Pronunciation

/iː/, /ɪ/ and /aɪ/

1 Listen and repeat.

P2.01 /iː/ **fee**l m**ee**t s**ee** w**ee**k cl**ea**n **ea**ch l**ea**ve t**ea**m

P2.02 /ɪ/ g**i**ve f**i**lm f**i**t l**i**ft q**ui**ck s**i**x w**i**th g**y**m

P2.03 /aɪ/ fl**y** wh**y** l**igh**t n**igh**t l**i**ke pr**i**ce s**i**te wh**i**te

2 P2.04 Listen and repeat.

/iː/	→	/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 /iː/ 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 /iː/	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 /iː/, /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.

LIVEWORKSHEETS

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?

b **Is there a** delivery charge?

c Can I exchange or cancel my order?

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,

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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?
2 Can I return my order to one of your stores?
3 Can I cancel my order before delivery?
4 Is there a discount on small orders?

a No, you can't. We collect goods from your home address free of charge.
b Yes, there is. Delivery is free for orders of €100 and over.
c No, there isn't. There are discounts for large orders of over fifty items.
d Yes, you can. There is one day to change or cancel your order before delivery.

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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

From: Customer Services
To: Otto Beck
Subject: Cancelling or exchanging an order

Dear Mr Beck,

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

Please [8]*contact / 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

LIVEWORKSHEETS

Saying something exists



There's a man on the roof. **There's** a train at 10.30. **There are** seven days in a week.

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.



LIVEWORKSHEETS

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.

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

~~seven~~	twenty-six	letters	~~days~~	September	the solar system
eight	thirty	players	days	the USA	~~a week~~
fifteen	fifty	planets	states	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*

LIVEWORKSHEETS



LIVEWORKSHEETS

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? _____

LIVEWORKSHEETS

/tʃ/ and /dʒ/

1 **Listen and repeat.**

P2.06 /tʃ/ **ch**airs **ch**eck **ch**oose kit**ch**en pic**t**ure
atta**ch** tou**ch** whi**ch**

P2.07 /dʒ/ **j**ob **j**ourney **j**ust subject ur**g**ent
bri**dg**e messa**g**e pa**g**e

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

charge **ch**emical ex**ch**ange pur**ch**ase ma**ch**ine
research **sch**edule **sch**ool **tech**nical

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.

LIVEWORKSHEETS