# Communication

## **1a**

## Communication today

### Reading (Matching headings; Sentence completion)

➤ COURSEBOOK pages 8-9 and 18-19

#### Before you read

- **1a** Look at the title of the passage on page 7, and the photo. Answer the questions.
  - 1 In what kinds of situation do you use gestures instead of your voice?
  - 2 How successful do you find the use of gestures to communicate?
- **b** Read the first paragraph (A), and answer the questions.
  - 1 Can you use sign language?
  - 2 Do you know anyone else who can use sign language?
  - 3 What might the sign in the picture mean?

#### Identify topic sentences

- 2 Look quickly through paragraphs A and B. Answer the questions.
  - 1 What is paragraph A mainly about? Choose one.
    - A the large numbers of deaf people in Britain
    - B the nature of sign language
    - C a comparison between sign language and speech
  - 2 Which is the topic sentence in paragraph A?
  - 3 Which is the topic sentence in paragraph B?
  - 4 Which other phrases in paragraph B relate to 'misunderstanding'?

#### **TEST STRATEGY**

In a 'Matching headings' task, the heading should be similar in content to the topic sentence, as they both reflect the overall topic of a paragraph.

#### Identify paragraph topics

- **3a** Look at the following headings, and then read paragraph B again.
  - **a** A rise in the numbers of people using American Sign Language
  - **b** The international use of British Sign Language
  - c Two mistaken beliefs about sign language

- **b** Only one of the headings is suitable for paragraph B.
  - 1 Which one contains information that is factually incorrect?
  - 2 Which one contains information that is not mentioned in the paragraph?
  - 3 Which one contains information that summarises the main topic of the paragraph?

#### **Test practice**

4 Complete the Test practice task.

The reading passage has seven paragraphs, **A-G**. Choose the correct heading for each paragraph from the list of headings below.

#### **List of Headings**

- i Uncertainties concerning the origins of signing
- ii The groups who make use of sign language
- iii Several decades of decline for BSL
- iv Changes occurring in the spoken language
- v Two mistaken beliefs about sign language
- vi The introduction of formal lessons for signing
- vii An alternative system of manual communication
- viii Variation in the forms of BSL is reduced
- ix The difficulties involved in learning BSL

1	Paragraph A	_ 5	Paragraph <b>E</b>	
2	Paragraph B	_ 6	Paragraph <b>F</b>	
3	Paragraph C	_ 7	Paragraph <b>G</b>	
4	Paragraph D	_		

#### **EXPERT LANGUAGE**

The prefix mis- generally means bad or wrong.

#### Sentence completion

- 5a Look at the sentence. What kind of word is missing (noun/verb/adjective, etc.)?Apart from people who are deaf or dumb, sign language is used by family members and \_\_\_\_\_\_
  - **b** Read paragraph A and find the missing word.

## **BRITISH SIGN LANGUAGE -**

Communicating without the use of the voice



- A More than 900,000 people in Britain are severely deaf, and an unknown number are dumb, that is to say they lack the ability to speak. For these people, an alternative system of communication is available which requires neither hearing ability nor speech. It is a system based on the use of signs. The
- 5 signs are made using movements of the body, in particular of the hands, as well as facial expressions. Sign language is used mainly by the deaf and those who are unable to speak. However it is also used by those who communicate on a daily basis with them, such as family members, or by interpreters who are employed to help the deaf communicate with people in the wider world.
- 10 B The deaf sign language is surrounded by misunderstanding. For example, a lot of people think that signing is simply a way of conveying ordinary speech through gesture, but there is very little connection between spoken language and sign language. Sign language is a separate communication system, though it is just as complex as spoken language. Another common misconception about
- 15 sign language is that it can be understood everywhere. This is not the case. For instance, there is a considerable difference between the sign languages of Britain and the United States; they have only about one third of their signs in common. Speakers of British English and American English can communicate much more easily than deaf people from the two countries.

### **Test practice**

6 Complete the Test practice task.

#### **TEST STRATEGY**

Don't change the word in any way. Copy it exactly from the passage.

## Choose **ONE WORD ONLY OR A NUMBER** from the passage for each sentence.

- 1 The finger-spelling method of signing is based on the traditional \_\_\_\_\_\_.
- 2 The existence of a sign language in the 16th century is supported by reliable \_\_\_\_\_\_.
- 3 The development of modern BSL is probably connected to an increase in the size of \_\_\_\_\_
- 4 From the beginning of the 20th century to the 1970s there was \_\_\_\_\_\_ towards BSL.
- 5 In \_\_\_\_\_\_, BSL was recognised by the British government as a language.

- 20 **C** Another method of using the hands to communicate is finger spelling, where each letter of the conventional alphabet has a corresponding finger sign. However, finger spelling does not represent an alternative to signing. There are only two situations in which the finger-spelling alphabet is used in sign language. Firstly, it can be used to spell out the names of people and places for which no sign exists. Secondly, finger spelling can be used to spell words for
  - 25 which no sign exists. Secondly, finger spelling can be used to spell words for which the signer does not know the sign. Nevertheless, finger spelling is a very lengthy and laborious substitute for sign language.
  - D Little is known about the way in which British Sign Language (BSL) developed, as it has no written form. The few written records that do exist concerning
  - 30 the historical use of sign language in the country were mainly produced by hearing people, and this calls into question their reliability. What is known is that people in Britain were signing by the 16th century. Many scholars think that signing systems were used prior to this, although there is no firm evidence to support that.
- 35 E Like all other natural languages, BSL changes over time. It is thought that modern BSL developed during the 18th century, when there was a mass movement of people from the countryside to the expanding cities in search of work. As deaf individuals came into contact with larger numbers of other deaf people in these growing cities, they formed communities, and their
  - 40 system of communication became more standardised. This trend was further strengthened with the development of formal education.
  - F The first school in Britain to include sign language in its curriculum is generally thought to be the 'Academy for the Deaf and Dumb', which opened in 1760. The school's owner, Thomas Braidwood, introduced a system of sign language
  - 45 known as the combined system, which is believed to have been the basis for BSL. Unfortunately, only children of wealthy parents could afford to attend the school, and it was not until the late 18th century that Joseph Watson, a relative who was trained by Braidwood, opened the first state-funded school for deaf children in Britain. This was called the 'London Asylum for the Deaf and Dumb'.
- G Since that time, BSL has encountered various setbacks by comparison with spoken language. For example, during the 19th century few deaf children had the opportunity to learn BSL at school; most had to learn it informally. Then for much of the 20th century there was increasing opposition to sign language. During this time deaf children were encouraged or forced to adapt to mainstream forms of communication. They had to understand others by lip reading, and to 'speak' using finger spelling. Eventually it was recognised that this approach was unsuccessful, and that BSL was a complex and full method of communication. People became more tolerant towards it and finally, in

#### Task analysis

7 Check your answers to Exercise 6 and answer the questions.

2003, it was given the official status of a language.

- 1 Have you written one word/number only for each sentence?
- 2 Have you copied the word/number exactly as it is written in the passage?

#### **EXPERT LANGUAGE**

neither line 4

Which word always comes soon after this one? Which word means the opposite of this one?

## Vocabulary

#### ➤ COURSEBOOK page 10

#### **Collocations**

**1a** Look at the list of words. Circle the best word to use with the one which is underlined.

1	common (	social	)communal	<u>media</u>
2	clean	clear	plain	<u>relationship</u>
3	physical	real	bodily	appearance
4	technological	tool	equipment	developments
5	become	get	turn	<u>aware</u>
6	divide	share	part	<u>information</u>

**b** Complete the sentences using two-word phrases from Exercise 1a.

1 In the next few decades \_\_\_\_\_ will lead to new

	medical procedures.				
2	A person's character will tell you more about				
	someone than his or her				
3	The police departments of different countries				
	often concerning individuals they are				
	trying to find.				
4	The study found that there was a between				
	the amount of time spent watching TV and levels				

of fitness.

5 Individuals and organisations are increasingly using \_\_\_\_\_\_ to communicate their views.

6 Children generally \_\_\_\_\_ of other people's feelings between the ages of two and four.

#### Phrasal verbs

point out spell out

2 Complete the sentences with the correct form of one of the verbs in the box.

back up bring up get across leave out pick up on

1	The presenter is a very good communicator. She
	always manages to her point in language
	that is easy to understand.
2	While I had the chance, I the subject of

2 While I had the chance, I \_\_\_\_\_ the subject of our earlier disagreement.

3 The sales assistant \_\_\_\_\_ that the phone I had chosen was more expensive at other stores.

4 The editor asked the journalist to \_\_\_\_\_ some of the details in her report, as it was too long.

5 Although the actor was very nervous, the audience didn't seem to \_\_\_\_\_ it.

6 It is the duty of manufacturers to \_\_\_\_\_ the risks involved with any of their products very plainly.

7 When I made a complaint about poor service, other people \_\_\_\_\_ me \_\_\_\_\_.

#### **EXPERT LANGUAGE**

All the verb phrases in the box can be separated by a noun or pronoun, except for one. Which one is it?

#### Words with more than one meaning

3 Choose the correct words in *italics* to complete the text.

## Summer camps

The USA has an extensive range of summer camps. These are supervised outdoor programmes for children or teenagers, conducted during the summer months. The 1 lesson / point of the summer camps is to get children to explore their surroundings freely and mix with others of a similar age.

Experts 2 argue / mean that, in general, children nowadays have too little opportunity to play outside. According to one 3 story / account, many children spend up to three hours a day watching TV or using a computer. The effects are not well understood, and more research needs to be done in this 4 place / area. In the meantime, summer camps offer physical activities in a safe environment.

- **4a** Think about the following opinions. Do you agree or disagree with each one?
  - 1 Face-to-face communication with friends is more enjoyable than texting or messaging.
  - 2 A lot of people sign agreements without reading the details very carefully.
  - 3 Tourism helps to promote understanding between different cultures.
  - 4 At a certain age, popularity with their peers is more important to children than the approval of their parents.
  - 5 Certain kinds of skill are disappearing because of developments in technology.
  - 6 There is a big difference between watching a film at the cinema and watching a film at home.
  - 7 Having a discussion with friends usually helps when making a difficult decision.
  - 8 A conversation can become boring if one person talks too much.
  - **b** For those opinions that you disagree with, rewrite the sentence so that it expresses an opinion you agree with.

xting friend	.s is someti	mes more	enjoyani	e tnan f	ace-to-	<i>face</i>
mmunicatio	n.					

## Language development

➤ COURSEBOOK page 13, EXPERT GRAMMAR page 173

#### Present tenses

#### **TEST STRATEGY**

For the second task of the Academic and General Training Writing Papers you often have to write about a general situation or problem facing people today. These share certain features, such as the use of present tenses.

- 1 Choose the correct verb form in *italics* to complete the sentences.
  - 1 Every single day millions of people *put / are putting* a letter into a letterbox.
  - 2 Mail trucks *take / are taking* the letters to a processing centre.
  - 3 A machine *separates / is separating* the large envelopes from the smaller ones.
  - 4 A barcode is sprayed onto each envelope so that every single envelope has / is having its own unique number.
  - 5 In general, it now seems / is seeming that there is a decreasing demand for postal services.
  - 6 Nowadays, postal workers find that they *deliver / are delivering* more parcels and fewer letters.
- 2 Choose the correct verb forms in *italics* to complete the text.

3 Complete the text with the correct form of the verbs in brackets.

### New technology

It 1 (seem) that accurate predictions about				
technology are difficult to make. These days,				
most young people 2 (watch) films on an				
electronic device. However, despite an overall fall				
in attendance, some new cinemas 3 (now				
open). In a similar trend, sales of traditional books				
<b>4</b> (rise again), while e-readers <b>5</b>				
(lose) popularity.				

#### > HELP

- 1 Which tense is *seem* usually used with the present continuous or present simple?
- 4 Complete the sentences so they are true for you.

1	At the moment I (save) money to
2	My friends and I usually (go) to the
	at the weekend.
3	Most of my friends (think) that shopping is
	·
	I (prefer) staying at home to
5	I (usually listen) to music while I am
6	I (need) to get a good score in IELTS so
	that I can
7	Right now I (practise) the present tense in
	English.

## Helping children to communicate in the classroom

The way in which adults 1 interact / interacts with children has a big effect on how their communication skills develop. Teachers in elementary schools should be aware of typical language development and the strategies that 2 encourage / are encouraging this. They should try and 3 adopt / adopting some simple rules. For example, non-verbal information, like lip movements, facial expression and eye contact, helps children to understand what the teacher 4 says / is saying. And teachers should allow extra thinking time when children 5 respond / are responding to questions.

In addition, the physical environment 6 has / is having a huge impact on how well pupils can listen and talk. Can children 7 hear / hearing the teacher's voice, and if not, what can be done? 8 Is / Are there any visual distractions in areas where children are expected to concentrate? 9 Is / Are the lighting good enough for children to see the teacher's face?



## Writing (Task 1)

> COURSEBOOK page 14, EXPERT WRITING page 192

#### Introduction and overview

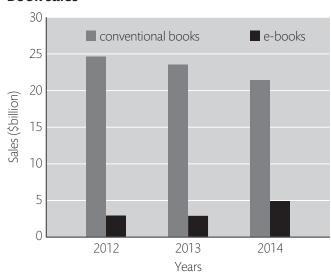
- 1 Look at the sentences. Which ones are introductory sentences, and which ones are overview sentences?
  - 1 The graph shows how many books were bought by men and women between 1990 and 2010.
  - 2 The pie charts compare household expenditure in the UK in 1960 and 2010.
  - 3 In general, sales of cinema tickets fell, while sales of DVDs went up.
  - 4 The table shows Brazil's main exports and imports from January to December 2015.
  - 5 It can be seen that, overall, spending on luxury goods by the 20- to 30-year-old group exceeded that of other age groups.

#### **EXPERT LANGUAGE**

One word in these sentences means was greater than. Which word is it?

**2a** Look at the bar chart below and complete the introductory and overview sentences.

#### **Book sales**

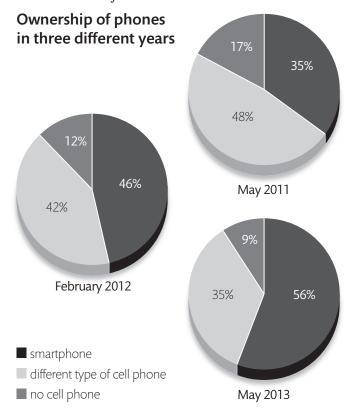


The chart shows how much was spent on 1 \_\_\_\_ and 2 \_\_\_ from 3 \_\_\_ to 4 \_\_\_ . The value of e-book sales 5 \_\_\_ particularly in 2014, while the value of conventional book sales 6 \_\_\_ .

- **b** Answer the questions about the details of the bar chart. Use words as well as numbers.
  - 1 How much money was spent on conventional books in 2012?
  - 2 How much money was spent on conventional books in 2014?
  - 3 How much money was spent on e-books in 2012?
  - 4 How much money was spent on e-books in 2014?

#### **Test practice**

**3a** Look at the pie charts below and complete the introductory and overview sentences.



The pie charts show the 1 \_\_\_\_\_ of people owning a smartphone, a different type of cell phone, or no cell phone, from 2 \_\_\_\_ to 3 \_\_\_\_ . Over that period, 4 \_\_\_\_ ownership rose considerably, while ownership in both the other groups 5 \_\_\_\_ .

- **b** Answer the questions about the details of the pie charts. Use words and/or numbers.
  - 1 What proportion of people owned a smartphone in 2011?
  - 2 What proportion of people owned neither a smartphone nor another type of cell phone in 2012?
  - 3 What proportion of people owned a different type of cell phone in 2011?
  - 4 What proportion of people owned a smartphone in 2013?

#### **EXPERT LANGUAGE**

The words *proportion* and *percentage* have similar meanings.

#### Assess and improve

- 4 Answer the questions.
  - 1 Which comes first, the introductory sentence or the overview sentence?
  - 2 Is the introductory sentence exactly the same as the chart title?
  - 3 What is the difference between the main details and the introductory and overview sentences?

## Back to the old ways

## Listening (Section 1)

➤ COURSEBOOK pages 12 and 15

#### Before you listen

- You are going to listen to a librarian talking to a woman who is asking about library membership. Think about the situation and answer the questions.
  - 1 What kind of information might they discuss?
  - 2 Which words/phrases do you expect to hear?
  - 3 Who will probably write notes, the librarian or the woman?

#### **TEST STRATEGY**

Thinking about the general context of a conversation before you listen helps you to follow the conversation better

#### **Test practice**

2a Read the instructions and the questions below, and think about what kind of word might fit in the spaces.

Questions 1–3					
Complete the notes below.					
Write <b>ONE WORD AND/OR A NUMBER</b> for each answer.					
University Library I can register as an external member. Fee = 1 per year Can borrow up to 2 books. Doesn't include use of 3					

- b 1.1 Now listen to the conversation and complete the notes.
- c Check your answers. Make sure that you have written only one word and/or a number in each space.

- **3a** Look at the registration form in the Test practice task below and answer the questions.
  - 1 Who will probably complete the registration form, the librarian or the woman?
  - 2 What kind of words might fit in the gaps?
  - b Look at the headings on the left of the form. What questions might the librarian ask to get the information he needs?

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#### **Test practice**

4a 1.2 Now listen to the conversation and complete the Test practice task below.

Questions 4–10							
Complete the form below.							
Write <b>NO MORE THAN TWO WORDS AND/OR A NUMBER</b> for each answer.							
Library Registration Form							
Name:	Frances 4						
Title:	Miss						
Current occupation:	5						
Address:	6						
	Chester						
Phone number:	7						
Email address:	8@swiftair.com						
Chosen card collection point:	9 library						
Payment method:	10						

**b** Check your answers. Make sure that you have written only one or two words and/or a number in each space.

#### Task analysis

- **5** Answer the questions.
  - 1 Check your answers with those at the back of the book. How many were correct?
  - 2 How many were incorrect? Listen to the conversation again to see why you got them wrong.

## Language development

➤ COURSEBOOK page 16, EXPERT GRAMMAR page 173

#### Past simple



#### **TEST STRATEGY**

Passages about events or people from the past often appear in the Academic and General Training Reading Papers. These passages share common features, such as the use of past tenses, and adverbials expressing time and sequence.

#### Reading about the past: verb forms

**1a** Complete the text about Marconi with the correct form of one of the verbs in the box.

apply begin give go make operate present ring

## Marconi

uglielmo Marconi was born in Italy in 1874. He was Jan inventor and electrical engineer, now known for his pioneering work on long-distance radio transmission. his research on radio waves while at home in Bologna. Then in 1896, he 2\_ \_\_\_ to England in search of financial support, and in the same year he for legal protection for a system of communication without the use of wires, known as telegraphy. In trials on Salisbury Plain, a high, flat area in southern his system to the navy, the army England, Marconi 4 and representatives of the government's post office. After that he 5 \_\_\_\_\_ a demonstration to accompany a public lecture on telegraphy by William Preece, chief engineer to the General Post Office. Marconi walked around the lecture hall carrying a box (the receiver), and Preece 6 \_\_ transmitter. Whenever Preece created an electric spark, a on Marconi's box, but there was no visible connection between the two men. The demonstration caused

b Underline all the words/phrases in the text about Marconi that refer to time.

\_ Marconi a celebrity.

**2a** Look at the words/phrases in the box and answer the questions.

after after that before by then in 1874 in 1896 in the same year now subsequently then

- 1 Which words/phrases refer to a specific time?
- 2 Which words/phrases mean *next*?
- 3 Which word has the opposite meaning to after?
- 4 Which word means at the time of speaking?
- 5 Which phrase could be used to describe two events that happened last year?
- **b** Complete the text with the words/phrases in the box.

after the war before by then in 1920 subsequently

## **Public broadcasting in Britain**

1 World War I began, in 1914, techniques for using wireless technology to transmit speech, rather than just coded signals, had been developed. However, it was only 2 that radio became popular with the general public. Simple radio receiver sets were developed for a rapidly expanding market. This meant that wireless could be used for 'broadcasting' as well as for sending targeted messages.
Marconi's company pioneered regular broadcasts of information and entertainment in Britain. 3 it organised the first broadcast. 4 the company set up broadcasting stations in Chelmsford and London. 5 requests for licences to broadcast from different companies were increasing, and in 1922 several of these joined together to become the British Broadcasting Company (BBC). The era of popular broadcasting for the home – first by radio, later by television – had begun.

#### Write about the past

3 Use the notes below to describe the early days of television in Britain. Use the past simple, and specific dates, and/or words/phrases like the ones in Exercise 2.

1923 John Logie Baird begins developing a system to enable TV broadcasting.

1926 First demonstrations of equipment at department store in London.

1928 Baird allows people to place orders for a TV set.

1932 The British government decides to allow regular broadcasting.

1936 The BBC broadcasts the first 'high-definition' TV programme from London.

a sensation and 8 \_\_\_

## Vocabulary

#### ➤ COURSEBOOK page 16

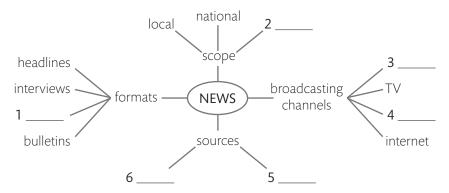
The media	1	Complete the sentence	ces with the words in the box
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ag	gencies audience broadcast content events issues journalists views					
1	One popular format for television programmes features members o the asking politicians questions.					
2	There is considerable competition between television channels to cover big such as the football World Cup.					
3	sometimes risk their lives to obtain first-hand news reports.					
4	The of some news reports may be checked by legal advisers					
	before they are published.					
5	These days, the media are able to most news stories as they					
	occur in real time.					
6	After the radio news there is usually a debate about topical					
	relating to it.					
7	When giving an account of the news, professional reporters avoid					
	expressing their own					
8	Newspapers sometimes obtain reports from rather than from					
	their own staff.					

#### **EXPERT STRATEGY**

Spidergrams are a good way of recording new vocabulary on a given topic, because they help you to consider word meanings in a way that simple lists don't. They also show the connection between words/phrases in a visual way, which may help you remember them better.

**2a** Look at the spidergram relating to news. Check the meaning of any unknown words in a dictionary.



**b** Complete the spidergram with the words in the box.

agencies international journalists newspapers radio reports

- 3 Complete the media words in the sentences.
  - 1 In my country, some television channels b \_ \_ \_ \_ t the news continuously.
  - 2 J\_\_\_\_\_s are sometimes criticised for the methods they use to obtain information.
  - 3 People often get together with friends to watch international sporting e  $\_\_\_$  s.
  - 4 Surveys show that one of the i \_ \_ \_ s which people regard as most important is the cost of living.
  - 5 I would like to be a member of the a \_\_\_\_\_ e on a television or radio programme.
- 4 Write five similar sentences about you and your country. Try to use some of the words from Exercise 1.

Ί.	
2	
3	
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## Speaking (Part 1)

➤ COURSEBOOK pages 11 and 17, EXPERT SPEAKING page 185





#### **Expand answers**

1a Look at the questions about communicating with friends. For each question, think about how you might answer it. Then try to expand your answers.

#### **TEST STRATEGY**

If you only give a short answer, the examiner may ask you a follow-up question to try and get you to say more. Don't wait for this; try to give full answers straight away.

- 1 How do you usually communicate with friends?
- 2 When did you first start using social media?
- 3 How often do you make new friends on social media?
- 4 Do you prefer chatting to friends on social media, or face to face?
- **b** Look at the answers below, and match each one with a question from Exercise 1a.
  - A I don't do that I just keep in touch with people I already know, for instance old school friends or other students. That's because I'm not really interested in seeing how many new friends I can get, I think that's a waste of time.
  - B I usually phone them if I'm not with them. Sometimes I text as well, especially if I know they're at work and won't be able to answer the phone.
  - C Well, it's hard to say because I like both, there isn't much difference between them really.
  - D I can't remember exactly, but probably when I was twelve years old that's when I got my first phone.

2 1.3 Close your book and listen to the same questions. Answer them yourself, with full answers, using phrases relating to expressing an opinion.

#### Fluency

- **3** Answer the questions.
  - 1 What does fluency mean in relation to speaking?
  - 2 Which of the following words are related to fluency?
  - i speed
  - ii quantity
  - iii correctness
  - iv flow
  - v pronunciation
- 4 Below are some of the reasons why speakers may lack fluency. For each one, suggest what the speakers could do to improve their fluency.

	Problem	Suggestion
1	trying hard to use	
	correct grammar	
2	trying to remember	
	the right words	
3	lack of confidence	
4	too little speaking	
	practice	
5	too little knowledge	
	of English	

5 1.4 Listen to a speaker talking about social media. Which fluency problems does he seem to have? Use Exercise 3 to help you.

#### **Test practice**

- **6a 1.5** Listen to the questions about handwriting and answer them.
- **b** 1.5 Listen again and record your answers.

#### Assess and improve

- 7 Listen to the recording you made and answer the questions.
  - 1 How fluently did you speak? Use Exercise 3 to assess your own fluency.
  - 2 How can you improve your fluency over the next few months?
  - 3 How can you improve your fluency immediately? Try to answer the questions in Exercise 6a again to practise.

## Writing (Task 1)

> COURSEBOOK pages 20-21, EXPERT WRITING page 192

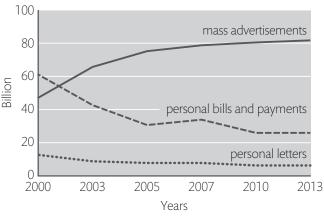
#### Lead-in

- 1 Answer the questions.
  - 1 How often do you send letters or parcels through the post?
  - 2 Do you use the postal service more often or less often than you did five years ago?
  - 3 What kind of items do you mostly receive through the post?

#### Understand the task

- 2 Look at the title and the axes of the graph below. Which overview sentence would be better for describing it? Why?
  - A The graph shows items delivered by the postal service from 2000 to 2013.
  - B The graph shows how many items of three different types were delivered during a thirteen-year period by the postal service.

## Items delivered by the postal service, 2000-2013



- 3 Look at the general features of the graph (the shape of the lines and the legend). Answer the following questions without mentioning any figures.
  - 1 What does the solid line show? It shows that delivery of mass advertisements increased.
  - 2 What does the dashed line show?
  - 3 What does the dotted line show?
  - 4 Which type of item was generally delivered the most?
  - 5 Which type of item was generally delivered the least?

#### **TEST STRATEGY**

To gain a good score for task achievement you should focus on what information is relevant to the task. For example, do not try to give reasons for the figures in the graph or chart, only describe them.

- Write an overview of the information in the graph. Write one or two sentences.
- 5 Use the words/phrases in the box to describe the figures (A–E) in words and numbers.

almost approximately exactly (just) over (just) under more than

A 3 billion B 21 billion C 21.8 billion D 99.4 billion E 42 billion

- 6 Answer the questions about the details of the graph. Use words as well as numbers.
  - 1 How many personal bills and payments were delivered in 2000?
  - 2 How many mass advertising items were delivered in 2013?
  - 3 How many personal letters were delivered in 2000?
  - 4 How many personal letters were delivered in 2007?

#### **Test practice**

#### **TEST STRATEGY**

When you do the test task, you only have 20 minutes to complete it, so include the most important details from the graph or chart, rather than all of the details. In addition, the examiners want to see that you recognise which are the key features.

7 Complete the Test practice task, based on the graph in Exercise 2.

The graph shows the numbers of different items delivered by the postal services between 2000 and 2013.

Summarise the information by selecting and reporting the main features, and make comparisons where relevant.

Write at least 150 words.

#### Assess and improve

- 8 Check your writing and answer the questions.
  - 1 Did you introduce the graph?
  - 2 Did you give an overview?
  - 3 Did you describe some of the figures, rather than all of them?