

## 12.3) HELLO, I'VE GOT A PROBLEM

F telephoning  
P sentence stress  
V telephoning expressions

### SPEAKING

**A** Work in pairs and take turns. Ask and answer questions 1–5. For each 'yes', ask your partner what happened.

- 1 Have you ever lost your ...  
keys? mobile? credit card?
- 2 Have you ever locked yourself out of your ...  
house? car? office?
- 3 Have you ever missed a ...  
train? bus? plane?
- 4 Have you ever been very late for ...  
a meeting? an appointment? a concert?
- 5 Have you ever got lost in ...  
a city? a building? the countryside?

### VOCABULARY

**A** Complete the sentences with words/phrases from the box.

take a message leave a message call answer  
ring (someone) back

- 1 You answer the phone. It's a call for your colleague Patricia, but she's not in the office today so you take a message for her.
- 2 You phone your friend Mark, but he's not at home so you \_\_\_\_\_ on his answerphone.
- 3 You want Mark to \_\_\_\_\_ you \_\_\_\_\_ this evening.
- 4 It's the evening. You \_\_\_\_\_ Mark, but he's having a shower.
- 5 Ten minutes later the phone rings and you \_\_\_\_\_ it. It's Mark.

### FUNCTION

#### TELEPHONING

**A**  **12.4** Listen to three conversation extracts. Which situations from Exercise 1A are they?

**B** **D** 12.5 Cross out the incorrect alternative.  
Then listen and check.

**Extract 1**

B: Hi, Sean.<sup>1</sup> It's/I'm Debbie.  
A: Hi, Debbie. What's up?  
B: <sup>2</sup>Is Kevin there/here?  
A: No, he's not. He went out about ten minutes ago.

**Extract 2**

B: <sup>3</sup>Could I leave/have a message for him?  
A: Of course.  
B: <sup>4</sup>Just ask/say him to mobile/call me.

**Extract 3**

B: Hello. <sup>5</sup>Could I speak/chat to customer services, please?  
A: <sup>6</sup>Just a hold/moment.

C: Customer services.  
B: Hello. <sup>7</sup>I am/This is Alan Simpson. I've got a problem.

**Extract 4**

B: <sup>8</sup>Could you ring/answer me back?  
C: Of course. Could you give me the number there?  
B: Just a moment ... It's 34 for Spain, 91 for Madrid, then 308 5238.  
C: <sup>9</sup>Let me check/buzz that. 34 91 308 5238.  
B: That's right.  
C: Fine. Hang up and <sup>10</sup>I'll call you up/back straightaway.

**C** Match the conversation extracts 1–4 with descriptions a)–d) below.

- a) Asking someone to call back **4**
- b) Starting a call to a business
- c) Starting a call to a friend
- d) Leaving a message

**12.4** **D**)

**BBC**

**SHARK THERAPY**

**DVD PREVIEW**

Work in pairs. Look at the photos and discuss the questions. Are you afraid of any of these animals? Which ones? Why?



**A** Complete the sentences with words from the box.

frightened nervous excited upset  
proud afraid

- 1 Some people are frightened or \_\_\_\_\_ of the dark.
- 2 When you are positive and happy before your birthday or a party, you feel \_\_\_\_\_.
- 3 When you are happy about something you've done, often something difficult, you feel \_\_\_\_\_.
- 4 Before an exam or going to the dentist, you feel \_\_\_\_\_.
- 5 When you fail an exam, you feel \_\_\_\_\_.

**B** Complete sentences 1–6.

- 1 I'm afraid of \_\_\_\_\_.
- 2 I get very excited before \_\_\_\_\_.
- 3 I'm not frightened of \_\_\_\_\_.
- 4 I felt very proud when I \_\_\_\_\_.
- 5 I get nervous when I have to \_\_\_\_\_.
- 6 I last felt upset when \_\_\_\_\_.

**A** Read the programme information. Why does Tanya go to the Bahamas?

## **Shark Therapy**



Tanya Streeter is a world-famous diver, but she's got one big problem. She's afraid of sharks! To overcome her fear, she needs help or 'therapy' and travels to the Bahamas to get it. Here, she learns how to swim with them ... and comes face-to-face with a dangerous tiger shark.

**BBC**

**B** Watch the DVD. When do you think Tanya feels the most afraid?

**C** Underline the correct alternatives. Then watch again and check.

- 1 It's safer to wear a *black/green/shiny* wetsuit.
- 2 Tanya uses a *knife/stick/gun* to protect herself from the sharks.
- 3 *No/One/Two* shark(s) try/tries to bite Tanya.

**B**  **12.8** Listen to a man talk about an experience. Was it exciting or frightening? What happened?

#### Lesson 12.4 Recording 12.8

This happened in Australia ... when I was about twenty-five. I spent a few days at a hotel in Alice Springs and went to Ayers Rock and ... well, anyway, one day, I went out for a walk ... in the outback. It was a lovely day so I walked and walked ... and then I realised I didn't really know where I was. I was a bit stupid, really... because I decided to go further ... I guess I thought I'd find the way back. Erm ... anyway, after that I heard some dogs. First I heard them barking, and then

I saw them ... there was a group – maybe five or six dogs, wild dogs, coming towards me. I felt really frightened, but I remembered some advice I, er ..., I read in my guidebook: Don't move, and don't look at the dogs. So I froze, like a statue ... I didn't move ... and I looked at a tree, not at the dogs, and didn't move my eyes. The dogs were all around me, jumping and barking ... I thought they were going to bite me. Then one dog did bite my arm, just a little, but still I didn't move. In the end, after about twenty minutes, the dogs went away. I stayed there for a few more minutes and then luckily found my way back to the hotel. It was the most frightening experience I've ever had!

## GRAMMAR

### 2.1 present simple: I/you/we/they positive and negative statements

+ I	love	films.
+ You	go	running every day.
+ We	listen	to music on the bus.
- They	don't read	books.

Use the present simple to talk about:

- things which are always true. *I come from Spain. I like cats.*
- habits and routines. *We play tennis on Sundays.*

In the negative, use *don't* + infinitive. *I don't work at the weekend.*

When speaking, and in emails and letters to friends, use the contraction *don't* (= *do not*).

After *love*, *like*, *enjoy*, *don't like* and *hate*, use infinitive + *-ing*. *I don't like eating junk food. I enjoy doing nothing.*

### present simple: I/you/we/they questions and short answers

?	Do	I/you/we/they	drink	coffee?	+ Yes,	I/you/we/they	do.
				watching films?	- No,		don't.

Use *Do* + subject + infinitive for a question.

*Do you have lunch at home?*

In short answers, use *Yes, I do* and *No, I don't*. NOT *Yes, I like* or *No, I don't like*.

### present simple: he/she/it positive and negative statements

+ He	comes	from Japan.	verb + -s
+ She	watches	TV.	verb ending in <i>-ch</i> , <i>-sh</i> , <i>-s</i> , <i>-x</i> + <i>-es</i>
+ It	does	everything.	<i>do</i> and <i>go</i> + <i>-es</i>
	flies	to Peru.	verb ending in a consonant + <i>-y</i> , change <i>-y</i> to <i>-ies</i>
	has	lunch.	<i>have</i> change to <i>has</i>
- He/She/It	doesn't like		cats.

In the negative, use *doesn't* + infinitive. *He doesn't want to come.*

When speaking, or writing emails or letters to friends, use the contraction *doesn't* (= *does not*).

### present simple: he/she/it questions and short answers

?	Does	he/she/it	come	from Italy?	+ Yes,	he/she/it	does.
					- No,		doesn't.

Use *Does* + subject + infinitive to make a question. *Does she get home late?*

In short answers, use *Yes, it does* and *No, it doesn't* NOT *Yes, it comes* or *No, it doesn't come*.

## asking for information

What time	does	it	start?
When			finish?
Where			leave from?
How much			cost?

Do	you	take	credit cards?
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## answering with in/at/on

in	at	on
the morning	9 o'clock, 7.30	Saturday
the afternoon	midnight	Sunday
the evening	night	
	the weekend	

## PRACTICE

**A** Complete the sentences with the correct form (positive or negative) of the verbs in the box.

go eat read watch listen to drink work

- 1 I don't go running because I'm not very active!
- 2 We                    sport on TV a lot because we really like it.
- 3 I                    junk food because I don't like it.
- 4 They                    on Sundays – they just relax all day!
- 5 I                    books in English because it's good practice.
- 6 We                    coffee late at night. We have milk or tea.
- 7 You                    music a lot. What's your favourite band?

**B** Complete the texts with the verbs in the box. Use the present simple in the correct form.

go listen to watch study get up drink read  
meet work start have finish relax talk

Simona is a student. She <sup>1</sup>            late, at 10a.m., <sup>2</sup>            a black coffee and then <sup>3</sup>            to classes at the university. In the afternoon, she <sup>4</sup>            in the library. In the evening, she <sup>5</sup>            TV or <sup>6</sup>            music.

Beatrice is a businesswoman. She <sup>7</sup>            breakfast at 6a.m. and <sup>8</sup>            work at 8. In the morning, she <sup>9</sup>            her emails and <sup>10</sup>            to people on the phone. Beatrice's husband <sup>11</sup>            near her office, so they <sup>12</sup>            and have lunch together. She <sup>13</sup>            work at 6p.m. and in the evening she just <sup>14</sup>            at home.

**C** Put the words in the correct order to make questions.

- 1 you / Do / classes / like / English / your ?  
*Do you like your English classes?*
- 2 running / every day / go / they / Do ?  
*Do they go running every day?*
- 3 chat / you / friends / Do / with / a lot ?  
*Do you chat with your friends a lot?*
- 4 junk / like / you / Do / food / eating ?  
*Do you like eating junk food?*
- 5 TV / on / watch / they / football / Do ?  
*Do they watch football on TV?*
- 6 cinema / the / to / go / you / Do / a lot ?  
*Do you go to the cinema a lot?*

**D** Complete the conversation.

- A: <sup>1</sup>            you work?  
B: No, I <sup>2</sup>           , but my wife <sup>3</sup>           .  
A: Oh, what <sup>4</sup>            she do?  
B: She <sup>5</sup>            English at a school.  
A: Oh. And <sup>6</sup>            she like it?  
B: Yes, she <sup>7</sup>           . Well, she <sup>8</sup>            like working in the evening, but she <sup>9</sup>            her students.  
A: And what <sup>10</sup>            you do all day?  
B: I <sup>11</sup>            TV and <sup>12</sup>            with my friend Bob on the phone.  
A: Oh, and what <sup>13</sup>            Bob do?  
B: He's a film reviewer. He <sup>14</sup>            about films on TV.