

4 Grammar, Vocabulary, and Pronunciation **A**

GRAMMAR

- 1 Complete the sentences with the correct form of *can*, *could*, or *be able to*.

Example: We were so hungry we couldn't wait for dinner, so we ordered pizza.

- I _____ swim when I was five. My dad taught me.
- We're very sorry but we _____ attend the wedding. We'll be on holiday.
- Would you like _____ play a musical instrument?
- He opened his present before his birthday because he _____ wait!
- After living here for four months, I _____ understand a lot of Greek now.
- _____ you lend me a pen, please? I've forgotten mine.
- I've never _____ sing well, but my brother has a beautiful voice.
- I _____ read this menu without my glasses. Can you read it to me, please?
- We're free tonight, so we'll _____ come and help you if you like.
- My sister _____ ride a horse since she was four!

10

- 2 Complete the sentences with *have to*, *don't have to*, *must*, *mustn't*, *should*, or *shouldn't*.

Example: We'll have to leave early tomorrow morning.

- I always _____ stand up on the train because there are no seats.
- You really _____ eat in class, but I'll let you do it this time.
- Where do you think we _____ stay in London? In a hotel or a B&B?
- There's a lot of rubbish in that lake. You _____ swim in it!
- You _____ pay to get into that museum – it's free.
- We _____ leave early in the morning if we want to get home before dark.
- It's a great film. You really _____ go and see it.
- Great! It's a holiday tomorrow – we _____ go to work.
- You _____ drive on the right in Europe (except in the UK).
- Do we _____ get up early tomorrow?

10

Grammar total 20

VOCABULARY

- 3 Choose from the pairs of adjectives to complete the sentences.

embarrassed / embarrassing bored / boring
frightened / frightening tired / tiring
depressed / depressing

Example: The match was really boring. There weren't any goals.

- It was so _____ when my mobile rang during the play.
- That's possibly the most _____ film I've ever seen. Nothing happened.
- I was very _____ when the door suddenly opened on its own.
- It rained every day on my holiday. I couldn't do anything and was so _____.
- Why is travelling so _____ when most of the time you're just sitting down?
- I find most horror films too _____ so I keep my eyes closed half the time.
- I'm not surprised Ian's _____! He's just lost his job, and his dog's just died.
- She was so _____ when she called him by the wrong name!
- We're incredibly _____. We've spent all day sightseeing in London.
- I find it _____ that most people don't really care about climate change.

10

4 Grammar, Vocabulary, and Pronunciation **A**

4 Complete the word in the sentences.

Example: I didn't hang **up**. I dropped my mobile and it broke.

- 1 What **scr**_____ do you have for the display on your phone?
- 2 I like **i**_____ messaging. It's quick but you have time to think of a reply.
- 3 My phone was on **v**_____ mode during the meeting.
- 4 Hi, I phoned you but the line was busy. Send me a **m**_____ when you're free.
- 5 You must **sw**_____ off your mobile when you're in a cinema.
- 6 I have to go to a meeting now. Can you call me **b**_____ in an hour?
- 7 Kasia sent you a **t**_____ message this morning – didn't you get it?
- 8 I'm trying to call Marco, but his line's been **e**_____ for half an hour.
- 9 Sorry about the noise. My mobile's new and I need to choose a new **r**_____.
- 10 Sorry, I think I've **d**_____ the wrong number.

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Vocabulary total		20
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PRONUNCIATION

5 Cross out the silent consonant in the words.

Example: should

- 1 foreign
- 2 listen
- 3 doubt
- 4 island
- 5 whole

	5
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6 Underline the stressed syllable.

Example: pu|pil

- 1 Ja|pa|nese
- 2 di|sa|ppoin|ted
- 3 em|ba|rra|ssing
- 4 fru|stra|ting
- 5 dis|ho|nest

	5
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Pronunciation total		10
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Grammar, Vocabulary, and Pronunciation total		50
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4 Reading and Writing **A**

READING

1 Read the article and tick (✓) A, B, or C.

The end of the phone call?

Is the phone call becoming a thing of the past? New research suggests we are now more likely to text or email friends or family than dial their number.

The amount of time we spend talking on our mobile phones has gone down by 5% and by twice that for landline calls, whereas the number of text messages we send has doubled in the last few years.

The reasons for this may, in part, be because so many more people have smartphones, which means we can communicate using social networking, instant messaging, and email instead. In fact, we prefer to use our phones to play games, watch films, and look up information rather than make a phone call and speak to someone!

Whatever the reason, there is no question that we have changed the ways we use the telephone. These days we often feel we shouldn't call someone without making an arrangement to call first. Many people are frustrated if they are disturbed by an unexpected phone call. We want to be able to choose when we reply and we don't want to have to chat when we are busy with something else. Written communication allows us to respond quickly and economically. It also means we can think about what we want to say before we get in touch. Phones can also be noisy in open-plan offices, and many people won't call back if you leave a message on their voicemail. They will email instead.

On the other hand, some psychologists say text and email are less rich and 'colder' because you lose the tone and expression of conversation. Others would disagree and say you don't have to hear someone's voice to have an interesting and intimate conversation.

It isn't surprising that research has found that for the over-65s, phoning friends and family on a landline is still the most popular way of getting in touch. Many of us hearing the phone ring know it is probably our mother! You probably won't be amazed either to learn that the great majority (83%) of adults of all ages said they still prefer to communicate face to face.

Example: Many people text or email _____ they talk on the phone.

- A as often as B less than
C more than

- 1 We are making _____ landline calls these days.
A 5% fewer B 10% fewer
C 10% more

- 2 We phone less because we have _____.
A no time B other ways to communicate
C fewer friends
- 3 The writer says we use our smartphones for _____.
A finding things out B listening to music
C speaking to friends
- 4 When we're _____ we don't like talking on the phone.
A out B at home C busy
- 5 We like to _____ before we reply to something.
A plan our ideas B talk to friends
C take a long time
- 6 Some people who receive a phone call prefer to reply by _____.
A text B phone C email
- 7 Psychologists say that a spoken conversation is _____ than a written one.
A colder B warmer
C less interesting
- 8 Older people prefer the _____.
A mobile phone B landline phone
C written letter
- 9 Most people like making contact _____.
A in person B by phone
C by Skype

9

2 Read the article again. Mark the sentences T (true) or F (false).

Example: We make 5% fewer mobile calls these days. T

- 1 We are sending twice as many texts. _____
- 2 People are happy to call someone without arranging it first. _____
- 3 We like using our phones to watch movies more than to talk. _____
- 4 We prefer to be surprised by phone calls. _____
- 5 Written communication takes more time. _____
- 6 Everyone agrees that speaking is better than writing. _____

6

Reading total **15**

4 Reading and Writing **A****WRITING**

Write an email to a friend explaining the social rules in your country (140–180 words). Answer the questions.

- Who and how much do you have to tip?
- When must you say 'thank you' / 'sorry' / 'please', etc.
- What should I take for the host if I am invited for dinner?
- What else should I know about what to do / not to do in your country?

Writing total	10
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Reading and Writing total	25
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4 Listening and Speaking **A**

LISTENING

1 Listen to the conversation about playing a musical instrument. Who said the following? Write **I** (Ian) or **K** (Kate) or **N** (Neither).

- 1 I found it difficult to produce sounds when I started. _____
- 2 My teacher wasn't impressed by the sound I made. _____
- 3 I used to play in a band when I was a teenager. _____
- 4 I'm going to join an orchestra. _____
- 5 Some of the musicians I play with are fantastic. _____

5

2 Listen to five conversations. Tick (✓) A, B, or C.

- 1 You should say 'Don't worry' if _____.
 A the other person is apologizing
 B the other person hasn't hurt you
 C you walk into someone
- 2 If you're having dinner at someone's house _____.
 A you shouldn't take a present
 B you must be punctual
 C you can take a present
- 3 Helen says you don't have to leave a tip _____.
 A at the hairdresser's B in a taxi
 C if it's part of the bill
- 4 Rick _____.
 A wants Janet to ring back
 B decides to ring back the next day
 C makes an appointment to see Janet
- 5 Liam hasn't replied to _____.
 A an email B a Facebook message
 C a text

5

Listening total 10

SPEAKING

1 Make questions and ask your partner.

- 1 ever try / learn anything frustrating? What?
- 2 What language / you like / able / speak? Why?
- 3 see a disappointing film? Why / disappointing?
- 4 Who / most interesting person / you know?
- 5 prefer / send text messages or talk on mobile? Why?

Now answer your partner's questions.

2 Talk about the statement below, saying if you agree or disagree. Give reasons.

'The world is becoming ruder. People should be more polite.'

3 Listen to your partner talking about communication. Do you agree with him / her?

Speaking total 15

Listening and Speaking total 25

4 Grammar, Vocabulary, and Pronunciation **B**

GRAMMAR

- 1 Complete the sentences with *have to*, *don't have to*, *must*, *mustn't*, *should*, or *shouldn't*.

Example: We'll *have to* leave early tomorrow morning.

- You _____ really drink coffee in here, but I'll let you do it just for today.
- Where do you think we _____ stay in London – in Kensington or Paddington?
- You _____ pay to park here during the day – it's free.
- We _____ leave early tomorrow if we want to get back before it gets dark.
- It's a wonderful film. You really _____ go and see it.
- You _____ drive on the right in Europe (except the UK).
- Do we _____ bring our dictionaries to the lesson?
- It's a holiday tomorrow, so we _____ go to school.
- You _____ swim in the sea here. There was a shark attack last week.
- We usually _____ stand up on the bus because there are no seats.

10

- 2 Complete the sentences with the correct form of *can*, *could*, or *be able to*.

Example: We were so hungry we *couldn't* wait for dinner, so we ordered pizza.

- I've lived in France for a year, so I _____ understand a lot of French now.
- She opened her birthday present the day before. She _____ wait!
- We aren't busy tonight, so we'll _____ come and help if you want.
- I've never _____ write well, but my sister has beautiful handwriting.
- We _____ attend the wedding because we'll be on holiday.
- My brother _____ play the piano since he was four!
- I _____ swim when I was very young, because we lived near the sea.
- Would you like _____ play the guitar in a band?

- I _____ read this notice without my glasses. What does it say?
- _____ you lend me your dictionary, please?

10

Grammar total 20

VOCABULARY

- 3 Complete the word in the sentences.

Example: I didn't hang **up**. I dropped my mobile and it broke.

- I'm trying to call Sally, but her line's been **e** _____ for half an hour.
- He's in a meeting right now. Can you call **b** _____ this afternoon?
- I sent you a **t** _____ message earlier – didn't you get it?
- When you're in a cinema, you must **sw** _____ off your mobile.
- I'm sorry. I think you've **d** _____ the wrong number.
- Sorry, this mobile's new. I really need to choose a new **r** _____ for it.
- I like **i** _____ messaging. It's quick but you have time to think of a reply.
- My phone was on **v** _____ mode, so I felt it in my pocket when you called.
- What **scr** _____ do you have for the display on your phone?
- Hi, I phoned you but the line was busy. Send me a **m** _____ when you're free.

10

4 Grammar, Vocabulary, and Pronunciation **B**

4 Choose from the pairs of adjectives to complete the sentences.

embarrassed / embarrassing bored / boring
frightened / frightening tired / tiring
depressed / depressing

Example: The match was really *boring*. There weren't any goals.

- 1 It looked interesting, but that's possibly the most _____ book I've ever read.
- 2 Julie was so _____ when she tried to get into the wrong hotel room!
- 3 I don't understand why travelling is so _____ – you're sitting most of the time!
- 4 Katie's very _____ at the moment. She's just lost her job, and her cat's just died.
- 5 We were so _____ when the window suddenly opened during the night.
- 6 You must be _____. You've been working for ten hours!
- 7 I was really _____ last night because there was nothing to do.
- 8 It was very _____ when my phone rang in the cinema.
- 9 It's _____ that so many young people are out of work.
- 10 That horror film was really _____! My eyes were closed half the time!

10

Vocabulary total 20

PRONUNCIATION

5 Underline the stressed syllable.

Example: pu|pil

- 1 em|ba|rra|ssing
- 2 fru|stra|ting
- 3 dis|ho|nest
- 4 di|sa|ppoin|ted
- 5 Ja|pa|nese

5

6 Cross out the silent consonant in the words.

Example: should

- 1 listen
- 2 foreign
- 3 island
- 4 whole
- 5 doubt

5

Pronunciation total 10

Grammar, Vocabulary, and Pronunciation total 50

4 Reading and Writing **B**

READING

1 Read the article and tick (✓) A, B, or C.

The end of the phone call?

Is the phone call becoming a thing of the past? New research suggests we are now more likely to text or email friends or family than dial their number.

The amount of time we spend talking on our mobile phones has gone down by 5% and by twice that for landline calls, whereas the number of text messages we send has doubled in the last few years.

The reasons for this may, in part, be because so many more people have smartphones, which means we can communicate using social networking, instant messaging, and email instead. In fact, we prefer to use our phones to play games, watch films, and look up information rather than make a phone call and speak to someone!

Whatever the reason, there is no question that we have changed the ways we use the telephone. These days we often feel we shouldn't call someone without making an arrangement to call first. Many people are frustrated if they are disturbed by an unexpected phone call. We want to be able to choose when we reply and we don't want to have to chat when we are busy with something else. Written communication allows us to respond quickly and economically. It also means we can think about what we want to say before we get in touch. Phones can also be noisy in open-plan offices, and many people won't call back if you leave a message on their voicemail. They will email instead.

On the other hand, some psychologists say text and email are less rich and 'colder' because you lose the tone and expression of conversation. Others would disagree and say you don't have to hear someone's voice to have an interesting and intimate conversation.

It isn't surprising that research has found that for the over-65s, phoning friends and family on a landline is still the most popular way of getting in touch. Many of us hearing the phone ring know it is probably our mother! You probably won't be amazed either to learn that the great majority (83%) of adults of all ages said they still prefer to communicate face to face.

Example: We now use text or email ____ we use the telephone.

- A more than B less than
C as often as

- 1 We are sending ____ texts these days.
A twice as many B 10% more
C 5% fewer

- 2 We made more phone calls in the past because we had ____.
A more time
B fewer ways to communicate
C more friends
- 3 The writer says we use our smartphones for ____.
A listening to music B chatting to friends
C watching movies
- 4 We like to ____ when we talk on the phone.
A be at home B choose C sit down
- 5 We prefer to ____ before we reply to something.
A talk to people B take a long time
C plan our thoughts
- 6 The writer says some people reply to phone calls with ____.
A an email B a phone call C a text
- 7 Psychologists say that talking is ____ than writing.
A less interesting B warmer
C colder
- 8 Older people still choose to communicate by ____.
A landline phone B written letter
C mobile phone
- 9 ____ is still the most popular way to communicate.
A The phone
B Speaking to someone in person
C Skype

9

2 Read the article again. Mark the sentences T (true) or F (false).

Example: We make 10% fewer landline calls these days. T

- 1 We are making twice as many phone calls with our mobile phones now. ____
- 2 Most people prefer calling someone without arranging it first. ____
- 3 We like using our smartphones to find things out more than to talk. ____
- 4 A lot of people find unexpected phone calls frustrating. ____
- 5 Written communication takes more time. ____
- 6 Everyone thinks that a spoken conversation is better than an email. ____

6

Reading total **15**

4 Reading and Writing **B****WRITING**

Write an email to a friend explaining the social rules in your country (140–180 words). Answer the questions.

- Who and how much do you have to tip?
- When must you say 'thank you' / 'sorry' / 'please', etc?
- What should I take for the host if I am invited for dinner?
- What else should I know about what to do / not to do in your country?

Writing total	10
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Reading and Writing total	25
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4 Listening and Speaking **B**

LISTENING

1 Listen to the conversation about playing a musical instrument. Who said the following? Write **I** (Ian) or **K** (Kate) or **N** (Neither).

- 1 My teacher is pleased with my progress. ____
- 2 I didn't like practising. ____
- 3 I've decided to take up a new instrument. ____
- 4 My mother didn't want me to stop playing. ____
- 5 I'm not worried about joining the new band. ____

	5
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2 Listen to five conversations. Tick (✓) A, B, or C.

- 1 You usually say 'sorry' if ____.
 A someone walks into you
 B you want to get past someone
 C someone has hurt you
- 2 You don't have to arrive exactly on time if you're eating ____.
 A in a restaurant B with one other person
 C at someone's house
- 3 It isn't necessary to tip ____.
 A in a taxi B if it's part of the bill
 C at the hairdresser's
- 4 Rick decides to phone Janet again ____.
 A later today B on Thursday
 C the next day
- 5 Amy is unhappy because Liam ____.
 A suddenly ended their phone call
 B sent a horrible Facebook message
 C hasn't texted her

	5
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Listening total		10
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SPEAKING

1 Answer your partner's questions.

Now make questions and ask your partner.

- 1 ever / forget / switch off / mobile / quiet place? What happened?
- 2 Who / you / have long phone conversations with?
- 3 anything / like / able to do better? What?
- 4 What / most frightening experience / ever have?
- 5 ever / make / embarrassing mistakes / English? What?

2 Listen to your partner talking about rudeness. Do you agree with him / her?

3 Talk about the statement below, saying if you agree or disagree. Give reasons.

'People communicated better in the past when there were fewer means of communication.'

Speaking total		15
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Listening and Speaking total		25
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Grammar, Vocabulary, and Pronunciation**GRAMMAR**

- 1** 1 could / was able to
2 can't / won't be able to
3 to be able to
4 couldn't
5 can
6 Can / Could
7 been able to
8 can't
9 be able to
10 has been able to

- 2** 1 have to
2 shouldn't
3 should
4 mustn't
5 don't have to
6 'll have to
7 must / should
8 don't have to
9 must / have to
10 have to

VOCABULARY

- 3** 1 embarrassing
2 boring
3 frightened
4 bored
5 tiring
6 frightening
7 depressed
8 embarrassed
9 tired
10 depressing

- 4** 1 screensaver
2 instant
3 vibrate
4 message
5 switch
6 back
7 text
8 engaged
9 ringtone
10 dialled

PRONUNCIATION

- 5** 1 foreign
2 listen
3 doubt
4 island
5 whole
- 6** 1 Ja|pa|nese
2 di|sa|ppoin|ted
3 em|ba|rra|ssing
4 fru|stra|ting
5 dis|ho|nest

Reading and Writing**READING**

- 1** 1 B
2 B
3 A
4 C
5 A
6 C
7 B
8 B
9 A

- 2** 1 T
2 F
3 T
4 F
5 F
6 F

WRITING

Student's own answers.

Task completion: The task is fully completed and the answer easy to understand. (4 marks)

Grammar: The student uses appropriate structures to achieve the task. Minor errors do not obscure the meaning. (3 marks)

Vocabulary: The student uses a sufficient range of words and phrases to communicate the message clearly. (3 marks)

Listening and Speaking**LISTENING**

- 1 1 K
2 I
3 I
4 N
5 K

- 2 1 A
2 C
3 C
4 B
5 B

SPEAKING**Interactive communication and oral production:**

The student communicates effectively with his / her partner, asking and answering simple questions, and where necessary initiating conversation, and responding. The student uses appropriate strategies to complete the task successfully. (5 marks)

Grammar and Vocabulary: The student uses a sufficient range of vocabulary and structure to communicate clearly. Minor occasional errors do not impede communication. (5 marks)

Pronunciation: The student's intonation, stress, and articulation of sounds make the message clear and comprehensible. (5 marks)

Grammar, Vocabulary, and Pronunciation**GRAMMAR**

- 1**
- 1 shouldn't
 - 2 should
 - 3 don't have to
 - 4 'll have to
 - 5 should / must
 - 6 must / have to
 - 7 have to
 - 8 don't have to
 - 9 mustn't
 - 10 have to

- 2**
- 1 can
 - 2 couldn't
 - 3 be able to
 - 4 been able to
 - 5 can't / won't be able to
 - 6 has been able to
 - 7 could / was able to
 - 8 to be able to
 - 9 can't
 - 10 Can / Could

VOCABULARY

- 3**
- 1 engaged
 - 2 back
 - 3 text
 - 4 switch
 - 5 dialled
 - 6 ringtone
 - 7 instant
 - 8 vibrate
 - 9 screensaver
 - 10 message
- 4**
- 1 boring
 - 2 embarrassed
 - 3 tiring
 - 4 depressed
 - 5 frightened
 - 6 tired
 - 7 bored
 - 8 embarrassing
 - 9 depressing
 - 10 frightening

PRONUNCIATION

- 5**
- 1 em|ba|rra|ssing
 - 2 fru|stra|ting
 - 3 dis|ho|nest
 - 4 di|sa|ppoin|ted
 - 5 Ja|pa|nese
- 6**
- 1 listen
 - 2 foreign
 - 3 island
 - 4 whole
 - 5 doubt

Reading and Writing**READING**

- 1**
- 1 A
 - 2 B
 - 3 C
 - 4 B
 - 5 C
 - 6 A
 - 7 B
 - 8 A
 - 9 B

- 2**
- 1 F
 - 2 F
 - 3 T
 - 4 T
 - 5 F
 - 6 F

WRITING

Student's own answers.

Task completion: The task is fully completed and the answer easy to understand. (4 marks)

Grammar: The student uses appropriate structures to achieve the task. Minor errors do not obscure the meaning. (3 marks)

Vocabulary: The student uses a sufficient range of words and phrases to communicate the message clearly. (3 marks)

Listening and Speaking**LISTENING**

- 1 1 K
2 I
3 N
4 I
5 N

- 2 1 A
2 C
3 B
4 C
5 A

SPEAKING**Interactive communication and oral production:**

The student communicates effectively with his / her partner, asking and answering simple questions, and where necessary initiating conversation, and responding. The student uses appropriate strategies to complete the task successfully. (5 marks)

Grammar and Vocabulary: The student uses a sufficient range of vocabulary and structure to communicate clearly. Minor occasional errors do not impede communication. (5 marks)

Pronunciation: The student's intonation, stress, and articulation of sounds make the message clear and comprehensible. (5 marks)

Listening Scripts

FILE 4

Listening 1

- Ian** Is that *your* trumpet? I didn't know you played. Isn't it hard?
- Kate** Well, it was really frustrating at the beginning – I couldn't make any sounds at all, but my teacher says I'm getting better now. What about you? Can you play a musical instrument?
- Ian** Well, I used to play the violin when I was younger, but I was never very good. I still remember my music teacher writing 'Ian could make a more pleasing sound!' She said I should practise thirty minutes a day, but I found it so boring!
- Kate** So, what happened?
- Ian** Oh, I played in the school orchestra for a while, but I was rather embarrassed about it – it just wasn't cool to play in the school orchestra when I was 14.
- Kate** So, did you give up?
- Ian** Yes, I did. Mum was disappointed because she thinks everyone should learn a musical instrument. But I took up the drums when I was 16, and I played in a band for a while. That was exciting – we wrote our own songs, did quite a few concerts, but in the end we were just too busy with other things. How about you? Do you play in a band?
- Kate** Actually, I've recently joined a jazz band. That's where I'm going now.
- Ian** Really? That sounds much more exciting than the school orchestra!
- Kate** It's great. Some of the older musicians are amazing. I don't know if I'll ever be able to play like they do. They make it sound so easy. We're doing a concert next month. You must come and hear us.
- Ian** I'd love to.
- Kate** Hey, I've had a thought ... our drummer has just left ... do you still play?
- Ian** I haven't practised for a while so I might not be able to play very well, but I guess I could try.
- Kate** You don't have to be anything special. We just need someone to help us keep a basic rhythm. Why don't you come along next week?
- Ian** OK, cool. I'll give it a go! Text me on Monday to remind me.

FILE 4

Listening 2

- 1**
- Paolo** Helen, should you say 'Sorry' in Britain if you walk into someone?
- Helen** Oh, definitely. Actually, we often say 'Sorry' even when someone walks into us! But if you just want to get past, you need to say 'Excuse me'.
- Paolo** OK ... And what should I say when someone says 'Sorry'?
- Helen** Well, it depends on the situation, really. We usually just say 'Sorry' back, especially for a small thing. When someone is really apologizing for something – say they stand on your toe and hurt you – then you can say, 'That's all right' or 'Don't worry'.
- 2**
- Kasia** In Britain, if I'm invited for dinner, do I have to arrive exactly on time?
- David** Well, if you're eating at someone's house I think it's OK to arrive about 10 or 15 minutes late. In fact, some people would say that's polite. But if you're meeting in a restaurant, you really must be punctual, especially if the other person is on their own.
- Kasia** Thanks. And should I take a present if I'm invited to dinner at someone's house?
- David** Well, you should probably take something, maybe a box of chocolates or a bunch of flowers.
- 3**
- Paolo** What about tipping in restaurants in Britain, Helen? Do people always leave something?
- Helen** Well, it's usual to leave at least 10% in a restaurant, but you should always check to see whether it's included in the bill, or you can ask the waiter. If it's in the bill, you don't need to leave any extra, but you can leave a bit more if you want to.
- Paolo** Do people tip in any other situations?
- Helen** You should probably tip a taxi driver 10% too, and it's also normal in Britain to tip a hairdresser.
- 4**
- Rick** Hello, can I speak to Janet Miller, please?
- Receptionist** Just a moment ... I'm afraid her line is engaged. Do you want to hold or can I take a message?
- Rick** Can I leave a message? Could you tell her Rick Arnold called and that I'm phoning about Friday's meeting. We need to discuss the agenda before Thursday, but she doesn't have to call me back. In fact, I'm in meetings most of today, so I'll phone her first thing tomorrow morning.
- 5**
- Pete** Who are you texting, Amy?
- Amy** Liam. I just called him and he hung up on me.
- Pete** That's rude! Why did he do that?
- Amy** I don't know. I left him a voicemail yesterday and he didn't call back then either. I've already sent him a Facebook message this morning, but he isn't replying. Oh, I'm so depressed!
- Pete** I'm not surprised. I wonder what the problem is.
- Amy** I have no idea.