



1 LISTENING

- b** Answer the questions about picture a.
- Where's Annie?
 - What do you think happened with Annie and the woman?
 - What do you think?
 - Annie says?
 - the woman says?
- c** Watch or listen to Part 1 and check your answers in 1b.
- d** Answer the questions about picture b.
- Where are Annie and Leo?
 - How do you think Annie and Leo feel? Why?
 - What do you think happens next?
 - Leo gets off the train.
 - Leo gives Annie his seat.
 - Leo helps Annie put her bag on the shelf.



- e** Watch or listen to Part 2 and check your answers in 1d.
- f** Watch or listen to Part 2 again. Underline the correct answers.
- Annie / Leo booked a seat.
 - Annie / Leo didn't check the seat numbers.
 - Annie / Leo takes a different seat.

2 USEFUL LANGUAGE

Saying excuse me and sorry

- a** Match 1-2 with meanings a-b.
- Excuse me, please.
 - Excuse me, but ...
- She wants to say there's a problem.
 - She wants to ask someone to move.
- b** Pronunciation Listen to 1 and 2 in 2a. Notice how the tone goes down in 1 but goes down and then up in 2.
- c** Look at 1 and 2 in 2a. What do you say when ... ?
- you want to tell your teacher you don't understand something
 - you want to leave the room but another student is in front of the door
- d** Very, really and so can all be added to the expression *I'm sorry*. Do you say the words before or after *sorry*?
- e** Match 1-5 with a-e. Listen and check.
- I'm so sorry I walked into you.
 - I'm really sorry I'm late.
 - I'm sorry I didn't answer your call.
 - I'm sorry I didn't come.
 - I'm very sorry I broke your cup.
- I didn't feel well.
 - I was in a meeting.
 - I missed my bus.
 - My hands were wet.
 - I didn't see you.
- f** Tick (✓) the correct replies when people say they're sorry.
- | | |
|--|---|
| 1 <input type="checkbox"/> That's all right. | 4 <input type="checkbox"/> Excuse me, please. |
| 2 <input type="checkbox"/> That's OK. | 5 <input type="checkbox"/> It doesn't matter. |
| 3 <input type="checkbox"/> No problem. | 6 <input type="checkbox"/> Don't worry. |
- g** Put sentences a-f in order to make two short conversations. Listen and check.
- No problem. They all look the same.
 - Excuse me, but I think that's my coat.
 - Is it? I'm so sorry I took the wrong one.
 - Don't worry. The seat numbers are hard to read.
 - Oh dear! I'm very sorry I thought this was number 35.
 - Excuse me, but I think this is my seat.

3 PRONUNCIATION

Emphasizing what we say

- a** Listen to the sentences in 2e. Notice the stress on the underlined words.
- I'm so sorry I walked into you.
 - I'm really sorry I'm late.
 - I'm sorry I didn't answer.
 - I'm sorry I didn't come.
 - I'm very sorry I broke your cup.
- b** Why are *so*, *very* and *really* stressed? Choose the best answer.
- We don't want the other person to hear *sorry* clearly.
 - We want to sound more sorry.
 - We want to speak loudly.
- c** Practise saying the sentences in 3a.

4 CONVERSATION SKILLS

Showing interest

- a** Watch or listen to Part 3. Are the sentences true or false?
- Annie and Leo are both on their way to Bristol.
 - Annie is visiting a friend in Bristol.
 - Leo went to university in Reading.
- b** Look at these parts of the conversation from Part 3. Two words aren't correct. Replace them with the words in the box.
- | | |
|--------|---------|
| Great! | Really? |
|--------|---------|
- ANNIE** Are you on your way to Bristol?
LEO No, Reading. I went to university there.
ANNIE Right.
- ANNIE** My mum lives there. I go to see her every month.
LEO Oh.
- c** Listen again and check your answers.
- c** Why do they say *Great* and *Really*?
- to say something is true
 - to show they are interested
- d** Pronunciation Listen to the sound of the marked letters and answer the questions.
- | | |
|--------|---------|
| Great! | Really? |
|--------|---------|
- Do the letters make the same sound in both words?
 - Are the sounds long or short?