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fourth
edition

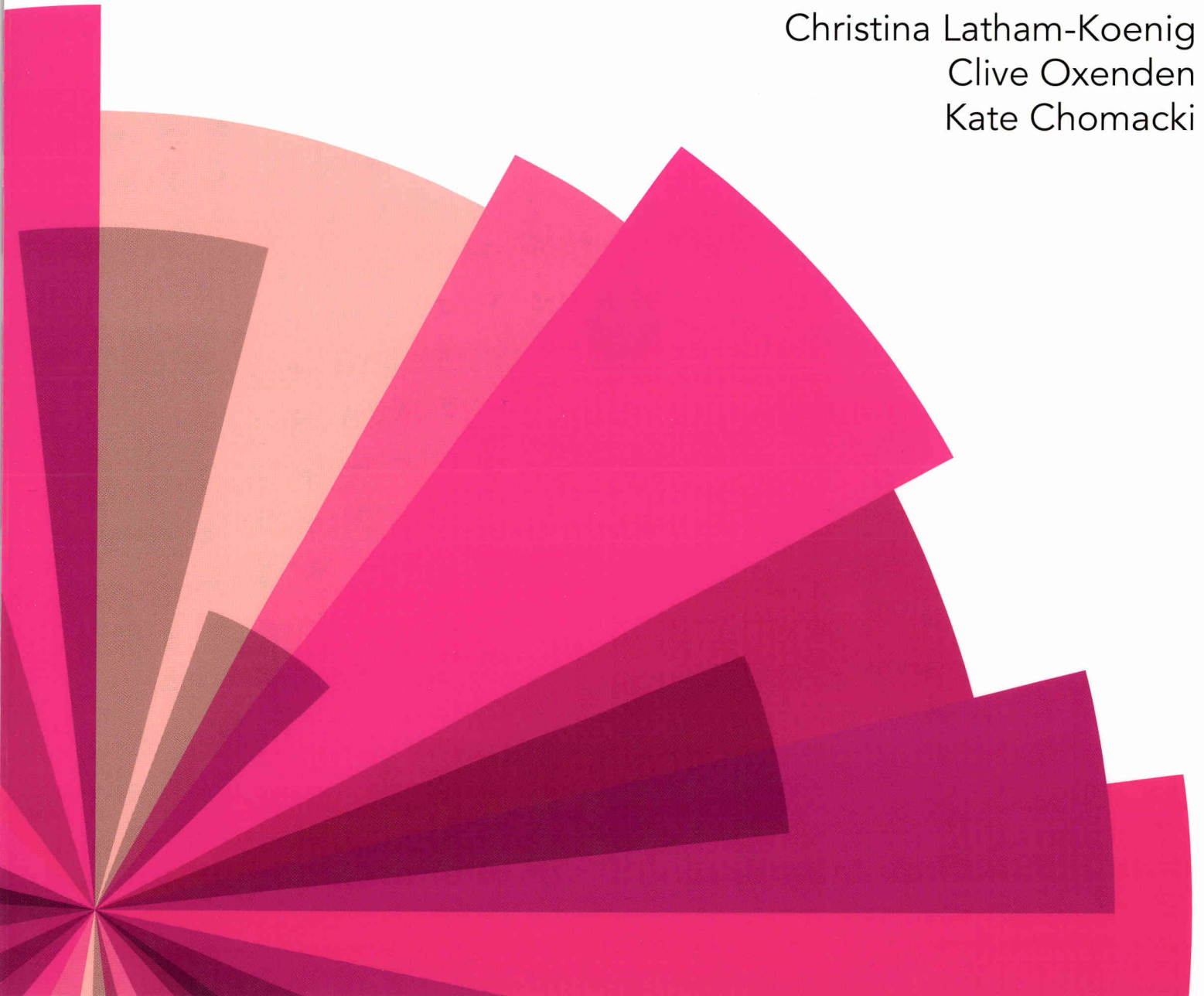
English File

Intermediate Plus

Student's Book

WITH ONLINE PRACTICE

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English File
Intermediate Plus

fourth
edition

ONLINE PRACTICE

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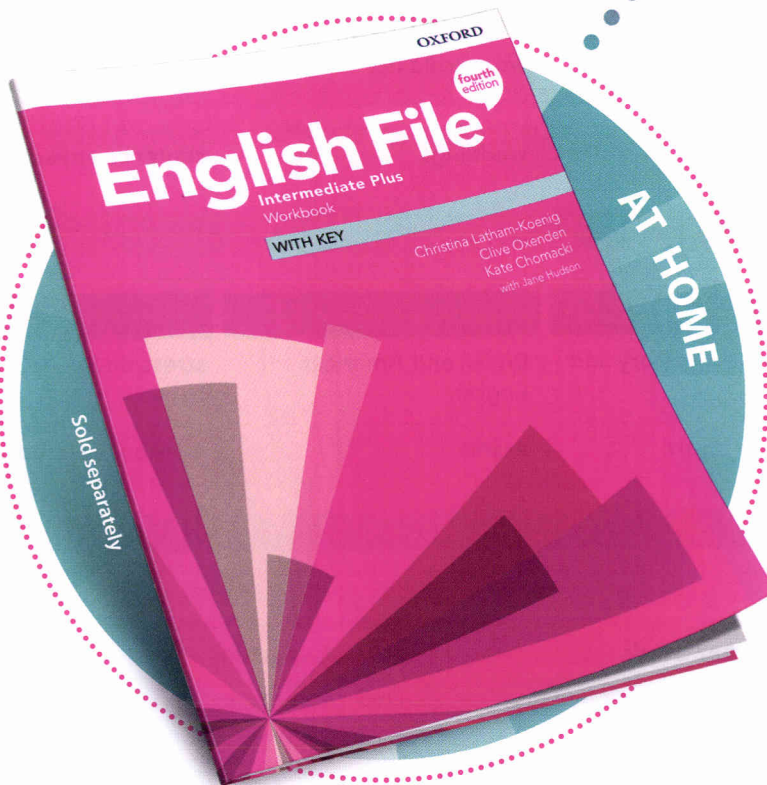
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Course overview

English File

fourth edition

Welcome to **English File fourth edition**. This is how to use the Student's Book, Online Practice, and the Workbook in and out of class.



Student's Book

All the language and skills you need to improve your English, with Grammar, Vocabulary, Pronunciation, and skills work in every File. Also available as an eBook.

Use your Student's Book in class with your teacher.

Workbook

Grammar, Vocabulary, and Pronunciation practice for every lesson.

Use your Workbook for homework or for self-study to practise language and to check your progress.

Go to englishfileonline.com and use the code on your Access Card to log into the Online Practice.

ACTIVITIES AUDIO VIDEO RESOURCES



ONLINE



Online Practice

Look again at Student's Book language you want to review or that you missed in class, do extra **Practice** activities, and **Check your progress** on what you've learnt so far.

Use the Online Practice to learn outside the classroom and get instant feedback on your progress.

LOOK AGAIN

- Review the language from every lesson.
- Watch the videos and listen to all the class audio as many times as you like.

PRACTICE

- Improve your skills with extra Reading, Writing, Listening and Speaking practice.
- Use the interactive video to practise Practical English.

CHECK YOUR PROGRESS

- Test yourself on the language from the File and get instant feedback.
- Try an extra Challenge.

SOUND BANK

- Use the Sound Bank videos to practise and improve your pronunciation of English sounds.

G pronouns **V** names **P** vowel sounds

1 VOCABULARY names

- a Read about the people and match photos A–H to the texts. Compare with a partner and together, work out the meaning of the **bold** words and phrases.



- H** Her **full name** is Lupita Amondj Nyong'o. She was born in Mexico and her parents gave her a Spanish name which is **short for** Guadalupe.
- He was an English writer, poet and university professor, and author of *The Lord of the Rings*. His full **initials** were J.R.R.T, but he was known as Ronald to his family.
- Her **maiden name** was Sklodowska, but she was awarded the Nobel Prize under her **married name**.
- Her name comes from her childhood **nickname** of 'Smiley'. She **changed her name** legally, from Destiny, in 2008.
- After she became a famous novelist, she published detective stories under the **pseudonym** Robert Galbraith.
- She is an award-winning actress who is **named after** a city near where she was born, in the state of Minnesota, USA.
- His **first name** is James, after his father, but his family used his **middle name** to avoid confusion.
- His first three albums are called + (*Plus*), x (*Multiply*), and ÷ (*Divide*). His name is Edward, but he's **called Ed for short**.

- b **1.2** Listen and check.

- c Tell a partner about someone you know who...

- has a nickname.
- is named after a place.
- is named after a famous person.
- is called something for short.
- has a very old-fashioned name.
- has changed his / her name.

2 PRONUNCIATION

vowel sounds

- a **1.3** Look at the first names in the chart. Listen and **circle** the name which **doesn't** have the sound in the sound picture.

1		Chris Bill Linda Diana	5		Adele Edward Leo Jessica
2		Peter Steve Emily Eve	6		Sam Grace James Kate
3		Alex Amy Andrew Anna	7		Tony Joe Nicole Sophie
4		George Paula Charlotte Sean	8		Caroline Mia Mike Simon

- b With a partner, decide if the names in a are men's names, women's names, or both. Write **M**, **W**, or **B** next to each name. Are any of them short for another name?
- c **1.3** Communication Middle names quiz p.106 Do the quiz.



3 READING

- a With a partner, guess which countries or regions these names are from. Do you think they are first names or surnames?

Yeon Seok Rakhmaninov López Ramírez
Aarushi Li Abdul Ahad Jones


- b Read the article and check your answers to a. Are the first names from the list male or female?

- c Read the article again. In which country or countries...?

- 1 does the surname come before the first name
- 2 do people have no surname
- 3 do people have more than one surname
- 4 do people have a middle name connected to their father's name
- 5 do some people stop using the surname they were born with
- 6 are people given names depending on when they were born

- d What is the naming custom in your country? Has it changed over the years? Do you think it ought to change?

4 LISTENING & SPEAKING

- a  1.4 Listen to four people talking about their name. For each person, write their name and tick (✓) if they are happy with it.

- b Listen again and answer the questions for each person.

- 1 Why did their parents choose that name for them?
- 2 Do they have a nickname?
- 3 Would they like to change their name?

- c Answer the questions in groups.

What's your first name?
Why did your parents call you that?
Do you have a middle name?
Do you have a nickname, or are you called something for short?
Do you use your initials or your full name when you sign your name?

Do you like your name? Why (not)? Would you like to change it? What to?

Are there any names you don't like at all? Why do you dislike them?

Do you think it's an advantage or a disadvantage to...?

- have a very long name
- have a very unusual name
- be named after a celebrity

Naming customs around the world

- 1 **KOREA** Names in Korea are written with the surname first, and the first name usually has two parts. So, if Yeon Seok has the surname Lee, his name is written Lee Yeon Seok. Two-part first names are never shortened; that is, Lee Yeon Seok will always be called Yeon Seok, not Yeon.
- 2 **RUSSIA** Russian names have three parts: a first name, a patronymic (a middle name based on the father's first name), and the father's surname. If Viktor Aleksandrovich Rakhmaninov has two children, his son's name might be Mikhail Viktorevich Rakhmaninov and his daughter's name might be Svetlana Viktorevna Rakhmaninova (the 'a' at the end of all three names shows that she is female).
- 3 **SPANISH-SPEAKING COUNTRIES** In most Spanish-speaking countries, people have a first name (sometimes in two parts, e.g. Maria José, Juan Carlos) and two surnames, their father's and their mother's, for example, Maria José López Ramírez. In Spain, traditionally

the father's surname goes first, followed by the mother's, but nowadays the order can be reversed. However, both surnames are always used and on any form, people will be asked for their surnames, not their surname.

- 4 **INDIA** India has many religions and languages which influence the naming customs. Hindu first names are usually based on the position of the planets at the date and time of birth, but the names are often shortened by family and friends. For example, a brother and sister may have the formal names Aditya and Aarushi, but family and friends may call them Adi and Ashi for short.
- 5 **CHINA** Chinese names are made up of three 'characters': a one-character surname followed by a two-character first name, e.g. Li Xiu Ying. A child's official name is used for their birth certificate and for school, but Chinese children often have a different name that is used among friends and classmates.

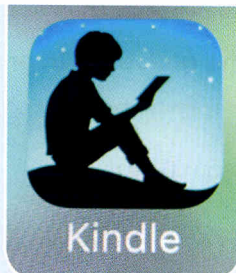


- 6 **AFGHANISTAN** Afghan names traditionally consist of only a first name. Male first names are usually Arabic double names, e.g. Abdul Ahad, and women are generally given Persian names, e.g. Jasmine. Surnames are chosen only when needed. Commonly, this is when people have contact with the Western world. The surname may be related to the tribe the person comes from, their place of birth, or their profession, e.g. 'Doctor'. This may result in people within the same family having different surnames.
- 7 **THE UK** Since the 15th century, British women have taken their husband's surname when they get married, so when Sophie Jones marries Peter Elliot, she becomes Mrs Sophie Elliot. However, 14% of married women now choose to keep their maiden name. If they do so, couples sometimes then combine their surnames for their children, so if Sophie decided to keep the surname Jones, their children might have the surname Jones-Elliot or Elliot-Jones.

5 GRAMMAR pronouns

- a Talk to a partner. What are the two most popular brand names in your country for phones, sportswear, and cars? Do you know what country the brands are from, or what the names mean?
- b Read about how the Kindle got its name. Do you think it's a good name? Why (not)?

The Kindle eBook reader first appeared in 2007, and since then, millions of **them** have been sold. But how did **it** get its unusual name? Amazon's founder, Jeff Bezos, asked an American designer, Michael Cronan, to think of a name for the new device. Bezos told **him** that **he** didn't want a high-tech name because Amazon's customers loved traditional paper books. Cronan and his wife talked to each other about the warm, comfortable feelings people get from reading. Finally, he chose the word 'kindle', which



means 'to light a fire'. Cronan thought that **it** would make people think of the excitement they feel when they are enjoying **their** favourite book. The name was also inspired by a line from the French novelist Victor Hugo: 'to read is to light a fire'.



- c Read the text again. With a partner, say what the **highlighted** pronouns refer to.

d **G** p.132 Grammar Bank 1A

- e **1.6** Listen and change the word order. Change the direct object to *it* or *them*.

1 **) Give me the book.** (Give **it** to me.

2 **) Give her the shoes.** (Give **them** to her.

- f Think of a couple you know well (friends or family). Tell your partner about them. Give the information below and anything else you know about them. Try to get all the pronouns right!

names jobs children pets
appearance personality how they met

I'm going to tell you about my neighbours. His name is Mario and hers is Sara. She's a writer and he's an accountant. They don't have any children, but they have a dog. Its name is Beppo...

6 LISTENING



- a Look at the brand names in the photos. What do you associate with these brands? How do you think the names are pronounced in English?
- b **1.7** Listen and check the pronunciation. Which ones are pronounced differently in your language?
- c Work in pairs. Which of the brand names, A–H, do you think these are? Don't write the letters yet.
- It means 'three stars' in the local language.
 - It means 'snow white' in Latin.
 - It's a combination of three words.
 - It's named after a character in a book.
 - It's a translation of the name of a Viking king.
 - It's named after a Greek goddess.
 - They are named after the people who started the companies.
- d **1.8** Now listen to a radio programme about naming and match photos A–H to 1–7 in c. Did you guess them correctly?
- e Listen again and answer the questions.
- What two words does the name Microsoft come from?
 - In what year was the name Samsung chosen?
 - What was Nike's original name?
 - Why did the Starbucks founders want a name beginning St-?
 - What two Viking letters is the Bluetooth symbol made of?
- f Think of some popular brands from your country. Do you know where the names come from?

7 SPEAKING

- a *Kickstarter.com* is a website that helps people raise money for creative projects, including new product ideas. Read about one product from the website. Do you think it's a good idea? Why (not)?

Explore Start a project
Search Sign in



500 million plastic drinking straws are thrown away every day in the United States. Our organic straw is made from seaweed. It feels like plastic, but it's 100% plastic-free. You can eat it – it's delicious, fun, and has zero calories. It lasts up to 24 hours in a drink.

PRE-ORDER NOW

Glossary

seaweed a plant that grows in the sea, or on rocks at the edge of the sea

- b With a partner, look at some possible names for the product in a. Which name do you think is the best? What aspects of the product does it highlight?

Diet straw Eco-straw Lolistraw Seastraw

- c Read about three more products from the website. In small groups, invent a name for each product. Look at the photos and the **highlighted** words and phrases in the product descriptions, and think about...

- what the product is for.
- why it's special.
- how you want people to feel about the product.
- the sound and length of the name.

Making suggestions

What about...? How about...?
We could call it...


Accepting suggestions

That's a good idea.
Yes, let's call it that.


Rejecting suggestions

I think it's too...
That's not bad, but...

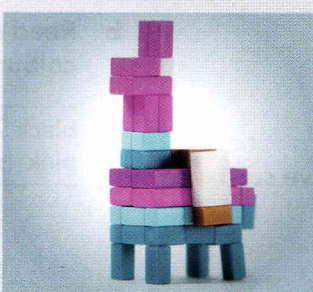
- d Present your names to the rest of the class. Have a class vote to choose the best names.



We make nice things that are **good for the planet**. We created this amazing lamp for a student competition. It produces **warm light** from a low energy bulb. The lamp is made from a wine bottle from a local restaurant and oak wood from local trees. The lamp is very easy to take apart and all the parts are entirely **recyclable**.



These are the first snack bars that improve your **brainpower**. They are high in **healthy fats** and low in carbohydrates and are made only from natural ingredients. They come in three **delicious** flavours using nuts, fruit, and chocolate; much better for you than snacks with lots of salt, sugar, or caffeine.



Our **simple building system** is **for creative people** of all ages. You can make almost anything you can think of, in either 2D or 3D, from a picture or a model, to large, complex sculptures, and even furniture. The small magnetic coloured blocks **click together** easily and are available in a **wide range of modern colours**. Use it in your workplace, at home, or simply as a fun hobby. Start small, but dream big.

1 VOCABULARY adjective suffixes

a Do the colour test.

The colour test

What kind of person are you?
Look at the eight colours quickly and choose the one you like best. Think about why you like it.



b **C** **Communication** The colour test p.106
Read about the colour you chose.

c Answer the questions in pairs.

- 1 What colour did you choose in the test? Do you both agree with your results?
- 2 What colour(s) do you wear most? Do you think they say anything about your personality? Are there any colours you would never wear?

Talking about results

According to the test, I'm...
It says that I'm...
That's quite accurate. / That's definitely me.
That's not me. / That isn't accurate at all.

d Complete some adjectives from the colour test with the correct ending: **-able**, **-ate**, **-ive**, **-ous**, or **-ful**.

ambiti_____ passion_____ sensit_____
soci_____ success_____

e **V** p.152 **Vocabulary Bank** Adjective suffixes

2 PRONUNCIATION word stress

Word stress on adjectives formed with suffixes

When an adjective is formed from a root word and a suffix, the stress is always on a syllable of the root word, and not on the suffix, e.g. *rely* – *reliable*. The stress stays the same when a negative prefix is added, e.g. *unreliable*.

a Underline the stressed syllable in the **bold** adjectives in the questions below.

- 1 Do you think you are a **crea|tive** person? Why (not)?
- 2 Are you very **po|sse|ssive** of anything, e.g. your phone or your laptop? Why don't you like other people using it?
- 3 Have you ever felt **en|vi|ous** of a brother or sister? Why (not)?
- 4 Were you a **re|be|lli|ous** child or teenager? What kinds of things did you do?
- 5 Who is the most **gla|m|rous** person you know? What makes him / her like that?
- 6 What are your most **com|for|table** clothes? When do you wear them?
- 7 What kind of **un|heal|thy** food do you really like eating?
- 8 What do you think is a **sui|table** present to take if somebody invites you for a meal at their house?
- 9 What's the most **im|pre|ssive** monument or building you've ever seen? Why did you like it so much?
- 10 Have you ever been to a very **lu|xu|ri|ous** hotel or restaurant? Where? Was it worth the money?

- b **1.12** Listen to the adjectives and check. Then listen again and repeat them.
- c Work with a partner. **A** ask **B** questions 1–5. Then **B** ask **A** questions 6–10.

3 LISTENING

a What colour do you associate with the following? Why?

calmness happiness luck power safety

b Read some facts about colour. In pairs, discuss which colour from the list could go in each gap.

black blue brown green orange
pink purple red white yellow

Fascinating colour facts

Research shows that the world's most popular colour is blue, followed by purple, red, and green, while white, orange, and yellow are our least favourite colours.

- Works of art using the colour ¹ _____ tend to be more expensive. ...
- The word ² _____ didn't describe a specific colour in English until the 16th century, when it was named after the fruit. Instead, people used the old English word 'geoluhread', which meant 'yellow-red'. ...
- ³ _____ has a calming effect and reduces anger and anxiety. ...
- In Imperial Rome, the colour ⁴ _____ was produced with an extremely expensive dye made from thousands of seashells. ...
- Mosquitoes are attracted to dark colours, especially ⁵ _____. ...
- There is no such thing as a ⁶ _____ mammal, even though it's a perfectly common colour for birds, reptiles, fish, and insects. ...
- Van Gogh said that ⁷ _____ was the colour of happiness, and it's the main colour of many of his paintings between 1880 and 1890. ...
- The safest colour for a car is ⁸ _____. ...
- Most diamonds in their natural state are ⁹ _____. ...
- The name for the colour ¹⁰ _____ hasn't always meant 'dark'. ...

- c  **1.13** Listen to a podcast about colour and check your answers to **b**. How many did you get right?
- d Listen again. Which colour does the speaker say...?
- 1 can be seen clearly in most types of weather
 - 2 isn't used to describe a hair colour
 - 3 originally meant 'to shine'
 - 4 might be seen more strongly by someone who has a certain illness
 - 5 is not a good colour to wear outside on a summer evening
 - 6 could once only be worn by a very powerful person
 - 7 is a lucky colour in some countries
 - 8 might be a good colour to use in a hospital
 - 9 is the colour of something found in South Africa in 1985
 - 10 certain types of animals can't see
- e Which facts might make you think more carefully about your choice of colours?

4 SPEAKING

Talk to a partner.

What colours do these words remind you of? Can you explain why?

spring summer autumn winter
work holiday money love hate

What colours would you choose for these things? Why?

smart shoes a phone case a bag
a suitcase a car a sofa

Do you know anyone who...?

- wears very colourful clothes
- never wears colourful clothes
- dyes his / her hair an unusual colour
- wears one colour most of the time
- is colour-blind (unable to see the difference between some colours, especially red and green)

What are they like?

5 GRAMMAR adjectives

- a Complete some more colour facts with a word from the list.

as in more most much ones than the

- 1 According to a recent survey, the world's _____ popular colour is blue.
- 2 White meat is considered healthier _____ red meat.
- 3 Black tulips are often more expensive than pink _____.
- 4 The blue whale is the largest creature _____ the world.
- 5 Insurance for a red car can be a bit _____ expensive than for other colours.
- 6 White tigers are _____ less common than ordinary tigers.
- 7 Black tea isn't generally as good for you _____ green tea.
- 8 According to a survey, _____ most popular car colour in Europe is white.

b **G** p.133 Grammar Bank 1B

- c Talk to a partner. Choose three topics or questions from each section.

COMPARE THEM!

- 1 restaurant food and home-made food
- 2 being an only child and having lots of brothers and sisters
- 3 people from the north and south of your country
- 4 walking or running outdoors and going to the gym
- 5 studying in the morning and studying at night
- 6 going on holiday abroad and going on holiday in your country

I think restaurant food is better than my home-made food because I'm not a very good cook, but it's much more expensive and it usually isn't as healthy...

EXTREMES!

- 1 What is _____ film you've ever seen? (sad) Did you cry?
- 2 Which sportsperson do you think is _____ role model? (positive) Why do you think so?
- 3 Which is _____ tourist attraction in your town or area? (popular) Which do you think is _____? (good)
- 4 What's the _____ place you've ever been to? (far) Why did you go there?
- 5 Who is _____ person you know? (generous) Why do you think so?
- 6 Which subject did you find _____ at school? (boring) Why didn't you like it?

I think the saddest film I've ever seen is Brokeback Mountain. I've seen it twice and I cried both times.

6 READING

- a Look at the photos of three rooms. Which colour scheme do you like best? What do you think are the best colours for a) a bedroom, b) a bathroom, c) a study?



- b Read the article quickly. Which room in a most closely follows the advice in the article?
- c Read the article again. Complete the chart for each room. Which three colours are not always suitable for bedrooms?

	Suitable colours
a bedroom	
a living room	
a dining room	
a kitchen	
a study	
a bathroom	

How colour affects our mood

Since ancient times, colour has been linked to the way we think and feel. For early humans, the red of fire signalled danger. Later, artists used coloured glass in church windows to represent different feelings, for example, green symbolized hope. In modern times, the colours we use to paint the walls in our houses can affect our mood. So which colours should we use when we are decorating?

Red is an optimistic colour. It's a good colour for a dining room, because it makes people feel sociable. It stimulates conversation and makes you feel hungry. But as it's a strong colour, it can sometimes be a bit too much, and even give people headaches. You could just paint one wall red, or use it for accessories such as lamps and curtains. However, never use red in a baby's bedroom, as it may stop the baby from sleeping. **Pink**, on the other hand, is often used in bedrooms. It's traditionally the colour of love – a pale shade can be peaceful and restful, while a darker shade can suggest passion. Some people think it's a very 'girly' colour, so adding in areas of dark grey or black to this colour scheme can help make it more generally attractive.

If you want a warm, comforting effect, try **orange**. It's also good for dining rooms, as it's said that it helps you digest your food. However, like red, it's a strong colour and can make a room look smaller, so only use it in a room that gets plenty of light. A colour that's great for smaller spaces, on the other hand, is **yellow**. It's a happy, energetic colour, and is a good colour for a kitchen, as apparently, it discourages insects! It's not very restful though, so it's best not to use it for a bedroom.

Purple is good for rooms where you work, for example, a study or a bedroom, because it's a very creative, stimulating colour. However, it's another colour that can make it difficult for people to relax after a busy day, so if you use it in a bedroom, it's a good idea to combine it with a lighter shade or another colour. **Blue** is also suitable for a study, because it helps you to think and concentrate, as well as being calm and restful. It's a popular colour for bathrooms, and bedrooms too, where a lot of people spend 'thinking time'. Another calming colour is **green**, and it's also good for a bedroom or living room. Green makes people feel relaxed and less stressed, but it can make them lazy, so if you don't want people to go to sleep on the sofa, choose cushions and carpets in a bright colour like red or orange.

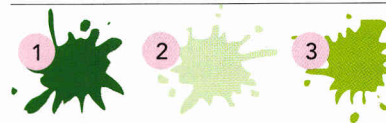
For people who prefer neutral colours, **brown** can be a good choice. Although it can be boring, it's a safe, reliable colour in a living room, and you can paint one wall green or blue if you want a bit of extra mental stimulation! Other neutral colours, like **white**, **grey**, and **beige**, are always in fashion. White is the most flexible. It's safe and clean, and you can add any other colours to make the room look brighter. However, white isn't great for a bedroom if you want to relax there – a survey showed that people with a white bedroom tended to work in bed at least three times a week. Finally, the most dramatic, and perhaps eccentric, choice of bedroom wall colour is **black**. In fact, it works in any room in moderation, for example, one black wall.

d Talk to a partner. Why does the article suggest...?

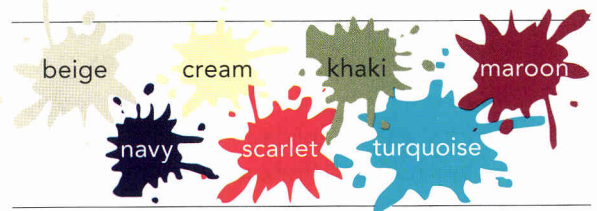
- 1 only using red for one wall
- 2 adding grey or black to a pink room
- 3 only using orange in a light room
- 4 using yellow in a kitchen
- 5 combining different shades of purple in a bedroom
- 6 having red or orange accessories in a green living room
- 7 having a green or blue wall in a brown living room
- 8 not using white for a bedroom
- 9 using black

e Look at some adjectives from the article to describe colours. Match them to 1–3.

pale / light green bright green
dark green



Use the adjectives to describe these colours.



f Are there any rooms in your house that are painted the 'right' or 'wrong' colours, according to the article? Do you think you should change them?

7 SPEAKING & WRITING

a You're going to describe your favourite room in your house to a partner. Think about these things.

- why it's your favourite room
- the colours of the walls and accessories, e.g. curtains, blinds, cushions, carpets
- the furniture that's in the room, e.g. sofa, armchairs, etc.
- any paintings or posters
- what you can see from the window
- anything else in the room

While you listen to your partner, ask questions to help you imagine what their room is like.

b p.115 **Writing** Describing a room Write a description of your favourite room.

Practical English A bad start

reporting lost luggage

1 JENNY IS BACK IN LONDON



a **1.17** Jenny works in New York for the magazine *NewYork 24seven*. She has just arrived in London. Watch or listen to her talking to Andrew. How does he help her? What problem does she have at the end?

b Watch or listen again. Mark the sentences **T** (true) or **F** (false). Correct the **F** sentences.

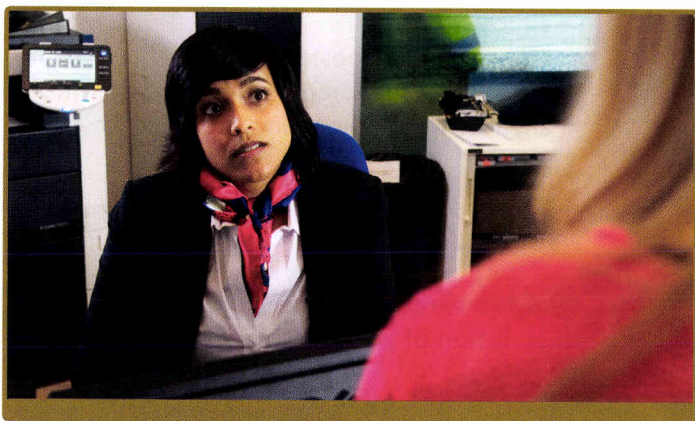
- 1 Jenny is in the UK for business and pleasure.
- 2 Andrew was on holiday in New York.
- 3 Jenny's husband (Rob) is working in San Francisco.
- 4 Andrew gives Jenny back her laptop.
- 5 He introduces himself, and says his surname is Paton.
- 6 Jenny's flight to London was delayed.

Why do you think a man was watching Jenny and Andrew? What do you think he is going to do?

2 REPORTING LOST LUGGAGE

a **1.18** Watch or listen to Jenny reporting her missing suitcase. Answer the questions.

- 1 How long is Jenny staying in the UK?
- 2 What does her suitcase look like?
- 3 What's in it?
- 4 How long will it probably take for Jenny to get her case back?



b Watch or listen again. Complete the **You hear** phrases.

You hear	You say
Can I help you?	Yeah, my suitcase hasn't arrived.
¹ _____ flight were you on?	Flight RT163 from JFK.
I'll take your ² _____ and then I can issue you with a reference number. Can I have your name, please?	My name's Jenny Zielinski. That's Z-I-E-L-I-N-S-K-I.
And you're a ³ _____ to the UK.	That's right.
How ⁴ _____ are you staying for?	Ten days.
OK. How many ⁵ _____ are you missing?	Just one – a suitcase.
Can you ⁶ _____ it for me?	Well, it's kind of greyish blue...and hard plastic, I think.
And what ⁷ _____ is it?	Oh, it's medium size, like this. And it has wheels.
Anything else?	Yeah, there's a small lock and a label with my name and phone number on it.
And what was ⁸ _____ the suitcase?	Just about everything! Clothes, toiletries, all my personal belongings, really.
Can I have your ⁹ _____ in the UK?	Just a minute. It's The Grange, Marsh Lane, Long Crendon, Oxfordshire.
And a ¹⁰ _____ number?	Yes, it's 001 202 494 012.
And finally, can you ¹¹ _____ this?	Of course. Do you have any idea where it is? I mean, do you think it's still in New York?
It's possible. We're very ¹² _____ for the inconvenience. Here's your reference number. You can track the progress of your luggage ¹³ _____, or just give us a call. But we should be able to get it back to you within 24 hours.	That'd be great. Thank you.

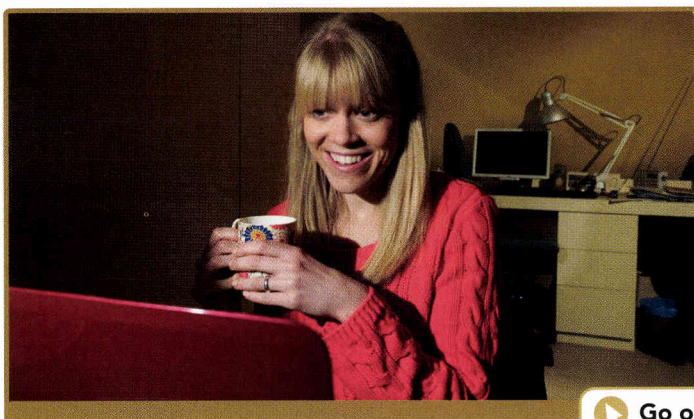
- c **1.19** Watch or listen and repeat some of the **You say** phrases. Copy the **rhythm** and intonation.
- d Practise the conversation in **b** with a partner.
- e **In pairs**, role-play the conversation.
- A** You are a passenger on flight BA1722 from San Francisco. You have just landed at London Heathrow Airport and your luggage hasn't arrived, so you go to Lost Luggage to report it. **B** works at the Lost Luggage counter. Use the **Useful language** box to help you to describe your luggage.
- B** You work at the Lost Luggage counter at London Heathrow Airport. **A's** luggage hasn't arrived. Take **A's** details and give a reference number.
- f Swap roles.

Useful language: describing luggage
Type of luggage: suitcase / case, sports bag, backpack / rucksack
Colour: It's dark / light / greyish blue, etc.
Material: It's made of hard plastic / canvas / synthetic material, etc.
Size: It's small / medium size / large.
Extras: It has four wheels / a logo / a label, etc.

3 AT HENRY'S HOUSE



- a **1.20** Watch or listen to the rest of Jenny's day. What other problem does she have?



- b Watch or listen again. Answer the questions.

- 1 Is Rob having a good time in Alaska? Why (not)?
- 2 What is Jenny drinking?
- 3 Whose computer is she using? Why?
- 4 Who is Luke?
- 5 When is Jenny going to see him? Why?
- 6 What is Henry going to lend Jenny?

Who is Selina Lavelle? Why do you think Grant (the man who was following them) is watching Henry's house?

- c Look at the **Social English** phrases. Can you remember any of the missing words?

Social English

- 1 Henry (And) it's _____ to see you.
- 2 Jenny It's _____ to see you too.
- 3 Henry No, no, _____ me take that.
- 4 Jenny It's weird, _____ it?
- 5 Rob I really _____ you.
- 6 Jenny Oh no! That's _____.
- 7 Rob It's not your _____, is it?
- 8 Rob Oh _____! You'll look great in those, Jenny!

- d **1.21** Watch or listen and complete the phrases. Then watch or listen again and repeat.

- e Complete conversations A–G with **Social English** phrases 1–8. Then practise them with a partner.

A	Nobody's answering the door. How strange.	Yes. <input type="checkbox"/>
B	<input type="checkbox"/> It's too heavy for you to carry.	Thanks so much.
C	Did you know there was a fire at the station last night?	No, I didn't. <input type="checkbox"/> Was anybody hurt?
D	I'm in New York today, and then I fly to Atlanta for a few days.	When will you be home? <input type="checkbox"/>
E	Do you like my new bag?	<input type="checkbox"/> It's really beautiful!
F	I'm exhausted. First I missed my train, and then the next one was delayed.	Poor you. <input type="checkbox"/>
G	Hi! Welcome back! <input type="checkbox"/>	<input type="checkbox"/> You're looking very well!

CAN YOU...?

- report lost luggage
- greet someone you haven't seen for some time
- sympathize with someone about a problem