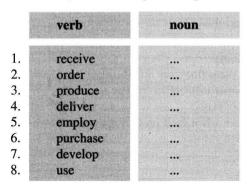
## Focus on → defining relative clauses

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.
- *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.



1	4	1		
	2	-	-	-
	1	14	14	14

def	non-def
	+

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
- 35 current account.

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

#### Working with the text

- I. Which ending (a-c) completes the statement best? Tick it.
- 1. At the garden centre Clare hopes to ...
  - a) change some money.
  - b) exchange one product for another product.
  - c) find another husband.
- 2. At the post office Clare would like to ...
  - a) buy a new car.
  - b) get insurance for her car.
  - c) renew her car licence.
- 3. At the bank Clare wants to ...
  - a) buy some Austrian money.
  - b) transfer money from one account to another account.
  - c) pick up a new credit card.
- II. Which word in the text is being described?
- 1. the money that you get back (after you have returned something you have bought)
- 2. a small piece of paper which shows that you have received a product
- III. Complete the definition by adding one word.
- 1. A ... account is a bank account for everyday expenses.
- 2. 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.

a. Yes, certainly.

b. Oh, thank you.

d. Yes, please.

c. I'm sure you have.

- 1. Can I help you?
- 2. Can you check my current account, please?
- 3. Please choose something else.
- 4. I hope I've got all the forms.
- 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).