

12.3 HELLO, I'VE GOT A PROBLEM

- F telephoning
- P sentence stress
- V telephoning expressions

SPEAKING

A Work in pairs and take turns. Ask and answer questions 1–5. For each 'yes', ask your partner what happened.

- 1 Have you ever lost your ...
keys? mobile? credit card?
- 2 Have you ever locked yourself out of your ...
house? car? office?
- 3 Have you ever missed a ...
train? bus? plane?
- 4 Have you ever been very late for ...
a meeting? an appointment? a concert?
- 5 Have you ever got lost in ...
a city? a building? the countryside?

VOCABULARY

A Complete the sentences with words/phrases from the box.

~~take a message~~ leave a message call answer
ring (someone) back

- 1 You answer the phone. It's a call for your colleague Patricia, but she's not in the office today so you take a message for her.
- 2 You phone your friend Mark, but he's not at home so you _____ on his answerphone.
- 3 You want Mark to _____ you _____ this evening.
- 4 It's the evening. You _____ Mark, but he's having a shower.
- 5 Ten minutes later the phone rings and you _____ it. It's Mark.

FUNCTION

TELEPHONING

A  **12.4** Listen to three conversation extracts. Which situations from Exercise 1A are they?

B  **12.5** Cross out the incorrect alternative.
Then listen and check.

Extract 1

B: Hi, Sean. ¹*It's/I'm* Debbie.

A: Hi, Debbie. What's up?

B: ²*Is Kevin there/here?*

A: No, he's not. He went out about ten minutes ago.

Extract 2

B: ³*Could I leave/have* a message for him?

A: Of course.

B: ⁴*Just ask/say* him to *mobile/call* me.

Extract 3

B: Hello. ⁵*Could I speak/chat* to customer services, please?

A: ⁶*Just a hold/moment.*

C: Customer services.

B: Hello. ⁷*I am/This is* Alan Simpson. I've got a problem.

Extract 4

B: ⁸*Could you ring/answer* me back?

C: Of course. Could you give me the number there?

B: Just a moment ... It's 34 for Spain, 91 for Madrid, then 308 5238.

C: ⁹*Let me check/buzz* that. 34 91 308 5238.

B: That's right.

C: Fine. Hang up and ¹⁰*I'll call you up/back* straightaway.

C Match the conversation extracts 1–4 with descriptions a)–d) below.

- a) Asking someone to call back **4**
- b) Starting a call to a business
- c) Starting a call to a friend
- d) Leaving a message

12.4 

BBC

SHARK THERAPY

DVD PREVIEW

Work in pairs. Look at the photos and discuss the questions. Are you afraid of any of these animals? Which ones? Why?



A Complete the sentences with words from the box.

frightened nervous excited upset
proud afraid

- 1 Some people are frightened or _____ of the dark.
- 2 When you are positive and happy before your birthday or a party, you feel _____.
- 3 When you are happy about something you've done, often something difficult, you feel _____.
- 4 Before an exam or going to the dentist, you feel _____.
- 5 When you fail an exam, you feel _____.

B Complete sentences 1–6.

- 1 I'm afraid of _____.
- 2 I get very excited before _____.
- 3 I'm not frightened of _____.
- 4 I felt very proud when I _____.
- 5 I get nervous when I have to _____.
- 6 I last felt upset when _____.

A Read the programme information. Why does Tanya go to the Bahamas?

Shark Therapy



Tanya Streeter is a world-famous diver, but she's got one big problem. She's afraid of sharks! To overcome her fear, she needs help or 'therapy' and travels to the Bahamas to get it. Here, she learns how

to swim with them ... and comes face-to-face with a dangerous tiger shark.

B Watch the DVD. When do you think Tanya feels the most afraid?

C Underline the correct alternatives. Then watch again and check.

- 1 It's safer to wear a *black/green/shiny* wetsuit.
- 2 Tanya uses a *knife/stick/gun* to protect herself from the sharks.
- 3 *No/One/Two* shark(s) *try/tries* to bite Tanya.

B  **12.8** Listen to a man talk about an experience. Was it exciting or frightening? What happened?

Lesson 12.4 Recording 12.8

This happened in Australia ... when I was about twenty-five. I spent a few days at a hotel in Alice Springs and went to Ayers Rock and ... well, anyway, one day, I went out for a walk ... in the outback. It was a lovely day so I walked and walked ... and then I realised I didn't really know where I was. I was a bit stupid, really... because I decided to go further ... I guess I thought I'd find the way back. Erm ... anyway, after that I heard some dogs. First I heard them barking, and then

I saw them ... there was a group – maybe five or six dogs, wild dogs, coming towards me. I felt really frightened, but I remembered some advice I, er ..., I read in my guidebook: Don't move, and don't look at the dogs. So I froze, like a statue ... I didn't move ... and I looked at a tree, not at the dogs, and didn't move my eyes. The dogs were all around me, jumping and barking ... I thought they were going to bite me. Then one dog did bite my arm, just a little, but still I didn't move. In the end, after about twenty minutes, the dogs went away. I stayed there for a few more minutes and then luckily found my way back to the hotel. It was the most frightening experience I've ever had!

GRAMMAR

2.1 present simple: I/you/we/they positive and negative statements

	I	love	films.
+	You	go	running every day.
	We	listen	to music on the bus.
-	They	don't read	books.

Use the present simple to talk about:

- things which are always true. *I **come** from Spain. I **like** cats.*
- habits and routines. *We **play** tennis on Sundays.*

In the negative, use *don't* + infinitive. *I **don't work** at the weekend.*

When speaking, and in emails and letters to friends, use the contraction *don't* (= do not).

After *love*, *like*, *enjoy*, *don't like* and *hate*, use infinitive + -ing. *I **don't like eating** junk food. I **enjoy doing** nothing.*

present simple: I/you/we/they questions and short answers

?	Do	I/you/we/they	drink like	coffee? watching films?	+	Yes,	I/you/we/they	do.
					-	No,		don't.

Use *Do* + subject + infinitive for a question.

***Do you have** lunch at home?*

In short answers, use *Yes, I do* and *No, I don't*. NOT *Yes, I like* or *No, I don't like*.

present simple: he/she/it positive and negative statements

	He	comes	from Japan.	verb + -s
+	She	watches	TV.	verb ending in -ch, -sh, -s, -x + -es
	It	does	everything.	do and go + -es
		flies	to Peru.	verb ending in a consonant + -y, change -y to -ies
		has	lunch.	have change to has
-	He/She/It	doesn't like	cats.	

In the negative, use *doesn't* + infinitive. *He **doesn't want** to come.*

When speaking, or writing emails or letters to friends, use the contraction *doesn't* (= does not).

present simple: he/she/it questions and short answers

?	Does	he/she/it	come	from Italy?	+	Yes,	he/she/it	does.
					-	No,		doesn't.

Use *Does* + subject + infinitive to make a question. ***Does she get** home late?*

In short answers, use *Yes, it does* and *No, it doesn't*. NOT *Yes, it comes* or *No it doesn't come*.

asking for information

What time			start?
When			finish?
Where	does	it	leave from?
How much		the tour	cost?

Do	you	take	credit cards?
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answering with in/at/on

in	at	on
the morning	9 o'clock, 7.30	Saturday
the afternoon	midnight	Sunday
the evening	night	
	the weekend	

PRACTICE

A Complete the sentences with the correct form (positive or negative) of the verbs in the box.

go eat read watch listen to drink work

- I don't go running because I'm not very active!
- We _____ sport on TV a lot because we really like it.
- I _____ junk food because I don't like it.
- They _____ on Sundays – they just relax all day!
- I _____ books in English because it's good practice.
- We _____ coffee late at night. We have milk or tea.
- You _____ music a lot. What's your favourite band?

B Put the words in the correct order to make questions.

- you / Do / classes / like / English / your ?
Do you like your English classes?
- running / every day / go / they / Do ?
- chat / you / friends / Do / with / a lot ?
- junk / like / you / Do / food / eating ?
- TV / on / watch / they / football / Do ?
- cinema / the / to / go / you / Do / a lot ?

B Complete the texts with the verbs in the box. Use the present simple in the correct form.

go listen to watch study get up drink read
meet work start have finish relax talk

Simona is a student. She ¹ _____ late, at 10a.m.,
² _____ a black coffee and then ³ _____ to classes at
the university. In the afternoon, she ⁴ _____ in the
library. In the evening, she ⁵ _____ TV or ⁶ _____ music.

Beatrice is a businesswoman. She ⁷ _____ breakfast
at 6a.m. and ⁸ _____ work at 8. In the morning, she
⁹ _____ her emails and ¹⁰ _____ to people on the
phone. Beatrice's husband ¹¹ _____ near her office,
so they ¹² _____ and have lunch together. She
¹³ _____ work at 6p.m. and in the evening she just
¹⁴ _____ at home.

C Correct the mistakes.

- Dan likes dogs, but he no like cats.
- Tariq drinks coffee, but he don't drink tea.
- Sophia reads magazines, but she reads not books.
- Lara works at the weekend, but she does work on Monday.
- The hotel room has a television and a telephone, but it no have WiFi.

D Complete the conversation.

- A: ¹ _____ you work?
B: No, I ² _____, but my wife ³ _____.
A: Oh, what ⁴ _____ she do?
B: She ⁵ _____ English at a school.
A: Oh. And ⁶ _____ she like it?
B: Yes, she ⁷ _____. Well, she ⁸ _____ like working in
the evening, but she ⁹ _____ her students.
A: And what ¹⁰ _____ you do all day?
B: I ¹¹ _____ TV and ¹² _____ with my friend Bob on
the phone.
A: Oh, and what ¹³ _____ Bob do?
B: He's a film reviewer. He ¹⁴ _____ about films on TV.