

31 This is a letter of complaint. The tone will be mild.

(Suggested Answer Key)

- complain/disappointing service/received from catering company
- guests kept waiting/food failed to arrive on time/many dishes/ cold
- advertisement stated/huge variety of traditional and continental dishes/unfortunately untrue/only three available
- guests complained/waiters/unhelpful/ rude
- prices/not reasonable/dishes/more expensive than advertised / overcharged/final bill
- upset/expect/compensation for/inconvenience/otherwise/take further action

Unit 3 – Making a Living

- 1 a) A. cleaner E teacher
B. florist F barber
C. cameraman G vet
D. decorator

b) (Suggested Answer Key)

- The cameraman would probably be paid well if the film he was working on was predicted to be a box office success.
- I would find the teacher's job more challenging than the others because you need a lot of patience to teach. I can also imagine the satisfaction you might get when you realise that your pupils finally understand the difficult aspects of the lesson.
- The vet's job would be extremely interesting for me as I've always loved animals and am especially interested in all aspects of wildlife.
- The decorator's job would be too repetitive for me. Imagine doing the same thing day in, day out! It must be very tiring too, looking up and down at ceilings and walls for hours on end!
- The most boring job would probably be the barber's job. The only thing that might reduce the boredom would be chatting with customers.

- c) A: I would certainly consider being a florist, as I love the idea of working with beautiful colours and shapes to create unusual designs.
B: I'm not so sure. I'm not really an arty sort of person, you see.

A: I would certainly not consider being a cleaner, simply because I have enough to do cleaning my own house never mind cleaning other houses!

B: I agree. It's very hard work.

- 2
- follow your dreams
 - change your plans
 - step into sb's shoes

(Suggested Answer Key)

- I've always believed that it is important to follow your dreams and not be influenced by others who might want to lead you along a different path.
- At first I wanted to become a journalist, but then I changed my plans and finally became an English teacher.
- When my mother retired, I stepped into her shoes and took over the business.

3 (Suggested Answer Key)

- | | |
|----------------|--------------|
| • 1 salary | 3 cash |
| • 2 wages | 4 pay |
| • 5 trade | 7 work |
| • 6 occupation | 8 profession |
| • 9 team | 11 staff |
| • 10 crew | 12 personnel |
| • 13 employer | 15 employee |
| • 14 worker | 16 trainee |

4 (Suggested Answer Key)

- 1 ... gave up her career to be with her children.
- 2 She volunteers every weekend to help the homeless people of the area ...
- 3 ... never seems to lose his temper.
- 4 ... was finally fired.
- 5 ... person who eventually set up his own business.
- 6 ... kept us all going through that difficult time.
- 7 He became successful simply ...
- 8 ... be a lifeguard

5 a) (Suggested Answer Key)

A: Well, personally, I think that Claire Martin would be most suitable for the post advertised, wouldn't you agree?

B: Mmmm, yes. I mean the job certainly needs someone who will be patient with more demanding residents and who can also manage the numerous enquiries that people will have. What do you think about the other applicant?

Upstream Intermediate Answer Key

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