to pay for the food – no one could eat it.
 - b) Lending money to people who can't afford to pay it back is just _____.

- 4 A** Look at the underlined sounds in each group. Circle the word with the different sound.

- 1 authority, nervous, awkward
- 2 identify, crime, relieved
- 3 outrageous, information, decrease
- 4 witty, permit, disappointing
- 5 non-refundable, urban, frustrated

- B**  **R1.1** Listen and check. Then listen and repeat.

GRAMMAR DIRECT AND INDIRECT QUESTIONS

5 Change the direct questions into indirect questions.

- 1 What were you like ten years ago?
Can you tell _____?
- 2 How do you think you've changed?
I'd be interested _____.
- 3 What have you done that you are most proud of?
Would you mind telling _____?
- 4 Is it possible for a person to stay the same all his life?
I wonder _____.
- 5 Who has influenced you the most?
Could you tell _____?
- 6 Would you like to direct a movie yourself?
I was wondering _____.

VOCABULARY PLUS WORD BUILDING: NOUNS

6 Find and correct the mistakes in the formation of the words in bold.

The worst day of my life

My first solo piano concert in the music academy – it should have been the best day of my life. Of course, I felt a touch of ¹**anxious** before the performance and I arrived early only to find that they had replaced the piano that I had practised on with a different one. The new piano wasn't bad, but because of my ²**nervous** and ³**frustrated** I made a lot of mistakes. I was very ⁴**disappointment** in myself and it was all very ⁵**embarrassment**. Afterwards there was a lot of ⁶**awkward** at the reception, since people didn't know what to say, I wished the earth would swallow me up.



- | | |
|---------|---------|
| 1 _____ | 4 _____ |
| 2 _____ | 5 _____ |
| 3 _____ | 6 _____ |

FUNCTION POLITE ENQUIRIES

7 A Underline the correct alternative(s).

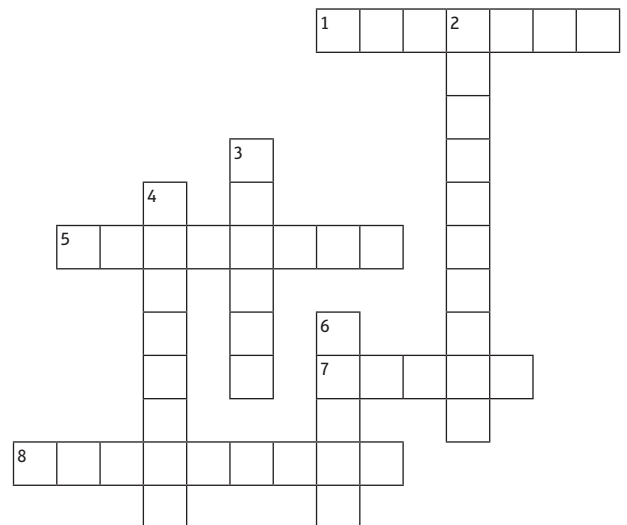
- 1 Yes, Mr Lawson. How can I *help/refund/answer* you?
- 2 I *was wondering/would wonder/wonder* whether I could move it to the week after.
- 3 And would there be any chance of *book/booking/to book* in a friend?
- 4 *Could you/Would you mind/I'd appreciate* telling me if that's going to cost more?
- 5 *Can you/Could you/Do you* tell me why I've been kept on hold for so long? It's really annoying.
- 6 I'd *appreciate it/thank you/be grateful* if you could put it in an email.

B Match replies a)–f) to enquiries 1–6 above.

- a) The computers are extremely slow today. I'm very sorry.
- b) Just a moment. Sorry, you've just taken the last place.
- c) Of course. I'll confirm all the details straightaway.
- d) Sorry to keep you. That will be 250 euros extra.
- e) I'm calling to enquire about a booking I made last week.
- f) Bear with me a minute. Yes, that booking is transferable.

VOCABULARY ISSUES

8 Read the clues and complete the crossword.



Across

- 1 An issue about principles of what is right and wrong.
- 5 A problem relating to trade, industry and the management of money.
- 7 This problem happens in or is related to the countryside.
- 8 This social issue relates to the government, politics and public affairs of a country.

Down

- 2 A problem that relates to industry or the people working in it.
- 3 This issue affects or includes the whole world.
- 4 These issues happen in one particular country and do not involve any other countries.
- 6 A problem relating to towns and cities.

VOCABULARY PLUS VERBS/NOUNS WITH THE SAME FORM

9 A Complete the news reports with the correct form of the words in the box.

decrease research import desert produce
fine record project appeal permit

A group of rock stars are ¹_____ for people to fund a new ²_____ aimed at preventing malaria. Recent medical ³_____ shows there is a dramatic ⁴_____ in the disease when malaria nets are provided for families.

Fifty-two tourists have been rescued from the ⁵_____ near the Step Pyramid in Egypt after temperatures reached 49 degrees Celsius – the highest level ever ⁶_____ in the area. The tourists were stranded when their bus broke down. The group's tour operator has been arrested for failing to obtain a ⁷_____ to conduct business in the area and has been ordered to pay a ⁸_____.

And in business, a number of European countries are planning to cut ⁹_____ from the United States as trade tensions continue. The USA has recently increased taxes on ¹⁰_____ coming from abroad to an all-time high.

B **R1.2** Listen or read the audio script on pages 75–76 to check.

C **R1.3** Underline the stress in words 1–10. Then listen and check.

GRAMMAR THE PASSIVE

10 Complete the articles with the active or passive form of the verbs in the boxes.

think score complete ask

Improve your IQ

In a recent experiment, two groups of people ¹_____ to spend time writing down some sentences, one group about a typical university professor and the other about a football hooligan. They then ²_____ a trivia test. The result: the 'professor' group ³_____ much higher than the other group. It ⁴_____ that this is due to 'priming' the brain in a positive way to get it to think more intelligently.

cause film predict ask

Together forever?

In an experiment which is being carried out in the USA, married couples ⁵_____ having a conversation. They ⁶_____ to discuss topics that ⁷_____ some friction in their relationship in the past. Based on just several minutes of the material, it can ⁸_____ with high accuracy who will still be together in fifteen years and who will divorce.

find give face design

CARE BEARS FOR THE ELDERLY?

In the coming years, many countries ⁹_____ the challenge of an aging population and a shortage of nurses. The Japanese-produced Robo-bear ¹⁰_____ to help with tasks such as lifting and moving patients. The first human-shaped robots ¹¹_____ to be too frightening for patients and so now the Robo-bear ¹²_____ the head of a friendly cartoon bear.

FUNCTION OPINIONS

11 Put the words in the correct order.

1 your / I / but / point, / see

2 of / in / that / favour / I'm

3 with / don't / you / agree / I

4 extent, / certain / a / to / but / agree / I

5 not / still / I'm / convinced

6 what / mean / I / see / you

7 not / sure / so / I'm

CHECK

Circle the correct option to complete the sentences.

- 1 Do you know _____?
a) she's going b) whether she's going
c) where is she going
- 2 Sign up for the classes as soon as you can – there is _____, so do it as soon as possible.
a) limited enrolment b) fill in your details
c) free trial
- 3 A: Your clothes are soaking wet!
B: Yes, I _____ in the rain.
a) walked b) 've walked c) 've been walking
- 4 _____ violence is a growing problem in times of unemployment.
a) Domestic b) Economic c) Global
- 5 They _____ the report for days and it's still not finished.
a) 've been writing b) 've written
c) 've been written
- 6 Could you tell me _____?
a) what means that b) what that means
c) what does that mean
- 7 I'm phoning _____ a course.
a) to enquire about b) about enquiring
c) enquire about
- 8 Corruption isn't only deeply _____, it's also _____.
a) disturbing/irresponsible b) reasonable/unethical
c) disturbing/unethical
- 9 We need to _____ all their comings and goings over the next twenty-four hours.
a) keep track of b) surveillance c) permit
- 10 I felt some _____ when I couldn't make myself understood in Spanish.
a) frustrating b) frustration c) frustrated
- 11 Teachers want _____ what students don't like.
a) to tell b) to be told c) being told
- 12 I hate speaking in public – I always get very _____.
a) nerves b) nervousness c) nervous
- 13 I _____ Rita recently. Is she OK?
a) didn't see b) haven't yet seen c) haven't seen
- 14 A: What _____?
B: She's great! I really like her.
a) 's your new boss like b) does your new boss like
c) 's like your new boss
- 15 My mum was _____ thrilled to hear the news.
a) very b) fairly c) absolutely
- 16 I _____ ten cups of coffee and it's only noon.
a) had b) 've had c) 've been having
- 17 A: They really shouldn't have closed the school.
B: I agree _____, but there were good reasons for it.
a) for a certain extent b) to a certain extent
c) to a certain point
- 18 The president's _____ for the early release of the hostages has not been successful.
a) project b) appeal c) record
- 19 Some say that a guard dog is the best _____ to crime.
a) deterrent b) monitor c) access
- 20 We've been very lucky _____.
a) yet b) already c) so far
- 21 They found out that all their movements _____ by CCTV cameras.
a) were being monitored b) were monitoring
c) have monitored
- 22 Would there be _____ holding my place?
a) any chance for b) any chance of
c) any chance
- 23 She's been feeling a lot of _____ about the new job – that's why she can't sleep.
a) amusement b) anxiety c) creativity
- 24 _____ the minimum voting age being decreased to sixteen.
a) I totally disagree b) I'm against
c) I see your point
- 25 The most _____ way forward seems to be to organise a meeting to discuss the issue calmly.
a) reasonable b) irresponsible c) outrageous
- 26 The murderer _____ yet.
a) hasn't caught b) wasn't caught
c) hasn't been caught
- 27 There are lots of homeless people sleeping in the streets. It's the capital city's greatest _____ problem.
a) industrial b) rural c) urban
- 28 He always knows a good joke, he's _____.
a) a good laugh b) a computer geek
c) down-to-earth
- 29 You got the highest mark in the exam? I'm really _____.
a) relieved b) anxious c) impressed
- 30 He _____ once last week.
a) hasn't visited b) didn't visit c) has visited

RESULT /30