

READING

- 7 Read the text and choose the correct answer, A, B, C or D.

THE HIGH STREET

Last summer I visited Britain. On the first day I needed some aspirin for my headache, so I asked the hotel owner where I could get some. She said: 'There's a *chemist's* on the high street.' I soon learned that a chemist's is what British people call a *pharmacy* and *high street* is called *main street* in America. That was a classic illustration of two nations divided by a common language.

The phrase *high street* is hardly ever explained to tourists because it is a part of everyday life in the UK. It means the main commercial street in every British town. What can be surprising is that a town's high street is not always the most important place in town and is not often called *High Street*, but has another official name.

In small villages, the high street has little more than a mail box, a newsagent's and a small supermarket. In a bigger town, you will find a chemist's, a DIY store, a pub and also traditional food shops like a butcher's or greengrocer's. In big cities, pubs, clothes shops, toy shops, banks and estate agents line up on the high street. But there are not many vintage shops or fast food bars, unless they are part of big, multinational companies. This is because high street rents are usually the highest for businesses in the town.

Another surprise is *high street fashion*, which does not refer to the clothes that are sold in the high street shops – it only describes clothes that are not too expensive but are fashionable. They are usually produced from good quality materials and you can find them everywhere, from big department stores to small local shops. Everyone can afford them.

Is the high street going to disappear from the British culture? I don't think so. Every year the competition for The Best High Street is announced. In 2016, there were 900 candidates. The title went to Blackburn, a big town in the north of England and one of my favourites.

- 1 The writer:
 - A is a British tourist to the USA.
 - B is an American tourist to the UK.
 - C runs a shop in the high street.
 - D lives in Blackburn.
- 2 What did the writer find out about *the high street*?
 - A It is the central part of every British town.
 - B Every high street looks the same.
 - C Most town sellers have their shops there.
 - D You can't have a fast food meal there.
- 3 *High street fashion* refers to:
 - A the most popular clothes.
 - B clothes on special offer.
 - C good quality brands.
 - D very expensive clothes.
- 4 In the text, the writer:
 - A gives the reasons for the differences between British and American English.
 - B invites people to go shopping in the high street.
 - C encourages towns to take part in the competition for the Best High Street.
 - D shares his/her discoveries about British culture.

SPEAKING

- 8 Do the task in pairs.

Student A

You are spending the summer with your family in the UK and you have been invited to an 'end of summer' party with your cousins. You go to a clothes shop to buy some new clothes for the special occasion. Student B starts the conversation.

- Explain what you need and what the special occasion is.
- Say what size you are and ask if you can try it on.
- Say there is a problem with an item of clothing and explain what it is.
- Decide to buy an item and ask about payment.

Student B

You have a summer job at a clothes shop. A customer, Student A, enters your shop and wants to buy some clothes. Help him/her. You start the conversation.

- Suggest an item of clothing from the new collection and ask what size he/she needs.
- Say where the changing rooms are. Ask if everything is OK.
- React to the problem and offer help.
- Answer the customer's question and finish the sale.

WRITING

- 9 Match the products (1–4) with the possible problems you might have when you buy them (a–d). Then, in pairs, add one more possible problem for each of the products.

PRODUCTS

- 1 a box of chocolates ☐
- 2 a book ☐
- 3 a pair of jeans ☐
- 4 an MP3 player ☐

PROBLEMS

- a Some pages are missing.
- b It has bad sound quality.
- c They are past their sell-by date.
- d They shrank after the first wash.

- 10 Use one of the products in Exercise 9 and do the writing task.

A few weeks ago you made an online purchase. The shop promised that the parcel will be delivered within two days but you had to wait longer. When you opened the parcel, there was a problem with the product you ordered. Write an email of complaint. Include the following information:

- explain what you bought and when
- complain about the fact that the parcel was delivered late
- describe the problem with the product you received
- explain what you expect the company to do to solve the problem.