

Review

- 1 Fill in the active or passive form of the verbs. Use the present tense or past tense. Compare your results with a partner.

The history of *Red Bull*

Red Bull is much more than a soft drink – it []¹ (be) an energy drink. It []² (make) to improve concentration and reaction speed. In short, it []³ (stimulate) body and mind. The effectiveness of *Red Bull* energy drink []⁴ (show) in a large number of scientific studies in the past. The energy drink []⁵ (drink) by many of the world's top athletes, drivers and sportsmen.



It all began in 1982 when Dietrich Mateschitz []⁶ (bring) the energy drink on the market. In 1987 *Red Bull* []⁷ (sell) in Austria for the first time. About ten years later the drink []⁸ (enter) the US market. In 2003 a sugar-free version of *Red Bull* []⁹ (introduce).

Nowadays more than a billion cans []¹⁰ (sell) every year and *Red Bull* []¹¹ (be) now one of the most famous brands in the world.

- 2 Complete the sentences (1–9) with an appropriate word from the box. Mind the tenses. Compare your results with a partner.

whipped cream ■ to gossip ■ apricot jam ■ shabby ■ interruption ■ unique ■ grumpy ■ apology ■ green tea

- 1 I would recommend sending an appropriate [] for the inconvenience this has caused them.
- 2 I cannot understand that my colleagues [] constantly [] about our new manager.
- 3 He is aware that his [] clothes are below our normal standards.
- 4 Their [] house is in a stunning location, with tremendous views of the mountains.
- 5 Her younger brother cut her favourite dress into pieces, which made her really [].
- 6 Studies have shown that [] has helped to prevent various cardiovascular diseases.
- 7 I'm so sorry for the [] but I'd like to make sure I understood you correctly.
- 8 Yesterday I tried vegan shredded pancakes with [].
- 9 Would you like to have your coffee with []?

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ON
THE JOB

Step 1: You work at a trendy café in Barcelona. Dealing with guests' complaints is something you have to do on a daily basis. Therefore, your manager has asked you to inform the new staff members about dos and don'ts when dealing with complaints. Take notes in the grid. Then compare your findings with a partner.

dos	don'ts



Step 2: Get into pairs and start your discussion. In your discussion you should

- describe a situation where you successfully managed to deal with a guest complaint
- mention dos and don'ts when dealing with complaints
- point out the importance of dealing with complaints at any restaurant or café.

Speak for about four minutes. Use your notes from Step 1.



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You read the following blog entry on www.thecoffeelovers.co.uk.

A life without coffee is no life at all

by Oliver Holmes

February 3, 4:45 pm

Are you a coffee drinker?

I am.

I seriously think I'm addicted to coffee.

I'm not really sure when or how my infatuation with coffee began, but I couldn't imagine my life without it.

What about you? Looking forward to reading your comments!

You have decided to comment on this blog entry. In your blog comment you should

- comment on the above-mentioned statement
- point out pros and cons of drinking coffee regularly
- discuss our society's obsession with coffee.

Use the phrases from the LanguageBox on page 148 and on page 151. Write about 200 words.

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