

a time you met or were very close to a celebrity

- When did it happen?
- Where were you?
- What were you doing?
- Which celebrity did you see?
- What was he / she doing there?
- Did you speak to him / her?
What about?
- Did you take a photo of him / her?



a time you won something

- What was it?
- When? Where? How old were you?
- Were you expecting to win?
- How did you feel when you realized you'd won?
- Did you celebrate? What did you do?



a holiday you didn't enjoy

- Where / When was it?
- Who went?
- Had you been there before?
- What did you do there?
- Why didn't you enjoy it? Did you ever go there again?



<https://wordwall.net/play/20961/337/162>

D Complete the table with verbs and nouns from the unit so far.

VERB	NOUN
to agree	1
to assess	2
3	comparison
to compete	4
to complain	5
to purchase	6
to request	7
8	solution
to specify	9
to supply	10



- 11** John is informing his department about the credit card issue discussed in exercise 9. Complete this excerpt with the correct form of words from the table above. Then listen to check your answers.

So I wanted to update you all on the situation with the various offers purchasing has received for credit cards for the international flight crew. Dong-Sun's team is currently _____¹ these offers. The _____² is very tough at the moment, which is of course good for us. Not all _____³ were able to meet our _____⁴, so they were able to exclude some offers straight away. They will have to _____⁵ the rest very carefully and perhaps put in some _____⁶ for more information. But the people in our purchasing department are very thorough, and I'm sure that they will find the best _____⁷ for us.



TELEPHONE LANGUAGE

Saying who you are

This is Adam Bedser from XYZ Ltd.
It's David Jones from purchasing.
Hi Sarah. It's Frank here.

Getting through to the right person

Could/Can I speak to John Murphy, please?
I'd like to speak to somebody in your sales/
purchasing department, please.
Is Michelle there at the moment?

12 Work with a partner. Use the information in the Partner Files to practise a telephone dialogue between someone in purchasing (Partner A) and someone in sales (Partner B). Look at the phrases above before starting.

UNIT 1, EXERCISE 12 FILE 01

Your name is Kate/Kyle Gorresdal and you work at the Norwegian subsidiary of International Garments Inc. You need to talk to somebody in the purchasing department at HQ in Florence who can help you order some give-aways for a trade fair. First read your notes. Then make the call.

We need:

- 500 pens
- 300 pencils
- all with our company logo
- delivery in 4 months
- must fit the modern design of the stand
- the colouring should be the same as the company logo
- We need good quality pens - the ones we gave away last year were horrible!

No decision yet on budget!

UNIT 1, EXERCISE 12

FILE 01

Your name is Maria/Marco Arcoletti, senior purchaser in the central purchasing department of International Garments Inc., located at the company headquarters in Florence. You are about to receive a call from Kate/Kyle Gorresdal (one of the Norwegian sales representatives). Take the call and find out what she/he wants.



International Garments Inc.

To: (Branch Name or Department)

Global Purchasing Department

Area 4.5 Marketing Articles

Headquarters, Group No. P 4.5

From: _____

Team: _____

Branch No.: NOR 25/01

Internal Telephone no.: _____

Date: _____

Requisition

1. Description and business case

SPEAKING

1 Work in pairs. Discuss the questions.

- Who do you think the people are?
- How do you think each person is feeling? Why?
- What happened before the picture was taken?
- How does the picture make you feel?

2 Work with a new partner. Tell each other about the last time you felt:

- very happy.
- very tired.
- quite annoyed.

3 What other words do you know to describe feelings?

VOCABULARY Feelings

- 1 Match the words in bold in the sentences to these basic meanings: *happy, annoyed, tired, bad, sad, angry, worried*.
- 1 We left at six in the morning and didn't get back till midnight. I was **exhausted**.
 - 2 You must be really **pleased** with the results. They're great.
 - 3 She was absolutely **furious** when she saw the mess that they had made.
 - 4 I'm under so much pressure at work. I'm really **stressed** about everything.
 - 5 His dog died last night. He was very **upset** when I spoke to him. He sounded as if he might cry.
 - 6 I'm so sorry. I feel really **guilty** about leaving you with all the work to do.
 - 7 Ask her now. She looks like she's **in a good mood**. She might say yes.
 - 8 It was good to see her happy and enjoying herself because I know she's been a bit **down**.
 - 9 I was **pleasantly surprised** by the film. I really didn't expect it to be so good.
 - 10 I'm **fed up** with this weather. It's so hot you can't do anything. I've had enough of it!

2 Work in pairs. Answer the questions.

- 1 Can you find the five prepositions connected to adjectives in Exercise 1?
- 2 Why else might you feel exhausted?
- 3 How do you know if someone is pleased with something?
- 4 How do you know when someone is furious?
- 5 Why might someone get upset?
- 6 What other things might you feel guilty / bad about?
- 7 What things might put you in a good mood?
- 8 What's the opposite of being pleasantly surprised?