

2c

It's so annoying!



Reading and vocabulary

1 Look at the pictures and answer the questions.

- 1 Why are the people annoyed?
- 2 Do these things ever happen to you?
- 3 What things do you complain about most?

2 a Work in pairs. Look at the top ten complaints of people in Britain. Do you agree with the list? Why/Why not?

Top ten complaints

- 1 Having a runny nose
- 2 Getting a call from an unknown number
- 3 Being left on hold when calling a company
- 4 Missing a parcel delivery
- 5 People who don't queue properly
- 6 Having no wifi signal
- 7 Having to pay for a plastic bag in a shop
- 8 Door-to-door salespeople
- 9 Having poor phone reception
- 10 Not being able to find the end of the sticky tape

from a survey of 2,000 British people carried out by SPANA.org

b What would the list be in your country? Make a top five list. Work in pairs and compare your answers.

In my country, people tend to complain about ...

They don't usually care about ...

3 Match complaints a–d with four of 1–10 in Exercise 2a.

- a Stayed at #HotelBarnmouth last week. Advert said it's 'The Best Hotel in Town'. Receptionist was unpleasant, no wifi and they've overcharged me! Won't stay there again! #placestoavoid #worsthotels
- b @rollybathrooms Called AGAIN this morning and had to wait 15 mins to speak to a service engineer. When are you going to fix the new shower you delivered??? No one ever calls me back!
- c Ordered shoes online from #popclickshoes. They promised shoes would be delivered next day. They weren't. They arrived TWO WEEKS LATER. While I was out! And guess what: they don't fit!!! #firstworldproblems
- d That's the second time someone has knocked on my front door in one evening! This one was trying to sell me insurance. Wouldn't take no for an answer. #leavemealone

4 a Match a–d in Exercise 3 with two or three problems in the box.

slow delivery faulty product broken promises
poor customer service lack of communication
rude staff aggressive salespeople billing disputes
cold callers false advertising

b Think of an example for each problem in Exercise 4a. Work in pairs. Take turns reading out your examples. Your partner tries to guess the problem.

A: *It takes ages to get through to anyone.*

B: *Poor customer service.*

c Which of the problems have you experienced recently? Tell your partner about it.

-ed and -ing adjectives

Some words look like verbs because they end in *-ed* or *-ing* but actually they are adjectives. They often come in *-ed* and *-ing* pairs.

*I'm a bit **confused** by that.*

*What you said was quite **confusing**.*

-ed adjectives describe the person's feeling,
-ing adjectives describe the thing or situation
that causes the feeling. Here are some common
examples:

<i>alarmed/alar</i> ming	<i>infuriated/infuri</i> ating
<i>astonished/aston</i> ishing	<i>insulted/insult</i> ing
<i>convinced/convinc</i> ing	<i>irritated/irrit</i> ating
<i>depressed/depress</i> ing	<i>overwhelmed/</i>
<i>encouraged/encour</i> aging	<i>overwhelm</i> ing
<i>entertained/entertain</i> ing	<i>satisfied/satisf</i> ying
<i>exhausted/exhaust</i> ing	<i>tempted/tempt</i> ing
<i>frustrated/frustr</i> ating	<i>worried/worry</i> ing

You often use *get* + *-ed* adjective or *make* + subject (+ *feel*) + *-ed* adjective.

*I **get worried** when I hear that.*

*It **makes me depressed**.*

Note: Some pairs of adjectives have different endings.

feeling	thing/situation
<i>scared</i>	<i>scary</i>
<i>stressed</i>	<i>stressful</i>
<i>delighted</i>	<i>delightful</i>

b Complete the sentences with the adjective form of the verb in brackets.

- 1 This lift is so _____. (infuriate)
- 2 The news is always so bad. It makes me _____. (depress)
- 3 I feel the same sometimes. It's _____. (overwhelm)
- 4 You must be feeling so _____. (irritate)
- 5 It's _____! Why do I have to wait for ten minutes to speak to someone at my bank? (insult)
- 6 That's a fairly _____ argument. (convince)

8 a Choose the correct alternatives.

- 1 Not another password to remember! It's so *frustrated*/ *frustrating*.
- 2 This is a bit *embarrassed*/ *embarrassing* but I've left my purse at home. Can you pay for me?
- 3 I bought it online yesterday and it's already here. I'm *astonished*/ *astonishing*.
- 4 Stone cold coffee! That's *disgusted*/ *disgusting*!
- 5 I'm *exhausted*/ *exhausting*. That's the last time I go running with you!
- 6 You can tell me the truth. I won't feel *insulted*/ *insulting* if you don't like it.
- 7 I feel a bit *overwhelmed*/ *overwhelming*. There are 101 things on my to-do list.
- 8 Your new job sounds really *stressed*/ *stressful*. How are you coping?

b What makes you feel the emotions in the box? Write down one thing for each emotion.

delighted depressed entertained infuriated
overwhelmed scared