

G obligation, necessity, prohibition, advice

V at a restaurant

P word pairs with and

1 VOCABULARY at a restaurant

a Look at these phrases. Who says them? Mark them **C** (customer) or **W** (waiter).

- 1 Are you ready to order?
- 2 Would you like the dessert menu?
- 3 I'll have the lasagne, please.
- 4 Enjoy your meal!
- 5 Can we have the bill, please?
- 6 Today's specials are on the board over there.
- 7 How would you like your steak?
- 8 Can I have the wine list, please?
- 9 Is service included?
- 10 I'm sorry, but this fish isn't cooked.

b **V** p.160 Vocabulary Bank At a restaurant

c Work with a partner. What's the difference between each pair of words or phrases?

- | | |
|---------------------------|-----------------------------------|
| 1 a cup / a glass | 5 a plate / a dish |
| 2 a plate / a saucer | 6 a meal / a course |
| 3 a jug / a mug | 7 lay the table / clear the table |
| 4 a tablecloth / a napkin | 8 take an order / order food |

2 PRONUNCIATION word pairs with and

a Look at the photo. What do you think the 'n' stands for? Why do you think it's written like that?

b **6.3** Listen and repeat the phrases.

- | | |
|-----------------|----------------|
| fish and chips | cup and saucer |
| oil and vinegar | knife and fork |
| salt and pepper | |



Word pair order

With many pairs, we always say them in a certain order, e.g. we say *oil and vinegar* **NOT** *vinegar and oil*.

c What two kinds of food and drink can you see in the photos?



d **6.4** Listen and check.

3 READING

- a Look at the title of the article on p.57. Do people in your country usually complain in restaurants if things aren't right, or do they suffer in silence? Have you ever 'lost your cool' in a restaurant? What happened?
- b Read the article once. Who do you think the writer sympathizes with most, restaurant staff or customers?



c Read the article again and complete it with headings A–H.

- A **Put yourself in their shoes**
 B **There's bad cooking...and there's different cooking**
 C **Ask to speak to the manager**
 D **'Oh no, not TripAdvisor!'**
 E **Respect people's expertise**
 F **Be clear about what's wrong and what you want**
 G **Don't wait to complain**
 H **The menu is there for a reason**

d Look at the **highlighted** words in the article. What do you think **over-** and **under-** mean when they are used before another word?

e Which of the pieces of advice in the article do you think is the most useful?

How to complain in restaurants... without losing your cool

People often lose their temper when they try to complain about bad food or service. So how do you do it effectively?

1
Seventy-five per cent of all problems in restaurants are caused by bad organization, bad training, or employing the wrong staff. The waiters are often innocent victims, so they are not the right person to complain to.

2
Have a reasonable idea in your head of how you want the complaint dealt with (i.e. the dish re-cooked, removed from the bill, etc.). Make your case politely, but clearly; don't start your sentence with 'Sorry...'. What are you apologizing for?



3
A waiter's job isn't easy. You need to recognize the difference between when they are being genuinely rude or lazy, and when they are simply **overworked**. Booking systems crash. A big group of people who haven't booked suddenly arrives. Staff get ill. Look around you. Are you waiting for your drinks because the staff are chatting by the till, or are they rushing around because the restaurant is clearly **understaffed**?

4
Never tell restaurant staff how you think a dish should be cooked or how a drink should be served. If you want something done in a specific way, ask for it. Good restaurants will do it. You don't need to prove how much you know about food and wine by talking

about your holiday in Italy or your best friend who has a vineyard. Please also bear in mind that you probably don't know everything. They are the professionals. You aren't.

5
The fact that a dish has not been made 'how you do it at home' is not a good reason to complain. The same applies to portion size, unless you can see that the table next to you got twice as much as you. But too much salt, important ingredients missing, **undercooked** fish, cold or burnt food: these are all good reasons for complaining.

6
You want a dish served without one of its ingredients? Within reason, that's fine. You want your steak cooked until it's like shoe leather? It's OK to ask for that. However, if you want spaghetti bolognese and it isn't on the menu, that's too bad. Similarly, you can't expect the staff to run to the nearest supermarket to get you some white bread because you don't like the chef's wholemeal loaf.

7
Don't threaten to write a bad review on a restaurant review site if you are unhappy with the food or service. If your complaint hasn't been satisfactorily resolved on the night, email the restaurant. You will be amazed how receptive restaurants can be.

8
Don't continue drinking your vinegary wine or eating your **overcooked** steak until you are halfway through and then complain. Similarly, there's no point in telling the waitress who is clearing the table that there wasn't enough sauce. Speak up while the mistake can be corrected.

Adapted from The Guardian

4 LISTENING & SPEAKING

- a **6.5** You're going to listen to three people talking about bad experiences in restaurants. First, listen to some extracts and write down the food you hear.
- b **6.6** Now listen to the three stories. Make notes in the chart.
- c Answer the questions with a partner.
- 1 Think of some places where you've eaten out. Have you ever had really bad service? What happened?
 - 2 Have you ever seen a customer who behaved badly? Have you ever worked as a waiter?
 - 3 When you go to a restaurant, which do you think is more important, the service or the food? Why? What other aspects of a restaurant are important to you when you go out?

	1	2	3
Was the speaker a waiter or a customer?			
Where did the incident happen?			
What is the speaker complaining about?			
What happened in the end?			

5 GRAMMAR obligation, necessity, prohibition, advice

- a Do you normally leave a tip in restaurants? How much do you leave?
- b Read an article about tipping. Is the situation in your country similar to any of the countries mentioned? Do you agree with the waiter's advice in the last paragraph?

Tipping in restaurants – a waiter's guide

Knowing how to tip in restaurants can be a nightmare, especially on holiday. A waiter tells you what to do...

Is there anywhere where people never tip?

In Japan. **You mustn't** do it there. The Japanese think that tipping someone means treating them like a servant. The price is the price.

Where should you tip?

Everywhere else. As a waiter, I find it hard to imagine anyone being upset with extra cash. You should never feel embarrassed to leave a tip on the table. In fact, in countries where **you don't have to** tip, it's even more appreciated.

Do you need to tip if service is already included?

In countries like France and Australia, service is always included in the prices. The service charge is often shared with the kitchen staff as well – which is a good thing, helping everyone to earn a bit more. When **you have to** pay a service charge, of course, **you needn't** add an extra tip unless you really want to. If you do tip, check that the money is going to the waiter and not to the restaurant owner, and if in doubt, leave cash.

How much should you tip?

The standard service charge is 12.5% of the bill in Britain, so if your bill doesn't include service, **you should** tip about 10% (the USA and Canada are another story – there's no upper limit!). But – and this is important – if you're leaving a good tip, don't make a big thing about it and expect the waiter to look at you adoringly. Do it discreetly and enjoy the feel-good factor instead.

When shouldn't you tip?

The only circumstances when I think **you shouldn't** tip are when the service is really really bad, for example, if you ask for things that never arrive, or if staff are extremely unfriendly. But remember that what many people think of as 'slow service' is often more the kitchen's fault than the waiter's.



- c Match the **highlighted** phrases to their meaning. What other verbs could you use for 1, 4, and 5?

- 1 It's an obligation / necessity.

- 2 It isn't an obligation / necessity.

- 3 Don't do it! It's prohibited / dangerous / wrong.

- 4 It's a good idea.

- 5 It isn't a good idea.

d p.142 Grammar Bank 6A

- e In pairs, circle the correct answer.
- 1 *You shouldn't* / *You ought to* speak rudely to waiters.
 - 2 *You mustn't* / *You don't have to* order food containing nuts if you have a serious nut allergy.
 - 3 *You ought to* / *You oughtn't to* send something back just because you don't like it.
 - 4 *You have to* / *You needn't* book a table in advance at really popular restaurants.
 - 5 *You don't need to* / *You shouldn't* order things which aren't on the menu.
 - 6 *You mustn't* / *You don't have to* finish everything on your plate.
 - 7 *You needn't* / *You should* leave a tip if the service was mediocre.

6 LISTENING

- a **6.11** You're going to listen to an interview with Sally, an American, about tipping in US restaurants. First, listen to two short extracts. What American English words does she use for the following nouns?

tip bill waiter or waitress
note (= money)

- b **6.12** Now listen to the interview. In which situations does Sally say you don't have to tip in the USA?

- c Listen again. Complete the information with a number.

- 1 Many waiters earn \$___ to ___ per hour.
- 2 The minimum wage in the USA is around \$___ per hour.
- 3 A normal tip is ___ to ___% of the bill.
- 4 If the service is excellent, you should pay ___%.
- 5 If the service isn't good, you should pay ___%.
- 6 In a bar, you should tip \$___ for each drink you order.

- d Was there anything that surprised you about the US tipping system? Do you think it's fair? Why (not)?

7 SPEAKING

- a Look at the photos. What jobs do they show? What services do these people provide?

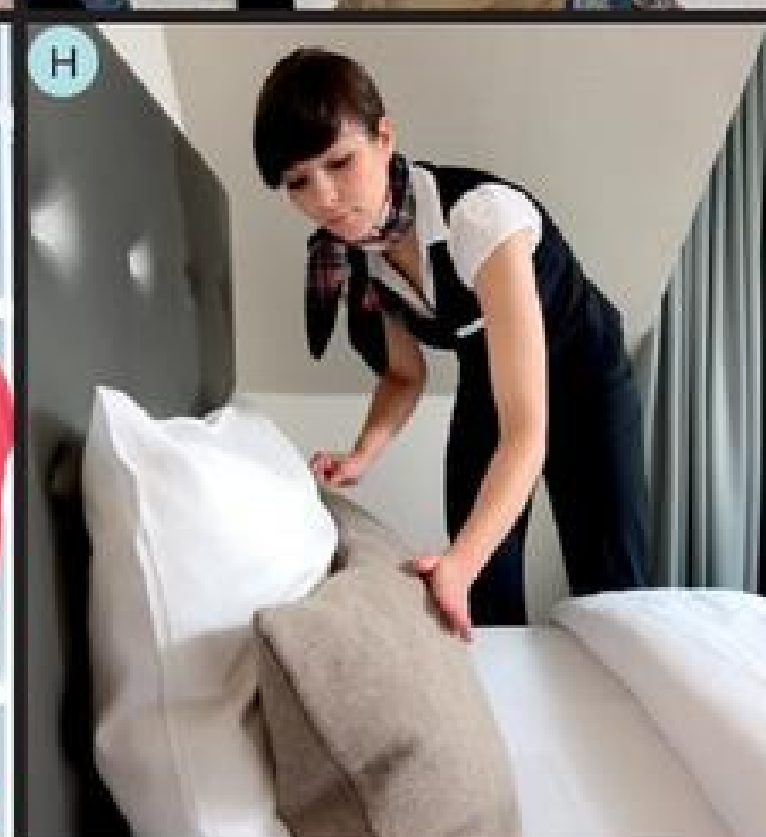
- b In pairs, answer the questions about your country.

- 1 Do people usually tip for the services in the photos? If yes, about how much? If no, do you think they should?
- 2 Is it usual to tip anybody else who provides a service, for example, refuse collectors or postmen / women at Christmas or for other special occasions?
- 3 Have you ever felt embarrassed about tipping or not tipping someone? Why (not)?

8 WRITING

Wp.120 **Writing** A restaurant review
Write a website review of a restaurant you've been to recently.

To tip or not to tip?



6B

Do it yourself



Could you help me put up some shelves?

Sorry, I can't. I've never been able to do DIY.

G can, could, and be able to

V DIY and repairs, paraphrasing

P consonant clusters



1 READING

a Look at the photos of everyday things. Which do you think you might be able to use...?

- instead of shaving cream
- to get rid of smells
- to keep insects away
- to make towels soft
- to make your hair shiny

b Read the blog. What are the 'extraordinary' uses for the things in a? Were you right?

c Read the blog again. As you read, focus on the **highlighted** verbs and read the sentences they appear in carefully. Try to guess what the verbs mean.



Marina's extraordinary uses for ordinary things

Your house is full of everyday items that can be used for things you would never have expected. I promise all these ideas work – I've tried them!

1 Do you have a problem with insects? Don't like spiders in your house? Citrus or lemon oil is a traditional repellent for insects of all kinds – and the oil is in the peel. Take large pieces of peel and **place** them along window sills and cracks outside your house, to stop spiders, ants, and other unwelcome guests from coming in.

Cats also really dislike the strong smell of lemons, so you can use lemon peel or lemon juice to **keep** them away from specific areas in your house or garden. However, despite what you may have heard, lemon oil doesn't have any effect on mosquitoes, sadly, so it won't protect you from their bites.

2 Even after you've washed them, plastic food containers often end up with a rather unpleasant smell from the food you kept in them. Newspaper can **absorb** all sorts of moisture and smells. Just **crumple** a piece of newspaper and put it inside your food container, then **seal** the container and leave it overnight.

In the morning, throw away the newspaper and enjoy your clean container. You can also use the same method to deal with smelly trainers. Just **stuff** them with newspaper overnight and they'll be smell-free the next day.

3 Towels are always soft and lovely when they're new, but they soon become a bit rough. You could buy fabric conditioner to help to **restore** that softness, but you can also use a tennis ball. Just put the ball in the dryer with your towels or sheets. Because of the movement of the ball against the material, they will feel really soft when you take them out. Make sure you use a new tennis ball, though, or you risk ruining your lovely clean laundry.

4 Eggs are rich in proteins that are very similar to those found in our hair, so they make a great conditioner. Try beating an egg with a bit of olive oil, and **apply** it to your hair. (Use a couple of eggs if your hair is really dry.) If you want to smell less like an omelette and more like you've just come back from the hairdresser's, add a couple of drops of scented oil. Leave on for about 20 minutes and then **rinse** with warm water. Your hair will be shiny and extra smooth. But be careful not to use really hot water or you might cook the eggs!

5 Many people know that you can use olive oil to stop doors from making a noise, or to make machines work more smoothly. But you might be surprised to learn that it is also a great alternative to shaving cream. Just **rub** it on your skin and shave normally. Olive oil can also help with dry skin, so you can use it to moisturize your face or legs after you finish shaving.



d Now match the verbs in c to the definitions below.

- 1 _____ to wash sth with clean water only, not using soap
- 2 _____ to move a cloth or your hand backwards and forwards on sth while pressing hard
- 3 _____ to take in liquid from sth
- 4 _____ to put or spread sth such as paint, cream, etc. onto a surface
- 5 _____ to close a container tightly or fill a crack, especially so that air, liquid, etc. cannot get in or out
- 6 _____ to put sth in a particular position
- 7 _____ to make paper into a ball
- 8 _____ to bring sth back to a former condition
- 9 _____ to prevent sb / sth from going somewhere
- 10 _____ to fill a space or container tightly with sth

e Do you think you might try any of the tips in the blog? Which one(s)? Can you think of any other 'extraordinary' uses for the things in the photos in a?

2 GRAMMAR *can, could, and be able to*

a Complete some more tips with the correct form of *can* or *be able to*.

- 1 If you cover your children's drawings with hairspray, you'll _____ keep them for years.
- 2 You _____ rescue soups or stews which are too salty by putting pieces of apple or potato in them.
- 3 If you haven't _____ remove a water mark on wooden furniture, make a paste with salt and water and rub the mark with it.
- 4 If you want your candles to last longer, you _____ try putting them in the freezer for two hours before lighting them.
- 5 If you _____ find any silver polish at home, rub your silver jewellery with toothpaste.

b  p.143 Grammar Bank 6B

c Talk to a partner. Make sentences with phrases 1–5 and the ideas in the boxes, or your own ideas.

- 1 I think everybody **should be able to**...
- 2 I hate **not being able to**...
- 3 I've never **been able to**...
- 4 I'd love **to be able to**...
- 5 I hope I'll **be able to**...in a few years' time.

Abilities

cook a two-course meal
change a wheel on a car
deal with computer problems
drive do DIY dance well
give first aid

Possibilities / Permission

spend more time with your family
travel more
use your phone in class
work less
vote at the age of 16

I think everybody should be able to drive.)

(*I don't agree. If you live in a big city, you don't need to be able to drive – you can use public transport.*)

3 SPEAKING & WRITING

a What would you suggest in these situations? Compare your ideas with a partner.

WHAT COULD YOU DO?



- you've spilt red wine on your white shirt
- one of the screws in your glasses keeps coming out
- you have a pen mark on your jeans
- the heel breaks on one of your shoes
- there's a power cut and you have a freezer full of food
- you've dropped your phone in the toilet
- the zip on your suitcase breaks at the airport
- your car is nearly out of petrol and the nearest petrol station is 20 km away
- one of your shoelaces breaks while you're out



Responding to other people's suggestions

That's a good / brilliant idea!
Are you sure that would work?
I suppose that could work.
I think / don't think that would work.

b Choose the best solution you discussed in a and write a short paragraph about it for a blog. Describe the problem and give instructions for solving it.

4 VOCABULARY DIY and repairs, paraphrasing

- a Look at the photo of the shop. What kinds of things does it sell? Do you ever go to shops like this?



- b **6.15** Listen to somebody asking about things in a DIY store. Which two of the four objects above does he want to buy?
- c Listen again and complete the conversation. Then practise it with a partner.

A Excuse me.
 B Yes, can I help you?
 A Yes, please. I'm ¹ _____ for some... Sorry, I don't know the ² _____. They're the ³ _____ that you put into wood. I want to make some shelves.
 B You mean screws?
 A Ah, yes, that's it. And I need one more thing. My ⁴ _____ doesn't ⁵ _____. I need a new, er...
 B Light bulb?
 A Yes, thank you.
 B You'll find them both over there, behind the gardening things.

- d **6.16** **Communication** What's it called? **A p.109**
B p.112 Explain what you want to buy to a partner.
- e **6.17** **Vocabulary Bank** DIY and repairs

5 PRONUNCIATION consonant clusters

Consonant clusters

Some words have three (or even four) consonant sounds together, and these can be difficult to pronounce. These are common:

- 1 in words beginning with *scr*, *spr*, or *str*, e.g. *script*, *spring*, *struggle*
- 2 in the middle of a word, e.g. *sunglasses*, *describe*
- 3 when you add an *-s* to a word ending in two consonant sounds, e.g. *pounds*.

- a **6.19** Listen and repeat the groups of words.

- 1 screw screwdriver scream screen string
stress stream straight
- 2 paintbrush toothbrush electrician handle
- 3 needles shelves lamps bulbs

- b Practise saying the sentences.

- 1 I need some screws and a screwdriver.
- 2 Go straight down the next street.
- 3 Two electric toothbrushes, please.
- 4 That's strange – this string's not very strong.
- 5 Put some new bulbs in the lamps.

6 LISTENING & SPEAKING

- a Have you ever been to IKEA or similar stores that sell self-assembly (or flat-pack) furniture? Did you buy anything there? What?
- b Look at the cartoon with the article below. What problem does it show?
- c Read about IKEA. What information in the article...?
- 1 shows that IKEA is very popular outside Sweden
 - 2 shows that there are also problems with IKEA

It looks so easy at first...

The Swedish furniture store Ikea has transformed homes around the world with its cheap, modern, Scandinavian style. Since it started in 1943, IKEA has also changed the way we live: one in ten Europeans now sleeps in an IKEA bed, and its catalogue is in more homes than any other publication, including the Bible and the complete works of Shakespeare. But along with the pleasure of inexpensive furniture is the pain, for example, the frustrating one-way system used to navigate the stores, or some of the strange names given to the products. Most of all, there's the problem of getting the furniture home and trying to put it together.

- d **6.20** Listen to three people describing an experience with flat-pack furniture. What did they buy? Were they happy with it in the end?
- e Listen again. Which speaker...? There is one item you do not need.
- A didn't have all the parts he / she needed
 - B assembled the furniture in the wrong place
 - C had problems understanding what to do
 - D had to take the furniture apart, move it, and reassemble it
 - E had to return the item to the store
 - F had to take the furniture apart and reassemble it without the missing pieces
 - G had to get help to assemble the furniture

- f **6.21** Listen to some extracts from the listening and write the missing words. What do you think they mean?
- 1 After hours and hours, and a lot of _____, I finally managed to put it together.
 - 2 So I had to _____ it to _____, move all the bits into the bedroom...
 - 3 I'm quite _____, quite practical, so I thought, 'No problem'...
 - 4 I realized I'd put the door handle on the _____ round.
 - 5 So now at least it has four legs, but it's rather _____...
- g Talk to a partner. Have you ever had problems putting something together (e.g. furniture), setting something up (e.g. a new router), or mending something that was broken? What happened? Use the questions below to help you.

Describing a process

- ↳ When and where did you do it?
- ↳ Did anyone help you?
- ↳ How long did it take?
- ↳ What problems did you have?
- ↳ How successful were you in the end?



7 VIDEO LISTENING



- a You're going to watch a documentary about the history of flat-pack furniture. Before you watch, with a partner, guess the answers to 1–6.
- 1 The first flat-pack furniture was invented by a man from ____.
a Sweden b the USA c Japan
 - 2 He originally invented it in order to make his furniture ____.
a quicker to make b cheaper to sell c easier to transport
 - 3 He patented the idea in the ____.
a 1930s b 1950s c 1970s
 - 4 IKEA started selling flat-pack furniture ____ years later.
a 5 b 10 c 15
 - 5 Today most people have a flat-pack ____.
a bookcase b kitchen c bed
 - 6 In general, ____ people are able to assemble flat-pack furniture.
a very few b not many c most
- b Watch the documentary once and check your answers to a.
- c Watch again and answer the questions.
- 1 What two problems does the presenter say that people talk about?
 - 2 What kind of furniture did Sauder's company originally make?
 - 3 What did two travelling salesmen do with one of Sauder's coffee tables?
 - 4 What was Gillis Lundgren having a problem with?
 - 5 How did he solve the problem?
 - 6 What reasons are given for the success of flat-pack furniture?
 - 7 What problem does the presenter have at the end with his bookcase?

GRAMMAR

Circle a, b, or c.

- A What's this programme?
B I don't know. I've ____ turned it on.
a already b just c yet
- We've never been to Madrid, but ____ to Barcelona last year.
a we went b we've been
c we've gone
- A Shall I make some photocopies?
B No, it's OK – ____ them.
a I already did b I already have done
c I've already done
- She's worked here ____.
a for two months b two months ago
c since two months
- Where have you been? ____ here since 7.00!
a I'm waiting b I've been waiting
c I've waited
- How long ____ to your family?
a is this farm belonging
b has this farm been belonging
c has this farm belonged
- The fields are wet. ____ recently.
a It's raining a lot b It rains a lot
c It's been raining a lot
- You ____ come shopping if you don't have time.
a mustn't b don't have to
c needn't to
- I didn't have any screws, so I ____ use nails instead.
a had to b must to c must
- You ____ pay me back till next week.
a needn't b don't need
c don't have
- She thinks I ____ sell my car.
a need b ought c should
- When we're on holiday, ____ go swimming every day.
a we'll can b we'll be able to
c we'll be able
- She ____ to come to the party.
a might not can b might not be able
c might not
- The exam was hard, but I ____ pass.
a was able to b could c could to
- He ____ be from Paris – he doesn't speak French.
a could b can c can't

VOCABULARY

a Circle the word that is different.

- | | | | | | | | |
|----------|-------------|---------|--------------|---------|-------|--------|-------------|
| 1 sheep | cow | barn | hen | 3 rope | drill | hammer | screwdriver |
| 2 sitcom | documentary | episode | reality show | 4 knife | fork | tray | spoon |
| | | | | 5 mug | cup | glass | saucer |

b Complete the words.

- Can you **t**_____ the TV up? I can't hear it.
- I find some **s**_____ operas really addictive.
- Have you seen the weather **f**_____ for tomorrow?
- I'm not very interested in **c**_____ affairs programmes.
- I'm watching the **b**_____ set of *Breaking Bad* at the moment.

c Write words for the definitions.

- trees grow these in spring and lose them in autumn _____
- a small, narrow river _____
- an area of low land between hills or mountains _____
- to take fruit from the plant where they are growing _____
- a young sheep _____

d Circle the correct word.

- I'm not tall enough – do you have a *hammer* / *ladder*?
- I can't see anything. Pass me the *torch* / *penknife*.
- Do you have a *needle and string* / *thread*?
- I've lost one of the *nails* / *screws* from my glasses.
- We need to *set up* / *put up* our new computer.

e Complete the phrases with a verb.

- | | |
|----------------------|--------------------------|
| 1 _____ for the bill | 4 _____ a button back on |
| 2 _____ a tip | 5 _____ a light bulb |
| 3 _____ an order | |

PRONUNCIATION

a Practise the words and sounds.

Vowel sounds



computer



bull



up

Consonant sounds



nose



vase



bag



girl



leg



yacht

b P p.166–7 Sound Bank Say more words for each sound.

c What sound in a do the pink letters have in these words?

- drama
- valley
- wood
- knife
- bucket

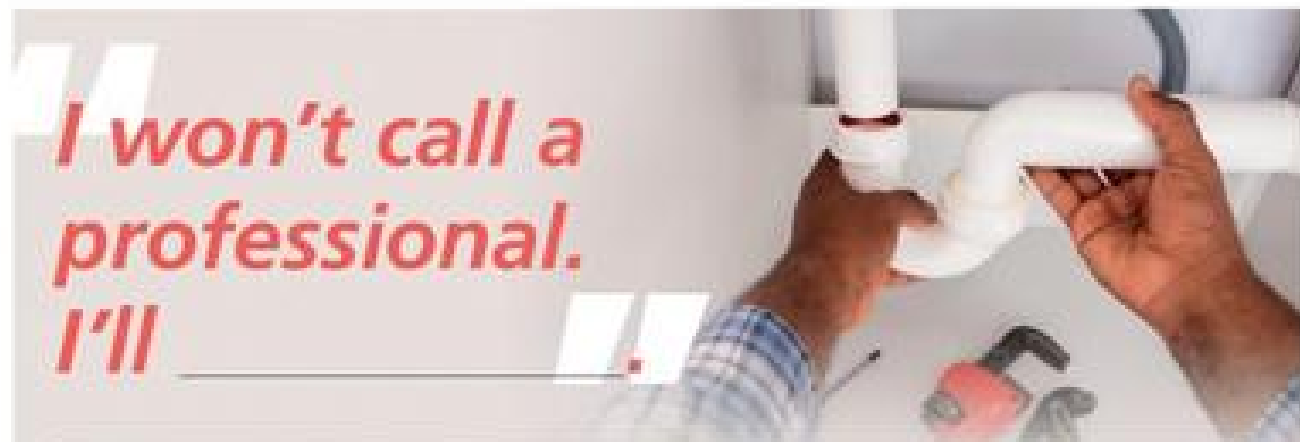
d Underline the stressed syllable.

- | | | |
|------------------|---------------|-----------------|
| 1 pro gramme | 3 vi ne gar | 5 screw dri ver |
| 2 do cu men tary | 4 re co mmend | |

CAN YOU understand this text?

a Read the article once. Choose the best option to complete the title.

- 1 *do it myself*
- 2 *watch a video*
- 3 *call my dad*



A few months ago, I ¹ _____ to open the petrol tank of my car. When I googled, 'How to open stuck Volvo petrol tank', the first result was a video clip by a man called Robert, in Arkansas, USA. Robert demonstrated exactly how to get into the car and undo the tank from the inside. The video wasn't great, but it worked.

Every task you can think of now has a step-by-step video guide on the internet. Siobhan Freegard, who set up the online video platform Channel Mum, explains why video guides are so popular. 'I was in a café chatting about ² _____ to a young mother. We both took out our phones, and I went to the BBC food website to find one. But she searched on YouTube. For her, a video was easier than reading.'

Some of the online videos are rubbish. However, you can find some very useful ones. I've now successfully fixed a cupboard door, mended some tiles, and unblocked the sink. I am not ³ _____. A survey by an insurance company found that for DIY advice, 50% of people go to YouTube first. Lisa Carney and her husband recently moved to a new house, and couldn't find reliable professionals, so she went online and found a site called DIY Doctor. Before long, she and her husband were doing the jobs ⁴ _____. 'When I see a video of someone doing a job,' she says, 'I realize I don't always need to hire a specialist.'

People also turn to the internet because professionals are not available. William Hall moved house just after Christmas and on New Year's Eve he discovered that he had a blocked drain. He knew he wouldn't find anyone to come out that night, ⁵ _____ he watched a DIY Doctor video, which explained exactly what to do. 'It was hard work,' said William, 'but it was so satisfying when I finally unblocked it.'

Some online videos have astonishing viewing figures. Chez Rossi runs a YouTube channel called Ultimate Handyman, most of which is ⁶ _____ in his garage. Some of his videos have been watched more than a million times. Rossi earns a couple of thousand pounds a month from adverts and he even gets recognized in the street. 'I try to make my videos idiot-proof,' he says. So next time you don't know ⁷ _____ to do something around the house, don't call someone. There'll be a video that explains it all.

Glossary

drain a pipe that takes away dirty water or other liquid waste

b Read the article again and complete the gaps with the best word or phrase.

- 1 wasn't able / didn't want / didn't use
- 2 receipts / results / recipes
- 3 lonely / alone / only
- 4 himself / themselves / herself
- 5 because / so / although
- 6 kept / seen / filmed
- 7 what / how / when

▶ CAN YOU understand these people?

6.22 Watch or listen and choose a, b, or c.



1 Rafael 2 Melanie 3 Royce 4 Julia 5 Lynn

- 1 Rafael sometimes watches _____.
 - a foreign TV shows
 - b TV in bed
 - c more than three hours TV a day
- 2 Melanie prefers the city to the country because _____.
 - a it's where she's always lived
 - b she hates it when it's too quiet
 - c it's more lively
- 3 Royce gets annoyed when waiters _____.
 - a overcharge him
 - b ignore him
 - c are rude to him
- 4 Julia doesn't always know how much to tip _____.
 - a waiters
 - b hairdressers
 - c taxi drivers
- 5 Lynn redecorated her bedroom _____.
 - a on her own
 - b three years ago
 - c last weekend

CAN YOU say this in English?

Tick (✓) the box if you can do these things.

Can you...?

- 1 talk about TV series you've watched and how many episodes you've seen in one go
- 2 say three things you've been doing recently
- 3 talk about things you should or shouldn't do when you're eating out
- 4 talk about things you are or aren't able to fix in your home