2C It's so annoying!

LIVEWORKSHEETS

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

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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:

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

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.

feeling	**thing/situation**
scared	*scary*
stressed	*stressful*
delighted	*delightful*

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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

LIVEWORKSHEETS