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Introduction page vi

Role Play and description	Levels					Grammar	Functions	Vocabulary
	Elementary	Pre-int	Intermediate	Upper int	Advanced			

## 1 Services Practical, leisure and travel

<b>1a Tourist information office</b> Assistant and tourist page 2	●	●	●			Imperatives <i>Will</i> for general future predictions	Giving directions Making recommendations	Tourist attractions: <i>cathedral, funfair</i> Verbs of motion: <i>go straight on,</i> <i>turn left</i>
<b>1b Enrolling at a gym</b> Fitness instructor and new gym member page 4		●	●	●	●	Adverbs and questions of frequency Imperatives	Giving polite commands Giving advice	Fitness and health: <i>muscles, pulse</i> Sports: <i>athlete,</i> <i>sporty</i>
<b>1c Post Office</b> Customer and post office cashier page 6	●	●	●			Question forms	Making enquiries	Shopping: <i>post</i> <i>office, stamps,</i> <i>parcel, scales</i>
<b>1d Visiting the Doctor</b> Patient and doctor in surgery page 8		●	●	●		<i>Should</i> + verb <i>Have got</i>	Describing how you feel Asking for and giving advice	Health: <i>illness, 'flu,</i> <i>runny nose, red</i> <i>eyes, temperature,</i> <i>stress</i>
<b>1e Internet café</b> Customer and café assistant page 10		●	●	●		Question forms, including indirect questions	Making enquiries Getting help	Computers: <i>transfer photos,</i> <i>scan, broadband,</i> <i>type up</i>
<b>1f Train station</b> Traveller and ticket seller page 11	●	●	●			Present simple for timetabled future events	Buying tickets Making enquiries	Transport: <i>single,</i> <i>fare, ID, change</i> <i>at...</i>
<b>1g Passport Control</b> English student / tourist and immigration officer at airport page 12	●	●	●			<i>Going to</i> and present continuous for future arrangements and plans	Expressing future arrangements Asking for clarification	Education: <i>fees,</i> <i>course</i> Accommodation: <i>homestay, host</i> <i>family</i>
<b>1h Airport check-in desk</b> Passenger and check-in assistant page 14	●	●	●			Various – mixed tenses and question forms	Asking for clarification Explaining difficult words	Transport: <i>plane</i> <i>travel, take off,</i> <i>aisle, board, hand</i> <i>luggage</i>
<b>1i Reporting a crime</b> A victim of theft and police officer page 16		●	●	●		Asking indirect questions Past continuous	Describing appearance Expressing degrees of certainty	Physical appearance: <i>face,</i> <i>clothes</i> Crime: <i>stole,</i> <i>criminal</i>
<b>1j Checking into a hotel</b> Guest and hotel owner page 18	●	●	●			Question forms	Making enquiries	Hotels: <i>double</i> <i>room, en suite</i> <i>bathroom</i>

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<b>1k Complaining in a hotel</b> Guest and hotel receptionist page 19		●	●	●	●	Will for spontaneous decisions <i>There is / are...</i> for describing rooms	Complaining Providing excuses Apologising	Hotels: <i>wake-up call, guest, reduction</i>
<b>1l Travel Agent</b> Customer and travel agent page 20		●	●	●		Question forms	Making enquiries Clarifying details	Travel / holidays: <i>excursion, flight</i> Purchasing: <i>per person, hire</i>

## 2 Shopping Supermarkets, clothes and restaurants

<b>2a Supermarket shopping</b> Customer and store assistant page 22	●	●	●			Countable and uncountable nouns	Enquiring about products	Food: <i>fresh fish, bananas, eggs</i> Shopping: <i>checkout, receipt</i>
<b>2b Clothes shop</b> Customer and clothes shop assistant page 24	●	●	●			Demonstratives ( <i>those, these, that, this</i> )	Expressing personal preferences Paying compliments	Clothes: <i>jeans, top, shirt</i> Shopping: <i>buying clothes</i>
<b>2c DIY shop</b> Customer and DIY shop assistant page 26		●	●	●		Preposition + gerund Verb patterns	Describing an object without its name (paraphrasing) Negotiating	Shapes and materials: <i>round, plastic</i> DIY: <i>pliers</i>
<b>2d Shoe shop</b> Customer and shoe shop assistant page 30	●	●	●			<i>Too and enough</i>	Expressing personal preferences	Clothes: <i>suit, try on</i> Shoes: <i>sandals, high heels</i>
<b>2e Traditional restaurant</b> Customers and waiter page 31		●	●	●		Will for placing orders Indirect and direct question forms	Enquiring about dishes Complimenting food Complaining	Food: <i>peppers, stewed, pudding</i>
<b>2f Fast Food restaurant</b> Customer and assistant page 34	●	●				Contracted question forms	Placing an order Complaining	Food: <i>fast food</i>
<b>2g Out of stock</b> Customer and electronics store assistant page 36				●	●	Demonstratives vs. pronouns	Reasoning with someone Making suggestions Apologising	Purchasing products: <i>model, refund</i> Emotion adjectives: <i>calm, annoyed</i>

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### 3 Social life Going out, friends and relationships

<b>3a A day out in London</b> Groups of students decide how to spend the day <i>page 38</i>	●	●	●			Structures for suggestions Present continuous and <i>going to</i> for future intentions	Making, accepting and refusing suggestions	Free time: <i>going out, live performance, exhibition</i>
<b>3b Party strangers</b> Two strangers introduce themselves <i>page 40</i>		●	●	●		Various	Using formal / informal registers Introducing yourself Showing interest	Personal details Free time: <i>interests</i> Informal English: <i>naff, ...and stuff</i>
<b>3c Argument between friends</b> Two friends argue outside a cinema <i>page 42</i>			●	●	●	Question tags Imperatives	Making and refuting accusations Making up after an argument	Free time: <i>go out, nightclub, cinema</i>
<b>3d Telephone phone-around</b> Groups of students make plans for an evening out <i>page 44</i>		●	●	●		Present continuous and <i>going to</i> for future arrangements and intentions; <i>will</i> for new decisions	Making and declining suggestions	Social events: <i>go out, pub, restaurant, go clubbing</i>
<b>3e Flatmates</b> Flatmates decide how to share the housework <i>page 46</i>		●	●	●		Verb patterns (verb + gerund; verb + infinitive; preposition + gerund)	Making suggestions Agreeing and disagreeing	Housework and chores: <i>vacuum the flat, do the washing up</i>
<b>3f Breaking bad news</b> Mark phones his friend Nicky <i>page 48</i>		●	●	●		Past simple	Breaking bad news Sympathising	Pets: <i>feed, cage, rabbit</i>
<b>3g Meeting old friends</b> Class meet up again 10 years into the future <i>page 50</i>		●	●	●	●	Present perfect simple and continuous to describe changes	Expressing surprise Paying compliments Making observations	Various, including appearance, lifestyle, work, family

### 4 Lifestyle Work, accommodation and education

<b>4a Phoning for a job interview</b> Job applicant and human resources manager <i>page 52</i>		●	●	●		Question forms, both direct and indirect	Making polite enquiries Describing personality	Work: <i>salary, position</i> Personality adjectives: <i>patient, polite</i>
<b>4b Job interview 1</b> Applicant and interviewer (for lower levels) <i>page 54</i>	●	●				<i>Can</i> for ability Question forms	Giving personal information	Work: <i>salary, CV, unemployed</i>
<b>4c Job interview 2</b> Applicant and interviewer (for higher levels) <i>page 56</i>			●	●	●	<i>Can</i> for ability Present perfect for life experience Question forms	Giving personal information Describing personality	Work: <i>part-time, wages</i> Personality adjectives: <i>reliable, friendly</i>

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<b>4d University interview</b> Applicant and university professor page 58			●	●	●	Future forms ( <i>going to, will, future perfect, future continuous</i> ) Question forms	Expressing opinions and beliefs Responding politely	Education: <i>university degree, course, research</i> Courses of study: <i>marketing</i>
<b>4e Enrolling at an English school</b> New student and school receptionist page 60		●	●	●		<i>Can</i> and <i>have to</i> to express permission and obligation <i>Would like</i> for intentions	Making requests and enquiries Expressing rules and obligations	Education: <i>trial lesson, enrol, intensive course</i>
<b>4f International business etiquette</b> Buyers and sellers at a business meeting page 62			●	●	●	Modal verbs of obligation, prohibition and possibility Comparatives	Introducing yourself formally Negotiating	Business: <i>contract, buyer</i> Cars: <i>top speed, fuel</i>
<b>4g Finding accommodation</b> Prospective tenant and landlord / landlady page 66		●	●	●		Modal verbs of obligation and prohibition <i>There is / are</i> for describing rooms	Describing a room Expressing rules Making an appointment	Houses: <i>en suite, furnished</i> Furniture: <i>wardrobe, drawers</i>

## 5 Creative role plays

<b>5a The elixir of life</b> A king calls his advisers to a meeting page 69			●	●	●	Conditionals, esp. 1st and 2nd Narrative tenses (in the story)	Making and denying accusations Speculating about the future	Various, including health, politics and punishment
<b>5b Fortune teller</b> Visitor and fortune teller page 72			●	●	●	<i>Will</i> and future continuous for prediction <i>Should</i> + verb	Making predictions Describing personality Giving advice and recommendations	Personality adjectives: <i>spontaneous, generous, private</i>
<b>5c Interviewing a writer / actor</b> Journalist and famous writer or actor page 76		●	●	●		Present perfect for life experience vs. past simple for details Question forms	Asking starter questions Asking follow-up questions Showing interest	Literature and genres of literature Films and genres of film
<b>5d TV chat show</b> Whole class role play on the subject of rising crime page 78				●	●	Passive voice for statistical and factual information	Expressing opinions Getting and holding a speaking turn Appealing to fact	Crime and punishment: <i>prison sentence, trial, reoffend</i> Statistics
<b>5e Political debate</b> Three political parties take part in class debate page 82			●	●	●	Mixed, including future verb structures and verb patterns	Expressing (group) opinion Agreeing and disagreeing	Politics and government: <i>policy, taxes, ban</i> The environment: <i>pollution</i>
<b>5f Murder in Paradise</b> Teams of detectives interview murder enquiry suspects page 84				●	●	Modal verbs of deduction, both present and past Reported speech	Expressing uncertainty	Crime: <i>murder, suspect, motive, alibi</i>