

Anglický



Jazyk

first conditional and future time clauses + *when, until, etc.*

first conditional sentences: *if* + present simple, *will / won't* + infinitive

- 1 If you **work** hard, you'll **pass** your exams. (4 15)))
- The boss **won't be** very pleased if we're late for the meeting.
- 2 **Come** and see us next week if you **have** time.
- 3 Alison **won't get** into university unless she **gets** good grades.
I **won't go** unless you **go** too.

- We use first conditional sentences to talk about a possible future situation and its consequence.

- 1 We use the present tense (NOT the future) after *if* in first conditional sentences. NOT *If you'll work hard you'll pass all your exams.*
- 2 We can also use an imperative instead of the *will* clause.
- 3 We can use *unless* instead of *if...not* in conditional sentences.
She won't get into university unless she gets good grades | if she doesn't get good grades.

future time clauses

- As soon as you **get** your exam results, (4 16)))
call me.
- We'll **have** dinner when your father **gets** home.
I **won't go** to bed until you **come** home.
I'll **have** a quick lunch before I **leave**.
After I **finish** university, I'll probably **take** a year off and travel.

- Use the present tense (NOT the future) after *when, as soon as, until, before, and after* to talk about the future.



The boss won't be very pleased if we're late for the meeting.

second conditional

second conditional sentences: *if* + past simple, *would* / *wouldn't* + infinitive

1. If I **had** a job, I'd **get** my own flat. 4 17)))
 If David **spoke** good English, he **could get** a job in that new hotel.
 I **would get on** better with my parents if I **didn't live** with them.
 I **wouldn't do** that job unless they **paid me** a really good salary.
2. If your sister **were** here, she'd **know** what to do.
 If it **was** warmer, we **could have** a swim.
3. If I **were** you, I'd **buy** a new computer.



- We use the second conditional to talk about a hypothetical / imaginary present or future situation and its consequence.
If I had a job... (= I don't have a job, I'm imagining it.)
 - 1 We use the past simple after *if*, and *would* / *wouldn't* + infinitive in the other clause.

- We can also use *could* instead of *would* in the other clause.
 - 2 After *if* we can use *was* or *were* with *I*, *he*, and *she*.
 - 3 We often use second conditionals beginning *If I were you, I'd...* to give advice. Here we don't normally use *If I was you...*



First or second conditional?

If I have time, I'll help you. (= this is a real situation, it's possible that I'll have time – first conditional)

If I had time, I'd help you. (= this is a hypothetical / imaginary situation, I don't actually have time – second conditional)

would / *wouldn't* + infinitive

We also often use *would* / *wouldn't* + infinitive (without an *if* clause) when we talk about imaginary situations.

*My ideal holiday **would be** a week in the Bahamas.*

*I'd never **buy** a car as big as yours.*

 **HomeRent.com**

Home

Search

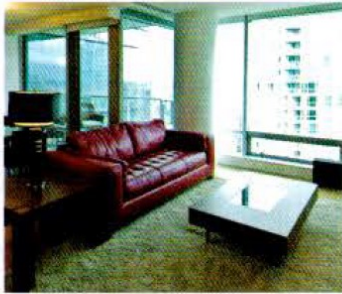
Join our community

Help

Beautiful one-bedroom flat in Budapest

The flat is perfectly situated in the heart of Budapest's 5th district.

It's a cosy 55-square-metre flat on the 11th floor of a new building, with a lift. It has one large double bedroom, a spacious living / dining room with a balcony, a modern, well-equipped kitchen, and a bathroom. There's a spectacular view of the Danube from the windows. The living room has a big table, which is ideal for having a meal with friends, and there is also a large TV. The flat has wooden floors, cable television, and Wi-fi internet.



The 5th district is a lively neighbourhood in central Budapest, with plenty of shops and cafés. The flat is walking distance from Váci utca, Budapest's main shopping street. It's five minutes away from a subway station, so you can visit the city very easily.

The house is ideal for a couple who would like to go sightseeing in this beautiful town. It's a no-smoking house and no pets are allowed.

Beach villa in Kuşadası, Turkey

Kuşadası is a ~~nice~~ *beautiful* holiday resort on the west coast of Turkey, 90 km south of Izmir.




Our house is *nice*. It has three double bedrooms, a living room, a *nice* kitchen, and two bathrooms. All the rooms have air conditioning, and the bedrooms have their own balconies. There is a *nice* terrace with table and chairs, so you can eat outside. There are *nice* views of the beach and the mountains. There is a *nice* garden and a communal swimming pool, which we share with the other nearby houses.

The house is near several *nice* beaches, where you can do lots of water sports. It's also a short drive from the mountains, where you can go hiking.

This house is perfect for a family with children or for two couples. The house is not suitable for pets.

Paragraph 1	A brief introduction. What kind of house / flat is it? Where is it exactly?
Paragraph 2	Describe the house / flat. What rooms does it have? Does it have any special characteristics?
Paragraph 3	Describe the neighbourhood. How far is it from places of interest, public transport, etc.?
Paragraph 4	Say who the house flat is suitable for. Are there any restrictions?

 **Useful language: describing location**

It is | perfectly situated in...
 | walking distance from...
 | a (fifteen-minute) walk from...
 | a short drive from...

The neighbourhood is (safe, friendly, etc.)...
 It's a (beautiful) area...

Obsah lekce

8A

Grammar	06
Pronunciation	07
Vocabulary	08
Reading	09
Writing	10

8A Grammar

reported speech: sentences and questions

reported sentences

direct statements

'I like travelling.'
'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** travelling. 4 33)))
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.

- We use reported speech to report (i.e. to tell another person) what someone said.
- When the reporting verb (*said, told, etc.*) is in the past tense, the tenses in the sentence which is being reported usually change like this:

present > past

will > would

past simple / present perfect > past perfect



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.*

- 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.*
- You usually have to change the pronouns, e.g. 'I like jazz.' *Jane said that **she** liked jazz.*
- Using **that** after *said* and *told* is optional.

- 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 questions

'Are you married?'

'Did she phone?'

'What's your name?'

'Where do you live?'

reported questions 4 34)))

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

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

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 Pronunciation

- a Say the words aloud, then write them in the correct column.

airline bargain certain complain email fair obtain
hairdresser mountain paid painting repair

- b **4 36**) Listen and check, and then answer the questions.
- 1 What is the pronunciation of *ai* when it is a) stressed b) unstressed?
 - 2 How is *air* usually pronounced?
 - 3 Is *said* pronounced /seɪd/ or /sed/?
- c **4 37**) Listen and write four sentences. Practise saying them.

1 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:gju:/
attach /ə'tætʃ/ choose /tʃu:z/ compensate /'kɒmpənsət/
complain /kəm'pleɪn/ deliver /dɪ'lɪvə/
demonstrate /demənstreɪt/ explain /ɪk'spleɪn/ lose /lu:z/
pay /peɪ/ respond /rɪ'spɒnd/ sell /sel/ succeed /sək'si:d/

1 + ation	2 + ment	3 new word
		choice

2 MAKING ADJECTIVES AND ADVERBS

- a Look at the adjectives and adverbs that can be made from the noun *luck* in the chart below. Then in pairs complete the chart.

noun	adjectives		adverbs	
	+	-	+	-
luck	lucky	unlucky	luckily	unluckily
fortune	fortunate	unfortunate		
comfort				
patience				
care				

How to complain successfully:

Clive's top tips



- 1 Never shout and **swear** – it achieves nothing. Don't **spoil** your meal or your holiday by getting into an argument with a waiter or customer services call centre operator. Make a mental note of the circumstances and write a letter later.
- 2 Don't send emails, or standard, printed-out complaints forms. Companies may not read these but they probably will read a letter. And unless you are particularly fond of Vivaldi, don't **waste your time** ringing a customer complaints line! Your letter should be short and to the point and should fit on one side of A4 paper. And type it. Reading other people's handwriting is hard work.
- 3 Write to the company's marketing director or finance director, as they're probably the least busy. Find their name on the internet, or by phoning. Writing *Dear Sir / Madam* is lazy. Taking the time to find a person's name and title shows initiative.
- 4 If your complaint is serious enough, **make it clear** you will not **hesitate** to change to another bank / mobile phone company. Smart companies know that changing an angry customer into a satisfied one will make the customer more loyal.
- 5 Don't say exactly what you expect to receive as compensation. Leave it to the company.
- 6 Use phrases like 'I can only imagine this is an unusual departure from your usual high standards,' and 'I would love to shop with you again if you can demonstrate to me that you are still as good as I know you used to be'.

The **King** of Complainers



Clive Zietman loves complaining – but not shouting in hotel lobbies, or angrily telling a shop assistant to call the manager, or making a waitress cry. He loves complaining properly and in writing. Over the last twenty years he has written over 5,000 letters of complaint. His successes include refunded holidays, countless free meals, and complimentary theatre tickets.

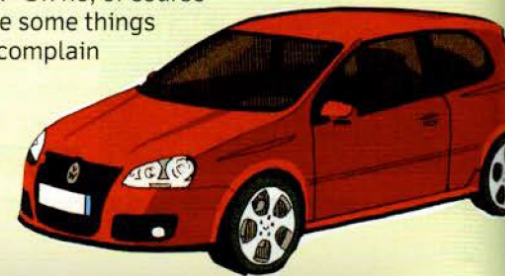
So how has he achieved this? 'Screaming and shouting is a complete waste of time and is usually directed at a person who is not in a position to do anything,' he says. 'I like to write a polite letter to the company. People won't want to help you if you are aggressive, they respond much better to good manners.'



It all started many years ago, on a boring train journey home to West London. The train passed by the McVitie's biscuit factory, and the smell of the biscuits made Clive feel hungry. He wrote a letter to the managing director to complain, in a humorous way, about the fumes coming through the carriage window. The result? Some free packets of biscuits. But since then there have been more serious victories as well. On one occasion he managed to get a Volkswagen Golf GTI within 24 hours for a friend who had been complaining for almost a year (without any success) about his faulty vehicle. On another occasion he got a travel agent to refund the cost of a holiday worth £2,000, after Clive's wife Bettina broke her leg when she slipped in a puddle of water in their holiday apartment in Spain.

These days, there is almost nothing he won't complain about. After Clive was served mouldy strawberries on a British Airways flight, he used a courier service to send the fruit to the airline's chief executive. To compensate, BA invited his daughters, Nina and Zoë, to Heathrow to personally inspect the airline's catering facilities. 'I just can't bear bad service,' says Clive. 'We have a right to good service, and should expect it and demand it. In fact, what irritates me more than anything is that, unlike Americans, we British are hopeless at complaining.'

So how do Bettina, his wife, and daughters Nina, 22, Zoë, 18, and 12-year-old son Joe cope with living with Britain's biggest complainer? Surely he must be a nightmare to live with? Has he ever asked Bettina to explain why a meal she made is badly cooked? 'Oh no, of course not,' says Clive. It seems there are some things even he knows you should never complain about!



Glossary

lose your temper become angry

threaten *verb* warn that you may punish sb if they do not do what you want

flattery *noun* saying good things about sb that you may not mean

Adapted from the Daily Mail website

8A Writing

🔍 Useful language: a formal letter (or email)

You don't know the person's name

Start: *Dear Sir / Madam,*

Finish: *Yours faithfully,*

You know the person's name

Start: *Dear + Mr / Ms / Mrs Garcia,*

Finish: *Yours sincerely,*

Style

- Don't use contractions
- Write *I look forward to hearing from you.* as the final sentence
- Write your full name under your signature

Note: a formal email is exactly the same as a formal letter, except in an email we don't write the address or date.



Sandra Adams
Head of Department
John Leavis Customer Service
PO Box 908
Swindon

May 19th 2013

¹ *Dear* _____ Ms Adams,

Last Wednesday, 25 April, I ordered a coffee machine from your online store (order ² _____ #CE437184). Before placing the order I read the conditions carefully, and the item was ³ _____. Your website says that items in stock are ⁴ _____ in 48 hours.

Two weeks passed, and nothing arrived. ⁵ _____, I noticed that payment had been taken from my credit card. I phoned your customer service line, and the person that I spoke to, Becky, was rude and ⁶ _____. She said that the item was not in stock, and that she didn't know when they would arrive. She could not explain why the money had been taken from my card.

I have bought many things from you over the years, both from your London shop and the online store, and I have always had good ⁷ _____. I can only imagine that this is a departure from your usual high standards, and I am sure you will be able to resolve the situation in a satisfactory way.

I look ⁸ _____ to hearing from you.

⁹ _____ sincerely,

Chris Mason

Chris Mason