1 (pp. 4 - 9)
Buildings: Descriptions
Informal letters & emails

2 (pp. 10 - 15)
Giving News, Instructions & Directions
Informal (transactional) letters & emails

3 (pp. 16 - 21)
Describing Products & Services
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UNIT 1

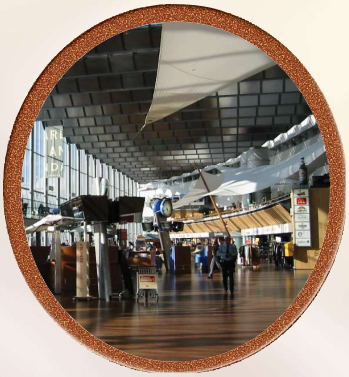
BUILDINGS

Informal letters & emails: descriptions

WARM-UP

- Do you live in a city, town or village?
- What's the area you live in like?
- Do you like living there? Why (not)?
- Do you live in a house or a flat? What's it like?
- What would be your perfect home?
- Describe your school.











LANGUAGE CORNER: *Buildings & parts of buildings*

- **school:** classroom, (Chemistry) lab, gymnasium, corridor, playground, staff room, canteen, (headmaster's) office, staircase, changing rooms, toilets
- **hospital:** emergency/casualty department, ward, corridor, operating theatre, X-ray department, car park
- **airport:** departures/arrivals (hall), check-in counter/desk, passport control, security, duty free shop, gates, lifts, escalators
- **hotel:** reception (desk), lobby, rooms, suites, restaurant, bar, gym, pool,
- **cinema/theatre:** foyer, box office, auditorium, stalls, balcony, box
- **train station:** ticket office, platform, canteen, waiting room
- **house:** basement, attic, hall, dining room, living/sitting room, terrace
- **department store:** womenswear, menswear, childrenswear, household goods, electrical appliances, cosmetics, furniture, assistant, cashier

Size

- enormous/huge/spacious
- tiny/cramped/crowded
- a three-storey building

Character/Appearance

- modern • classical/traditional
- old-fashioned • futuristic

Atmosphere

- quiet • noisy • busy • boring
- exciting • relaxed • peaceful
- cheerful • stressful • depressing

Phrases/Expressions

- full of people/furniture
- packed with people/tables
- lots of action/activity
- plenty/nothing to do/see/look at
- in good/bad condition
- on/in a busy/quiet street
- in a busy/quiet area/part of town
- built of stone/brick/concrete
- it was built in (1980)
- it has got a view of...
- it's famous for its museum/being the only/birthplace of/having...
- it means a lot to me because...
- it reminds me of (my childhood)
- it makes me feel happy/sad/scared
- its/main feature is (the lobby/balcony)
- The best thing about it is...
- ...and I'd love to go back/I hope I never go back

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A. IN WHICH BUILDINGS WOULD YOU SEE THESE SIGNS?

1. OPENING TIMES 9 AM - 8 PM : *supermarket/museum*
2. VISITING TIMES 6 PM - 8 PM : *hospital*
3. NO RUNNING IN THE CORRIDORS : *school/museum*
4. GUESTS MUST CHECK OUT BY 12 PM : *hotel*
5. NO FLASH PHOTOGRAPHY : *museum*
6. CHILDREN MUST NOT BE CARRIED IN TROLLEYS : *supermarket*
7. PLEASE WAIT TO BE SEATED : *restaurant*
8. CHECK-IN DESKS OPEN AT 7 AM : *airport*
9. PLEASE WAIT UNTIL CALLED BY A CASHIER : *bank*
10. TICKETS VALID FOR ONE PERFORMANCE ONLY : *cinema*

restaurant, supermarket, hospital, airport, school, bank, cinema, museum, hotel

B. Where would you do the following things?

1. buy souvenirs : *I'd buy souvenirs at a museum.*
2. book a table : *I'd book a table at/in a restaurant.*
3. check luggage in : *I'd check luggage in at an airport.*
4. ask for a programme : *I'd ask for a programme at/in a theatre/cinema.*
5. pay at the till : *I'd pay at the till at/in a supermarket.*
6. leave a tip : *I'd leave a tip in/at a restaurant.*
7. cash a cheque : *I'd cash a cheque at a bank.*
8. ask for room service : *I'd ask for room service at/in a hotel.*






C. Where are these people?

1. I'll just go and try it on and see if it fits. : *in the changing rooms of a department store*
2. Are there any messages for me? : *at the reception (desk) of a hotel*
3. Let's sit here till they call our flight. : *in the departures lounge of an airport*
4. It's nothing serious. Just a few stitches. : *in the casualty department of a hospital*
5. It's a small green leather bag with a zip. : *at the lost property office of/in a train station/airport*
6. That cashier has been on the phone ages. : *in a queue at a bank/department store*
7. Aisle seat or window, sir? : *at a/the check-in desk of/in/at an airport*
8. We don't give refunds without a receipt. : *at the customer services department of a department store*

changing rooms, customer services department, departures lounge, casualty department, reception desk, queue, lost property office, check-in desk



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LANGUAGE CORNER

Opening paragraph

- It was great to get your letter and all your news.
- Thanks for your (last) letter/email.
- I was happy/pleased/sorry to hear about your...
- I hope you (and your family) are well.
- I'm sorry I haven't written (to you) for a while but...
  - I've been busy (with exams).
  - I've been studying hard.
  - I just haven't had the time.
- Congratulations on (passing your exams/your new job).
- I haven't heard from you for ages. How have you been?

Closing paragraph

- That's (about) all (my news) for now!
- Write (back) soon with all your news/and let me know how you are!
- I hope to see you soon.
- I'm looking forward to seeing you (in the New Year).
- Give my love/best wishes to...
- Keep in touch.
- Take care/Lots of love

GIVING NEWS & DESCRIBING PLACES

- I'm writing to tell you about a great (place) I went to recently.
- I must tell you about a terrific (museum) I went to a few days ago.
- You'll never guess where I went last Thursday.
- Let me tell you about a (place) I went to last week.
- We had a really great/ fantastic/awful time.
- You would have loved/enjoyed/hated it.

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TOPIC

Read this email describing a visit to a new building and fill in the gaps.

TO: ally_j@rtsnet.co.uk
SUBJECT: news update
CC:

Dear Ally,
It was really great *(1)*.....*to get*..... *(for getting/to get)* your email and all your news. It sounds *(2)*.....*as if*..... *(if/as if)* you've had a very busy year. Congratulations *(3)*.....*on*..... *(on/at)* passing your driving test. You must be very happy. I'm sorry I *(4)*.....*haven't written*..... *(don't write/haven't written)* for a long time but I *(5)*.....*have been working*..... *(am working/have been working)* hard on a school project for the past few weeks. It's almost finished, I'm glad to say.
When do you think you'll be able to come *(6)*.....*and visit*..... *(for visiting/and visit)*? The reason I'm asking is that a new café has *(7)*.....*opened*..... *(opened/been opening)* near me and it's fantastic. You'd love it. The decor is very modern, *(8)*.....*with*..... *(with/has)* posters of musicians and rock groups on the walls. It isn't very big, but the atmosphere is great, especially as they play all the latest rock and R & B hits. It's very popular *(9)*.....*with*..... *(with/for)* all the teenagers in the area, so it's *(10)*.....*packed*..... *(full/packed)* with people at the weekend. I think it's really cool, so we must go there together. Let me know when you can make it and I'll *(11)*.....*book*..... *(hold/book)* a table.
Anyway, that's about all for now. I hope *(12)*.....*to see*..... *(to see/seeing)* you soon.
Keep in touch!
Brady

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A. In the following letter there are a number of mistakes. The mistakes may be of grammar, syntax, vocabulary or spelling. There are between one and three mistakes per sentence. Rewrite the letter on a separate piece of paper, making the necessary corrections.



Dear Amanda,

Thanks for your last letter and all your new. I'm sorry I don't write for a while but I've been too much busy at work and at home.

You asked to me about the holiday we had. Well, we had a fantastic time, apart for the beginning, which it was a nightmare. When we have got to the airport, the place was packed of people. Lots of flights have been cancelled or delayed because the bad weather. We must queue for ages at the check-in desk, who they told to us our flight would be three hours late. It was another long queue at security, where they were searched everyone's hand luggage. Finally we got to the departures hall but there wasn't nowhere to sit as was full with people, too. I went to the duty free shop and found few perfume I wanted, but when I got to the counter to pay for, I fell the bottle and I had to pay for it. $46!

Anyway, they lastly called our flight, but it was 25-minutes walking to the departure gate so at the time we got there I was exhausted. Things didn't get any best on the plane. First from all, it was big confusion over the chair numbers. I had number

B. Form full sentences to make a letter.

1. It/nice surprise/get/letter/news
2. I/happy/hear/you/pass/exams
3. I/sorry/not/write/before/just/not/have/time
4. My parents/I/busy/moving house
5. I/must/tell/about it
6. It/quiet street/busy/part/town
7. house/modern/good condition
8. It/not enormous/it/big enough/us
9. best thing/it/huge garden/so/dad/happy
10. There/also/great view/lake
11. You/must/come/visit/soon
12. You/love/it
13. Anyway/that/all/new/now
14. Write/soon/let/know/how/are
15. Give/best wishes/parents

Dear Julie,

It ***was a nice surprise to get your letter and all your news.***

I ***am/was happy to hear you passed your exams.***

I ***am sorry I haven't written before but I just haven't had/didn't have (any/the) time.***

My ***parents and I have been/are busy (because we're) moving house.***

I ***must tell you all about it.***

It ***is on/in a quiet street at the busy part of the town.***

The ***house is modern and in good condition.***

It ***isn't enormous but it's big enough for (all/the three of) us.***

The ***best thing is that it has a huge garden, so dad is happy.***

There ***is also a great view of the lake.***

You ***must come and visit (us) soon.***

You ***will love it.***

Anyway, ***that's all my news for now.***

Write ***back soon and let me know how you are.***

Give ***my best wishes to your parents.***

Take care,

Ruth



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CLAUSES I

- That's the town ***where*** I was born.
  That's the town ***which/that*** I was born ***in***.
- The town, ***which*** is by the sea, is popular with tourists.
- Mr Stokes is the man ***who/that*** designed this building.
- Mr Stokes, ***who*** designed this building, is a local architect.
- Mrs Stokes, ***whose husband*** designed this building, is a piano teacher.
- We stayed at a hotel ***whose swimming pool*** had glass walls.

A. Fill in: *which, that* or *where*

1. We went to a new restaurant, ...*where*.... we had a fantastic meal ....*which/that*.... cost very little.
2. The old cinema, ...*which*.... was built in 1950, is now a factory ....*where*.... they make shoes.
3. The Plaza Hotel, ...*which*.... is near the park, is ....*where*.... they spent their honeymoon.
4. The house ....*which/that*.... we used to live in has gone.
5. My sister lives in a flat ....*which/that*.... has a great view of the city.
6. The supermarket ....*where*.... I do my shopping has a café ....*where*.... you can get a great espresso.
7. The area ....*which/that*.... he works in is very chic.
8. We stayed in a hotel ....*whose*.... balconies all faced the sea.

EXPANDING SENTENCES: Linking Words

✖ I am fifteen years old, I live in Lynn.
✔ ***I am fifteen years old and I live in Lynn.***

- It's a town. It's in central England.

I am fifteen years old and I live in Lynn, which is a town in central England.

- It's a small town. It has a big square and an old castle.

It's a small town with a big square and an old castle.

- The castle was built in 1650.

It's a small town with a big square and an old castle, which was built in 1650.

B. Join the following set of sentences using the linking words *who, whose, which, that, where, and* or *with*.

1. She's sixteen. She comes from Larissa. It's a big town. It's in central Greece.
   She's sixteen and she comes from Larissa, which is a big town in central Greece.
2. There's a shop in the centre of London. You can buy silk blouses there. The blouses come from Thailand.
   There's a shop in the centre of London where you can buy silk blouses which/that come from Thailand.
3. It's a huge department store. It has three restaurants. It also has a café. The café sells ice cream. The ice cream is homemade.
   It's a huge department store with three restaurants and a café which/that sells ice cream which/that is homemade.
4. Mrs Watts has opened a pet shop. Mrs Watts' husband is a vet. You can buy special food for overweight dogs.
   Mrs Watts, whose husband is a vet, has opened a pet shop where you can buy special food for overweight dogs.
5. Harrods is an expensive shop. It's in Knightsbridge. Harrods has a fantastic food hall. The food hall has exotic food from all over the world.
   Harrods, which is in Knightsbridge, has a fantastic food hall which/that has exotic food from all over the world.

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WRITING TASKS

A. INFORMAL LETTER

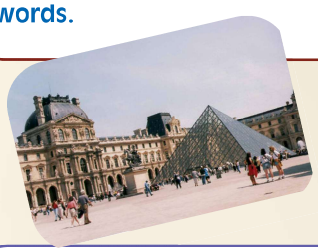
A friend has written to you telling you that he/she intends to visit your town soon with his/her parents. He/She has asked you to recommend a building or place worth visiting in your town/area. Write a letter of reply, telling him/her which building or place is your favourite, and why.
Write your letter in 120-180 words.

GUIDE TO WRITING TASK: Points you can include:

Paragraph 1:
- Dear...,
- Greet your friend
- Thank him/her for his/her letter
- Apologise for not writing sooner, and say why

Paragraph 2:
- Comment on his/her visit
- Say which is your favourite/building
- Give details (location/size/age...)
- Describe its main features
- Mention activities that take place there
- Give your personal thoughts/feelings about it

Paragraph 3:
- Say how much you are looking forward to your friend's visit
- Suggest meeting your friend and say where and when
- Send your best wishes/love to him/her and his/her parents
- Sign off



B. INFORMAL EMAIL

ellworldwide, a website for English language learners, has asked students from all over the world to write an email to the website, and describe a building that is of importance in their town or area. The best 20 emails will be published on the website.
Write an email to the website describing such a building.
Write your email in 120-180 words.

GUIDE TO WRITING TASK: Points you can include:

Paragraph 1:
- Begin with Dear Sir/Madam,
- Say how old you are and where you are from
- Say where you live and where it is

Paragraph 2:
- Mention the building you want to describe
- Say what it is and where it is
- Say why it is of importance
- Describe the outside
- Describe the inside
- Say how this building makes you feel

Paragraph 3:
End your email:
- Say that you hope your email will be published
- Say thank you
- Sign off with your full name

EXTRA WRITING TASK

Write an email to your friend, giving him/her your recent news, and telling him/her about a new building in your area. Describe the building and your visit, saying why you liked it or didn't like it. Write 120-180 words.



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