

# 5.4 Speaking and writing

## Speaking explaining words you don't know

1a Put the conversation in the correct order 1-9.



- \_\_\_ That's right. Do you know what I mean?
- \_\_\_ Well, can you describe it for me?
- \_\_\_ Oh, hello. Yes, I am, but I don't know the word in English.
- \_\_\_ Yes, it's a thing that you use to keep warm in the winter.
- 1 Good morning. Are you looking for anything in particular?
- \_\_\_ No, it looks like a carpet, but it's smaller.
- \_\_\_ Yes, I do. It's a rug. Come with me and I'll show you where they are.
- \_\_\_ Is it something you wear?
- \_\_\_ And do you put it on the floor?

b 5.3 ))) Listen and check.

2 Complete the conversation with the phrases in the box.

Exactly! That's what I'm looking for. what's it called?  
 You use it to dry yourself I've forgotten the word in English.  
 It's quite big, like a sheet.

- A Hi. Can I help you?  
 B Yes, I'm looking for ... 1 what's it called?  
 A Yes?

- B 2 \_\_\_\_\_.  
 A Well, what does it look like?  
 B 3 \_\_\_\_\_.  
 A Do you mean a duvet?  
 B No, no. 4 \_\_\_\_\_ after you have a shower.  
 A Oh! You mean a towel!  
 B 5 \_\_\_\_\_.  
 A Good. The towels are over there on the right.  
 B Thank you very much.  
 A You're welcome.

## Writing email (3): returning an online product

3 Complete the email with the phrases in the box.

Could you please send get a refund I didn't receive  
 I'm afraid I'm not happy I'd like to return Yours sincerely  
 recently ordered they are completely different

Dear Sir/Madam,

Re: order number 492JM

I 1 recently ordered some headphones from your online store. I received them this morning, but 2 \_\_\_\_\_ with them because they're damaged. Also, 3 \_\_\_\_\_ from the headphones in the photo on the website. Those were purple and they came with a purple bag. 4 \_\_\_\_\_ the bag.

As a result, 5 \_\_\_\_\_ the headphones.

6 \_\_\_\_\_ me the headphones that are in the photo on the website? If this is not possible, I would like to 7 \_\_\_\_\_.

8 \_\_\_\_\_

Yasmin Hussein

### I can ...

	Very well	Quite well	More practice
understand and use suffixes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
explain words I don't know.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
write an email to return an online product.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>