

VOCABULARY AND GRAMMAR

1 Choose the odd one out in each group.

- businessperson, employee, company director, entrepreneur
- trader, entrepreneur, customer, investor
- scruffy, cotton, cashmere, silk
- smart, fashionable, original, denim
- butcher's, stationer's, baker's, greengrocer's

2 Complete the sentences with the correct form of the words in capitals.

- Stanley has saved half of his _____ for a new computer. **EARN**
- A modern water park was built last year, which was the best _____ in our city. **INVEST**
- I don't use any cash. All my _____ are made by credit card. **PAY**
- What company is the largest _____ of personal computers in the world? **PRODUCE**
- This shop has had a _____ for two weeks. **SELL**
- The factory tried to keep some _____ by offering them more money. **EMPLOY**

3 Complete the second sentence so that it has a similar meaning to the first.

- How much does the factory pay the workers?
How much _____ the factory workers _____?
- Farmers have never grown rice in this field.
Rice _____ never _____ in this field.
- They have sold over 1,000 bikes so far this year.
Over 1,000 bikes _____ this year.
- They keep their investments secret.
Their investments _____ secret.
- He painted more than 100 pictures in this studio.
More than 100 pictures _____ in this studio.
- When did they open their first shop?
When _____ their first shop _____?

4 Choose the correct answer, A, B, C or D.

- 'How _____ tablets do you own?' 'Just one.'
A any B few C much D many
- There are _____ people in the queue. It's too long to wait.
A a lot of B lots C a little D lot
- 'I'm so hungry.' 'I have _____ biscuits in my bag. Would you like one?'
A very little B a few C too much D any
- I think there is _____ advertising on TV. I can't stand it.
A too many B lot of C too much D a little
- _____ homework do you get every day?
A How B How long C How many D How much
- She's got _____ money to buy designer clothes, but she often goes window shopping.
A very little B too many C very few D any

USE OF ENGLISH

5 Choose the correct answer, A, B or C.

- There _____ supermarkets in my neighbourhood.
A is little
B aren't much
C are few
- If you haven't got money for an expensive jacket, you should try to _____.
A pick up a bargain
B have a sale
C be worth it
- We need to find _____ to buy food.
A somewhere
B anywhere
C everywhere
- _____ of their debtors have returned the money yet.
A No one
B None
C Anyone
- The T-shirt didn't fit my brother, so I sent it back and asked for a _____.
A receipt
B refund
C bonus

6 Read the text and choose the correct answer, A, B or C.

Mystery shopping – a type of market research

Kara, 19, a university student, has an unusual part-time job. She works as a mystery shopper. What does she do? One day she buys a pair of glasses at ¹____, another day she has a meal in a restaurant. She looks like an average customer, but after the visit she writes a report about the place and sends it to the company's office. This is how the shops or restaurants get information about their goods or services and whether ²____ is not satisfied.

'It's the perfect job for me', explains Kara. 'Going shopping has always been my hobby but I don't have ³____ money to buy what I like. With this job I can have a free meal in an elegant restaurant or get some designer clothes. Mystery shopping also gives me ⁴____ interesting to do at weekends and during my lunch hours.'

Market Force, the company which employs people like Kara, says: 'Mystery shoppers ⁵____ once a month. To make sure that our employees are honest and reliable, we sometimes send ⁶____ shoppers to the same place.'

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|------------------|-----------------|---------------|
| 1 A a jeweller's | B an optician's | C a shoe shop |
| 2 A everybody | B anybody | C nobody |
| 3 A many | B much | C some |
| 4 A something | B nothing | C everything |
| 5 A pay | B paid | C are paid |
| 6 A a few | B a little | C none |

READING

- 7 Read the text and choose the correct answer, A, B, C or D.

THE HIGH STREET

Last summer I visited Britain. On the first day I needed some aspirin for my headache, so I asked the hotel owner where I could get some. She said: 'There's a *chemist's* on the high street.' I soon learned that a chemist's is what British people call a *pharmacy* and *high street* is called *main street* in America. That was a classic illustration of two nations divided by a common language.

The phrase *high street* is hardly ever explained to tourists because it is a part of everyday life in the UK. It means the main commercial street in every British town. What can be surprising is that a town's high street is not always the most important place in town and is not often called *High Street*, but has another official name.

In small villages, the high street has little more than a mail box, a newsagent's and a small supermarket. In a bigger town, you will find a chemist's, a DIY store, a pub and also traditional food shops like a butcher's or greengrocer's. In big cities, pubs, clothes shops, toy shops, banks and estate agents line up on the high street. But there are not many vintage shops or fast food bars, unless they are part of big, multinational companies. This is because high street rents are usually the highest for businesses in the town.

Another surprise is *high street fashion*, which does not refer to the clothes that are sold in the high street shops – it only describes clothes that are not too expensive but are fashionable. They are usually produced from good quality materials and you can find them everywhere, from big department stores to small local shops. Everyone can afford them.

Is the high street going to disappear from the British culture? I don't think so. Every year the competition for The Best High Street is announced. In 2016, there were 900 candidates. The title went to Blackburn, a big town in the north of England and one of my favourites.

- The writer:
 - A is a British tourist to the USA.
 - B is an American tourist to the UK.
 - C runs a shop in the high street.
 - D lives in Blackburn.
- What did the writer find out about *the high street*?
 - It is the central part of every British town.
 - Every high street looks the same.
 - Most town sellers have their shops there.
 - You can't have a fast food meal there.
- High street fashion* refers to:
 - the most popular clothes.
 - clothes on special offer.
 - good quality brands.
 - very expensive clothes.
- In the text, the writer:
 - gives the reasons for the differences between British and American English.
 - invites people to go shopping in the high street.
 - encourages towns to take part in the competition for the Best High Street.
 - shares his/her discoveries about British culture.

SPEAKING

- 8 Do the task in pairs.

Student A

You are spending the summer with your family in the UK and you have been invited to an 'end of summer' party with your cousins. You go to a clothes shop to buy some new clothes for the special occasion. Student B starts the conversation.

- Explain what you need and what the special occasion is.
- Say what size you are and ask if you can try it on.
- Say there is a problem with an item of clothing and explain what it is.
- Decide to buy an item and ask about payment.

Student B

You have a summer job at a clothes shop. A customer, Student A, enters your shop and wants to buy some clothes. Help him/her. You start the conversation.

- Suggest an item of clothing from the new collection and ask what size he/she needs.
- Say where the changing rooms are. Ask if everything is OK.
- React to the problem and offer help.
- Answer the customer's question and finish the sale.

WRITING

- 9 Match the products (1–4) with the possible problems you might have when you buy them (a–d). Then, in pairs, add one more possible problem for each of the products.

PRODUCTS

- a box of chocolates ☐
- a book ☐
- a pair of jeans ☐
- an MP3 player ☐

PROBLEMS

- Some pages are missing.
- It has bad sound quality.
- They are past their sell-by date.
- They shrank after the first wash.

- 10 Use one of the products in Exercise 9 and do the writing task.

A few weeks ago you made an online purchase. The shop promised that the parcel will be delivered within two days but you had to wait longer. When you opened the parcel, there was a problem with the product you ordered. Write an email of complaint. Include the following information:

- explain what you bought and when
- complain about the fact that the parcel was delivered late
- describe the problem with the product you received
- explain what you expect the company to do to solve the problem.