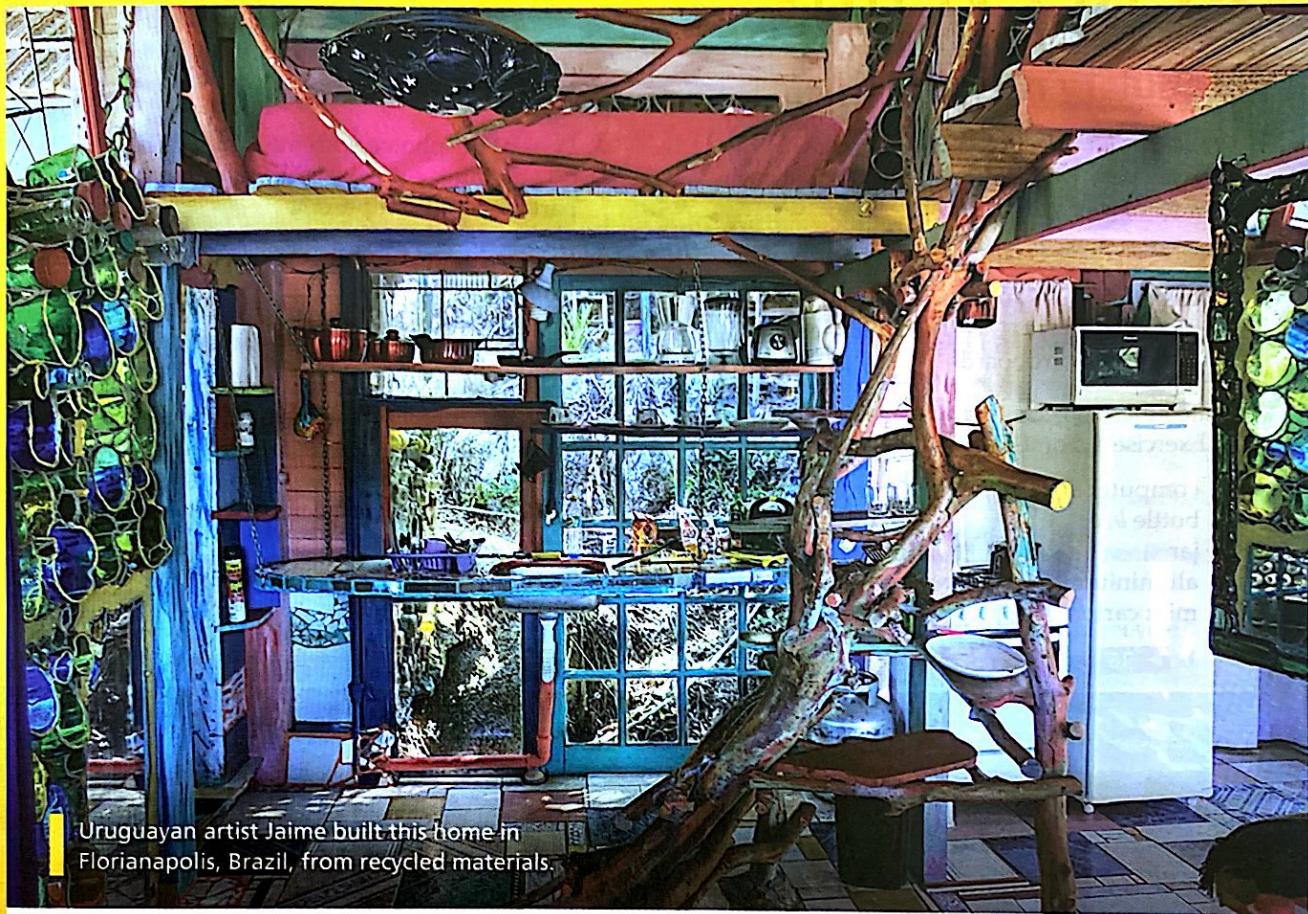


Unit 5 The environment



FEATURES

58 Recycling

The real story behind recycling our rubbish

60 Managing the environment

Some environmental stories from around the world

62 A boat made of bottles

How one environmentalist is trying to raise awareness

66 Recycling Cairo

A video about how recycled objects are used in Cairo.

- 1 Look at the photo and the caption. What do you think of the home in the photo? Would you like to stay there? Which of these materials did Jaime use?

cardboard glass leather metal paper plastic wood

- 2 **▶ 35** Listen to part of a documentary about Jaime and the house in the photo. Answer the questions.

- 1 What everyday objects does the speaker talk about?
- 2 What did Jaime do with these objects?
- 3 What does he want people to think about?

- 3 Look at the highlighted expressions for talking about objects. Make similar sentences about the everyday objects in the box.

A dictionary is made of paper. You use it for looking up words.

a dictionary a mobile phone a pen scissors a tin can

- 4 Work in pairs. Think of other everyday objects. Don't tell your partner the object, but describe what it's made of and what you use it for. Your partner has to guess the object.

5a Recycling

Vocabulary recycling

- 1 What kind of rubbish do you throw away or recycle every week? What percentage of each type (a–e) is in your rubbish?

About 25% of my rubbish is glass.

- | | |
|-----------------------|-----------|
| a electronics | d metal |
| b glass | e plastic |
| c paper and cardboard | |

- 2 Match these objects to the type of rubbish (a–e) in Exercise 1. Some items match two categories.

- | | |
|----------------------|--------------|
| 1 computer <i>a</i> | 6 tin can |
| 2 bottle <i>b, e</i> | 7 TV |
| 3 jar | 8 cereal box |
| 4 aluminium foil | 9 magazine |
| 5 milk carton | 10 bag |

► 36



E-RUBBISH

Do you ever throw away any electronic rubbish (or *e-rubbish*)? Perhaps you have some old technology that doesn't work, like an out-of-date phone, or a slow computer. But when you throw away these objects, do you know where they go? The journalist Peter Essick has followed this *e-rubbish* to different countries around the world.

Essick found a lot of *e-rubbish* in Ghana, with thousands of old computers in the local markets. Here, the sellers resell a few computers to people for their homes and offices, but you can't sell many computers in the market because a lot of them don't work. So they melt some parts of the computers to recycle the metal. These parts don't have much metal, but sometimes there is a little gold inside.

Unfortunately, recycling the metal can be dangerous for the workers because it produces a lot of chemicals which are bad for workers' health. As a result, Peter Essick thinks we shouldn't send any *e-rubbish* to other countries. It's bad for the environment and it's bad for people's health. He believes we need to produce more environmentally-friendly electronics in the future; in other words, electronic products which you can recycle safely and in the country where they were made.

Reading

- 3 Look at the photos with the article. What do you think *e-rubbish* is? Why is the boy holding part of an old computer?
- 4 Read the article and check your ideas from Exercise 3.
- 5 Read the article again and answer these questions.
 - 1 Where did Peter Essick follow the *e-rubbish* to?
 - 2 What did he find in the markets of Ghana?
 - 3 Why do people melt parts of the broken computers?
 - 4 Why is recycling the metal dangerous?
 - 5 What is it bad for?
 - 6 What types of electronic products are environmentally friendly?

Grammar quantifiers

- 6 Which of these nouns are countable? Which are uncountable? Write C or U.

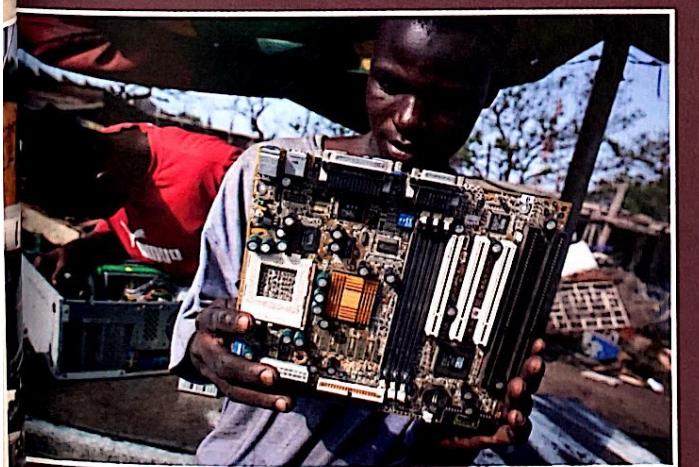
rubbish	<i>U</i>	computer	<i>C</i>	plastic	bag	box
magazine		paper		metal		

► QUANTIFIERS

We use **quantifiers** with countable and uncountable nouns to talk about quantity.

Do you ever throw away any electronic rubbish?
Perhaps you have some old technology that doesn't work.
Essick found a lot of e-rubbish in Ghana.
The sellers resell a few computers.
You can't sell many computers in the market.
These parts don't have much metal.
There is a little gold inside.
We shouldn't send any e-rubbish to other countries.

For further information and practice, see page 164.



melt (v) /melt/ to heat an object until it turns to liquid

- 7 Look at the sentences in the grammar box. Then complete these sentences with the correct quantifiers.

- 1 We use some and a lot of in affirmative sentences with countable or uncountable nouns.
- 2 We use _____ in questions with countable or uncountable nouns.
- 3 We talk about small quantities with _____ in affirmative sentences with countable nouns.
- 4 We talk about small quantities with _____ in affirmative sentences with uncountable nouns.
- 5 We use any and _____ in negative sentences with countable nouns.
- 6 We use _____ and _____ in negative sentences with uncountable nouns.

- 8 Choose the correct quantifier. In one sentence both quantifiers are correct.

- 1 How much / many rubbish do you recycle?
- 2 I recycle a few / a little things, like glass and plastic bottles.
- 3 I don't recycle many / much glass.
- 4 I recycle a few / a little paper each week.
- 5 Do you have much / any recycling bins?
- 6 There are some / any old TVs for sale at the market.
- 7 A lot of people on my street don't recycle many / much plastic.
- 8 You shouldn't throw away many / any paper! Always recycle it.
- 9 Nowadays, a lot of / some cities and towns have special places to take recycling.

Speaking my life

- 9 Read these sentences about recycling. If necessary, change the words in bold so the sentences are true for you.

- 1 I throw away **a lot of** paper every week.
- 2 In my area, **a few** places have recycling bins.
- 3 My school / place of work **doesn't have any** recycling bins for paper.
- 4 **Some** people in my country think recycling is important.

- 10 Work in pairs. Ask and answer questions about your sentences in Exercise 9. Start your questions like this:

- 1 How much paper ...?
- 2 Do any places ...?
- 3 Does your school / place of work ...?
- 4 How many people ...?

A: *How much paper do you throw away?*

B: *I don't throw away any paper. We recycle it in the special green bins.*

my life

► YOUR RUBBISH

► KNOWLEDGE OF THE WORLD

► CHANGING BEHAVIOUR

► AN ONLINE ORDER

► AN EMAIL

5b Managing the environment

Vocabulary results and figures

1 Discuss the questions.

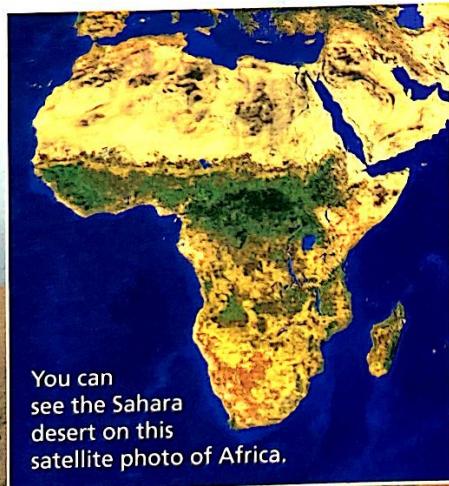
- 1 How often do you read news about the environment? Is it always bad news?
- 2 Do you have any good news about the environment in your country?

2 Read a newspaper report about Portugal. Is it good news or bad news?

Portugal powered the whole country using only solar, wind and hydroelectric energy for **about a hundred hours** last week. Exactly a year ago, the country produced **under a quarter** of its electricity from wind power and **nearly half** of its total energy came from renewable energy. So it's a huge achievement for the country to live off renewable energy for **over four days**.

3 Look at the phrases in bold in the newspaper report. Find the phrases that have a similar meaning to the exact information a–e.

- a 48%
- b 107
- c from May 7 to May 11
- d 22%
- e 12 months



4 Work in pairs. Answer these questions about your life using *over*, *under*, *nearly* and *about*.

- 1 How much of your day do you spend looking at a screen (e.g. computer, TV)?
I spend about a third of my day looking at a screen.
- 2 How many hours a week do you spend shopping?
- 3 How many people live in your town or city?
- 4 How much money a month do you spend on buying clothes?
- 5 How many months a year do you spend at school or at work?

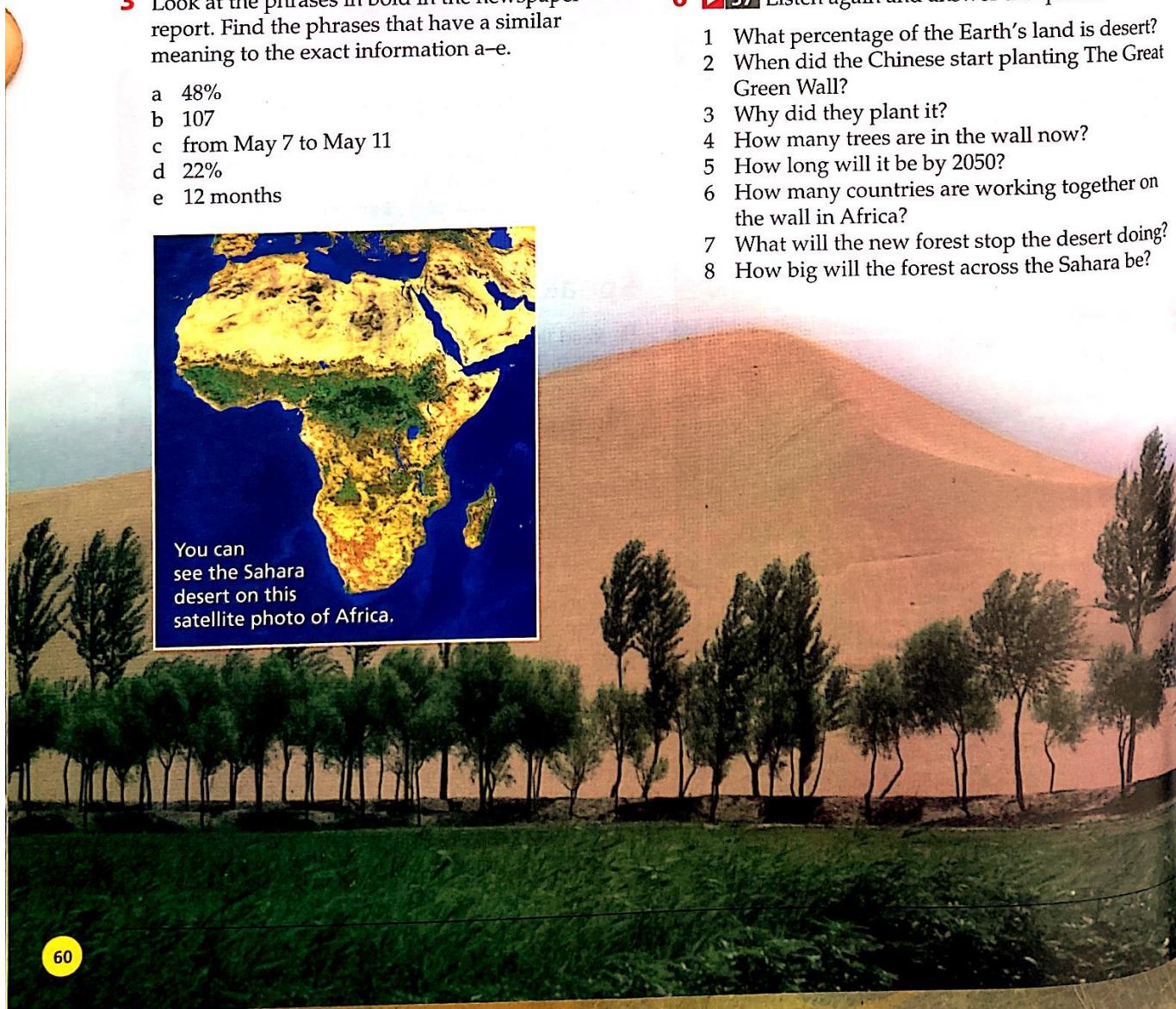
Listening

5 ► 37 Listen to a news report about two environmental projects and answer the questions.

- 1 What four deserts does the report mention?
- 2 Where are the two environmental projects?
- 3 What type of wall are the countries building?

6 ► 37 Listen again and answer the questions.

- 1 What percentage of the Earth's land is desert?
- 2 When did the Chinese start planting The Great Green Wall?
- 3 Why did they plant it?
- 4 How many trees are in the wall now?
- 5 How long will it be by 2050?
- 6 How many countries are working together on the wall in Africa?
- 7 What will the new forest stop the desert doing?
- 8 How big will the forest across the Sahara be?



Grammar articles

► ARTICLES *a/an, the, or no article*

- 1 In 1978 the Chinese started planting a wall of trees.
Now **the** wall has 66 billion trees.
- 2 It's **the** largest hot desert in the world.
- 3 **The** Gobi Desert is getting larger.
- 4 Countries in Africa plan to build a wall.
- 5 People know about the Great Wall of China.

For further information and practice, see page 164.

- 7** Look at the grammar box. Read the sentences and look at the words in bold. Complete these rules with *a/an, the*, or no article.

- a We normally use _____ when we talk about something which isn't specific or it's the first time we mention something. When we talk about something specific or talk about it again, we use _____.
- b We also use _____ when something is unique (there is only one), with superlatives or with the names of some places (e.g. oceans, deserts, mountain ranges).
- c We use _____ when we talk about people or things in general, and with the names of most places (e.g. continents, countries, cities, lakes).

- 8** Read about two more ways to manage the environment. Choose the correct option. Choose – if no article is needed.

Ice towers

In the spring and summer there is often a water shortage in ¹**the** / – Himalayan mountains. So during the winter, ²**a** / – people make ice towers. They put one end of ³**a** / – long pipe into a river high in the mountains and then they take the other end of ⁴**a** / the pipe down to a village. The water comes out of the pipe and freezes in a fountain to make ⁵– / an ice tower in the village. Then it melts in the spring so ⁶**a** / – farmers can use it on their land.

Fog collectors

⁷ The / – Atacama desert in ⁸**the** / – Chile is one of the driest parts of ⁹**a** / the world. There is very little rain, but there is fog, and fog contains ¹⁰– / the water. To get this water, some scientists are trying to collect the water in ¹¹**the** / a big net. ¹²**The** / A net catches drops of water, and it can collect between five and thirty litres of water per day.

9 Pronunciation /ðə/ or /ði:/

- a** ► **38** Listen to the difference in the pronunciation of *the* before a consonant sound and a vowel sound.

/ðə/	/ði:/
the wall	the Earth

- b** ► **39** Listen and circle /ðə/ or /ði:/. Then listen again and repeat.

1 the river	/ðə/	/ði:/
2 the ice	/ðə/	/ði:/
3 the world	/ðə/	/ði:/
4 the desert	/ðə/	/ði:/
5 the oldest	/ðə/	/ði:/
6 the largest	/ðə/	/ði:/
7 the Atacama desert	/ðə/	/ði:/

- 10** Look at the questions from a general knowledge quiz. Complete the questions with *a/an* or *the* where necessary. Then try to answer the questions.

Around the world quiz

- 1 There is _____ river between _____ Brazil, Colombia, Peru and Ecuador.
What is its name?
- 2 _____ White House is in _____ USA. Who lives there?
- 3 There's _____ natural satellite which goes round _____ Earth every day. What is it?
- 4 In 1997, Larry Page and Sergey Brin set up _____ global search engine. What is its name?
- 5 _____ Arctic Ocean is _____ smallest ocean in the world. Which is _____ largest?

- 11** Check the quiz answers on page 155.

Writing and speaking my life

- 12** You are going to write five more quiz questions. Work in two pairs in a group of four.

Pair A: Turn to page 153 and follow the instructions.

Pair B: Turn to page 154 and follow the instructions.

- 13** Work in your group. Ask and answer your five questions. Find out which pair has the best knowledge of the world.

5c A boat made of bottles

Reading

- 1 Look at these words from the article on page 63. What do you think the article is about?

boat plastic bottles recycle sail San Francisco
Sydney the Pacific Ocean

- 2 Read the article and check your ideas from Exercise 1.
3 Complete the fact file with numbers about the Plastiki.



The Plastiki in facts & figures

Number of crew: ¹ _____

Number of bottles: ² _____

Length: ³ _____ m

Width: ⁴ _____ m

Weight: ⁵ _____ kg

Average speed: ⁶ _____ knots

Distance of journey: ⁷ _____ km

Number of days at sea: ⁸ _____

Cost to build: not known

Critical thinking close reading

- 4 Read the sentences (1–8). Choose the correct option (A–C) for each sentence.

A = The sentence is true. The information is in the text.

B = The sentence is false. The information is in the text.

C = We don't know if it's true or false. The information isn't in the text.

- 1 The *Plastiki* is made of the same material as other boats.
- 2 Nowadays, humans recycle most of their plastic bottles.
- 3 Plastic in the sea is killing animals.
- 4 The boat doesn't use renewable energy.
- 5 The crew only ate vegetables for the whole journey.
- 6 The size of the 'Great Garbage Patch' is growing.
- 7 The journey took longer than de Rothschild planned.
- 8 De Rothschild wants to sail the *Plastiki* again one day.

Word focus take

- 5 Find five expressions in the article with the word *take*. Match the expressions with the uses (1–4).

take /teɪk/

- 1 transport: *take a taxi*
- 2 daily routines: *take a walk*
- 3 length of time: *take a few days*
- 4 idioms: *take time (to do something)*

- 6 Complete the sentences with the correct form of *take* and these words.

a break many days care a plane time

- 1 Most people take a plane from San Francisco to Sydney so they don't know about the pollution in the ocean.
- 2 The journey across the Great Garbage Patch took many days.
- 3 The work was tiring and the crew sometimes needed to take a break and relax.
- 4 The Pacific Ocean can be dangerous, so everyone on the ship had to take care.
- 5 For this kind of project, it's important to plan things carefully.

Speaking my life

- 7 Work in groups and discuss these questions.

- 1 Do you think environmental projects like the *Plastiki* make a difference to people's attitudes to rubbish? Will de Rothschild's journey make people change their behaviour? Why? / Why not?
- 2 In your country, does anyone (e.g. the government, the police, charities) try to change people's behaviour in these areas?
 - recycling more rubbish
 - stopping smoking cigarettes
 - driving over the speed limit
 - eating too much food
 - anything else?

The government tries to stop people smoking cigarettes.

- 3 How do they try to do this? What are some good ways to change people's attitudes and behaviour? (e.g. TV advertising, making people pay a fine)

A BOAT *made of* BOTTLES

▶ 40

A boat with a difference

The *Plastiki* looks similar to many other boats in Sydney harbour. It's eighteen metres long, six metres wide and it weighs about twelve thousand kilograms. It carries a crew of six people and has an average speed of five knots. However, once you get near to the *Plastiki* you realize there's a big difference. It's made of twelve thousand five hundred re-used plastic bottles.

How did the *Plastiki* begin?

- 10 David de Rothschild is an environmentalist who has crossed Antarctica and explored the Ecuadorian Amazon. One day he was reading some information about all the plastic in the seas and oceans. He couldn't believe what he was reading. For example, humans throw away four
- 15 out of every five plastic bottles they use, and plastic rubbish causes about eighty per cent of the pollution in the sea. In addition, scientists think that around one million seabirds
- 20 die every year from plastic pollution. De Rothschild decided he wanted to help the fight against pollution in the sea. To help more people understand the problem, he started building a boat made
- 25 of plastic bottles.



Designing the *Plastiki*

As well as building the boat with recycled plastic, it was important for him to make the boat environmentally friendly and user-friendly. The boat uses renewable energy such as wind power and solar energy. The crew can make meals with vegetables from the small garden at the back of the boat. They can take a break from work and get some exercise by using the special exercise bicycle. The energy from the bike provides power for the boat's computers. And if anyone needs to take a shower, the boat's shower uses saltwater from the sea.

The journey

De Rothschild sailed the *Plastiki* across the Pacific Ocean from San Francisco to Sydney. That's fifteen thousand three hundred and seventy-two kilometres. On the way, de Rothschild took the special boat through the 'Great Garbage Patch'. It is a huge area in the Pacific with 3.5 billion kilograms of rubbish. You can see every kind of human rubbish here: shoes, toys, bags, toothbrushes, but the worst problem is the plastic. It kills birds and sea life.

How well did the *Plastiki* survive the journey?

The journey wasn't always easy and de Rothschild and his crew had to take care during storms. There were giant ocean waves and winds of over one hundred kilometres per hour. The whole journey took one hundred and twenty nine days. Originally, de Rothschild thought the boat could only travel once, but it lasted so well that he is planning to sail it again one day.

knot (n) /nɒt/ measurement of speed at sea (1 knot = 1.8 km/hr)
garbage (n) /'ga:bɪdʒ/ (US Eng) rubbish (UK Eng)
patch (n) /pa:tʃ/ area

my life

► YOUR RUBBISH ► KNOWLEDGE OF THE WORLD ► CHANGING BEHAVIOUR ► AN ONLINE ORDER

► AN EMAIL

5d Online shopping

Reading

- 1 Do you normally go shopping or do you prefer shopping online? Why?
- 2 Read the website and email order. What did the customer order? What is the problem?

WWW.TECOART.COM

HOME MY ACCOUNT SHOPPING CART CHECKOUT

We have lots of different clocks and they are all made from recycled computers!

	Computer Hard Drive Clock with Circuit Board. £39.00
	Apple iPod® Hard Drive Clock on a Circuit Board. £35.00

Order number: 80531A Ms Jane Powell
Order Date: 20 March 90 North Lane

Thank you for your order. Unfortunately, the model you ordered is currently not available. We expect delivery in seven days. We apologize for the delay. For further information about this order, speak to a customer service assistant on 555-01754.

Item Number	Description	Quantity	Price
HCV1N	Hard drive clock	1	£39

Real life phoning about an order

- 3 ► 41 Jane Powell telephones customer services about her order. Listen to the conversation. Answer the questions.
 - 1 What information does the customer service assistant ask for and check?
 - 2 Why does Jane want the clock quickly?
 - 3 How much does the other clock cost?
 - 4 What does Jane decide to do?
 - 5 What will the customer service assistant email her?

- 4 ► 41 Look at the expressions for phoning about an order. Then listen to the conversation again. Tick the sentences the customer service assistant uses.

► PHONING ABOUT AN ORDER

Telephone expressions

Good morning. Can I help you?

I'm calling about an order for a clock.

Can I put you on hold for a moment?

Is there anything else I can help you with?

Talking about an order

Do you have the order number?

Would you like to order a different product?

Would you like to cancel the order?

Would you like a refund?

Would you like confirmation by email?

Checking and clarifying

Is that A as in alpha?

Let me check.

So that's F for Freddie?

That's right.

5 Pronunciation sounding friendly

- a ► 42 Listen to the sentences from a telephone conversation. Does the speaker sound friendly (F) or unfriendly (U)?

- 1 Good morning. Can I help you?
- 2 Can I put you on hold?
- 3 Is that A as in alpha?
- 4 I'm calling about an order.
- 5 Is there anything else I can help you with?
- 6 Do you have an order number?

- b ► 43 Listen to the sentences again. This time they are all friendly. Listen and repeat with a similar friendly intonation.

- 6 Work in pairs. Practise two phone conversations similar to the one in Exercise 3.

Student A: Turn to page 153 and follow the instructions.

Student B: Turn to page 154 and follow the instructions.

A: Good morning. Can I help you?

B: Hello, I'm calling about some clothes I ordered.

5e Emails about an order

Writing emails

- 1 Read the correspondence between a customer and a customer service assistant. Put the emails in order (1–5).

A Dear M Cottrell

I would like to inform you that the e-book reader you ordered is now in stock. I would be delighted to deliver this item immediately. Please reply to confirm you still require this item.

Charlotte Lazarro

B Dear Sir or Madam

I recently ordered an 'e-book reader'. However, I received an email which said this was not currently available. Please refund the money back to my credit card.

Yours sincerely

Mr M Cottrell

C Thanks, but I bought the same product at a shop yesterday. Therefore, please cancel the order and, as requested, send me my refund.

M Cottrell

D As requested here is the order number: 80531A

E Dear M Cottrell

Thank you for your email. I apologize for the difficulties with your order. In order for me to provide you with the necessary assistance, could you please send the order number?

Best regards

Charlotte Lazarro

Customer Service Assistant

- 2 Read the emails in Exercise 1 again. Underline any phrases and expressions that ask for something or give instructions.

3 Writing skill formal words

- a The language in the emails in Exercise 1 is fairly formal. Match the formal language in the emails to these less formal verbs and phrases (1–9).

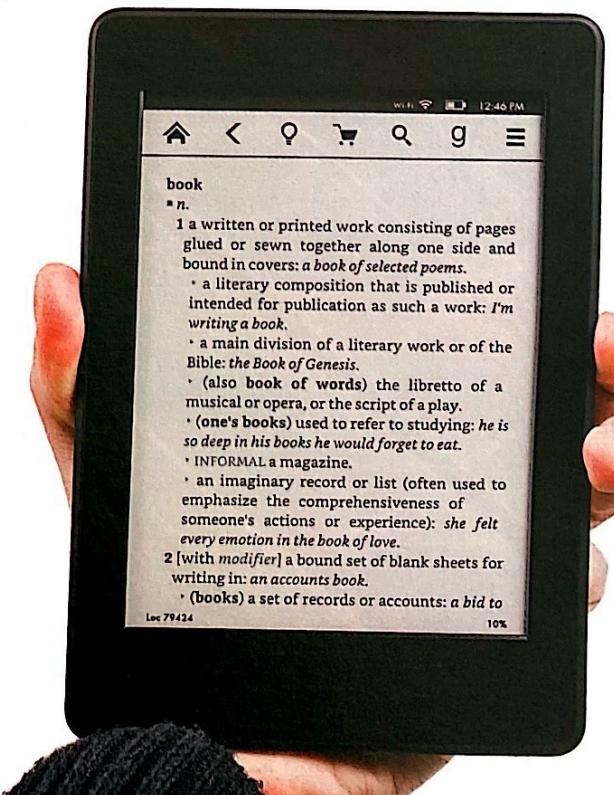
1 get	receive
2 be happy	
3 ask for	
4 give	
5 give back (money)	
6 help	
7 say sorry	
8 tell	
9 want	

- b Work in pairs. Make these sentences more formal.

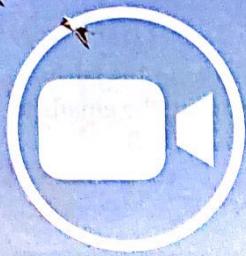
- 1 I want my money back.
- 2 I'm writing to tell you that I didn't get the delivery.
- 3 Do you want any help?
- 4 Please give us your credit card details.
- 5 Sorry, but I can't give you your money back.

- 4 Imagine you ordered a printer online two weeks ago. You paid for delivery within 24 hours but it hasn't arrived. Write an email to the supplier and request a refund.

- 5 Work in pairs. Read your partner's email. How formal is the language?



5f Recycling Cairo



Using Egypt's greatest natural resource on the rooftops of Cairo



Before you watch

1 Key vocabulary

Match these words with the pictures (1–6). Two words have the same meaning and match one picture.

water tank satellite dish goat trash
solar panel rooftop garbage



- 2 Work in pairs. You are going to watch a video about using recycled objects in Cairo. What do you think is the connection between the words in Exercise 1?

While you watch

- 3 **5.1** Watch the video. Were your predictions in Exercise 2 correct?

- 4 **5.1** Watch the video again and answer the questions.

- 1 How does the narrator describe the streets of Cairo?
- 2 How does he describe the rooftops of Cairo?
- 3 When did Cairo start to 'go green'?
- 4 What is Thomas Culhane helping to do?
- 5 What is Egypt's great natural resource?
- 6 When Culhane measures the temperature of the water, how hot is it?
- 7 The new solar heaters provide hot water, so what do they reduce?

After you watch

5 Vocabulary in context

- 5.2** Watch the clips from the video. Choose the correct meaning of the words and phrases.

- 6 Write a short summary of the video (about 100 words). Use these phrases.

People in Cairo use the rooftops for ...
Thomas Culhane is helping some local people to ...
They make the solar water heaters out of ...
The new heaters provide ...
Culhane thinks the solar heaters demonstrate that ...

- 7 **5.3** Work in pairs. You are going to be the narrator on the video. Watch a shorter version of the video with no sound. As the video plays, take turns to read your summary to your partner.

- 8 In the video, Thomas Culhane says: 'One man's garbage is another's goldmine.' Choose the correct meaning (a–c) for this expression.

- Everyone thinks the rubbish is worth a lot of money.
- Some people think the rubbish is useless but other people think it's very useful.
- You can sell the rubbish for a lot of money.

- 9 List some things that people often use and throw away, which other people could recycle or reuse.

figure out (v) to work something out, to solve a problem
found materials materials we use every day and all around us
informal communities poorer areas of a city
garbage/trash US English for rubbish (British English)

UNIT 5 REVIEW AND MEMORY BOOSTER

Grammar

- 1 Choose the correct options to complete the article about recycling.



Recycling around the World

A new report looks at recycling in different countries and what they can learn from each other.

Switzerland

¹ A / The Swiss have different types of recycling bins and so local people only throw away ² a little / a few household items. For example, they recycle about 80% of their plastic bottles which is a lot higher than other countries in ³ – / the Europe.

USA

Overall ⁴ – / the USA doesn't recycle as ⁵ many / much rubbish as a country like Switzerland but it's introduced ⁶ a lot of / any new projects in recent years. This year it recycled 48% of its paper, 40% of its plastic bottles and 65% of its cans.

Senegal

Senegal recycles ⁷ a few / a little of its waste industrially, but people don't throw away ⁸ any / much items that they can use for something else. For example, you can buy shoes made from old plastic bags and drinking cups made from tin cans.

- 2 >> MB Work in pairs. Look at the photos. Answer the questions for each photo.

- 1 What is the name of this?
- 2 What is the purpose of it?



I CAN

use quantifiers and articles

Vocabulary

- 3 What material are these objects made of? Match the objects to the materials 1–6.

book	bottle	calculator	can	envelope
jar	magazine	mobile phone	radio	

- | | |
|---------------|-----------|
| 1 cardboard | 4 metal |
| 2 electronics | 5 paper |
| 3 glass | 6 plastic |

- 4 >> MB Work in pairs. Think of two more objects for each material in Exercise 3.

- 5 Look at the percentages in the article in Exercise 1. Match the percentages to these phrases.

- 1 over three quarters
- 2 nearly a half
- 3 over a third
- 4 about two thirds

- 6 >> MB Write the percentage of time you spend doing these things each week. Then work in pairs. Explain how you spend your time.

- at work or at school
- sleeping
- going out and meeting friends
- cleaning your room or the house
- shopping

I spend over a third of my day at school.

I CAN

talk about materials

talk about results and figures

Real life

- 7 Work in pairs. Practise making a telephone call about an order. Take the roles of someone who works for the company (A), and a customer (B). Use these ideas.

- A: Hello. Can / help ?
B: calling / an order / a clock. It hasn't arrived.
A: Do / you / order number?
B: It / AG-100234L
A: Sorry, can / repeat /?
B: Yes, it's /
A: Let / check. Is / A / Alpha?
B: That's correct.
A: Sorry, we don't / this product anymore.
Would / change / order?
B: No. I'd like / refund.
A: That's fine. Would / like confirmation / email?
B: Yes, please.
A: Is / anything else / can help you with?
B: No / goodbye

- 8 Practise the conversation again, but this time Student B closes their book. Then change roles.

I CAN

phone about an order