

# 5.4 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?
- b** When you want to talk about an object, but you don't know its name in English, what can you do?
- 2** 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.      |
- b** 5.7 ))) Listen and repeat the sentences.
- 4** Turn to the audioscript on page 160 and practise the conversations.
- 5** Work with a partner. Use the expressions in the Language for speaking box to describe the other objects in exercise 1a.
- 6** **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?

Sent: Wednesday 16.37 A

Dear Sir/Madam,

Re: order number 3809TC

I recently ordered a running watch from your online store. I received it this morning, but it is completely different from the photo on the website. It is a different colour and a different shape. Also, the website says that it comes with 'a beautiful presentation box'. I didn't receive the box. I'm very disappointed about this because I am planning to give the watch to my girlfriend as a birthday present.

I am going to return the original watch. Could you please send me the watch that is in the photo on the website, and the presentation box, as soon as possible?

Yours faithfully,

Jakub Malek

Sent: Friday 11.09 B

Hi,

Re: order number 28473AF

I ordered a purse from your website, it arrived yesterday, but I'm afraid I'm not happy with it because the leather is very thin, I think it's going to break very quickly, also, there isn't room for many coins.

As a result, I'd like to return the purse and get a refund. Please tell me how to do this.

Many thanks,

Fabiola da Silva

- 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?