

8A Sell and tell

1 VOCABULARY shopping

a Complete the sentences.

- We always book our flights online.
- We spent all day looking round the different stores in the sh _____ c _____.
- Are you sure that jacket f _____ you?
- My sister buys all her clothes at an ou _____ st _____ because it's cheaper.
- There was a queue at the b _____ because all the novels were half price.
- That's a lovely shirt. Why don't you t _____ it o _____?
- They went to the ch _____ to buy some aspirin.
- That shop is having a s _____. There's 20% off all winter coats.
- I wouldn't buy that dress, if I were you. It doesn't s _____ you.
- The sports section is on the top floor of the d _____ st _____.

making nouns from verbs

b Complete the text with the noun form of the verbs in brackets.

A month ago, I bought a video game online for my son's birthday. I got an order statement back which said that ¹ delivery (deliver) would take about ten days. Two weeks later I began to worry. The seller had received my ² _____ (pay), but the video game had not arrived. So I decided to make a ³ _____ (complain). I sent an email to the seller with a copy of the order statement as an ⁴ _____ (attach). I received a ⁵ _____ (respond) immediately which said that the seller would look into the incident. After that, I heard nothing for three days, so I sent another email demanding an ⁶ _____ (explain). This time I had more ⁷ _____ (succeed) and the seller said he would send another copy of the game. If I don't receive it before my son's birthday, I'm going to ask for ⁸ _____ (compensate).

2 GRAMMAR reported speech: sentences and questions

- a **Circle** the correct answer. Tick (✓) if both are correct.
- Matt said yesterday that he will / **would** come shopping.
 - We asked the sales assistant how much it was / was it.
 - My sister *said me* / *told me* that she had spent all her money in the sales.
 - I asked Lucy where *she bought* / *did she buy* her clothes.
 - You told me that you *may* / *might* go shopping on Saturday.
 - My brother asked me *if I can* / *if I could* lend him £50 until next weekend.
 - Kate said that she *had to* / *must* go to the supermarket.
 - I asked my sister *whether* / *that* the dress suited me, and she said I looked great!
 - Helena asked me what *I wanted* / *did I want* from the shops.
 - Nick said that he couldn't pay me back, because he *has forgotten* / *had forgotten* his wallet.
- b Change the direct speech into reported sentences and questions.

1 I haven't been to the sales yet.

2 I hate buying clothes.

3 How much did you pay for your jacket?

4 I'll check the price online.

5 Where's the shoe department?

6 Does the shirt fit you?

- Jackie said (that) she hadn't been to the sales yet.
- My boyfriend told me _____.
- They asked me _____.
- You said _____.
- I asked her _____.
- The sales assistant asked me _____.

3 READING

a Read the article once and match the headings with the paragraphs.

- A Check out the company you are buying from
- B Keep copies of all documents
- C Check the terms and conditions of the seller
- D Check your computer before and after buying online
- E Always use a credit card
- F Be security-conscious



Top tips for safe online shopping

Currently, nine out of ten people in the UK shop online at least once a month. Experts predict that our spending on the internet over the next five years will grow by 129%. Read on to find out how you can protect yourself when you are shopping online.

1 E

When you buy things on the internet, there is always a chance that something may go wrong. The product could be broken when you get it, or it might not **turn up** at all. If this happens, your credit card will offer you the best protection. By law, your credit card company will cover anything that costs between £100 and £30,000 if there are any problems with your order. Which is why a credit card is the best way to pay.

2 —

Make sure that your device, for example your laptop or tablet, is safe to use at all times. It should be protected by **up-to-date** anti-virus software, and you should also install a personal firewall, which will stop **hackers** attacking your system. Check that your firewall is turned on before you start shopping, and when you finish be sure to **log out** of the system, especially if you share your computer with other people.

b Look at the **highlighted** words and phrases. What do you think they mean? Use your dictionary to look up their meaning and pronunciation.

c Complete the sentences with one of the **highlighted** words or phrases.

- 1 That coat is a bit old-fashioned. I think you should get something more **up-to-date**.
- 2 You should change your passwords frequently so that _____ can't get into your computer.
- 3 We'll exchange your _____ if you return it within a month.
- 4 I put a _____ on the garage door to protect my car.
- 5 My friend said she would meet me outside the cinema, but she didn't _____.
- 6 I forgot to _____ of Facebook, and my boss read my messages.
- 7 Some people don't bother with a _____ these days – they only have a mobile.

3 —

Take a minute to look at the website before you buy anything. Check that the company has a geographical address as well as a **landline** telephone number, and write down these details. It is generally better to use sellers that you know about or ones that have been recommended to you.

4 —

Sellers should have a list of all your rights (for example what to do if you have a problem with the item you bought, or if it hasn't arrived) somewhere on their website, and you need to read this before you decide to shop there. If you can't find the list, you should probably choose a different website. As a general rule, online companies usually give their customers seven days to cancel their order if they change their minds about their **purchase**. This week is called a 'cooling-off' period.

5 —

A special icon on your screen will tell you if the website you are using is safe. The icon is in the shape of a **padlock**, and you can find it on the browser bar at the bottom of the screen. Another indication of a safe website is its address. The address should begin with 'https' and not 'http' – the **s** stands for secure.

6 —

The final stage of online shopping is the order confirmation. This is proof that you have bought a product from this company, and it contains the special reference number for your order. You should always print this information and keep it somewhere safe – you might need it if there is a problem.

4 PRONUNCIATION the letters ai

a Circle the word where *ai* is pronounced differently.

- | | | |
|------------|----------|----------|
| 1 bargain | mountain | trainers |
| 2 certain | complain | rain |
| 3 painting | said | wait |
| 4 airline | fair | railway |
| 5 captain | plain | email |
| 6 brain | hair | stairs |

b **iChecker** Listen and check. Then listen again and repeat the words.

5 LISTENING

a **iChecker** Listen to a conversation about a complaint. Answer the questions.

1 Where was Graham flying to?

2 Was the complaint successful?

b Listen again and choose the correct answers.

- 1 Graham usually pays for Speedy Boarding because...
- he's always late for flights.
 - he hates fighting for a seat.
 - he's really scared of flying.
 - he likes sitting by the window.

- 2 Graham's problem at the airport was...
- there weren't any seats left on the plane.
 - he'd forgotten to take his passport.
 - he didn't get the service he'd paid for.
 - there was a long queue at the check-in desk.

- 3 In Graham's first email...
- he complained about the airline staff.
 - he said the airline should stop Speedy Boarding.
 - he asked the airline for a small amount of money.
 - he told the airline he would never fly with them again.

- 4 The man who replied to the first email...
- didn't offer to give Graham any money.
 - took a long time to write back.
 - said he would send Graham a cheque for £9.
 - didn't believe Graham's story.

- 5 The result of Graham's complaint was that...
- the airline gave him two free flights.
 - he got exactly what he asked for.
 - he will never use the airline again.
 - the airline gave him more than he asked for.

c Listen again with the audioscript on p.75.



USEFUL WORDS AND PHRASES

Learn these words and phrases.

hesitate /'hezɪtət/

refund (vb) /rɪ'fʌnd/

slip (vb) /slɪp/

spoil /spɔɪl/

swear /swɛə/

faulty /'fɔ:lti/

a satisfied customer /ə sətɪsfaɪd 'kʌstəmə/

make (sth) clear /meɪk klɪə/

get into an argument /get ɪntu: ən 'ɑ:gjʊmənt/

waste your time /weɪst jə taɪm/

8B What's the right job for you?

1 VOCABULARY work

a Complete the text with a word from the box.

applied overtime promoted redundant resign
retire sacked set shifts training



My father's first job was in a small local company. He had to do a lot of ¹ overtime, which he really hated. One day, he decided to ² _____ from the job. He ³ _____ for a new job with a multinational company. At first, he worked ⁴ _____ in a factory. Then, he was ⁵ _____ to supervisor. Later, he was made ⁶ _____ because business was bad. Many of the other workers were ⁷ _____ at the same time. After that, my dad did a ⁸ _____ course in Business Management and he ⁹ _____ up his own business. He didn't ¹⁰ _____ until he was 65 years old. This photo shows the party they organized for him on his last day.

b Complete the sentences with a noun form of the word in **bold**.

- 1 A musician plays **music** for a living.
- 2 They're looking for a _____ to **translate** some documents into Polish.
- 3 The company **employs** 200 staff – 150 are in full-time _____.
- 4 Helen studied **pharmacy** because she wanted to be a _____.
- 5 When we **retire**, we'd like to spend our _____ with our grandchildren.
- 6 They're going to **promote** someone, but we don't know who's going to get the _____.
- 7 Colin did a degree in **law** because he wanted to be a _____.
- 8 My son is studying all the **sciences** because he wants to be a _____.
- 9 My colleague tried to **resign**, but our boss wouldn't accept his _____.
- 10 I **applied** for the job, but I sent in the _____ too late.
- 11 A _____ has to get up early to look after his **farm**.
- 12 He wasn't **qualified** for the job, because he didn't have enough _____.

c Complete the sentences with the correct words.

- 1 My niece is still at school, but she does a part-time job on Friday nights and Saturdays.
- 2 Oliver is _____ his third year of medicine, but he hopes to get a _____ job for the summer. He'll work until September.
- 3 My boyfriend works _____ a multi-national company. He's _____ charge _____ Human Resources.
- 4 Dan did a Ph.D when he was _____ university. Now, he's very _____.
- 5 Laura has a _____ job. She works from 8 a.m. to 6 p.m. every day. Her job is _____, so she hopes to stay there until she retires.
- 6 My cousin didn't use to have a job, so he was _____. Now he's _____ and he really enjoys working for himself.

2 PRONUNCIATION word stress

a Underline the stressed syllable.

- | | |
|--------------|---------------|
| 1 apply | 9 qualify |
| 2 employment | 10 redundant |
| 3 farmer | 11 resign |
| 4 lawyer | 12 retire |
| 5 musician | 13 salary |
| 6 overtime | 14 temporary |
| 7 permanent | 15 unemployed |
| 8 promotion | |

b **iChecker** Listen and check. Then listen again and repeat.

3 GRAMMAR gerunds and infinitives

a Circle the correct answer.

- She's going to practise giving / to give her presentation.
- My colleague isn't very good at making / to make decisions.
- Did they promise paying / to pay you on time?
- The government is trying to make it easier for companies sacking / to sack staff.
- My brother regrets not going / not to go to university.
- Can you remember having / to have your first job interview?
- He really enjoys working / to work in a team.
- Don't forget signing / to sign the application form.

b Correct any mistakes in the highlighted verbs. Tick (✓) if the sentence is correct.

- It isn't easy **finding** a good job these days.
to find
- My brother has decided **to resign** from his job.
- I'd like **getting** a job abroad, preferably in Canada.
- She spent three months **to do** a training course.
- They'll have to increase the salary **to attract** the right applicants.
- He gave up **to play** basketball when he went to university.
- The interviewer asked me **to wait** in reception.
- Fill in** an application form can take a long time.

c Complete the sentences with the gerund or the infinitive form of the verbs in brackets.

- I forgot to tell my boss I was going to the doctor's. (tell)
- My girlfriend told me _____ her outside the cinema. (meet)
- _____ heavy weights can give you back problems. (lift)
- It's difficult _____ a good job these days. (find)
- They're afraid of _____ sacked. (be)
- Why don't you try _____ to a smaller company? (apply)
- My colleague doesn't mind _____ me with my problems. (help)
- I can't afford _____ a lower salary. (accept)

4 READING

a Read the article once. Which job / jobs require a special qualification?

Do something different and get a super salary!

Would you like your friends to be impressed by your job? Do you want to earn a better salary? Here are some of the strangest jobs around that pay over \$100,000 per year.

A Ethical hacker

What they do

A hacker doesn't usually have permission to enter a company's computer system. But an ethical hacker is actually employed by a company to look after the system. Ethical hackers have to protect a company's IT network from real hackers. Their job is to stop professional criminals from entering the company's system to steal confidential information.

How to get a job

After taking a degree in IT, you have to work in computers for a few years until you have enough experience in programming. After that, you need to get a special qualification called the Certified Ethical Hacker (CEH) certificate, which lets you work as an ethical hacker. Salaries start between \$50,000 and \$100,000, depending on your experience and where you work.



B Golf-ball diver

What they do

Not all of the golf balls on a golf course **end up** in the hole on the green. In fact, golfers hit a surprisingly high number of them into the lake. Golf-ball divers do exactly what the job title suggests: they dive into the lake to collect the balls. Professional divers only work during the day. They have to wear special diving equipment, as well as a pair of thick **waterproof** gloves to stop their hands getting cold.

How to get a job

To be a golf-ball diver, you need an advanced certificate in scuba diving. Once you have the right qualifications, you can choose to work for a company or to **work for yourself**. If you work for a company, the company will organize your schedule for you, whereas if you're self-employed, you have to contact the golf courses yourself. Golf-ball divers are paid between seven and 12 cents per ball, and on an average day, they can collect about 4,000 balls. If you work from 7 a.m. to midday four days a week, you can earn up to \$100,000 per year.



C Forensic dentist

What they do

Forensic dentists spend most of their time identifying dead bodies. When a body is found, the dentist looks at the teeth and checks the records of other dentists to try and discover who the person was. If they don't find any information to match the dead person's teeth, the forensic dentist has to build up a profile about them. This profile contains information such as their sex, age, height, weight, and diet. Forensic dentists often work closely with the police and they sometimes have to **give evidence** in court.

How to get a job

First, you need to do a degree in dentistry and after that, you can do a **postgraduate course** to become a forensic dentist. You have to work in a laboratory for many years until you are promoted to Head of Department. The starting salary is between \$69,000 to \$146,000 per year, but forensic dentists who go to court can earn up to \$180,000.



- b Read the article again. Answer the questions with the letters A, B, or C.

In which profession does the employee...?

- | | |
|---|---|
| 1 work outside | B |
| 2 try to stop a crime | — |
| 3 take part in criminal investigations | — |
| 4 need two degrees | — |
| 5 get paid depending on the results of a day's work | — |
| 6 do something that could be illegal | — |

- c Look at the **highlighted** words and phrases. What do you think they mean? Use your dictionary to look up their meaning and pronunciation.

5 LISTENING

- a **iChecker** Listen to five speakers talking about their first job. Tick (✓) the speakers who enjoyed their jobs and put a cross (X) if they didn't enjoy them.

- | | | | |
|-----------|-------------------------------------|-----------|--------------------------|
| Speaker 1 | <input checked="" type="checkbox"/> | Speaker 4 | <input type="checkbox"/> |
| Speaker 2 | <input type="checkbox"/> | Speaker 5 | <input type="checkbox"/> |
| Speaker 3 | <input type="checkbox"/> | | |

- b Listen again and mark the sentences T (true) or F (false).

- | | |
|---|---|
| 1 Speaker 1 was made redundant after three years. | F |
| 2 Speaker 2 went abroad to do a summer job. | — |
| 3 Speaker 3 didn't earn any money doing the job. | — |
| 4 Speaker 4 got on well with his colleagues. | — |
| 5 Speaker 5 wasn't wearing the right clothes for the job. | — |

- c Listen again with the audioscript on p.75.

USEFUL WORDS AND PHRASES

Learn these words and phrases.

- entrepreneurs /ɒntrəprə'nɜːz/
- a market (for sth) ə 'mɑːkɪt/
- a product ə 'prɒdʌkt/
- be successful /biː sək'sesfl/
- impressive /ɪm'presɪv/
- profitable /'prɒfɪtəbl/
- worthless /'wɜːθləs/
- make a presentation /meɪk ə prez'n'teɪʃn/
- reject (sbd's) idea /rɪ'dʒekt aɪdɪə/
- share the profits /ʃeə ðə 'prɒfɪts/