

**IP3 (Units 5-6)**

1. When was the last time you had a problem with a product or service?
2. Do you ever complain about products or services?
3. Are you usually successful when you complain? Why / Why not?
4. Is it common to complain about products and services in your country?
5. Can it be useful to show anger when complaining?
6. How do you usually behave when you complain?
7. How often do you complain?
8. Have you ever written an email or letter of complaint?
9. What do you think is important in a complaint email or letter?
10. What problems might happen when you stay in a hotel? List five or more.
11. Have you ever had a bad meal or experience in a restaurant? Give details.
12. What things can go wrong when you have a meal at a restaurant? List four.
13. What do you do if you have bad service or a bad meal in a restaurant?
14. Describe a person using two personality adjectives. How does word stress change the meaning?
15. Can you think of a product that seemed too good to be true? Compare it with a similar product using comparative and superlative structures.
16. How do you describe products you are thinking about buying?
17. What's your favourite city and why do you like it so much?
18. Describe an area of your city that you find interesting. How did you get used to it?
19. Talk about a challenging journey you have faced. How did you overcome the challenges? (Use idioms if possible.)
20. What do you think a "city of tomorrow" should be like? Describe its features.
21. Have you ever had to make a complaint? How did you do it?
22. What are the key elements of a successful marketing campaign? Explain how you would sell an idea to other people.
23. Describe an event you have planned. How did you coordinate and collaborate with others?
24. What do people usually do themselves instead of hiring someone? Why do they prefer it that way?
25. What makes your favourite neighbourhood special?
26. Describe a challenging experience you have had. How did you handle it?
27. How do you discuss and propose ideas in a group setting? Share some mediation skills you find effective.
28. Talk about a place that is famous for something unique. How would you describe it as a business idea?
29. Share your thoughts on the importance of communication skills in the modern world. How can people improve these skills?
30. What is the role of fast speech in everyday conversations, especially in city transport?
31. Have you ever written a complaint email? What are the key points to include?
32. How would you summarize a meeting about starting a business? What information is important to highlight?
33. Where do you prefer to spend your leisure time in your city, and why?
34. Can you describe a favourite spot in your city that not many people know about?

**Pair Work****➤ Situation 1**

- *Student A:* You are a city planner. You need feedback on the new public transport route you designed. Call your colleague to discuss details.
  - Start the call.
  - Explain the reason for your call.
  - Describe the new route and its expected benefits.
- *Student B:* You are a colleague working on the project. Ask follow-up questions about the new route.
  - Inquire about the route specifics.
  - Ask about possible challenges or concerns.
  - Suggest improvements.

**➤ Situation 2**

- *Student A:* You are a new resident in the city looking for recommendations on the best areas to live. Call a friend to get advice.
  - Start the call.
  - Explain why you are calling.
- *Student B:* You are a long-time city resident. Give recommendations based on your experience.
  - Describe different areas with their pros and cons.
  - Suggest an area based on Student A's preferences.

**➤ Situation 3**

- *Student A:* You are an advertising executive pitching a new ad campaign for a financial product.
  - Introduce the campaign concept and main message.
  - Describe the target audience.
- *Student B:* You are a client evaluating the pitch.
  - Ask about the campaign goals and audience.
  - Give feedback on the storyboard ideas.