

Sell and tell



UNIT 8A

Never liked it anyway



<https://www.neverlikeditanyway.com/products/is-really-big/>

Never liked it anyway



Welcome, Visitor! [[Register](#) | [Login](#)] [+](#) [f](#) [t](#)

[HOME](#) [BUY IT](#) [SELL IT](#) [TELL IT](#)

 [GO](#)

Welcome!

Never Liked It Anyway™ is a place where once loved gifts from once loved lovers get a second chance...

We've all been there.
We've all got stories to tell and things to sell.
This is a place full of marvelous deals.

Let the fun begin!

BARGAIN OF THE WEEK



Sweet & Simple Engagement Ring

sold by [brjen](#)

"Well when I first met him he was charming and sweet and funny – most of you know how that goes right? After a couple of years, things started happening... I found things that indicated he was cheating..."

Real World Price: \$2,500.00
Break-up Price: \$900.00



Never liked it anyway

Wedding dress

sold by [Marianne](#)



Real World Price: \$1,200.00

Break-up price: \$500.00

The Product:

Never worn, still has price tags.
Selling matching veil and other extras.

The Story:

Two weeks before our wedding was supposed to take place, my fiancé called and told me that he was in love with another woman. I'm over it now, but selling the dress will help me to move on.

BUY IT

Price tag

Veil

Fiancé

To be over sth

To move on

Never liked it anyway

Apple MacBook Pro

sold by [Carl](#)



Real World Price: \$850

Break-up price: \$250

The Product:

Everything works fine. A few scratches.

The Story:

My ex-girlfriend left it here when she walked out. She said that she'd come and pick it up, but she never did. Her new guy must have a lot of money!

BUY IT

Scratch

Never liked it anyway

Tiffany™ heart necklace

sold by Ellie



Real World Price: \$1,400.00

Break-up price: \$650.00

The Story:

I got this very beautiful necklace as a Christmas present from my boyfriend, Andy. A year later I went to a party at his office, and I saw a girl wearing the exact same necklace. I asked if it was new, and she said yes, it was a present, so I asked her who had given it to her, and she said Andy. I dumped him the next day.

BUY IT

Necklace
To dump sb

VOCABULARY GAME



ROUND 1

Same or different?

To buy sth online

To buy sth on the internet



SAME



Same or different?

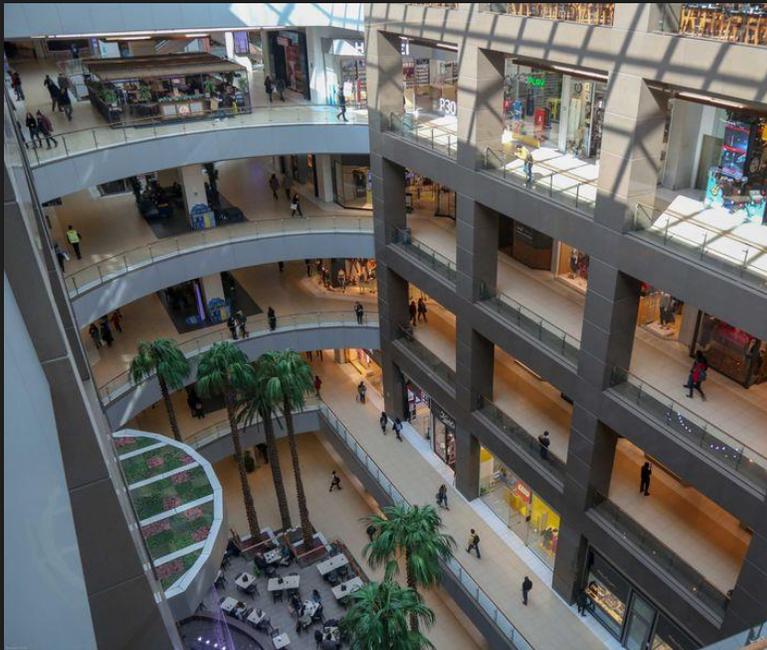
Outlet store

Department store



Same or different?

Shopping Center



Shopping Mall



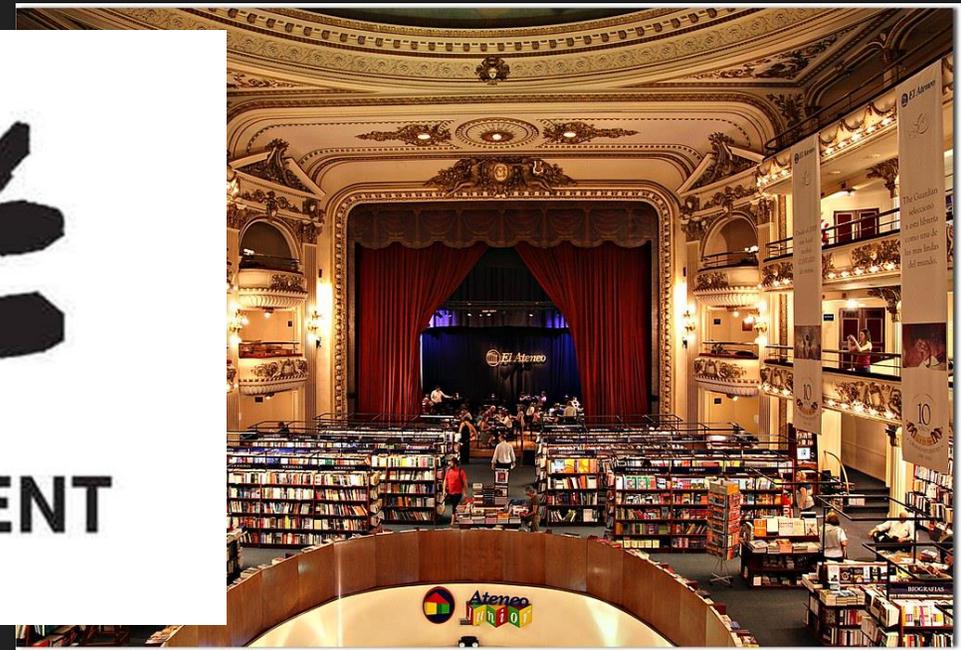
SAME

Same or different?

Library



Bookstore



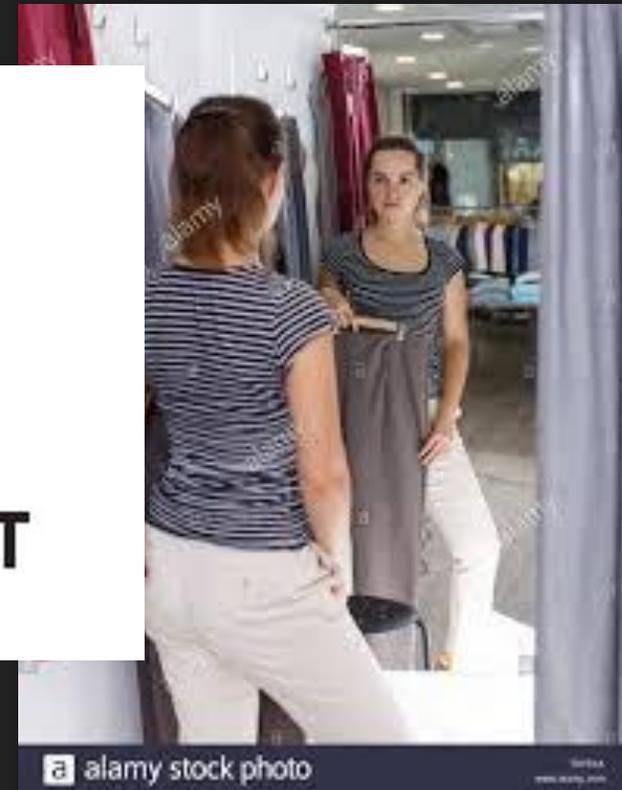
≠
DIFFERENT

Same or different?

To put on



To try on



≠
DIFFERENT

Same or different?

It fits you



It suits you



DIFFERENT

BONUS

Same or different?

For sale



On sale



≠
DIFFERENT

Same or different?

Supermarket



Street market




DIFFERENT

ROUND 2

Same or different?

Receipt

Price tag



Let's practice

1 VOCABULARY shopping

a Complete the sentences.

- 1 We always book our flights *online*.
- 2 We spent all day checking out the different stores at the m_____.
- 3 Are you sure that jacket f_____ you?
- 4 My sister buys all her clothes at an ou_____ st_____ because it's cheaper.
- 5 There was a line at the b_____ st_____ because all the novels were half price.
- 6 That's a beautiful shirt. Why don't you t_____ it o_____?
- 7 They went to the ph_____ to buy some aspirin.
- 8 That store is having a s_____. All winter coats are 20% off.
- 9 I wouldn't buy that dress, if I were you. It doesn't s_____ you.
- 10 The sports section is on the top floor of the d_____ st_____.

SPEAKING

Shopping – in town or online?

1 What's your favorite store or website to buy...?

- a clothes
- b shoes
- c books and music
- d presents
- e food

2 Do you ever shop...? What do you buy?

- a in street markets
- b in supermarkets
- c in shopping centers or malls
- d online

3 What do you...?

- a enjoy buying
- b hate buying

4 Do you prefer shopping for clothes...?

- a by yourself or with somebody
- b at the beginning of the season or when stores have sales

5 What do you think are the advantages and disadvantages of buying clothes online?

Email address

Submit

Two years ago I bought two tickets online to see the love of my life in a play



Actually, last night I had a dream with him

Ricardo Darin : Carol, I **love** you, I **have loved** you since the first time I **saw** you.
Run away with me.

Carol: Ricardo, Our love **is** impossible. I **can't leave** my Beauchef students but I will always have you in my heart



Reported speech

Ricardo Darin : Carol, I **love** you, I **have loved** you since the first time I **saw** you. **Run away** with me.

Carol: Ricardo, Our love **is** impossible. I **can't leave** my Beauchef students but I **will** always have you in my heart

Ricardo TOLD Carol (that) he **loved** her
He **had loved** her
since the first time he **had seen** her.
He **told her to run away** with him.

Carol SAID (that) their love **was** impossible and that she **couldn't leave** her Beauchef students but she **would** always have him in her heart.

Reported speech



English Study
Here

Tense, Direct & Reported Speech

Tense

Direct Speech

Reported Speech

Present Simple	I like ice cream.	He said that he liked ice cream.
Present Continuous	I am living in Paris.	He said that he was living in Paris.
Past Simple	I bought a car.	He Had bought
Past Continuous	I was walking along the Street.	He said he had been walking along the Street.
Present Perfect	I haven't seen Mary.	He said he hadn't seen Mary.
Past Perfect	I had taken Spanish lessons before.	He said he had taken Spanish lessons before.
Will	I'll see you later.	He said he would see me later.
Would	I would help, but...	He said he would help but...
Can	I can speak perfect Spanish.	He said he could speak perfect Spanish.
Could	I could swim when I was four.	He said he could swim when he was four.
Should	I should call my mother	He said he should call her mother.
Might	I might be late.	He said he might be late.

May → Might

Let's watch

<https://www.youtube.com/watch?v=IcnVMh0tR9w>



Reported speech

Direct Speech	Reported Speech
today	that day
now	then
tonight	that night
last ...	the ... before / the previous ...
yesterday	the day before
... ago	... before
last week	the week before
next year	the following year
tomorrow	the next day / the following day
here	there
this	that
these	those

REPORTED QUESTIONS

SEARCH AND DESTROY
Find these words and destroy them

Use the words in CAPITAL letters instead.
Place the words behind the subject.

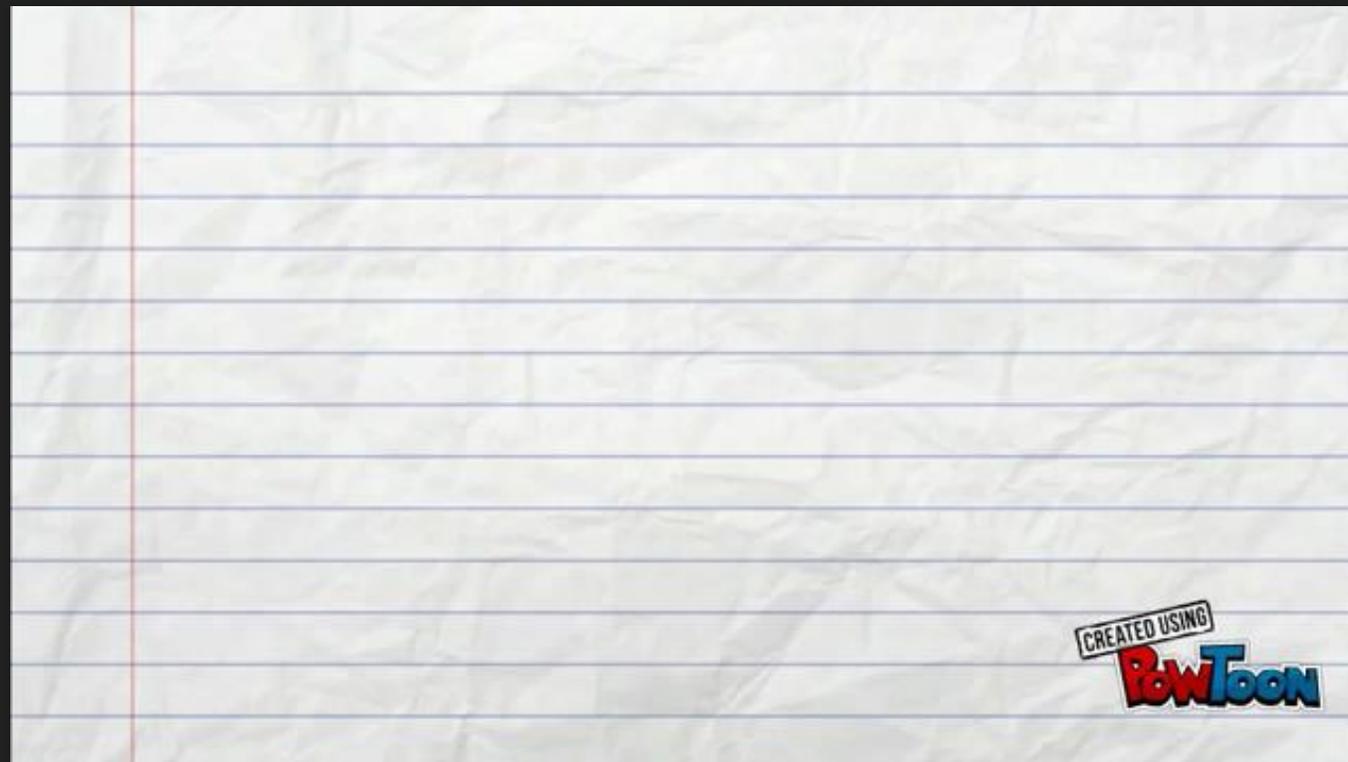
WWW.ENGAMES.EU

Direct question	Reported question	Direct question	Reported question
CAN	COULD	What can you do?	She asked what I could do?
HAVE / HAS	HAD	Where has it been?	He asked where it had been
IS / ARE	WAS / WERE	Why is he sad?	They asked why he was sad.
WAS / WERE	HAD BEEN	Where were they?	She asked where they had been.
WILL	WOULD	When will we go home?	They asked when we would go home.
DID	put the verb into the past perfect tense	Where did you stay on holiday?	She asked where I had stayed on holiday.
DO / DOES	put the verb into the past tense	Do you smoke?	She asked whether I smoked.

NO WH... word at the beginning?

Add WHETHER/IF at the beginning of the question.

Let's watch



Let's practice

Direct speech

1. "He works in a bank."
2. "We went out last night."
3. "I've never been there before."
4. "Do you want to dance?"
5. "When did you come?"
6. Can you speak English?
7. Can you go to the meeting ?

Reported speech

1. He worked in a bank
2. They had gone out the previous night
3. He/She had never been there before
4. If I wanted to dance
5. When I had come
6. If I could speak English
7. He asked me to go to the meeting

Requests and Commands

Can you speak English?

Are you able to speak English?



QUESTION



She asked me **if I could** speak English

Can you help with the housework?

Do the housework



REQUEST



She **asked me to do** the housework

Commands

Clean your bedroom

My mom **told me to clean** my bedroom



COMMAND

Let's practice

a Complete the sentences using reported speech.

“I’m in love with another woman.”

My boyfriend told me he was in love with another woman.

- 1 “I’m selling all my books.” My brother said _____.
- 2 “I’ve booked the flights.” Emma told me _____.
- 3 “Your new dress doesn’t suit you.” My mother told me _____.
- 4 “I may not be able to go to the party.” Matt said _____.
- 5 “I won’t wear these shoes again.” Jenny said _____.
- 6 “I didn’t buy you a present.” My girlfriend told me _____.
- 7 “I must get a dress for the party.” Rachel said _____.
- 8 “I haven’t been to the gym for a long time.” Kevin said _____.
- 9 “I found a bargain at the sale.” My sister told me _____.
- 10 “I can’t find anywhere to park.” Luke told me _____.

b Complete the sentences using reported speech.

“Why did you dump your girlfriend?” My friend asked me *why I had dumped my girlfriend*.

- 1 “When are you leaving?” My parents asked me _____.
- 2 “Have you ever been engaged?” She asked him _____.
- 3 “Will you be home early?” Anna asked Liam _____.
- 4 “Where do you usually buy your clothes?” My sister asked me _____.
- 5 “Did you wear a suit to the job interview?” We asked him _____.
- 6 “Do you ever go to the theater?” I asked Lisa _____.
- 7 “What time will you arrive?” He asked us _____.
- 8 “How much money did you spend at the sale?” I asked my girlfriend _____.
- 9 “Can you help me?” Sally asked the police officer _____.
- 10 “What size are you?” The salesperson asked me _____.

Let's practice

2 GRAMMAR reported speech: sentences and questions

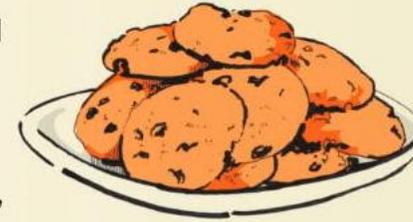
- a Circle the correct answer. Check (✓) if both are correct.
- 1 Matt said yesterday that he *will* / *would* come shopping.
 - 2 We asked the salesperson how much *it*  *as* / *was* it.
 - 3 My sister *said me* /  *told me* that she had spent all her money at the sale.
 - 4 I asked Lucy where *she bought*  / *did she buy* her clothes.
 - 5 You told me that you *may* /  *might* go shopping on Saturday.
 - 6 My brother asked me *if I can* / *if I could*  lend him some money to buy a new video game.
 - 7 Kate said that she *had to*  / *must*  go to the supermarket.
 - 8 I asked my sister *whether*  / *that* the dress suited me, and she said I looked great!
 - 9 Carolina asked me what *I wanted*  / *did I want* from the mall.
 - 10 Nick said that he couldn't pay me back, because he *has forgotten* / *had forgotten*  his wallet.

The **King** of Complainers



Clive Zietman loves complaining – but not shouting in hotel lobbies, or angrily telling a salesperson to call the manager, or making a waitress cry. He loves complaining properly and in writing. Over the last 20 years, he has written over 5,000 letters of complaint. His successes include refunded vacations, countless free meals, and complimentary theater tickets.

So how has he achieved this? “Screaming and shouting is a complete waste of time and is usually directed at a person who is not in a position to do anything,” he says. “I like to write a polite letter to the company. People won’t want to help you if you are aggressive. They respond much better to good manners.”



It all started many years ago, on a boring train trip home to West London. The train passed by a cookie factory, and the smell of the cookies made Clive feel hungry. He wrote a letter to the managing director to complain, in a humorous way, about the fumes coming through the train window. The result? Some free packages of cookies. But since then there have been more serious victories as well. On one occasion he managed to get a Volkswagen Golf GTI within 24 hours for a friend who had been complaining for almost a year (without any success) about his faulty vehicle. On another occasion he got a travel agent to refund the cost of a vacation after Clive’s wife Bettina broke her leg when she slipped in a puddle of water in their vacation apartment in Spain.

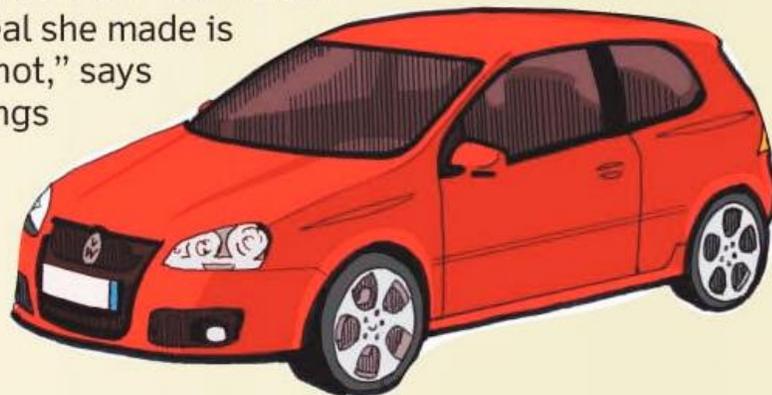




These days, there is almost nothing he won't complain about. After Clive was served moldy strawberries on a British Airways flight, he used a courier service to send the fruit to the airline's chief executive. To compensate, BA invited his daughters, Nina and Zoë, to Heathrow to personally inspect the airline's catering facilities. "I just can't bear bad service," says Clive. "We have a right to good service, and should expect it and demand it. In fact, what irritates me more than anything is that, unlike Americans, we British are hopeless at complaining."

So how do Bettina, his wife, and daughters Nina, 22, Zoë, 18, and 12-year-old son Joe cope with living with one of the world's biggest complainers? Surely he must be a nightmare to live with? Has he ever asked Bettina to explain why a meal she made is badly cooked? "Oh, no, of course not," says Clive. It seems there are some things even he knows you should never complain about!

Adapted from the Daily Mail website



How to complain successfully:

Clive's top tips



DON'T BE TOO SPECIFIC
DON'T LOSE YOUR TEMPER
KNOW WHO YOU ARE WRITING TO
THREATEN ACTION
WRITE A LETTER
USE FLATTERY

1

Never shout and **swear** – it achieves nothing. Don't **spoil** your meal or your vacation by getting into an argument with a waiter or customer service call center operator. Make a mental note of the circumstances and write a letter later.

2

Don't send emails, or standard, printed-out complaints forms. Companies may not read these, but they probably will read a letter. And unless you are particularly fond of Vivaldi, don't **waste your time** calling a customer complaint line! Your letter should be short and to the point, and should fit on one side of an 8 1/2" by 11" sheet of paper. And type it. Reading other people's handwriting is hard work.

3

Write to the company's marketing director or finance director because they're probably the least busy. Find his or her name on the Internet or by calling. Writing *Dear Sir / Madam* is lazy. Taking the time to find a person's name and title shows initiative.

4

If your complaint is serious enough, **make it clear** you will not **hesitate** to change to another bank / cell phone company. Smart companies know that changing an angry customer into a satisfied one will make the customer more loyal.

5

Don't say exactly what you expect to receive as compensation. Leave it to the company.

6

Use phrases like "I can only imagine this is an unusual departure from your usual high standards," and "I would love to shop with you again if you can demonstrate to me that you are still as good as I know you used to be."

Speaking!

- 1 Who's best at complaining in your family? Give examples.
 - 2 Can you remember a time when you (or someone in your family) complained...?
 - to a taxi driver
 - to a hotel receptionist
 - to a waiter
 - to someone else
- Why did you complain? What did you say? What happened?

REFERENCES

<http://unchaval1.blogspot.com/2019/02/reported-speech.html>

<http://www.engames.eu/reported-questions/>