

Vocabulary

Operating machines

1 Complete the sentences with the words below.

digital camera ✓ console hairdryer
 flat screen answering machine
 alarm clock MP3 player

- I bought a new digital camera to take pictures on holiday.
- Anna always listens to her _____ when she goes running.
- I need an _____ to wake me up in the morning.
- Leave a message on the _____ if Pete's not at home.
- Alex has got a modern TV – it's a _____ TV.
- My _____ has broken, so I can't dry my hair.
- We need a games _____ for this new game.

2 Read the descriptions of gadgets from exercise 1. What are they?

1 You plug it in to the TV and press buttons or use the controls to play.

games console

2 It's got batteries, but it doesn't have a charger. It hasn't got a control button for volume and it's very loud! You have to set the time. I switch it on every night and it helps me wake up!

3 It's got a battery and it has a menu. You don't use a remote control to switch it on and off, you just press a button. Some people have one on their mobile phone, but I don't.

4 It hasn't got any batteries. You plug it in and use a remote control to switch it on and off. You watch things on it. You can select from the menu, but you can't record messages.

Grammar

Relative clauses

3 * Underline the correct relative pronoun to complete the sentences.

- A teacher is someone *which/who/where* helps students to learn about different subjects.
- A radio is a machine *that/who/where* allows us to listen to different programmes and music.
- A football stadium is a place *who/which/where* footballers play matches.
- An encyclopedia is a book *that/who/where* we can find information on almost everything.
- An actor is a person *that/where/which* appears in films.
- A school is a place *which/where/who* students go to learn.

4 * Read and complete the text about underwater MP3 players with *which, where, that* or *who*.

Underwater music

This is a fantastic gadget for people ¹ *who* love swimming and listening to music. The people ² _____ invented it wanted to give swimmers a gadget ³ _____ allowed them to listen to their favourite songs under water. Now swimmers can listen to music in places ⁴ _____ it was impossible to listen before, such as in the sea or at the bottom of a pool. In 2007 the company developed a more advanced product ⁵ _____ makes the music sound even better. It sends special sound waves ⁶ _____ give very clear sound to the ear. The underwater MP3 player is now used by more than 35,000 people ⁷ _____ never go swimming without it.



5 (***) Match phrases 1–6 with phrases a–f. Then add *who*, *which* or *where* to form complete sentences.

- 1 An Internet café is a place where
- 2 A washing machine is a gadget _____
- 3 A calculator is a machine _____
- 4 An IT consultant is someone _____
- 5 A meeting point is a place _____
- 6 An inventor is a person _____

- a likes creating new gadgets.
- b people can go to use computers.
- c saves time cleaning dirty clothes.
- d people usually meet at airports or other big buildings.
- e can help you to do Maths.
- f solves problems with computer programmes.

6 (***) Use the prompts to make sentences.

- 1 a telescope/piece of scientific equipment/allows us to see the stars clearly.

A telescope is a piece of scientific equipment which allows us to see the stars clearly.

- 2 a plane/a type of transport/allows us to travel quickly between countries
- _____

- 3 a bicycle/a type of transport/doesn't use any fuel
- _____

- 4 a beach/a place/we go to sunbathe and relax
- _____

- 5 an astronaut/person/travels into space
- _____

- 6 an MP3 player/a gadget/allows us to keep a lot of music in a small space
- _____

7 (***) Join the sentences using the correct relative pronoun. Make any necessary changes.

- 1 That's the boy. He's in my class at school.

That's the boy who is in my class at school.

- 2 A scientist is a person. He/She does experiments.
- _____

- 3 A hairdryer is a gadget. It dries wet hair.
- _____

- 4 That's Mr Rad. He's a teacher in my school.
- _____

- 5 A hot spot is a place. People go there to connect their computer to the Internet.
- _____

- 6 A computer mouse is a thing. It lets you move around the computer screen.
- _____

Grammar reference

Relative clauses

We use relative clauses to put more information in a sentence. We can join two shorter sentences together, using a relative pronoun.

The Japanese have invented a robot. It can tidy your bedroom.

*The Japanese have invented a robot **which** can tidy your bedroom.*

I've got fifty pounds. My grandmother sent it for my birthday.

*I've got fifty pounds **that** my grandmother sent for my birthday.*

Relative pronouns: **which, that, who, where**

- Use **which** and **that** for things.

*A lawnmower is a machine **which/that** cuts the grass.*

*Adam's got a really expensive phone **which/that** his uncle gave him.*

- Use **who** and **that** for people.

*A babysitter is someone **who/that** looks after kids.*

*That's the boy **who/that** Alice likes very much.*

- Use **where** for places.

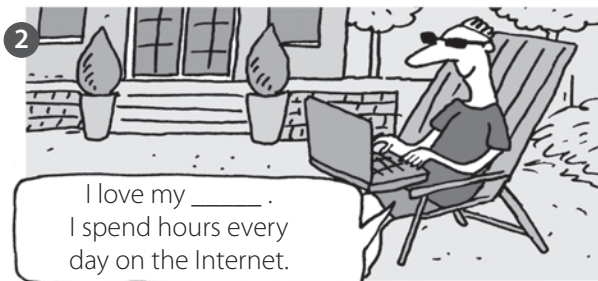
*This is the house **where** I grew up.*

*At the weekend, we went to a shop **where** they sell cheap TVs.*

Vocabulary

Gadgets

- 1** Complete the descriptions with the names of the gadgets.



- 2** Complete the sentences with the phrases below.

[easy to carry go wrong can't live without digital junkies breaks down ✓]

- I hate it when my computer *breaks down*. I can't email any of my friends.
- I love my new digital camera. It's really small and _____.
- My brother _____ his computer games. He plays for hours every day.
- My father hates all electronic gadgets. He says that we are a generation of _____.
- When alarm clocks and computers _____ they cause lots and lots of problems.

Grammar

First conditional

- 3** * Match 1–6 with a–f to form complete sentences.

- Lisa will miss the train
- Liam will sing his favourite song
- If you don't want to go to the club,
- If Ben and Martin don't go to camp this summer,
- Martin will tell Ruth about the party
- If they don't buy the tickets for the concert now,

- they won't see Maggie this year.
- if she doesn't leave soon.
- if he sees her this afternoon.
- there won't be any tickets left.
- if he goes to the karaoke competition.
- you'll have to tell Pete by 6 p.m.

- 4** ** Underline the correct words to complete the sentences.

- If schools make / will make uniforms obligatory, students concentrate / will concentrate more on their lessons and not on their clothes.
- If you study / will study hard, you pass / will pass the exam.
- I buy / will buy a new iPod if I go / will go into town on Saturday.
- If they don't go / won't go away at the weekend, they go / will go to the cinema on Sunday.
- What do you do / will you do if John doesn't phone / won't phone?
- They don't go / won't go for a walk if the weather isn't / won't be good.

- 5** ** Put the verbs in brackets into the correct tense.

- If the restaurant *doesn't have* (not have) pizza, I'll order (order) a hamburger.
- Julia _____ (buy) a new CD if she _____ (go) into town on Saturday.
- Richard and Matt _____ (not go) to university if they _____ (not pass) their exams.
- If it _____ (rain) tomorrow, we _____ (not go) on a picnic.
- _____ (Colin/be) happy if he _____ (win) the race?
- Isabel _____ (not meet) David this evening if he _____ (not phone) her before 5 p.m.

6 (***) Complete the sentences about yourself.

- 1 If the weather is bad this weekend, *I'll watch DVDs all weekend.*
- 2 If I get some money for my next birthday, I _____
- 3 If my best friend isn't happy, I _____
- 4 If it's good weather next week, I _____
- 5 If there isn't anything interesting on TV tonight, I _____
- 6 If I get a lot of homework this week, I _____

7 (***) Rewrite the sentences with the same meaning using the words in brackets.

- 1 I'll finish this exercise, then I'll phone Joanne. (after)
I'll phone Joanne after I finish this exercise.
- 2 Sam will have dinner. Then he'll watch his favourite TV programme (before)
_____.
- 3 Mark will finish his homework. Then he'll go out with his friends. (when)
_____.
- 4 Rosa will tidy her bedroom. Then she'll go out to the disco. (after)
_____.
- 5 We'll finish class. Then we will go to the sports centre. (when)
_____.
- 6 I play my computer game but I'll study for another hour first. (before)
_____.

Grammar Plus: if vs when

8 (***) Complete the sentences with *if* or *when*.

- 1 I'll go to the supermarket now. I'll make lunch *when* I get back from the supermarket.
- 2 I might see Jackie later. I'll give Jackie your message _____ I see her.
- 3 We might be tired tonight. We'll go to the sports centre _____ we all feel okay.
- 4 John is arriving at 11 a.m. I'll phone you _____ John arrives.
- 5 I'll finish my homework first. I'll watch TV _____ I finish my homework.
- 6 It's possible they may see Tom at the party. They'll talk to Tom _____ they see him at the party.

Grammar reference

First conditional

We use the first conditional to talk about a possible future situation. But after *if* we use the present tense, not the future.

Form

Condition <i>If</i> + present simple	Result <i>will/won't</i> + infinitive without <i>to</i>
<i>If I have time,</i> <i>If you don't tell me,</i> <i>If Anna passes her exams,</i>	<i>I will ('ll) call you tonight.</i> <i>I will ('ll) be upset.</i> <i>she will ('ll) start university in the autumn.</i>
<i>If he doesn't eat his lunch,</i>	<i>he will not (won't) get any sweets.</i>
<i>If I help you with Maths,</i>	<i>will you help me with English?</i>

If can go at the beginning or in the middle of the sentence. When we put the *if* clause first, we use a comma (,) to separate the two clauses.

If it's sunny, we'll have a picnic.
We'll have a picnic if it's sunny.

Future time clauses with *when*, *before* and *after*

We also use the present tense to talk about the future after time words like *when*, *after* and *before*.

I'll get my sister's bedroom when she leaves home.
Before I go, I'll give you my phone number.
Vanessa will probably call after I go out.

Vocabulary

Numbers and dates

1 Read the words and write the numbers.

- 1 nine hundred and seventy-two. 972
- 2 nineteen ninety-seven _____
- 3 eighty-six percent _____
- 4 three point two million _____
- 5 a quarter _____
- 6 seven billion _____

2 Read the amazing facts and write the underlined numbers as words.

Did you know ...

① There are more than 6,000,000 parts in some big aeroplanes.

② Every year 20,000,000,000 coconuts are grown.



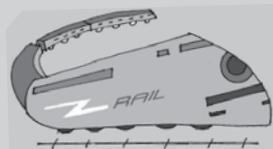
③ People usually read 25% slower from a computer screen than on paper.

④ The Amazon River is more than 6,450 kilometres long.

⑤ Every letter in the English language is used in the sentence: 'The quick brown fox jumps over the lazy dog.' That means there are 26 in total.



⑥ The Indian railway system employs more than 1,400,000 people.



- 1 six million 4 _____
- 2 _____ 5 _____
- 3 _____ 6 _____

3 Complete the sentences with the words below.

[search chat generation devices ✓
background noise]

- 1 We live in a time of electronic devices.
- 2 I like _____ when I'm studying so I often play music.
- 3 My friends and I _____ on the phone every day.
- 4 The younger _____ in the UK watches less television than their parents.
- 5 Vivian loves to _____ for information on the Internet.

Listening

4 ⑪ Check you understand the words below and then listen to the radio interview about YouTube and choose the correct answers.

an agreement (n) an arrangement or decision to do something by two or more people

block access (v) to stop people being able to enter somewhere (for example a website)

a founder (n) a person who starts a company or organisation

upload (v) to send documents, photos and videos from your computer to a larger system using the Internet

- 1 Jawed Karim put the first video on *YouTube* on April ... 2005.
a three b thirteen c twenty-three
- 2 The three people who created the site sold it in 2006 for
a 6.5 billion dollars
b 1.65 million dollars
c 1.65 billion dollars
- 3 About how many hours of videos are put onto the site every minute?
a thirteen b thirty c fourteen
- 4 What percentage of people who use online video sites use *YouTube*?
a 34 percent b 44 percent c 54 percent
- 5 *YouTube* is probably the ... most popular video site on the Internet.
a third b fourth c fifth
- 6 When did *YouTube* make an agreement with three big TV and film companies?
a 2006 b 2008 c 2010

5 ⑪ Listen again. Tick (✓) true or cross (X) false.

- 1 The first video on *YouTube* showed one of the site creators at the zoo.
- 2 There are no age limits on any of the videos.
- 3 Alex gives information about the number of videos people watch every year.
- 4 If you want to watch a film, you'll have to watch the adverts too.
- 5 At the moment there are some countries where you can't watch *YouTube*.
- 6 Some schools have blocked access to *YouTube* because students watched videos of bad behaviour.

Reading

6 Look at the photo and title of the text. Read the paragraph headings in exercise 7. Then choose the best answer.

- 1 The text is about
 - a different uses of the Internet in the future.
 - b how teenagers will use the Internet in the future.

7 Read the text and match the headings a–g with the paragraphs 1–6. There is one extra heading.

- a Internet and mobile phones
- b How will people use the Internet?
- c The future of the Internet?
- d Other gadgets
- e Work and free time
- f Science
- g How people used the Internet

8 Read the text again and answer the questions.

- 1 How many websites are there?

- 2 What will scientists around the world be able to do?

- 3 What will NASA use their new technology for?

- 4 Why didn't many people use the Internet on mobiles in 1996?

- 5 Where can Electrolux fridges send emails?

- 6 What kind of surface will people be able to display virtual keyboards on?

- 7 What could people do in gyms in the future?

The Web of the Future

1 _____

When the Internet became generally available in the 1990s nobody had any idea of just how popular it was going to become. There are over a hundred million websites, although nobody knows exactly how many there are, and there are billions of web pages. But what will the Internet be like in the future? Here, the experts give us their predictions.

2 _____

There will be lots of exciting developments in science for using the Internet. For example, scientists around the world will be able to share equipment such as special microscopes called 'electron microscopes'. The American space agency NASA has developed a 'Virtual Collaborative Clinic'. This allows doctors to find out more about diseases and to practise difficult operations in 3D. NASA plans to use the technology to provide health care on long space journeys.

3 _____

The first mobile phone with Internet was in Finland in 1996, but it was very expensive so not many people used it. Japan started the first mobile phone Internet service in 1999. By 2008, more people were using mobiles to access the Internet than computers. In the future, experts say we'll all use our mobiles to access the Internet. Mobile screens will probably get a little bigger, but not much. Of course, you'll control all the functions by pressing the screen, not buttons.

4 _____

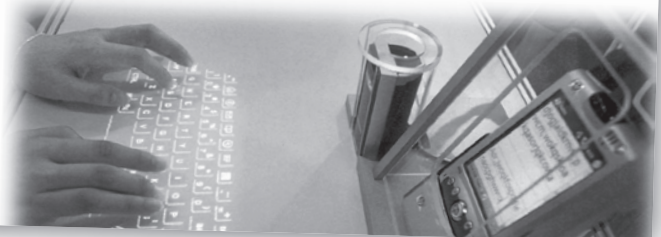
Soon, everything from your car to your fridge will be connected to the Internet, and machines will communicate with each other. Electrolux has already developed a fridge that emails a shopping list to a local supermarket – and arranges a time for them to deliver your shopping to your house!

5 _____

We will see a big change in the way people use it. 64 percent of experts think people won't have to use the traditional keyboard. We will have 'virtual' keyboards – people will be able to display these keyboards on any flat surface, such as a table. They will write their email messages using these virtual keyboards and be able to surf the Internet too.

6 _____

Most people will also spend part of their day in virtual worlds, at home or at work. Finally, there won't be a big difference between work and free time. People will be able to connect to the Internet anywhere and work where they are – in the gym, a shop, at home or even in a virtual office.



Writing

A letter of complaint

1 Read the letter and answer the questions.

- 1 Why is Christine writing?

- 2 What two problems does she talk about?

- 3 What does she expect to happen as a result of her letter?

2 Complete the gaps a–f in exercise 1 with the words and phrases below. Read the letter again to help you.

Secondly, ... Yours sincerely when
Dear + name address ✓
I look forward to your prompt response.

1 Write your address in the top right corner.

2 Write the date below your **a** *address*.

3 Write the name and address of the company you are writing to.

4 Begin the letter *Dear Sir* or *Madam*, or **b** _____,
Dear Mr Stone,

5 In the first paragraph say why you are writing. Give the details of the product, and say where and **c** _____ you bought it.

6 In the second paragraph explain the problem in detail. Use sequencing words to introduce each separate problem:
Firstly, ...
d _____
Thirdly, ...
Finally, ...
This will help the reader to follow your explanation.

7 In the third paragraph say what you want to happen as a result of your letter.

8 In the fourth paragraph show that you expect a reply:
I look forward to hearing from you as soon as possible.
e _____

9 Close the letter with *Yours faithfully* if you started it with *Dear Sir* or *Madam*. If you put *Dear* + name, close the letter with **f** _____.

10 Sign the letter.

11 Print your name underneath or write it in CAPITAL LETTERS.

Customer Services,
→ Everton Electronics,
6 Lonsdale Road,
London SW3 2JM

13 Green Road
London SW1 4BB
15 May 2010

Dear Ms Reid,
I am writing to make a complaint about an ADL W34 flat screen television that I bought from Nixon Stores on 10 May.

There are two problems with the television. Firstly, the remote control does not work properly: sometimes it is impossible to change the channel or turn the volume up. Secondly, when you switch the television on, the picture is not clear for the first five minutes so it is impossible to watch anything until the television warms up. I took the television back to the store, but the manager told me I had to contact you directly.

I am enclosing a copy of the receipt. Could you please send me a new television and pick up the old one or give me a refund as soon as possible?

I look forward to hearing from you.

Yours sincerely,
Christine Brown
Christine Brown

3 Match 1–6 with a–f to form complete sentences. Then say in which paragraph in a letter of complaint you would find the phrase.

- 1 I am writing to
- 2 I am returning
- 3 Could you send me
- 4 I would be grateful if
- 5 I am enclosing the CD player
- 6 I look forward

- a you could repair the CD player.
- b make a complaint about a CD player.
- c to hearing from you in the near future.
- d a replacement as soon as possible?
- e and the receipt.
- f the CD player to you.

Paragraph 1: 1 b, _____

Paragraph 3: _____

Paragraph 4: _____

4 Underline the correct preposition to complete the sentences.

- 1 I am writing about a fault with/to/about the computer that I bought with/on/from your website.
- 2 I would like to complain with/to/about the MP3 player which I bought in/on/off your store.
- 3 I look forward with/to/about hearing from/to/about you.
- 4 I am sending the printer back with/to/about you with/to/about this letter.
- 5 When you switch the computer on/to/in, the screen stays blank.
- 6 I have put new batteries in/on/off the phone but it still does not work.

5 Complete the strategies box with the words below.

[explain detail date ✓ Secondly,]

Letter of complaint

- Make sure you write the addresses and ¹ date in the correct places.
- Say where and when you bought the product and ² _____ why you are writing in paragraph one.
- Explain the problem(s) in ³ _____ in paragraph two.
- Use sequencing words: *Firstly*, ⁴ _____ to make your letter easier to follow.
- Remember to say what you want as a result of the letter.

6 Read the task and then write your letter of complaint. Use the strategies in exercise 5 to help you.

You bought a new gadget from a website. You aren't happy with it. Write a letter of complaint.

- Briefly give details about the gadget and when you bought it.
- Complain that you had to wait a long time for it to be delivered and that you didn't receive a reply to your questions for a long time.
- Give at least two reasons why you are unhappy with the product.
- Say what you expect in response to your letter.

Speaking

Complaining

7 Match the problems 1–4 with the expressions for complaining a–d.

- 1 There is a problem with your new iPod.
 - 2 You want to speak to the person responsible in the shop.
 - 3 You are not satisfied with the situation.
 - 4 You want your money back.
- a Could I speak to the manager, please?
 - b I'd like a refund, please.
 - c It doesn't work properly.
 - d I'm really not happy about this.

8 Imagine you are a shop assistant. Write the correct expressions to respond to the situations.

[I'm afraid we can't give refunds. Have you got the receipt? What exactly is the problem? I'm sorry, there's nothing I can do. ✓ We can exchange it if you like.]

- 1 You can't do anything to help the customer.
I'm sorry, there's nothing I can do.
- 2 You want the customer to explain what is wrong.
_____.
- 3 You want to see when the customer bought the product.
_____.
- 4 You can offer the customer a new or similar product to replace the old one.
_____.
- 5 You have to tell the customer that you can't give them their money back.
_____.