

B1 ENGLISH

CHAPTER 4 Practice 3

In this practice you will learn

B1 ENGLISH CHAPTER 4 Practice 3		Completed		Your Score
		Yes	No	
B1 Writing	• An email to explain an accommodation problem	☐	☐	/
	• An email to invite someone to a job interview	☐	☐	/
	• Describing a bar chart	☐	☐	/
Read this magazine ➤	International Day of Friendship	☐	☐	/

An email to explain an accommodation problem

Learn how to write an email to explain a problem with your accommodation.

Before reading

Do the preparation task first. Then read the text and tips and do the exercises.

Preparation task

Match the definitions (a–h) with the vocabulary (1–8).

Vocabulary

1. on behalf of someone
2. occasionally
3. a flatmate
4. to run
5. to cause something
6. to cut out
7. a landlord or landlady
8. an (electrical) appliance

Definition

- a. someone you share a flat with
- b. for someone you share a flat with
- c. (for an electrical item) to stop working suddenly
- d. to be working or using electricity
- e. to make something happen
- f. sometimes
- g. the owner of a flat or house that is rented
- h. an electrical item for the home, like a washing machine or an iron

An email to explain an accommodation problem

From: Eloisa Marr

To: Sam Matthews [landlord]

Subject: 32 Acacia Avenue electricity problem

Dear Sam,

I'm writing on behalf of myself and my flatmates about Number 32 Acacia Avenue as we've been having problems with the electricity.

We noticed that if we use more than one appliance at night when the lights are on, the power cuts out. This means that we can't use the dishwasher at the same time as the oven, for example. For a while we have been careful but recently we have found that even in the daytime, more than one machine running can cause a power cut. Occasionally, the power cuts out for no obvious reason.

We know the electrician who came before couldn't find anything wrong, but please can someone come again as the problem is getting worse? If it would be easier, we can arrange an electrician ourselves and send you the bill.

Kind regards,

Eloisa

Tips

1. To email someone who's not a friend, use a neutral style and polite tone.
2. Start the email with *Dear ...* , not *Hi*. End it with *Kind regards* or just *Regards*.
3. Organise your email in three paragraphs: 1. why you're writing, 2. the problem and 3. what you want the solution to be.
4. Keep it short and simple. Only include the important information.
5. Put specific information in the subject line. Don't just put *Problem*.

Tasks

Task 1

Choose the correct answer.

1. The problems have ...
 - a. just started.
 - b. been happening for a while.
2. The main problem is with ...
 - a. the lights.
 - b. the electricity.
3. They first noticed the problem ...
 - a. at night.
 - b. in the day.
4. The last electrician ...
 - a. didn't find the cause.
 - b. fixed the problem.
5. Eloisa offers to ...
 - a. find an electrician.
 - b. pay for the repairs.
6. The writer seems ...
 - a. calm and polite.
 - b. angry.

Task 2

Circle the correct answer.

1. Which option has the right style and tone?
 - a. Dear Mike,
 - b. Hi Mike,
 - c. Mike!
2. Which option has the right style and tone?
 - a. The Wi-Fi's stopped working – yet again!
 - b. We've been having problems with the Wi-Fi.
 - c. The wireless internet service is, regrettably, malfunctioning.
3. Which option has the right style and tone?
 - a. When I go into the kitchen, guess what? No Wi-Fi!
 - b. It's especially bad in the kitchen.
 - c. The kitchen is experiencing the worst of the problem.

4. Which option has the right style and tone?
- a. It has been found that the Wi-Fi is periodically disconnected, the cause of which cannot be determined.
 - b. The Wi-Fi just goes off, totally randomly, you know? We've got no idea why.
 - c. Occasionally, the Wi-Fi just cuts out for no obvious reason.
5. Which option has the right style and tone?
- a. Send a technician ASAP.
 - b. Please can you send someone to have a look?
 - c. We would be profoundly grateful if it is possible to arrange for a technician to visit.
6. Which option has the right style and tone?
- a. The problem seems to be getting worse.
 - b. It's just getting worse and worse. We can't live like this!
 - c. With every passing day, the problem grows.
7. Which option has the right style and tone?
- a. We can call the internet company ourselves, OK?
 - b. We are prepared to, if necessary, communicate with the internet company to arrange for a technician to visit.
 - c. If it would be easier, we can arrange it ourselves with the internet company.
8. Which option has the right style and tone?
- a. Cheers,
 - b. Kind regards,
 - c. Yours sincerely,

Task 3

Put the sentences in order to make the email.

_____ We've been having problems with the central heating since last week.

_____ I'm writing on behalf of myself and my flatmates about Flat 12, 3 Hanley Place.

_____ George

_____ Kind regards,

_____ The radiators in the kitchen and living room aren't working at all. Also, the radiators in the bedrooms feel cold at the bottom.

_____ Please can you send someone to have a look at them? If it would be easier, we can call a plumber ourselves and send you the bill.

_____ Dear Lisa,

Discussion

Have you ever had a bad experience in rented accommodation?

An email to invite someone to a job interview

Learn how to write an email to invite someone to a job interview.

Before reading

Do the preparation task first. Then read the text and tips and do the exercises.

Preparation task

Match the definitions (a–f) with the vocabulary (1–6).

Vocabulary

1. to be located in/on somewhere
2. to get to know someone
3. a reference
4. scheduled
5. inconvenient
6. to rearrange something

Definitions

- a. planned to happen at a fixed time
- b. difficult or causing problems
- c. to change the time, position or order of something
- d. to learn more about a person
- e. a recommendation from a person who knows you
- f. to be in a particular place

An email to invite someone to a job interview

From: Maja Jakobsson, HR Officer

To: Sanjay Chaudhary

Subject: Invitation to interview at Purple Cloud

Dear Mr Chaudhary,

Thank you for applying for the position of software engineer at Purple Cloud. We would like to invite you for an interview at our Stockholm office.

Your interview is scheduled for Thursday 3 April, at 2 p.m. If this time or date is inconvenient for you, please contact me as soon as possible to rearrange the interview.

At the interview, you will meet our head of HR, Mr Liam Andersson, and our head of IT, Ms Elsa Wallin. They will be telling you more about the job and getting to know you better. You will also have the opportunity to ask questions about the position and the company, and to see the office. The interview will last for about 60 minutes. Please bring two references with you for the interview.

Our offices are located on Kungsbron 2, which is a six-minute walk from Stockholm Central Station. When you arrive, please ask for Mr Liam Andersson at the reception.

We look forward to hearing from you soon.

Best regards,

Maja Jakobsson

HR Officer

.....

Tips

1. In your email, remember to thank the candidate for their application.
2. Remember to include information about:
 - **What** position the interview is for and what will be discussed at the interview.
 - **When** the interview will take place.
 - **Who** to contact if there is a problem, who will be interviewing them and who the candidate should ask for when they arrive.
 - **Where** the interview will be.
 - **How long** the interview will last.
 - **What to bring** – IDs (proofs of identity), references, etc.
3. Write the date in words, e.g. *Thursday 3 April*. Don't write the date in numbers – in some countries 3 April, for example, is 3/4 and in other countries it's 4/3.
4. You can end the email with a set phrase like *We look forward to meeting / hearing from / seeing you soon.*

Tasks

Task 1

Match the answers with the questions.

Kungsbron 2	Mr Andersson and Ms Wallin	Ms Jakobsson	60 minutes
2 p.m. on Thursday 3 April	Software engineer	Mr Andersson	Two job references

1. What position is the interview for?
2. When will the job interview be?
3. Who should Sanjay contact if he can't be in Stockholm on 3 April?
4. Who will be interviewing Sanjay?
5. Who should Sanjay ask for when he arrives?
6. How long will the interview last?
7. Where will the interview take place?
8. What should Sanjay bring to the interview?

Task 2

Write the phrases (1–9) in the correct groups in the box.

1. Dear Mr Chaudhary,
2. Your interview is scheduled for Thursday 3 April at 2 p.m.
3. Thank you for applying for ...
4. You will be able to see the office.
5. It is a six-minute walk from Stockholm Central Station.
6. You will have the opportunity to ask questions about the position.
7. We look forward to hearing from you soon.
8. They will be telling you more about the job and getting to know you better.
9. Our offices are located on Kungsbron 2.

Useful polite phrases	Essential practical information	Telling the candidate what to expect

Task 3

Write the word to fill the gaps.

Dear Sandra,

Thank you for (1) for the position (2) customer service assistant. We (3) like to arrange an interview with you at our offices at 9 a.m. on Thursday 20 December. (4) interview will be with our HR Assistant, Ms Cecil Dubois, and will (5) approximately 30 minutes. During this time, we would like to find out more about your experience and background. The interview will take (6)..... in our offices on 20 rue de Rivoli. When you (7), please ask for me at reception. Please remember to (8) an ID so that you can get a visitor's pass.

We look forward (9) meeting you soon.

Best (10) ,

Charles Bennett

Discussion

What are your tips for doing well in job interviews? What type of questions have you been asked?

Describing a bar chart

Learn how to write about trends in a bar chart.

Before reading

Do the preparation task first. Then read the text and tips and do the exercises.

Preparation task

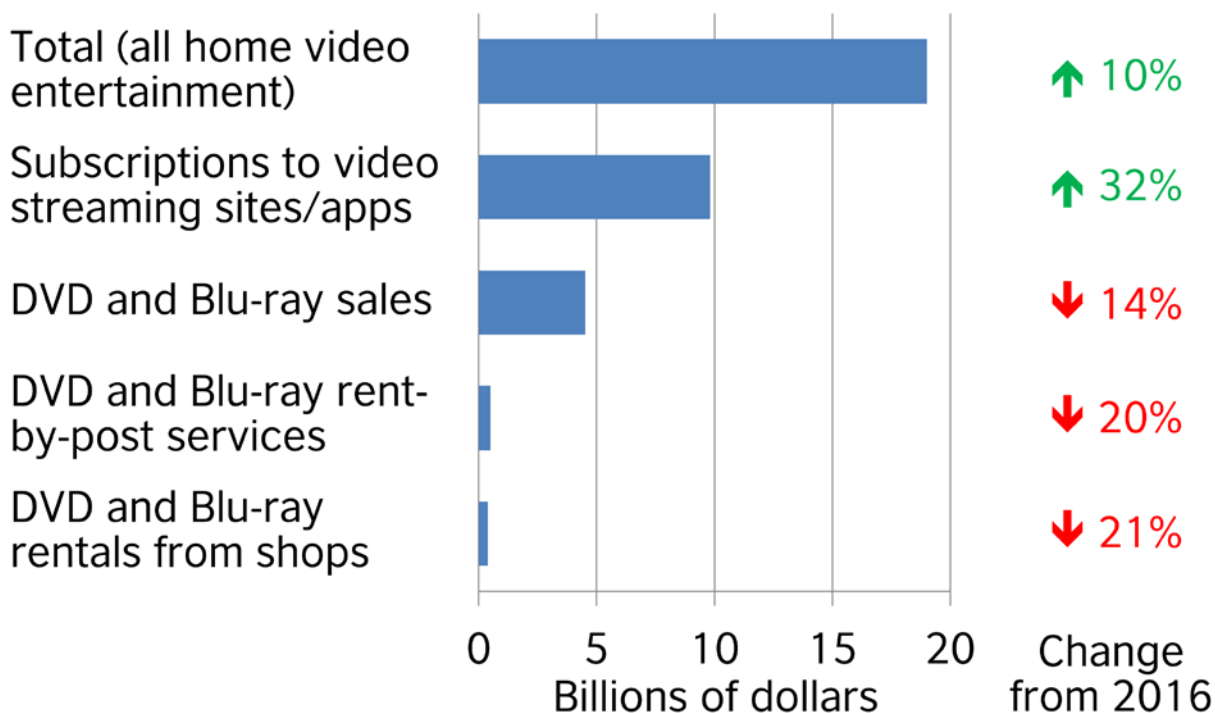
Put these words in the correct group.

to grow	to fall	to remain at (+ number)
to be steady	to increase	to jump up
to drop	to be unchanged	to decrease
to rise	to decline	to be constant

to go up	to go down	to stay the same

Reading text: Describing a bar chart

Consumer spending on home video entertainment (selected categories: USA, 2017)



The chart shows the sales revenue of a selection of home video entertainment formats in the USA in 2017. It also shows the percentage change from the previous year.

Online video streaming was the most popular format in 2017. US consumers spent \$9.8 billion on services such as Netflix, which was a rise of 32 per cent from the previous year. For the average American, this accounted for nearly half of their spending on video entertainment at home.

At the same time, customers were moving away from the three physical formats in the chart. DVD and Blu-ray sales dropped by 14 per cent over the twelve-month period to \$4.5 billion in 2017, and rent-by-post revenues went down by 20 per cent to \$0.5 billion. DVD rental shops saw the largest decline, as spending fell by 21 per cent to just \$0.4 billion.

Overall, there was a clear downward trend in spending on physical video formats, as they all showed relatively low sales and they were all in decline. However, there was an upward trend in paying for streaming.

Please note: This page was designed for writing practice only. Information in the charts may not be accurate.

Tips

1. In the first paragraph, give basic details about the chart including what it shows, where it refers to and when.
2. When you describe chart data, be specific. Mention the category and figure, e.g. *Online video streaming was the most popular format in 2017. US consumers spent \$9.8 billion ...*
3. A trend is a change over time. To describe trends, focus on what is increasing or decreasing compared to some time in the past, e.g. ... *which was a rise of 32 per cent from the previous year.*
4. If several categories show the same trend, talk about them together, e.g. *customers were moving away from the three physical formats in the chart.*
5. State the units of measurement, e.g. *US consumers spent \$9.8 billion.*
6. Many of the verbs for up and down trends can also be used as nouns, e.g. *Spending fell by 21 per cent = There was a 21 per cent fall in spending.* (You can write % or per cent, but be consistent.)
7. Write a conclusion. Say what we learn from the data overall.

Tasks

Task 1

Circle the best answer.

1. In 2017, what percentage of the average American's home entertainment expenses was spent on streaming services?
 - a. 14 per cent
 - b. 31 per cent
 - c. about 50 per cent
 - d. not stated
2. How much did American consumers spend on buying DVDs and Blu-rays in 2016?
 - a. under \$4.5 billion
 - b. \$4.5 billion
 - c. over \$4.5 billion
 - d. not stated
3. Which of the following saw the biggest drop in spending in 2017?
 - a. Streaming services
 - b. DVD and Blu-ray sales
 - c. DVD and Blu-ray subscriptions
 - d. DVD and Blu-ray rental shops

4. Which of the following saw the only growth in 2017?
- Streaming services
 - DVD and Blu-ray sales
 - DVD and Blu-ray subscriptions
 - DVD and Blu-ray rental shops
5. What does the writer conclude from the data?
- Physical video formats will eventually disappear.
 - Video streams were becoming more popular, while physical formats were becoming less so.
 - Digital distribution is cost-effective.
 - American consumers will spend more on home entertainment in the future.

Task 2

Choose the correct answer.

1. Which is the best first sentence?
- The bar chart shows spending on entertainment.
 - In 2017, US consumers spent \$9.8 billion subscribing to streaming services, which was 32 per cent higher than the previous year.
 - The bar chart shows American consumer spending on various home video entertainment formats in 2017.
2. Which of these sentences describes a trend?
- Spending at DVD rental shops fell by 21 per cent over the twelve-month period.
 - Spending at DVD rental shops was \$0.4 billion.
 - Spending at DVD rental shops was the lowest of all the categories in the chart.
3. Which is the correct way to write this amount of money?
- In 2017, US consumers spent 9.8 billion.
 - In 2017, US consumers spent \$9.8 billion.
 - In 2017, US consumers spent 9.8 billion \$.
4. Which sentence gives a more complete description?
- Rent-by-post revenues were \$0.5 billion.
 - Rent-by-post revenues went down by 20 per cent.
 - Rent-by-post revenues went down by 20 per cent to \$0.5 billion.

5. Which is the best conclusion?

- a. Spending on video entertainment in the home was growing overall, thanks to streaming.
- b. For DVD rental shops, spending fell by 21 per cent to just \$0.4 billion.
- c. In total, spending on home video entertainment reached \$19 billion.

Task 3

Complete the second sentence so that it has the same meaning as the first. Write a noun or verb related to the verb or noun in the first sentence.

1. There was a 31 per cent rise in spending.

Spending by 31 per cent.

2. DVD sales dropped 14 per cent.

There was a 14 per cent in DVD sales.

3. There was a 60 per cent fall in prices.

Prices by 60 per cent.

4. The temperature increased by 15 degrees.

There was a 15-degree temperature

5. There was no decline in sales revenue.

The sales revenue did not

6. The population grew by 20 per cent.

There was population of 20 per cent.

Discussion

What trends do you notice in the way people spend their money in your country?

International Day of Friendship

July 30 is the United Nations International Day of Friendship. Read about the importance of friendship and find out why the UN decided to give it a special day.

Before reading

Do the preparation task first. Then read the article and do the exercises.

Preparation task

Match the expressions that have the same meaning.

- | | |
|--------------------------------|--|
| 1. to be based on | a. for one person |
| 2. to cross borders | b. for the whole world |
| 3. to spread | c. lots of different kinds |
| 4. on a global level | d. to develop from |
| 5. all shapes and sizes | e. to become larger and move to new places |
| 6. a greeting | f. the main idea or meaning doesn't change |
| 7. on an individual level | g. to exist in more than one country |
| 8. the spirit is the same | h. something you say when you begin speaking or writing to someone |

International Day of Friendship

The importance of friends

Friends come in all shapes and sizes. They may be someone we met as a child, a classmate at school, someone we met at work or through other friends. They may be friends who live at a distance in another country or virtual friends we've made online. Whoever they are, however we met them, there is a special connection based on a shared history and interests, enjoying doing things together or simply talking and understanding each other. Friends are there to help us at difficult times and to celebrate the good times. Doctors say that friends are very important for both our physical and mental health at all stages in life.

Declaring an international Friendship Day

But friends are not only important on an individual level. Friendship can also be important on a global level. Friendships that cross borders can help bring peace and avoid war. Learning to think of other people, people who are different from us, as our friends helps us work together to build a culture of peace. That's why the UN declared 30 July as its official International Day of Friendship.

The origins of the day

An international celebration was first suggested by the World Friendship Crusade. This organisation was founded by Dr Ramón Artemio Bracho and his friends in Puerto Pinasco, Paraguay, in 1958. They wanted to support the power of friendship and its importance in creating a culture of peace. So, in the same year, they decided to celebrate Friendship Week in Puerto Pinasco and other places in Paraguay. The following year, they repeated the week and finished on 30 July, which they declared as Friendship Day. From there, celebrations of friendship grew and spread across the Americas, then the world, and eventually the UN declared an International Day of Friendship in 2011.

Friendship Days around the world

The International Day of Friendship on 30 July is not the only day celebrating friendship around the world. A number of countries, such as Paraguay, also celebrate on 30 July, but other countries have different dates. For example, Argentina, Brazil and Spain celebrate Friend's Day on 20 July, while in India and the US, they celebrate it on the first Sunday in August. In Finland and Estonia, Friendship Day is celebrated on the same day as Valentine's Day, 14 February.

What do people do on the International Day of Friendship?

Wherever it's celebrated, the celebrations are very similar. Friends meet up to spend time together. They may eat out or have a meal at home. They give each other small gifts: books, flowers, simple jewellery such as a friendship band (a simple bracelet). Some people send each other cards and greetings online. Whatever form the celebration takes, the spirit is the same – to remember the importance of friends and the power of friendship.

Source

<https://www.un.org/en/events/friendshipday>

Tasks

Task 1

Circle the best answer.

1. What is the date of the United Nations International Day of Friendship?
 - a. 20 July
 - b. 30 July

2. In what year was the UN International Day of Friendship officially declared?
 - a. 1958
 - b. 2011

3. Who first thought of declaring an international Friendship Day?
 - a. Dr Ramón Artemio Bracho
 - b. the UN
4. Why is it important to celebrate friendships across borders?
 - a. Because they help create a culture of peace
 - b. Because people make friends online
5. What gifts do people usually give each other?
 - a. Money and expensive jewellery
 - b. Simple gifts like flowers and books
6. How do people usually celebrate the day?
 - a. People go to a public meeting
 - b. Friends spend time together

Task 2

Write the countries in the correct group.

Spain	Paraguay	Brazil	India
Finland	Argentina	Estonia	the USA

This country celebrates on 30 July	These countries celebrate on 20 July
These countries celebrate in August	These countries celebrate on 14 February

Discussion

Do you agree that friends are important?