

3

3A Introduction Buying



Consumer planet

- ▶ **Learning situation**
Designing an evening course
- ▶ **Mediation**
Expanding notes

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Shopping, idioms, waste

- ▶ **Grammar**
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Listening


Lead in

- 1 **Think about when you go shopping. Which questions below are most important to you when you buy a product?**
 - ▶ Is it a good price?
 - ▶ Do I really need it?
 - ▶ Where was it made?
 - ▶ Do my friends have the same product?

Vocabulary Shopping

- 2  **In pairs, read the quiz and match the blue words to definitions 1-12.**

What type of **consumer** are you?

- 1  Some shoppers like to **browse** in the shops, then find an item cheaper online. Do you do this?
 - A Yes, it's important to see a product with my own eyes first.
 - B No, I'm happy to shop online. I just read the reviews.
- 2  The UK throws away so many clothes each year, they weigh as much as the Empire State Building. Do you ...
 - A buy your clothes new? It creates jobs in factories, although I try to avoid **sweatshop** clothes.
 - B buy **second-hand** clothes? **Charity shops** are a great way to help the planet.
- 3  Four out of five teenagers look for a **sale** so that they can afford more exclusive **brands**. What about you?
 - A Labels aren't important to me. I'm more interested in finding a good **bargain**!
 - B I try to buy brands that my favourite **influencers** recommend. They know what they are talking about.
- 4  These days, some people **purchase** items online, **try** them **on** and then send them back.
 - A Yes, all the time. It's fun to have lots of things to try on.
 - B No, I don't think it's fair on shops.
- 5  Consumers should read the purchase agreement before they buy a product. Do you ...
 - A always check that you can **exchange** a product or get your money back.
 - B buy something even if you might not be able to get a **refund**?



- 1 Look at several things in a shop or online without intending to buy any of them.
- 2 Money that a shop returns to you if the product you bought has a problem.
- 3 Take something you bought back to the shop and change it for something else.
- 4 A period of time when a shop sells items at a cheaper price.
- 5 Owned by someone else before you.
- 6 A factory where people work very hard for very little money.
- 7 Put on an item of clothing to see if it fits and how it looks.
- 8 Buy something.
- 9 A type of product made by a particular company under a particular name.
- 10 A shop that sells things given by people to raise money for people in need.
- 11 Something bought for less than the usual price.
- 12 People who post a lot of videos on social media talking about products that they've tried.

3 In pairs, do the quiz. Discuss the questions and explain your answers. Use the Key phrases to respond to each other's answers.

KEY PHRASES

Comparing responses

Why did you choose that option?
 Do you really? I don't!
 That surprises me about you!
 I'm totally the same / opposite.
 I tend to agree with you.

Listening

4 **1.15** Read the Key skill. Then listen to four conversations. Complete the sentences with the adjectives in the box. There is one adjective that you don't need.

KEY SKILL

Listening Identifying attitude

Try to identify people's mood and attitude. Listen to their intonation, etc. as well as what they say. This can help you to understand a conversation better.

concerned disappointed disapproving enthusiastic
 stubborn

Conversation 1 Mark is ...
 Conversation 2 Jasmine is ...
 Conversation 3 Jasmine is ...
 Conversation 4 Jake is ...

5 **1.15 EXAM** Listen again and complete the sentences. Write 1, 2 or 3 words.

Conversation 1

- 1 Mark paid ... for his new headphones.
- 2 Lucy suggests that he ...

Conversation 2

- 3 Jake's sister threw away a new dress because she didn't want to ...
- 4 Jasmine's bag cost ...

Conversation 3

- 5 Jasmine says that Lucy's dress comes from a ...
- 6 Lucy says that she might ask for ... for her dress, and Jasmine agrees.

Conversation 4

- 7 Mark thinks that Jake shouldn't ... another person's style.
- 8 Jake decides to order ...

Video How to go low waste

6 Watch the video. In which order does the presenter talk about the following advice?

- a Fix broken items, don't throw them away
- b Carry a reusable water bottle
- c Browse for bargains in charity shops

7 Watch the video again. Complete the sentences with the words in the box. There are two words that you don't need.

charity shop green landfill sites reusable
 zero-waste

- 1 It isn't always possible to live a ... lifestyle.
- 2 When you can make shopping choices, choose ... !
- 3 We can fix or reuse used or broken items without sending them to ...

8 Think of three more ways to reduce waste at home. Discuss your ideas with a partner.

3B Reading Selling

- 1** **Read the title of the article and discuss the questions.**
 - 1 What places and products do people often leave reviews for?
 - 2 How important is it, in your opinion, to read other people's reviews: very important, quite important, or not important?
- 2** **1.15 Read the article. Does it mention any of the places and products that you discussed in exercise 1?**
- 3** **EXAM** **Read the article again and choose the correct answers.**
 - 1 Companies post fake reviews ...
 - A to get influencers to promote them.
 - B to create more work opportunities.
 - C to attract more customers.
 - D to provide more information for customers.
 - 2 Some influencers are approached to write reviews ...
 - A for money-saving blogs.
 - B using false names.
 - C in exchange for money.
 - D because they are very familiar with the products.
 - 3 In the tourism industry, fake reviews are ...
 - A sometimes written by actual customers.
 - B more common than genuine reviews.
 - C often about how good the service in a hotel was.
 - D not frequently used on tourism review sites.
 - 4 One way to identify a fake review is ...
 - A check the star rating for the product.
 - B notice how many are posted over a few days.
 - C investigate the reviewer.
 - D try to purchase a product to see if you have problems.

- 4** **X.XX Read the Key skill. Then check that you understand the words (1–5) in exercise 5.**

KEY SKILL

Reading Finding synonyms and antonyms

- ▶ Identify the part of speech of the word that you need to find.
- ▶ Check you understand the meaning of the word.
- ▶ When you find a possible answer, try replacing the word with the synonym or antonym in the sentence. Does the sentence have the same or opposite meaning?

- 5** **EXAM** **Find antonyms of the words and phrases in the text.**
 - 1 small (*paragraph 1*)
 - 2 a large amount of (*paragraph 2*)
 - 3 disappointed (*paragraph 4*)
 - 4 manual (*paragraph 5*)
 - 5 dishonest (*paragraph 5*)
- 6** **Discuss the questions.**
 - 1 What would you do if you bought a product based on positive reviews and discovered it was of poor quality?
 - 2 Would you take a job as a fake review writer? Why (not)?

Vocabulary Idioms

- 7** **EXAM** **Match the definitions with the blue phrases in the text. Do you have similar expressions in your language?**
 - 1 taken care of well by somebody
 - 2 look for somebody / something while you are doing other things
 - 3 form an opinion based only on appearance
 - 4 small part of a bigger problem
- 8** **MEDIATION** **You suspect that some local businesses are using fake online reviews. Write a letter to your local newspaper to warn people how to identify fake reviews, using and summarizing the ideas in the text.**

FAKE

FAKE

FAKING IT

THE RISKS OF ONLINE REVIEWS



1 Online shopping is more popular than ever. There is such a vast range of choice that it can be difficult to decide which product to buy or which service to book. Unsurprisingly then that 75% of online shoppers turn to reviews for guidance.

5 However, while online reviews might appear to be a genuine source of information, they cannot always be trusted. In an attempt to boost sales, many companies are publishing fake reviews.

2 People don't generally write fake reviews for free; companies sometimes offer fees of up to \$500 for 50 product reviews, or \$20 for a Facebook business page review. The writers may have limited experience of the product or service they are describing, but all they need to do is write a positive review. Some companies also approach key influencers to write reviews about their products. One reports that she is regularly asked to write reviews in exchange for free goods. This particular influencer refuses to take part in what she sees as a dishonest practice, but others are more than happy to add to their income this way.

15 3 The tourism industry is believed to be flooded with fake reviews. Whilst a website for a particular destination might come with a list of five-star reviews, it seems that in certain hotels, guesthouses and hostels, visitors have been offered small refunds in exchange for writing positive reviews. Some businesses may have entirely false reviews. So, when choosing your next holiday, it's useful to know genuine guests tend to talk about the cleanliness of the room and the quality of the food, whereas fake reviews often mention things to do nearby.

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4 A fake review can be just **the tip of the iceberg**. When teacher Andrew Longden tried to purchase a bike from a private seller on an online auction site, he was impressed by the seller's positive reviews. Feeling confident that he was **in safe hands**, he bought the bike. However, the seller was a fake! The reviews, the seller's name and even the product itself had all been made up. Fortunately, Andrew received a full refund from the auction site, but many online scam victims are not so lucky.

5 So, how can we spot a fake online review? As a general rule, if lots of positive reviews appear over a couple of days, it's likely that they were posted by an automated system. When reading reviews, **keep an eye out** for short and repetitive sentences that use the same phrases. Buy from reputable companies, and always check the seller's refund and return policy before you click 'buy'. And most importantly, never **judge a book by its cover!** Things are often not what they seem.

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KEY VOCABULARY

Fake reviews

Look at the words or phrases in the text and find out their meaning.

- genuine (line 00)
- made up (line 00)
- scam (line 00)
- spot (line 00)

3C Grammar The passive and the causative

▶ Watch the video. Then read the information and do the activities.

A ACTIVE & PASSIVE FORMS

Active	Passive
Present continuous is / are eating	is being eaten
Present perfect has / have eaten	has / have been eaten
Past simple ate	was / were eaten
Past perfect simple had eaten	had been eaten
<i>will</i> will eat	will be eaten
<i>going to</i> is / are going to eat	is / are going to be eaten
Modal verbs can / must / should eat	can / must / should be eaten

See the irregular verbs list on pages 125–126 for irregular past participles.

We use the passive to emphasize the action (the verb) rather than who or what (the agent) did the action.

We often do this when the agent is unimportant, unknown, obvious or we don't want to name it.

The reviews had all been made up. (It isn't important who made them up.)

My bag has been taken. (I don't know who took it.)

When we want to state the agent, we can use an active form, or a passive form with *by*.

Active: *The hotel owner wrote the fake review!*

Passive: *The fake review was written by the hotel owner!*

1 Complete each passive sentence with one word.

- A The reviews ... posted by an automated system.
- B Online reviews cannot always ... trusted.
- C Some reviews are written ... influencers.
- D The information had ... made up.

2 📖 Read the text. Then complete the second text with the verbs in the correct passive forms.

Helping homeless teens

There are about 1,100 homeless teenagers who (1) **attend** high schools in Clark County, Nevada. Project 150 is an organization that (2) **is helping** homeless young people. Every August, they (3) **hold** a Back-to-School Teen Shopping Day. Organizers (4) **set up** a room with clothes, which the local community (5) **have donated**. They (6) **give** teenagers a bag when they walk in and (7) **tell** them to take whatever they need.

High schools in Clark County, Nevada (1) ... by about 1,100 homeless teenagers. Homeless young people (2) ... by an organization called Project 150. Every August, a Back-to-School Teen Shopping Day (3) A room (4) ... with clothes, which (5) ... by the local community. Teenagers (6) ... a bag when they walk in and they (7) ... to take whatever they need.

B SENTENCES WITH TWO OBJECTS

Active

They gave **Sophia the present**. or
They gave **the present to Sophia**

Passive

The present was given to **Sophia**. or
Sophia was given **the present**.

Some verbs, such as *give, sell, bring* can have two objects: a **direct object** (the thing which is given, etc.) and an **indirect object** (the person who the object is given to). In passive sentences, either the **direct** or **indirect** object becomes the subject of the sentence.

We use *to* before the indirect object:

- a) when it comes after the direct object in an active sentence.
- b) when it is the object of a passive sentence.



3 Are these sentences *true* or *false*?

- 1 We often use *to* before an indirect object.
- 2 In a passive sentence, only the direct object can become the subject.

4 Complete the second sentence in two ways so it means the same. Include *to* in one of the sentences.

- 1 Someone passed the ball to Ramirez.
... was passed ...
- 2 Someone sent three texts to Laura.
... was sent ...
- 3 He told the children the truth.
... were told ...
- 4 He gave the waiter a tip.
... was given ...

C IMPERSONAL & INFINITIVE FORMS

News reports often use the following passive construction with the verbs such as *believe*, *consider*, *think*, *rumour*, *report*, *say*. There are two ways to form the constructions:

It	passive	that	clause
It	is believed	that	the tourism industry is flooded with fake reviews.
It	is known	that	thousands of people lose money to online scams.

subject	passive	to + infinitive	rest of sentence
The tourism industry	is thought	to be flooded	with fake reviews.
Thousands of people	are known	to lose	money to online scams.

We can also use perfect and continuous infinitives, depending on the action.
The reviews are thought to have been written by a bot.
Online scams are considered to be increasing.

5 Complete each sentence with one word so that they all have the same meaning.

- 1 ... is reported that the shoplifters have been arrested.
- 2 The shoplifters are reported ... have been arrested.
- 3 They ... that the shoplifters have been arrested.

D THE CAUSATIVE

- 1 We use *have* or *get* + object + past participle when a person does a task for us.
Some companies have / get key influencers to write reviews for their products.
- 2 We use *have* + object + past participle when a person does something bad to us.
I've had my Facebook account hacked.

6 Match the sentences (A-C) with the rules (1-2) above.

- A She's had her credit card stolen.
B I could have the product reviewed by an influencer.
C I like to get stuff delivered.

7 Copy and correct the error in each sentence. One sentence is correct.

- 1 They had a photo taking yesterday.
- 2 I had my leg been bitten by a dog.
- 3 Theo always has his hair cut by his mother.
- 4 Sandra got her purse stolen in the city centre.
- 5 You can get your bag pack at the supermarket.

Cumulative review

8 Choose the correct options to complete the article.

Is your favourite influencer even real?

When you scroll through Instagram, does it sometimes feel as if the same dress (1) **is wearing / being worn by** the same model, or that their faces are little bit too perfect?

If so, you might be looking at a virtual influencer – an online persona that people (2) **have created / have been created** to work for companies and market their products. Some of the best known virtual influencers are Maya, Lil Miquela and Barbie, and (3) **are followed by / follow** millions of people. It's considered (4) **that virtual influencers have / virtual influencers to have** a lot of advantages over real influencers. You can (5) **control / be controlled by** everything that they do, they never get old, and you don't have to pay them! Songs have even (6) **recorded / been recorded** for some virtual influencer creators so that their influencers can become pop stars.





Vocabulary Waste

1 🎧 **Read the text. Which good news story do you think will help the planet most? Why?**

2 **Match the blue words in the text to the definitions.**

- 1 burn, usually a large quantity of something
- 2 pollute
- 3 leave something unwanted, often somewhere public
- 4 get rid of something unwanted, often in a responsible way
- 5 gradually change naturally into smaller parts
- 6 material that a product is sold in

- 7 harmful because it contains chemicals
- 8 able to happen without harming the environment
- 9 a mixture of decaying plants and vegetables that's added to soil to help plants grow
- 10 the conservation of all resources through responsible production and consumption
- 11 the amount of carbon dioxide released into the environment as a result of an action
- 12 able to become harmless organic material over time

3 🎧 **MEDIATION** **Imagine that your younger brother or sister is worried about the environment. Tell him about one of the stories in the text to cheer him/her up.**

THERE'S NO PLANET B!

I was cycling in my local woods the other day when I saw that someone had **dumped** a load of half-empty paint cans. I was furious! The chemicals in the paint create **toxic** waste and these chemicals will **contaminate** the ground. Why don't people **dispose of** their waste responsibly? We are destroying our planet, and it's so sad. Please post some good news stories about the environment to cheer me up!

- 1 I have a great story for you! Plastic is probably one of the least **biodegradable** materials around, taking around 1,000 years to **break down**. With this in mind, Colombian company Conceptos Plásticos uses plastic waste to make bricks to build houses. I think it's a fantastic example of a **sustainable** process.
- 2 A few years ago, the local residents of our Pennsylvania neighbourhood created an amazing community garden in some nearby wasteland. We grow vegetables here for everyone, so we've reduced our **carbon footprint** by not buying food in plastic **packaging** from the other side of the world. We also make **compost** from the vegetable peelings.
- 3 How about this? Rossano Ercolini, a local primary school teacher here in Capannori in Italy, convinced the town not to **incinerate** rubbish because it causes air pollution and damages our health. We now have a **zero-waste** policy, and one of the highest recycling rates in Europe.

Listening

4 🎧 1.17 **Listen to a presentation about Rossano Ercolini. Match 1-4 to A-D to make sentences about the presentation.**



Ercolini the Environmentalist

- 1 In the 1990s, the small town of Capannori used to dispose of its waste
 - 2 Rossano Ercolini explained to local people
 - 3 Ercolini is also helping companies to create
 - 4 Zero waste isn't the same as recycling –
- A it means that we should consume less in order to create less waste.
 B by burying it or burning it.
 C how it was possible to separate rubbish into different materials.
 D sustainable products such as reusable coffee cups as well as jobs for young people.





5 1.17 **EXAM** Listen again. Are the statements *true* or *false*? Justify your answers.

- 1 Unlike burning waste, sending it to landfill sites isn't dangerous to our health.
- 2 Before 1994, Capannori didn't have any incinerators.
- 3 The location of the proposed incinerator was far away from residents.
- 4 Ercolini invited experts to teach the local community about recycling.
- 5 Residents responded well to Ercolini because he listened to them and asked for their opinion.
- 6 Capannori is one of the leading towns in Europe in the zero-waste movement.

Pronunciation Stress for emphasis

6 1.18 Listen to the Key phrases and write down the words that are stressed.

KEY PHRASES

Giving a presentation

Today, we're going to look at / talk about ...
 Let's start off by looking at / talking about ...
 It might surprise / interest you to learn that ...
 Here are some key issues / statistics ...
 So, to recap / sum up ...
 Thank you for listening.

7 In pairs, practise saying the Key phrases. Pay attention to the stressed words.

KEY SKILL

Speaking Planning a presentation

To help you plan a successful presentation:

- ▶ include a short introduction: summarize what you are going to talk about.
- ▶ organize the main part of your presentation into sections. Take turns to present the different sections.
- ▶ practise your presentation using notes; try to talk fluently using your own words, rather than reading out a script.

Speaking A presentation

8 In pairs or small groups, read the Key Skill, then follow the steps in the Speaking guide.

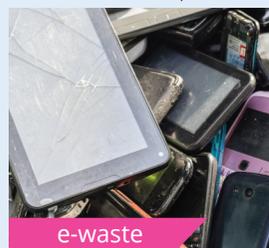
SPEAKING GUIDE

TASK

Plan and give a presentation about an environmental problem.

Think and plan

- Choose a topic from the photos below.



e-waste



food waste



air pollution



space debris

- Research information about the causes, problems and possible solutions for the topic.
- Find photos or video clips to use in your presentation.
- Decide who will give which sections of the presentation.

Prepare

Write out your part(s) of the presentation. Use the Key phrases and the Key skill to help you.

Make sure you include an introduction and conclusion.

Practise

Practise your presentation. Then do your presentation for another pair or group or show them a video of the presentation.

Peer assessment

What was good about the presentation that you listened to?

What can your classmates improve next time?

Model text

1 Read the emails and answer the questions in your notebook.

- 1 What is the problem with the watch in email A?
- 2 Why does Tessa write to Peter in email B?

The writer explains why they are writing.

2 Read the emails again and answer the questions.

- 1 How does Tessa address the recipient? Why?
- 2 Translate the red words and phrases.
- 3 Find two examples of question tags.

The writer describes the problems with the product and service they received.

The writer says what action they would like the company to take.

A

To: info@athleteaccessories.com
 From: t.carpacho@mymail.com
 Subject: order number 209462MA

Dear Sir or Madam,
 I am writing with reference to the above order, which was placed on your website on 17 April. The order was for a waterproof watch. Unfortunately, I am extremely dissatisfied with your product. First of all, when I unpacked the watch, I found that I had been sent the wrong colour. Secondly, when I tested the watch to check that it was waterproof, some water got inside and I could see it beneath the cover of the face. I **therefore** sent an online return form to request a refund. **However**, I have received no response, **despite the fact that** it is now two weeks since I contacted you. I would be grateful if the situation could be resolved as soon as possible. I have attached a copy of the receipt and a photograph of the item. I look forward to hearing from you very soon.
 Yours faithfully,
 Tessa Carpacho



B

Hi Peter,
 How are you doing? I saw the photos of your holiday you put up the other day – looks amazing! You were with your sister, weren't you? I'm planning on going to the beach next week with some friends. Hope it's really hot! You've got a waterproof watch, haven't you? Are you happy with it? I bought one to help me train for the triathlon, but they sent me the wrong colour AND it wasn't even waterproof (!), **so** I was wondering which one you got. I might get the same one after I get a refund for the other one.
 Anyway, apart from that, not much news here, just busy studying for exams. When are you next in town? Would be great to meet up.
 Keep in touch,
 Tessa

The writer chats about their news.

The writer explains what they would like the reader to do.

The writer ends the email in a friendly way.



Writing skills Formal and informal style

- 3 **Copy and complete the lists with the words in the box.**

aims contractions conversational incomplete
passive questions sentences tags

Formal emails often include these features:

- (1) ... forms (not active).
- Complete and grammatical (2) ...
- Paragraphs with clear (3) ...
- No (4) ...

Informal emails often include these features:

- Some (5) ... sentences (ellipsis).
- Paragraphs which don't always have a clear aim.
- Direct (6) ...
- (7) ... style.
- Question (8) ...
- Contractions.

- 4 **Complete the Key phrases using Tessa's emails to help you. Write one word in each gap (1-7).**

KEY PHRASES

Formal emails

Dear (1) ... or Madam,
 I am writing (with reference) (2) ...
 I (3) ... be grateful if ...
 I look forward to (4) ... from you.
 Best wishes / Kind regards,
 Yours (5) ...,

Informal emails

Hey ...!
 How are you (6) ...?
 Good to hear from you.
 Any news?
 What about you?
 (7) ... in touch.
 Take care.

- 5 **1.19 Listen to Keiran call customer services about a product that he bought. Answer the questions.**

- 1 What product did he buy?
- 2 What are the two problems with it?
- 3 What does Keiran want the company to do?
- 4 What does the customer services assistant ask him to do?

Preparing to write

- 6 **Read the task in the Writing guide. Think of an item you bought that you weren't happy with and make notes about the following:**

- 1 What was the item?
- 2 Why weren't you happy with it?
- 3 Did you complain?
- 4 Did the company respond?
- 5 Did you return or exchange the item finally?

Writing

- 7 **Follow the steps in the Writing guide.**

WRITING GUIDE

TASK

You placed an order with an online shop. One item was missing from the delivery and you have been overcharged for other items. You tried to phone customer services, but they didn't answer. Write an email describing your experience and asking for a solution.

Write 120–150 words.

Think and plan

Think about the details and prices of the products you ordered. Then think about the details of your communication with the company.

Write your ideas in a mind map to help you to organize your thoughts.

Write and check

Read the Key phrases again. Then write a rough version of your email using your mind map notes. Tick the notes as you write them. Then check your email against the elements of a formal email in exercise 4 and write a neat version.

Grammar

Active and passive forms

We form the passive voice with *be* + past participle. We use *be* in any tense or structure.

The reviews are written by influencers.

A lot of reviews have been written for this product.

Reviews will be written by bots in the future.

We use the passive to emphasize the action (the verb) rather than who or what (the agent) did the action.

We do this when the agent is unknown, unimportant, obvious, or we don't want to name it.

We can name the agent by using an active sentence, or a passive sentence + *by* + agent.

People in sweatshops made these clothes.

These clothes were made by people in sweatshops.

Sentences with two objects

Some verbs, such as *give*, *sell*, *bring* can have two objects: a direct object (the thing which is given, etc.) and an indirect object (the person who the object is given to).

In passive sentences, either the direct or indirect object becomes the subject of the sentence.

We use *to* before the indirect object:

a) when it comes after the direct object in an active sentence.

b) when it is the object of a passive sentence.

They gave Sophia the present. / They gave the present to Sophia.

Sophia was given the present.

The present was given to Sophia.

Impersonal & infinitive forms

News reports often use the following passive construction with the verbs such as *believe*, *consider*, *think*, *rumour*, *report*, *say*.

It + (be) + past participle + that

The same meaning can be expressed with the following structure:

Subject + (be) + past participle + infinitive

It's thought that there are hundreds of virtual influencers.

There are thought to be hundreds of virtual influencers.

The causative

We use *have* or *get* + object + past participle when a person does a task for us.

Some companies have / get key influencers to write reviews for their products.

We use *have* + object + past participle when a person does something bad to us.

I've had my Facebook account hacked.

KEY VOCABULARY

SHOPPING

bargain (n)
brand (n)
browse (v)
charity shop (n)
exchange (v)
influencer (n)
purchase (v)
refund (n)
sale (n)
second-hand (adj)
sweatshop (n)
try on (v)

WASTE

biodegradable (adj) (v)
break down (v)
carbon footprint (n)
compost (v)
contaminate (v)
dispose of (v)
dump (v)
incinerate (v)
packaging (n)
sustainable (adj)
toxic (adj)
zero-waste (adj)

IDIOMS

in safe hands
judge a book by its cover
keep an eye out for
the tip of the iceberg

EXTENSION VOCABULARY

vast (adj)
limited (adj)
impressed (adj)
automated (adj)
reputable (adj)

FAKE REVIEWS

genuine (adj)
made up (adj)
scam (n)
spot (v)

Use of English

1 **EXAM** Complete the text with *one* word in each gap.

A dangerous game

Lee Neale feels as though he has (1) ... cheated after his eight-year-old daughter was able to (2) ... items costing more than £4,000 while playing a 'free' online game on his tablet. Neale, whose bank account (3) ... now been frozen, has been told (4) ... the games company that they won't (5) ... the money. He says that he can't afford to pay, and may need to (6) ... his car and two motorbikes for cash to cover the cost. Neale thinks that it's the company's responsibility to keep an (7) ... out for strange situations. However, he admits that he (8) ... sent several email receipts when his daughter started spending money, but he didn't notice them until it was too late.



2 **EXAM** Complete the text with the correct form of the verbs in brackets.

COSMETIC STANDARDS



Food waste is a huge environmental problem – figures from the Institute of Mechanical Engineers suggest that as much as two billion tonnes of food (1) ... (dump) each year, which is almost half the world's food.

The reasons for this waste are shocking: The fishing industry (2) ... (dispose) of 40–60% of the fish caught in Europe because they (3) ... (not / consider) to be the correct size or species, or because of the European quota system.

In addition, an estimated 20–40% of UK fruit and vegetables (4) ... (reject) because they don't meet the supermarkets' cosmetic standards in terms of perfect shape or size.

What's more, it (5) ... (believe) that if trees (6) ... (grow) on the land currently used to grow all the food that we waste, then this would go a long way to reducing greenhouse gases.

Writing skills

3 Copy and order the words to form sentences. Then write whether the phrases are usually found in *formal* or *informal* emails.

- reference / my / to / I / am / order. / writing / with
- could / if / me / grateful / I / refund. / would / be / you / send / a
- you. / from / Good / hear / to
- forward / hearing / you. / I / to / from / look
- great / up. / It / be / meet / would / to

Listening The world's favourite product



1  **1.20** Listen to three people talking about coffee. Match the best summary to each person. There is one extra summary.

- A how climate change is affecting coffee
- B coffee traditions in different parts of the world
- C how coffee is produced
- D different types of coffee drinks

2 **EXAM**  **1.20** Listen again and choose the correct answers.

Speaker 1

- 1 What happened after the coffee shop added syrup flavours to their menu?
 - A Teenagers felt more energetic after drinking them.
 - B More teenagers began ordering coffee.
 - C Customers drank more coffee drinks with milk.
 - D Customers stopped ordering black coffee.
- 2 What is another influence on coffee consumption amongst teenagers, according to the manager?
 - A Drinking coffee is a sociable activity.
 - B They can meet friends without their parents.
 - C It makes teenagers feel like adults.
 - D It's an opportunity to meet up after school.

Glossary

- bitter /'bɪtə/ (adj) = having a strong taste that some people find unpleasant
- revise /rɪ'vaɪz/ (v) = prepare for an exam by reading back through what you've studied
- frothy /'frʊθi/ (adj) = containing lots of tiny bubbles
- roast /rəʊst/ (v) = cook at a high temperature in an oven, sometimes in oil

Speaker 2

- 3 How does the speaker describe coffee?
 - A It is a drink enjoyed by people all over the world.
 - B It's the main global industry.
 - C It's a Brazilian product.
 - D It has a dangerous effect on many people.
- 4 What is the significance of \$1,092?
 - A It was the price of coffee in the 15th century.
 - B It's the wage of a coffee farmer in Brazil.
 - C A Starbucks store makes that amount each day.
 - D It's the amount a typical American spends on coffee in a year.

Speaker 3

- 5 According to the speaker, how was coffee first discovered?
 - A An animal herder noticed the effect of caffeine when his animals ate the fruit.
 - B An animal herder ate the fruit and wasn't able to sleep.
 - C A man mixed it with water, drank it and had a lot of energy.
 - D Some farmers in South America ate the berries by accident.
- 6 What is the effect of roasting coffee beans?
 - A It removes the caffeine.
 - B It brings out the flavour and smell.
 - C It makes the coffee last longer.
 - D It burns the coffee beans.

3  **Discuss the questions.**

- 1 Where, when and how do people usually drink coffee in your country?
- 2 Why do you think coffee is such a popular drink?

4  **MEDIATION** Imagine you are applying for a job in a specialist coffee shop. Use some of the ideas that you heard to write a short cover email. Demonstrate that you are knowledgeable about coffee culture.



Video Fast fashion and the environment

- 1   **Look at the photos. Then watch the first part of the video and choose the correct option.**



- | | | |
|--|--|---|
| <p>1 Every year, up to ... clothes items are produced.</p> <p>a 10 billion
b 100 million
c 100 billion</p> | <p>2 Fashion creates ... of global waste water, according to the UN.</p> <p>a 20%
b 10%
c 5%</p> | <p>3 ... litres of water go into making one basic T-shirt.</p> <p>a 1
b 2,700
c 0.5</p> |
|--|--|---|

- 2   **EXAM** Watch the second part of the video. Complete the sentences with 1, 2 or 3 words.

- 1 Most clothes are made from a mix of
- 2 The majority of old clothes end up being burned or going to
- 3 The UK T-shirt brand creates clothes which will be
- 4 The T-shirts aren't made until they are
- 5 When customers no longer want their clothes, they just have to ... and send them back.

- 3  **Watch the third part of the video. Which is the best summary?**

- 1 Most shoppers and companies don't understand the environmental impact of fashion and need to change their habits.
- 2 Shoppers want to help the environment and are changing their shopping habits, but companies need to think more about sustainability.
- 3 Companies are putting sustainability first, and shoppers need to follow them.

- 4 **Discuss the questions in pairs or small groups.**

- 1 Do you know any environmentally friendly clothes brands? How do they consider the environment?
- 2 Who is more responsible for protecting the planet: companies which produce clothes, or people who buy them? Why?

Glossary

ethically /phons/ (adv) = in a way which doesn't harm nature or people

garments /phons/ (n) = items of clothing

polluter /phons/ (n) = a company or process which causes pollution

rough (guess) /phons/ (adj) = very approximate