UNIT 1
1 the page 13 plan
2 kind
3 the fact that millions of people around the world do volunteer work
4 a little politeness and friendliness
5 They are stressed by day-to-day living.
6 thoughtless, selfish, greedy, inconsiderate, everyday, easier, day-to-day, rude, aggressive, self-centred, generous, kind, easy

UNIT 2
1 at the start
2 no
3 to refer to a time before the time being talked about in the first paragraph
4 (1) Her son and husband would be able to go to the match.
   (2) She would be able to watch the documentary.
5 Two friends or relatives had tickets, and gave them to David and his father because they were too ill to go to the match.

UNIT 3
1 a letter of complaint
2 dissatisfaction, unable, upset, to make matters worse, absolutely awful, dirty, one of the rudest people ...
3 yes
4 “To begin with”, “Furthermore”, “Finally”, “As a result”
5 “I am writing to express my strong dissatisfaction with”
   “according to your advertisement”
   “I believe that I am entitled to a full refund”
   “I hope this matter will receive your immediate attention”
6 a full refund
7 It is the appropriate conclusion for a letter that begins, “Dear Sir/Madam”.

UNIT 4
1 mountain climbing
2 “I fell in love with climbing”
   “I adore my hobby”
3 because of (1) special equipment, (2) travelling expenses
4 anyone who goes mountain climbing
5 those people who are scared of heights
6 makes a suggestion: Try mountain climbing, even if you are not sure whether you will like it.
UNIT 5

1 staggering (very shocking or surprising)
   outrageous (very shocking and unacceptable)
2 helping the poor, the sick and the disadvantaged
3 teams want superstars who can bring in huge profits;
   sports stars can only work for a few years;
   they are the result of market forces
4 “I consider”, “to my mind”, “I believe” and “I still feel that”
5 the editor of the newspaper

UNIT 6

1 The writer agrees with the statement.
2 yes
3 examples: travelling by car, littering, not recycling, wasting electricity or water
4 “On the other hand”
5 persuade their teacher, headteacher or employer to introduce recycling schemes and educate the staff and students or workforce to turn off appliances when they’re not being used, etc; persuade people to take passengers in their cars, or colleagues/schoolmates to walk to work/school together

UNIT 7

1 It isn’t formal.
   contractions like: it’s, you’re, I’d, you’ll, I’m;
   personal approach: it’s brilliant that you’re, Love;
   non-formal choice of words: “Another thing is that…”
2 Internet research is easier for schoolwork.
   You can download music and films.
3 can keep in touch with friends all over the world through social networking sites;
   online shopping; booking flights, rooms, etc online; easily find out more about things that interest you
4 The “do” places emphasis on the advice, so it is more like a warning.
5 She will now be communicating online instead of by post.
6 Yours, Sergei; Best wishes, Sergei; Cheers, Sergei

UNIT 8

1 Plan 1
2 the first sentence in each paragraph
3 in favour of the plan
4 (1) Art helps us understand the world we live in.
   (2) We can feel healthier and happier by using art to express ourselves.
5 equipment for technology/computer skills; sports equipment
6 All in all, On the whole, In conclusion, Taking everything into account, To sum up
UNIT 9

1 yes
2 He wants to learn more about British culture and improve his English.
3 by phone or email
4 “I look forward” is more formal.
5 because he started his letter with the name of the person to whom he’s writing (“Dear Ms Swann”).

UNIT 10

1 They wouldn’t be big enough to accommodate the whole group.
2 It is near the bus station.
3 They can see excavations of Neolithic settlements, and interesting finds in the museum.
4 A herd of unique wild ponies lives there.
5 Section headings can help the writer to organise the information in a logical way and help the reader to find information quickly.

UNIT 11

1 worst
2 the first
3 mediocre, repetitive, monotonous, weak
4 in my view (paragraph 1), in my opinion (paragraph 3); I believe/think/feel that; as I see it; to my mind; it seems to me that; I am sure/certain that
5 “simply sad”; to show how bad/depressing it is

UNIT 12

1 yes
2 Hi; I’d love to; before I can say ‘yes’; One last thing; Bye for now
3 at the reception desk; to practise her English and French
4 how Hannah is; where the hotel is; how many hours they will work and for how much pay; whether they’ll be given a room at the hotel to stay in, and if they will have to share it with others
5 no