1 Listen to three short conversations. as you listen, answer the questions.

a Match each conversation to one of these topics. Write 1,2,3

_____ a shopping _____ b giving gifts _____c eating out

b Decide who is speaking in each conversation, Write 1,2,3

_____a a married couple _____b co-workers on the telephone ____c a parent and a child

2 Work with a partner. in each conversation the people are disagreeing about something. What exactly is the nature of the disagreement?

1 They're disagreeing about whether or not the woman can claim a business _____ on her _____ form.
2 They're disagreeing about buying _____ out of season.
3 They're disagreeing about whether a _____ cleaner is a good _____ gift.

3 Complete the extracts from the conversations in exercise 1 with the useful phrases in the boxes. There is one EXTRA useful phrase in each case. Write a,b,c

a

a	b	c
That can't be	I think you'll find	That may be, but

A: Because you could have used the company's dining facilities.
B: Yes, but it was a breakfast meeting with a client.
A: (1) _____ it's company policy.
B: (2) _____ that it's only company policy if we're entertaining in-house guests.



b

a	b	c
I suppose you're right	No way!	That's garbage

A: Well, apart from the fact that it doesn't help the environment, imported fruit doesn't taste as good.
B: (1) _____ . These strawberries are absolutely delicious!
A: What about the environment?
B: OK, OK, (2) _____ , it's not good for the environment, but I couldn't resist them.

c

a	b	c
I rest my case	I know, it's awful	Oh, I don't know

A: I can't believe he got her a vacuum cleaner for her birthday.
B: (1) _____ . It's the thought that counts.
A: No! Come on! He couldn't have given it much thought, if that's all he came up with.
B: You gave me an electric drill on my last birthday!
A: So?
B: (2) _____ .

4 Work with your partner. Look at the useful phrases in exercise 3 again. use them to complete the table below.

Agreement	Disagreement	Closing an argument
strong:	total:	
reluctant:	polite:	

LIVEWORKSHEETS