

Unit 6: Sorting things out

1 Listening: A disastrous holiday

Listen to the recording about Matt’s experience of a hurricane from exercise 49, page 79 again. First you will have 45 seconds to study the task below, then you will hear the recording twice. While listening, match the beginnings of the sentences (1–5) with the sentence endings (A–H). There are two sentence endings that you should not use. Write your answers in the boxes provided. The first one (0) has been done for you.

0	Matt and his friends were in Trinidad when _____ .
1	After two days being locked up in the apartment, Matt started _____ .
2	When Matt went outside, _____ .
3	Trying to find a supermarket, Matt was walking around in the hurricane for _____ .
4	Walking back to the apartment took him _____ .
5	When Matt came back, the others said that _____ .

0	E
1	
2	
3	
4	
5	

A	about two hours
B	to feel really hungry
C	about half an hour
D	he saw pylons falling down

E	they got the warning about the hurricane
F	to get cabin fever
G	there were people crying
H	they had been really concerned

2 Language: Making decisions

Match the verbs 1–7 with the nouns a–g.

- |                |                          |                  |
|----------------|--------------------------|------------------|
| 1 brainstorm   | <input type="checkbox"/> | a a decision     |
| 2 come up with | <input type="checkbox"/> | b a meeting      |
| 3 hold         | <input type="checkbox"/> | c a new plan     |
| 4 look at      | <input type="checkbox"/> | d a problem      |
| 5 make         | <input type="checkbox"/> | e ideas          |
| 6 solve        | <input type="checkbox"/> | f the facts      |
| 7 trust        | <input type="checkbox"/> | g your intuition |

3 Language: Real and unreal conditionals

Complete the sentences with the correct form of the verbs in the box.

do ■ feel ■ go ■ have ■ know ■ see

- If I \_\_\_\_\_ Frank tomorrow, I’ll ask him about our reservation.
- I \_\_\_\_\_ it this afternoon if I get back in time. OK?
- Are you OK? If you \_\_\_\_\_ sick, you really should go home.
- If we \_\_\_\_\_ another room in our flat, we could invite people to stay.
- We \_\_\_\_\_ away in December if we can afford it.
- I’m sorry. If I \_\_\_\_\_ the answer, I’d tell you, but I really have no idea.

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### Language: Present perfect simple and progressive

Complete the conversations with the correct form of the words in brackets.

1 A: Have you got through yet? – B: No. I \_\_\_\_\_ (phone) three times so far, but it's always engaged.

2 A: Are you OK? You look really tired. – B: Yeah, I'm exhausted. I \_\_\_\_\_ (work) really hard all day.

3 A: Your dad ran ten kilometres yesterday. That's amazing! – B: Yeah, he \_\_\_\_\_ (run) for years, so he's pretty fit.

4 A: Hi, we've never met, have we? – B: No, I'm Janine. I \_\_\_\_\_ (just/buy) the flat next to yours.

5 A: Do you think anyone's in? – B: I don't think so. You \_\_\_\_\_ (knock) on the door for five minutes now.

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### Complete Colin's conversation with his teacher. Use the present perfect simple or progressive.

Teacher: You're late again! You 1 \_\_\_\_\_ (miss) the first lesson. Do you realise you 2 \_\_\_\_\_ (arrive) late all week, and now you 3 \_\_\_\_\_ (miss) your written exam too.

Colin: I know. But I 4 \_\_\_\_\_ (have) three gigs with my band this week. I'm sorry about being late.

Teacher: Yes, but what if you fail the year? This 5 \_\_\_\_\_ (go on) for too long now. I need to talk to your father about your progress.

Colin: Actually, I 6 \_\_\_\_\_ (speak) to him already.

Teacher: I see. You didn't tell me about that.

Colin: Sorry, I 7 \_\_\_\_\_ (have) time. I 8 \_\_\_\_\_ (do) so many other things all week.

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### Language: Softeners

**Circle** the correct softening expression to complete the sentences.

1 I'd be grateful / I've been meaning to talk to you if you could turn your television down. We can't sleep at night.

2 Your essay is to be fair, / a bit difficult to read.

3 It's just that / To be honest, your car is parked in our space.

4 Your music kept us awake all night. It's just that / To be fair, I know we sometimes have parties too.

5 To be honest, / I've been meaning to talk to you this cake is not very nice at all.

### 7 Language: Negotiating

Fill in the gaps in the dialogue below using the given expressions. Once you have completed the dialogue, read through the entire conversation to understand the conflict and its solution.

How about if    could just    let's say    that way    that would mean    why not

In a cozy three-bedroom apartment in the heart of the city, Anna, Mike, and Sophie have been living together as flatmates for the past six months. Their shared living arrangement, for the most part, has been harmonious, with each individual taking turns to maintain the household. However, an issue has gradually emerged that's beginning to strain their relationship: the unwashed dishes. Anna feels she's taking on more than her fair share of the cleaning duties. Tonight, as she enters the kitchen and finds yet another heap of used plates, bowls, and cutlery, she decides it's time for a conversation with Mike and Sophie. The following dialogue unfolds as they address the situation and attempt to find a resolution.

**Anna:** I've got to address this, Mike – tonight I came home again to a sink full of dirty dishes. It feels like I'm the only one who ever cleans up after meals here.

**Mike:** Look, Anna, I understand your frustration, but sometimes I'm just too tired after work to deal with them immediately.

**Sophie:** I mean, it's not just Mike. Sometimes I have my hands full with school and assignments. It's not always intentional.

**Anna:** But it's been like this for weeks. We all have responsibilities, yet the dishes just pile up unless I handle them.

**Mike:** Okay, okay. I admit, it's not fair to you. (1) \_\_\_\_\_ I take care of them on weekends, and you guys split the weekdays?

**Anna:** I appreciate the thought, Mike. But I wish you (2) \_\_\_\_\_ step up more consistently. We all live here and should contribute equally.

**Sophie:** Anna's right. (3) \_\_\_\_\_ we make a rota. Rotate who does the dishes every day.

**Anna:** I've thought of that. (4) \_\_\_\_\_ doing one's dishes right after using them? (5) \_\_\_\_\_ the kitchen stays tidy, and we don't have this stress.

**Mike:** I'm on board with that.

**Sophie:** Yeah, it sounds reasonable. (6) \_\_\_\_\_ that none of us have to deal with a mountain of dishes and it keeps our shared space clean.

**Anna:** Exactly. We could all be a bit more considerate, maintain our shared space, and avoid such squabbles.

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## Writing: Making a complaint

Read the following letter of complaint. It is very impolite. Re-write it so that it becomes more polite.

Computer Parts Unlimited  
attn. John Doe, Customer Service Manager  
42 High Street  
London SW1A 1AA

27 September 2023

Dear Mr Doe,

I can't believe the level of incompetence I've encountered with Computer Parts Unlimited! I placed an order for laptop memory (Order #3789 2648), and what do I receive? Desktop memory! Are your employees at Computer Parts Unlimited completely inept? It's not rocket science to differentiate between laptop and desktop components!

But that's not all! Not only did you send the wrong type of memory, but you also couldn't even get the quantity right. I ordered 16GB of laptop memory, and you sent 8GB of desktop memory. Are you kidding me? This is unacceptable, and I demand immediate action to rectify this mess.

Your lack of attention to detail and disregard for customer satisfaction is utterly infuriating. If you don't fix this issue promptly, I will make sure to blast your company on every review site and social media platform I can find. I demand a full refund and the correct memory sent to me within 48 hours, or I will take legal action against you.

Sincerely,

Peter Frampton

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## Language: Describing diagrams

The following text summarises the growth of internet users worldwide from 2005 to 2022. However, some words have been left out. For each gap in the text, you're provided with the first letter of the missing word. Use the words below in the correct form to fill in the gaps. Remember, each word can only be used once. After filling in the gaps, read the text again to ensure its coherence and completeness.

arrive at ■ ascend ■ balloon ■ climb ■ expand ■ flourish ■ get as high as ■ grow  
hit ■ increase ■ jump ■ leap ■ mount ■ peak ■ reach ■ soar ■ touch

In recent decades, internet usage has witnessed a significant surge globally. Back in 2005, the number of internet users stood at 1,023 million. This number (1) i\_\_\_\_\_ to 1,147 million in 2006. A more pronounced increase was seen in 2007 when the figure (2) j\_\_\_\_\_ to 1,367 million. Over the subsequent year, 2008, it (3) c\_\_\_\_\_ to 1,545 million. The trend continued when the number (4) e\_\_\_\_\_ to 1,727 million in 2009 and further (5) s\_\_\_\_\_ to 1,981 million by 2010. The growth seemed unchanged, and by 2011, the number (6) a\_\_\_\_\_ to 2,174 million. In 2012, the total number of internet users worldwide (7) b\_\_\_\_\_ to 2,387 million. This growth was consistent as in 2013 numbers (8) m\_\_\_\_\_ to 2,562 million and then (9) h\_\_\_\_\_ 2,750 million by 2014. By the end of 2015, the number of internet users had (10) r\_\_\_\_\_ 2,954 million. A significant jump was observed in 2016 when the figure (11) t\_\_\_\_\_ 3,217 million. In the subsequent year, 2017, the count (12) g\_\_\_\_\_ to 3,444 million. 2018 experienced another substantial surge when users (13) p\_\_\_\_\_ at 3,729 million. In 2019 the figure (14) l\_\_\_\_\_ to a new height of 4,119 million. The following years demonstrated the persistent growth of the digital age. By the end of 2020, the number (15) a\_\_\_\_\_ 4,585 million, and internet use still (16) f\_\_\_\_\_ in 2021, growing to 4,901 million. As of the last recorded year, 2022, the global count of internet users (17) g\_\_\_\_\_ a staggering 5,300 million. This evolution of internet users underscores the growing global connectivity over the years.

### Key

#### exercise 1, Listening: A disastrous holiday

1 F, 2 D, 3 A, 4 C, 5 H

#### exercise 2:

1 e (brainstorm ideas), 2 c (come up with a new plan), 3 b (hold a meeting), 4 f (look at the facts), 5 a (make a decision), 6 d (solve a problem), 7 g (trust your intuition)

#### exercise 3

- 1 If I **see** Frank tomorrow, I'll ask him about our reservation.
- 2 I'll **do** it this afternoon if I get back in time.
- 3 Are you OK? If you **feel** sick, you really should go home.
- 4 If we **had** another room in our flat, we could invite people to stay.
- 5 We ('ll) **go** away in December if we can afford it.
- 6 I'm sorry. If I **knew** the answer, I'd tell you, but I really have no idea.

#### exercise 4:

- 1 A: Have you got through yet? – B: No. I **have phoned** three times so far, and it's always engaged.
- 2 A: Are you OK? You look really tired. – B: Yeah, I'm exhausted. I **have been working** really hard all day.
- 3 A: Your dad ran ten kilometres yesterday. ... – B: Yeah, he **has been running** for years, so he's pretty fit.
- 4 A: Hi, we've never met, have we? – B: No, I'm Janine. I **have just bought** the flat next to yours.
- 5 A: Do you think anyone's in? – B: I don't think so. You **have been knocking** on the door for five minutes now.

#### exercise 5:

1 have missed, 2 have been arriving, 3 have missed, 4 have had, 5 has been going on, 6 have spoken, 7 haven't had, 8 have been doing

#### exercise 6:

1 I'd be grateful, 2 a bit, 3 It's just that, 4 To be fair, 5 To be honest

#### exercise 7:

1/3 How about if, 2 could just, 3/1 Let's say, 4 Why not, 5 That way, 6 That would mean

#### exercise 8

Dear Mr Doe,

I hope this letter finds you well. I recently placed an order with Computer Parts Unlimited for laptop memory (Order #3789 2648). However, upon receiving the package, I discovered that I had been sent desktop memory instead. Additionally, the memory I received is only 8GB, whereas my order clearly stated 16GB. I believe there has been a mix-up in processing my order, and I wanted to bring this matter to your attention.

I understand that mistakes can occasionally occur, and I would appreciate your assistance in resolving this issue promptly. Could you kindly arrange for the correct laptop memory (16GB) to be shipped to me as soon as possible? Please let me know what you would like to be done with the faulty delivery.

I hold Computer Parts Unlimited in high regard for its products and services, and I am hopeful that this situation can be resolved amicably. I trust that Computer Parts Unlimited will take the necessary steps to ensure the correct item is delivered to me, allowing me to continue as a satisfied customer.

Thank you for your prompt attention to this matter. I look forward to your timely response.

Sincerely,

*Peter Frampton*

#### exercise 9:

1 **increased** to, 2 **jumped** to, 3 **climbed** to, 4 **expanded** to, 5 **soared** to, 6 **ascended** to, 7 **ballooned** to, 8 **mounted** to, 9 **hit**, 10 **reached**, 11 **touched**, 12 **grew** to, 13 **peaked** at, 14 **leapt** to, 15 **arrived** at, 16 **flourished**, 17 **got as high as**