

UPDATED FOR THE REVISED 2015  
CAMBRIDGE ENGLISH: FIRST (FCE)

listening  
speaking  
writing

**NEW**

# plus

H. Q. Mitchell - Marileni Malkogianni

UPPER-INTERMEDIATE  
TEACHER'S BOOK

# Contents

<b>Introduction</b> .....	5
<b>Types of Writing</b> .....	9
<b>Unit 1    Holidays</b>	
Listening.....	12
Speaking.....	14
Writing an essay giving an opinion I .....	16
<b>Unit 2    Education</b>	
Listening.....	21
Speaking.....	23
Writing a story.....	25
<b>Unit 3    The Environment</b>	
Listening.....	30
Speaking.....	32
Writing a letter asking for information .....	34
<b>Unit 4    Places</b>	
Listening.....	39
Speaking.....	41
Writing a report.....	43
<b>Unit 5    Sports and fitness</b>	
Listening.....	48
Speaking.....	50
Writing an essay giving an opinion II .....	52
<b>Unit 6    Shopping</b>	
Listening.....	57
Speaking.....	59
Writing an informal e-mail/letter .....	61
<b>Unit 7    Technology</b>	
Listening.....	66
Speaking.....	68
Writing a problem/solution essay.....	70

---

<b>Unit 8</b>	<b>Society / Relationships</b>	
	Listening.....	74
	Speaking.....	76
	Writing a letter giving advice and making suggestions.....	78
<b>Unit 9</b>	<b>Entertainment</b>	
	Listening.....	82
	Speaking.....	84
	Writing a film/book review.....	86
<b>Unit 10</b>	<b>The Media</b>	
	Listening.....	90
	Speaking.....	92
	Writing an article.....	94
<b>Unit 11</b>	<b>Employment</b>	
	Listening.....	98
	Speaking.....	100
	Writing a letter of application.....	102
<b>Unit 12</b>	<b>Culture around the world</b>	
	Listening.....	106
	Speaking.....	108
	Writing an essay giving an opinion III.....	110
<b>Practice Test</b> .....		<b>113</b>

## LISTENING

## Pre-listening

## Suggested answers

Where do you usually shop?	What are the advantages/disadvantages of shopping in a department store?	What are the advantages/disadvantages of shopping in an open-air market?
<ul style="list-style-type: none"> <li>At a shopping centre, in small neighbourhood shops, in department stores in the city centre, at street markets.</li> </ul>	<p><b>Advantages</b></p> <ul style="list-style-type: none"> <li>There is a large variety of items and different labels to choose from.</li> <li>Everything is in one place so there is no need to search around town.</li> </ul> <p><b>Disadvantages</b></p> <ul style="list-style-type: none"> <li>They are crowded.</li> <li>They only carry well-known labels.</li> <li>The service is not always good.</li> </ul>	<p><b>Advantages</b></p> <ul style="list-style-type: none"> <li>You can buy things at bargain prices.</li> <li>You can find original items.</li> </ul> <p><b>Disadvantages</b></p> <ul style="list-style-type: none"> <li>The items can be of poor quality.</li> <li>Street markets are usually crowded.</li> <li>You have to really search to find something worth buying.</li> </ul>

## Transcript

## Activity 1

**Speaker 1**

Well, my friend Meg and I had just been to Carey's, you know, the department store in Crickleburn. Then, we thought, we would go along to the open-air market there. It was my first time and definitely my last. You won't catch me there again after what happened. I mean, I just put it down for a minute. Luckily, I'd just taken my purse out to pay for a really nice pair of sandals I'd found. When I bent down to pick it up, it was gone. I'll only be doing my shopping in the High Street from now on, I can tell you.

**Speaker 2**

I have to say, it's a nice place. I was impressed by the variety in the different departments. In fact, I bought a lovely pair of curtains for my bathroom window. However, I don't think I'll be a frequent shopper there. I really like the hustle and bustle of the city centre shopping streets. Going in and out of different shops and getting a bit of fresh air in between. I also like to stop for a coffee and I know they've got a cafeteria on the fifth floor next to the menswear department, but it's not the same as being able to look out the window at life in the street. No, I don't think I'll be going there very often.

**Speaker 3**

I had a day off last week so I decided to spend it shopping. After breakfast, I took the bus to the city centre and spent the whole day going around the shops. This is no hardship, of course, as I love shopping. I was actually looking for a pair of shoes, but I couldn't find anything that I liked. However, I did buy a few other bits and pieces. Just before catching the bus home, I popped into Carey's, the department store, and there they were! They're perfect and fit me like a glove! I must say, I hadn't been looking forward to going home disappointed, so luckily I didn't.

**Speaker 4**

I had to go into town last Saturday morning. You see, I'm going to a friend's wedding at the end of the month and I need to find something to wear, otherwise you wouldn't have caught me dead in all that chaos. It was like my worst nightmare. However, luckily I ran into one of the girls from work. We had a coffee, then she took me to a place she knew and helped me pick something out. I was so grateful because knowing me I could just as easily have gone home empty-handed.

**Speaker 5**

My friend Martha asked me to go shopping with her last weekend as she wanted to buy a new outfit for a wedding she was going to. I thought, why not? It's very hard for me to turn down an offer like that. Of course, now I have to borrow to get me through the month. But it was worth it. I bought a beautiful pair of shoes and some really nice jewellery in the new open-air street market. In fact, I ended up forking out a lot more than Martha, who I was supposed to be advising.

**Key**

1 F    2 G    3 A    4 E    5 B

**Activity 2**

Good afternoon, thank you for inviting me. I'm Jodie Fisher, and I work with the Shop Testers. For those of you who don't know, Shop Testers visit shops every day and supermarkets once a fortnight and write reviews about them. We do this so that shoppers know which places have the best offers and what new shops have opened up. Anyone can be a Shop Tester, so if you are interested, sign up at [www.shoptestersspringfield.com](http://www.shoptestersspringfield.com)!

Today, I want to give you the latest news on a supermarket that opened just a month ago and is already the talk of the town: 'The Everything Supermarket' down on Malcolm Avenue.

As you may know, we review shops based on four factors: variety and quality of products, service, prices and facilities.

First of all, the variety and quality of products is the first and most important factor, which can make or break a deal. If shoppers have trouble finding the products they want, chances are they won't be going back to that particular shop, now, will they? At the Everything Supermarket I did find all the products on my shopping list, and more. I also discovered the 'ethnic' aisle, which had a wide range of products from other countries, mainly from Latin America. On the other hand, there were some empty shelves which carried more everyday products like rice and pasta. This can be very annoying and inconvenient for any shopper. Although that's not a very good picture, the staff did look very busy, which is perhaps why they hadn't managed to refill them immediately. Maybe the owners should employ more people to handle this issue.

The second factor we use to review shops is, of course, the service. At 'The Everything Supermarket', the staff was very helpful and polite. I was very satisfied.

I can't say I was very happy with the prices. 'The Everything Supermarket' isn't the cheapest place to shop; prices are quite high, that's for sure. They also have a policy concerning plastic bags: customers have to pay extra to get them. I asked the cashier why they do this and she explained that they want to help protect the environment. According to her, asking people to pay for the plastic bags will encourage them to bring their own bags next time. To be honest, I thought that was just a way for supermarkets to make more money.

As for the facilities offered, there is an underground car park available. I have to say, I had a little trouble finding a parking space, but I wouldn't say that the car park was small. I guess it must have been because of the holiday rush. But that's expected anywhere, right? They also have an ATM and four toilets.

Oh, and one last issue. There weren't many special offers, to be honest. I think they need to do something about that, especially since they are a new supermarket.

Well, that's all from me. Thank you.

**Key**

- 1 once a fortnight
- 2 variety and quality
- 3 a wide range
- 4 empty shelves
- 5 employ more people
- 6 very satisfied
- 7 quite high
- 8 make (more) money
- 9 parking space
- 10 weren't many

## Discuss the topic

*Suggested answers*

Do you like shopping? Why/Why not?	Do you go shopping before going on holiday? What do you usually buy?	What present would you buy for a friend for his/her birthday?
<p><b>Yes, I do.</b></p> <ul style="list-style-type: none"> <li>• I like to see the latest fashions.</li> <li>• I enjoy buying new things.</li> <li>• It's a good way to spend a morning/an afternoon.</li> <li>• It's a social occasion. You can get together with friends.</li> </ul> <p><b>No, I don't.</b></p> <ul style="list-style-type: none"> <li>• The shops are too crowded and chaotic.</li> <li>• I don't like spending money.</li> <li>• Shop assistants force you to buy things you don't need.</li> <li>• It's boring/tiring.</li> </ul>	<p><b>Yes, I do.</b></p> <ul style="list-style-type: none"> <li>• I buy the latest fashion accessories/items.</li> <li>• If it's summer, a new swimsuit/a beach towel/sunglasses/sunscreen lotion.</li> <li>• If it's winter, a new coat/boots/a hat/gloves/an anorak/a jacket/sweaters/woollens.</li> <li>• I also buy things I might not be able to find at my destination.</li> </ul> <p><b>No, I don't.</b></p> <ul style="list-style-type: none"> <li>• I use whatever I already have in my wardrobe.</li> <li>• Someone else does the shopping for me.</li> </ul>	<ul style="list-style-type: none"> <li>• jewellery</li> <li>• a book</li> <li>• a CD</li> <li>• flowers</li> <li>• an item of clothing</li> <li>• a gift voucher</li> </ul>

## Speculate and make a decision

*Suggested answer*

### How can these items be of use?

- A book is always an interesting present for someone who enjoys reading as a pastime. If we manage to get him/her a book that appeals to him/her, it will be a useful present as he/she will be able to spend his/her free time engaging in an activity that not only helps develop one's imagination but also helps develop one's reading comprehension skills and vocabulary.
- DVDs are useful because most people enjoy sitting back and losing themselves in the plot of an interesting film. If we choose a blockbuster or a film that got good reviews, he/she is bound to enjoy watching it.
- Concert tickets give one the opportunity to enjoy quality entertainment. Watching a live performance with other people makes for an interesting experience as you can share your excitement with your friends.
- A pair of gloves, bought to suit the person's taste is always a good present as most people tend to wear gloves during winter.
- A sports watch is always a useful buy. Most people like sports watches as they are easy to wear, comfortable and convenient.

### Which one are you going to buy for your friend and why?

Open answers

## Further discussion

### Suggested answers

#### 1 Is it important to be in fashion? Why/Why not?

**Yes, it is.**

- So that you look trendy / that people notice you / that you look good.

**No, it isn't.**

- It's expensive to keep up with fashion.
- Each person's taste in clothes shouldn't be influenced by designers.

#### 2 What influences you when you are shopping?

- advertising / special offers, discounts, sales / magazines, the media / pop stars, TV presenters, movie stars / friends

#### 3 Is it a good idea to have a credit card? Why/Why not?

**Yes, it is.**

- It's safer because you don't carry cash.
- It's convenient, as you have money at your disposal all the time.
- It can be used when travelling.
- It can come in handy in an emergency.

**No, it isn't.**

- You spend money easily. (compulsive shopping)
- You can get into debt without realising it. (overspending)
- It can get stolen and be used by the thief.
- It has high interest rates.

#### 4 Do you think that people buy more than they need?

**Yes, I do.**

- People are influenced by advertising and other people to buy unnecessary things.
- They are made to believe that they need more than they really do.
- They live in a materialistic world / consumer society.
- People are under social pressure to have certain things.
- They are fashion victims.
- They buy unnecessary things.

**No, I don't.**

- Most people buy what they need.

#### 5 Do you think it's worth waiting for the sales to do your shopping? Why/Why not?

**Yes, I do.**

- You can get some good bargains.
- It's not worth paying the full price.

**No, I don't.**

- You can't find your size or the colour you want, etc.
- You buy things that you don't necessarily need, want or use.

## WRITING

### an informal e-mail/letter

#### Discuss the topic

##### Suggested answers

Have you ever bought anything from a shop only to find that it was damaged when you got home? If so, what did you do?	Do you think that people should complain if something is wrong with a product they have bought? Why/Why not?	Would you ever buy anything from an online shop, a mail-order catalogue or over the phone? Why / Why not?
<p><b>Yes, I have.</b></p> <ul style="list-style-type: none"> <li>• I went back to the shop and demanded that the item be exchanged / demanded a full refund.</li> <li>• I had it repaired/mended.</li> </ul> <p><b>No, I haven't.</b></p> <ul style="list-style-type: none"> <li>• I check the product/item before I buy it.</li> </ul>	<p><b>Yes, I do.</b></p> <ul style="list-style-type: none"> <li>• When you pay the full amount for something, you expect the product to be up to standard.</li> </ul> <p><b>No, I don't.</b></p> <ul style="list-style-type: none"> <li>• Sometimes you won't get a refund.</li> </ul>	<p><b>Yes, I would.</b></p> <ul style="list-style-type: none"> <li>• It's convenient and saves time.</li> </ul> <p><b>No, I wouldn't.</b></p> <ul style="list-style-type: none"> <li>• It may be more expensive.</li> <li>• The offer may be a fraud.</li> <li>• I prefer personal contact with a shop assistant.</li> <li>• The picture in the catalogue may be misleading.</li> </ul>

## Sample writing

1. Nicole is writing to Annie to ask for information about an electronic translator she is thinking of buying.
2.
  - a. Do you think it's a good idea? If not, what else worked for you?
  - b. Yes, she does.
  - c. With a set phrase for closing paragraphs. 'Write soon.'
  - d. Informal. The language, the contractions, the informal expressions, the use of phrasal verbs, the familiarity expressed by the style in use, the fact that reference is made to personal information.

## Writing practice

1.
  - A. 2
  - B. 5
  - C. 1
  - D. 4
  - E. 6
  - F. 3
2.
  - a.
    1. e
    2. b
    3. a
    4. d
    5. c
  - b. Open answers
  - c. *Suggested ideas*
    1.
      - excellent food, high quality and great service
      - very expensive
    2.
      - good value for money
      - safe, but not a good idea if you are afraid of heights
3. Open answers