More buying!

1 Rewrite the following sentences using the passive.

1 Can I get a discount of any of this furniture?
Are __________________________________________________

2 You mustn’t bid for anything before the auctioneer displays the item.
Nothing ____________________________________________

3 You can collect a refund at the desk on the second floor.
Refunds ______________________________________________

4 They haven’t found any bargains yet.
No bargains __________________________________________

5 Somebody might have bought the antique clock already.
The antique clock ___________________________________

6 They didn’t end up haggling for anything at all!
Nothing at all _______________________________________

7 Do you sell clothes in this supermarket?
Are __________________________________________________

8 They are going to build a huge shopping centre just outside the town centre.
A ___________________________________________________

2 Read the information below.

You have just bought a new mobile phone and have found that a couple of its features do not work. When you try to save telephone numbers the phone will not do this and the camera function does not work properly. The shop assistant was very friendly and told you how easy to use the phone is, but the instruction booklet is a hundred pages and aside from the two features that do not work, it’s taking you a long time to work out how the phone works.

In pairs write a letter of complaint to the phone company who are called Sokua. Use the notes on page 163 of the Student’s Book and the list below to check that you structure the letter correctly.

• briefly introduce your complaint
• give details about the complaint and more in a further paragraph if necessary
• state what you would like the company to do
More buying!

TEACHER’S NOTES:

Aim: to provide further practice of passives as well as the can do statement; write a formal letter of complaint. This worksheet is designed to be used in conjunction with unit 7.2.

Time: 40 minutes

Materials: photocopies of the worksheet for each student

1 Tell students to rewrite the sentences using passives instead of the active form. Give students time to compare their answers before eliciting them from the class.

   **Answers:**
   1 Are discounts given on any of this furniture?
   2 Nothing must/can be bid for before the auctioneer displays the item.
   3 Refunds can be collected from the desk on the second floor.
   4 No bargains have been found yet. 5 The antique clock might have been bought already.
   6 Nothing at all was haggled for in the end.
   7 Are clothes sold in this supermarket? 8 A huge shopping centre is going to be built just outside the town centre.

2 Students work in pairs to write a formal letter of complaint about a faulty mobile phone. Refer students to the Student’s Book, page 163 book so they can recap on a model letter. Monitor whilst they work to check that they are using suitably formal language and the structure of their letter is correct. At the end of the activity the pairs swap with each other to compare their letters.