

# 12.4 Speaking and writing

GOALS ■ Speak on the phone ■ Write a review ■ Use pronouns in writing

## Listening & Speaking on the phone

- 1 Work with a partner. Answer the questions.  
What do you say when you answer the phone ...  
1 in your language?  
2 in English?
- 2 **12.16** ))) Listen to two conversations and answer the questions. Compare your answers with a partner.  
1 Why does Marcus call Caitlin?  
2 What is Caitlin going to do after speaking to Marcus?  
3 What question does she ask the person at the comedy club?  
4 Why can't she find out the information she wants?

- 3a Work with a partner. Complete sentences 1–8 with the words in the box.

Can here have back (x2) Could speak Hang  
it's afraid

- 1 Hi Francis, \_\_\_\_\_ Marcus. Is Caitlin there?
- 2 Hello. Could I \_\_\_\_\_ to the ticket office manager, please?
- 3 She's not \_\_\_\_\_ at the moment.
- 4 I'm \_\_\_\_\_ he's not available at the moment.
- 5 \_\_\_\_\_ you tell her to call me \_\_\_\_\_, please?
- 6 \_\_\_\_\_ you ask him to call me \_\_\_\_\_, please?
- 7 Could I \_\_\_\_\_ your number, please?
- 8 \_\_\_\_\_ on a minute. I'll just get her.

- b **12.17** ))) Listen, check and repeat.

- c Work with a partner. Which sentences in exercise 3a are formal and which are informal?

- 4 Work with a partner. Take turns to have two phone conversations. Use the prompts and the Language for speaking box to help you.

### Conversation 1

Ask to speak to your friend, Misha.

### Conversation 2

Ask to speak to the manager of a company.

#### Student A

Ask to speak to X.

#### Student B

Say they are not in.

Ask X to call back.

Ask for number or say X is back.

## LANGUAGE FOR SPEAKING on the phone

### Informal

*Hi (X), it's (Y). Is (Z) there?  
I'm afraid she's not here at the moment.  
Can you tell her to call me back, please?  
Hang on a minute. I'll just get her.*

### Formal

*Hello. Could I speak to the manager, please?  
I'm afraid he's not available at the moment.  
Could you ask him to call me back, please?  
Could I have your number, please?*

- 5 Work with a partner. Practise some more phone conversations. Student A, turn to page 131. Student B, turn to page 135.





**Reading & Writing** a review

6 Work in small groups. Number the types of entertainment from 1 (you like the most) to 8 (you like the least). Compare your answers and explain your reasons.

- |                              |                   |
|------------------------------|-------------------|
| ___ classical music concerts | ___ art galleries |
| ___ pop/rock concerts        | ___ circuses      |
| ___ plays (at the theatre)   | ___ comedy clubs  |
| ___ films (at the cinema)    | ___ museums       |

*I put films first because I love them and I usually go to the cinema about once a week.*

7 Read the first part of each review and match them to a photo. Compare your answers with a partner.

HOME
ABOUT ME
MUSIC
FASHION

1 I didn't expect it to be good. I hated it when I was a child but I enjoyed the show last week

2 because there weren't any animals, just acrobats doing amazing things. I really liked their clothes, too. Some of them were very colourful. My daughter Miriam and I sat very close to the stage. She has talked about it a lot at school and now all her friends want to go, too! 3 I thought it was fantastic and 4 I recommend it to everyone.

HOME
ABOUT ME
MUSIC
FASHION

5 I was really excited about going because they're my favourite band. But I've seen them before and they were much better then. I didn't enjoy it last night

6 because the singer was too quiet and the guitar player was terrible! They're playing again tonight but 7 I don't recommend going. 8 I thought they were awful. But at least it was quite cheap!



8 Work with a partner. Read the reviews. Which is positive? Which is negative? How do you know?

9 Match the underlined phrases 1–8 in the reviews to categories a–d. There are two answers for each one.

- |   |             |
|---|-------------|
| a what the writer thought before the show   | <u>1, 5</u> |
| b what the writer thought about the show    | ___         |
| c why the writer liked/didn't like the show | ___         |
| d the writer's advice to other people       | ___         |

10a Think of an event you have been to. Use an idea from exercise 6 or your own ideas. Write notes in each of the categories.

- 1 what you thought before
- 2 what you thought after it
- 3 why you liked/didn't like it
- 4 your advice to other people

b Work with a partner. Tell them about the event. Use the phrases in the Language for writing box to help you.

**LANGUAGE FOR WRITING** a review

*I was(n't) excited about (it/the show/the concert).*  
*I expected/didn't expect (it/the circus) to be ...*  
*I liked/loved/enjoyed the (play) because ...*  
*I didn't like/enjoy the (concert) because ...*  
*I thought it was/they were (great/awful/a bit long/too loud).*  
*I (don't) recommend (it/seeing this film/going to this show).*

11a **TASK** Write your review. Use the ideas you talked about in exercise 10a.

b Work with a partner and read their review. Would you like to go to the show they reviewed? Why/Why not?