

1 Communication Not now!

Student A



1 You're a salesperson. You work for a company that sells air conditioning. Make a call trying to sell someone one of your products.



2 You receive a call from a friend who's very excited about some holiday plans. You feel a bit jealous because you can't afford to go on holiday. You also can't hear very well because the line is very bad.



3 You've just failed your driving test and you want to call your friend to talk about everything that happened.



4 You receive a call from someone carrying out a survey. You don't like answering surveys, but you don't like being rude to callers either. Try and finish the conversation quickly.



5 You've just lost your job and you really need to talk to your friend about how you feel and what happened. Try your best to have the conversation.



6 You receive a call from a colleague about an important meeting and you need to talk about it. The problem is that you can't hear your colleague very well.

Student B



1 You receive a call from a company trying to sell you something. You need to go out and collect a friend from the station. You don't like sales calls, but you don't like being rude to the caller either.



2 You call a friend to tell him/her all about your holiday plans. You're very excited and want to tell him/her all the details.



3 You receive a call from a friend, but you're on a train. The problem is that the train keeps going through tunnels, so you keep missing what your friend is saying.



4 You work for a company which carries out telephone surveys. Your boss is recording your call as part of your training. It's important that you try to persuade the other person to take part in your survey.



5 You receive a call from a good friend. You work from home and you're busy writing a report. You have to finish it soon because a taxi is arriving in thirty minutes to take you to the airport.



6 You make a call to a colleague in order to suggest a date, place and time for a very important meeting.

1 Grammar Pick and mix

(study) hard
this term

(own) a mobile
phone for more
than ten years

(download) a
really useful free
app recently

(eat) something
unusual at some
point in your life

(Skype) a friend in
a different country
lately

(live) in the same
house for more than
ten years

(learn) English
for more than
fifteen years

(meet) someone
famous

(do) any exercise
this week

(have) a part-time
job at some point
in your life

(think) about
taking up a new
hobby recently

(buy) a new
electronic device
in the last couple
of weeks

(play) a musical
instrument for more
than ten years

ever (keep) a blog

(check) any social
media sites a lot
recently

(save)
someone's life

Name of student	Questions	Extra information question(s) Where? When? What? Which? etc.
Example	<i>Have you been studying hard this term?</i>	<i>What exactly have you been doing? Why? When did you start working hard?</i>
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		

1 Vocabulary The best party in town

Student A



Descriptions

- People form a very positive opinion about this person when they first meet him/her. This person's at Number 1.
- This person sometimes says the wrong thing to people by mistake and makes them feel quite embarrassed. This person's at Number 3.
- This person makes friends with people very easily, and they like him/her, too. This person's at Number 2.
- This person is not easy to talk to. People just don't know what to say and become quite quiet. This person's at Number 3.
- This person tries to control the topic and just never stops talking. This person's at Number 3.
- This person listens with great interest to whatever you're talking about. This person's at Number 2.

Party guests

- Laura doesn't like to offend people.
- Suzie asks appropriate questions.
- Bianca tells entertaining stories.
- Marko puts people at ease.
- It's quite normal for Nicola to have a row at a party.
- Emma is good at making small talk.

Student B



Descriptions

- This person tells some fascinating tales. This person's at Number 2.
- This person quite likes chatting about fairly unimportant things to people he/she doesn't know very well. This person's at Number 1.
- People feel very relaxed chatting to this person. This person's at Number 1.
- This person always asks people about the right kind of things. This person's at Number 2.
- This person tries hard not to be rude to people. This person's at Number 1.
- This person often has very noisy arguments with people. This person's at Number 3.

Party guests

- Mia creates some awkward silences.
- Sarah puts her foot in it from time to time.
- Mike dominates the conversation.
- Leon hits it off with people very quickly.
- John listens enthusiastically to people when they're talking.
- Barry makes a good impression in social situations.