

## Review



1

Interview a classmate who you have not spoken to today. Ask him/her the following questions and write down the answers in direct speech.

- 1 What did you have for breakfast today?  
" ....." "
- 2 How did you get to school this morning?  
" ....." "
- 3 Which film did you watch last night?  
" ....." "
- 4 What are you doing at the weekend?  
" ....." "
- 5 Why are you so happy today?  
" ....." "

2

Now report to someone else what the classmate that you have just interviewed said. Write down the sentences in reported speech. Compare your results with a partner.

- 1 *He/She said that* .....
- 2 .....
- 3 .....
- 4 .....
- 5 .....

3

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

cartridge ■ overdue ■ business card ■ gratitude ■ invoice ■ supplier ■ recipient ■ glue stick ■ stationery

- 1 Please call the \_\_\_\_\_ wholesaler and ask about the missing copy paper.
- 2 He asked her if she had any idea how to change the \_\_\_\_\_ of the new printer.
- 3 It is recommended to inform the \_\_\_\_\_ of an e-mail when you attach files to the mail.
- 4 Last week the teacher asked us to bring a \_\_\_\_\_ and scissors to our next lesson.
- 5 My parents sent them a present to express their \_\_\_\_\_.
- 6 In Japan it is common to bow slightly and present your \_\_\_\_\_ with both hands.
- 7 We would kindly like to inform you that the payment for your sales training event is four weeks \_\_\_\_\_.
- 8 Only three years ago the company used to be a leading \_\_\_\_\_ of office equipment.
- 9 The shop assistant said that I'd need to have a copy of the original \_\_\_\_\_ if I want a refund.



**Step 1:** Think about the dos and don'ts in small talk and take notes in the grid. Do some online research if you need help. Compare your findings with a partner. Add any missing information

| dos | don'ts |
|-----|--------|
|     |        |



**Step 2:** You have decided to give a presentation about small talk in business at the *Sleep+Eat Convention for Hospitality Interior Design*. In your presentation you should

- point out the importance of small talk in the tourism industry
- outline dos and don'ts in small talk
- recommend ways of improving one's small talk skills.

Speak for about four minutes. Use your notes from Step 1 and appropriate presentation phrases from Unit 8 on page 91. Get into pairs and give your presentations. Take turns.



The *Fit&Fun* company had a big launching event at your hotel. Unfortunately, you have not received any payment yet. Your manager has asked you to send a payment reminder to the CEO of *Fit&Fun*. In your e-mail you should

- remind the CEO about payment details and the invoice you already sent
- mention how long the payment is overdue
- set a new deadline.

Use the phrases from the LanguageBox. Write about 100 words.

### LanguageBox

**To:**

**From:**

**Subject: First reminder invoice no. ...**

Dear Mr / Ms / Mrs ... / Dear Sir or Madam

With reference to invoice no. ..., we wish to inform you that the payment for your launching event on ... (*date*) is ... (*days / weeks*) overdue. We sent you the invoice on ... (*date*).

We therefore appreciate an early ... by ... (*date*).

Please remit the settlement due of ... (*amount of money*) to our account IBAN ATXY with ... (*name of the bank*).

If, by chance, you have already sent your payment, please disregard the e-mail and accept our gratitude.

Please let us know if you have any further questions.

Thank you very much for your attention to this matter.

Kind regards