



### Focus on → defining relative clauses

Relativsätze, die für das Verständnis des ganzen Satzes notwendig sind, werden ohne Kommas geschrieben. Als Objekt des Relativsatzes kann das Relativpronomen entfallen.

*There's a department **that sells all kinds of fish and aquariums.**  
Many of the wholesalers **(that) I use** are local.*

V. Which of these sentences contain defining relative clauses? Which contain non-defining relative clauses and need commas? ●●

1. The people we met on our holiday were all really nice.
2. We sometimes work with people who can't even operate a computer.
3. Have you seen the new car they've bought?
4. The garden centre we went to doesn't close until 9pm.
5. Mr Schneider who originally came from Germany has worked here for twenty years.
6. The people who come here want to enjoy themselves.

def	non-def

VI. Is there an object relative pronoun in the sentence? If so, rewrite the sentence without it. ●●

1. Is that the woman who you work with?
2. The goldfish which we bought died after three days.
3. The man who came to the door yesterday wanted to sell us insurance.
4. Is there anybody who doesn't like going on holiday?
5. The flowers which are in this part of the garden never get the sun.
6. The accident which we saw yesterday was shown on TV.

VII. Word families. Complete the grid.

	verb	noun
1.	receive	...
2.	order	...
3.	produce	...
4.	deliver	...
5.	employ	...
6.	purchase	...
7.	develop	...
8.	use	...

VIII. Complete this paragraph. Use six of the eight words in the box. ●●

chance • company • conference • customer • department • public • staff • travel

“I work for SIP, a medium-sized computer ... . I work in the personnel ... . I’m responsible for recruiting new ... . I like my job because it gives me a ... to meet people. The other thing I like about my job is that I ... quite a lot. Next week, for example, I’m going to a training ... in Berlin.”

IX. What do you do?

Now you write a short paragraph in English about your job. Say where you work and what you are responsible for. Finish by saying why you like - or do not like - your job. (If you have not got a job at the moment, write about a job you would like to have!)

..... 1B  
.....▶

**Day-to-day business** ●●

### At the garden centre

- ▶ Clare Stevens has bought a plant from a garden centre and now she does not want it. What happens when she goes back to the shop?
- ▶ Can I help you?
- 5 ▶ Yes, I hope so. I bought this here yesterday and it’s just not what my husband wanted. Can I change it or could you give me a refund?
- ▶ Have you got your receipt?
- ▶ Yes, I have.
- ▶ Would you like a refund or would you like to exchange it for something else?
- 10 ▶ I think I’d like to exchange it for something else.
- ▶ If you’d like to leave that here and go and choose something.
- ▶ OK, thank you.

### At the post office

- Clare needs a new car licence so she goes to a post office. Has she got the right
- 15 documents with her?

- I hope I filled this in correctly.
- Let's have a look.
- And I hope I have everything I need.
- I'm sure you have. May I have your *registration document*, please?
- 20 ‣ Here you are.
- Thank you. And your certificate of insurance?
- This one?
- That's the one, thank you. That's fine. And your *MOT* certificate?
- This one?
- 25 ‣ Thank you. Are you paying for a year or six months?
- A year, please.
- That's going to cost you £145, please.
- Thank you.

### At the bank

- 30 Next Clare goes to the bank. What does she do there?



- Can you check my *current account* for me, please?
  - Yes, of course. May I have your card, please?  
(She gives Clare a *print out*.) There we are.
  - Thanks. I'd like to transfer some money from my *deposit account* to my current account.
- 35

- ▶ How much would you like to transfer?  
 ▶ £500, please.  
 ▶ If you could just check this and sign it for me, please. That will *go through* for you today.
- 40 ▶ Thank you.

day-to-day registration document	Alltags-, täglich Kraftfahrzeugbrief	current account print out	Girokonto Auszug, -druck
MOT ( <i>abbr for</i> Ministry of Transport)	TÜV	deposit account go through	Sparkonto ( <i>Betrag</i> ) eingehen

### ■ Working with the text

#### I. Which ending (a-c) completes the statement best? Tick it.

- At the garden centre Clare hopes to ...
  - change some money.
  - exchange one product for another product.
  - find another husband.
- At the post office Clare would like to ...
  - buy a new car.
  - get insurance for her car.
  - renew her car licence.
- At the bank Clare wants to ...
  - buy some Austrian money.
  - transfer money from one account to another account.
  - pick up a new credit card.

#### II. Which word in the text is being described?

- the money that you get back (after you have returned something you have bought)
- a small piece of paper which shows that you have received a product

#### III. Complete the definition by adding one word.

- A ... account is a bank account for everyday expenses.
- A ... account is a bank account for savings.

IV. *Further questions. Answer them using your own words as far as possible.*

1. Why does the woman at the garden centre want to know if Clare has got a receipt for her plant?
2. What three pieces of paper does the woman at the post office want to see before she can give Clare a new car licence?
3. What does Clare do before she transfers money from her deposit account to her current account?

V. *And what about you?*

1. Do you think people in Germany often go back to shops to exchange goods or get a refund? Say why or why not.
2. Do post offices in Germany offer the services that British post offices do?

## ■ Exercises



### Focus on → polite questions

Um Fragen höflich zu stellen, verwendet man meist die modalen Hilfsverben 'can', 'could', 'may' oder 'would' (+ 'like to') in Verbindung mit dem Infinitiv.

**Could** you give me a refund, please?

**Would** you like to exchange it for something else?

I. *Join a sentence on the left to a sentence on the right to form mini-dialogues.* ●●

- |   |   |
|---|---|
| <ol style="list-style-type: none"> <li>1. Can I help you?</li> <li>2. Can you check my current account, please?</li> <li>3. Please choose something else.</li> <li>4. I hope I've got all the forms.</li> </ol> | <ol style="list-style-type: none"> <li>a. Yes, certainly.</li> <li>b. Oh, thank you.</li> <li>c. I'm sure you have.</li> <li>d. Yes, please.</li> </ol> |
|---|---|

II. *You make some requests. Use polite forms with 'may' or 'could'.* ●●

*Use the information below - and your own ideas.*

1. You want to open the window (because the room is hot).
2. You want to interrupt somebody (who is talking).
3. You want to borrow somebody's pen (to write down a phone number).
4. You want to disturb somebody (who is working).