

5.4 Speaking and writing

1. Put sentences in the correct order

- ___ That's right. Do you know what I mean?
- ___ Well, can you describe it for me?
- ___ Oh, hello. Yes, I am, but I don't know the word in English.
- ___ Yes, it's a thing that you use to keep warm in the winter.
- 1 Good morning. Are you looking for anything in particular?
- ___ No, it looks like a carpet, but it's smaller.
- ___ Yes, I do. It's a rug. Come with me and I'll show you where they are.
- ___ Is it something you wear?
- ___ And do you put it on the floor?

1.

2.

3.

4.

5.

6.

7.

8.

9.

Listen and check:

2. Drag and Drop

Complete the conversation with the phrases in the box.

Exactly! That's what I'm looking for. ~~what's it called?~~
You use it to dry yourself I've forgotten the word in English.
It's quite big, like a sheet.

A Hi. Can I help you?

B Yes, I'm looking for ... ¹ what's it called?

A Yes?

B ² _____.

A Well, what does it look like?

B ³ _____.

A Do you mean a duvet?

B No, no. ⁴ _____ after you have a shower.

A Oh! You mean a towel!

B ⁵ _____.

A Good. The towels are over there on the right.

B Thank you very much.

A You're welcome.



3. Drag and Drop

Complete the email with the phrases in the box.

Could you please send **get a refund** I didn't receive
I'm afraid I'm not happy I'd like to return Yours sincerely
recently ordered they are completely different

Dear Sir/Madam,

Re: order number 492JM

1 I recently ordered some headphones from
your online store. I received them this morning,
but 2 _____ with them because
they're damaged. Also, 3 _____
from the headphones in the photo on the website.
Those were purple and they came with a purple bag.
4 _____ the bag.

As a result, 5 _____ the
headphones.

6 _____ me the headphones that are
in the photo on the website? If this is not possible, I
would like to 7 _____.

8 _____

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