



# It's so annoying!



## Reading and vocabulary

### 1 Look at the pictures and answer the questions.

- 1 Why are the people annoyed?
- 2 Do these things ever happen to you?
- 3 What things do you complain about most?

### 2 a Work in pairs. Look at the top ten complaints of people in Britain. Do you agree with the list? Why/Why not?

## Top ten complaints

- 1 Having a runny nose
- 2 Getting a call from an unknown number
- 3 Being left on hold when calling a company
- 4 Missing a parcel delivery
- 5 People who don't queue properly
- 6 Having no wifi signal
- 7 Having to pay for a plastic bag in a shop
- 8 Door-to-door salespeople
- 9 Having poor phone reception
- 10 Not being able to find the end of the sticky tape

*from a survey of 2,000 British people carried out by SPANA.org*

### b What would the list be in your country? Make a top five list. Work in pairs and compare your answers.

*In my country, people tend to complain about ...  
They don't usually care about ...*

### 3 Match complaints a–d with four of 1–10 in Exercise 2a.

- a Stayed at #HotelBarnmouth last week. Advert said it's 'The Best Hotel in Town'. Receptionist was unpleasant, no wifi and they've overcharged me! Won't stay there again! #placestoavoid #worsthotels
- b @rollybathrooms Called AGAIN this morning and had to wait 15 mins to speak to a service engineer. When are you going to fix the new shower you delivered??? No one ever calls me back!
- c Ordered shoes online from #popclickshoes. They promised shoes would be delivered next day. They weren't. They arrived TWO WEEKS LATER. While I was out! And guess what: they don't fit!!! #firstworldproblems
- d That's the second time someone has knocked on my front door in one evening! This one was trying to sell me insurance. Wouldn't take no for an answer. #leavemealone

**4 a Match a–d in Exercise 3 with two or three problems in the box.**

slow delivery   faulty product   broken promises  
poor customer service   lack of communication  
rude staff   aggressive salespeople   billing disputes  
cold callers   false advertising

**b Think of an example for each problem in Exercise 4a. Work in pairs. Take turns reading out your examples. Your partner tries to guess the problem.**

**A:** *It takes ages to get through to anyone.*

**B:** *Poor customer service.*

**c Which of the problems have you experienced recently? Tell your partner about it.**

### **-ed and -ing adjectives**

Some words look like verbs because they end in *-ed* or *-ing* but actually they are adjectives. They often come in *-ed* and *-ing* pairs.

*I'm a bit **confused** by that.*

*What you said was quite **confusing**.*

*-ed* adjectives describe the person's feeling, *-ing* adjectives describe the thing or situation that causes the feeling. Here are some common examples:

<i>alarmed/alar</i>	<i>infuriated/infuriating</i>
<i>astonished/astonishing</i>	<i>insulted/insulting</i>
<i>convinced/convincing</i>	<i>irritated/irritating</i>
<i>depressed/depressing</i>	<i>overwhelmed/</i>
<i>encouraged/encouraging</i>	<i>overwhelming</i>
<i>entertained/entertaining</i>	<i>satisfied/satisfying</i>
<i>exhausted/exhausting</i>	<i>tempted/tempting</i>
<i>frustrated/frustrating</i>	<i>worried/worrying</i>

You often use *get* + *-ed* adjective or *make* + subject (+ *feel*) + *-ed* adjective.

*I **get worried** when I hear that.*

*It **makes me depressed**.*

**Note:** Some pairs of adjectives have different endings.

<b>feeling</b>	<b>thing/situation</b>
<i>scared</i>	<i>scary</i>
<i>stressed</i>	<i>stressful</i>
<i>delighted</i>	<i>delightful</i>

**b Complete the sentences with the adjective form of the verb in brackets.**

- 1 This lift is so \_\_\_\_\_. (infuriate)
- 2 The news is always so bad. It makes me \_\_\_\_\_. (depress)
- 3 I feel the same sometimes. It's \_\_\_\_\_. (overwhelm)
- 4 You must be feeling so \_\_\_\_\_. (irritate)
- 5 It's \_\_\_\_\_. Why do I have to wait for ten minutes to speak to someone at my bank? (insult)
- 6 That's a fairly \_\_\_\_\_ argument. (convince)

**8 a Choose the correct alternatives.**

- 1 Not another password to remember! It's so *frustrated/ frustrating*.
- 2 This is a bit *embarrassed/ embarrassing* but I've left my purse at home. Can you pay for me?
- 3 I bought it online yesterday and it's already here. I'm *astonished/ astonishing*.
- 4 Stone cold coffee! That's *disgusted/ disgusting!*
- 5 I'm *exhausted/ exhausting*. That's the last time I go running with you!
- 6 You can tell me the truth. I won't feel *insulted/ insulting* if you don't like it.
- 7 I feel a bit *overwhelmed/ overwhelming*. There are 101 things on my to-do list.
- 8 Your new job sounds really *stressed/ stressful*. How are you coping?

**b What makes you feel the emotions in the box? Write down one thing for each emotion.**

delighted   depressed   entertained   infuriated  
overwhelmed   scared