

A2.13 Money

Useful Language:

- **If I won the lottery, I would travel the world.**
- **Are you good at saving money?**
- **I shall take my custom to another firm.**

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If you won the lottery, what would you do with the money? Imagine that you have won £3,000,000! Read what these people would do first, then discuss with your partner what *you* would do.



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If I won the lottery, I would spend a lot of money on clothes and buy a sports car. I would also definitely give some of it to my mother because she has never had much money and she has been very good to me. Jojo

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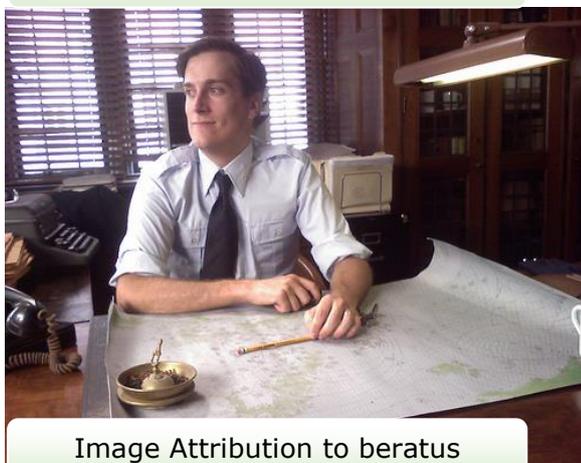


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I would travel the world, without any doubt. I have always wanted to travel and visit Thailand, Japan and Australia. Tony

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I would buy a house. It is so difficult to buy a place to live in London and I want to live in a luxurious house. I'd also send my daughter to an expensive school.

Amy

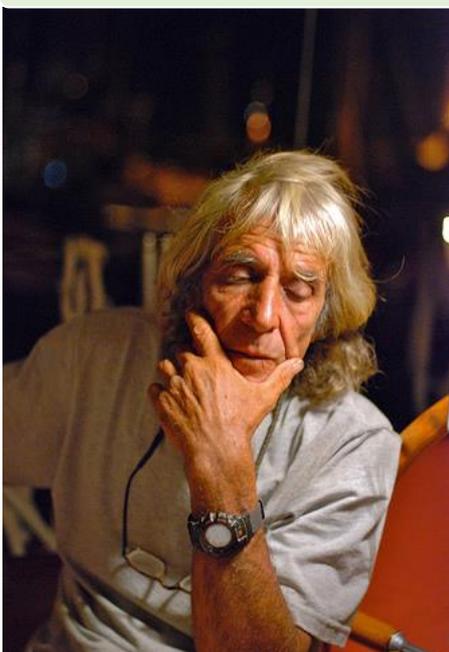


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I would love to win the lottery because I need money for my retirement. With that amount of money, I could emigrate to Spain and live comfortably in a villa with a swimming pool. Of course, I'd give some to my children too.

John

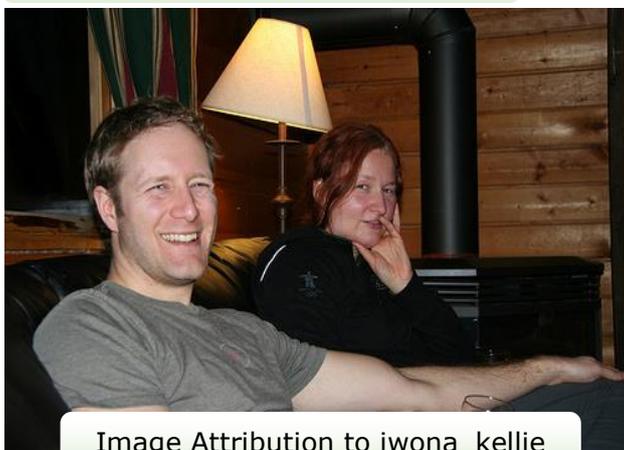


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We'd give a lot of it to charity. 'War Child' is our favourite. But then it would be ...spend, spend, spend!

Ashley and Diana

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Discuss the questions in the box together with your partner.

- How important is money to you?
- Is money really 'the root of all evil'?
- Do you worry about money?
- Are you good at saving money?
- Have you ever lost a lot of money?
- Does having a lot of money make somebody seem more attractive?
- How much pocket money should children get from their parents?
- Do you use credit cards? Why/why not?
- How much is an average salary in your country?
- Do you think some people get paid too much?
- What is the best way to make a lot of money?
- Do you give money to beggars?
- Can money make you happy?

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Roleplay: 'The Unhappy Customer'

Imagine that you and your partner are customer and internet service provider. One of you is the customer and you are ***not*** happy at all with your internet connection. Read the information below.

Customer: The service is very poor: sometimes it stops completely and it is very difficult to watch anything, or listen to music. You are paying for the most expensive package and you will change provider and go to another company if the situation does not improve. Most importantly, you want to pay less money every month and obtain a refund for last month.

Internet Provider: There have been a lot of problems in the area where this customer is phoning from. Although you cannot offer any reduction in the cost of the package, you can refund some money for the previous month. You really do not want to lose any customers because the competition is doing very well. Be as polite as possible but refund very little money, or your boss will be angry.

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Useful Language **Customer:** *This is not satisfactory...*

I wish to complain about... I shall take my custom to another firm...

This is not acceptable...

Internet Provider: *I am very sorry to hear that Sir/Madam...*

There are problems in your area... This situation is out of our control...

What we can offer you... Please accept our apologies...

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Write an email to request a reduction in the cost of your internet service because of poor service.

Dear Sir/Madam,

I am writing to complain about...

