



Pronunciation

4 2:16–2:20 Listen to these phrases you heard in Exercise 3. Each contains examples of /ə/(schwa), the neutral sound used for unimportant, unstressed sounds, for example the first and last sounds in the word *another*. Underline the /ə/ sounds in each phrase.

- | | |
|----------------------------------|-------------------------------|
| 1 five hundred at 12 euros a box | 4 five or six weeks a year |
| 2 two and a half thousand | 5 We usually ask for 20% now. |
| 3 an extra 2% | |

Now practise saying the phrases with the correct pronunciation.

5 Put these steps in an e-tail transaction into the correct chronological order.

- The product is shipped to the customer's address by mail or express carrier.
- The seller exchanges the product or gives a refund.
- The customer goes to the check-out and pays by credit card.
- The website records the transaction and generates an invoice.
- The customer selects the product and places it in a cart.
- The customer sends the faulty product back under guarantee.
- The customer's credit card account is debited.
- The customer clicks on the link to the seller's site.
- The customer browses the site and identifies the product which interests him.
- The website sends an instruction to the warehouse to ship the product.

6 In each email, correct the words in **bold** which a computer virus has mixed up.

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✉ INBOX REPLY ◀ FORWARD ▶

Dear Sir or Madam,
 I am writing to complain about the service from your lowlowprice.biz website. Last month I ordered a DVD; you then took three weeks to ship the (a) **site**. While I was waiting for delivery, I browsed another (b) **product**, which advertised the same DVD for only half the price. I have also priced the (c) **credit** on several other sites, all cheaper than yours. Finally, when I checked my bank statement, I noticed that you have debited my (d) **product** card twice! Please correct this error as soon as possible.
 Mary Brotherton

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✉ INBOX REPLY ◀ FORWARD ▶

Dear Ms Brotherton,
 Please accept our apologies for the errors you have experienced. Unfortunately, our computer recorded your (a) **link** twice, and therefore generated two (b) **refunds**. Usually our prices are the lowest on the Web; when this is not the case, we are happy to give full (c) **product**. Please send the (d) **transaction** back and we will credit your account for the full amount. (Click on the (e) **invoices** below for the return address.)
 Customer Service Department
 www.lowlowprice.biz

Discussion

7 Tell a partner about a time when you had difficulty reaching an agreement in a negotiation with someone. Talk about the different stages in the discussion, and if and what you eventually agreed. Use the words and the expressions in the box to help you.

be prepared to clarify consider discuss point out propose reach an agreement