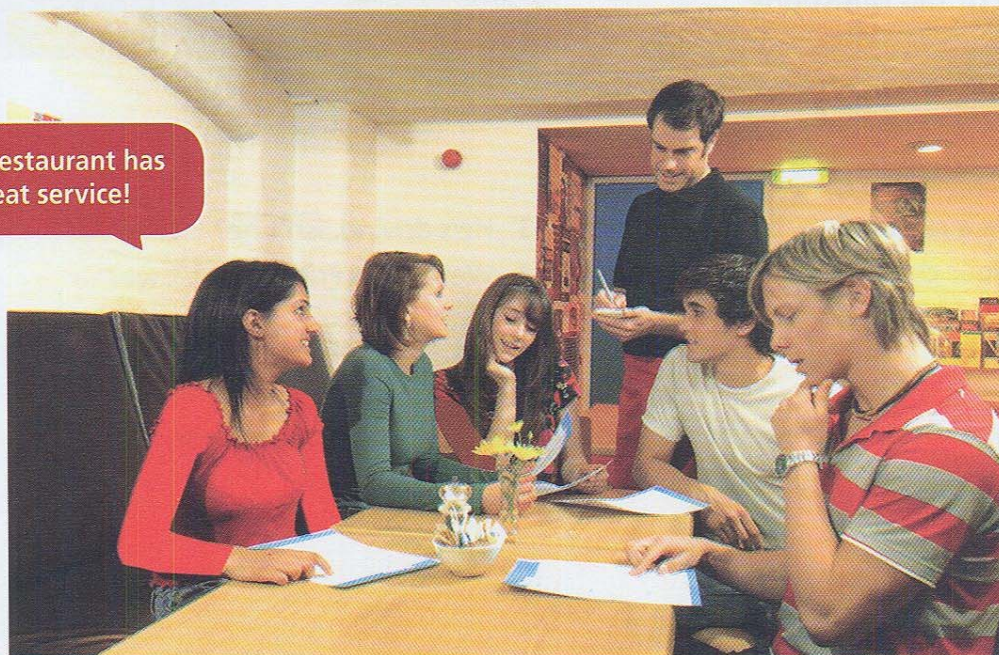


Getting Ready

This restaurant has great service!



What do you think makes a business successful? Number the items in each list from 1 (the most important) to 5 (the least important). Compare your answers with a partner.

A restaurant	A language school	A hotel
___ location	___ location	___ price
___ prices	___ staff	___ rooms
___ service	___ courses	___ location
___ atmosphere	___ popularity	___ facilities
___ other: _____	___ other: _____	___ other: _____

CD 1-12

Listening 1

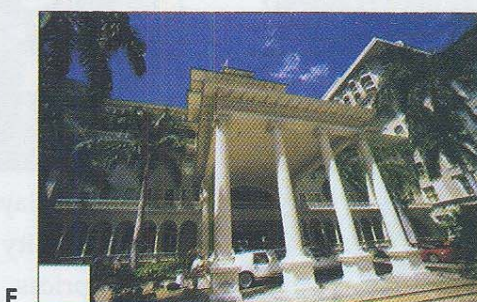
People are talking about different businesses. What do they dislike about each place? Listen and circle the correct letter.

- | | | |
|---|---------------------------------------|-------------------------------------|
| 1. a. the food
b. the service | 3. a. the popularity
b. the prices | 5. a. the prices
b. the service |
| 2. a. the location
b. the prices | 4. a. the service
b. the location | 6. a. the clothes
b. the service |

Listening 2

CD 1-13 ► Task 1

People are talking about different businesses. Listen and number the pictures.



CD 1-13 ► Task 2

Listen again. What do the people like about each business? Circle the correct letter.

1. a. the location
b. the service
c. the atmosphere

3. a. the staff
b. the speed
c. the prices

5. a. the location
b. the prices
c. the size

2. a. the prices
b. the facilities
c. the teachers

4. a. the atmosphere
b. the staff
c. the prices

6. a. the prices
b. the quality
c. the displays

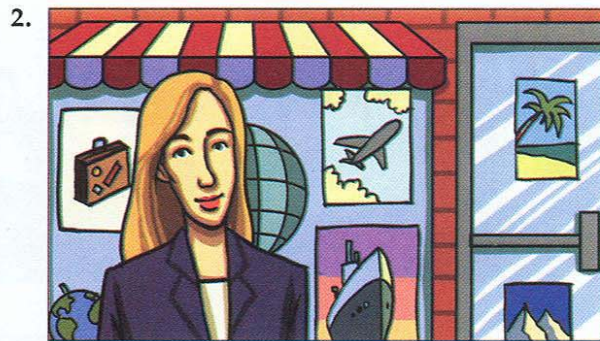
Listening 3

CD 1-14 ► Task 1

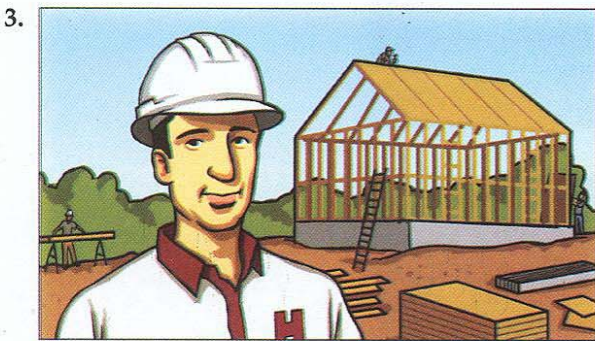
People are talking about businesses they own. What does each person think is most important? Listen and circle the correct letter.



- a. the fish
- b. the chefs
- ☒ c. the service



- a. the website
- b. a good value
- c. the speed



- a. the speed
- b. the prices
- c. the quality



- a. the displays
- b. the quality
- c. the prices

CD 1-14 ► Task 2

Listen again. What other important things do the people mention? Write the correct letter.

- | | |
|---------------|--------------------|
| 1. <u>b</u> | a. the convenience |
| 2. <u> </u> | b. the food |
| 3. <u> </u> | c. the prices |
| 4. <u> </u> | d. the quality |

Pronunciation

Word stress in complaints

Pronunciation Help

Stress the words in a complaint that highlight the problem.

CD 1-15 ► Task 1

Listen and repeat. Pay attention to the stressed words in the complaints.

1. The food took tóo lóng to arríve.
2. They were nót professional.
3. The prices are réally high.
4. The waiters were réally slów.
5. That hotel is tóo fár from the restaurants and clubs.
6. The rooms are nót nice.

► Task 2

Read the sentences to a partner. Be sure to stress the correct words.

Dictation

CD 1-16 ► Task 1

Listen to the conversation. Write the missing words.

A: Do you want to go to the Century Fashions sale on Saturday?

B: I'd like to, but the salespeople there _____ professional.

A: I know what you mean. They're nót very friendly, either.

B: Yeah, and some of the clothes are nice, but some of them are _____ quality.

A: That's true. I bought a sweater there last winter, and it _____ after I wore it twice.

B: Also, it _____ pay for things. The lines are always really long.

A: Then again, I did get my _____ there!

► Task 2

Practice the conversation with a partner. Be sure to stress the correct words.

Conversation

Work in pairs. Think of a store that you go to a lot. Discuss two things you like and two things you don't like about that store.