



Advanced (C1)

CEF level: C1

Skills Booklet

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language skills for successful
communication!”**

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UNIT 1 Getting angry!

Objectives

In this unit, you'll learn how to...

Write a description of a complaint, use prefixes and suffixes, write a dialogue, write about an unfortunate experience, identify word stress patterns



Write in English every day! It's good practice as it forces you to use the language you know. Also, you get to see where the gaps are in your knowledge. You could practise writing out stories or anecdotes. This would be good preparation for telling the stories later in conversation.

1 Complaints ranking

Read the genuine complaints made to travel companies. Which three are the most ridiculous?

Holiday Complaints

- The sun was too hot. ☐
- The glasses for the orange juice were the wrong shape. ☐
- The lobby wasn't very big. ☐
- The bed was too high. ☐
- The noise of the sea was irritating. ☐
- The other guests in the hotel were noisy. ☐
- The town was on a really steep hill and there was no lift or escalator. ☐
- They didn't serve any ketchup or mayonnaise with the local food. ☐
- They didn't accept my money in the countries we were visiting. ☐
- Most of the animals we saw on the safari were sleeping. ☐
- The music was distinctly foreign sounding. ☐
- The sand on the beach was white but the sand in the brochure was yellow. ☐

Think about it!

What sort of problems have you had while travelling abroad? Have you complained about anything recently? What was it? Have you ever regretted *not* complaining about something? What? When? Why?



Vocabulary: Complaining

1 Complaints matching

Match the complaints (1 to 8) to the pictures (a-h).

1. I said *no cream* with the hot chocolate. ☐
2. I said I wanted "Jackie" on the tattoo not "Jenny". ☐
3. I asked for red roses not orange ones. ☐
4. When I said a room with a view, I meant a view of the sea – not a construction site. ☐
5. I ordered a 38 inch waist, not 48! ☐
6. I said "no beans" with the full English breakfast... not "just beans". ☐
7. When you told us the hotel had a pool, we presumed you meant it had water in it. ☐
8. We asked for balloons, not baboons! ☐



a



b



c



d



e



f



g



h

2 Comments analysis

Read over the comments about complaints made via Twitter. Then, answer the questions. Who...

1. ...was put on hold and passed from department to department?
2. ...got charged twice for the same order?
3. ...had their problem resolved in about six minutes?
4. ...tried to get in touch with the customer services department by e-mail and phone?
5. ...discovered that the room they'd booked online hadn't been reserved?

www.customerservice.com

Forum

More and more companies are using Twitter to talk to their customers. It's great for them, but it's also good for customers who have a problem. Write in with your stories of how Twitter has helped you resolve a problem.



After making an online purchase from a supermarket, I saw that I'd been charged twice for the same delivery. I wrote them an e-mail but they didn't respond. Then, I tried to phone customer services but they didn't pick up. As a last resort, I sent a message to their Twitter account and they got back to me the same day. They asked for my order number, which I gave them, and the money arrived back in my account a few days later. I love Twitter!

Scarlett



I booked a room through the website fast-booking.com once, which all went through really smoothly. However, when I turned up at the hotel, I found that the room hadn't been reserved. I tried to sort it out there and then, but no one was willing to help. So, in the end, I tweeted fast-booking.com and got an immediate response. They found the booking form, called the hotel and got us a room. It's amazing how companies respond to Twitter!

Jack



I was waiting for a parcel once that hadn't turned up after four weeks. So, I phoned the post office to find out what was going on. As you can imagine, I was put on hold and passed from department to department. In the end I gave up and decided to get in touch with them through their Twitter page. Incredibly, they managed to solve my missing parcel problem in about six minutes.

Jessica



3 Language analysis

Find a word or expression in the text that means...

1. contact someone = _____ / _____ / _____ / _____ someone
2. if you do this, you do it because you can find no other way of solving a problem = as a _____ / _____
3. to return a call = to _____ / _____ / _____ someone
4. to arrive = to _____ / _____
5. to find a solution to a problem = to _____ / _____
6. to stop trying to do something = to _____ / _____



Your turn!

Write a short description of a complaint you had to make. Invent if necessary.

Think about it! Complaints

What's your complaining style: aggressive, polite but firm, other? What do you do when people push in front of you in a queue? Have you ever lodged an official complaint with the town/city council? What was it about? Have you ever complained about your neighbours? Why? Have you ever made a complaint at a restaurant or hotel? Why?

UNIT 1 Problems & Solutions



WORD BUILDING

Vocabulary: Anger expressions. Complete the sentences with the words you hear.

1

Be in a bad mood / be a bit grumpy
To be angry / sad / not happy.
"He's always _____."

2

Feel hard done by
To feel that you have been treated unfairly or cheated.
"He felt a bit hard done by because he'd done the cleaning all week, and _____."

3

Bottle things up
To repress feelings of anger or frustration and not let them escape.
"He had been bottling things up for quite a while until _____."

4

To blow / let off steam
To do or say something that helps you eliminate your feelings of anger, frustration or stress, often by talking or discussing the things that are bothering you.
"_____ to blow off steam."

5

Be furious / livid
To be extremely angry.
"She was livid when she saw _____."

6

Take it out on someone
To behave badly or unpleasantly to someone because you're angry or upset, even though it isn't that person's fault.
"She was having a bad day, and took all her anger out on him, _____."

7

Fly off the handle
To become extremely angry very quickly; to react in a very angry way to something that someone says or does.
"_____, he flew off the handle."

8

Be up in arms
If people are "up in arms" about something, they're angry about it.
"Local residents were up in arms about the proposed _____."

UNIT 1 Getting angry!



READ & RESPOND

FOUR STORIES OF REVENGE!

Revenge is a very human instinct. When someone does something wrong to you, it's natural to want to get your own back. But, do two wrongs ever make a right? The people in these four stories thought so!

1 Pre-reading

Have you heard of any stories of people getting their revenge? What happened?

2 Reading I

Read the article once. Who got the sweetest revenge? Why? In what way?

3 Reading II

Read the article again. Then, answer the questions.

1. How was Alan Ralsky making his money?
2. What did people use his home address for?
3. Why did the woman from Wisconsin sell off her ex-husband's things?
4. What did Priscilla force one of the teenagers to do?
5. How did she deal with the other boy?
6. Why was Dave Carroll angry with United Airlines?
7. What did he do to get his revenge?

1 The spammer

We all hate spam! But there's not much you can do about it, right? Wrong! In 2002, American entrepreneur Alan Ralsky was known as the country's "spam king". He was making millions by sending spam e-mails. In December 2002, a newspaper printed photos of Alan's lavish lifestyle and huge mansion. People were really annoyed that he was living in such luxury. So, a group of computer wizards found out his physical address and posted it on the internet. And they urged people to sign up Alan's home address to as many junk mail mailing lists as possible. Pretty soon, kilos of junk mail were being delivered to Alan's house every day. "They've signed me up for every advertising campaign and mailing list there is. These people are out of their minds. They're

harassing me," said Ralsky.

2 The ex-husband

Garage sales are a great way to get rid of unwanted stuff and make some extra money. But, they're also an excellent way to get revenge. A Wisconsin woman recently decided to punish her unfaithful husband by holding what she called an "ex-husband sale". She dumped his possessions onto their front lawn, along with a sign that said that everything was for free. People came and took whatever they wanted. But that's not all. She also painted "cheater" across the side of his car and punctured the tyres. "I guess it was her way to get rid of her anger," said the woman's neighbour.

3 The kung fu master

Canadian woman Priscilla Dang got even the old-fashioned way – with her fists. The 23-year-old was jogging in the park recently when two teenagers suddenly attacked her. But what the attackers didn't know is that Priscilla is a kung fu master. She immediately grabbed one of the teens by the arm and forced him to apologise. The other boy, however, didn't

back down and tried to punch her. Priscilla dodged the punches and hit the teenager twice in the face. And when the boy pulled a knife she cleverly used the attacker's own bicycle to defend herself. Finally, police arrived and both teens were arrested. "I think they knew they messed with the wrong girl," said Priscilla.

4 The musician

Musician Dave Carroll used YouTube to get his own back. In 2008, the guitarist was on tour when United Airlines' baggage handlers broke one of his \$3,500 guitars. He put in a claim for compensation, but 9 months later, he still hadn't received any money. So, he decided to write a series of songs called the "United Breaks Guitars" trilogy and upload them to YouTube. The videos went viral and became a public relations nightmare for United. Of course, the airline quickly offered Dave compensation and they even decided to review their public relations policy. One YouTube user commented, "This is awesome! A great victory for the 'little guy' against a big corporation!"

UNIT 1 Getting angry!



WORD LINKING

Language Structures:

Prefixes & Suffixes

Prefixes

Prefixes are combinations of letters that are added to the start of words (particularly adjectives). Often, by doing this, a negative adjective is formed. For example:

legal – illegal; comfortable – uncomfortable; similar – dissimilar; fair – unfair; edible – inedible; loyal – disloyal

Some common prefixes include the following: *in* (ineffective), *im* (impossible), *ir* (irreplaceable), *un* (untidy).

Suffixes

Suffixes are letters that we can add to the end of a word. These letters can change the meaning of the word, or make the word into a different class of word. For example, the verb *read* can be made into the noun *reader* (someone who reads) by adding the suffix *-er*, and into the adjective *readable* (something that can be read) by adding the suffix *-able*. Understanding the meanings of common suffixes can help you guess the meanings of new words.

We can use *-er* for the person who does an activity.
For example: *write-writer*

The suffix *ee* can be used to mean “the person who receives or experiences something” (-*ee*):
interviewer-interviewee

The suffix *-ness* can be used to describe the state of something. We can create nouns with *-ness* from adjectives: *happy-happiness*.

We can add *-able* and *-ible* to verbs to create adjectives that describe things that can be done or that are possible: *wash-washable*.

Adding *-ise* to nouns or adjectives creates verbs that have the idea of making or creating something: *harmony-harmonise*.

The suffix *-ist* is often used to describe the person who does something: *scientist*.

We can add *-en* to the ends of words to convey the idea of making something bigger / longer, etc.: *strength-strengthen*

Picture matching

Match the sentences (1 to 5) to the pictures (a-e).

1. She's extremely generous. ☐
2. I don't think this is edible! ☐
3. The interviewee was waiting to be interviewed. ☐
4. The manager was chatting to an employee. ☐
5. He lost all his money in a dodgy investment. ☐



2 Word choice

Choose the correct words to complete the sentences.

1. The drug caused a temporary state of **forgetful / forgetfulness**.
2. She's got **darkish / darkly** brown hair.
3. I think the work is **doable / doer**, although it'll require a lot of effort.
4. This way of working isn't **sustainability / sustainable** – we'll never be able to keep it up.
5. They want to **revolutionise / revolution** the way people shop.
6. They're looking to **modernity / modernise** the company's image.
7. The **pianist / pianoer** played a piece at the end of the concert.
8. The article was about how **capitalism / capitalist** was in crisis.
9. We need to **shorten / shorter** the period from five to three days.
10. They need to **strong / strengthen** the base before it breaks.

Instant message completion

Complete the words with the correct endings.





Zoe: On top of all that, I've been handed this big project. They want it finished by March. I told them it just isn't (5) **do**____, but they aren't interested.

Jack: Typical!

Zoe: Also, I'm covering for Dave, who's off sick. Plus, I've got the head of HR on my back doing a "time and (6) **efficient**____" study! I feel like I'm going to explode!

Jack: I know how you feel!

Zoe: And if that wasn't enough, I've got my (7) **assist**____ to deal with. It's a bit like being a child (8) **mind**____ at times. I mean, he just takes everything so personally. If I try and give him a bit of (9) **construct**____ criticism, he just storms off in a huff, only to come back in about half an hour apologising for his behaviour. Also, he's pretty (10) **clue**____ when it comes to navigating his way around the website. I might as well do the work myself!

Jack: Coffee?

Zoe: Oh, yes, please.

Jack: One cappuccino coming up. See you in a sec.

Zoe: You're a life saver!

Jack: I know!

Your turn!

Write a dialogue with one person complaining about something.

4 Anecdotes word choice

Choose the correct words (a-c) to complete the anecdotes.

Train Complaint

About a month ago, I booked a train trip from Edinburgh to London. Things started off (1) _____ well, but at Newcastle technical difficulties meant that we had to get off and take a coach (2) _____ to Darlington. Ordered off the train, we were shunted like cattle, with no one to assist with luggage – just a gruff security guard who refused to answer any of our questions. This complete lack of communication and direction was stressful, to say the least.

The coach journey was a (3) _____ too. Some people at the back were smoking (despite the fact that it's a (4) _____ coach), there were no seat belts, the seats themselves were really (5) _____ and the toilet was locked for the entire two-hour journey. The driver's inability to drive safely was alarming, and his use of the accelerator and brake pedal left me feeling nauseous.

Once at Darlington, the coach stopped about 200 metres from the entrance to the station. Again, no

(6) _____ was offered to passengers with luggage, so we had to make our own way across a bridge to the waiting London train. To make matters worse...

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- | | | |
|----------------------|------------------|----------------|
| 1. a) relate | b) relative | c) relatively |
| 2. a) link | b) linkage | c) linked |
| 3. a) nightmare | b) night-time | c) nightmarish |
| 4. a) smoker | b) smoking | c) non-smoking |
| 5. a) comfort | b) uncomfortable | c) comfortable |
| 6. a) non-assistance | b) assistance | c) assistant |

Parts of speech

Complete the anecdote with the correct forms of the words in brackets.

Cruise ship nightmare

When we first made our (1) _____ (reserve), the saleswoman convinced us to pay a bit extra for an upgrade so we'd be in their Concierge Class category. This would, in theory, allow us to benefit from a number of special privileges, including priority (2) _____ (embark), champagne on arrival, dining room seating (3) _____ (prefer) as well as various extra in-room amenities. But once on board, we soon realised that all guests were entitled to exact the same services... free of charge. We'll be demanding some form of (4) _____ (compensate) for that when we get back.

On entering our cabin, we saw that it was a lot smaller than the one we'd booked. There was no porthole and our in-room safe malfunctioned. As soon as we placed our (5) _____ (value) in it, the battery went out and we weren't able to retrieve them. We had to wait three hours to get it opened (no one seemed to know how to get it fixed). The second night, we experienced a repeat (6) _____ (performer) with the safe, so we decided not to use it for the rest of our cruise to avoid this (7) _____ (convenient) it was causing us.

We had been looking forward to eating out at the exclusive first-class restaurant, but the experience was far from (8) _____ (satisfy). Both my wife and I were dressed smartly, but we were shocked to see many guests in shorts and T-shirts. On top of that, we had to wait for almost an hour in a long queue with several other (9) _____ (happy) guests as there was a problem with our table assignment. There was no (10) _____ (apologetic) from the Maitre d' and our table was a make-shift add-on table next to the kitchens. The food was far from satisfactory. The vegetables were cold, the meat was (11) _____ (cooked) and the cutlery was dirty. On top of that...

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Your turn!

Write about an unfortunate experience.