

1 VIDEO ROB HAS A PROBLEM



a (2:55) Watch or listen to Rob and Holly and answer the questions.

- 1 What reason does Rob give for why he isn't in shape?
- 2 Why does he find it difficult to eat less?
- 3 How does he keep fit in London?
- 4 Why doesn't he do the same in New York?
- 5 How does Jenny keep fit?
- 6 What does Holly think about this?
- 7 What does Holly suggest that Rob could do?
- 8 What does Rob need to do first?

American and British English
sneakers = American English; *trainers* = British English
store = American English; *shop* = British English

b (2:56) Look at the box on making suggestions. Listen and repeat the phrases.

Making suggestions with *Why don't you...*?
 A Why don't you get a bike?
 B That's a good idea, but I'm only here for a month.
 A Why don't you come and play basketball?
 B That's a great idea!

- c Practice making suggestions with a partner.
- A You have problems remembering English vocabulary. Tell B.
 - B Make two suggestions.
 - A Respond. If you don't think it's a good idea, say why.
- d Change roles.
- B You are a foreigner in A's country. You have problems meeting new people.

2 VOCABULARY shopping

Do the quiz with a partner.

SHOPPING QUIZ

- 1 What four letters do you often see in clothes that tell you the size?
- 2 What do the letters mean?
- 3 What's the name of the room where you can try on clothes?
- 4 What's the name of the piece of paper a salesperson gives you when you buy something?
- 5 How do you say these prices?
 £25.99 75p \$45 15¢ €12.50

3 VIDEO TAKING SOMETHING BACK TO A STORE

a (2:57) Cover the dialogue and watch or listen. Answer the questions.

- 1 What's the problem with Rob's sneakers?
- 2 What does he do in the end?



b Watch or listen again. Complete the **You Hear** phrases.

» You Hear	You Say
Can I help you, sir?	Yes. Do you have these in an eight?
Just a _____, I'll go and check.	
Here you are, these are an eight. Do you want to _____ them on?	No, thanks. I'm sure they'll be fine. How much are they?
They're \$83.94.	Oh, it says \$72.99.
Yes, but there's an added sales tax of _____%.	Oh, OK. Do you take MasterCard?
Sure.	
Can I help you?	Yes, I bought these about half an hour ago.
Yes, I remember. Is there a _____?	Yes, I'm afraid they're too small.
What _____ are they?	They're an eight. But I take a UK eight.
Oh, right. Yes, a UK eight is a US nine.	Do you have a pair?
I'll go and check. Just a minute.	
I'm _____, but we don't have these in a nine. But we do have these and they're the _____ price. Or you can have a refund.	Uh...I'll take this pair then, please.
No problem. Do you have the _____?	Yes, here you are.
Brilliant.	



A pair

We often use *a pair* to talk about plural clothes, e.g., *a pair of shoes, sneakers, boots, jeans, pants*, etc.

c (2:58) Watch or listen and repeat the **You Say** phrases. Copy the rhythm.

d Practice the dialogue with a partner.

e In pairs, role-play the dialogue.

A You're a customer. You bought some jeans yesterday. They're too big.

B You're a salesperson. You don't have the same jeans in **A**'s size. Offer **A** a different pair or a refund. You begin with *Can I help you, sir / ma'am?*

f Change roles.

B You're a customer. You bought some boots yesterday. They're too small.

A You're a salesperson. You don't have the same boots in **B**'s size. Offer **B** a different pair or a refund. You begin with *Can I help you, sir / ma'am?*

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ROB DECIDES TO EXERCISE



a (2:59) Watch or listen and circle the right answer.

- 1 Rob went to *Boston / Brooklyn*.
- 2 He *shows / doesn't show* Jenny his new sneakers.
- 3 Jenny goes running every *morning / evening* in Central Park.
- 4 She wants to go running with him at 6:45 / 7:45.
- 5 Rob thinks it's too *early / late*.
- 6 They agree to meet at 6:45 / 7:15.
- 7 Holly thinks Rob *has / doesn't have* a lot of energy.

b Look at the **Social English phrases**. Can you remember any of the missing words?

Social English phrases

Rob Have you _____ a good day?

Jenny Oh, you _____. Meetings!

Jenny Why _____ you come with me?

Rob Can we _____ it a bit later?

Rob _____, seven forty-five?

Jenny _____ make it seven fifteen.

c (2:60) Watch or listen and complete the phrases.

d Watch or listen again and repeat the phrases. How do you say them in your language?



Can you...?

- ☐ make suggestions to do something
- ☐ take something you have bought back to the store
- ☐ arrange a time to meet somebody

Online Practice

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LIVEWORKSHEETS