

Skills Booklet

pre-intermediate



Pre-intermediate 2008–2009

A product by Hot English Publishing

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UNIT 5 Airport Anger

Task: Making a complaint

Useful situations: At the airport

Grammar: The future with 'going to'

Writing: A letter of complaint

Discussion

1. Have you ever had a problem at an airport? What happened?
2. Have you ever made a complaint? When? Why?
3. What was the last thing you complained about?
4. Have you ever made a complaint whilst on holiday? When? Where? Why?

Task – Role play

Before starting the task, study the useful expressions and do any accompanying exercises.



Student A

Airport problems

You have arrived at the airport excited and ready for your holiday. However, at the airport, you discover that your flight has been cancelled, there are no more flights until tomorrow, the flights tomorrow are double the price and you can only take one piece of luggage (not two, as you were previously told) - think of six more problems. Go to the information desk and make a complaint. Explain the situation: when you arrived, how long you have been waiting, etc. Demand that they take action.

Student B

Airport problems

You work at an information desk for an airline. You are dealing with complaints from passengers. Flights have been cancelled, there are no more flights until tomorrow, the flights tomorrow are more expensive, and passengers can only take one piece of luggage (not the usual two). Try to deal with the passenger. Explain what the airline is going to do to solve the problem. Think of six ways to keep the passenger happy until tomorrow: a free hotel room, etc.

UNIT 5 Airport Anger

Useful expressions - Complaining

Put the expressions into three categories: complaining (write 'C'); demonstrating anger (write 'A'); and responding to a complaint (write 'R'). Then listen to the expressions and repeat them with the teacher.

- I'm so sorry. Could we...? R
- I'd like to make a complaint.
- Firstly, they did X, then Y.
- Give me X.
- I'd like my money back!
- I want a refund / compensation.
- I can't believe this is happening.
- This is really annoying!
- Things went from bad to worse. Firstly,...
- What do you mean?
- But I made a reservation!
- We're going to do everything we can to resolve this situation.
- I'm really sorry about this.
- Is there anything we could offer as compensation?
- We'd like to offer you a free X.
- We've been waiting for more than 6 hours.
- You cannot be serious.
- We're going to take this to the highest level.

Vocabulary alert

Travel phrasal verbs with 'off'. Match A to B.

A

1. to set off
2. to take off
3. to get off

B

- a. to leave the ground (an aeroplane)
- b. to start a journey / trip / holiday
- c. to leave a bus / train, etc

Writing

Write a letter of complaint to a travel company. Base the letter on an imaginary situation from the role-play or a real experience that you've had in the past. Refer to the expressions in the Resource Section.



UNIT 5 Airport Anger

Grammar – The future with 'going to'

Look at the sentences. Then answer the questions.

- a) I am going to leave tomorrow.
- b) He is going to travel to Thailand this summer.
- c) Are they going to go to his birthday party?
- d) We aren't going to buy a Ferrari.
- e) Beth is going to marry Steven in September.

1. How do we make affirmative sentences with 'going to'?
2. How do we form negatives and questions?
3. What contractions are possible?
4. When do we use 'going to'?

Uses

To express our intention of doing something in the future and for future plans.

- a) We are going to have a picnic on Saturday.
- b) I'm going to study Russian at university next year.

To make predictions based on evidence.

- a) Stop running so fast – you are going to fall.
- b) The team haven't scored a goal for three months. They're going to lose tonight.

Affirmative	Negative	Interrogative
I am going to play.	I am not going to play.	Am I going to play?
You are going to play.	You are not going to play.	Are you going to play?
He is going to play.	He is not going to play.	Is he going to play?
She is going to play.	She is not going to play.	Is she going to play?
It is going to play.	It is not going to play.	Is it going to play?

We are going to play.	We are not going to play.	Are we going to play?
They are going to play.	They are not going to play.	Are they going to play?



UNIT 5 Airport Anger

Grammar exercise

Make questions with the following words. Then answer the questions affirmatively.

Example: Felix / look for / a new job / soon?

Is Felix going to look for a new job soon? / Yes, he is going to look for a new job soon.

1. Ned / watch the football game / tonight?
2. You / visit a client / next week?
3. Phil and Steve / see a movie / on Thursday?
4. Her sisters / go to the beach / in June?
5. You / go shopping / this evening?
6. We / have a picnic / on 21st July?
7. Your friends / have a party / next year?
8. Matthew / train for the Olympics / tomorrow?

Oral drill

Answer these questions. Use contractions.

Example: Is he going to vote? (yes) = Yes, he's going to vote.

1. Is Ben going to do the work? (no) =
2. Are they going to start their own business? (yes) =
3. Is he going to clean the dishes? (no) =
4. Are you going to buy some stocks? (no) =
5. Are we going to have dinner with Mike? (yes) =
6. What are you going to do tonight? (cinema) =
7. Are you going to go away this weekend? (the country) =

Oral revision drill I – Number dictation

Listen to the numbers and write them down.

25, 19, 4, 15, 22, 79, 4, 16, 36.
32, 54, 41, 3, 56, 98, 72, 12, 17, 43.
194, 662, 486, 928, 142, 348, 780, 102, 453, 907
1,283, 1,564, 3,487, 8,759, 3,282, 9,073, 4,513, 7,638, 3,271, 6,529

Oral revision drill II – 'Can'

Use this drill to practise using 'can / can't'. Listen to the questions and answer with FULL answers. Invent answers if necessary.

- Can you speak any foreign languages?
- Can you play any musical instruments?
- Can you sing?
- Can you drive a car?

- Can you swim?
- Can you run fast?
- Can you play billiards?
- Can you walk on your hands?
- Can you use any design programmes on the computer?
- Can you juggle with three balls?

Translations

Translate the following sentences into your own language.

1. Beth is going to be an actress.
2. He isn't going to come to the party.
3. I'm going to fire Heather tomorrow.
4. Is Brad Pitt going to marry Angelina Jolie?
5. Spain is going to win the World Cup.
6. Are you coming to my house this afternoon?
7. They are going to stay at the Ritz.
8. Are we going to bring the cats with us on holiday?
9. I am going to rent a flat in the city.
10. Tony isn't going to help me move.



Hot English magazine

Remember to do the reading and listening exercises in Hot English magazine.

