

8A Sell and tell

A. Look at the home page of a new website. What do you think you can sell or buy there?

Welcome!

Never Liked It Anyway™ is a place where once loved gifts from once loved lovers get a second chance...

We've all been there.
We've all got stories to tell and things to sell.
This is a place full of marvelous deals.

Let the fun begin!



BARGAIN OF THE WEEK



Sweet & Simple Engagement Ring

sold by brjen

"Well when I first met him he was charming and sweet and funny – most of you know how that goes right? After a couple of years, things started happening... I found things that indicated he was cheating..."

Real World Price: \$2,500.00

Break-up Price: \$900.00

B. 4 32))) Listen to part of a radio program about this new website and answer the questions.

1. Why did Annabel Acton set it up?

2. What kinds of things do people sell on it?

3. What else do they do apart from selling things?



C. 4 32))) Listen again and complete their conversation with the words given below.

bargain, bear, behind, breakup, creative, genius, idea, jewelry, luxury,
named, paintings, positive, prices, remind, seller, suggests, thought, unlike

Host: We're talking about great new shopping websites and I think we have time for one more. Janice, can you tell us about it?

Janice: Well, it's called "neverlikeitanyway.com." It's a very ⁽¹⁾ _____ name for a website, as you'll hear. This site was the idea of an American woman ⁽²⁾ _____ Annabel Acton. She was living in New York City with her boyfriend, who was English. He had invited her to travel to London with him at Christmas to meet his family. But five days before Christmas, they broke up. Now, ⁽³⁾ _____ some of us, Annabel didn't want to sit around crying and eating ice cream. She wanted to do something ⁽⁴⁾ _____.

Host: So, what gave her the idea for the website?

Janice: Well, after the ⁽⁵⁾ _____ Annabel was left with a plane ticket to London that she didn't need. She also had ⁽⁶⁾ _____ that she didn't want anymore, and she had tickets to a concert that she didn't want to go to without her boyfriend. She also had ⁽⁷⁾ _____ that they had bought together, that she didn't want on her wall anymore. She didn't want any of these things herself, but she ⁽⁸⁾ _____ someone somewhere would probably to buy them, and that's what gave her the ⁽⁹⁾ _____ to set up the website.

Host: What exactly is it?

Janice: Well, it's a website where people who have just broken up with a partner can sell presents and others things that they don't want anymore, maybe because they ⁽¹⁰⁾ _____ them of their ex, or maybe, as the name ⁽¹¹⁾ _____ because they never liked these things anyway! And the idea, which I think is ⁽¹²⁾ _____, is that they also tell the personal story ⁽¹³⁾ _____ the things they're selling. Annabel calls it "sell and tell!"

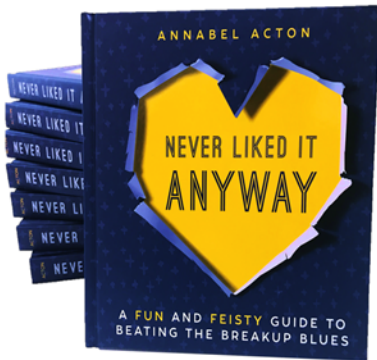
Host: What kind of things do people sell on the website?

Janice: Oh, everything - from something as small as a teddy ⁽¹⁴⁾ _____ to really expensive things like an engagement ring or a vacation. To give you an idea, today on the site one ⁽¹⁵⁾ _____ is offering a three-day honeymoon package at a ⁽¹⁶⁾ _____ hotel in New York City, and a woman is selling her ex-boyfriend's car. And they're selling all these things at very good ⁽¹⁷⁾ _____. So, on "neverlikeitanyway" you can get a ⁽¹⁸⁾ _____, and also help someone who's going through a breakup.

Host: Thanks Janice, and that's all we have time for today.

8A COMMUNICATIVE Dating and Relationships

Would you sell the presents that your ex-partner gave you? Would you keep them?



What qualities are most important to you in a partner? For example, intelligence, sense of humor, money.



Would you like to have a boyfriend or girlfriend who was a lot more attractive than you? What about a husband or wife?



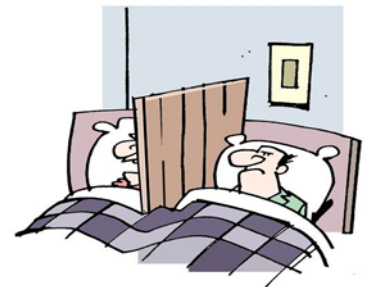
If you cheated on your partner, would you tell him or her? Why (not)?



Would you move to a place far from your family and friends to be with the person you loved? Why (not)?



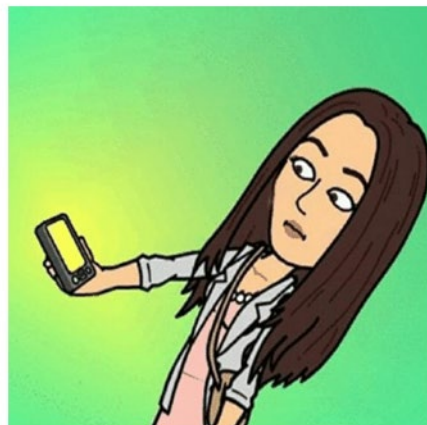
Is it common for couples to live together before marriage in your country? Would you want to live with someone before marriage? Why (not)?



How old were you when you went on your first date? Who was it with? Where did you go and what did you do?



What would you do if your ex keeps contacting you after you broke up?



(TO A GIRL) Would you ask a man out? Why (not)?

(TO A GUY) Would you like it if a woman asked you out? Why (not)?



8A GRAMMAR reported speech: sentences and questions

Go to ► **p. 146 Grammar Bank 8A** from the student's book. Learn more about reported sentences and questions, and practice them. For extra support, watch these online explanations.



A. Practice Say or Tell? Complete the sentences with the right form of say or tell.

"I have a problem," Annie said.

1. Annie _____ us that she had a problem.
2. Lisa _____ that she was leaving her husband.
3. He _____ the teacher that he had left his homework at home.
4. His teacher _____ that he didn't believe him.
5. Can you _____ Mark that I can't meet him tonight?
6. What did you _____ to her?
7. When I was a child, my mother used to _____ us not to _____ hello to people we didn't know.



B. Complete the following sentences using reported speech.

"I'm in love with another woman." → My boyfriend told me he was in love with another woman.

1. "I'm selling all my books." My brother said _____.
2. "I've booked the flights." Emma told me _____.
3. "Your new dress doesn't suit you." My mother told me _____.
4. "I may not be able to go to the party." Matt said _____.
5. "I won't wear these shoes again." Jenny said _____.
6. "I didn't buy you a present." My girlfriend told me _____.
7. "I must get a dress for the party." Rachel said _____.
8. "I haven't been to the gym for a long time." Kevin said _____.
9. "I found a bargain at the sale." My sister told me _____.
10. "I can't find anywhere to park." Luke told me _____.

C. Complete the questions using reported speech.

"Why did you dump your girlfriend?" My friend asked me why I had dumped my girlfriend.

1. "When are you leaving?" My parents asked me _____.
2. "Have you ever been engaged?" She asked him _____.
3. "Will you be home early?" Anna asked Liam _____.
4. "Where do you usually buy your clothes?" My sister asked me _____.
5. "Did you wear a suit to the job interview?" We asked him _____.
6. "Do you go to the theater?" I asked Lisa _____.
7. "What time will you arrive?" He asked us _____.
8. "How much money did you spend at the sale?" I asked my girlfriend _____.
9. "Can you help me?" Sally asked the police officer _____.
10. "What size are you?" The salesperson asked me _____.

8A reported speech: sentences and questions

- We use reported speech to report (i.e., to tell another person) what someone said.

reported sentences

direct statements

"I like traveling."

"I'm leaving tomorrow."

"I'll always love you."

"I passed the exam!"

"I've forgotten my keys."

"I can't come."

"I may be late."

"I must go."

reported statements

She said (that) she liked traveling.

He told her (that) he was leaving the next day.

He said (that) he would always love me.

She told me (that) she had passed the exam.

He said (that) he had forgotten his keys.

She said (that) she couldn't come.

He said (that) he might be late.

She said (that) she had to go.

- When the reporting verb (*said*, *told*, etc.) is in the past tense, the tenses in the sentence that is being reported usually change like this:
present > past
will > *would*
simple past/ present perfect > past perfect
- Some modal verbs change, e.g. *can* > *could*, *may* > *might*, *must* > *had to*. Other modal verbs stay the same, e.g., *could*, *might*, *should*, etc.
- Using ***that*** after *said* and *told* is optional.

- You usually have to change the pronouns.

"I like jazz."

*Jane said that **she** liked jazz.*

"I am sorry"

*Mark said that **he** was sorry.*

I got married.



She said (that) **she** had gotten married



When tenses don't change

When you report what someone said very soon after they said it, the tenses often stay the same as in the original sentence.

- ☐ **Adam** *"I **can't** come tonight."*
*I've just spoken to Adam and he said that he **can't** come tonight.*
- ☐ **Jack** *"I really **enjoyed** my trip."*
*Jack told me that he **really enjoyed** his trip.*

- If you report what someone said on a different day or in a different place, some other time and place words can change, e.g., *tomorrow* > *the next day*, *here* > *there*, *this* > *that*, etc.
*"I'll meet you **here tomorrow**." He said he'd meet me **there the next day**.*

say and tell

Be careful – after *said* don't use a person or an object pronoun:

He said he was tired. NOT ~~*He said me...*~~

After *told* you must use a person or pronoun:

Sarah told Cally that she would call her.

NOT ~~*Sarah told that she...*~~

He told me he was tired.

NOT ~~*He told he was...*~~

reported questions

direct statements

“**Are you** married?”

“**Did** she **call**?”

“What’s your name?”

“Where **do you live**?”

reported statements

She asked him **if he was** married.

He asked me **whether** she **had called**.

I asked him **what** his name **was**.

They asked me **where I lived**.

- When you report a question the tenses change as in reported statements.
- When a question doesn't begin with a question word, add *if* (or *whether*).
“Do you want a drink?” *He asked me if / whether I wanted a drink.*
- You also have to change the word order to subject + verb, and not use *do / did*.

8A GRAMMAR reported speech: sentences and questions

- a Read the interview. Then complete the journalist's report below with the **bold** verbs from the interview in the correct tense.

Journalist Mike, thank you very much for agreeing to this interview. I know you're a busy man. You have the leading role in the latest Kathryn Bigelow film. What is it like working with her?

Mike You **'can't** begin to imagine what a fantastic experience it **'is**. In fact, it **'has been** an honor to work with her. However, I have to say that it **'wasn't** easy at first, because filming **'started** at 7:00 a.m. every day for the first three weeks. I'm not a person who likes to get up early!



Journalist Yes, I had heard that! What **'did you enjoy** most about working with her?

Mike I **'loved** the way that she **'could** get all the actors, including me, to do exactly what she wanted us to do.

Journalist Are you **'going to be** in anymore of her movies in the near future?

Mike It **'depends** on Kathryn, but I hope I **'will be**. I'm really sorry, but we **'must** stop the interview now as I have a photo shoot with *Vogue* magazine.

Mike told me that I ¹ couldn't begin to imagine what a fantastic experience working with Kathryn Bigelow ² _____. He also said that working with her ³ _____ an honor. However, it ⁴ _____ easy at first because filming ⁵ _____ every day at 7:00 a.m. for the first three weeks. When I asked him what he ⁶ _____ most about working with Kathryn Bigelow, he told me that he ⁷ _____ the way that she ⁸ _____ get the actors to do what she wanted. Finally, I asked Mike if he ⁹ _____ in anymore of her movies in the future. He said that it ¹⁰ _____ on Kathryn, but he hoped he ¹¹ _____. We then finished the interview because Mike said that he ¹² _____ go to a photo shoot with *Vogue* magazine.

- b Write the other questions journalists asked Mike in reported speech.

“What's the most interesting role that you've played?”

1 The radio host asked Mike what the most interesting role he had played was.

“Is there too much violence in movies?”

2 The TV interviewer asked him _____.

“Who's the most difficult actor that you've ever worked with?”

3 The magazine writer asked him _____.

“What should a young person who wants to go into acting do?”

4 The blogger asked him _____.

“When are you going to retire?”

5 The newspaper reporter asked him _____.

activation

- c Cover b and the journalist's report in a. Look at the interview in a and try to remember the journalist's report.

REPORTED SPEECH

OPTIONAL PRACTICE

Tense	Direct Speech	Reported Speech
present simple	I like ice cream	She said (that) she liked ice cream.
present continuous	I am living in London	She said (that) she was living in London.
past simple	I bought a car	She said (that) she had bought a car OR She said (that) she bought a car.
past continuous	I was walking along the street	She said (that) she had been walking along the street.
present perfect	I haven't seen Julie	She said (that) she hadn't seen Julie.
past perfect*	I had taken English lessons before	She said (that) she had taken English lessons before.
will	I'll see you later	She said (that) she would see me later.
would*	I would help, but...	She said (that) she would help but...
can	I can speak perfect English	She said (that) she could speak perfect English.
could*	I could swim when I was four	She said (that) she could swim when she was four.
shall	I shall come later	She said (that) she would come later.
should*	I should call my mother	She said (that) she should call her mother
might*	I might be late	She said (that) she might be late
must	I must study at the weekend	She said (that) she must study at the weekend OR She said she had to study at the weekend

Reporting Sentences

Write the sentences in reported speech. Start with a pronoun', and use the past simple of 'say' or 'tell'.



1. "I didn't realize it was midnight."

2. "I was waiting for the bus."

3. "She got married last year."

4. "I'm sorry."

5. "I couldn't sleep last night."

6. "I went to Costa Rica in 1978."

7. "My father would not approve."

8. "I'll give you a ring tomorrow"

9. "You must not leave any rubbish."

10. "I didn't have any lunch today."

11. "I haven't seen her since January 1995."

12. "I don't like mushrooms"

13. "I'd been to five countries in Europe by 2001."

14. "I don't mind waiting a moment"

15. "You should never tell a lie"

16. "I arrived at the party before 7"

17. "I bought my camera from a friend of mine."

18. "She won't tell me the truth"

19. "I might sell her house."

20. I leave work early on Fridays.

21. "She hasn't eaten sushi before"

22. "I'll come and help you on Saturday"

23. "You can't take photos inside the museum."

Reporting Questions

Write the questions in reported speech. Start with a pronoun', and use the past simple of 'ask'.

24. "Is it raining?"

25. "Why are you so late?"

26. "Have you been to Bristol before?"

27. "Do you work in London?"

28. "When will you know the result of the exam?"

29. "How old is your mother?"

30. "Which museums did you visit?"

31. "What time are you leaving?"

32. "When can we have dinner?"

33. "Do you speak English?"

34. "Did you come by train?"

35. "Did you bring your passport?"

8A COMMUNICATIVE Ask and tell

Student A

- a** Ask your partner the questions and write down his / her answers in note form.

	notes
1 Can you play a musical instrument?	_____
2 How many times have you been abroad?	_____
3 Did you go to bed early last night?	_____
4 What do you usually have for breakfast?	_____
5 Are you going to go out on Saturday night?	_____
6 Have you ever won a prize or trophy?	_____
7 What are you going to do after class?	_____
8 What's your favorite time of year?	_____
9 When did you last get a letter written by hand?	_____
10 What do you do on Sunday mornings?	_____

- b** Change partners. Tell your new partner about what your first partner told you.

*I asked Anna if she could play a musical instrument
and she said she could play the piano.*



Student B

- a** Ask your partner the questions and write down his / her answers in note form.

	notes
1 Could you swim when you were five?	_____
2 Are you afraid of any animals or insects?	_____
3 Have you ever visited an English-speaking country?	_____
4 Do you have a favorite sports team?	_____
5 Where did you go to on vacation last year?	_____
6 What websites do you like looking at?	_____
7 Where are you going for your next vacation?	_____
8 Where will you be at four o'clock tomorrow afternoon?	_____
9 Have you played any sports or exercised today?	_____
10 Can you count to one hundred in three languages?	_____

- b** Change partners. Tell your new partner about what your first partner told you.

*I asked Paul if he could swim when he was five,
and he said he could swim when he was four.*



2 VOCABULARY & SPEAKING shopping

A. In pairs, say if you think these are the same or different. Then check with your teacher.

1. *buy something online* and *buy something on the Internet*.
2. *a drug store* and *a pharmacy*
3. *an outlet store* and *a department store*
4. *a shopping center* and *a shopping mall*
5. *a library* and *a book store*
6. *put on a shirt* and *try on a shirt*
7. *It fits you.* and *It suits you.*
8. *for sale* and *on sale*



B. Complete the sentences.

1. We always book our flights on line.
2. We spent all day checking out the different stores at the m_____.
3. Are you sure that jacket f_____ you?
4. My sister buys all her clothes at an ou_____ st_____ because it's cheaper.
5. There was a line at the b_____ st_____ because all the novels were half price.
6. That's a beautiful shirt. Why don't you t_____ it o_____?
7. They went to the ph_____ to buy some aspirin.
8. That store is having a s_____. All winter coats are 20% off.
9. I wouldn't buy that dress, if I were you. It doesn't s_____ you.
10. The sports section is on the top floor of the d_____ st_____.

C. With your partner, explain the meaning of the words in the list.

a bargain — a discount — a price tag — a receipt — a refund — take something back



D. Complete the following sentences using the words in C.

1. How much is it? I can't find the _____.
2. The airline regularly offers last-minute bookings at _____ prices.
3. There is a 25% _____ on all electrical goods until the end of the week.
4. You can only exchange the goods if you've got your _____.
5. I _____ the radio _____ to the shop and asked for a _____.



E. Work with a different partner. Interview him / her with the questionnaire below. Ask for and give as many details as you can.

Shopping – in town or online?

1. What's your favorite store or website to buy...?

- A. clothes
- B. shoes
- C. books and music
- D. presents
- E. food

2. Do you ever shop...? What do you buy?

- A. in street markets
- B. in supermarkets
- C. in shopping centers or malls
- D. online

3. What do you...?

- A. enjoy buying
- B. hate buying

4. Do you prefer shopping for clothes...?

- A. by yourself or with somebody
- B. at the beginning of the season or when stores have sales

5. What do you think are the advantages and disadvantages of buying clothes online?

VOCABULARY making nouns from verbs

A. Make nouns from the verbs in the list and write them in the correct column.



achieve /ə'tʃi:v/ agree /ə'gri:/ argue /'ɑ:ɡyʊ/
attach /ə'tætʃ/ choose /tʃu:z/ compensate /'kæmpənsейt/
complain /kəm'pleɪn/ deliver /dɪ'lɪvə/
demonstrate /'dɛmənstreɪt/ explain /ɪk'spleɪn/ lose /lu:z/
pay /peɪ/ respond /rɪ'spænd/ sell /sɛl/ succeed /sək'sɪd/

1 + ation	2 + ment	3 new word
		choice



B. 4 38))) Listen and check. Underline the stressed syllable in the nouns.

C. Complete the questions with a noun from A in the singular or plural.

- Have you ever opened an attachment on an email that contained a virus?
- Do you often have _____ with your family? What about?
- Do you prefer reading grammar _____ in your own language, or do you think it's better to read them in English?
- Have you ever made an _____ to a company gotten _____?
- Do you think there's too much _____ when you're shopping, e.g., for a new phone?
- Have you ever been in a _____? What were you protesting about?



D. 4 39))) Listen and check.

E. Complete the text with the noun form of the verbs in parentheses.



A month ago, I bought a video game online for my son's birthday. They sent me an order confirmation saying that ⁽¹⁾ delivery (deliver) would take about ten days. Two weeks later I began to worry. The seller had received my ⁽²⁾ _____ (pay) but the video game had not arrived. So I decided to make a ⁽³⁾ _____ (complain). I sent an email to the seller with a copy of the order confirmation as an ⁽⁴⁾ _____ (attach). I received a ⁽⁵⁾ _____ (respond) immediately saying that the seller would look into the incident. After that, I heard nothing for three days, so I sent another email demanding an ⁽⁶⁾ _____ (explain). This time I had more ⁽⁷⁾ _____ (succeed) and the seller said he would send another copy of the game. If I don't receive it before my son's birthday, I'm going to ask for ⁽⁸⁾ _____ (compensate).

6 LISTENING & SPEAKING

The King of Complainers

- A. **4 40**) Listen to part of a radio consumer program where people are talking about bad service. What did the people complain about...?

- 1) in the taxi _____
- 2) in the hotel _____
- 3) in the restaurant _____

- B. Listen again and answer the questions.

1. Who did each person complain to?

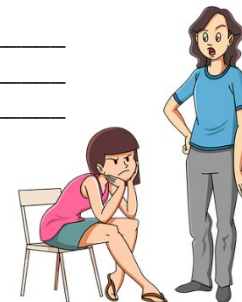


2. What did the people they complained to do as a result?

SPEAKER 1: _____

SPEAKER 2: _____

SPEAKER 3: _____



- C. **4 40**) Listen and complete their conversation with the words given below.

advertised, annoyed, apologized, booked, charge, cheese, clue, couldn't, customer, dessert, dish, everybody, fare, for free, frozen, hotel, knew, later, lobby, manager, month, pasta, recently, reception, reply, ridiculous, said, sauce, trip

I was at Sydney Airport, in Australia, and I got a taxi to take me to the ⁽¹⁾ _____. A few minutes after he'd left the airport, the taxi driver ⁽²⁾ _____ that his meter was broken, but that he would ⁽³⁾ _____ me \$50, which was what he said the ⁽⁴⁾ _____ usually cost. It was my first time in Sydney and of course I didn't have a ⁽⁵⁾ _____ what the usual fare was, so I just said OK. But ⁽⁶⁾ _____ when I was checking in to the hotel, I asked the receptionist what the usual taxi ⁽⁷⁾ _____ was from the airport, and she said about \$35. I was really ⁽⁸⁾ _____ and I sent an email to the taxi company, but I never got a ⁽⁹⁾ _____.

I was traveling in the UK. It was a work trip, and I ⁽¹⁰⁾ _____ that I was going to have a lot of emails during that time, so I ⁽¹¹⁾ _____ a hotel in Liverpool where they ⁽¹²⁾ _____ Wi-Fi in all the rooms. When I arrived, it turned out the hotel charged £16 for 24 hours Wi-Fi, which is about the same as I pay for a ⁽¹³⁾ _____ of Internet at home! I complained to the man at ⁽¹⁴⁾ _____, but all he said was that I could use the Wi-Fi in the ⁽¹⁵⁾ _____, which was free. I wasn't very happy about it. Hotels used to make a lot of money from ⁽¹⁶⁾ _____ by charging a ridiculous amount for phone calls. Now that ⁽¹⁷⁾ _____ uses their cell to make phone calls, some hotels now charge a ⁽¹⁸⁾ _____ amount for Wi-Fi.

I was in an Italian restaurant in New York City ⁽¹⁹⁾ _____, and I ordered manicotti, which is a kind of ⁽²⁰⁾ _____, a little like cannelloni, and it's filled with ⁽²¹⁾ _____ and served with tomato sauce. Well, when it arrived, the tomato ⁽²²⁾ _____ was really hot, but the pasta and the filling were cold - it was like they were still ⁽²³⁾ _____. Anyway, I called the waitress and she said that it ⁽²⁴⁾ _____ be cold. So, I said "Sorry, it is cold. Do you want to try it?" So, she took it back to the kitchen, and later the manager came out and ⁽²⁵⁾ _____, and when I finally got the ⁽²⁶⁾ _____, it was good, hot all the way through. But I'd had to wait a long time for it. But later the ⁽²⁷⁾ _____ came out again and offered me a free ⁽²⁸⁾ _____. So, I had a delicious tiramisu ⁽²⁹⁾ _____.

- D. Talk to a partner. Give as much information as possible.

- 1 Who's best at complaining in your family? Give examples.
- 2 Can you remember a time when you (or someone in your family) complained...?
 - to a taxi driver • to a hotel receptionist
 - to a waiter • to someone else

Why did you complain? What did you say? What happened?



COMMUNICATIVE I WANT TO SPEAK TO THE MANAGER

Look at the situations below and role-play one the conversations with a partner. Spend a few minutes preparing what you are going to say.

Student A

1 You're a customer. You bought something in a clothing store on sale yesterday (decide what) and there's a problem (decide what). Go back to the store. **B** is the salesperson. You'd like to exchange it for another identical one. If you can't, you'd like a refund.

Student B

1 You're a salesperson in a clothing store. **A** is going to come to you with a problem with something he / she bought on sale yesterday. You can't exchange it for an identical one because there are no more in his / her size.
Try to persuade **A** to exchange it for something else because you don't usually give refunds during a sale.

Student A

2 You're the manager of a restaurant. Your regular chef is off this week, and you have a temporary chef who is not very good. One of the waiters has had a problem with a customer, who would like to speak to you. When customers complain, you usually offer them a free drink or a coffee. If it's absolutely necessary, you might give a 10% discount on their bill, but you would prefer not to. **B** is the customer.

Student B

2 You're a customer in a restaurant. You have just finished your meal and you didn't enjoy it at all (decide what was wrong with it). You complained to the waiter, but the waiter didn't solve the problem. You have asked the waiter to call the manager. Try to get at least a 50% discount on your meal. **A** is the manager.