



THE FUTURE AND THE ARTICLES -  
REVISIONS

POLITENESS: INDIRECT QUESTIONS

SPEAKING – MAKING DIALOGUES

LANGUAGE FOCUS: ADVICE, OBLIGATION  
AND NECESSITY, P. 58 (BOOKS) – TR

ADVICE, OBLIGATION AND NECESSITY, P. 58  
(BOOKS) – TR

MODAL VERBS – TH, P. 77

# THE FUTURE AND THE ARTICLES

○ TH: str. 50 (knjiga)

○ TR: str. 50 (knjiga)

## Language focus The future

Match these sentences to the descriptions below.

- 1 We're **staying** in London on 12th April.
- 2 There's a flight that **leaves** at 8.05.
- 3 I'm sure you'll **like** it.
- 4 I'll **prepare** everything for you and put it in the post this evening.
- 5 I'm **just going to give** you your booking reference number.

- a) prediction
- b) scheduled event
- c) personal intention
- d) pre-arranged plan
- e) promise

- We use *will* and *going to* for predictions and intentions.  
*He'll have* more responsibility in his new job. (prediction)  
*I'm going to book* something last-minute. (intention, decision already made)
  - The future continuous also refers to arrangements that have been made. It is also used to ask questions very politely.  
*She'll be staying* at the Holiday Inn and meeting a number of clients.  
*How will you be paying?*
- For more information turn to page 126.

**a/an** We use *a* or *an* before singular countable nouns.

*He works for an advertising agency.*

We use *a* or *an* to introduce new information.

*I saw a humorous advert on the way to work this morning.*

We often use *a* or *an* to refer to people's jobs. *She's an architect.*

**a** We use *a* before consonants. *a commercial*

**an** We use *an* before vowel sounds. *an advert*

**the** We use *the* when we think our listener will know what we are talking about. *The International Advertising Festival will be held at Cannes as usual.*

We use *the* when it is clear from the context what particular person, thing or place is meant because it has been mentioned before.

*Let's change the campaign.*

'zero article' We do not use an article before:

- mass nouns used in general statements. *Information is power.*
- the names of many places and people. *Japan, Phil Knight*

## PRACTICE: THE FUTURE (ZAD. 6) – TH AND THE ARTICLES (A,B STR.50) - TR

- the future (zad. 6, str. 50) – TH

- the articles (A,B str.50) - TR

### 6 Complete the dialogue with the most appropriate future forms.

Mr Swan Hello. Jason Swan speaking.

Amanda Hello, this is Amanda from Comet Travel. I'm phoning to confirm the arrangements for your business trip to Italy at the end of the week.

Mr Swan Ah good.

Amanda We've booked you on flight AZ342 to Milan for 31 March. It *leaves / is going to leave*<sup>1</sup> at 10.20 from Heathrow, so check-in is at 9.20. On 4 April you're booked on the 18.30 Alitalia flight from Milan to Rome and the day after the 15.50 flight from Rome to Turin.

Mr Swan OK, and what hotels *will I stay / will I be staying*<sup>2</sup> in?

Amanda From the 31st to the 4th you're *going to stay / 'll be staying*<sup>3</sup> in the Raffaello and in Rome I've arranged for a room at the Visconti. I'm afraid there's a slight problem with Turin. The Ambasciatori is fully-booked so I'm *ringing / going to ring*<sup>4</sup> the Pozetti to try to get you in there. Can you tell me how you *will pay / will be paying*<sup>5</sup>, Mr Swan?

Mr Swan American Express.

Amanda That's fine. So, I'll *put / put*<sup>6</sup> your documents and full details in the post tonight and you *'ll get / are getting*<sup>7</sup> them tomorrow morning.

### A Put *a* or *an* before the words in the box.

advert	commercial	strategy	USP (Unique Selling Point)	university		
VIP	hour	European	account	MBA	employee	endorsement

### B Tick the correct sentences. Add *the* where necessary in the other sentences. You may need to add *the* more than once.

- 1 Knowledge of advertising code of practice is vital to those wishing to work in advertising industry.
- 2 We want to film a TV commercial in Kingdom of Saudi Arabia.
- 3 Wales, Scotland, England and Northern Ireland make up UK.
- 4 The 'Think small' Volkswagen Beetle advert was one of most successful advertising campaigns of the twentieth century.
- 5 We are going to Czech Republic this summer.
- 6 Four major brands, AOL, Yahoo!, Freeserve and BT, all achieve awareness of over 40% amongst the UK adult population.
- 7 This year the sales conference is in Netherlands.
- 8 Next year I am going to work for an advertising agency in US.



# ARTICLES – TH & TR

- TH: str. 72, Consolidation in books

1 Complete the following extract with *a*, *an*, *the* or no article ( $\emptyset$ ).

## Customer loyalty

*The...<sup>1</sup> best way to ensure that .....<sup>2</sup> people come back again and again is to make sure that they are satisfied with .....<sup>3</sup> service you provide. ....<sup>4</sup> loyal customers are obviously .....<sup>5</sup> happy customers and to make sure we keep them that way we need to find out their likes and dislikes. This can be done easily by recording .....<sup>6</sup> information each time they stay. ....<sup>7</sup> New technology has made it easier to collect .....<sup>8</sup> customer data and we should use it on .....<sup>9</sup> regular basis to inform them of .....<sup>10</sup> special offers or .....<sup>11</sup> exciting forthcoming event.*

- TR: p. 50 in books



- C** The text below is about the filming of a television advertisement using a famous Brazilian football star. There are no articles in the text. Write in the articles *a*, *an* or *the* where appropriate. Give a reason for your choice.

Ronaldinho smashed window in centuries-old cathedral of Santiago de Compostela while filming advert for television today. Luckily for Barcelona star, window was only small, modern addition to Spain's famous cathedral in Galicia. Brazilian blundered after being asked to try scissor-kick beneath cathedral's 12th century Portico de la Gloria (Portal of Glory). 'I asked Ronaldinho to hit ball as hard as he could and he had bad luck to hit window,' said advert's director Emil Samper. 'It was my fault.'

From the *Evening Standard*

# POLITENESS: INDIRECT QUESTIONS

○ TH: str. 58 (books)

○ TR: str. 72 (books)

## Language focus Indirect questions

- When asking questions, it is often more polite to use an indirect form.  
*What time will you arrive? (direct)*  
*Do you know what time you will arrive? (indirect)*
- What do you notice about the word order and use of auxiliary verbs in indirect questions?  
*Do you have any idea how long **it takes**?*  
*I was wondering if **you could** arrange a bottle of champagne.*  
*Could you tell me how many people **there are** in the group?*
- We can also use a past tense to make a question less direct:  
*How much did you want to pay, sir? (= how much do you)*

- We often use indirect questions and statements to sound more polite, for example when asking for personal or sensitive information.

*Could you tell me what your salary is?*

*Would you mind telling me how old you are?*

*I'm not sure when the interview finishes.*

- Indirect questions have the same word order as direct statements.

*She left the job. (direct statement)*

*Could you tell me why she left the job?*

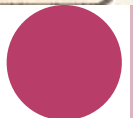
- We can use the following expressions to introduce indirect questions and statements.

*I wonder / I can't remember / I have no idea / I'd like to know / I am not sure ... when the post will be advertised.*

- For yes / no questions we use if or whether. We can also use if or whether in statements.

*Will he apply for the job? (direct question)*

*I wonder **whether** he'll apply for the job.*





# INDIRECT QUESTIONS – PRACTICE

○ TH: str. 58 (books)

○ TR: str. 72 (books)

7 Rewrite these sentences as indirect questions.

1 What are the room rates?

Could you tell me what the room rates are, please?

2 Is it possible to have a connecting room?

I was wondering .....

3 Is there a florist's near here?

Do you know if .....

4 Can I leave my cases here after I've vacated the room?

I was wondering .....

5 How long will the taxi take to arrive?

Could you tell me .....

8 Change these sentences into indirect questions. Use a different sentence beginning for each one.

1 How much does it cost to take a taxi to the airport?

.....

2 Can I settle the bill this evening?

.....

3 Is there a good bookshop near the hotel?

.....

A In which of these questions and statements is the word order correct? Rewrite the incorrect ones.

- ✓ 1 Could you tell me what your strengths are?
- 2 I'd like to know what would your colleagues say about you.
- 3 Could you tell me how have you changed in the last five years?
- ✓ 4 Do you happen to know what salary I will start on?
- 5 I am not sure where want I to be in five years' time.

B Put the words in the right order to form indirect questions or statements.

- 1 do know where you the room interview is?  
1 2 3 4 5 6 7 8
- 2 I ask you old are you how could?  
1 2 3 4 5 6 7 8
- 3 I wonder you if could me tell what time is it?
- 4 I'd like why to know we you should hire.  
1 2 3 4 5 6 7 8
- 5 do you mind I ask if your weaknesses are what?  
1 2 3 4 5 6 7 8 9 10
- 6 could I you ask why left you your last job?  
1 2 3 4 5 6 7 8 9 10

**2** Complete the dialogue between an angry guest and the restaurant manager with sentences a–g.

- a Hmm, that's not good.
- b Then can I offer you coffee and liqueurs in the lounge? Obviously, there will be no charge.
- c I understand. I'm sorry, but we've been very busy this evening.
- d *What seems to be the problem?*
- e You're quite right. Please accept my apologies. Have you had coffee?
- f If you'd like to take a seat in the lounge, I'll get the waiter to come and take your order.
- g I see. And what is the problem exactly?

MANAGER: *What seems to be the problem?* ..... 1  
GUEST: I want to complain about the standard of service in this restaurant.  
MANAGER: ..... 2  
GUEST: We had to wait over thirty minutes before the waiter took our order.  
MANAGER: ..... 3  
GUEST: We've had a long day and we just wanted to eat.  
MANAGER: ..... 4  
GUEST: But thirty minutes is unacceptable.  
MANAGER: ..... 5  
GUEST: No, we haven't. We didn't want to wait another thirty minutes!  
MANAGER: ..... 6  
GUEST: Thank you. That's more like the service we expect here.  
MANAGER: ..... 7  
GUEST: Thank you.

## Dialogue – an angry guest and the restaurant manager (dodatna literatura TH)

### ZA SMER TR, STR. 72 (KNJIGA)

- Make a dialogue and find out the following information politely.

**C** You are interviewing someone for a job. How would you *politely* find out the following information?

- |                        |  |
|------------------------|--|
| 1 Their age            | 3 Their reasons for leaving their last job |
| 2 Their current salary | 4 Their weaknesses                         |





# ADVICE, OBLIGATION AND NECESSITY, P. 58 (BOOKS)

– TR

## MODAL VERBS – TH, P. 77

### 1 Advice

- We can use *should* and *shouldn't* to give or ask for advice.  
*You should learn a song to sing before going to Korea.*
- For strong advice we can use *must* or *mustn't*.  
*You mustn't refuse an invitation to dinner in Italy. It may cause offence.*

### 2 Obligation / Necessity

- We often use *must* when the obligation comes from the person speaking or writing.  
*We must buy a gift for our visitor.*
- We use *mustn't* to say something is prohibited or is not allowed.  
*You mustn't use a mobile phone in an aeroplane.*
- We often use *have to* to show that the obligation comes from another person or institution, not the speaker.  
*You have to get a visa to enter the country. (This is the law.)*

### 3 Lack of obligation / Lack of necessity

- *don't have to* and *mustn't* are very different:  
*don't have to* = it is not necessary

**A** Choose the most appropriate verb. There are some situations where both verbs are possible. Can you say why?

- 1 Visitors *must* / *should* carry an identity card at all times when travelling.
- 2 Passengers *mustn't* / *don't have to* smoke anywhere on the aircraft.
- 3 All personnel *should* / *must* wear their badge while in the building.
- 4 The visitors *don't have to* / *mustn't* enter the radioactive zone unless authorised.
- 5 I think you *should* / *must* learn how to negotiate in Chinese. It would be a good skill if you had the time to learn it!
- 6 My boss *doesn't have to* / *shouldn't* travel so much – he is looking ill.
- 7 When going to a new country to do business, you *should* / *must* do some research on the etiquette and taboos of the host country.
- 8 Monday is a public holiday. I *mustn't* / *don't have to* work.





# MODAL VERBS – TH, P. 77

## practice Driving in New York

### 9 Complete the text with words and phrases from the box.

authorized to    don't have to    have to    may    have to  
must    must not    required to    should    must

You don't have to <sup>1</sup> rent a car in New York as there is a good subway system but if you do, you .....<sup>2</sup> be able to prove you are over 25 years old. You are .....<sup>3</sup> hold a valid International Driver's License and a credit card or you will .....<sup>4</sup> pay a large deposit.

Unless you are adequately covered by your own insurance policy, you .....<sup>5</sup> also take out damage and liability protection as vandalism is common. It is also recommended that you refill with gas before you return the car or you will .....<sup>6</sup> pay double the normal price for fuel.

Parking in Manhattan is difficult and costly. Don't be tempted to park at out-of-order meters – you .....<sup>7</sup> well receive a parking ticket. Yellow street and curb markings mean that you .....<sup>8</sup> park.

Alternate-side parking applies on most of the city's side streets. This means that you are .....<sup>9</sup> leave your vehicle all day and night but it .....<sup>10</sup> be moved to the other side of the street before 8 am the next day.



THANK YOU FOR YOUR ATTENTION! 😊

