



apple pie

ENGLISH

Level 6

Small Talk

- What has been going on with you recently?
Anything interesting?
- Got any gossip to share?
- I'm famished. What's for lunch/dinner?



trifle

Conversation

- What are the advantages and disadvantages of being born beautiful?
- What one sentence could you say to someone to make him/her love you?
- You've discovered the secret of alchemy. What do you do next?



banana split



sticky toffee pudding

Parallelism (review)

Parallelism is the repeating of structures. It is often used in speeches.

- Use parallelism to
 - a) argue for cleaner air
 - b) inspire an army
 - c) convince your mum to give you ice cream

Linking Phrases: Emphasis & Highlighting

in particular - Some of the students have done very well this term. Samantha in particular has been doing great work.

(this is) particularly... - You all need to listen to what he has to say. This is particularly the case for the interns.

(this is) especially... - Some of the players need dropped or sold. This is especially true in the matter of the defence.

(this is) mainly... - The company has had a bad year. This is mainly due to poor investments in foreign markets.

(this is) chiefly... - We have decided to renew the contract rather than look for a new partner. This is chiefly because of price, although quality of service was also a factor.



death by chocolate



crème brûlée

Renting a Property (review)

rent
landlord
deposit
bills
solicitor
(estate) agent / realtor
furnished
unfurnished
contract
lease
inventory
to let
location
agent's fee
square metres / square meters

James Clerk Maxwell (review)

- Where and when was Maxwell born? What was his original name, and why was it changed later?
- For what scientific work is Maxwell best known?
- Summarise Maxwell's schooling and early achievements.
- What are some of the things named after Maxwell?

Grammar: Could have (done)

1. Possibilities / Impossibilities

- *Thank god you were there: they could have died.*
- *He couldn't have killed your dog: he was on holiday.*

2. Mild judgement of another

- *Why did you buy that? You could have bought the blue one.*
- *You could have called me! I wanted to go to the party too.*

3. Disbelief

- *No way! You couldn't have paid that much.*
- *What? I don't believe you. China couldn't have beaten Brazil 5-0.*



chocolate soufflé

Getting a Refund: Dialogue Review + Part 3

I see what you're saying
truth be told
I'm done with
my hands are tied
work with me here

that's an understatement
that's all very well, but...
I would have thought
this is ridiculous
screw this

make an exception
a bit temperamental
get your hopes up
take advantage of
clamp down on

In December 2012, the Daily Telegraph published an article by columnist Kara Gammell in which she sought to debunk several myths regarding customer rights. Here is an abridged version of the piece:

Myth 1: 'If I change my mind about a purchase, I am entitled to a refund.'

Reality: You have no right to a refund on anything you have already bought unless it does not match the Sales of Goods Act regarding the description, quality, or purpose of the product. In such cases you may 'reject' the product and get your money returned. However, many shops do have their own refund policies and rules.

Myth 2: 'Shopping online gives me fewer rights.'

Reality: Online purchases in the UK have a 7-day 'cooling-off period' from the day the product arrives because this is the first time the customer has seen the actual physical object. Exceptions to this are perishable items, products made to the customer's desired specifications, products that have had all their packaging removed or been tampered with, or financial services (the last of these actually has a 14 day period for refunds).

Myth 3: 'EU law means products I buy have a 2-year warranty.'

Reality: Yes, and no. UK law's Sales of Goods Act trumps EU law because it actually meets or exceeds the majority of the directives. This means customers have even better protection: in England and Wales products can be covered for up to 6 years if they can be expected to last for that time without breaking (and it is the retailer, not manufacturer, that is responsible). However, after a product is 6-months old, the customer must show that any failing is a manufacturing fault, not poor through inappropriate use.

Myth 4: 'Paying by credit card gives me more rights.'

Reality: Yes, but only if the purchase is over £100 and less than £30 000. The Consumer Credit Act means that credit card companies and retailers are jointly liable on purchases, and if a retailer goes bust before the product arrives, customers can claim against the credit card company completely. It is also possible to only pay for a part of an item by card, but still get protection.

Myth 5: 'The price tag was wrong, but the retailer must honour it.'

Reality: No. Retailers are within their rights to refuse a sale, and so if they notice a mis-pricing can simply decline the sale. However, if the sale has been accepted then things become more complicated. If the price was so low as to be clearly not genuine, a retailer can attempt to void the sale. On the other hand, a customer can buy the product elsewhere and then try to go through the small claims court for the original retailer to pay the difference.

Myth 6: 'Consumer rights do not apply to second-hand or sale items.'

Reality: Unless the retailer has described any faults before the purchase, then consumer rights still apply. However, if buying from a private seller – somebody who does not make a living by selling products – then the only rights are that the product matches the description.

Myth 7: 'I can get my money back if my products do not arrive on time.'

Reality: This is only true if the retailer has promised products to arrive before a particular time. In this case, late arrival counts as breach of contract. One cannot assume that it takes under a week for a product to be shipped and then claim for money back if it doesn't arrive within two weeks (and therefore is, for example, late for Christmas).