

**8.A. Page 74. 1.a.b.** You can sell presents which you were given by an ex-partner and you no longer want. You can buy unwanted presents which other people are setting.

- 1.c.** 1 She set the website up because she had broken up with her boyfriend and she had a plane ticket she didn't need, and jewellery, concert tickets, and paintings she didn't want any more, but she thought someone somewhere would probably like them.  
2 Everything from something as small as a teddy bear to really expensive things like an engagement ring or a holiday.  
3 They also tell the personal story behind the things they are selling.
- 1.e.** Sts may say *Who has given to you?* for question 4, but that is nor right as she is asking about a specific moment in the past.  
2 'I'll come and pick it up.'  
3 'Is it new?'  
4 'Who gave it to you?'

**1.f. Page 146.a**

- 1 (that) he was selling all his books *I* (that) he is selling all his books  
2 (that) she had booked the flights *I* (that) she booked the flights  
3 (that) my new dress didn't suit me *I* (that) my new dress doesn't suit me  
4 (that) he might not be able to go to the party  
5 (that) she wouldn't wear those shoes again  
6 (that) she hadn't bought me a present *I* (that) she didn't buy me a present  
7 (that) she had to get a dress for the party  
8 (that) he hadn't been to the gym for a long time  
9 (that) she had found a bargain in the sales *I* (that) she found a bargain in the sales  
10 (that) he couldn't find anywhere to park *I* (that) he can't find anywhere to park

- b** 1 when I was leaving  
2 if *I* whether he had ever been engaged  
3 if *I* whether he would be home early  
4 where I usually bought my clothes  
5 if *I* whether he had worn a suit to the job interview  
6 if *I* whether she ever went to the theatre  
7 what time we would arrive  
8 how much money she had spent in the sales  
9 if *I* whet her he could help her  
10 what size I was

**1.g. 4 35))**

Do you usually go shopping at the weekend?

What kind of things do you buy?

Did you go shopping last Saturday?

What's the next thing you're going to buy?

**2. a. Page 75.**

1 the same

2 A **chemist's** and a **pharmacy** are the same thing, but pharmacy is American English. Both words are now used in the UK.

3 An **outlet store** is a store selling the goods of a particular wholesaler or manufacturer more cheaply because it is usually the previous season's stock. A **department store** is a large shop divided into departments, which sell a lot of different things.

4 A **shopping centre** is the same as a **shopping mall**, but mall is American English.

5 A **library** is a place where you can borrow (but not buy) books to read. A **bookshop** is a shop where you can buy books.

6 **to put on a shirt** is to wear it.

**to try on a shirt** is to see if it fits *I* suits you before buying it.

7 **It fits you means** it is the right size for you.

**It suits you means** it looks good on you.

8 a sale is when something is sold and the sales are an occasion when a shop *I* store sells its goods at a lower price than usual.

**b. a bargain** = a thing bought for less than the usual price

**a discount** = an amount of money that is taken off the usual cost of sth

**a price tag** = a label on sth that shows how much you must pay

**a receipt** = a piece of paper that shows that goods or services have been paid for

**a refund** = a sum of money that is paid back to you because you returned goods to a shop

**take sth back** = to return sth that you have bought to the shop you bought it from (because it doesn't work or is the wrong size)

**3. Page 76**

c. Clive thinks the best way to complain is to write a polite letter.

1 He got some free packs of biscuit s.

2 He got a Volkswagen Golf GTI (for his friend).

3 He got £2,000 (the cost of the holiday).

4 His daughters were invited to Heathrow Airport to inspect British Airways' catering facilities.

**d. 1** Don't lose your temper

**2** Write a letter

**3** Know who you are writing to

**4** Threaten action

**5** Don't be too specific

**6** Use flattery

**4.a. Page 77 4 36))**

train /eɪ/ complain, email, obtain, paid, painting

chair /eə/ airline, fair, hairdresser, repair

computer /kəm'pjʊ:təʳ/ bargain, certain, mountain

**b. 1** The normal pronunciation of *ai* is:

a) /eɪ/ when stressed

b) /ɛ/when unstressed.

2 *air* is usually pronounced /ɛə/.

3 *said* is pronounced /sed/.

c. 4 37)) 1 I'm going to write an email to the airline to complain.

2 She said that she had paid for the repairs.

3 You're certain to find a bargain in the sales.

4 She did a lovely painting of the mountain.

5.a. complain argue compensate

**Page 163. b. 4 38)) Word building Making nouns from verbs**

1 compensation, demonstration, explanation

2 achievement, agreement, argument, attachment, payment

3 choice, complaint, delivery, loss, response, sale, success

d.e. 4 39))

1 Have you ever opened an attachment on an email that contained a virus?

2 Do you often have arguments with your family? What about?

3 Do you prefer reading grammar explanations in your own language, or do you think it's better to read them in English?

4 Have you ever made a complaint to a company and got compensation?

5 Do you think that there's too much choice when you're shopping, for example for a new phone?

6 Have you ever been on a demonstration? What were you protesting about?

6.a. 1 The man complained that the taxi driver overcharged him.

2 The woman complained about the price of the Wi-fi in her hotel room.

3 The woman complained that her food was cold.

b. **The taxi** 1 He complained to the taxi company. 2 Nothing.

**The hotel**

1 She complained to the receptionist.

2 He said that the woman could use the Wi-fi in the lobby as it was free.

**The restaurant**

1 She complained to the waitress.

2 The waitress took it back to the kitchen and gave the woman a new hot dish. She also told the manager, who apologized and later gave the woman a free dessert.

7. **Page 119.a.** 1 Sandra Adams, the Head of Department of John Leavis Customer Service.

2 A coffee machine. He ordered it two weeks ago and it still hasn't arrived, but payment has been taken from his credit card.

3 The customer service line.

4 The person he spoke to was rude and could not give him any information.

5 In the last paragraph. He says that he has bought a lot of things from John Leavis in the past and has always been very happy.

b. 2 reference 3 in stock 4 delivered 5 However

6 unhelpful 7 service 8 forward 9 Yours