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Essay Writing (p. 4) Techniques for introductions & conclusions

1 1 b 2 c 3 a 4 d 5 f 6 e

Style (pp. 5-6)

- 2 1 It is extremely disappointing to fail to pass an examination.
 - 2 People rely on electricity; therefore it causes great inconvenience when there is a power failure.
 - 3 An excess of pocket money results in spoilt children.
 - 4 The council should put aside funds for a new town hall.
 - 5 Fewer police patrols would be needed if traffic rules were obeyed.
 - 6 It is widely agreed that smoking is harmful to your health.
 - 7 Not only is cycling beneficial for the environment, but it also has a number of health benefits.
 - 8 There is a vast amount of information on the Internet; however, it is not always useful or reliable.
- **3** 2 Previous proposals were rejected by the council.
 - 3 The business was developed over many years.
 - 4 The report needs to be reviewed by town planners.
 - 5 The emotional needs of the children have to be considered by social workers.
 - 6 The building was neglected for many years by the townspeople.
 - 7 Efforts should be made to make our city a healthy place to live.
 - 8 Expenses can be reduced by doing this.

4 (Suggested answers)

- A 1 working for money paid employment
 - 2 What I mean is For example
 - 3 to be on time punctuality
 - 4 And In addition
- B 1 if you ask me I strongly believe
 - 2 go be taken
 - 3 be sure of guarantee
 - 4 Also Moreover
 - 5 To me In my opinion
- C 1 It goes without saying There is no doubt
 - 2 totally see fully understand
 - 3 But However
 - 4 has to do the is responsible for
 - 5 So Therefore
 - 6 dirty polluted
 - 7 gets bad is also badly affected

- D 1 reckon strongly believe
 - 2 has provide
 - 3 take part participate
 - 4 get jobs in the future with their future careers
- E 1 But However
 - 2 maybe bad possibly harmful
 - 3 get rid of dispose of

5 (Suggested answer)

There is no doubt that computers save time. When compared to the amount of time it would take a person, they can find answers to problems and work out results incredibly fast. In addition, the performance of computers is significantly better than that of humans. We make mistakes; however, computers do not. Therefore, they are a great deal more accurate than humans.

Opinion essays (pp. 7-9)

1 Paragraphs two and three support the writer's opinion and paragraph four opposes the writer's opinion.

Writer's Viewpoints	Reasons	Results
not qualified to teach	not had proper training; do not know how to teach	not enough knowledge to cover all subjects
miss developing social skills	no classmates	no competition to encourage them to try harder
Opposing Viewpoints	Reasons	Results
proceed at their own pace and time	parent-teacher continue when ready	

2 a) (Suggested answers)

- 1 I think In my view
- 2 I think My opinion is that
- 3 This means that For example,
- 4 Secondly In addition
- 5 This way In particular
- 6 On the other hand However
- 7 All in all In conclusion

b) (Suggested answers)

Elements of formal style: have competition from classmates to encourage them (advanced vocabulary), are educated (passive), fall behind

(advanced phrasal verb), will not continue (full verb form), All in all, (formal linking phrase), I strongly believe that although students cannot have a tailormade (formal idiom) lesson, classroom-based education is better than a home education. (complex sentence structure)

3 a) (Suggested answers)

Para 2

Topic Sentence: To start with, sports are important for the general fitness and good health of children. **Alternative:** Firstly, the general fitness and good health of children necessitate sports.

Para 3

Topic Sentence: Secondly, sports encourage personal development.

Alternative: In addition, personal development is encouraged by sports.

Para 3

Topic Sentence: However, some people believe that learning literacy and numeracy is much more important than playing games.

Alternative: On the other hand, to some people playing games is less important than learning literacy and numeracy.

b) A quotation is used to start the essay, and a summary of the points made is used to end the essay.

(Suggested answers)

Alternative Beginning: Have you ever wondered what school would be like without sport? Well, soon you might not have to wonder. In recent years, parents and teachers have proposed to drop sports in favour of more academic subjects. I could not disagree more with this viewpoint for a number of reasons. (rhetorical question/address the reader directly)

Alternative Ending: All in all, it is my opinion that, despite the time they take away from academic subjects, sports are a valuable part of the school curriculum because they keep students fit and healthy and help them develop useful life skills. After all, a future without sports is an unhealthy future. Hopefully, this future can be prevented. (give the reader something to think about)

- 4 1 I will write an essay for my teacher.
 - 2 The essay will include the arguments that books are entertaining and books are easily portable along with an opposing viewpoint stating that films have more impressive visual effects, sound effects, etc.
 - 3 The essay will be written in formal style.
 - 4 The essay will have 140-190 words.

5 Two paragraphs should support my view and one paragraph should express an opposing view.

5 (Suggested answer)

Some people believe that books are not as good as their film versions. It is my opinion that reading the book is preferable.

Firstly, with a book you get a better understanding of the characters' motives. For instance, books can explain the character's inner thoughts and feelings from his or her viewpoint. Consequently, the reader has a richer experience of the story.

Secondly, you can read a book anywhere without any equipment. Since books are completely portable, you do not need a screen, electricity or batteries. As a result, reading a book is more practical than watching a film.

On the other hand, watching a film is very entertaining due to the visual effects, sound effects, and music. This means that you can simply sit back and be entertained. Therefore, it requires little effort from the viewer.

All in all, I believe that books are a more valuable way to experience stories. Although they do not have visual and sound effects and music, the character development is better and you do not need any equipment. As William Styron said, "A great book should leave you with many experiences, and slightly exhausted at the end."

6 (Suggested answers)

Key words to be underlined: Longer school days, better grades, Underperforming schools, raising student performance levels, lengthening their school days, six-and-a-half hours, eight, benefits, varied curriculum, Some people, too short, lengthen the standard school day, Explain, point of view, reasons, examples, essay (140-190 words).

- 1 I will write an essay.
- 2 The essay will include two points opposing lengthening the standard school day, and one viewpoint supporting lengthening the standard school day.
- 3 The essay will be written in formal style.
- 4 The essay will have 140-190 words.
- 5 Two paragraphs should support my view and one paragraph should express an opposing view.

7 1 c 2 a 3 b

8 (Suggested answer)

Technology is playing a greater and greater role in education every day. Some people have even suggested that students should no longer use textbooks, but be given notebook computers instead. In my opinion, this is an excellent idea.

To begin with, computers would allow teachers to use more interesting material. For example, students could watch videos, listen to news reports or read articles online. In this way, learning would be more entertaining for them.

Also, schools would save a lot of money. This is because they would not have to buy new books every year. Therefore, schools could spend more money on other things like sports equipment.

However, there are people who believe that students having notebook computers in class is not a good idea. For instance, students could use them to play games or surf the Internet instead of paying attention. Consequently, it would have a negative effect on their schoolwork.

All in all, I strongly believe students would benefit from using notebook computers instead of textbooks. Although they could be distracting for students, notebook computers would be a powerful and inexpensive educational tool.

For-and-Against Essays (pp. 10-12)

1 a) (Suggested answers)

Key words to be underlined: English class, work, teacher, essay, pros and cons, working from home, Write about, making your own hours, too many distractions, your own ideas, for and against, 140-190 words, reasons for your arguments.

The essay is balanced because it has equal arguments for and against the topic.

Reasons/Justifications/ **Arguments for** Results make your Start the day earlier or own hours later, more freedom and 2 do not have to flexibility travel to work avoid commuting, save **Arguments against** time and money being alone Reasons/Justifications/ 2 easily **Results** distracted No co-workers to turn to for help, home-workers may become anxious Others may interrupt work, may not get work done

b) The writer uses an objective statement to start the essay, and uses a quotation to end the essay.

(Suggested answers)

Alternative Beginning: Have you ever wondered what it would be like to work from home? Well, many people all over the world already do! Although the advantages make working from home sound good, there are also a number of disadvantages. (rhetorical question/address the reader directly)

Alternative Ending: In conclusion, working from home has its good points and bad points. Home-workers can choose their hours and avoid commuting, but they also face the challenges of distractions and being alone. It is my opinion that each person must decide for themselves whether working from home would be a positive experience. (summarise the points made)

c) (Suggested answers)

Elements of formal style to be underlined: In particular (formal linking phrase), the inconvenience and the expense of commuting (advanced vocabulary), they are (full verb form), that there are no co-workers to turn to (impersonal tone).

- 2 1 Firstly In the first place
 - 2 In particular Particularly
 - 3 As a result Therefore
 - 4 Secondly In addition
 - 5 This way This means that
 - 6 As a result So
 - 7 On the other hand However
 - 8 To start with To begin with
 - 9 This means that In particular,
 - 10 Consequently As a result
 - 11 Furthermore What is more
 - 12 For example For instance
 - 13 As a result Consequently
- 14 All in all All things considered

3 Correct answers: 1, 3

4 (Suggested answers)

Key words to be underlined: Gap Year, Growing Trend, students, take a 'gap year' before college, Some, bad idea, others, strongly in favour, a year off from their studies in between secondary school and university, advantages and disadvantages, examples, your opinion, essay (140-190 words).

The model is formal because it uses complex sentence structures, advanced vocabulary, an impersonal tone and full verb forms. 5 a) 1 I believe 9 This means
2 Firstly 10 As a result
3 For example 11 However
4 As a result 12 To start with
5 Secondly 13 Consequently
6 In this way 14 Furthermore
7 As a result 15 In conclusion

The essay is one-sided because there are more arguments for a gap year than against it. Also, the writer states that their opinion is in favour of a gap year.

16 In my opinion

b) Para 2

8 In addition

topic sentence: There are a number of benefits to taking a gap year.

Alternative: There are a number of arguments in favour of taking a gap year.

Para 3

topic sentence: However, there are some drawbacks.

Alternative: On the other hand, there are some disadvantages.

c) The writer uses an objective statement to start the essay, and a quotation to end the essay.

(Suggested answers)

Alternative beginning: As Saint Augustine said, "The world is a book, and those who do not travel read only a page." Taking a gap year to travel before university is becoming more common among young people. In my opinion, although there are some disadvantages, a gap year is an excellent opportunity for young people. (using a quotation)

Alternative ending: All in all, I believe that a gap year is a good choice for students. Although they may have trouble going back to their studies, students who take a gap year will learn skills that are valuable to their future. The rest from their studies will also help them. After all, we could all use some time off, couldn't we? (rhetorical question)

6 a) (Suggested answers)

Key words to be underlined: English class, package holidays, teacher, an essay, What are the pros and cons of package holidays?, Write about, convenience, cost, your own idea, 140-190 words, reasons for your arguments.

- 1 I will write a one-sided for-and-against essay.
- 2 I will write the essay for my English teacher.

- 3 The essay will include the argument that package vacations are convenient, the argument that package vacations cost a lot and my own idea.
- 4 The essay will be written in formal style.
- 5 The essay will be 140-190 words.

b) 1 c 2 d 3 a 4 b

The essay is one-sided because there are three arguments against package vacations and one argument for package vacations.

c) (Suggested answer)

What types of holidays are best? Many people prefer package holidays. But in my opinion, package holidays are not the best way to travel. There are a number of drawbacks to package holiday. Firstly, they can be expensive. For instance, the travel agency will often charge extra fees. As a result, you spend more money. Secondly, package holidays do not allow you to experience the culture of the place you are visiting. For example, you only see pre-arranged places. In this way, you miss out on a foreign experience. In addition, a package holiday has fixed arrangements. In particular, you cannot change your plans. Consequently, your holiday will have a lack of flexibility.

On the other hand, there are benefits to package holidays. For example, they are very convenient because everything is arranged for you. Therefore, your holiday is more relaxing.

In conclusion, although a package holiday can be relaxing, travelling independently is a better experience because it can be less expensive, gives you the chance to experience the culture of the place you visit and allows you to plan what to do. After all, as Lao Tzu said, "A good traveller has no fixed plans."

7 a) (Suggested answers)

Key words to be underlined: Are cities getting too big, Urbanisation, trend, pros and cons of living in a big city, examples to support your opinion, essay (140-190 words).

- 1 I will write a balanced for-and-against essay.
- 2 The essay will include arguments for living in a big city and arguments against living in a big city.
- 3 The essay will be written in formal style.
- **b)** 1 d 2 a 3 b 4 C

c) (Suggested answer)

If you prefer living in a city, you are part of a growing trend. Cities are growing every year. Undoubtedly, there are both advantages and disadvantages to living in a big city.

There are a number of arguments in favour of big cities. For one, cities have lots of work and better wages. This means that there are plenty of job opportunities. As a result, it is easier to find a well-paid job. In addition, cities give people access to services and facilities. For example, there are plenty of shops, restaurants, museums and parks. In this way, there is plenty to do.

However, there are also drawbacks to cities. Firstly, cities can be dangerous. In particular, they have high crime rates. Consequently, people may become victims of crime. Secondly, city living is expensive. For instance, housing costs a lot, and therefore, people can pay high rents.

To conclude, cities have both good points and bad points. Although crime and high costs are common, cities also have job opportunities and variety of things to do. In my opinion, every person should choose what is best for them. After all, the most important thing is being happy wherever you live. Do you agree?

Essays providing solutions to a problem (pp. 13-15)

1 a) (Suggested answers)

Key words to be underlined: English class, obesity, teacher, essay, Childhood obesity is a growing concern these days. How can we solve this problem? Write about, healthy meals in schools, plenty of exercise, your own idea, 140-190 words.

- 1 One possible solution One way of solving this problem
- 2 This means that For instance
- 3 Then As a result
- 4 Another possible solution Another helpful suggestion
- 5 By doing this In this way
- 6 Another helpful suggestion Another possible solution
- 7 As a result Consequently
- 8 In conclusion To sum up
- 9 In my opinion It seems to me that

b) (Suggested answers)

Complex sentence structure: In conclusion, there are a number of things we can do, such as change children's eating habits, provide them

with healthy school meals and make them get plenty of exercise.

advanced vocabulary: those *affected may suffer* a number of health problems

full form verbs: It was, that is, will not

formal linking words/phrases: this means that,

by doing this, as a result

impersonal tone: Solutions must be found **formal expression:** The rise of childhood obesity has *placed the health of an entire generation* at risk.

2 a) (Suggested answers)

Para 2

topic sentence: One possible solution is to introduce healthy meals in schools.

Alternative: To start with, introducing healthy meals in schools would be a possible solution.

Para 3

topic sentence: Another possible solution is to make sure that children get plenty of exercise every day.

Alternative: Secondly, it would be a good idea to make sure that children get plenty of exercise every day.

Para 4

topic sentence: Another helpful suggestion is to change children's eating habits.

Alternative: In addition, changing children's eating habits would be another helpful suggestion.

b) The writer uses a quotation to start the essay, and a summary of the points to end the essay.

Alternative beginning: In recent years, childhood obesity has become more of a problem all over the world. The risks associated with childhood obesity are serious and must be dealt with before it is too late. After all, don't we owe it to our children to help them live healthy lives? (rhetorical question)

Alternative ending: All in all, the problem of childhood obesity can be solved by making changes in children's diets at home and in school, as well as making sure they get regular exercise. In my opinion, these changes will provide young people with the skills they need to live happy, healthy lives. As Winston Churchill said, "Healthy citizens are the greatest asset any country can have." (using a quotation)

3 a) (Suggested answers)

Key words to be underlined: Clean-up Campaign, residents, make use of their waste services, Some, looking after, local environment, Others do not get involved, What can be done to attract more people to clean-up campaigns, your opinion, examples, essay, 140-190 words.

- 3 a) 1 it is difficult
 - 2 find ways
 - 3 One possible solution
 - 4 Another helpful suggestion
 - 5 For example
- 6 This would mean
- 7 Another way
- 8 Consequently
- 9 To sum up
- 10 In my opinion

b) (Suggested answers)

Solutions	Examples	Expected results
have a celebrity sponsor event	invite a TV personality or sports star	attract attention so more people would attend
ask local businesses to donate supplies	provide gloves, bin bags, water and snacks	volunteers won't have to bring their own, may give them reason to come
advertise everywhere	ads in newspapers, shop windows, schools and on local radio	more people would learn about the event and come

c) The writer uses a problem that needs a solution to start the essay, and uses a summary of the points made to end the essay.

(Suggested answers)

Alternative beginning: An Iroquois proverb says 'In our every deliberation, we must consider the impact of our decisions on the next seven generations.' Clean-up days are one way to keep our world beautiful. However, support for these events can be poor. There are several ways that this problem can be solved. (using a quotation)

Alternative ending: In conclusion, there are a number of solutions to encourage people to join. I believe that by having celebrity sponsors, getting local businesses to donate supplies and drawing attention to clean-up campaigns through advertising will improve participation and the world will be a cleaner, better place. (give reader something to think about)

5 (Suggested answer)

Thomas Beecham once said "What role does silence have in all this noise?" Nowadays, silence is hard to find in cities. Noise pollution is becoming a serious problem. We need to find ways to reduce noise pollution to make our cities better places to live.

One possible solution is to create silent zones in certain areas of cities. In particular, schools and hospitals should be quiet areas. As a result, people would be able to study or recover in peace.

Another way to solve the problem is to move noisy industries. For instance, we could relocate them outside of cities. In this way, there would be fewer heavy vehicles and factories to disturb people.

Another helpful suggestion would be to introduce fines for creating too much noise, particularly for car horns and loud music. Consequently, people would make less noise in their daily lives.

To sum up, there are many ways we can solve the growing problem of noise pollution in cities and towns. Whether it is by fining noise-makers, removing noisy industries, or creating silent zones, I believe each solution offers a way to make our cities more peaceful.

6 (Suggested answer)

Key words to be underlined: why are we not playing more sports, sport clubs, reasons, people do not go, what can be done, encourage people to join, your opinion, examples, 140-190 words.

- 1 I will write an essay providing solutions to a problem.
- 2 The main question of the essay prompt is: What are some of the reasons why many people do not go to sports clubs, and what can be done to encourage more people to join?
- 3 The rubric asks for my opinion and supporting examples.
- 4 The essay will be written in formal style.

7 (Suggested answers)

Suggestions	Examples	Expected results
make it easy to join	provide information (website, posters, flyers, direct mail, social media)	people will find out how to join
advertise that the club is not exclusive	emphasise it is open to everyone of any age, gender or skill level	everyone will feel welcome
create opportunities for people to try the facilities and activities	free trials, reduced fees, introductory offers	people will sample the activities and be more likely to continue





8 (Suggested answer)

Why do few people play sports? Although people are interested, not many people are joining sports clubs. The solution to this problem is for sports clubs to find ways to encourage people to join.

One possible solution is to make sports clubs easy to join. For instance, clubs can provide information through a website, posters, flyers, direct mail and social media. As a result, people will find out how to join.

Another way to solve the problem is to advertise that the club is not exclusive. In particular, the club can emphasise that it is open to people of any age, gender or skill level. In this way, everyone will feel welcome.

Another helpful suggestion is to create opportunities for people to try the facilities and activities. For example, the club can offer free trials, reduced fees, and introductory offers. If people sample the activities, they will be more likely to continue.

To conclude, sports clubs can give people the encouragement they need to join by creating awareness, advertising non-exclusivity and offering people opportunities to try their facilities. In my opinion, if sports clubs take these steps, more people will be playing sports in the near future.

- 9 (Ss' own answers)
- 10 (Ss' own answers)

Revision (pp. 16-17)

1 1 g 3 b 5 d 7 i 9 h 2 c 4 i 6 e 8 f 10 a

2 (Suggested answers)

1 a one-sided for-and-against essay A lot of people prefer to use credit cards rather than using cash these days. There are benefits and drawbacks to this, but I believe credit cards encourage people to spend more, which can make them get into debt.

2 b balanced for-and-against essay Many people decide to travel abroad. But what are the pros and cons of travelling to another country?

3 f essay providing solutions to a problem

Nowadays, a lot of teenagers do not lead active lives. They often spend too much time in front of computer screens. In my opinion, teenagers should be encouraged to do more exercise and get out into the fresh air.

4 c essay providing solutions to a problem

Species are disappearing and ice caps are melting because of climate change. It is clear that global warming is destroying our planet. I feel a solution must be found as soon as possible.

5 h opinion essay

In recent years, some parents have decided to take their children out of schools and educate them at home. I believe that homeschooling is not a good idea for both parents and children.

3 (Suggested answers)

- A 3 In conclusion, I believe teenagers have too many modern gadgets, and it is important to encourage them to get more exercise at home and at school. This will not only benefit their physical health, but also help keep their minds healthy.
- B 5 All things considered, although homeschooling works for some people, I think it is better for the majority of children to attend state schools. Schools give a more varied education and teach valuable lessons like dealing with social situations.
- C 4 In conclusion, there are several different things we can do to solve the problem of global warming. In my view, these steps need to be taken before it is too late. Global warming is a problem we cannot afford to ignore.
- D 2 To conclude, there are advantages and disadvantages to travelling abroad. It gives people a chance to experience other cultures and broaden their horizons. However, it can be expensive and difficult if people do not speak the language of the country they are visiting. I believe people should decide if it is a good option for them or not.
- E 1 To sum up, although credit cards are practical and provide financial backup in case of emergency, they make people spend more in costs and interest fees. I strongly believe that credit cards should be used wisely or else they can be destructive.

4 (Suggested answers)

1 introductory paragraph

Matching conclusion: In conclusion, there are a number of different things we can do to solve this problem. In my opinion, it is our responsibility to decrease poverty and make sure all citizens have

enough to eat and a roof over their heads. After all, as Confucius said, "In a country well governed, poverty is something to be ashamed of." (techniques used: quotation, summary of points)

2 a conclusion

Matching introduction: Nowadays, children are spending more time watching television and films instead of reading. Reading is one of the best hobbies a person can have. In my opinion, it is essential that people encourage children to read more and stare at a screen less. (technique used: objective statement)

5 (Suggested answers)

- 1 To begin with many children are inactive.
- 2 Secondly, the city council could give residents more opportunities to get involved in town safety.

6 (Suggested answers)

- 1 For example, smog is harmful to the lungs and can cause people to develop allergies and asthma. Consequently, this decreases their quality of life and causes chronic health problems.
- 2 Firstly, those with a degree make more money on average than those without a degree. For instance, most high-paying jobs require a degree, such as a doctor or an engineer. As a result, having a degree gives people more financial stability in their career.
- 7 1 I will write a for-and-against essay.
 - 2 I will write an opinion essay.
 - 3 I will write an essay providing solutions to a problem.

8 (Suggested answers)

1	Arguments for			Reasons/Justifications/
	1	1 inexpensive		Results
	2	less stress	-	- no plane ticket, hotel,
			/	meals at restaurants; save money
	Ar	1 can be boring 2 may not		- no travel stress; more
	1			relaxed
	2			
		actually stop		Reasons/Justifications/
		working	1	Results
				- nothing new to do or see; might not enjoy yourself
				- cleaning or working on projects; not well rested

2	Writer's Viewpoint 1	Example/Reason/Results
	online shopping is easier	no searching through a store; find what is needed quickly; relaxing enjoyable experience
	online shopping is less expensive	more options; find good deals; save money
	can be frustrating	no sales assistant and web pages can be confusing; cannot find what you want; do not have a good shopping experience

Suggestion	Examples	Expected Results		
improve public transport	frequent and conveniently located metros, busses, trolleys and trams	more people take public transport		
improve city planning and urban development	more roundabouts instead of traffic lights	traffic keeps flowing		
use alternative fuels	hydrogen fuel cells	produces water instead of carbon monoxide		

9 (Suggested answers)

3

1 Nowadays, more people are taking their holidays at home rather than going on a trip. Without a doubt, 'staycations' have both benefits and drawbacks. Firstly, a staycation is inexpensive. In particular, you do not have to buy plane tickets, rent a hotel room or eat at restaurants. As a result, you will save money. Secondly, a staycation is less stressful. For example, you do not have to deal with the stress of travel. As a result, you will be more relaxed. On the other hand, a staycation can be boring. For instance, often there is nothing new to see or do in our local areas. Consequently, people might not enjoy themselves during their time off. In addition, it might not be easy to stop working during a staycation. If a person spends their holidays cleaning their house or working on projects, they might not feel rested afterwards. All in all, it is clear that staycations have both advantages and disadvantages. The benefits of saving money and having less stress are attractive, but people should be careful to find interesting things to do and be sure to enjoy their time rather than spend it working. After all,

everyone deserves some time off.



2 Erma Bombeck said "The odds of going to the store for a loaf of bread and coming out with only a loaf of bread are three billion to one." Thanks to online shopping, we can buy things without leaving the house. In my opinion, the benefits of online shopping make it a better option than conventional shopping.

First of all, online shopping is easier. For instance, instead of searching through a shop, people can find what they need with a search engine in the comfort of their house. As a result, the experience is relaxing and enjoyable.

Moreover, shopping online can be less expensive. For example, because there are more options, people can find good deals. Therefore, money can be saved.

However, online shopping can be frustrating. In particular, confusing web pages and a lack of sales assistants can prevent people from finding things. Consequently, this can give people a negative shopping experience.

In conclusion, online shopping is preferable to conventional shopping. Shopping becomes easier and people can save money. Even though some web pages are confusing and online stores do not have sales assistants, I believe the variety in the online marketplace allows everyone to find what they are looking for.

3 Robert Orban said "There's so much pollution in the air now that if it weren't for our lungs, there'd be no place to put it all." We need to find ways to solve this problem. Traffic is one of the main causes of the serious problem of air pollution. To stop polluting our air, we need to find ways to reduce traffic.

In the first place, a helpful suggestion is to improve public transport. For example, cities should have frequent and conveniently located metros, busses, trolleys and trams. As a result, more people would take public transport.

Another possible solution is for cities to improve city planning and urban development. In particular, they could install more roundabouts to replace traffic lights. Then, traffic would keep flowing instead of standing still.

Another way to solve this problem is to use alternative fuels. For instance, hydrogen fuel cells are an excellent alternative to fossil fuels because they produce water instead of carbon monoxide. As a result, the air would not get polluted.

To conclude, there are solutions to this problem. Public transport improvements, better city planning and urban development and alternative fuel sources can help. After all, everyone wants clean air to breathe.

Stories (p. 18-27)

- 1 1 The weather was a bit chilly.
 - 2 The story happened on a beach.
 - 3 The story happened last Friday afternoon.
 - 4 The main character is Bob.
 - 5 He was wearing a light sweater.
 - 6 He was walking his dogs.
 - 7 He was feeling relaxed.

2 a) (Suggested answers)

John was sitting on a deserted train platform late at night. He was waiting for his train. It was a cold and foggy evening, so he was wearing a jacket and cap. He noticed that there was no one else around and John felt scared and lonely.

- b) 1 James ran down the stairs as fast as he could. The sun was shining brightly on that hot June morning, so he was wearing a T-shirt and a pair of shorts. It was the last day of school before summer break. John felt excited as he put on his sunglasses and walked through the door. "One more day, and school's over!" he thought.
 - 2 Peter was lying in his bed, trying to fall asleep. It was the middle of the night and a cool autumn breeze blew into his room. He pulled his blanket tighter around him and wished he was wearing a warmer set of pyjamas. He felt tired and unhappy.
 - 3 Jane was getting ready to go out when the phone rang. It was 8 o'clock and she was wearing a black cotton dress. Outside the weather was warm and the sun was just beginning to set. She didn't know who could be calling her and felt very curious.

3 1 A 2 C 3 B

4 1 proud 3 relieved 5 scared 7 sad 2 frustrated 4 happy 6 lonely 8 angry

_				
5	BIG	huge, gigantic		
	SMALL	minute, tiny, minor		
	BAD	horrible, terrible, wicked, evil		
	GOOD/NICE	delightful, great, fabulous, lovely, attractive, charming		
	VERY	absolutely, extremely, remarkably, extraordinarily		
	WELL	successfully, happily, splendidly		



6 (Suggested answers)

3 big - gigantic

- A 1 bad terrible 4 very remarkably 2 very extremely 5 big huge 6 small tiny

 B 1 good great 4 well happily 2 nice charming 5 good delightful
- 7 1 Arriving home, his dog jumped up to greet him.
 - 2 Annoyed, she grabbed her coat and left.
 - 3 Standing on the balcony, they watched the beautiful sunset.

very - extremely

- 4 Wrapped in a warm blanket, she felt relieved to be safe.
- 5 Grabbing his friend by the arm, he pulled him to safety.
- 6 Terrified, she screamed for help.

8	1	whispered shouted	3 4	explai dema		5	asked
9	1	wasn't		9	decided		
	2	thought		10	was mak	ing	
	3	was		11	took		
	4	was tapping		12	stood		
	5	froze		13	pulled		
	6	realized		14	saw		
	7	wasn't raining		15	had lock	ed	
	8	pulled		16	trying		

10 (Suggested answers)

- 1 John was staying at a cottage by the seaside.
- 2 Yesterday afternoon, he went sightseeing in his car.
- 3 John went sailing at the seaside yesterday afternoon.
- 4 Yesterday afternoon, John met his friend Jerry at the beach.
- 5 Sarah got in her car last night to go to the supermarket.
- 11 a) 1 C 3 G 5 D 7 B 2 F 4 A 6 H 8 E

The climax event is the stranger approaching the girls. The story is a first-person narrative.

b) The writer has set the scene using descriptions of: the place (*Cambridge*), the weather (*a lovely spring day*), the time (*for the day*), the people (*Lynne and I*) and the character's feelings (*a terrible feeling*).

- 12 terrible describes feeling lovely and spring describe day best describes friend interesting describes stories good-looking describes stranger
- 13 slowly describes passed politely describes approached quietly describes explained shyly describes offered

Descriptions of people in stories (pp. 22-23)

14	Age	old, in his/her early/late 30s, middle-aged, teenager, elderly				
	Height	short, tall, average				
	Build	thin, athletic, stocky, overweight, slim, heavy, chubby				
	Face	round, tanned, clean-shaven, pale				
	Eyes	green, grey, brown, round				
	Nose	crooked, straight, hooked				
	Hair	ginger, frizzy, grey, straight, brown, curly, bald, dyed				
	Clothes	causal, smart, stylish, old-fashioned				

15 Underline: tall, middle-aged woman, dark skin, large, brown eyes, long, straight, brown hair, big smile, look stylish and relaxed
Circle: polite, charming, impatient

16 1 charming 5 gentle 9 selfless dull 10 blunt 2 nervous 6 7 3 easy-going loyal 4 disorganised determined 17 1 arrogant 4 imaginative 7 outgoing 2 bossy loyal 5 3 caring messy

18 (Suggested answers)

- A Vicky was a tall, thin woman. She was in her early-thirties. She had long dark hair, large brown eyes and a big smile. She wore smart clothes and was always stylishly dressed. She was very charming and selfless showing concern for other people, but could be a bit disorganised at times.
- B Mr Harris was a tall man in his late 70s. He had pale skin and grey hair. He had round blue eyes and wore glasses. He wore smart clothes. He was very polite always showing respect to other people and easy-going with a relaxed manner.

- **19 a)** 1 The second paragraph contains the description of a person.
 - 2 The person is an old, grey-haired man with a kind face who looks tired.
 - 3 The character adjectives used are: *kind* and *angry*.
 - 4 The author has used the verb 'shout' instead of 'say' in the third paragraph.

b) 1 D 3 H 5 A 7 E 2 G 4 F 6 C 8 B

- 20 beautiful describes morning
 gentle describes breeze
 cool and air-conditioned describe bank
 long describes queue
 loud describes voice
 angry and masked describe robbers
 sunny describes the day
- **21 a)** The writer has used the technique of *creating mystery and suspense* to begin the story, and the techniques of *referring to feelings* or *moods* and *describing a person's reaction* to end the story.

(Suggested answers)

Alternative beginning: It was a beautiful morning and I was feeling very happy, I was looking forward to buying a gift for my friend. I had no idea something awful was about to happen. (describe characters' feelings and create mystery/suspense)

Alternative ending: Luckily, the teller was alright, but he admitted he was a little shaken up. After all, wouldn't you be? (address the reader)

b) Direct speech: "This is a robbery!"

22 (Suggested answer)

It was a busy morning I had no idea what was about to happen. Outside, the sun was shining and a gentle breeze was blowing. But in the cool, air-conditioned bank, I was hard at work serving customers.

It was still early and I was the only teller on duty. It seemed as if the whole town needed to get money out that morning! I felt tired already, even though it was still early in the day. I tried not to feel sorry for myself, but the bank was full of people.

Just as I was about to serve the last customer in the queue, I heard a loud voice shout, "This is a robbery!" I looked up and there were two angry masked robbers facing me. I was terrified! I gave them the money in the drawer and they quickly left.

Minutes later the police arrived and I spent all afternoon telling officers what had happened. Luckily,

no one was hurt, but I was a little shaken up. When the police finished asking me questions, I went home to have a rest. It was certainly a day to remember!

Descriptions of places in stories (p. 24)

- static features: at the top of, a small lake set among trees, nearby brick houses moving features: stretched away, a path led, rose above, curved behind, fill the sky busy describes the city large and beautiful describe the park small describes the lake glass describes the tower nearby and brick describe the houses
- 24 Phrases to be underlined: fresh scent, warm breeze, rustled the leaves, footprints, sun beating down, warming, small sweet fruit, pricked my finger, sharp thorn, wrapped it in a soft cloth, turned golden, sound of birds singing drifted

25 (Suggested answer)

Janet stood on top of the hill and looked down into the valley beneath her. To her left a quiet village road stretched away into the distance. To her right she could see a beautiful building with large gardens that was set among trees. A path led crossed a green field leading to the village. On the horizon, mountains rose above the countryside. Above them clouds drifted on the edge of the sky.

Describing events in stories (pp. 24-25)

26 A 1 brought 3 playing 5 screaming 2 sparkling 4 waiting

Adjectives: sweet, bright, loud, excited, electric **Adverbs:** slowly, round and round, suddenly

B 1 brightly-coloured 4 display 2 enjoying 5 lit up

3 having

Adjectives: brightly-coloured, delicious, sugary, wonderful, colourful, awesome **Adverbs:** happily, enthusiastically

27 (Suggested answer)

We were excited as we walked slowly through the busy market place. People were shouting noisily and the stalls were full of interesting items to buy. I was enjoying an ice-cold drink while Katherine was eating a sugary snack. We were having a wonderful time when suddenly a large, mysterious figure appeared in front of us.

28 (Suggested answers)

a) Key words to be underlined: English-language magazine, young people, stories, must begin with this sentence, 'I'd never seen anything like it; the music and colours were absolutely incredible.' must include, festival, injury, 140-190 words.

'd never seen 8 asked 2 were dancing 9 turned 3 filled 10 saw 4 danced 11 showed 5 felt 12 helped had stepped 13 took was bleeding 14 rode

- **b)** 1 She went to the Notting Hill Festival.
 - 2 She danced with the crowd.
 - 3 She felt a pain in her foot.
 - 4 She bled through her flip flops.
 - 5 A dancer asked if she was OK.
 - 6 He took to a decorated bus.
 - 7 He took care of her foot.
 - 8 They rode the bus around Notting Hill.

The climax event was when the dancer helped her onto a decorated bus.

- c) The writer felt happy at the end of the story.
- 29 a) 1 The story is written in the first-person.
 - 2 The writer has set the scene by describing: the place (*Notting Hill Festival in London*), the weather (*the bright sunshine*), people's activities (*dancing, barbecued food*) and people's feelings (*really enjoying it*).
 - 3 **Adjectives:** incredible, bright, barbecued, first, Caribbean, spectacular, broken, deep, athletic, decorated, best

Adverbs: absolutely, happily, suddenly, nervously, quickly

- 4 **Time words:** first time, suddenly, for the rest of the afternoon
- 5 Yes, the writer uses direct speech. "Are you OK?"
- 6 The writer describes people's reactions to begin the story and refers to feelings or moods to end the story.

(Suggested answers)

Alternative beginning: I'm sure you know what it's like to attend a festival. But the Notting Hill Festival in London is extraordinarily fabulous. This year was my first visit to the festival, and I really enjoyed it. There was incredible music and dancing, delicious food, and fun colours everywhere! (addressing the reader directly)

Alternative ending: Once I was feeling better, my new friend and I spent the rest of the afternoon riding the bus around Notting Hill. We had a great time! Before we said goodbye, he turned to me and gave me some helpful words of advice; "Never wear flip-flops to a festival again!" (using direct speech)

- b) After bandaging my foot, we hopped off the bus. I bought an inexpensive pair of trainers. He asked me if I wanted to go back to the festival. My foot felt a lot better, so I agreed. We spent the rest of the day together. I didn't do any more dancing, but it was lots of fun anyway!
- c) Sarah had never seen anything like it; the music and colours were absolutely incredible. People on the street were dancing in the bright sunshine, while the smell of barbecued food filled the air. She was at the Notting Hill Festival in London for the first time and she was really enjoying it.

The festival celebrates Caribbean culture in the UK and over a million people parade through the streets in spectacular costumes covered in anything from glitter to feathers. As Sarah was dancing happily along with the crowd, she suddenly felt a pain in her foot. She had stepped on broken glass and she was bleeding through her flip-flops.

"Are you OK?" asked a deep voice from behind her. She turned around nervously and saw one of the athletic dancers standing over her. She showed him her foot. He quickly helped her on to one of the decorated buses that are part of the parade and took care of her foot.

For the rest of the afternoon, Sarah and her new friend rode the bus around Notting Hill. It was the best day of the summer, and she had never felt so happy!

d) Every year, I love to attend the Notting Hill Festival, but this year was special. This year, I was going to be a dancer in the parade! I had been practising my steps for weeks, and I couldn't wait! The day of the festival finally arrived, and I stepped out of my home and into the bright sunshine. The smell of barbecued food filled the air. Crowds of people were already gathered, and some were even dancing!

The festival celebrates Caribbean culture in the UK and over a million people parade through the streets. My dance group and I were wearing spectacular costumes covered in glitter and feathers. As the parade began, I began dancing happily. Many members of the crowd joined in!



Then I noticed that the girl in front of me was limping.

"Are you OK?" I asked her, and she turned around slowly. She looked nervous, and pointed to her foot. It was bleeding right through her flip-flops! I quickly helped her on to one of the decorated buses that

are part of the parade and took care of her foot. For the rest of the afternoon, my new friend and I rode the bus around Notting Hill. Although the day didn't turn out quite the way I expected, it ended up being the best day of the summer. I've never felt so happy!

Describing objects in stories (pp. 26-27)

30 a) (Suggested answers)

Opinion	Size/Weight	Age	Shape	Colour	Origin	Material	Noun
ugly rare expensive	large little big tiny	ancient modern new	rectangular square flat	green brown	Chinese American European	emerald wooden	(carpet)

b) (Ss' own answers)

- 31 A 1 huge, old, stone
 - 2 beautiful, square, wooden
 - 3 expensive, Italian, gold
 - 4 comfortable, big, antique
 - 5 luxurious, Egyptian, cotton
 - B 1 small, round, wooden
 - 2 old-fashioned, brown, leather
 - 3 small, shiny, metal
 - 4 interesting, colourful, paper
 - 5 modern, white, glass

32 (Suggested answer)

As I waited for my interview, I looked around me. Sitting on a comfortable, small, white sofa, I read through the magazine left on the elegant, curved, brown table next to the tall, new, black lamp. Eventually, I got bored and started looking through the large, modern, glass windows. "Why is this taking so long?" I wondered.

33 (Suggested answers)

- A **Key words to be underlined:** notice, Englishlanguage magazine, short story competition, story must begin with 'Lisa had already left the airport when she realised she had the wrong suitcase.' must include an address, an accident 140-190 words
- 1 I will write a story for a competition.
- 2 Rubric A asks for a third-person narrative.
- 3 The editor of an English-language magazine will read my story.
- 4 The story must include the sentence 'Lisa had already left the airport when she realised she had the wrong suitcase.' an address and an accident.
- 5 I will start my story by using the senses to set the scene.

- B **Key words to be underlined:** teacher, write a story for the school magazine, must begin with 'I looked at the map and decided to turn right.' must include a forest, a helicopter, 140-190 words
- 1 I will write a story for my school magazine.
- 2 Rubric B asks for a first-person narrative.
- 3 My teacher will read my story.
- 4 The story must include the sentence 'I looked at the map and decided to turn right.' a forest and a helicopter.
- 5 I will start my story by setting the scene using descriptions of the place, weather, time and people.

34 a) (Suggested answers)

A Characters: Lisa and police officer

Time: mid-afternoon

Place: outside the airport

Activities: walking out of the airport

Weather: sunny and warm

Events in the order they happened: Lisa left the airport, realised she had the wrong case, trips over and suitcase opens, finds diamonds,

turns it in to police, gets reward.

Climax event: finding the diamonds

What happened in the end: Lisa gets reward

money

Characters' feelings/reactions: happiness

B Characters: myself and my friend, John

Time: late afternoon/evening

Place: in the forest Activities: hiking

Weather: windy and rainy

Events in the order they happened: Decide to turn right. Walk for hours, become lost. Fall down a hill. John goes to get help. Helicopter

arrives. Go to hospital.

Climax event: falling down the hill





What happened in the end: main character gets hospital treatment

Characters' feelings/reactions: relief

b) (Suggested answers)

A Lisa had already left the airport when she realised she had the wrong suitcase. It was a sunny Monday morning and she was on her way to the seaside for a holiday.

She had no idea what to do. All of her clothes were in her suitcase and she needed it back. She turned around to run back into the airport when she suddenly tripped over a crack in the pavement. She fell to the ground and dropped the suitcase. As it hit the hard ground it flew open and the contents spilled everywhere.

Lisa couldn't believe her eyes. Among the clothes there was a bag with diamonds! Thinking quickly, she gathered everything up and put them back in the suitcase. Then she went to the police station in the airport where she explained what had happened and handed the suitcase in. She was relieved to have got rid of it.

Two weeks later, Lisa was at home when there was a knock on the door. It was a police officer. "The diamonds you found were stolen," he said. "The owner wants to thank you for handing it in and they are giving you a £5,000 reward." Lisa was over the moon!

B I looked at the map and decided to turn right. The forest was huge and the weather was windy and rainy, but I was sure that we could find our way to the campsite. My friend, John and I were on our first hiking trip and we were excited.

After walking for several hours I began to worry. We should have already found the campsite. It was late afternoon and it was beginning to get dark. If we didn't get there soon, we would be in trouble.

All of a sudden the ground beneath my feet gave way and I slipped. I was falling down a hill and couldn't stop! I landed at the bottom and felt a pain in my leg. I couldn't move! John shouted to me: "Hold on! I'm going to get help." I waited in the cold dark forest for hours feeling miserable and lonely.

The next thing I knew, there was an incredibly loud noise and a helicopter was flying overhead. I was so relieved! Later, at the hospital the doctors said I was lucky. I wasn't hurt too badly, only a sprained ankle. John and I decided we would never go hiking again!

Writing – Letters/Emails General Introduction (p. 28)

- 1 a) 1 F formal full verb forms (I am writing) and advanced vocabulary (would like to apologise)
 - 2 A informal use of punctuation (!), missing pronouns (Just a quick line) and short greetings, (Hi there!)
 - 3 E formal full verb forms (I have just read), polite ending (Thank you in advance)
 - 4 C formal full verb forms (I am writing), advanced vocabulary (curriculum vitae), advanced grammar (If you have any questions, regarding my application, please do not hesitate to contact me.)
 - 5 D informal contracted verb forms (I've just), informal ending (Let me know how everything goes.)
 - 6 B informal contracted verb forms (I'm having a dinner), chatty language (It would be great if)
 - 7 G formal full verb forms (I am most grateful), advanced vocabulary (due to prior commitments), formal ending, (wish you the best of luck in the future)
 - **b)** 1 A letter of apology
 - 2 A letter giving news
 - 3 A letter asking for information
 - 4 A letter applying for a post
 - 5 A letter giving advice
 - 6 A letter of invitation
 - 7 A letter refusing an invitation

Style (p. 29)

- 1 1 h 3 d 5 b 7 f 9 j 2 e 4 a 6 g 8 c 10 i
- 2 1 a) apologise
 - b) say how sorry I am
 - 2 a) Do you know where I can find
 - b) Could you give me some information about
 - 3 a) Thanks for
 - b) would like to thank you
 - 4 a) Can't wait
 - b) looking forward
 - 5 a) hesitate to contact me
 - b) call me
 - 6 a) dropping you a line
 - b) am writing in the hope
- 3 2 I will be forced to take legal action.
 - 3 We would be happy to refund you in full.

- 4 It gives me great pleasure to accept your invitation.
- 5 I am writing to express my disappointment.
- 6 I look forward to your reply.
- 7 We would be delighted if you could attend.
- 8 I am interested in applying for the position.

Rubric Analysis (p. 30)

- 1 Key words to be underlined: email from your English friend, Luke. planning to visit your country this summer, which places should I visit, best way to travel from place to place, where should I stay? Any advice? email 140-190 words
 - 1 imaginary situation: I am writing to a friend to offer them travel advice.
 - 2 writing style: informal
 - 3 imaginary reader: my friend Luke
 - 4 specific topics: attractions, travel arrangements and accommodation
 - 5 type of writing task: email
- 2 Key words to be underlined: advertisement for a job in the local newspaper, social media manager for successful bicycle shop, to keep our Facebook and Twitter accounts up to date, must be creative, have experience with modern technology, and be enthusiastic about pedal power! job is part-time, would suit a student, letter, 140-190 words
 - 1 **imaginary situation:** I am a student applying for a part-time job.
 - 2 writing style: formal
 - 3 imaginary reader: the manager of a shop
 - 4 **specific topics:** experience with technology, creativeness and enthusiasm for cycling
 - 5 type of writing task: letter
- 3 Key words to be underlined: letter from your English friend, Kathy. The last I heard, you were going skiing in Italy, and then to an English language school in Oxford. you must have a lot of news to tell me. I really want to hear all about it! letter, 140-190 words
 - 1 imaginary situation: I am writing a letter to a friend.
 - 2 writing style: informal
 - 3 imaginary reader: my friend Kathy
 - 4 **specific topics:** my recent skiing holiday and experience at an English school
 - 5 type of writing task: letter
- 4 Key words to be underlined: You own a crocodile farm in Australia. Jamie Forester, a volunteer, has written to you to ask for information Write him an email 140-190 words, how much work he will be doing each day, what the weather will be like, and what sort of clothes he should have with him.

- 1 **imaginary situation:** I am a farm owner writing to a volunteer to give them extra information.
- 2 writing style: semi-formal
- 3 imaginary reader: Jamie a volunteer
- 4 **specific topics:** hours of work, weather conditions and clothes
- 5 type of writing task: email
- 5 Key words to be underlined: Write a letter 140-190 words to your best friend's dad, who took you both on a two-day mountain hiking trip. Thank him for driving you both to the mountain, arranging the accommodation at the hostel, and lending you some equipment. Describe the experience, express a wish to do it again.
 - 1 **imaginary situation:** I am writing a letter to a friend's dad to thank him for a trip.
 - 2 writing style: semi-formal
 - 3 imaginary reader: my friend's dad
 - 4 **specific topics:** transport, accommodation, equipment, experience, wish to do it again.
 - 5 type of writing task: letter

Informal Letters/Emails Giving news (p. 31)

- 1 a) Key words to be underlined: email from your English-speaking pen-friend, How are you enjoying your holiday? What are your plans for tomorrow? tell me about it. Sally, email, 140-190 words
 - 1 I am going to write an email.
 - 2 My pen-friend Sally is going to read it.
 - 3 I should write about my holiday and my plans for tomorrow.
 - 4 I should write it in an informal style.
 - 5 I should use 140-190 words.
 - b) 1 I've been
 2 I'd drop
 3 am having
 4 have seen
 5 haven't been
 6 I'm meeting
 7 starts
 8 you've been
- 2 (Suggested answers)

Opening remarks: Great to hear from you!
Alternative: How's everything? Hope you're well.
Closing remarks: Write back soon and let me know what you've been up to since the last time I heard from you.

Alternative: Looking forward to hearing your news.

- 3 a) Key words to be underlined: email from your English-speaking pen-friend. How's your English course in New York? Where are you staying? How long will you be there? What's the course like? Do you like it? Mark, email, 140-190 words
 - 1 I am going to write an email.
 - 2 My pen-friend Mark is going to read it.
 - 3 I should write about my English course in New
 - 4 I should write it in an informal style.
 - 5 I should use 140-190 words.

b) (Suggested answers)

Place - Hotel in the centre of town

Length of stay – One month

Course description - Lessons in the morning and group activities in the afternoon

Feelings/Impressions – very difficult, but enjoying it anyway. Really like New York

4 (Suggested answer)

Dear Mark

How's everything? Hope you're well. Sorry for not writing sooner, but I was busy.

I'm staying in a really nice hotel in the centre of New York City for the next month. I've got my huge room all to myself and it's great being near so many attractions like Times Square and Broadway.

The course is going well. In the morning we have English lessons. Then in the afternoon we do group activities like going on trips to the Statue of Liberty to help improve our conversation skills. It can be very difficult at times, but I enjoy it. I really like New York as well and I don't want to leave!

Anyway, I've got to go now or I'll be late for my next class. It was good to hear from you! Yours,

Raul

Giving advice (p. 32)

1 Key words to be underlined: email English-speaking pen-friend, want to earn extra money in free time, but don't know what to do, got any advice, Walter, email 140-190 words

(Suggested Answers)

- 1 If I were in your position, I would
- 2 Have you thought about
- 3 Why don't you
- 4 I hope this helps.
- 5 Let's hope that everything turns out all right.

- 2 a) Key words to be underlined: an email from your English-speaking pen-friend. I've put on weight. I need to get into shape. Any ideas? Jane, email, 140-190 words
 - 1 I am going to write an email.
 - 2 My English-speaking pen-friend, Jane.
 - 3 I should give advice about ways to lose weight and get into shape.
 - 4 I should write it in an informal style.
 - 5 I should use 140-190 words.
 - **b)** 1 b 2 e 3 a 5 d

(Suggested answers)

- 2 If I were you, I'd avoid eating sweets. This will stop you putting on weight.
- 3 If I were you, I'd eat small meals. This will prevent hunger from building up.
- 4 If I were you, I'd find someone to exercise with. This will motivate you to stay in shape.
- 5 If I were you, I'd walk as much as possible. This is easy daily exercise and saves money on transport.

3 (Suggested answer)

Dear Jane.

Thanks for your email. It's lovely to hear from you. I'm sorry to hear that you've put on weight, but I think I can help you. Here are some ideas that can help you to lose weight.

If I were you, I'd join a gym. This will help you to get in shape and tone your muscles. Why don't you find someone to exercise with? This way you would be more motivated to stay in shape.

Another good idea is to walk to work. If you do this, you will get easy daily exercise and it will also save you money on public transport. You could also eat small meals throughout the day. This will prevent hunger from building up.

I hope that things get better and that everything turns out all right. Let me know what happens.

Best wishes,

Jane

Making/Accepting/Refusing invitations (p. 33)

1 a) Key words to be underlined: You live in England. Your family is planning to go on a camping trip this summer. email to your English friend Emily telling her all about your trip and inviting her to come with you, 140-190 words

> B 3 C 2 D 1

b) (Suggested answers)

- 1 It would be great if you could come with us.
- 2 Why don't you join us?
- 3 Please let me know as soon as possible.

2 (Suggested answer)

... come with you. Your parents are fun to be with and we will have the chance to go hiking and explore the area. It's ages since we last spent our holidays together.

... There's lots of fun things to do there. Pine Mountain sounds like an incredible place. I could bring my guitar if you want to. We can sing songs in the evening round the campfire. What do you think? ... I have to catch the bus to the library. I have to return some books I borrowed two weeks ago. I can't wait to spend time with you.

3 (Suggested answer)

Hi Judy,

Great to hear from you! I'm sorry I haven't replied sooner, but I've been very busy. Thanks so much for the invitation to go camping with you and your family. Pine Mountain sounds amazing!

Unfortunately, it won't be possible for me to come to Pine Mountain with you this time. In August I'm going to Portugal for three weeks with my family and I won't be back in the UK until the start of September.

I'm really disappointed that I can't come, but I'm sure that you'll have a great time without me. It sounds like there's lots of fun things for you to do in the daytime. I'm sorry that I have to miss this trip, but I hope that we can get together soon.

Best wishes,

Mary

Thanking – Congratulating – Apologising – Expressing regret/sympathy (pp. 34-35)

- 1 1 beginning expresses thanks (Thanks so much)
 - 2 ending apologises for something (Once again, I'm so sorry)
 - 3 beginning expresses sympathy (I'm so sorry, being in hospital is terrible, I hope that you get well quickly)
 - 4 ending congratulates (well done! I knew you'd win)
- 2 a) 1 I wanted to write to you
 - 2 It was a great surprise
 - 3 so much hard work
 - 4 It was also really nice
 - 5 I also wanted to thank you
 - 6 It's absolutely perfect

- 7 I'll never forget the party
- 8 Thank you again
- **b)** 1 B 2 D 3 C 4 A

3 (Suggested answers)

2 Dear Una,

I'm so sorry to hear that you failed your science exams. You must be so disappointed about it.

. . .

Anyway, I have to go, but once again. I'm really sorry to hear about the exam. I'm sure you'll do better next time!

Yours.

Mike

3 Dear Anna,

I've just heard that you successfully graduated university and I wanted to congratulate you. Well done!

...

I hope that you have a good time on your travels this summer. Once again, well done! I'm really proud of you.

Yours,

Kelly

4 Dear Hugh,

I just wanted to apologise for missing your birthday party last week. I'm so sorry, I completely forgot about it!

...

I really feel terrible about it. I hope that you aren't too upset with me.

Yours.

Barney

4 (Suggested answers)

A **Key words to be underlined:** English friend, lent you their laptop to do your homework, you spilled orange juice on it and broke it. Write a letter, 140-190 words, explaining what happened, apologising and offering to pay for repairs.

a letter of apology

B **Key words to be underlined:** letter from your English pen friend, you came to stay with us last week, What did you enjoy about your trip?, Sam, letter, 140-190 words, thanking him for letting you stay and stating what you enjoyed.

a letter thanking someone

C **Key words to be underlined:** Your Englishspeaking friend, won first prize in a local art competition, email, 140-190 words, congratulating them and asking when you can see their art work. a letter congratulating someone

20

D **Key words to be underlined:** email from your English-speaking friend, failed my important maths exam. I feel really upset. What do you think I should do to do better next time? Karen, email, 140-190 words.

(expressing sympathy and offering advice)

5 (Suggested answers)

A Dear Carol,

I'm writing about the laptop that you lent me last week to do my homework on. I'm afraid I spilt orange juice on it. I'm so sorry!

I was sitting at my desk writing an essay for my French class when the doorbell rang. I stood up to answer the door, but I accidentally knocked over a glass of orange juice and it went all over the keyboard. The computer immediately stopped working and I couldn't turn it back on.

I'm happy to pay for any repairs that need doing. I've already taken it to a repair shop and it should be fixed by the weekend. I'll come to your house to drop it off then. I hope that this isn't too inconvenient for you.

I'm so sorry about this. I feel really terrible about it. I hope you aren't too upset with me.

Yours,

Tara

B Dear Sam,

I'm writing to thank you for having me to stay with you and your parents last week. I had such a great time!

You and your family were very welcoming and really made me feel at home. Your house is lovely and the food that your parents cooked was delicious!

I think my favourite part of the week was when we went on the day trip to the amusement park. I loved the scary rides, but I think I ate far too many sweets that day! I also really enjoyed the movie night we had. It was great just staying in and chatting all night with you.

It really meant a lot to me that you and your family were so kind. I hope that you will come and stay with me soon so that I can return the favour! Thanks once again!

Yours,

Martin

C Dear Heather,

I've just heard that you won first prize in the local art competition and I wanted to congratulate you. I'm so proud of you. Well done!

It's very difficult to win first prize and I know that you've been working hard on your painting for months now. You must be so pleased that all of your efforts have paid off!

I'd love to come and see your painting for myself. Are you free any day next week for me to come to your house? If not, perhaps you could send me a picture of it. I could print it and put it up on my bedroom wall.

Anyway, I'm really proud of you for getting first place. You've always had a lot of talent so it's nice to get an award for it. Once again, congratulations! Write back.

Yours,

Kiera

D Dear Karen.

I'm so sorry to hear that you didn't pass your maths exam. I know that it was very important to you, but try not to feel too bad about it.

There are several things that you can do to do better next time. Have you tried going to revision groups? Most school run classes in the evenings to help students get better grades. I think that it could help you a lot.

Also, if you need a revision partner, I'd be happy to help you in my spare time. I'm quite good at maths, so I can help you with any problems that you are stuck with.

If you'd like me to help you, then just let me know. I'm free any time! Once again, I'm really sorry about the exam, but I'm sure you'll do better next time!

Yours,

Will

Asking for/Giving information (p. 36)

1 Key words to be underlined: Your family, planning a summer holiday in Brighton, English pen-friend, Julian, lives near there, ask him for some information, email where to stay, what tourists can do there and how to get there from the airport, 140-190 words

(Suggested answers)

- 1 I want to find out I would like you to tell me
- 2 I thought you'd be the best person to ask I imagine you'll be able to tell me
- 3 do you know is there
- 4 could you tell me I was wondering if you know
- 5 I need to know can you let me know
- 2 a) Key words to be underlined: English pen-friend Steve, coming to stay with you and your family, he sent you an email to ask for some information, would like to know, what activities you will be doing during his stay, how much spending money he should bring and what kind of gift he could bring for your parents, email, answering his questions, 140-190 words





- 1 I am going to write an email.
- 2 My English pen-friend Steve is going to read it.
- 3 I should write about activities we will do, how much spending money he should bring and what gift he could bring for my parents.
- 4 I should write it in an informal style.
- 5 I should use 140-190 words.

b) (Suggested answer)

Hi Steve,

It was nice to hear from you. How are you? I'm going to try to answer all of your questions!

To answer your question about activities, I thought that we would go hiking. There is also a good place to do water sports if you want to.

As far as spending money is concerned, you shouldn't need too much. Food and accommodation will be free, so you should just bring a few pounds for souvenirs if you want to buy some.

You asked about presents for my parents, but you really don't need to get anything. They will be happy enough with a thank you card.

I hope that I've helped and that I have answered all of your questions. Let me know if you would like to know anything else. I can't wait to see you! Best wishes,

Tom

Describing people (p. 37)

D 4

Age: in her late forties Height: tall Weight: plump Face: round Hair: brown, curly Eyes: big, green Nose: small Lips: full Special Features: glasses Character: happy, cheerful, kind, caring, helpful

1 greedy stubborn 9 practical 2 creative respectful 10 courageous 3 irresponsible sociable selfish

4 (Suggested answers)

4 funny

Appearance: short, teenager, slim, oval face, spiky red hair, round brown eyes, button nose, thin lips, freckles

Character: funny, sociable, courageous

Why special: Fun to be around, always nice to me, makes me laugh

Dear Peter,

Thanks for your letter. It was nice to hear from you! I hope you're well.

To answer your question about my favourite family member, I'd say it's my older sister. She's the best! She is a teenager like me, and she is short and slim. She has an oval face and short, spiky red hair. She also has round, brown eyes, a button nose and thin lips. On top of this she has freckles all over her face! My sister is a very funny person. She's always making jokes. She's very sociable and has lots of friends. She's always being invited round to people's houses because she's so popular. On top of this, she's very courageous. She never lets anything scare her.

I like my sister best because she's so fun to be around. A lot of people don't get on with their siblings, but my sister is always nice to me and tries to make me laugh every day. I feel lucky and grateful to have her as a sister. What about you? Who's your favourite family member? Write back and let me know! Best wishes,

Gabrielle

Describing places (p. 38)

- 1 a) Key words to be underlined: English-speaking pen-friend, A friend of mine, visiting your country, Which place, recommend for them to visit, What is special about it?, Jane, letter, 140-190 words
 - 1 I am going to write a letter.
 - 2 My English-speaking pen-friend Jane is going to read it.
 - 3 I should write about a place in my country and what is special about it.
 - 4 I should write it in an informal style.
 - 5 I should use 140-190 words.
 - **b)** A 4 B 2 C 1 D 3

c) 1 spectacular

The author uses the present tense because they are describing something that is permanent and unchanging.

4 huge

local

	٠,	high thick	5	deep		
2	Α	historic crowded		heavy lively	5	clean
	В	unspoilt picturesque	_	beautiful narrow	5 6	friendly quiet

3 (Suggested answers)

Reason: beautiful city, romantic

Location: capital city of Czech Republic, north-west

of the country

Activities: walk down the Vltava River, see gothic

architecture, museums, cafés

Sites: Charles Bridge, Astronomical Clock

4 (Suggested answer)

Dear Jane,

Thanks for your letter. It's great to hear from you. The place I'd recommend for someone to visit in my country is Prague. It's the capital city of the Czech Republic and it is in the north-west of the country.

Prague has lots of amazing sights to see. Two of the most famous are the Charles Bridge, the oldest bridge in the country and the astronomical clock in the Old Town Square. It chimes every hour and is very impressive to see.

There are also plenty of fun activities to do. I suggest talking a walk down the Vltava River and looking at the beautiful architecture. There are also many museums and coffee shops to visit all over the city. All in all, Prague is an incredibly beautiful city with a very romantic atmosphere. No visit to the Czech Republic is complete without visiting it.

Write back soon!

Yours,

Alex

Describing events (p. 39)

- 1 a) Key words to be underlined: letter, English-speaking pen-friend, the best annual event in your country? What do people do? What is special about it? tell me about it, Mark, letter, 140-190 words
 - 1 I am going to write a letter for my Englishspeaking pen-friend Mark.
 - 2 I should write about an annual event in my country.
 - 3 I should write it in an informal style.
 - 4 I should use present tenses because I am referring to a timetabled event.

b) (Suggested answer)

It's great to hear from you.

You really should go; you'd have a great time!

- 2 1 miss 2 exciting 3 unforgettable
- 3 a) Key words to be underlined: email, your English friend, nice time at the music festival? What was it like? Did anything special happen? Tony, email, 140-190 words

I am going to write an email to my friend Tony. I will mainly use past tenses because I will be describing an event I attended in the past.

b) 1	took	6	started
2	worked	7	had
3	had been rehearsing	8	ate
4	were preparing	9	met
5	attended	10	was

4 (Suggested answers)

Para 1: Benicassim, Valencia, Spain. July

Para 2: book bands, recruit staff, prepare campsites

Para 3: music, food, camping

Para 4: lots of fun, good atmosphere

Dear Mark,

Thanks for your letter. One of the most famous annual events in my country is the Benicassim Festival. It takes place every July on the coast near Valencia in the east of Spain, and lasts up to eight days. It's a fantastic music festival that people from all over the world come to enjoy. Preparations for the festival start months in advance. The organisers have to book bands and DJs to perform, recruit staff such as first aiders and security and prepare the campsites where thousands of people will be sleeping.

During the festival there are lots of things to do. People listen to music from famous pop and rock bands well into the night. There is also a campsite and a beach where people can sunbathe or swim in the sea in their spare time. There are many places to buy different types of food at reasonable prices.

Overall, Benicassim Festival is lots of fun and there is always a great atmosphere in the campsite. If you ever get the chance to go, don't miss it!

Best wishes.

Julio

Narratives in letters/emails (p. 40)

1	1	have ever had	5	went	9	tried
	2	went	6	kept	10	took
	3	arrived	7	got		
	4	chose	8	swam		

- 2 1 They arrived at the port.
 - 2 They decided to ride donkeys.
 - 3 The donkeys walked close to the edge of the path.
 - 4 Her brother was screaming.
 - 5 They got to the top.
 - 6 Her brother was as white as a sheet.
 - 7 They went swimming in the mornings.
 - 8 They ate nice food while watching the sunset in the evenings.
 - 9 They took the cable car down to the port.



3 (Suggested answers)

Funny element: When we got to the top, the donkey had had enough of the noise and kicked his back legs outwards. My brother landed in the dirt and was so shocked he finally stopped making so much noise! Different ending: On the way back, we took a cable car to the port, but it was delayed for some time. Imagine our delight when we got to the port to find that we had missed our boat. We got to stay another night so we were all really happy.

- 4 a) Key words to be underlined: letter from your English-speaking pen-friend, the worst experience you have ever had while on holiday? What happened? How did you feel? Write back and tell me about it, Victoria, letter, 140-190 words
 - 1 I am going to write a letter for my pen-friend, Victoria.
 - 2 I should write about my worst ever experience while on holiday.
 - 3 I should write it in an informal style.
 - 4 I should use 140-190 words.

b) (Suggested answers)

Who: Myself and my friend, Dan

When: Last summer

Where: India

Events in order leading to the climax event: Got to hotel; Receptionist rude; Went to room;

Room dirty; Left bags in room; Went to restaurant; Ordered food; Food tasted horrible; Complained to reception; Staff rude; Went to room; Picked up bags; Walked to another hotel; Checked in; Went to room; Very happy

Climax event: Reception staff being rude when

complaining

End of story/feelings: Relief to be somewhere nicer

5 (Suggested answer)

Dear Victoria,

Thanks for your letter. The worst experience I've ever had was when I went to India last summer with my friend, Dan.

When we got to the hotel and checked in, the receptionist was very rude and uninterested in us. We felt very annoyed as we went up to our room. When we got there, the room was very dirty. The sheets weren't clean and there was mud on the floor. We left our bags in the room and went to the restaurant. We ordered food, but when it came it tasted horrible. We went to reception to complain, but the staff were incredibly rude to us.

We decided to find somewhere else to stay, so we went to our room, got our bags and walked down the street looking for another hotel. Soon we found one and checked in. When we got to our room, it was lovely and clean, so we were really happy. We were so relieved to be staying somewhere nicer. It was a wonderful hotel. What about you? Did you have a nice time while on holiday?

Write back,

George

Semi-formal Letters/Emails Thanking (p. 41)

- 1 1 C accepting an invitation
 - 2 F refusing an invitation
 - 3 A thanking
 - 4 B apologising
 - 5 D asking for advice
 - 6 E giving advice
 - 7 G asking for information
- 2 1 I am writing
 - 2 to thank you very much
 - 3 very kind
 - 4 all your efforts
 - 5 I really felt
 - 6 As far as my English is concerned
 - 7 what helped me most
 - 8 shall always remember
 - 9 Thank you once again
 - 10 Perhaps you could
 - 11 Best regards
- 3 A 1 Thank you
 - 2 I apologise for
 - 3 reply
 - 4 It will be an honour to attend
 - 5 I am looking forward to seeing
 - B 1 your hospitality
 - 2 I appreciate
 - 3 I'm very grateful
- 4 Key words to be underlined: just completed an English language course, email, 140-190 words, English teacher, Mr Higgins, thanking him for all his help and explain how the course has helped you. The key words tell me the imaginary situation, the imaginary reader, the type of writing task, the writing style, what information I have to include and the number of words I should use.



(Suggested answer)

Dear Mr Higgins,

I am writing to you in regards to the English course that I took at your school this summer.

I would like to thank you for all the help you gave me on my English course. You were a very supportive teacher and I enjoyed all of the lessons you gave us. The course has helped me in many ways. I now feel much more confident speaking to strangers in shops and on the phone, as my speaking and listening skills are much stronger. I also believe that my reading skills are much improved due to the practice I had in your class. I particularly enjoyed the exercises where we would read the daily newspaper. I found them very interesting and informative.

Thank you once again for all the help you gave me over the last few months. You are an excellent teacher and I enjoyed my time on your course immensely.

Best regards,

Mary Smith

Formal Letters/Emails Applying for a course (p. 42)

- 1 1 I am writing to apply for a place on
 - 2 commences
 - 3 studying for
 - 4 Additionally, I participate
 - 5 a wonderful opportunity
 - 6 further improve my music skills
 - 7 go on to apply for
 - 8 It would be extremely rewarding
 - 9 I am fully aware of the fact that only a few places are available
 - 10 consider my application
 - 11 Please find enclosed
 - 12 I look forward to your response
 - 13 Yours faithfully
- 2 a) Key words to be underlined: seen this advert, MANCHESTER UNIVERSITY, Three-week English course for adults. Mrs Harris, email, applying for a place on the course, 140-190 words I am going to write to Mrs Harris to apply for a place on an English course at Manchester University. I will use B to start/end my email.

b) (Suggested answer)

Dear Mrs Harris.

I am writing to apply for the English Language course at Manchester University.

I am sixteen years old and I am currently studying for my International Baccalaureate at secondary school. I have been studying English since I was 11 and have taken part in several foreign exchange programmes. Last year I won an award at my school for outstanding progress in English. I would like to attend the course at Manchester University as I feel that it would be a wonderful opportunity for me to further expand both my skills and experience.

I am fully aware that there will only be a few places available on the course, but I would be grateful if you could consider my application. Please find enclosed my CV and a letter of reference from my current English teacher. I look forward to hearing from you.

Yours sincerely, Maria Fontanel

Applying for a post (p. 43)

- 1 1 I am writing to apply for
 - 2 as advertised
 - 3 currently studying
 - 4 progress to
 - 5 I have had no formal work experience
 - 6 I am a highly reliable worker
 - 7 if you would consider my application
 - 8 please do not hesitate
 - 9 I look forward to
- 2 Key words to be underlined: seen this advert, parttime animal care workers, Weekly Gazette, interested in applying for the post, email of application, 140-190 words, organisation for stray cats and dogs, energetic and dedicated people, Responsibilities include feeding, bathing and generally taking care of animals. Apply to Mr Evans by email to Furryfriends@msn.co.uk

I am going to write about my qualifications, education, previous experience and personal qualities. I am going to write to Mr Evans.

(Suggested Answer)

Dear Mr Evans,

I am writing to apply for the position of Animal Care Worker as advertised in the *Weekly Gazette*.

I am an 18-year-old student currently working towards my A-levels at school. I have been working as a volunteer at a local animal shelter for the last two years where I assist with cleaning at feeding of the animals. I am considered to be a hardworking and enthusiastic individual and I particularly enjoy working as part of a busy team.

I would be most grateful if you would consider my application. I have enclosed a reference from the animal shelter. Should you require any further information regarding my application, please do not hesitate to contact me on 888-569541 on weekdays evening hours. I would be glad to attend an interview at any time.

Yours sincerely, Hannah Ashley



Asking for/Giving information (p. 44)

- 1 1 I am writing with regards to
 - 2 I would be grateful if you could provide me with some further details
 - 3 Could you please provide me with
 - 4 I would like to enquire about the possibility of hiring
 - 5 could you let me know
 - 6 it would cost
 - 7 I was wondering whether the sports centre offers
 - 8 I look forward to hearing from you
 - 9 Thank you in advance for your assistance.
- 2 a) Key words to be underlined: volunteer at an animal shelter, an email from Mr Harris, interested in volunteering, like some information, what different activities volunteers can get involved in, if any previous experience is required, number of hours volunteers should be available for, Mark Harris, email, 140-190 words
 - 1 I am going to write an email giving information.
 - 2 Mark Harris is going to read it.
 - 3 I should write about the activities volunteers can be involved in at the animal shelter, what experience is required and the number of hours volunteers need to be available for.
 - 4 I should write it in a formal style.
 - 5 I should use 140-190 words.

b) (Suggested answer)

Dear Mr Harris,

Thank you very much for your email. I am writing in response to your email requesting information on volunteering at the animal shelter.

Volunteers are able to be involved with many different activities such as cleaning and feeding the animals. We also need volunteers to help with a range of fundraising activities such as handing out leaflets and collecting donations.

We do not require that our volunteers have experience, but we do want them to be passionate about our shelter. You can work any amount of hours, from 1 to 35 hours a week. We will be flexible to fit in with your schedule. However, we request that once hours have been agreed you stick to them on a weekly basis.

I hope that I have been of assistance. Please do not hesitate to contact me if you have any further questions.

Yours sincerely,

Harriet Smith

Describing objects (p. 45)

1 (Suggested answers)

Opinion	old-fashioned, trendy, beautiful
Size/Weight	light
Age	modern
Shape	square, flat, round
Pattern	spotty, tartan
Colour	blue, dark, white
Origin	Asian, African
Material	metal, cotton

- 2 1 a bag
 - 2 a small, blue, denim shoulder bag
 - 3 a handle
 - 4 a colourful, little, striped wallet
 - 5 an expensive, modern, black mobile phone
- 3 Key words to be underlined: bus journey, left your hand luggage behind, letter 140-190 words, to the bus company describing the hand luggage and the items inside

Dear Sir/Madam,

I am writing to you to in connection with a piece of hand luggage which I left on the 6:15 bus from Willesden Green Library on Wednesday the 20th of February.

It was a small, brown, leather bag with a sticker of the Italian flag on it. Inside it there was a blue, woollen cardigan, a modern, black, leather wallet and a striped, green, silk scarf. In the front pocket of the bag there was also a pair of red, woollen gloves in a gift bag. All of these items are of great value to me, so I am very concerned about their whereabouts.

In the event of the bag being found, I would greatly appreciate if you could contact me by phone on 0568 5642159 or by email at Annawh.@email.com at your earliest convenience.

Yours faithfully,

Anna Whitefield

Making a complaint (p. 46)

1 Key words to be underlined: you paid for a holiday, travel agency booked wrong dates, contacted travel agency, promised someone contact you, still waiting for reply, email, 140-190 words, to travel agency explaining reasons for dissatisfaction and what action you expect



10 shoes

- 1 express my extreme dissatisfaction
- 2 an error had been made
- 3 to my frustration
- 4 make matters worse
- 5 incredibly unhelpful
- 6 refused to amend my flights
- 7 extremely annoyed
- 8 take further action

Paragraph 1 states the purpose for writing.

Paragraph 2 explains the original problem.

Paragraph 3 gives the first complaint.

Paragraph 4 gives the second complaint.

Paragraph 5 expresses the writer's feelings and expected course of action.

2 a) The letter in Ex.1 is written in a strong tone.

b) (Suggested answer)

Dear Sir/Madam,

I am writing in connection with the inefficiency of the staff at your travel agency.

On 21st of May, I booked a holiday to Tenerife departing on the 5th of June. Checking my ticket, I realised that my flight had been booked for the 5th of July.

When I returned to amend the details of my trip, I was told that the dates could not be changed without charging an extra fee.

Unfortunately, when I asked to speak to the manager, he was quite rude. He insisted that I had made an error when booking and would not change my flight until he had investigated the matter. However, I have heard nothing for two days.

As you can imagine, I am really disappointed with the service I have received at your agency. I feel that I am entitled to a refund.

Yours faithfully, Jonathon Young

Making a complaint (p. 47)

1 a) (Suggested answers)

- 1 I am writing in connection with the quality of your rooms.
- 2 I wish to bring your attention to the rudeness of the assistants in your store.
- 3 I feel that I am entitled to a refund for the goods I ordered from your site.
- 4 I am writing in connection with the items I ordered, which arrived in a bad condition.

b) (Suggested answers)

- 1 is about the quality of hotel rooms.
- 2 is about the behaviour of shop assistants.

- 3 is asking for a refund for goods ordered online
- 4 is about the condition of some items ordered.
- 2 1 vacuum cleaner 5 shirt 9 vase
 - 2 chair3 washing machine6 camera7 handbag
 - 4 toaster 8 coat
- 3 1 I am writing
 - 2 express my dissatisfaction with
 - 3 To begin with
 - 4 was delivered to me
 - 5 the garment I received
 - 6 In addition
 - 7 To make matters worse
 - 8 As you can imagine
 - 9 extremely disappointed
 - 10 I feel that I am entitled to
 - 11 hope that steps will be taken to ensure
 - 12 more accurately reflects
 - 13 I would appreciate it if this matter could be dealt with promptly
- 4 a) Key words to be underlined: you bought a book online, received the wrong book, asked for a replacement, delay with delivery, email, the online bookshop explaining the reasons for your dissatisfaction and saying what action you expect the bookshop to take, 140-190 words
 - 1 I am going to write an email of complaint.
 - 2 The owner of an online bookshop is going to read it.
 - 3 I should write about the wrong book being delivered to me and a delay in delivery. I should also mention what action I would like them to take.
 - 4 I should write it in a formal style.
 - 5 I should use 140-190 words.

b) (Suggested answer)

Dear Sir/Madam,

I am writing to express my strong dissatisfaction with the service I have received from your online bookshop. I wish to draw your attention to a problem which arose some time ago.

I ordered a copy of my favourite book from your store, but when it arrived, I had been sent the wrong item. Instead of *The Lord of the Rings*, I had been sent a copy of *Harry Potter*.

Immediately, I contacted customer services and requested a replacement, but after waiting for a month, it still has not arrived. Despite calling repeatedly for the last two weeks, no one has been able to find my order.



As you can imagine, I am extremely unhappy with the service that I have had from your store and would now like to request a full refund and letter of apology. If the matter is not dealt with promptly, I shall be forced to take further action.

Yours faithfully,

Alison Becker

Apologising (p. 48)

- 1 1 offer my sincerest apologies
 - 2 letting you know in advance
 - 3 liked very much to attend
 - 4 it was impossible for me to attend
 - 5 had every intention of writing to you
 - 6 under a great deal of pressure
 - 7 it just slipped my mind.
 - 8 I was extremely honoured
 - 9 I am extremely sorry for missing the ceremony

2 (Suggested answer)

Dear Mrs Hughes,

I am writing to offer you my sincerest apologies for breaking your window. I am extremely sorry for the damage I caused.

Allow me to explain what happened. I threw a rock to try to get a basketball down from a tree beside your house, but it hit the window. It was not my intention for that to happen. I owe you an apology for not admitting my mistake immediately as well. I am deeply distressed by my actions.

Please allow me to help you out with some chores as a way of apologising. Perhaps I could mow your lawn or help you with some gardening. Please contact me if this is something you would like me to do. Also, my parents insist that they pay for the window to be replaced. Once again, please accept my sincerest apologies.

Yours sincerely,

Tom Granger

3 a) Key words to be underlined: You borrowed a book, the local library, you were on holiday, you forgot to bring it back, letter, library, apologise for losing the book, offer to pay for it, 140-190 words. I am going to write a letter to the local library to apologise for losing one of their books.

b) (Suggested answer)

Dear Sir/Madam,

I am writing to offer my sincerest apologies for losing one of your library books while on holiday in Spain. The situation resulted from my own carelessness, and I am truly sorry.

Allow me to explain what happened. I borrowed one of your books to take on my summer holidays with me this year. Unfortunately, I was late for my flight back home and in my rush to pack my belongings I must have left in the hotel room. I am deeply distressed at having lost your property. It was not my intention to cause this inconvenience in any way.

Please allow me to pay for the book I lost. Please find a cheque for £10 enclosed with this letter. Once again, I really am very sorry for any inconvenience I may have caused.

Yours faithfully,

Terry Carter

Recommending/Making suggestions (pp. 49-50)

- 1 a) Key words to be underlined: visited a museum, school trip, teacher, letter on behalf of the class, curator, giving your opinion on the museum, making suggestions for improvements for visitors, letter, your recommendations 140-190 words
 - 1 b

2 a

b) (Suggested answers)

- 1 believe 4 This would mean
 - In the first place 5 In addition
- 3 For one thing
- 6 As a result, they could
- 2 A 1 the ideal candidate
 - 2 leads me to believe
 - 3 On account of her
 - 4 she deserves to be considered
 - B 1 I highly recommend
 - 2 I am convinced that
 - 3 take my comments into consideration
 - 4 the right decision
 - C 1 the most suitable
 - 2 I have no doubt
 - 3 very attractive proposal

3 (Suggested answer)

Dear Mr Parkin,

I am writing to put forward Richard Thompson for the title of 'Student of the Year' at the end-of-term award ceremony. I firmly believe he deserves this honour. First of all, on account of Richard's character, I would highly recommend the award go to him. He always takes the time to help younger students with their homework and spends a lot of his time tutoring students who are not doing well in maths and science. In addition, Richard volunteers at the weekends at the local sports centre to help disabled children play

a range of sports. He dedicates all of his time to others and does not ask for anything back.

In summary, Richard is both a good student and a good person. He is the ideal choice for the student of the year award. I hope you will consider my recommendation.

Yours sincerely, Gemma Green

- 4 a) A Key words to be underlined: You visited a local sports centre, school trip, your teacher, asked you, write a letter on behalf of the class to the manager, giving your opinion on the local sports centre and making suggestions for improvements for visitors, letter, 140-190 words I am going to write a letter to the manager of a local sports centre. I am going to write about possible improvements for visitors.
 - B Key words to be underlined: Your best friend, applying to work at an animal shelter, asked you to write a letter of recommendation, email, 140-190 words, why your friend would be good for the job and what qualities they have that will help them

I am going to write an email to an animal shelter recommending my friend for a job.

b) (Suggested answers)

A Dear Sir/Madam,

I recently visited your sports centre as part of a school trip. I am writing on behalf of my class from Heathfield Academy to say that we enjoyed our visit very much.

In the first place, I would like to say that the staff members were all very helpful and polite. They had a lot of knowledge about sports and were able to answer all of our questions about the equipment. The talks that they gave were all very enjoyable and interesting.

However, I would suggest that there could be more sports on offer. For instance, tennis or volleyball might interest a wider range of people. In this way, more people would come to the centre. Additionally, it would be a good idea to run classes in the evening. This would allow people who work all day to enjoy the sports centre, as well. As a result, the centre would be more popular and make more money.

In conclusion, it is my opinion that the sports centre already offers an enjoyable experience, but with just a few small changes, it could be even better. Thank you for an enjoyable visit. Yours faithfully,

Benjamin Hamilton

B Dear Sir/Madam.

I am writing on behalf of Andrew Martin to recommend him for the available position at your animal shelter. In my opinion, he is an ideal choice for the job.

First of all, Andrew is very hardworking and has the skills necessary to perform well. His time management skills are especially outstanding. This means that he can efficiently finish tasks in a timely manner.

In addition, on account of his love of animals Andrew would be a good addition to your staff. His previous experience working on a farm has given him a working knowledge of both large and small animals. He also has several pets, including a dog, a turtle and a hamster. As a result of his experience with animals, he is able to understand how to care for them, groom them and exercise them according to their needs.

To conclude, I firmly believe that Andrew is the perfect candidate for a position at your animal shelter. I hope you will consider my recommendation.

Yours faithfully,

Maurice Sinclair

Inviting/Accepting/Refusing invitations (p. 51)

- 1 a) A Key words to be underlined: teacher, a letter of invitation, to the mayor, Mr Green, ask him to present the prizes at the School Open Day, 1st of June, letter, 140-190 words I am going to write a letter to the mayor, Mr Green inviting him to present the prizes at a school event.
 - B Key words to be underlined: received an invitation, your piano teacher, Mrs Taylor, to attend a concert she is giving on 8th of May, you cannot attend, letter, 140-190 words, refusing the invitation, giving reasons I am going to write a letter to my piano teacher, Mrs Taylor, refusing her invitation and saying why I cannot attend her concert.
 - C Key words to be underlined: have received an invitation, your neighbours, Mr & Mrs Nixon, to attend their daughter's wedding, email 140-190 words, accepting the invitation and expressing your feelings about the event I am going to write an email to my neighbours, Mr & Mrs Nixon accepting their invitation to their daughter's wedding.
 - **b)** The model matches rubric B.
 - 1 I was delighted to receive
 - 2 I regret to inform you that I will be unable to attend
 - 3 I appreciate your kind invitation





29

2 (Suggested answer)

A Dear Mr Green,

It is with great pleasure that I invite you to attend our School Open Day on the 1st of June. It is taking place at Upton Priory School Field and it starts at 2 pm. This event is being held to celebrate the beginning of summer.

There will be a lot of activities, such as market stalls selling homemade cakes made by the students, a performance by the school choir and a teachers' versus students' football match. There will be a lot of students and parents attending and we are expecting over 300 people to be there. There will also be a fancy dress competition. We would be very grateful if you would agree to present the prizes for the best and worst dressed people.

Please let us know if you are attending the open day as soon as possible. We are all hoping for your presence on that day.

Yours sincerely,

Kimberly Eagle

C Dear Mr & Mrs Nixon,

Thank you for your kind invitation to your daughter's wedding. I am both delighted and excited to hear that your daughter is getting married.

It gives me great pleasure to accept your thoughtful invitation. Having known your family for the past ten years, I am sure that it will be a very enjoyable celebration and that the day will be remembered by everyone attending. It promises to be a very special day. Your daughter is a very special person and she deserves all the happiness. Would it be possible for my mother to attend? Although you have not met each other, she has heard so many things about you she really wants to share with you this special moment of happiness. Also, could you kindly inform me if there is a dress code?

Once again, thank you for the kind invitation. I am looking forward to the event immensely.

Yours sincerely,

Caroline Wingfield

Letters to the editor (pp. 52-54) For & Against (p. 52)

1 a) Key words to be underlined: number of women having children after age 35 is on the rise, risks associated with pregnancy at later ages, should we be worried, older mothers are generally more educated higher incomes, letter to the editor explaining your view, specific reasons, examples of the advantages and disadvantages. Begin your letter, "Dear Editor."

(Suggested Answer)

Starting a family later in life can have some clear advantages. Despite this, there are also downsides to starting a family later on.

b) (Suggested answers)

1	In the first place	8	Consequently
2	For instance	9	Moreover
3	Therefore	10	For example
4	Additionally	11	As a result
5	As a result	12	Taking everything
6	On the other hand		into account
7	For one thing	13	I think

2 a) Key words to be underlined: an article, Sunday's Morning News, working parents, a letter to the editor, pros and cons of the issue, 140-190 words

I am going to write a letter to the editor in a formal style.

b) 1 c 2 d 3 a 4 b

(Suggested answer)

Dear Editor,

I am writing regarding the article in Sunday's *Morning News* concerning working parents. Many couples today choose to work while raising children and this raises a number of issues.

Clearly, there are advantages to being a working parent. Firstly, it means there is a higher family income. For example, they can afford to pay for their children's private tuition fees. As a result, families have a better standard for living. Secondly, it sets a good example to future generations. For example, working parents prove that it is possible to have a career and a family at the same time. As a result, they become role models for their children.

However, there are some disadvantages to consider. To start with, childcare can be a problem. For instance, it can be difficult to find a trustworthy caregiver when the children are young. As a result, children will not have proper care while parents are at work. In addition, parents have little free time. In particular, they are only available evenings and weekends. Therefore, they spend little time with their children.

All things considered, being a working parent can provide a higher quality of life and set a good example to children. However, finding childcare is difficult and parents have less time to spend with children. I believe couples must decide what is right for them. Yours faithfully.

Laura Pemberton

Opinion (p. 53)

3 Key words to be underlined: an article, Friday's Weekly News, the council's plans to introduce a park-and-ride scheme in your town, write a letter to the editor expressing your opinion, 140-190 words

(Suggested Answers)

1 Firstly
2 It is my opinion that
3 Therefore
5 For example
6 As a result
7 To sum up

4 Secondly

4 (Suggested answers)

To start with, it will solve the problem of traffic in the town centre.

In addition, a park-and-ride scheme will greatly benefit people's lives.

5 a) 1 b

2 a

3 c

b (Suggested answer)

Dear Editor,

I am writing concerning the town planner's proposal to build a new shopping centre which I read about in yesterday's *Daily News*. I completely disagree with this decision and I believe it will have negative effects on the town.

Firstly, it will seriously affect local business owners. In particular, mall full of large chain stores will stop people from shopping at smaller, locally owned shops. As a result, it will lead to high street stores closing and the individual character of the town will be ruined.

Secondly, it will bring more traffic into the town centre. For example, this will lead to more pollution and litter. As a result, the natural beauty and quiet of our town will be spoilt.

In conclusion, I think that a new shopping centre will lead to a loss of local shops and an increase in traffic pollution and litter. I am strongly opposed to the proposal as it will badly affect our town. Thank you for considering my views.

Yours faithfully, Jack Woods

Making suggestions (p. 54)

6 (Suggested answers)

- 1 Evidently
- 2 A possible solution is
- 3 For instance
- 4 This would mean that
- 5 Another way to solve this problem is to

- 6 The consequence would be that
- 7 Therefore

7 (Suggested answers)

First paragraph: I am writing regarding the article in Thursday's *Daily Gazette* about the problem of stray dogs. It seems that we need to deal with the problem of stray dogs immediately, as they are dangerous, carry diseases and a nuisance.

Last paragraph: To sum up, there are many ways in which we can solve this problem. Shelters will keep dogs off the streets and sterilisation will prevent them from breeding. As a result, everyone will feel safer. I hope that my ideas are considered by the council.

8 a) Key words to be underlined: Sunday's *Daily Reporter*, problem of litter in your town, write a letter to the editor making suggestions about how to solve it, 140-190 words.

1 b 2 c

b) (Suggested answer)

Dear Editor,

I am writing in response to Saturday's article in the Daily Reporter concerning the issue of litter in our town. Clearly, litter is a huge problem and it is ruining the natural beauty of the area. We need to find ways to deal with this problem.

3 a

One solution would be to increase the number of bins around the town. By doing this, people will be more likely to dispose of their rubbish properly. As a result, they would stop dropping it on the street. Another possible solution is to introduce fines for people who litter. This would mean that people will be discouraged from littering because they won't want to pay a heavy fee.

In conclusion, there are a number of things we can do to solve the problem. By introducing more bins and monetary fines for people who litter, I believe that our streets will be cleaner in no time at all. I hope that the local council will take my suggestions into consideration.

Yours sincerely, Nicola Fuller

Reviews (pp. 55-57)

1 a) Key words to be underlined: English Language Magazine, students to send in reviews, film they have recently watched, include information about the type of film, the plot and your recommendations, review, 140-190 words



b) Para 1: the name of the film, what it is based on, where it is set and who is in it

Para 2: plot

Para 3: opinion on the plot and the cast

Para 4: recommendation

 unexpected, touching, and funny describe the plot excellent describes the cast superb describes the directing

2	1 2 3	hit	ays the part emiere		tragic character cast	7 8 9	based on dull, twist put it down
3	1 2 3	plo filr no		4 5 6	character album success	7	game
4	A B	1	suspense definitely		spectacular soulful		edge addition

5 (Suggested answers)

C 7 repetitive

1 a review of a video game This game is well worth playing, it's a highly entertaining way to spend an afternoon!

challenging

2 a review of a music CD The album is bound to be a hit. It's the sound of the summer!

6 (Suggested answer)

If you only read one book this summer, make sure it's this one. I guarantee you won't regret it! – This is the best book of the summer; it's a highly entertaining read.

7 (Suggested answers)

- A **Key words to be underlined:** letter from your English-speaking pen-friend, any good films, Tell me about one you would recommend, Paul, review, 140-190 words
 - 1 I have to write a film review in a letter.
 - 2 I need to include details on the plot, the characters and a recommendation.
 - 3 I will use persuasive language such as 'exciting film', 'thrilling action scenes' and 'likeable characters'.

Dear Paul,

Captain America, The Winter Soldier is a new action film in the marvel film series. It's an action film that follows the adventures of Captain America (Chris Evans), a superhero from World War 2.

The story follows Cap as he tries to discover the identity of the mysterious Winter Soldier who is trying to destroy the top-secret agency S.H.I.E.L.D and kill Cap Together with Agent Natasha Romanov (Scarlett Johansson) and Nick Fury (Samuel L. Jackson), their adventure takes them across America. Will they stop the Winter Soldier before it's too late?

This is one of the most exciting films I have ever seen. The action scenes are thrilling and there are lots of surprising twists and turns. The characters are very likeable and well-played.

I would recommend this film to anyone who likes super heroes and action movies. It's a real mustsee! Don't miss it!

Best wishes,

David

- B **Key words to be underlined:** international teen magazine competition: My favourite book, review of a favourite book of yours including details about the plot & your recommendation, review, 140-190 words
 - 1 I have to write a book review.
 - 2 I need to include details on the plot and a recommendation.
 - 3 I will use persuasive language such as 'bound to be a best-seller', 'exciting plot' and 'enjoyable book'.

My favourite book is called *City of Ember*, by Jeanne DuPrau. It is a science fiction novel set in the future, which follows the adventures of Lina and Doon as they fight to escape the city and save their people.

The story is set in the City of Ember, a mysterious city that is running out of supplies. Lina and Doon have to find a way out so that all of the citizens can escape and live in freedom on the outside. However, there are people in the city trying to stop them. Will they make it to the real world, or will they be stuck there forever?

Overall, it is a very enjoyable book with lots of twists and turns and a very exciting plot. The best developed character is Lina who is brave and courageous.

This is one of the most exciting novels I have ever read. It's bound to be a best-seller and I would recommend it to anyone.

Articles (pp. 58-60)

- 1 a) A Introduction. Addressing the reader directly.
 - B Conclusion. Rhetorical question.
 - C Conclusion. Offering a general thought or objective statement.
 - D Introduction. Using a quotation.

b) (Suggested answers)

- A As Rasheed Ogunlaru said, "My advice for life: dance and sing your song while the party is still on." So why not take the time to celebrate the joys of winter at Up Helly Aa? This lively Viking festival is held every year in Scotland's Shetland Islands.
- B All in all, online and interactive multi-media are useful, but they are still only tools. After all, it's not the method of learning that counts, but the quality. If only all education could be based on this idea!
- C Angelina Jolie is not only a fantastic actor, but she also works hard to raise money for many different charities and causes. Isn't that something that every celebrity and role model should be doing?
- D Have you ever been to a place that you loved so much that you wanted to move there? Well that's the reality for the thousands of people who move to London every year. It's a cosmopolitan city with something for everyone to do.
- 2 a) A explain and suggest
 - B describe and explain
 - b) A Model 2

Para 1: Introduction and opinion Para 2: Description and benefits

Para 3: Preparations

Para 4: Conclusion, repeating opinion

B Model 1

Para 1: Introduce the topic
Para 2: Description of island

Para 3: Activities

Para 4: Conclusion and opinion

- 3 1 most popular 4 sunny 7 warm 2 tropical 5 beautiful 8 natural
 - 3 most attractive 6 spotless

4 (Suggested answers)

- B There are many reasons to try this exciting sport.
- C Snowboarding isn't a sport that you can just turn up and do, there are a lot of preparations that you will to do need first.

5 (Suggested answers)

Model 1 opens with a quote and finishes with a rhetorical question.

Alternative opening paragraph: Have you ever thought about taking a vacation to Hawaii? It's one of the most beautiful places on earth and there are many fantastic things to see and do.

Alternative closing paragraph: All in all, Hawaii is an island that is not to be missed. Unlike anywhere else in the world, this island truly is a tropical paradise.

Model 2 opens by addressing the reader directly and finishes with an objective statement.

Alternative opening paragraph: As Jack London said, "If I died snowboarding, you could honestly tell everybody in the world I died happy". It's a new extreme sport that has gradually become more popular, and it's not hard to see why.

Alternative closing paragraph: Snowboarding keeps you fit. It is also very exciting. So why not give it a go today?

- 6 a) 1 C 2 F 3 B 4 E
 - b) (Suggested answers)

Model 1 A Tropical Paradise Model 2 A Thrilling Sport

- 7 a) A Key words to be underlined: announcement in an entertainment magazine, What type of films do you like and why, WILL BE PUBLISHED IN OUR NEXT ISSUE!, article, 140-190 words
 - 1 The rubric is asking for an article about films for an entertainment magazine.
 - 2 I can write about the genre of film that I enjoy and why.
 - B **Key words to be underlined:** announcement in a teen magazine, your favourite school subject and why you like it, will be published next month, article, 140-190 words
 - 1 The rubric is asking for an article about my favourite school subject for a teen magazine.
 - 2 I can write about my favourite school subject and what I like about it.
 - C **Key words to be underlined:** announcement in an international travel magazine, kind of holiday do you think would be perfect, Where would it be, activities would you be able to do there, describing the holiday, why you think it would be perfect, article, 140-190 words

b) (Suggested answers)

A Have you ever dreamt about flying through space, meeting aliens and having amazing adventures? If so, science fiction films are the genre for you!

In science fiction films, absolutely anything is possible. The viewer understands that the film isn't realistic and this means that film makers

can create fantastical landscapes and characters that are unlike anything on earth. There are literally no limits to the imagination in science fiction films.

On top of this, the range of strange places and people seen in science fiction films allows viewer to experience something new and unusual. The stories can be about anything, set at any time, in any place in the universe. In this way, the stories are much more original than other genres of film.

To conclude, science fiction allows your imagination to run wild and for the viewer to experience new and interesting ideas. After all, as Marvin Minsky said, "General fiction is pretty much about ways that people get into problems and screw their lives up. Science fiction is about everything else."

B What would life be like on earth today if there weren't scientists? There would be no medicine, no electricity and no space travel. Society wouldn't have changed from what it was like thousands of years ago.

For this reason, science is my favourite subject at school. Not only is it a fascinating subject, it also includes most aspects of how modern life came to be. Nearly everything we can see in front of us has come from scientific experimentation.

Studying science is also very exciting in the classroom. Rather than sitting down and writing all day, students can perform experiments and learn by interacting with their environment.

All in all, I believe that studying science is interesting because it can be applied to every part of our lives and it gives students a chance to learn by experimentation. To quote Immanuel Kant, "Science is organised knowledge. Wisdom is organised life."

C The problem these days is that people never stop to relax and enjoy their lives. This is why I believe the perfect holiday should be as calming as possible.

Getting away from busy cities and traffic is very important for mental well-being so the best holiday is to go to a remote island and spend time taking in the quiet of nature and relaxing. Beautiful islands such as Fiji are ideal for this purpose.

The best thing to do on a relaxing island holiday is to sunbathe on the beach and swim in the sea. Gentle exercise such as swimming can also help to de-stress people and leave

them feeling more prepared to face their busy lives at home.

In conclusion, the perfect holiday for me would be one with sun, sand, and swimming. In my opinion, the best way to do this is to spend one's holiday on a remote island and enjoy nature at its best.

Reports (p. 61)

- 1 Key words to be underlined: teacher, visit, place, report, suitability, venue, party, school leavers, report, good, bad points
 - Purpose
- Services
- 2 Location
- Recommendation
- **Facilities**
- 2 With regards to price, Instacom's is the most competitive.
 - Viewers should have the option to read the site in English.
 - In conclusion, Instacom's offer is highly recommended.
 - Bracknell is located in Berkshire.
 - 6 The motorcycles will be used by the highway police.
 - 7 The site was selected by several other companies.
 - 8 Bracknell is described as the centre of the UK's IT industry.
 - 9 The purpose of this report is to assess three models of motorcycle.
 - 10 The website features some attractive graphics.
 - 11 The choice of activities is limited.
 - 12 To conclude, I strongly recommend this for a family day out.
- A staff of twenty people
 - is open
 - 3 can be found
- an extra fee is charged
- B 1 features
 - However

 - are only readable
- In conclusion
 - 2 it is recommended
 - most competitive
- attract
- have the option of reading
- with regards to
- 5 high
- is keen
- D 1 consists of
 - 2 fully-equipped
 - There is no maid service
 - have a view of

4 (Suggested answers)

Bracknell can be found in the county of Berkshire. It is near London and well-served by rail and road

- networks. It had been called the centre of the UK IT industry and several company headquarters can be found there.
- 2 To conclude, I strongly recommend that the hotel is used for the school's end-of-year event. While the price is not competitive, it has excellent transport links and catering facilities.

a)	Good points	Bad points		
	There were special prices for students.	Some exhibits didn't have much		
	Audio guides were available in many languages.	information. There is not enough staff, so you can't		
very professional and	always ask questions when you need to. There is not a lot of			
The interactive displays were very interesting and fun. The exhibits are arranged so it is easy to find what you want to see.	choice in the museum café.			
	Some of the exhibits could use updating.			
	arranged so it is easy to find what you want	It's too big! You can't see everything in one day.		

b) (Suggested answers)

To: Mr Welsh (teacher)

From: Pete Townsend (student) **Subject:** The National Museum

Date: 17th January 20...

Purpose

5

The purpose of this report is to assess and make recommendations for the National Museum.

Facilities

The audio guides are available in many languages. However, there is not a lot of choice in the museum café.

Staff

The tour guides are very professional and informative. However, there is not always enough staff, so you cannot always ask questions when you want to.

Exhibits

The exhibits are arranged in such a way that it is easy to find what you want to see and the interactive displays are very interesting and fun. Despite this, some of the exhibits needed updating and some didn't have much information. Also, the museum is so big that you cannot see everything in one day.

Recommendation

In conclusion, the National Museum's adequate facilities, professional staff and interesting exhibits make it a good venue for a day trip. Some areas need improving, such as its uninformative exhibits and lack of staff, but the museum is still an excellent educational attraction.

6 (Suggested answers)

- A Key words to be underlined: part-time job, travel agent's, employer, visit, local hotel, The Doric, suitable, family holidays, report recommending, hotel, facilities for children; prices & rooms, families
 - 1 I am going to write a report.
 - 2 My employer is going to read it.
 - 3 I should write about the hotel's facilities for children, its prices and rooms for families.
 - 4 I should use the headings: Purpose, Facilities, Prices, Rooms, Recommendation.
 - 5 I should write it in a formal style.
- B Key words to be underlined: completed, summer language course, British college, teacher, report assessing the course, facilities, recommendation, suitable, students, attend next year, report, location, course, facilities
 - 1 I am going to write a report about the suitability of a British college.
 - 2 My teacher is going to read it.
 - 3 I should write about the college's location, courses and facilities.
 - 4 I should use the headings: Purpose, Location, Course, Facilities, Recommendation.
 - 5 I should write it in a formal style.
- C Key words to be underlined: teacher, visit, local leisure centre, assess, facilities, class, school trip, report, facilities, sports, activities.
 - 1 I am going to write a report about the suitability of a leisure centre for a school trip.
 - 2 My teacher is going to read it.
 - 3 I should write about the leisure centre's facilities, and the sports and activities that can be done there.
 - 4 I should use the headings: Purpose, Facilities, Sports, Activities, Recommendation.
 - 5 I should write it in a formal style.



7 (Suggested answers)

A To: Ms Robbins (owner)
From: Luke Smith (student)
Subject: The Doric Hotel
Date: 21st March 20...

Purpose

The purpose of this report is to assess the suitability of the Doric Hotel for family holidays.

Facilities

The hotel offers a range of facilities for children including a swimming pool and a mini golf course. However, it does not offer facilities for younger children other than a playground.

Prices

The hotel does not offer particularly competitive prices during tourist season. However, in the off season it offers a two-for-one deal, so families who book one night can stay a second night for free.

Rooms

The rooms are clean and spacious and there are family rooms that can sleep up to five people. The décor of the rooms is slightly dated, but all rooms have a private balcony facing the sea.

Recommendation

All in all, for those who are not travelling on a budget the Doric Hotel is a suitable destination for a family holiday. However, it should be noted that there is a lack of facilities for younger children.

B To: Mr Richford (teacher)
From: Owen Rickson (student)
Subject: Worton College
Date: 31st July 20...

Purpose

The purpose of this report is to assess the suitability of Worton College for future students.

Location

The college campus is located in Worton city centre, close to local amenities such as the city library, an art gallery and many beautiful parks. It is also close to the city's main train station and there is a bus stop directly outside the college's main gates.

Course

The course itself was overcrowded and the teaching was below an acceptable standard. There were over 100 students on the course and only two teachers. Despite this, there were group activities in the afternoons that were very beneficial for practising spoken English.

Facilities

The college has modern and spacious facilities. There is a comfortable study area that is open to all students. Also, the canteen is well equipped and the sports centre offers a wide range of activities.

Recommendation

To conclude, although Worton College is in a good location and offers comfortable and modern facilities, the poor quality of its English Language course makes it an unsuitable place for students to study.

C To: Ms Harris (teacher)
From: Amelia Trent (student)
Subject: Yardsley Leisure Centre
Date: 24th September 20...

Purpose

The purpose of this report is to assess the suitability of Yardsley Leisure Centre for a school trip.

Facilities

The main building is quite old and its interior decoration needs updating to a modern standard. However, the gym is spacious and there is an Olympic-size swimming pool. The showers are cleaned twice a day and the whole building is well maintained.

Sports

There is a range of sports to choose from in the centre from traditional sports such as tennis and squash, to newer sports like racquetball and jai alai. There is also a large playing field for team sports like cricket and rugby.

Activities

The centre offers a range of activities for children. There is a rock climbing area and an archery range that can be booked in advance. All activities are supervised by trained staff, meaning that they cannot be used spontaneously.

Recommendation

To sum up, Yardsley Leisure Centre is a suitable place for a school trip as it offers a full range of sports and activities for students to take part in. However, it should be noted that any specialist activities need to be arranged in advance.















