

Pronunciation

2:16-2:20 Listen to these phrases you heard in Exercise 3. Each contains examples of /a/(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.

- five hundred at 12 euros a box
- 2 two and a half thousand

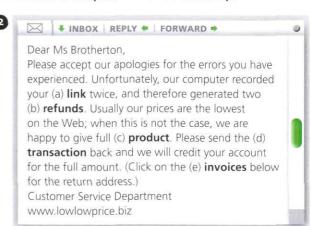
- 4 five or six weeks a year 5 We usually ask for 20% now.

an extra 2%

Now practise saying the phrases with the correct pronunciation.

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





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