



Crossword A

2

3 N U C L E A R P O W E R

4 S O L A R P O W E R

5

6

7

8

9 I N V E S T I G A T E

10

11 R E S P O N D

12

13 G E N E T I C E N G I N E E R I N G

14

15 C O M P U T E R N E T W O R K S

16

17 Q U E S T I O N

18 V A C C I N A T I O N S

19 I N Q U I R E

20 R E P L Y

Crossword B

1 V A C C U U M

2 A

3 N

4

5 R

6 M O T O R

7 S P A C E T

8 W O N D

9 I

10 D

11

12 D

13 E E C N I E R

14 E E C N I E R

15 C S C

16 L

17 U T O

18

19 I

20 Y O

I love cats: they're so cute and (love).	-less	I like films which are (drama).	There aren't many (home) people in my country.	The most (effect) plans are often the simplest.	Free square!	I hate horror films. They're too (scare).	
I'm a very (talk) person – I talk too much sometimes!						-ful	
English grammar is always (logic).		-ic/-ical	I think I'm a (response) person.	Free square!		I can't cook. When I do, my food is never (eat)!	
Going to the dentist can be (pain).			There are some very (poet) traditional stories from my country.		There have been a lot of (explode) scandals in my country recently.	I like work that is (create).	
	-able/-ible		I have a friend who is a (care) driver. He/she's always nearly having accidents.		I'm (hope) that my English will improve in the next year.	I'm quite a (mess) person!	
Art classes at school were (use). I never learnt anything!			Happiness is more (value) than money.		FINISH		
Learning English is (ease).			I'm (hope) at music. I can't sing or play any instruments.			-y	
START			It doesn't matter what job you do, as long as you are (success).	-ive	I love (rain) days.	Free square!	I'd love to travel and do (biology) research – just like Darwin!



Role card 1

You are looking for a new mobile phone. You want a phone with a lot of different functions, but you also want one that's very small, and that you can carry around easily. You don't want to spend too much money, but you don't mind paying a bit more for extra functions.

Compare the information below with your partner's phones. Then choose which phone you are going to buy.



Econofon 3000

Price: \$10.00

Size: 15cm x 7cm

Easy/difficult to use: *very easy*

Functions: *calls and text messages only*

Battery life: *12 hours*

Internet speed: *no internet*

Role card 2

You are looking for a new mobile phone. You don't have much money, so you can't buy a very expensive phone. You travel a lot, so you want a phone that can connect to the internet almost anywhere. You also like playing games on your phone on long bus journeys.

Compare the information below with your partner's phones. Then choose which phone you are going to buy.



Gamesmart 999

Price: \$299.99

Size: 12cm x 15cm

Easy/difficult to use: *easy*

Functions: *calls, text messages, internet, lots of games*

Battery life: *5 hours*

Internet speed: *medium*



Supertech 7120i

Price: \$699.99

Size: 10cm x 7cm

Easy/difficult to use: *very difficult*

Functions: *calls, text messages, internet, email, camera, video camera, organizer, games and many more*

Battery life: *8 hours*

Internet speed: *fast*



Micro 272X

Price: \$350.00

Size: 5cm x 3cm

Easy/difficult to use: *medium*

Functions: *calls, text messages, camera, video*

Battery life: *9 hours*

Internet speed: *no internet*



Surfista XS

Price: \$150.00

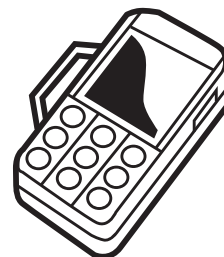
Size: 10cm x 6cm

Easy/difficult to use: *quite difficult*

Functions: *calls, text messages, internet, email, camera, video*

Battery life: *10 hours*

Internet speed: *very fast*



Traveller 900

Price: \$99.99

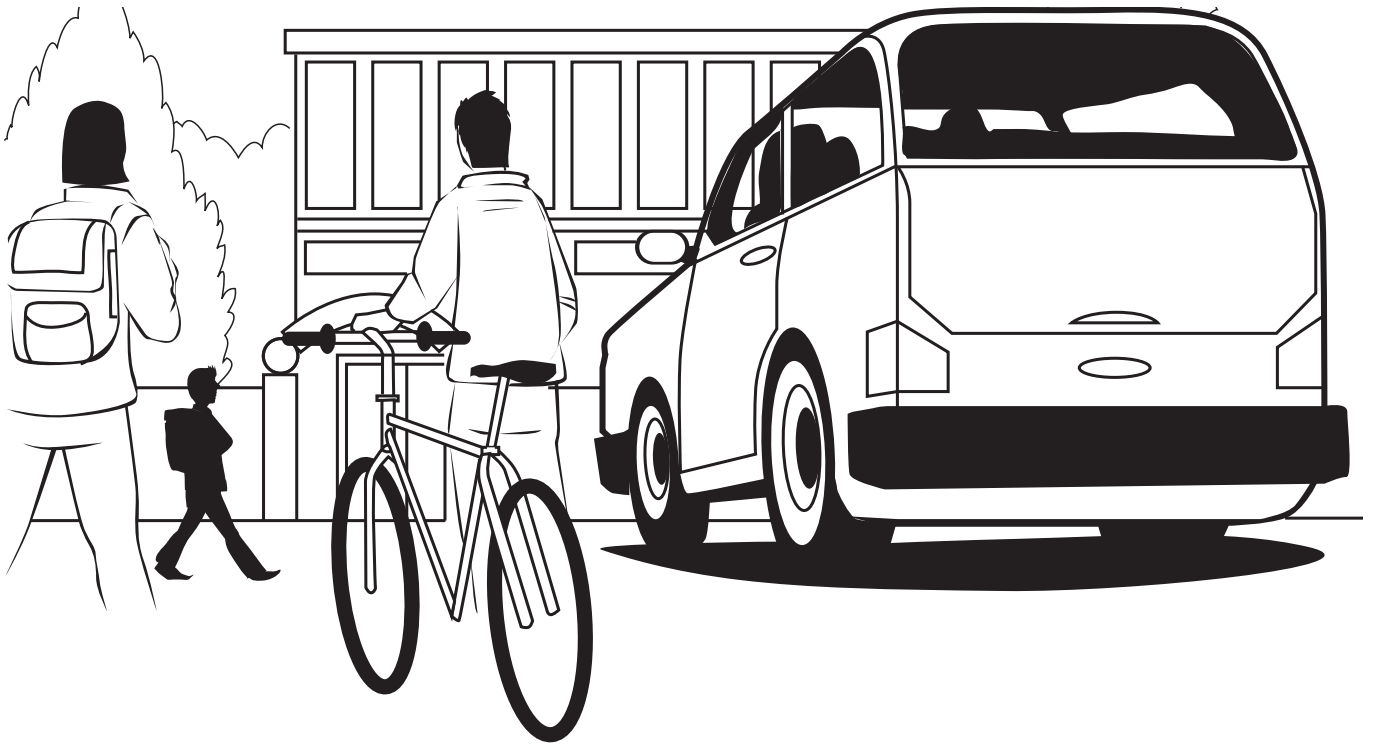
Size: 8cm x 6cm

Easy/difficult to use: *easy*

Functions: *calls, text messages, camera, video, simple games; internet available on the 901 model, which costs 250.00*

Battery life: *24 hours*

Internet speed: *slow, where available*



Complete the sentences with the names of your classmates.
Use question tags to check the information.

	✓ or X?
1 _____ came to class by car today.	
2 _____ likes studying English.	
3 _____ doesn't like eating fish.	
4 _____ went out with friends last night.	
5 _____ has got a boy/girlfriend.	
6 _____ is a student.	
I'm fairly sure ...	
7 _____ .	
8 _____ .	
9 _____ .	
I'm not sure ...	
10 _____ .	
11 _____ .	
12 _____ .	



Worksheet A

Role card 1A

You have just bought a new computer, which was very expensive. When you got home, you set it up, following the instructions. You switched it on, but nothing happened. You have tried everything, and connected all the cables correctly, but nothing has worked. Call the support line and ask for help. You either want a new computer or a full refund.

Role card 2A

You work for a mobile phone company. A customer calls to complain that the payment for their bill has left their bank four days early. It is because of a problem with your computer system. However, don't tell them this, and tell them it's not your company's policy to give refunds. Suggest another solution.

Role card 3A

You recently bought a new MP3 player, and the shop assistant told you it would work with any computer. However, when you got home and tried to connect it, a message came up saying 'Player not compatible with this software'. Your computer uses Supersystem1 software. Take it back to the shop to complain, and ask for a refund.

Worksheet B

Role card 1B

You are a computer engineer and work for the support line of a computer company. You have nearly finished for the day, and are keen to get home quickly because it's your daughter's birthday today. A customer calls you to complain about a new computer that she can't get to work. Ask her questions to find out what's wrong and make sure she checks all the cables are connected. After trying everything, it still won't work. However, your company doesn't give refunds or replacement computers, so try to find another solution.

Role card 2B

You are having a bad day. First your alarm clock didn't go off this morning, and so you were late. Then you just missed the bus and had to walk two kilometres to work. You were late for work and your boss was angry. You have just checked your bank statement and noticed that the payment for your mobile phone bill has come out of your account four days early, leaving you with no money for the weekend until you get paid on Monday. Call the mobile phone company to complain, and ask them to refund you.

Role card 3B

You work in an electronics shop. A customer recently bought an MP3 player, which you know can be used with any computer. However, it is only compatible with Supersystem2 software. The customer comes to your shop to complain that it wouldn't work with their computer. Find out as much as you can and try to solve the problem. Your company doesn't give refunds, though.