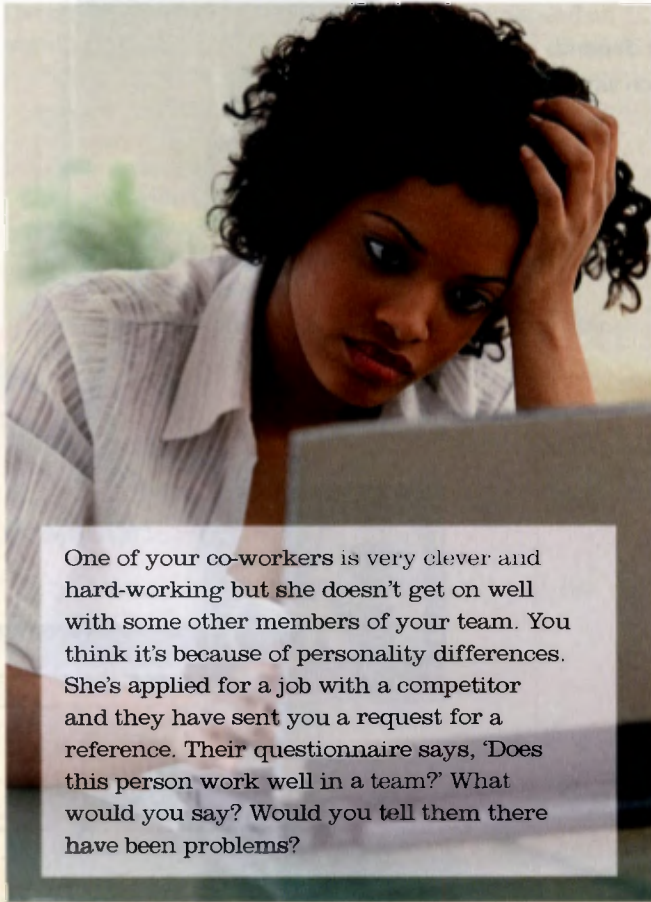


Word focus: say and tell

1 Do you ever have to give people job references? Read this dilemma and discuss what you would do in this situation.



One of your co-workers is very clever and hard-working but she doesn't get on well with some other members of your team. You think it's because of personality differences. She's applied for a job with a competitor and they have sent you a request for a reference. Their questionnaire says, 'Does this person work well in a team?' What would you say? Would you tell them there have been problems?

2 Look at some situations where we use the verbs say and tell and complete the rules.

say and tell	
There are lots of situations where we can use the verb say <u>or</u> tell.	I'd say there have been problems. I'd tell him there have been problems.
We generally use say with the words people use.	He said 'Thank you'.
We often use tell when people give information or instructions.	She told me to fill in the questionnaire. Tell us what she's like.
Rules:	
1 We _____ someone something.	
2 We _____ something (to someone).	
Special cases:	
There are some special expressions with tell that are different.	Don't tell lies . Tell the truth . I can't tell the difference between Coke and Pepsi.

3 Complete these sentences with the correct form of say or tell.

- We _____ 'Good morning' to each other but we didn't shake hands.
- Ask at reception. They'll _____ you where the meeting room is.
- Matthew _____ he might call back later.
- She _____ us she plans to catch the 8:30 train.
- Can you _____ me how to get to the city centre?
- Could you _____ me when the next train leaves?
- I'm sorry. I didn't hear you. What did you _____?
- In France, people usually _____ 'Bon appétit' before they start eating a meal. Do people from your country usually _____ anything?
- Did Jason _____ you what his new email address is?
- Don't believe her. She's _____ lies again.

Listening: A disagreement

4 **2.29** Listen to the owners of a small training organization discussing a scheduling problem. What is the problem? What do they disagree about?

5 Listen again and complete these sentences.

- I'd like to talk to them and explain. _____
_____ reschedule one of the courses ... OK?
 - I _____ wait a little while.
 - No, I think _____ now. They need to reorganize their schedules.
 - _____ we don't want them to think we can't handle their business.
 - I _____ and see if they cancel first.
 - It's too risky. _____ ask them to reschedule now.
- 6** Look at the phrases in exercise 5. Which ones sound most forceful?