# 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.

	an 's a		have	back (x2)	Could	speak	Hang
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	e	, please?
7	Cou	ld I _	3,773	your number, please?			
8	-		on a	a minute. I'	ll just ge	et her.	

- **b** 12.17)) Listen, check and repeat.
- **c** Work with a partner. Which sentences in exercise **3a** are formal and which are informal?

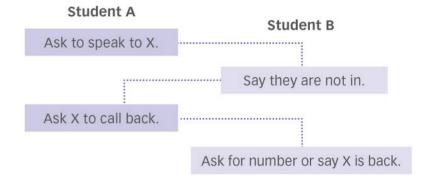
Work with a partner. Take turns to have two phone conversations. Use the prompts and the Language for speaking box to help you.

#### Conversation 1

Ask to speak to your friend, Misha.

#### Conversation 2

Ask to speak to the manager of a company.



## 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?

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



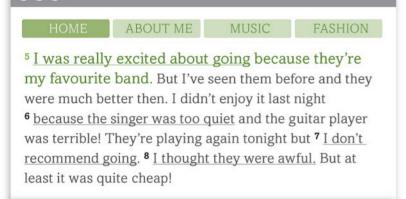
## Reading & Writing a review

- 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.

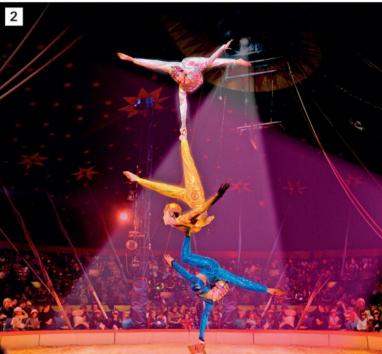




- Work with a partner. Read the reviews. Which is positive? Which is negative? How do you know?
- 9 Match the <u>underlined</u> phrases 1–8 in the reviews to categories a–d. There are two answers for each one.

  - 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?