

## 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 ... <sup>1</sup> what's it called?

A Yes?

B <sup>2</sup> \_\_\_\_\_.

A Well, what does it look like?

B <sup>3</sup> \_\_\_\_\_.

A Do you mean a duvet?

B No, no. <sup>4</sup> \_\_\_\_\_ after you have a shower.

A Oh! You mean a towel!

B <sup>5</sup> \_\_\_\_\_.

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

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

As a result, <sup>5</sup> \_\_\_\_\_ the headphones.

<sup>6</sup> \_\_\_\_\_ me the headphones that are in the photo on the website? If this is not possible, I would like to <sup>7</sup> \_\_\_\_\_.

<sup>8</sup> \_\_\_\_\_

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