

Vocabulary Summary Buying

Read the texts below and study the definitions of the words and phrases in blue. Which ones are new and which are you already familiar with?

Shopping

I thought this torch was a **bargain**, but it doesn't work!

Take it back. Ask them for a **refund**, or you could **exchange** it.

Do you ever go to **charity shops**?

No, but I've bought a few **second-hand** things online.

Do you have any favourite **brands**?

Not really, although I want to find out who makes my favourite **influencer's** shoes.

Why don't you **try** this jumper **on**?

No, I don't buy clothes made in **sweatshops**.

Let's go and **browse** the **sales**!

OK, but I don't know if I'll actually **purchase** anything. I've got no money at the moment!

Idioms

That's just **the tip of the iceberg**! There are much bigger problems and a lot more we need to think about!

Can you **keep an eye out** for my phone? I can't find it anywhere.

You'll **be in safe hands** with Dr Lee.

Don't judge a book by its cover! It looks old, but it goes fast!



Exam tip Idiomatic language

Many English idioms have nouns in them, such as animals:



let the cat out of the bag (= reveal a secret),
smell a rat (= start to think that someone might be lying), *get the lion's share of sth*
(= get the biggest portion of sth)

Waste

How can governments, manufacturers and individuals behave in a sustainable manner?

Manufacturers need to prevent **toxic** waste from **contaminating** the environment. They should also consider using **biodegradable packaging** that **breaks down** quickly.

Individuals can reuse things or make sure they recycle them, reducing the amount of rubbish that is **incinerated** or **dumped** in **landfill sites**. They should think carefully about how they **dispose of** everyday items. For example, they can use fruit and vegetable waste to make **compost**. Finally, individuals can cut their **carbon footprint** by using public transport rather than private cars, and by taking fewer aeroplanes.

Governments should provide practical support for individuals, communities, and organizations to help them follow **zero-waste** principles.

Grammar Summary The passive and the causative

Active & passive forms

Active forms

We use active forms when we focus on the people or objects acting on the verb.

My friend sells these products online.

Passive forms

We use passive forms when we want to focus on the people and objects influenced by the verb.

These products are sold online.

To form passive verbs, we use (be) + past participle.

be	past participle
is / are	broken, tested, left, seen, eaten, put, etc.
is / are being	
was / were	
was / were being	
have / has / had been	

Sentences with two objects



Active: Dad's given *me* the keys!
Dad's given *the keys* to *me*!

Passive: I've been given *the keys*!

When there are two objects in an active sentence, the indirect object usually becomes the subject in the passive.

Dad, I = subject
the keys = direct object
me = indirect object

Impersonal & infinitive forms

Impersonal forms

News reports often use passive constructions with *It* + (be) + past participle + *that*.

This construction is often used with verbs such as *believe*, *think*, *consider*, *rumour* and *report*.

They believe that these reviews are fake. (active)

It is believed that these reviews are fake. (passive)

Passive infinitive

The same idea can be expressed with a passive infinitive.
These reviews are believed to be fake. (passive infinitive)

Infinitives in the continuous and perfect forms are also possible.

They think / thought that the artist is working on a new project.

The artist is / was thought to be working on a new project.

They think / thought that the seller posted fake reviews.

The seller is / was thought to have posted fake reviews.

Language note

We can only use *rumour* in the passive form, or as a noun.
There are rumours that he's living in Spain.

He is rumoured to be living in Spain.

~~*People rumour that he lives in Spain.*~~

We use the verb *consider* in this structure to mean 'people generally feel'.

She is considered to have been one of the greatest leaders of all time.

~~*She is reported to have been one of the greatest leaders of all time.*~~

The causative

When a person does a task for us, we can use *have* or *get* + object + past participle.

have / get	object	past participle
have / get	your hair	cut
	your photo	taken
	things	mended

I could have the product reviewed by an influencer.

I like to get stuff delivered.

When a person does something bad to us, we use *have* (not *get*) + object + past participle.

She's had her credit card stolen.

Language note

We can use the causative *got* in the past simple, but not in the present or past perfect.

Did you get / have your bike fixed?

Have / Had you had your bike fixed?

~~*Have / Had you got your computer fixed yet?*~~

1 Cross out **one** option in each sentence which is **NOT** possible.

- You can try out ~~a shirt~~ / a phone / a sofa before you buy it.
- Influencers persuade people to buy certain reviews / brands / products.
- You should always try on clothes / pens / shoes before you buy them.
- You can browse products / online / labels.
- You can buy second-hand things in a sweatshop / online / in a charity shop.
- If you want a bargain, you should go to a charity shop / the sales / an expensive department store.
- If you're not happy with a purchase, you should be able to exchange it / deliver it / get a refund.

Score: ____ / 6

2 **EXAM** Complete the idioms with the words in the box.

book day hands **keep** rule thumb tip

- A: I dropped my scarf somewhere on the way back from town.

B: I'm going into town later. I'll **keep** an eye out for it.
- As a _____ of _____, a handful of fruit or vegetables counts as a portion.
- A: Is that the boy Jade was talking about? He looks very quiet and serious.

B: Don't judge a _____ by its cover! He's actually really funny.
- A: There seems to be more homeless people in the city than ever. It's really sad.

B: Yes, and that's just the _____ of the iceberg. There's a lot more poverty in this area than people realize.
- A: Jasmine says she wants to talk to me about Nando.

B: I wouldn't give her the time of _____ . She's not very trustworthy.
- A: It's good that you had so many experts to advise you.

B: Oh yes, we knew we were in safe _____ .

Score: ____ / 5

3 Are these 1–8 good (✓) or bad (X) for the environment? Write (✓) or (X).

- recycling ✓
- landfill sites _____
- clean-ups _____
- incinerating rubbish _____
- zero-waste policies _____
- reusing things _____
- toxic waste _____
- sustainable processes _____

Score: ____ / 7

Exam tip Compound nouns

In the Use of English exam, especially sentence transformations, you may have a task where you have to put verbs (in brackets) into the correct form (past, present or future). Before you choose which of these to use, read the text and underline the time expressions (e.g. **since**, **ago**, **soon**), as they will often help you with your choice of verb form.



4 Choose the correct options to complete the text.

Compostable WRAP

If you get a magazine in (1) *packaging* / **waste** like this, don't throw the wrap away or put it in your plastic (2) *recycling* / landfill bin. It's compostable wrap, an environmentally-friendly wrap made of plant-based materials. It's (3) *toxic* / *biodegradable*, so it will (4) *contaminate* / *break down* quickly in the Earth. You should (5) *dispose of* / *incinerate* it in your food waste or (6) *sustainable* / *compost* bin, along with things like apple peel and eggshells. Compostable wrap reduces the amount of rubbish sent to (7) *landfill sites* / *zero waste*, and can also help reduce a manufacturer's (8) *carbon footprint* / *clean-up* as it requires less carbon to produce than standard plastic wraps.

Score: ____ / 7

Total score: ____ / 25

Vocabulary Consolidate ★★

1 EXAM Complete the questions with the words in the box. Then write your answers to the questions.

browse charity shop refund **sales** try on
try out

- When did you last ...
buy something in the (1) **sales**?
go to a (2) _____?
(3) _____ a pair of shoes?
get a (4) _____ for something?
(5) _____ online, but without buying anything?
(6) _____ a product (e.g. an electronic device)?

Score: ____ / 5

2 Correct the bold nouns to complete the idioms.

- The future of the school will be in safe **feet** with your next head teacher, Mrs Brennan. *hands*
- I'm going to look for a jacket in the sales, but I'll keep my **ear** out for any other bargains, too.

- The kitchen's messy, but that's just the tip of the **mountain!** You should see the rest of the house!

- A: I was thinking about trying the new hairdresser's in town.
B: Personally, I wouldn't give them the **hour** of day. Two of my friends had awful experiences there. _____
- A: Is that our hotel? It looks awful!
B: Well, they say you shouldn't judge a book by its **pages**. Let's see what it's like inside.

- As a rule of **finger**, it takes about one hour for every five kilometres you walk forwards, and one hour for every 600 metres you walk uphill.

Score: ____ / 5

KEY TO VOCABULARY

Idioms

There are lots of body idioms in English. Here are a few:

get cold feet = change your mind about wanting to do sth

give sb the cold shoulder = ignore sb

go behind sb's back = do something secretly, for bad reasons

It's on the tip of my tongue. = I can almost remember the word I want to say, but not quite.

3 Complete the sentences with the missing words. The first letter is given.

- Paper and vegetables are *biodegradable*. Plastic and rubber aren't.
- Why do some people think it's OK to d_____ unwanted items like furniture in the countryside?
- Many chemicals are t_____, and are very harmful to the environment.
- People who buy a lot of stuff and throw it away don't live a z_____ -w_____ lifestyle.
- You can recycle waste or you can i_____ it, which means burning it in a controlled way.
- Fish and other animals die when chemicals and other waste products c_____ rivers and lakes.

Score: ____ / 5

4 EXAM Complete the text with the words in the box.

~~carbon footprint~~ compost landfill sites
purchases reuse sustainable



Want to reduce your (1) *carbon footprint*? Here are some simple ways to living a more (2) _____ way of life:

- (3) _____ containers like jars and bottles by filling them up at bulk food stores.
- Eat less meat and dairy, and more fruit and vegetables.
- Make sure your food waste doesn't go into your main bin - it can make (4) _____.
- Fly less.
- Most 'fast-fashion' (5) _____ quickly end up in (6) _____.

Buy good-quality clothing that will last.

Score: ____ / 5

Total score: ____ / 20

1 Choose the correct options to complete the sentences.

- These cakes ~~are~~ / *were* made here this morning.
- My bedroom's *painting* / *being painted* at the moment.
- The fire alarms *are checked* / *check* every day.
- Nobody *had told* / *had been told* me what to do.
- You'll be *helped* / *helped by* the sales assistant.
- Have you ever *stopped* / *been stopped* by the police?
- I entered the room when I *was* / *was being* invited to.
- The alarm went off because the security tag *hadn't been removed* / *hadn't removed* from the dress.

Score: ____ / 7

2 Complete the sentences with pronouns and a verb form from the box.

've been 's being was (x 2) **were**

- He gave you the tickets.
You were given the tickets.
- Someone showed her the room.
_____ shown the room.
- They're sending him the parcel.
_____ sent the parcel.
- Someone's lent us some money.
_____ lent some money.
- An old man taught me Russian.
_____ taught Russian by an old man.

Score: ____ / 4

3 Tick (✓) the correct answers, A, or B.

- Their youngest child _____ to be a genius!
A is said ✓ B said
- _____ believed that the three men have left the country.
A It's B They're
- The couple _____ to be working on a new film together.
A rumour B are rumoured
- The accident is thought to _____ at about three o'clock this morning.
A happen B have happened
- _____ that two women have been arrested in connection with the crime.
A It's been reported B It's considered

Score: ____ / 4

KEY TO GRAMMAR

The causative with have

When a person does a task for us, we can use *have* or *get* + object + past participle:

I could have / get the product reviewed by an influencer.

I like to get stuff delivered.

However, when a person does something bad to us, we can only use: *have* (not *get*) + object + past participle:

She's had her credit card stolen.

~~*She's got her credit card stolen.*~~

4 Read the conversation and match A-H to 1-6. There are two extra options.

- A 'm having my eyes tested
B had his bike stolen
C 've had my hair cut
D was having some invitations printed
E get a key cut
F 'm having it fixed
G had my photo taken
H getting it delivered

Amy: Hi, Raúl. You look different.

Raúl: I (1) **C**. Is that it?

Amy: Ah, yes, maybe. It looks nice. Anyway, I don't usually see you on the bus.

Raúl: Yes, there's something wrong with my bike. I (2) _____ and it's not ready yet.

Amy: Oh right. Poor Caleb (3) _____ a few weeks ago.

Raúl: Yeah, but he's already bought a second-hand one online.

Amy: Oh, that was quick!

Raúl: Yeah, and he's (4) _____ tomorrow. Are you heading into town?

Amy: Yes, I (5) _____. I think I need new glasses. How about you?

Raúl: I just need to (6) _____.

Score: ____ / 5

Total score: ____ / 20



1 EXAM Use the passive form to complete the second sentence so that it has a similar meaning to the first sentence.

- Do shops sell his books all over the world?
Are his books *sold* all over the world?
- You should take the tablets with water.
_____ with water.
- People didn't make these earrings in a factory.
_____ in a factory.
- When I got the dress home, I realized they hadn't removed the security tag.
When I got the dress home, I realized _____.
- She's reduced all the prices.
All _____.

Score: ___ / 4

2 Read the speech bubbles. Then tick (✓) the sentences, A or B, with the same meaning.

She said, 'Here are your seats.'

- A Our seats were shown to her.
B We were shown to our seats. ✓

Dexter lent me a pen.

- A I was lent a pen.
B A pen was lent to Dexter.

They'll tell you what to do.

- A You'll give them clear instructions.
B You'll be given clear instructions.

They send me links to that website every day.

- A I keep getting sent links to that website.
B I keep sending them links to that website.

They taught her golf at a young age.

- A Golf was taught when she was young.
B She was taught golf when she was young.

Score: ___ / 4

3 EXAM Complete the sentences using the correct form of the verbs in brackets.

- Someone's painting her nails. (paint)
She's *having / getting her nails painted*.
- Evidence suggests that this necklace is over 2,000 years old. (believe)
It _____ over 2,000 years old.
- People are saying she's very ill. (rumour)
She _____.
- Many people feel that Cervantes was one of the greatest writers in the Spanish language. (consider)
Cervantes _____ one of the greatest writers in the Spanish language.
- They reckon someone started the fires deliberately. (think)
Someone _____ the fires deliberately.

Score: ___ / 4

4 Read the article. Correct the words and phrases in bold.

A short history of receipts

Around 5,000 years ago, pictures and symbols were (1) **drew drawn** on clay and used as receipts. In fact, it's (2) **writing is thought to be** _____ invented for receipts when people started wanting proof that they'd paid for goods they'd bought or services they (3) **been** _____ done.

In the 15th century, the printing press (4) **is** _____ invented. Soon, printed receipts were (5) **using** _____ by all sorts of people, including bankers, farmers and shopkeepers.

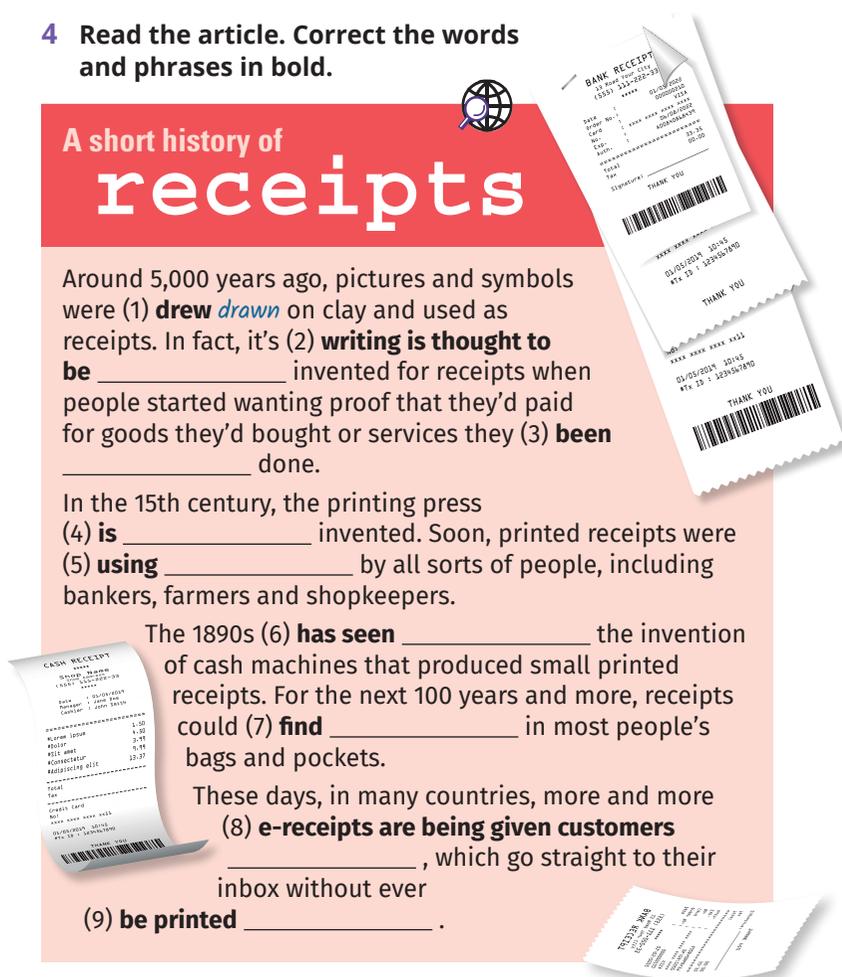
The 1890s (6) **has seen** _____ the invention of cash machines that produced small printed receipts. For the next 100 years and more, receipts could (7) **find** _____ in most people's bags and pockets.

These days, in many countries, more and more (8) **e-receipts are being given customers** _____, which go straight to their inbox without ever

(9) **be printed** _____.

Score: ___ / 8

Total score: ___ / 20



Reading

1 Read the blog post. Put the topics in the correct order.

- A How to avoid fast fashion. _____
- B The effects of fast fashion. _____
- C What fast fashion is. _____

The price of

FAST FASHION

An expensive dress is modelled at a fashion show in Paris. Two weeks later, a very similar-looking dress is available on the high street at a fraction of the price. Made using cheap textiles coloured by toxic dyes, this dress will only be worn a few times before ending up in a **landfill**. 'Fast fashion', or the mass production of inexpensive clothing in response to the latest trends, is the second most polluting industry on Earth.

Here are some shocking facts:

1 2,700 litres of water are used to produce one cotton shirt. ¹ _____ And then, after production, even more water will be used to wash it.

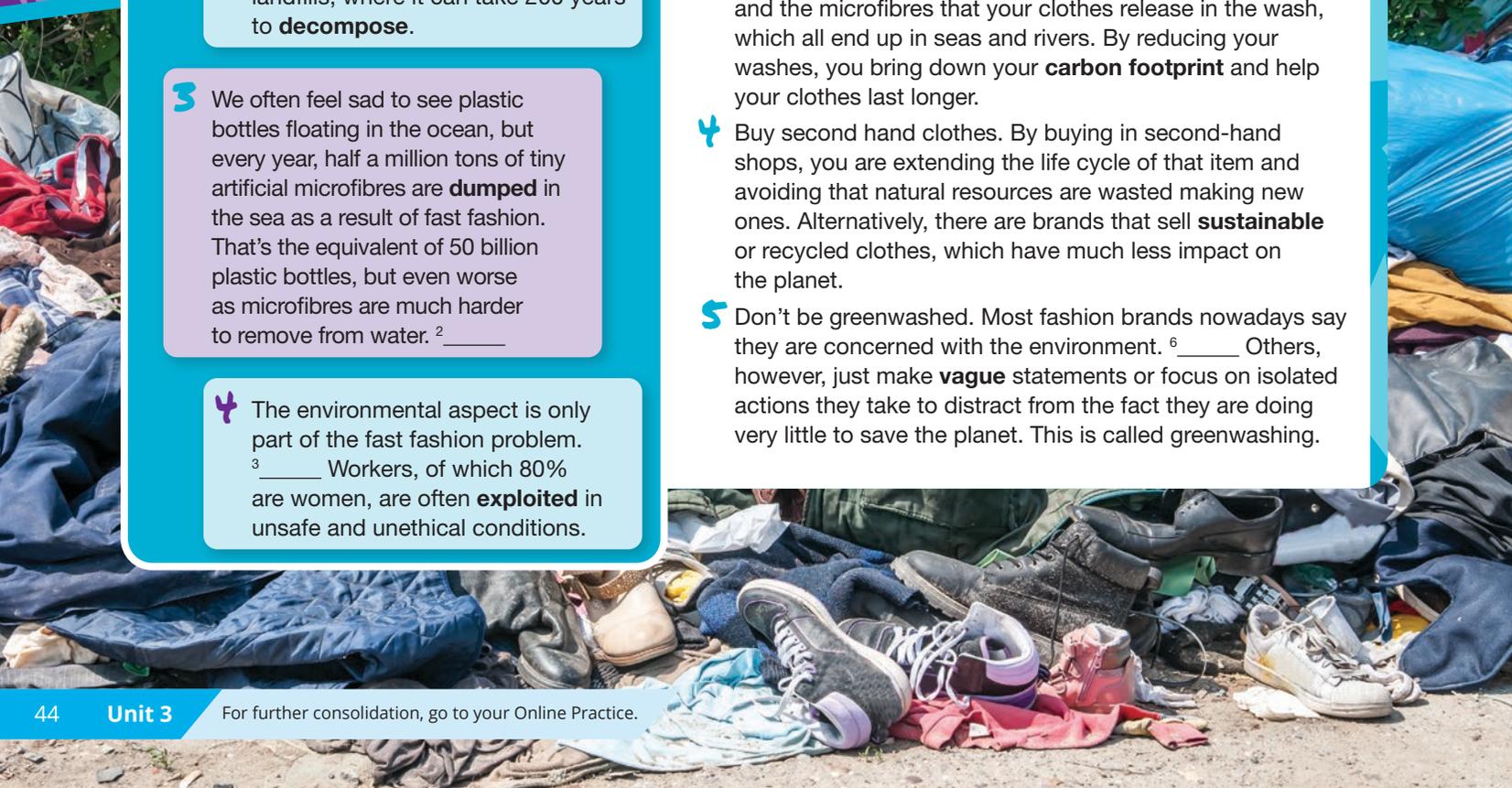
2 We have never bought as much clothes as now. Americans, for example, purchase five times more clothes now than in the 1980s. 84% of all this clothing ends up in landfills, where it can take 200 years to **decompose**.

3 We often feel sad to see plastic bottles floating in the ocean, but every year, half a million tons of tiny artificial microfibres are **dumped** in the sea as a result of fast fashion. That's the equivalent of 50 billion plastic bottles, but even worse as microfibres are much harder to remove from water. ² _____

4 The environmental aspect is only part of the fast fashion problem. ³ _____ Workers, of which 80% are women, are often **exploited** in unsafe and unethical conditions.

If you want to help break the fast fashion cycle, here are some simple steps you can take:

- 1 Buy fewer clothes. ⁴ _____ One way of **trimming down** your wardrobe is getting rid of anything you haven't worn in the last two years (see how below).
- 2 Donate your old clothes to charity rather than throwing them away. Your clothes will not only be re-used, but the charity you are donating to will benefit financially and be able to help society in other ways. You can choose the charity you are most concerned with. ⁵ _____
- 3 Wash your clothes less. A big part of the fast fashion problem is the amount of chemicals from washing products and the microfibres that your clothes release in the wash, which all end up in seas and rivers. By reducing your washes, you bring down your **carbon footprint** and help your clothes last longer.
- 4 Buy second hand clothes. By buying in second-hand shops, you are extending the life cycle of that item and avoiding that natural resources are wasted making new ones. Alternatively, there are brands that sell **sustainable** or recycled clothes, which have much less impact on the planet.
- 5 Don't be greenwashed. Most fashion brands nowadays say they are concerned with the environment. ⁶ _____ Others, however, just make **vague** statements or focus on isolated actions they take to distract from the fact they are doing very little to save the planet. This is called greenwashing.



2 Read the blog post again. Six sentences have been removed (1–6). Put them back in the correct position.

- A This type of clothing is often produced using cheap labour.
- B For example, some fund cancer research, and others protect wildlife or abandoned pets.
- C That's enough for one person to drink for 900 days.
- D And some actually are, like those we mentioned above.
- E They get into the food chain and pose a terrible threat to wildlife.
- F Most of us actually need far fewer clothes items that we have.

3 Choose the correct meaning for the words in bold in the blogpost.

- 1 landfill = *An area where large amounts of waste material are buried. / A place where clothes are recycled.*
- 2 decompose = *To be destroyed by fire. / To be destroyed by natural processes.*
- 3 dumped = *Thrown away in an unsuitable place. / Removed from.*
- 4 exploited = *Taken advantage of. / Treated fairly.*
- 5 trimming down = *Improving. / Making smaller.*
- 6 carbon footprint = *The amount of pollution generated by shoes. / The amount of carbon dioxide produced by a person.*
- 7 sustainable = *That do not harm the environment. / That pollute significantly.*
- 8 vague = *Unclear. / Precise.*

4 Complete the student's notes with up to three words or numbers from the text.

fast fashion = Cheap clothes made according to the ¹_____.

Facts

one shirt = 2,700l water

In the US, people buy ²_____ more clothes than in the 1980s.

Microfibres from clothes are worse than plastic bottles because they are more difficult to ³_____.

⁴_____ of fast fashion workers are women and they are often exploited.

What to do

Reduce your wardrobe: if not worn for over ⁵_____, donate to a charity.

Wash clothes less – chemicals + microfibres pollute ⁶_____.

Buy second-hand – new clothes consume ⁷_____.

greenwashing = Companies that say they are green but actually do ⁸_____ for the environment.

Listening

5 3.1 Listen to Anna giving a presentation. What can you do at a clothing library?

- A Read about the history of fashion. _____
- B Borrow clothes and return them afterwards. _____
- C Buy second-hand clothes that are usually expensive. _____

6 Listen again. Tick the sentences that are true.

- 1 Membership only has to be paid for once. _____
- 2 There are only second-hand clothes at the library. _____
- 3 It was founded by three fashion students. _____
- 4 Its founders believe it's more important for clothes to be used by people than owned by them. _____
- 5 Mateo borrowed three items on his first visit. _____
- 6 Anna thinks there should be more clothing libraries. _____

7 Complete the sentences with a word or short phrase. Listen and check.

- 1 The library users can keep the garments for a maximum period of _____.
- 2 The library is associated with _____ that refuse to be involved in fast fashion.
- 3 This library was opened by three people with very different _____.
- 4 Anna's friend Mateo received his _____ just before she arrived.
- 5 The first item Mateo borrowed from the library was a _____.
- 6 Anna thinks the idea of the library is more _____ than buying second-hand clothes.



Writing An email of complaint

Model text

1 Read the email and answer the questions.

- 1 Why is Grace writing?

- 2 Does she know the name of the person she is writing to?

- 3 What does she want from the company?

- 4 Is the email formal or informal?



Dear Sir or Madam,

I am writing to complain about a change in your toothpaste, more specifically in its packaging.

I have been buying this specific product for over a year now, and although I find it has a good quality, one of the main reasons was that it used no plastic in its packaging. It was with surprise that I discovered in my last visit to the supermarket that its packaging has now changed, and it is no longer plastic-free. Please find a photo of the product in its new packaging attached. In a time when most companies are making an effort to offer more sustainable products, this seems a step backwards. I believe it will have a negative effect on many of your consumers who, like myself, want to reduce their carbon footprint as much as possible.

I would be grateful if you could clarify the reason for this change, which by the way is not clear on the new packaging. Furthermore, I would like to request that you once again use plastic-free packaging in your products. Otherwise, I am afraid I will have to look for more environmentally-friendly alternatives.

I look forward to hearing from you soon.

Your faithfully,

Grace Wickham

2 Read the email again. Match the paragraph to its content.

- 1 Paragraph 1 _____
 - 2 Paragraph 2 _____
 - 3 Paragraph 3 _____
- A Why the person is writing.
B What the person would like to happen next.
C What the problem is.

Writing skills

3 Circle the item in each pair which you can use in formal emails.

- 1 *Dear Mrs Ferguson, / Hello Anna!*
- 2 *This is to ask about ... / I am writing to enquire about ...*
- 3 *Could you help me with this? / I was wondering if you could assist me with this matter.*
- 3 *I would like to know ... / Can you tell me ...?*
- 5 *Please contact me if you need any further information. / Let me know if you need anything else.*
- 6 *All the best, / Kind regards,*

4 Put the words in order to form sentences.

- a for / attached / of work / have / reference / your / a sample
I _____.
- b about / I / know / like to / more / would

the position.
- c you / contact / further / me / any / if / require
Please _____
information.
- d about / to enquire / am / the course / advertised on / which was / writing
I _____
your website.
- e advance / you / Thank / in / your / for

help.
- f it / wondering / I / possible / to / if / was / would / be

cancel the order.

5 Which of the phrases from exercise 4 can you use to ...

- 1 give a reason for writing? _____
- 2 make a polite request? _____ and _____
- 3 include other documents? _____
- 4 talk about the next stage? _____ and _____

6 Underline one more phrase for each of the uses in exercise 5 in the email in exercise 1.



Writing An email of complaint

Preparing to write

7 Read the task below. Are these sentences *true* or *false*?

You have recently had a negative customer experience while shopping at a physical store: none of the items you wanted were available in the size you needed, and the staff was very unhelpful and rude.

Write an email describing your experience and asking for a suitable solution. Write 120–150 words.

- 1 You should write a formal email. _____
- 2 You should describe an online shopping experience. _____
- 3 You should say what happened and what you would like to happen. _____
- 4 140 words would be a suitable length for your email. _____
- 5 You should start your email with *Dear Sir / Madam* and end with *Yours sincerely*. _____

8 Complete the tips for formal emails with one word from the box.

full greetings indirect linkers reason

- 1 Use appropriate _____ and closing expressions.
- 2 State clearly the _____ for writing at the beginning.
- 3 Use _____ forms (*I am*) not short forms (*I'm*).
- 4 Use _____ structures to sound more polite.
- 5 Use formal structures, expressions and _____.

Think and plan

9 Make notes for the task.

Paragraph 1

- Explain why you are writing.

Paragraph 2

- Describe the problem.

Paragraph 3

- Say what action you would like from the company or person.

Write and check

10 Write your email using your notes.

Include:

- a suitable greeting and sign-off phrase.
- three paragraphs.
- phrases from Useful Language.
- formal language.

USEFUL LANGUAGE

Greetings and endings

If you know the person's name

Dear Mr / Mrs / Miss / Ms (+ surname),

Yours sincerely, (your full name)

If you don't know the person's name

Dear Sir / Madam,

Yours faithfully, (your full name)

Giving a reason for writing

I am writing to enquire about / apply for / complain about ...

Polite requests

I was wondering if it would be possible ...

I would like to know more about ...

I would be grateful if you could ...

Adding and sequencing ideas

In addition, ... Furthermore, ...

Firstly, ... Secondly, ... Finally, ...

Including other documents

I have attached a ... for your reference.

Please find attached ...

Next stages

I look forward to hearing from you.

Please contact me if you require any further information.

Thank you in advance for your help.

11 Read your email and answer the questions below.

- 1 Have you used a suitable opening and closing expression? _____
- 2 Have you written three paragraphs? _____
- 3 Have you used suitable phrases from Useful Language? _____
- 4 Have you used formal language? _____
- 5 Have you checked your spelling and grammar? _____