Speaking and writing

GOALS Explain words you don't know Write an email to return an online product

Listening & Speaking explaining words you don't know



- 1a Work with a partner and look at the photos. Do you know the names of these objects?
- When you want to talk about an object, but you don't know its name in English, what can you do?
- 5.5) Listen to three conversations in shops. Which of the objects in exercise 1a does each person want to buy?
- 3a 5.6) Match the two halves of these sentences from the listening. Then listen and check your answers.
 - 1 You use it to
- a I'm looking for!
- 2 It looks like a
- b record things.
- 3 Exactly! That's what
- c mobile phone.
- 4 I've forgotten
- d a stick.
- 5 What's it
- e what I mean?
- 6 It's long and thin, like
- f know the word in English.

7 I don't

- g you put into the wall.
- 8 It's a thing which
- h called?
- 9 Do you know
- i the word in English.
- **5.7** Listen and repeat the sentences.

- Turn to the audioscript on page 160 and practise the conversations.
- Work with a partner. Use the expressions in the Language for speaking box to describe the other objects in exercise 1a.
- TASK Work with a partner. You are going to role-play a conversation in a shop. Student A, turn to page 127. Student B, turn to page 132.

LANGUAGE FOR SPEAKING explaining words you don't know

Saying you don't know the name of something

I don't know/remember the word in English.

What's it called?

I've forgotten the word in English.

Describing size, shape and what it's similar to

It looks like + noun

It's + adjective ..., like a ...

Describing use

You use it to + infinitive

It's a thing that/which you use to + infinitive

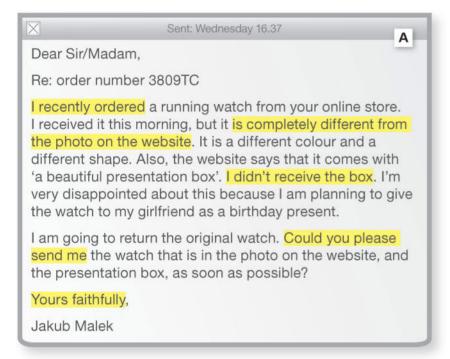
Checking and confirming understanding

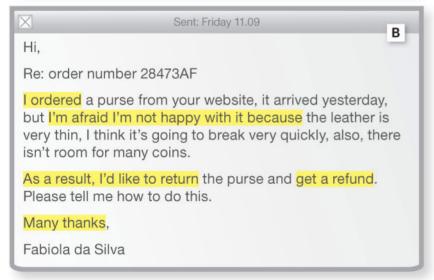
Do you know what I mean?

Exactly! That's what I'm looking for.

Reading & Writing email (3): returning an online product

- 7 Work with a partner. Have you ever returned something which you bought online? Why? Think of three reasons why people return products which they have bought online.
- 8 Read the two emails and answer the questions. Discuss your answers with a partner.
 - 1 Why do the buyers want to return the products?
 - 2 What do they want to happen next?





- 9 Read the emails again and match the highlighted phrases or expressions to these functions.
 - 1 giving background information, e.g. I bought a ...
 - 2 explaining the problem, e.g. It's the wrong size.
 - 3 saying what you want to happen next, e.g. *Please send* me the correct product.
 - 4 closing your email, e.g. Regards
- 10 Read the information about commas in the Language for writing box. Find and correct three mistakes in Fabiola's email where she has joined sentences with a comma.

LANGUAGE FOR WRITING commas

- We use commas to make sentences easier for a reader to follow. We often use them to:
 - 1 separate phrases in long sentences.
 Could you please send me the watch that is in the photo on the website, and the presentation box, as soon as possible?
 - 2 separate linkers (e.g. *However*, *As a result, Therefore, Also,*) which introduce a sentence.

Also, the website says ...

We don't join sentences with a comma. A sentence is a
group of words which makes sense on its own. In this
case, we use a full stop or join the sentences with a linker,
e.g. and or but.

I received the watch this morning, but it's different from the photo on the website.

NOT I received the watch this morning, it's different from the photo on the website.

- 11a TASK You are going to write an email to return a product to an online seller. First make notes to answer the questions, then write the email.
 - · What is the product?
 - · Why do you want to return it?
 - What do you want to happen next?
 - · How will you end your email?
 - **b** Work with a partner. Exchange emails and check the following in your partner's email.
 - Has your partner answered all the questions in exercise 11a?
 - Do all the sentences in their email start with a capital letter and finish with a full stop in the correct place?