

File 16

Product A: The flower quiver



The problem that it solves: how to carry a bunch of flowers when you have other shopping bags with you.

Product details: a plastic cone, about 100 cm long. The flowers go inside and you carry it over your shoulder. Retail price: you can decide how much to charge for it.

File 17

Student B:

- 1 You work in a car showroom. Student A is a potential customer. Try to persuade Student A to buy a car. Make sure you offer a good price. Take five minutes to plan what you're going to say. Then begin with: I see you like this Volvo. It's my favourite, too ...
- 2 You need a new jacket and it must be fashionable, good quality and you also want a good deal. You go to the department store where Student A works as a salesperson. Take five minutes to think of questions to ask Student A.

File 18

Read the situations below. Your partner should say what they will do.

A: *Your shirts are dirty.*

B: *I'll take them to the cleaners.*

Student A:

- 1 Your accountant wants your tax forms.
- 2 The car windscreen's dirty.
- 3 I have a headache.
- 4 We need some more milk.
- 5 The supplier delivered the wrong parts.
- 6 I'm hungry.
- 7 My suitcase is heavy.
- 8 I don't want to go to the party alone.
- 9 You left your umbrella in the restaurant.
- 10 You have 3,956 emails in your inbox.

File 19

Customer 2:

You are going to call Cool Presents and place an order. Look at the information below.

- 1 Your friend bought a mouse pad with a built-in calculator for €89 last month. You want one, too.
- 2 You're interested in buying a digital photo wallet but you only want to store about ten pictures. A few weeks ago you saw one advertised on the Creative Gifts website for €59.
- 3 Check the prices before you place your orders. Take a few minutes to think about what you will say and then call.

File 20

Student A:

You are going to act out three different calls with Gyan, Judith's virtual assistant. Make a note of the arrangements you make. Before taking each call, spend a minute preparing what to say.

Call one:

You're the receptionist at 'The Big Smile', Judith's dentist's surgery. All your dentists are booked up during regular office hours this week. You can schedule an 8 a.m. appointment but only if it's urgent. When Gyan calls, answer the phone by saying: *'Big Smile Dentist Surgery.'*

Call two:

You work for Salento's restaurant. You have tables free at any time on Thursday but you're busy on Friday. You can only accept bookings after 8 p.m. When Gyan calls, answer the phone by saying: *'Salento's restaurant.'*

Call three:

You're Judith's son Timmy and you need some help with your school science project. You're busy after school on Thursday but free on Friday evening. When Gyan calls, answer the phone by saying: *'Hi, Timmy Harwood.'*

File 21

Student B:

- 1 Tell your partner what is happening in this picture. They have a similar picture but there are six differences. Find and circle the differences.
- 2 Why are the pictures different?



File 22

One of the dragons promised to invest in the Beanock.