

Pronunciation

/i:/, /ɪ/ and /aɪ/

1 Listen and repeat.

▶ P2.01 /i:/ feel meet see week clean each
leave team

▶ P2.02 /ɪ/ give film fit lift quick six with gym

▶ P2.03 /aɪ/ fly why light night like price
site white

2 ▶ P2.04 Listen and repeat.

/i:/ → /ɪ/ → /aɪ/

feel → fill → file

feet → fit → fight

seat → sit → site

team → Tim → time

3A ▶ P2.05 Listen and tick (✓) one word in each sentence with the /i:/ sound. Compare your answers with a partner.

- 1 They deliver meals on motorbikes.
- 2 You can order meat, fish or vegetable rice.
- 3 They supply drinks in one-litre bottles.
- 4 Can you buy some milk, please?
- 5 What size is the big green box?

1A ▶ P2.01 Listen and write the words in the correct place in the table.

clean each fly give gym lift night see six size week white

▶ P2.01a /i:/	▶ P2.01b /ɪ/	▶ P2.01c /aɪ/
clean		

B ▶ P2.02 Listen and check. Then practise saying the words.

2A ▶ P2.03 Listen and underline the word you hear.

1 feel fill

5 seat sit

2 fill file

6 sit site

3 feet fit

7 team Tim

4 live leave

8 team time

3A ▶ P2.05 Find the /i:/, /ɪ/ and /aɪ/ sounds in the sentences. Then listen and check.

- 1 We get free coffee at work.
- 2 Food production is big business here.
- 3 They only have nine items in stock.

Email Enquiries



1A Match the words (1-4) with the definitions (a-d).

- | | |
|-------------|--|
| 1 exchange | a things you buy |
| 2 purchases | b take or send back something you buy in a shop or online |
| 3 refund | c get something different for something you buy and don't want |
| 4 return | d get money back for something you buy but don't want |

B Discuss the questions.

- 1 Do you sometimes return things you buy in shops or online?
- 2 Do you prefer to exchange your purchases or get a refund?

2 Read a company's Frequently Asked Questions (FAQs) about orders. Match the questions (a-d) with the correct section (1-4) on the webpage.

- | | |
|-------------------------------|---|
| a Can I return my order? | c Can I exchange or cancel my order? |
| b Is there a delivery charge? | d Are there any discounts for large orders? |

Orders and returns FAQs

- 1 _____
Delivery is free of charge in the EU for orders of €50 and over. **There is a charge** for orders under €50. [Click here](#) for delivery charges.
- 2 _____
Yes, **there are some discounts**. Please contact [Customer Services](#) for information.
- 3 _____
Yes, **there is some time** to change or cancel your order before delivery. Please contact [Customer Services](#) as soon as possible.
- 4 _____
Yes, you have thirty days to return your online purchases free of charge. **There are two easy ways** you can return your order. [Click here](#) for details.

3A Read the replies to two customers' enquiries. Which FAQ does each enquiry refer to?

Dear Ms Mayer,



¹ _____ **there are two ways** you can return your order. You can go to one of our stores and they can exchange the goods or refund your money.

² _____ a list of our stores. We can also collect the goods from your home address free of charge. Please click on [this link](#) to complete the return form.

³ _____ if you have any questions.

Regards,

Dear Mr Weber,



⁴ _____ **There aren't any delivery charges** in the EU for orders over €50. **There is a charge** for orders €50 and under. Standard delivery costs €4.50 and express delivery costs €6.50.

Please contact us if you have any questions.

Regards,

Please find attached
Please contact us
Thank you for your enquiry.
In response to your enquiry,

B Complete the replies with the phrases in the box.

6 Look at an email from another customer. Write a response to her enquiry. Use phrases from Exercise 3B to help you.

From: Liudvika Kuliešienė
To: Customers Services
Subject: Prices and discounts for large orders



I'd like to place a large order for photocopy paper. I can't find any prices on the website. Is there a discount for a large order? Are there any delivery charges?

Regards,

Liudvika Kuliešienė

1 Match the questions (1-4) with the answers (a-d).

- | | |
|--|---|
| 1 Is there a delivery charge for orders under €100? | a No, you can't. We collect goods from your home address free of charge. |
| 2 Can I return my order to one of your stores? | b Yes, there is. Delivery is free for orders of €100 and over. |
| 3 Can I cancel my order before delivery? | c No, there isn't. There are discounts for large orders of over fifty items. |
| 4 Is there a discount on small orders? | d Yes, you can. There is one day to change or cancel your order before delivery. |

2 Put the words in the correct order to make sentences from an email.

- 1** response / to your / in / enquiry, / free of / delivery / is / charge / .

- 2** find / a list / please / of prices / attached / .

- 3** please / any questions / if / contact us / you have / .

- 4 you / there / two / order / can / return / your / are / ways / .

- 5 one / can / stores / go / of / our / you / to / .

- 6 from / your / can / we / the goods / also / home address / collect / .

3 Choose the correct option to complete the emails.

From: Otto Beck

To: Customer Services

Subject: Cancelling or exchanging an order

I'd like to ¹*exchange / return* an order for a computer chair. Is it possible to ²*cancel / change* my order from a red chair to a blue chair? ³*Collect / Delivery* is on Friday next week.

Regards,

Otto Beck

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From: Customer Services

To: Otto Beck

Subject: Cancelling or exchanging an order

Dear Mr Beck,

Thank you for ⁴my / your enquiry. There ⁵is / isn't time to change your order before delivery. We can deliver a blue computer chair on Friday next week. Please ⁶click / refund on this link to complete the exchange ⁷email / form.

Please ⁸contact / return us if you have any questions.

Regards,

Amalia Ejsmond, Customer Services

4 Write a response to the email enquiry. Use the information in the box.

- **Customer Services:**
- thank for enquiry / sorry not happy
- two ways to return: to any of our stores or we collect
- thirty days to return order
- attached list of store addresses
- please contact if questions

From: Alicia Moreno
To: Customer Services
Subject: Refund

Dear Sir/Madam,

I'm not happy with my order. I'd like to return it and get a refund.
Can I return my order to one of your stores?

Regards,
Alicia Moreno

Saying something exists



We use **there is/there are** to say that people or things exist.

We often use contractions (**there's, there isn't, there aren't**) when speaking and writing informal messages to people we know well. In formal business emails, websites, etc. we don't generally use contractions.

Positive	There is/are			
	There	is	an/one some/no	order. furniture.
	There	are	a lot of/five/many/ some	chairs.
Negative	There isn't/aren't			
	There	isn't/ is not	a	discount.
	There	aren't/ are not	a lot of/much/any	information. charges.
Question	Is/Are there ... ?			
	Is	there	a/one a lot of/much/any	problem? paper?
	Are		a lot of/many/any	boxes?
Short answers	Yes,	there	is. are.	
	No,		isn't / is not. aren't / are not.	

There isn't a = There is no

There isn't a discount. = There is no discount.

There isn't any = There is no

There isn't any work now. = There is no work now.

There aren't any = There are no

There aren't any deliveries today. = There are no deliveries today.

4 Choose the correct option to complete the sentences.

- 1 There *is / are* some problems in the warehouse.
- 2 There *is / are* a problem with your order.
- 3 There *is / are* some products that you can't return.
- 4 There *is / are* some food in this order.
- 5 There *isn't any / some* information on the website.
- 6 There *aren't any / some* discounts on orders.
- 7 There *isn't / aren't* any white boxes in stock.
- 8 There *isn't / aren't* any space in the truck.



5A Complete the two dialogues with the correct form of *there is/Isn't* or *there are/aren't*.

A: ¹ _____ any photocopy paper in the office?

B: Yes, ² _____ some pink A4 paper. Here you are.

A: No, I need white paper. ³ _____ any white paper?

B: Sorry! No, ⁴ _____. I'll order some now.

C: Three new employees start work today. ⁵ _____ any desks and computer chairs for them?

D: Yes, ⁶ _____ some new furniture in the warehouse.

C: ⁷ _____ any office equipment for them?

D: No, ⁸ _____. What exactly do they need?

C: Three phones, three computers and a printer.

B  2.03 Listen and check your answers. In pairs, practise the dialogues.

37.1 Kentham is a small town. Look at the information in the box and write sentences about Kentham with **There is/are** or **There isn't/aren't**.

1 a castle?	No
2 any restaurants?	Yes (a lot)
3 a hospital?	Yes
4 a swimming pool?	No
5 any cinemas?	Yes (two)
6 a university?	No
7 any big hotels?	No

1 *There isn't a castle.*

2 *There are a lot of restaurants.*

3 _____

4 _____

5 _____

6 _____

7 _____

37.2 Write sentences about your town (or a town that you know). Use **There is/are** or **There isn't/aren't**.

1 *There are a few restaurants.*

2 *There's a big park.*

3 _____

4 _____

5 _____

6 _____

37.3 Write **there is / there isn't / is there** or **there are / there aren't / are there**.

1 Kentham isn't an old town. *There aren't* any old buildings.

2 Look! _____ a picture of your brother in the newspaper!

3 'Excuse me, _____ a bank near here?' 'Yes, at the end of the street.'

4 _____ five people in my family: my parents, my two sisters and me.

5 'How many students _____ in the class?' 'Twenty.'

6 The road is usually very quiet. _____ much traffic.

7 '_____ a bus from the city centre to the airport?' 'Yes, every 20 minutes.'

8 '_____ any problems?' 'No, everything is OK.'

9 _____ nowhere to sit down. _____ any chairs.

37.4 Write sentences with **There are ...**. Choose from the boxes.

~~seven~~ twenty-six
eight thirty
fifteen fifty

letters ~~days~~
players days
planets states

September the solar system
the USA ~~a week~~
a rugby team the English alphabet

1 *There are seven days in a week.*

2

3

4

5

6

there is and it is

there is



There's a book on the table.
(not It's a book on the table.)

it is



I like **this book**. **It's** interesting.
(It = this book)

Compare:

- ☐ 'What's **that noise**?' 'It's a train.' (It = that noise)
There's a train at 10.30. **It's** a fast train. (It = the 10.30 train)

- ☐ **There's** a lot of salt in this soup.
I don't like **this soup**. **It's** too salty. (It = this soup)

37.5 Write **there's / is there** or **it's / is it**.

- 1 ' *There's* a train at 10.30.' ' *Is it* a fast train?'
- 2 I'm not going to buy this shirt. _____ too expensive.
- 3 'What's wrong?' '_____ something in my eye.'
- 4 _____ a red car outside your house. _____ yours?
- 5 '_____ anything good on TV tonight?' 'Yes, _____ a programme I want to see at 8.15.'
- 6 'What's that building?' '_____ a school.'
- 7 '_____ a restaurant in this hotel?' 'No, I'm afraid not.'

Describe the picture using *there is/there are*



DESIGN YOUR

ideal home

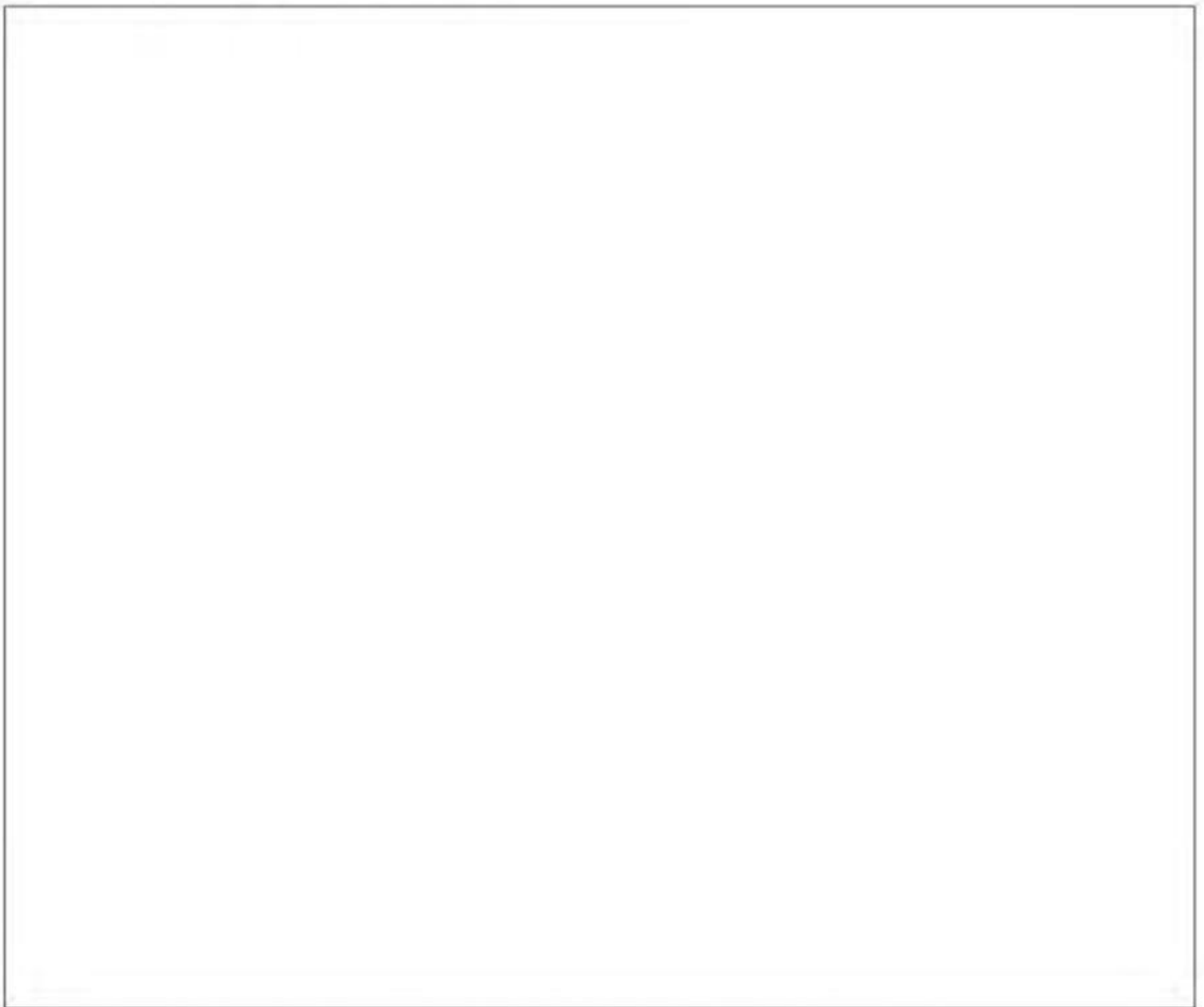
Where is it? In a city? In the country? On water? _____

Is it a house or a flat? _____

How many rooms are there? _____

Is there a balcony? _____

Draw a simple floor plan of the rooms.



What furniture is in each room? Add some furniture to your floor plan.

What is the name of your ideal home? _____

/tʃ/ and /dʒ/

1 Listen and repeat.

▶ P2.06 /tʃ/ **ch**airs **ch**eck **ch**oose **k**itchen **p**icture
attach **ch** **wh**ich

▶ P2.07 /dʒ/ **j**ob **j**ourney **j**ust **s**ubject **u**rgent
bridge **m**essage **p**age

2A ▶ P2.08 We don't always pronounce the letter 'ch' as /tʃ/. Listen and underline the words with the /tʃ/ sound.

charge **ch**emical **ex**change **p**urchase **m**achine
research **sch**edule **sch**ool **ch**emical

3 Which two words in Exercise 2A have both the /tʃ/ and /dʒ/ sounds?

4A ▶ P2.09 Listen and complete the sentences. Write one word in each gap.

- 1 I have cheese _____ for _____.
- 2 This is the _____ for the March conference.
- 3 We have ten _____ centres in China.
- 4 _____ meeting is difficult.
- 5 _____ are never cheap.

1A ▶ P2.06 How do you spell /tʃ/ or /dʒ/? Listen and complete the words.

▶ P2.06a /tʃ/	▶ P2.06b /dʒ/
1 atta__ a pic__ure	4 a pro__ect mana__er
2 __eck the wa__	5 a messa__e pa__e
3 ki__en __airs	6 chan__e __obs

B Listen again. Practise saying the words in Exercise 1A.

2A ▶ P2.07 Listen and tick (✓) the pairs of words that have the same sound for the letters 'ch'.

- | | | | | | |
|------------|----------|--------------------------|-------------|----------|--------------------------|
| 1 touch | much | ☐ | 4 school | schedule | ☐ |
| 2 each | sandwich | ☐ | 5 which | research | ☐ |
| 3 purchase | machine | ☐ | 6 technical | chemical | ☐ |

3A ▶ P2.08 Find the /tʃ/ and /dʒ/ sounds in the sentences. Then listen and check.

- 1 You can choose one snack from the list.
- 2 Can you send out the agenda?
- 3 I have a busy schedule in March.
- 4 I don't usually work in July.
- 5 My English teacher is from Chicago in the USA.