

4

Getting to know the UK

- Talk about the pictures.
Use the words below.
coast fields seaside city
countryside beach fountain
- Work in pairs. What sort of places do you like to visit on holiday? Say why.
- What is your idea of a good day out?



What you will do

This unit is about getting to know the UK. These are the skills you will practise. Which are the most useful to you? Tick the boxes.

Listening and speaking

Skill	Skill code
<input type="checkbox"/> Get travel information using the telephone	Lr/E3.1a, 2a, 2b, 2c, 2e; Sc/E3.2a, 3b, 3d
<input type="checkbox"/> Follow and understand the main points of discussions	Lr/E3.1b, 7a, 7b, 7c
<input type="checkbox"/> Give short descriptions of places	Sc/E3.4a, 4f
<input type="checkbox"/> Discuss and compare places and journeys	Sd/E3.1a, 1d
<input type="checkbox"/> Discuss places to visit and likes and dislikes	Sd/E3.2a, 2b; Sc/E3.1a, 3b, 4a

Reading and writing

Skill	Skill code
<input type="checkbox"/> Read and get information about places	Rt/E3.1a, 2a, 4a
<input type="checkbox"/> Use a variety of reading strategies	Rt/E3.5a, 6a, 7a, 8a
<input type="checkbox"/> Plan and write a letter of complaint	Wt/E3.1a, 2a, 4a; Ws/E3.2a, 3a; Ww/E3.2a, 3a
<input type="checkbox"/> Spell adjectives to do with travel	Ww/E3.1a, 1b

Project work

At the end of this unit you will find out about a place in Britain and write a description. You will make a short presentation to your class.

Finding places in Britain

Activity A • Speaking and listening: places in Britain

1 Look at the places in the box and mark the stressed syllable. Where does the stress usually go on place-names in English?

 2 Listen to the names and check.

3 Work in pairs. Mark the places in task 1 on the map.

 4 Now listen to descriptions of the places on the map. Use the information to check your answers.

5 Work in pairs. Ask and answer about the places on the map.

A: *Do you know where Manchester is?*

B: *Yes, it's a city in the north-west of England.*

- Birmingham
- Cardiff
- Edinburgh
- Glasgow
- Liverpool
- London
- Manchester
- Newcastle

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Planning where to go

Activity A • Talking about places in Britain

Jyoti Bhat lives in Birmingham. She is looking forward to a visit from her sister and family from India. Jyoti wants to make sure her visitors enjoy their stay. She is talking to a neighbour about places to visit.



- 1 Listen to the conversation. Number the photos in the order you hear about them.



- 2 Listen again. Tick the places that Jyoti has visited.

Activity B • Language: present perfect questions

- 1 Listen again to these extracts from the conversation. Write the missing words.

Sally: Now, let me think. Well, have you ¹..... to Warwick Castle?

Jyoti: Oh, yes, I ²..... . Yes, it's very interesting.

Sally: Have you ³..... to the safari park? It's wonderful. It's got lions and tigers and hippos.

Jyoti: No, we ⁴..... . That would be great. I ⁵..... a tiger in this country!

Sally: What about the big shopping centre near Dudley? Have ⁶..... there?

Jyoti: Oh, no, ⁷..... . Is it good?

- 2 Listen to the questions again. Does the voice go up or down at the end of the questions? Now practise the questions.
- 3 Work in pairs. Ask and answer questions about the places on the map on page 2.

Remember

- You use the present perfect to ask about experiences up to now.

Have you ever visited Warwick Castle?

Have you been to the safari park?

Things we have done

Activity A • Language: present perfect

1 Read the short conversations. Underline the words which Jyoti and Sally use to talk about things which have or haven't happened.

Have you ever bought any tickets on the Internet?



No, I've never bought anything on the Internet. I think it's too risky.



Have you ever seen your sister's children?

Yes, I have. I've often visited them in Bombay.

2 The past participle often ends in *-ed* like the regular past tense, e.g. *booked*, *visited*, but other verbs are irregular, e.g. *seen*, *been*.

a Tick the verbs which have a participle with an *-ed* ending like the simple past tense.

be hire leave lose see reserve arrive
 go visit travel meet rent enquire book

b Write the irregular participles for the other verbs. Use your dictionary to check your answers.

Activity B • Speaking: asking and answering questions

- 1 Work in pairs. Prepare a questionnaire to find out things people in your class have done or have never done. Use some of the verbs from Activity A2 above.
- 2 Complete the answers for yourself. Then ask two other people your questions.

Have you ever ...			
visit/Warwick Castle?			
travel/by underground?			

About places

Activity A • Vocabulary: describing places

1 Look at the pictures. What kind of places do they show?



2 Look at these adjectives. Match them with the pictures. Use your dictionary to check the meaning of any adjectives you do not know.

beautiful	boring	crowded	busy	dull	exciting		
interesting	lively	noisy	old	peaceful	pretty	quiet	ugly

3 Work in pairs. Think about a place you visited and really liked. Have a conversation like this.

A: (Last year) I visited

B: What's it like?/What's special about it?

A: It's

Activity B • Language: superlatives

1 How do you form the superlative of the adjectives in Activity A2 above? Which ones need *-est* and which need *most*? Work in pairs and put the adjectives in a table like the one on the right.

the ...-est	the most ...
busy	beautiful

2 Work in pairs. Compare places you have visited and say what you liked best or least.

Example

I think Newcastle is the one of the best places to visit in the north of England. It's one of the liveliest cities so there's lots to do. And it's got some of the most beautiful countryside nearby.

3 Write three sentences about places you have visited and say what you like or do not like about them.

Remember

- You use superlatives when you are comparing three or more things.

London is **the most expensive** city in Britain.

It's got some of **the worst** traffic problems.

Planning a journey

Activity A • Comparing methods of transport

Work in pairs. Jyoti's sister and her family, the Daves, also want to visit relatives in Leeds. Make a list of the different methods of transport they can use to get there from Birmingham.

Make notes comparing the advantages and disadvantages.

Example

Car – more convenient than train + cheaper



Activity B • Listening and speaking: asking for travel information

- 1 Jyoti wants to find out the best way for her sister and family to get from Birmingham to Leeds. She makes three phone calls. Make notes in the table.

	Dates/times	Prices	Other information
Train 			
Coach 			
Car hire 			

- 2 Work in groups of three and discuss the best way for the family to get to Leeds. Your teacher will give you some information about the family.

A: Ask B for his or her opinion.

B: Give your opinion and reasons.

A: Ask C if he or she agrees.

C: Give your opinion and reasons. Ask what A thinks.

Shahira, what do you think?

What about you, Antonio?

Do you agree with Manjit?

- 3 Work in pairs. Jyoti and Sally are discussing the best way for the Daves to get to Leeds. Role play the conversation between Jyoti and Sally.

Planning what to do

Activity A • Language: *-ing* forms

- 1 The Dave family are going to visit London with Jyoti and some of her family. Underline all the verbs which are followed by an *-ing* word. Circle all the verbs which are followed by an infinitive.

Jyoti

Jyoti enjoys gardening and finding out about unusual plants and flowers. She would like to have a conservatory and grow tropical plants.



Jyoti's sister

Tarla likes walking and being outside. She has two young children. They want to run around and play.



Jyoti's son

Prakash plans to go to university to study chemistry. He enjoys learning new things and understanding how things work.



Jyoti's daughter

Nila loves animals. She enjoys watching documentaries and reading about them. She wants to be a vet when she grows up.



- 2 Work in pairs. Your teacher will give you information about some places to visit in London. Read the information and choose the best place for each person in the Dave family. Give your reasons.

Activity B • Spelling: the *-ing* form

- 1 Work in pairs. Ask each other about things you like doing when you're on holiday. Use some of these words.

swimming seeing friends getting up late
visiting walking going clubbing relaxing
travelling eating local food

- 2 Now write five sentences about the things your partner enjoys.

Remember

When you add *-ing* to a verb the spelling sometimes changes.

- Most verbs → verb + *ing*
visiting
- 1 vowel + 1 consonant
→ double consonant + *ing*
swimming
- 2 vowels + 1 consonant
→ don't double the consonant *sleeping*

Choosing a holiday

Activity A • Reading about places



Koffi, Shahab and Ming are in the same class at college and are very good friends. They want to go away for a weekend. Koffi and Ming want to visit a city, but Shahab prefers the seaside. None of them has much money.

- 1 Your teacher will give you information about one of three places that the friends are thinking of visiting.
- 2 Read the information carefully and make notes about the place in the table below.
- 3 Work in groups of three. Ask each other for information and complete the notes for the other two places.

	Blackpool	Whitley Bay	Cornwall
Where it is			
Attractions			

Activity B • Speaking: giving opinions and reasons

Work with a different person. Compare the places you have read about. Choose the one you think is most suitable for Koffi and his friends to visit. Give your reasons.

Remember

- When you give reasons, you often use the word *because*.

I think Whitley Bay is best because it has beautiful beaches and it's near a big city.

Phoning for information

Activity A • Listening: asking about places to stay

- 1 Ming and his friends have decided to go to Whitley Bay and Newcastle. Ming is phoning the tourist office to ask for some information.
 - a What type of information do you think he needs?
 - b What questions can he ask?

 2 Listen to Ming's phone call to check your ideas.

 3 Listen again. What are the *advantages* and *disadvantages* of staying in:

- a the youth hostel
- b the caravan?

4 Work in pairs. Discuss where you think the three friends should stay.

Activity B • Listening and speaking: phoning a guest house

1 Ming wants to book a guest house in Whitley Bay. What should he find out when he books?

 2 Listen to his phone call and make notes about Rosie's Guest House.



When available	
Price for two nights	
Where it is	
Other details	

3 You want to book a guest house for you and your friends or family. What questions do you need to ask?

How much

Can you give

Where

Does the price

4 Role play the phone call. Make sure you get all the information you need and make notes.

Written complaints

Activity A • Writing: looking at letters of complaint

1 Look quickly through the letter below and answer the questions following it.

Dear Sir or Madam,

A I am writing to complain about your hotel, which I stayed in with my family last week.

B We booked an en-suite family room, but we were most unhappy with it. Firstly, the shower did not work so we had to use another bathroom along the corridor. In addition, the room was very hot, but we could not open the windows because the street outside was so noisy. Finally, my son's bed was very uncomfortable and it gave him backache.

C We feel that you should give us a full refund because the hotel was not of the standard we expected and we did not enjoy our holiday at all.

Yours faithfully,

Gary Smith

- a Who is the letter written to?
 - b What is the complaint?
 - c How many problems does the writer mention?
 - d What action does the writer want?
- 2 What is the purpose of each paragraph? Match each paragraph **A B** and **C** with a purpose **1–3**.

Paragraph **A** 1 Say what result you expect.
Paragraph **B** 2 Give your reason for writing.
Paragraph **C** 3 Give details of the problem.

3 Look at these six sentences from different letters of complaint. Match them to the purposes in the box.

- a I would like an apology and compensation for the poor service.
- b Although your brochure said the bungalow had a view of the sea, it was on a busy road in the middle of the town and had no view.
- c I expect a full refund of my deposit.
- d I am writing to complain about the long delay to my journey and the rudeness of your staff.
- e We ordered a taxi for 2:30 pm, but it did not arrive until 3 pm, so we missed our train.
- f I am writing to enquire about my lost luggage.

Reason for writing	d
Details of the problem
Result you expect

Activity B • Listening to a complaint

Koffi, Ming and Shahab had a very good holiday, but unfortunately the holiday did not start well.

-  Listen to what happened when Ming phoned to complain. Make notes about what went wrong.

Activity C • Planning and drafting a letter

- 1 Work in pairs. Ming drafted the beginning of two letters. Choose the better one.

A

My friends and I had a terrible journey and were very disappointed by your train.

B

I am writing to complain about the train journey which we made on 1st July.

- 2 Draft the middle paragraph of Ming's letter of complaint. Remember to use sequencing words and include information about the following problems.

- The train left Peterborough late (say what time)
- There was a long delay in York. The train arrived in Newcastle very late (say what time)
- You had to go to an expensive hotel (say why)

- 3 Choose the best ending to the letter.

A

I would like compensation for the problems we had as a result of the very poor rail service.

B

We will never travel by train again and we are very angry and upset.

- 4 Write the first draft of the letter. If possible, work on a computer.
- 5 Work in pairs. Check each other's letters. Check for:
- clear handwriting
 - punctuation
 - linking and sequence words.
 - spelling
 - grammar
- 6 Write your letter again, making any corrections you need.

Britain's beaches

Activity A • Speaking: discussing a problem

- 1 The number of people in the UK who choose to take their holidays in Britain is going down. What do you think the reasons are?
- 2 Work in pairs. What does the picture show?
- 3 What can be done about the problems? Suggest some solutions and say who needs to take action.
- 4 Tell the class about your solutions. Decide which ideas could work best.

Activity B • Reading about British beaches

- 1 Read part of an article about Britain's beaches. Answer the questions.
 - a Are Britain's beaches getting better or worse?
 - b What is a Blue Flag award?



Better British Beaches

More of the United Kingdom's beaches than ever before have won a coveted cleanliness award. The Blue Flag awards began in France in 1985 and there are now 22 countries involved. The awards are made yearly to mark the highest European standards of both clean water and beach management. Last year 57 British beaches qualified for Blue Flags, but this year 83 beaches qualified

Country	Beaches
Denmark	200
France	286
Greece	341
Italy	158
Spain	422
United Kingdom	83

- 2 Work in pairs. Why do you think beaches in other countries are better than beaches in the UK?
- 3 Write three sentences comparing the UK with other countries.

Activity C • Listening to the news

- 1  Listen to the end of the local news and find out what has happened at a beach in Devon.
- 2  Listen again and make a list of the advantages for Oddicombe of what has happened.
- 3 Work in pairs. Suggest how parents and children on the beach can help to keep it clean. What does the local council need to do?

Spelling

Activity A • Changing the meaning

- 1 You can change the meaning of these words by adding the prefix *un-* or *in-*.

expensive	interesting	exciting	complicated	convenient
pleasant	safe	flexible	comfortable	available

Put the new words into the correct column of the table. Use your dictionary to check if you are not sure.

un-	in-

- 2 Mark where the stress goes on each word and practise saying it.
- 3  Listen and check your answers.
- 4 Add any other adjectives you know which you can change in the same way.

Activity B • Learning new spellings

- 1 Choose six new words from this unit. Use your dictionary to check that you know what they mean.
- 2 Choose one of the following strategies to try to learn the spellings.

WHAT WORKS FOR YOU?

Try out these ideas to improve your spelling

- Copy out each new word five times and then try to write the words without looking.
- Look at each word and practise saying it out loud as you read it. Do this three or four times for each word. Cover the word and try to write it. Check to see if it is correct.
- Divide each word into syllables as you say it out loud, e.g. com-ply-ca-ted. Tap out the syllables as you say the words out loud. Then try to write the words without looking.

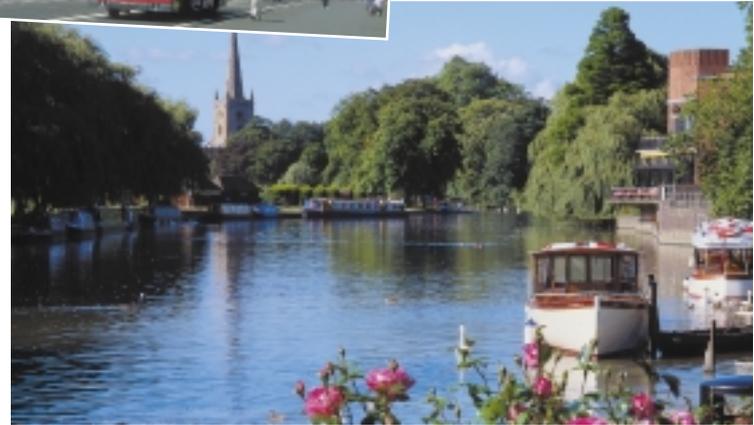
- 3 Work in small groups. Find out which strategy other people used, and which worked best.
- 4 Choose five more words you would like to learn and try a different strategy. Which one do you think works best for you?



Project

Activity A ● Get information about a place

- 1 Choose a place which you have not visited in Britain. Find it on the map and work out how far away it is from where you live. Make a list of things you would like to find out about the place.
- 2 Find the telephone number of the local tourist office and phone to ask them to send you some brochures and any other information.
- 3 If you have access to the Internet, find websites which will give you more information about places to see and things to do.



Activity B ● Make notes

- 1 Look at all the information you have collected. Skim it to see which is most useful.
- 2 Read the information again in more detail and make some notes about the attractions of the place. Find out:
 - how to get there
 - what the main attractions are
 - what you can do and see.
- 3 Go to the library and look at a guidebook. Use the index to help you find more information about the place. Make some notes about any new information.

Activity C ● Write a description

- 1 Use your notes to write a short description of the place you have chosen. First make a plan. List the information you want to include.
- 2 Write the description and check it carefully. Choose some pictures to illustrate it.

Activity D ● Tell the class about the place

- 1 Give a short talk to the class about the place you have researched. Show where it is on the map and show some pictures from the tourist brochures.
- 2 Answer any questions people ask you.



Check it

Activity A • Vocabulary for describing places

1 Do you know the meaning of these adjectives? Use your dictionary to check if you are not sure. Then put them into alphabetical order.

peaceful lively boring interesting pretty busy quiet
crowded beautiful noisy ugly exciting dull

- 2 Tick all the positive adjectives.
- 3 Underline the ones which form the comparative and superlative using *-er* and *-est*.
- 4 Write five sentences comparing places you have visited as a tourist.

Activity B • Phoning for information

You want to travel by train from Birmingham to York. What questions will you need to ask?

- When?
- What?
- How?

Activity C • Using the present perfect

Make sentences using these prompts.

- a Tarla / never visit the UK before.
.....
- b Jyoti / never stay with her relatives in Leeds.
.....
- c I / see two good films this month.
.....
- d Have you / ever hire a car in Britain?
.....
- e Have you / ever visit Kew Gardens?
.....



Mini-projects

Activity A • Find out about things to do free in your area

- 1 Collect information about places of interest in your area. Go to the Town Hall or tourist information office if there is one near you. Use the Internet if you have access to it.
- 2 Find out what you can visit or do free in your area.
- 3 Tell the class about the free attractions you have found.

Activity B • Use the local paper

- 1 Look at the advertisements and entertainment page in your local newspaper for the next two weeks.
- 2 Collect information about special events planned locally, e.g. fun run. Check the paper's website to get extra details.
- 3 Tell the class about things they can do locally.

Activity C • Class survey

- 1 Make a list of local attractions.
- 2 Do a class survey to find out which ones people have visited and which ones they would recommend to visitors.
- 3 Design a poster advertising the most popular tourist attractions in your area.

How am I doing?

Look back at the skills listed on page 1. Then finish the sentences below.

I am confident with

.....

.....

I need more practice with

.....

.....

Date



Audio scripts

Page 2 Finding places in Britain

Activity A4

Birmingham is in the Midlands. It was a major industrial city. This is no longer the case, but it is still the second largest city in England.

Cardiff is on the south coast of Wales. It's a pleasant city with green, open spaces. It was an important port in the past. Now the docks are being redeveloped to provide offices and housing.

Edinburgh is on the east coast of Scotland. It's a beautiful city with a castle and fine streets such as Princes Street. Edinburgh has a festival of music and drama every summer.

Glasgow is on the River Clyde on the west side of Scotland. It has a famous museum and art gallery.

Liverpool is on the River Mersey, not far from Manchester. It's famous for its football teams and for the Beatles. Liverpool used to be a major port and industrial city.

London is the capital of the United Kingdom. It's in the south of England. It's an important financial centre. It has about seven million inhabitants.

Manchester is in the north-west of England. Like Liverpool, it was a big port and industrial city before. And Manchester also has two famous football teams, Manchester United and Manchester City.

Newcastle is a lively city in the north-east of England. It's well known for art, culture and its nightlife. And of course, its football team!

Page 3 Planning where to go

Activity A/B

Sally: Hello, how are you?

Jyoti: I'm very well, thank you. How are you?

Sally: Oh, not so bad. Happier now the weather's nice.

Jyoti: Yes, it's very nice, isn't it? I hope it stays like this for my sister's visit.

Sally: Oh, I hope so too. Have you decided what you're going to do with her while she's here?

Jyoti: Actually, I wanted to ask your advice.

Sally: Oh, yes?

Jyoti: You see, I still don't know the area very well. Do you know anywhere we could visit?

Sally: Now, let me think. Well, have you ever been to Warwick Castle?

Jyoti: Oh, yes, I have. Yes, it's very interesting. That's a good idea. We'll definitely go there,

and if the weather's good we can take a picnic. The children would like that.

Sally: Do the children like animals?

Jyoti: Yes, I think so.

Sally: Have you ever been to the safari park? It's wonderful. It's got lions and tigers and hippos.

Jyoti: No, we haven't. That would be great. I've never seen a tiger in this country!

Sally: What else? Erm ...

Jyoti: Well, my sister *loves* shopping! I think we'll have to do that too! We'll probably go into Birmingham.

Sally: What about the big shopping centre near Dudley? Have you ever been there?

Jyoti: Oh, no, I haven't. Is it good?

Sally: It's amazing. They've got everything there. You can walk along the canal too, if you want – it's right beside it.

Jyoti: That sounds good.

Page 6 Planning a journey

Activity B

Call 1 Train information

Recorded

voice: For all train timetables and fare information, press 1.

Assistant: Hello. Which station are you travelling from?

Jyoti: Birmingham New Street.

Assistant: And where are you travelling to?

Jyoti: Leeds.

Assistant: OK. When are you travelling?

Jyoti: On Friday 18th.

Assistant: And what sort of time?

Jyoti: Late morning.

Assistant: OK. Right. Depart Birmingham New Street 11:30, arrive Leeds 13:33.

Jyoti: 11:30. OK.

Assistant: And for your return journey – when do you want to travel?

Jyoti: Sunday 20th. Late morning as well, please.

Assistant: OK, you have the 11:35, depart Leeds, arrive Birmingham 13:39.

Jyoti: And how much is it for two adults and two children?

Assistant: How old are the children?

Jyoti: Six and one.

Assistant: Children aged five and under go free. So let's see. The cheapest ticket's the Value 7, but you'd need to book that today as you have to book seven days in advance. And



you have to book singles each way. So that's ... £6 for each adult and £3 for the child, for a single.

Jyoti: OK.

Assistant: Right, now then. If you can't book in advance, then you can buy a Saver return on the day which is £36.50 for each adult and £18.50 for the child.

Jyoti: And that's a return ticket?

Assistant: That's right.

Jyoti: OK. Thank you very much for the information.

Assistant: You're very welcome. Goodbye.

Jyoti: Goodbye.

Call 2 Coach information

Recorded

voice: For timetable and fare information, press 2.

Assistant: Good morning. My name's Billy. How can I help you?

Jyoti: I'd like to travel from Birmingham to Leeds. Is there a direct service?

Assistant: Yes, there is. When would you like to travel?

Jyoti: Next Friday, late morning.

Assistant: So, that's Friday 18th. There's one at 11:00, arrives Leeds at 2:05.

Jyoti: When's the next one?

Assistant: At 2:00.

Jyoti: No, that's too late. The 11:00 is fine.

Assistant: And is it a return journey?

Jyoti: Oh, yes, coming back on the Sunday.

Assistant: So return journey on 20th. What sort of time?

Jyoti: Also late morning.

Assistant: There's one at 11:05, getting into Birmingham at 2:15.

Jyoti: 11:05. OK. Can you tell me the cost? It's for two adults and two children.

Assistant: Right. How are old are the children?

Jyoti: Six and one.

Assistant: OK. The one-year-old travels free, so it's £65, but I can let you have it for £60 if you book today. Do you want to book that now?

Jyoti: Er no, thank you. I need to talk to my sister first. Thank you very much.

Assistant: OK. You're welcome.

Jyoti: Goodbye.

Assistant: Goodbye.

Call 3 Car hire information

Assistant: Marshall's Cars. How can I help you?

Jyoti: Can you give me a quote for car hire, please?

Assistant: Of course. When's it for?

Jyoti: This weekend. From Friday to Sunday.

Assistant: You can pick up the car after 8:30 am and you'd have to bring it back Sunday night then. That's three days you're talking about. What sort of car are you looking for?

Jyoti: Something small. The cheapest.

Assistant: And is the driver over 25 with a clean licence and credit card?

Jyoti: Yes.

Assistant: Our weekend rate for a Ford Fiesta is £80.60 for up to 75 miles per day. It's 20p a mile over that and it includes full breakdown cover. Do you want to book that now?

Jyoti: No thank you. I need to talk to the other people travelling. I'll get back to you.

Assistant: OK. We're open until 6 this evening.

Jyoti: Thank you very much.

Assistant: You're welcome. Goodbye.

Jyoti: Goodbye.

Page 9 Phoning for information

Activity A

Phone call to a tourist office

Assistant: North-east Tourist Information. Good afternoon. How can I help you?

Ming: Good afternoon. My friends and I are planning a holiday at the beginning of July for a weekend and we're looking for somewhere cheap to stay.

Assistant: Right, well, it would be cheapest to stay in a Youth Hostel. It only costs £12 per person per night, but of course you might have to share a room with people you don't know.

Ming: That's very cheap though. Is there a Youth Hostel in Whitley Bay?

Assistant: No, in Newcastle.

Ming: Well, we want to visit Newcastle of course, but we really wanted to stay in Whitley Bay.

Assistant: There are plenty of hotels and guest houses in Whitley Bay, and a caravan park.

Ming: A caravan! That sounds good! About how much is it for a weekend?

Assistant: Hmm ... let me see ... Prices start at £205 for a Leisure Economy caravan for three



days. It has a colour TV, kitchen, bathroom and toilet and sleeps up to six people.

Ming: Right. I'll have to think about that. Is it near the centre of town?

Assistant: Oh, no, it's in a park in the countryside. Haven't you got a car?

Ming: No, we haven't.

Assistant: Well, then you'd be better off in a small hotel or guest house. There are plenty in town. They range in price from about £20 per person per night to around £70. Shall I send you some details?

Ming: Yes please. That would be great.

Activity B

Call to a guest house

Man: Hello, Rosie's Guest House.

Ming: Good morning. My friends and I are going to be in Whitley Bay for the first weekend in July. How much would it cost for three people, please?

Man: Let me check the dates. Right. I've just got one twin-bedded room available then, but I could add a third bed – it's a big room. It would be a fold-up bed though.

Ming: How much would that cost?

Man: I could let you have that for £45 for the room per night.

Ming: And is that *en suite*?

Man: No, but the bathroom is just next door.

Ming: Hmm, I see. Does the price include breakfast?

Man: Oh, yes of course. All our prices are for B and B, bed and breakfast.

Ming: OK, where are you? Are you near the sea?

Man: Well, not too far away, but it's right next to the metro station so it's nice and handy for getting into Newcastle if you like a bit of city life.

Ming: That sounds good.

Man: Just one more thing I should tell you though. We're a family hotel and we close our doors at 10 o'clock. If you want to come in late at night, you need to tell us so we can give you a key.

Ming: That sounds fine. I'll talk to my friends and phone you back.

Man: All right then. You've got my phone number, haven't you?

Page 11 Written complaints

Activity B

Assistant: GNER Passenger Services. How can I help you?

Ming: Hello, my name's Ming Chan, and I'd like to make a complaint about your service.

Assistant: Right, so what's the problem?

Ming: Well, we caught the 17:30 Peterborough to Newcastle train last Friday. It was due to arrive in Newcastle at 20:15.

Assistant: The 17:30 did you say?

Ming: Yes, arriving at 20:15. Or that's what it said on the timetable. But it didn't even leave Peterborough until 6 o'clock, then there was a long delay in York so it didn't get into Newcastle until 10 o'clock at night.

Assistant: Oh dear. Yes, I think there was a technical problem with that train.

Ming: Well, that was your problem. Our problem was that when we got to our guest house the doors were locked for the night so we had to go and look for another place to stay. When we finally found one, it was £120 for one night and we're only students so ...

Assistant: Could I just stop you there, sir? I think the best thing would be for you to put this all in writing. I'm sure we'll be able to arrange some compensation for you.

Ming: OK. Thank you. I'll do that. Where do I send it to?

Page 12 Britain's beaches

Activity C

Presenter: And finally on South-west News this morning, it's good news for one of Britain's beaches. Oddicombe Beach in Devon has at last been granted one of the coveted Blue Flag awards, which means the sea is clean for swimming and that the beach is safe for children to play on. A spokesperson for the local council, Mrs Jane Brown, says, 'We're absolutely delighted, of course. We're looking forward to lots of extra visitors to the area and a real boost to our tourist industry. Local people will be working really hard to make sure we keep our Blue Flag now we've got it.'

Well, that's all from me. The next news will be at 9 o'clock. You're listening to South-west Radio this morning and it's just coming up to five past eight.



Page 2 Finding places in Britain

Check your answers with your teacher.

Page 3 Planning where to go

Activity A1/2

	Order	Jyoti
Photo 1 (safari park)	2	X
Photo 2 (shopping centre)	3	X
Photo 3 (Warwick Castle)	1	✓

Activity B1

- | | |
|-------------|------------------|
| 1 ever been | 5 've never seen |
| 2 have | 6 you ever been |
| 3 ever been | 7 I haven't |
| 4 haven't | |

Activity B2

The voice goes down at the end of the questions.

Page 4 Things we have done

Activity A2

- a hire, reserve, arrive, visit, travel, rent, enquire, book
b been, left, lost, seen, went, met

Page 5 About places

Activity B1

the ...-est

busy (busiest), dull, lively (liveliest), noisy (noisiest), old, pretty (prettiest), quiet, ugly (ugliest),

the most ...

beautiful, boring, crowded, exciting, interesting, peaceful

Page 6 Planning a journey

Activity B1

Train

Dates/times: Fri 18th 11:30/13:33
Sun 20th 11:35/13:39

Prices: £6 adult/£3 child Value 7 (single);
£36.50 adult/£18.50 child Saver return
Other information: children under 5 free

Coach

Dates/times: Fri 18th 11:00/2:05
Sun 20th 11:05/2:15

Prices: £65 or £60 if booked today
Other information: children under 5 free

Car hire

Dates/times: Fri 18th to Sun 20th

Prices: £80.60 for up to 75 miles per day;
20p per mile after that

Other information: Ford Fiesta; full breakdown cover included

Page 7 Planning what to do

Activity A1

Verbs followed by *-ing*: enjoy, like

Verbs followed by infinitive: would like, want, plan, want

Activity A2

Jyoti – Kew Gardens Prakash – The Science Museum
Tarla – Regent's Park Nila – London Zoo

Page 8 Choosing a holiday

Activity A3

Blackpool

Where: north-west of England

Attractions: pleasure beach, big wheel, sea-life centre, three piers, illuminations

Whitley Bay

Where: north-east coast near Newcastle

Attractions: sandy beaches, St Mary's lighthouse. In Newcastle: art, culture, sport, nightlife, shopping, walks along the Tyne

Cornwall

Where: county in the most western part of England

Attractions: beautiful scenery and gardens, beaches, good fresh food and cream teas, touring, walking, swimming, surfing, golf, different places to stay

Page 9 Phoning for information

Activity A3

Youth hostel

Advantage – cheap

Disadvantages – share a room with other people, not in Whitley Bay

Caravan

Advantages – sleeps up to six, lots of facilities

Disadvantage – not near the centre (would need a car)

Activity B2

When available

OK for 1st weekend of July if prepared to take twin-bedded room and add an extra bed (fold-up bed)



Price for two nights

£45 for the room per night, so £90 for two nights

Includes breakfast

Standard room, not *en suite*

Where it is

Near the sea, next to metro station

Other details

Door closes at 10 pm so need a key to get in after that

Room is next door to the bathroom

Activity B3

Possible questions:

How much does it cost?

Where is it?

Can you give me the address?

Does the price include breakfast?

Page 10 Written complaints

Activity A1

- a the manager or owner of a hotel, but Gary doesn't know the name so he uses Dear Sir or Madam
- b the poor standard of a room at a hotel
- c three – shower didn't work; room too hot; uncomfortable bed
- d a full refund

Activity A2

A 2 B 3 C 1

Activity A3

Reason for writing	d, f
Details of the problem	b, e
Result you expect	a, c

Page 11 Written complaints

Activity C1

B

Activity C3

A

Page 12 Britain's beaches

Activity B1

- a better
- b a European award for clean and well-managed beaches

Activity B2

Possible answers:

Strong legislation by some governments.

UK water is not warm enough for many people to

swim in, so beaches are not a big priority.

Countries like Greece have big tourist industries and they need to look after their beaches, or tourists will go to other countries.

Activity C1

It has won a Blue Flag award.

Activity C2

It will bring lots of extra visitors.

It will boost tourism in the area.

More families with children will come.

Page 13 Spelling

Activity A1/2

un-

uninteresting, unexciting, uncomplex, unplasant, unsafe, uncomfortable, unavailable

in-

inexpensive, inconvenient, inflexible

Page 15 Check it

Activity A1/2/3

NB The answers to task 2 are possible answers. Some words may have positive meanings for some people and negative for others, e.g. busy, quiet.

beautiful ✓	exciting ✓	pretty ✓
boring	<u>interesting</u> ✓	<u>quiet</u> ✓
<u>busy</u>	<u>lively</u> ✓	<u>ugly</u>
crowded	<u>noisy</u>	
<u>dull</u>	peaceful ✓	

Activity B

Possible answers:

When does it arrive/leave/get there?

What time does it leave/arrive/get into York?

How much does it cost? How much is it?

Activity C

- a Tarla has never visited the UK before.
- b Jyoti has never stayed with her relatives in Leeds.
- c I've seen two good films this month.
- d Have you ever hired a car in Britain?
- e Have you ever visited Kew Gardens?