

1 VIDEO JENNY IS BACK IN LONDON

- a 1 19)) Jenny works in New York for the magazine *New York 24seven*. She has just arrived in London. Watch or listen to her talking to Andrew. How does he help her? What problem does she have at the end?



- b Watch or listen again. Mark the sentences T (true) or F (false). Correct the F sentences.

- 1 Jenny is in the UK for business and pleasure.
- 2 Andrew was on holiday in New York.
- 3 Jenny's husband (Rob) is working in San Francisco.
- 4 Andrew gives Jenny back her laptop.
- 5 He introduces himself, and says his surname is Paton.
- 6 Jenny's flight to London was delayed.

Why do you think a man was watching Jenny and Andrew? What do you think he is going to do?



2 VIDEO REPORTING LOST LUGGAGE



- a 1 20)) Watch or listen to Jenny reporting her missing suitcase. Answer the questions.

- 1 How long is Jenny staying in the UK?
- 2 What does her suitcase look like?
- 3 What's in it?
- 4 How long will it probably take for Jenny to get her case back?

- b Watch or listen again. Complete the **You Hear** phrases in the dialogue on p.13.

- c 1 21)) Watch or listen and repeat some of the **You Say** phrases. Copy the rhythm and intonation.


- d Practise the dialogue with a partner.

- e In pairs, roleplay the dialogue.

- A** You are a passenger on flight BA1722 from San Francisco. You have just landed at London Heathrow Airport and your luggage hasn't arrived, so you go to Lost Luggage to report it. **B** works at the Lost Luggage counter. Use the **Useful language** to help you to describe your luggage.
- B** You work at the Lost Luggage counter at London Heathrow Airport. A's luggage hasn't arrived. Take A's details and give a reference number.

- f Swap roles.

Useful language: describing luggage
Type of luggage: suitcase / case; sports bag; backpack / rucksack
Colour: It's dark / light / greyish blue, etc.
Material: It's made of hard plastic / canvas / synthetic material, etc.
Size: It's small / medium size / large
Extras: It has four wheels / a logo / a label, etc.

))) You Hear	You Say 
Can I help you?	Yeah, my suitcase hasn't arrived.
_____ flight were you on?	Flight RT163 from JFK.
I'll take your _____ and then I can issue you with a reference number.	
Can I have your name, please?	My name's Jenny Zielinski. That's Z-I-E-L-I-N-S-K-I.
And you're a _____ to the UK.	That's right.
How _____ are you staying for?	Ten days.
OK. How many _____ are you missing?	Just one – a suitcase.
Can you _____ it for me?	Well, it's kind of greyish blue... and hard plastic, I think.
And what _____ is it?	Oh, it's medium size, like this. And it has wheels.
Anything else?	Yeah, there's a small lock and a label with my name and phone number on it.
And what was _____ the suitcase?	Just about everything! Clothes, toiletries, all my personal belongings, really.
Can I have your _____ in the UK?	Just a minute. It's The Grange, Marsh Lane, Long Crendon, Oxfordshire.
And a _____ number?	Yes, it's 001 202 494 012.
And finally, can you _____ this?	Of course. Do you have any idea where it is? I mean, do you think it's still in New York?
It's possible. We're very _____ for the inconvenience. Here's your reference number. You can track the progress of your luggage _____, or just give us a call. But we should be able to get it back to you within 24 hours.	That'd be great. Thank you.



3 AT HENRY'S HOUSE

- a **1 22**))) Watch or listen to the rest of Jenny's day. What other problem does she have?



- b Watch or listen again. Answer the questions.

- 1 What does Henry help Jenny with?
- 2 Is Rob having a good time in Alaska? Why (not)?
- 3 What is Jenny drinking?
- 4 Whose computer is she using?
- 5 Who is Luke?
- 6 When is Jenny going to see him? Why?
- 7 What is Henry going to lend Jenny?

Who is Selina Lavelle? Why do you think Grant (the man who was following them) is watching Henry's house?

- c Look at the **Social English phrases**. Can you remember any of the missing words?

Social English phrases

- Henry** (And) it's _____ to see you.
Jenny It's _____ to see you too.
Henry No, no, _____ me take that.
Henry You've had a hard journey. _____ me.
Jenny It's weird, _____ it?
Rob I really _____ you.
Jenny Oh no! That's _____.
Rob It's not your _____, is it?
Rob Oh _____! You'll look great in those, Jenny!

- d **1 23**))) Watch or listen and complete the phrases.
- e Watch or listen again and repeat the phrases. How do you say them in your language?



Can you...?

- explain why you are travelling to a place
- report lost luggage
- greet someone you haven't seen for some time
- sympathize with someone about a problem