



Listening: Sharing ideas

5 1.30 Listen to the managers of a retail store discussing a problem. Which photo shows what they are talking about? What is the problem?

6 Listen again and complete these sentences.

Making suggestions	Responding
1 _____ ask them to leave?	→ I _____ that's a good idea. They look a bit _____.
2 _____ calling the police?	→ _____, _____ they're not doing anything wrong.
3 _____ speak to our neighbours about it?	→ There aren't _____ places for young people to go in this town.
4 _____ install a device that makes a high-frequency noise?	→ How _____ it _____?
5 _____ look into it.	→ OK, _____ find out more about it.
6 Or _____ install speakers in the doorway and play classical music.	→ That's a _____ idea. Most young people _____ Mozart.

7 Look at the expressions in exercise 6 and answer these questions.

1 What phrase for making suggestions is followed by an -ing form?

2 Which response ...

- a is most positive?
- b asks a question?
- c offers to do something
- d says 'no' to the suggestion?
- e says 'yes', then 'no'?
- f changes the subject?

3 English speakers sometimes change the subject to be polite. So when someone suggests something they don't like, they talk about something else. That way they don't have to disagree. Do people do anything similar in your language?

Speaking: Suggesting improvements

8 Match these problems to the other photos in exercise 5.

1 Employees complain that the lifts in your building take a long time to travel from floor to floor. You can't afford to install more lifts and your engineers can't speed them up. How can you improve the users' experience of waiting for, and riding in, the lifts?

2 Employees are not allowed to smoke in your building so they go outside. They leave cigarette ends on the ground, which looks messy. How can you solve this problem?

3 You use electric fork-lift trucks to lift and carry goods in your warehouse. People sometimes don't hear them coming and truck drivers don't always notice people either. There have been some near accidents. How can you improve safety?

4 Patients at your surgery sometimes have to wait a long time to see a doctor. The waiting room is uncomfortable and they get bored and complain. How can you improve your waiting room?

9 Work in pairs or small groups. Choose some, or all, of the problems in exercise 8 and suggest different ways to solve them. When you have finished, tell the class what you have decided to do.