

# 4.4 Speaking and writing

GOALS ■ Avoid repetition ■ Make enquiries



Tobermory, Scotland

## Reading & Writing avoiding repetition

1a Read the description taken from a travel website. Which place in the photos do you think it is describing?

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Wandering through \_\_\_\_\_ is like stepping back in time. Narrow streets and houses with orange-red roofs are surrounded by mountains and green fields. In spring the meadows are full of brightly coloured wild flowers.

Perhaps the best view of the ancient city, and

the nearby countryside, is found by walking around the top of the medieval city walls. Still in excellent condition, they are a lovely place to walk, shaded by trees. Or enjoy the sunshine by strolling through the beautiful seventeenth-century gardens of the Parco Villa Reale. If you're lucky enough to visit on the third weekend of the month, don't

miss the fascinating antique market, selling silver and brass, furniture and rare books.

Fancy a picnic? Stop off at Forno A Vapore Amedeo Giusti for home-made sandwiches, made with tasty local produce. Or sit outside at Vineria I Santi and watch the world go by while you eat a variety of delicious snacks.

b Which paragraph ...?

- a describes places to eat
- b describes what you can do there
- c describes how the place looks

c Does the description make you want to go there? Why/Why not?

2 Read the information in the Language for writing box and answer the questions.



Lucca, Italy



Essaouira, Morocco

### LANGUAGE FOR WRITING writing a description of a place

Make your descriptive writing more interesting by:

- referring to the same thing with different phrases and words ... *surrounded by mountains and green fields. In spring the meadows are full of brightly coloured wild flowers.*
- using a mixture of nouns and reference words ... *walking around the top of the medieval city walls. Still in excellent condition, they provide a calm walkway, shaded by trees.*
- addressing the reader directly, using imperatives and questions ... *enjoy the sunshine ... Fancy a picnic?*
- using a variety of adjectives  
*narrow ancient tasty fascinating*

- 1 Find two other words in the description which have the same meaning as 'walking'.
- 2 Find another word in the last paragraph which has the same meaning as 'delicious'.
- 3 List at least five adjectives used to add interest to the description.
- 4 Find three examples of imperatives addressing the reader.

3a Read another description. Which place in the photos is being described this time?

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\_\_\_\_\_ is known as 'the windy city'. The buildings are mostly painted white, and there is a red-brick wall around the city.

It is too windy at the beach to enjoy sunbathing, but the beach is very nice for surfers. The city is a relaxed place, and it is nice to walk around the streets. You can go shopping and buy nice things, such as boxes made from thuja wood.

You can eat nice food such as grilled sardines at Chez Sam. Chez Sam is at \_\_\_\_\_'s port.

- b How could this description be improved? Discuss with a partner and write an improved version together.
- 4 Choose a place you know quite well and write a similar description, using the Language for writing box to help you.

## Listening & Speaking enquiries

5 **4.12** ))) When you travel, you often need to call people to make enquiries. Listen to someone making an enquiry and choose the correct situation.

- Asking about opening hours
- Asking about lost property
- Asking about hotel facilities



6a How did the woman ask the waiter to check for her? Tell a partner.

- A Check for me.
- B Could you check for me?
- C I wonder if you could check for me.

b Work with a partner. Cross out the letters or words to make true statements.

- 1 A / B / C is an instruction and the other two are polite enquiries.
- 2 A / B / C is the most polite form.
- 3 Polite forms in English often use *more* / *fewer* words and *conditional* / *imperative* forms.

7 Work with a partner. Ask politely, starting with *I wonder if, ...*

- 1 for a phone number.
- 2 for some information.
- 3 if someone can repeat what they said.

8a Put the conversation in the right order.

- a Yes, that's right. It's in the basement. \_\_\_\_\_
- b Yes, just one last question. Do I need to take a towel with me, or are they provided? \_\_\_\_\_
- c Thank you. Could you tell me the opening hours, please? \_\_\_\_\_
- d Hello, I understand that the hotel has a gym? \_\_\_\_\_
- e It's open from 7 a.m. until 9 p.m. \_\_\_\_\_
- f Hello, how can I help you? 1
- g Thank you, that's great. \_\_\_\_\_
- h Can I help you with anything else? \_\_\_\_\_

b **4.13** ))) Listen and check your answers.

c Work with a partner and role-play the conversation the customer then has with the manager.

9a **TASK** Do a role-play with a partner. On your own, choose one of these situations.

You have to check out of your hotel room at 11 a.m., but you are not leaving the city until 4 p.m. You need somewhere to leave your luggage. Call the front desk of the hotel and ask for help.

You work in a big company. You think you left your phone in the canteen at lunchtime. Call the main reception of the company and ask them to check.

You have just started a course at your local college, but you now have a problem with the class time. You would prefer to study later or on a different day. Call the secretary and ask if you can change class.

b Take turns to make your enquiries. Use the Language for speaking box to help you.

### LANGUAGE FOR SPEAKING making enquiries

When we make enquiries, we generally use polite forms in English.

#### Dealing with enquiries

*How can I help you?*

*Could I just check some details?*

*Can I help you with anything else?*

#### Making enquiries

*Could you check this number for me?*

*I wonder if you could check this number for me.*

*Just one last question.*