

1 **▶** ROB HAS A PROBLEM

a **▶** 5.21 Watch or listen to Rob and Holly and answer the questions.

- 1 What reason does Rob give for why he isn't in shape?
- 2 Why does he find it difficult to eat less?
- 3 How does he keep fit in London?
- 4 Why doesn't he do the same in New York?
- 5 How does Jenny keep fit?
- 6 What does Holly think about this?
- 7 What does Holly suggest that Rob could do?
- 8 What does Rob need to do first?

🔍 British and American English

sneakers = American English; *trainers* = British English
store = American English; *shop* = British English

b **▶** 5.22 Look at the box on making suggestions. Watch or listen and repeat the phrases.

🔍 Making suggestions with *Why don't you...?*

- A Why don't you get a bike?
 B That's a good idea, but I'm only here for a month.
 A Why don't you come and play basketball?
 B That's a great idea!

c Practise making suggestions with a partner.

- A You have problems remembering English vocabulary. Tell B.
 B Make two suggestions.
 A Respond. If you don't think it's a good idea, say why.

d Swap roles.

- B You are a foreigner who has just moved to A's country. You have problems meeting new people.

2 **▶** VOCABULARY shopping

a Do the quiz with a partner.

SHOPPING QUIZ

- 1 What four letters do you often see in clothes which tell you the size?
- 2 What do the letters in the clothes mean?
- 3 What's the name of the room where you can try on clothes?
- 4 What's the name of the piece of paper a shop assistant gives you when you buy something?
- 5 How do you say these prices?
 £25.99 75p \$45 15c €12.50

b **▶** 5.23 Watch or listen and check.

3 **▶** TAKING SOMETHING BACK TO A SHOP

a **▶** 5.24 Cover the conversation on p.45 and watch or listen. Answer the questions.

- 1 What's the problem with Rob's trainers?
- 2 What does he do in the end?

b Watch or listen again. Complete the **You hear** phrases.

You hear	You say
Can I help you, sir?	Yes. Do you have these in an eight?
Just a ¹ _____, I'll go and check.	
Here you are, these are an eight. Do you want to ² _____ them on?	No, thanks. I'm sure they'll be fine. How much are they?
They're \$83.94.	Oh, it says \$72.99.
Yes, but there's an added sales tax of ³ _____%.	Oh, OK. Do you take Mastercard?
Sure.	
Can I help you?	Yes, I bought these about half an hour ago.
Yes, I remember. Is there a ⁴ _____?	Yes, I'm afraid they're too small.
What ⁵ _____ are they?	They're an eight. But I take a UK eight.
Oh right. Yes, a UK eight is a US nine.	Do you have a pair?
I'll go and check. Just a minute.	
I'm ⁶ _____, but we don't have these in a nine. But we do have these and they're the ⁷ _____ price. Or you can have a refund.	Erm...I'll take this pair then, please.
No problem. Do you have the ⁸ _____?	Yes, here you are.
Brilliant.	

- c **5.25** Watch or listen and repeat the **You say** phrases. Copy the rhythm.
- d Practise the conversation with a partner.
- e **In pairs, role-play the conversation.**
- A** You're a customer. You bought some jeans yesterday. They're too big.
- B** You're a shop assistant. You don't have the same jeans in **A's** size. Offer **A** a different pair or a refund. You begin with *Can I help you, sir / madam?*
- f **Swap roles.**
- B** You're a customer. You bought some boots yesterday. They're too small.
- A** You're a shop assistant. You don't have the same boots in **B's** size. Offer **B** a different pair or a refund. You begin with *Can I help you, sir / madam?*

4 **ROB DECIDES TO DO SOME EXERCISE**



- a **5.26** Watch or listen and **circle** the correct answer.
- 1 Rob went to *Boston / Brooklyn*.
 - 2 He *shows / doesn't show* Jenny his new trainers.
 - 3 Jenny goes running every *morning / evening* in Central Park.
 - 4 She wants to go running with him at *6.45 / 7.45*.
 - 5 Rob thinks it's too *early / late*.
 - 6 They agree to meet at *6.45 / 7.15*.
 - 7 Holly thinks Rob *has / doesn't have* a lot of energy.

- b Look at the **Social English** phrases. Can you remember any of the missing words?

Social English

- 1 **Rob** Have you _____ a good day?
- 2 **Jenny** Oh, you _____. Meetings!
- 3 **Jenny** Why _____ you come with me?
- 4 **Rob** Can we _____ it a bit later?
- 5 **Jenny** _____ make it seven fifteen.

- c **5.27** Watch or listen and complete the phrases. How do you say them in your language? Then watch or listen and repeat the phrases.
- d Complete conversations A–E with **Social English** phrases 1–5. Then practise them with a partner.

A	I'm going to the cinema tonight. ■	Thanks. I'd love to.
B	Let's meet for a drink at 5.30.	■ I don't finish work till six.
C	Hi. ■	Not really. I had a lot of problems at work.
D	Is seven o'clock too early for you?	Yes, a bit. ■
E	How was your first day back at work?	■ Not very exciting.

CAN YOU...?

- make suggestions to do something
- take something you have bought back to the shop
- arrange a time to meet somebody