

LESSON 1. CUSTOMER SERVICES

1. Starting point :

1. Read the comments from people who phoned customer service numbers. Have you had similar experiences? Which one is the most annoying?




- ***They put you on hold and you can't turn off their awful music.***
- ***You wait ages to speak to somebody. Then if you call again, you have to repeat the information.***
- ***They try and sell you other products or services.***

2. What other problems can you have with customer service? Think about bad experiences of customer service and what kind of things you find annoying.

3. Ex 1-4,6 p 32-33

4. Ex 2,4,6 p 34-35

COMPARISON OF ADJECTIVES

Positive	Comparative	Superlative	
 big	 bigger	 biggest	(Note: Put THE before a superlative)
One syllable	clear	clearer	clearest
	dark	darker	darkest
One syllable ending with -e	wise	wiser	wisest
	simple	simpler	simplest

Adjectives ending with one vowel and one consonant	-er	-est	
	thin	thinner	thinnest
	fat	fatter	fattest
Two syllables ending in -y	-er	-est	
	busy	busier	busiest
	merry	merrier	merriest
Three or more syllables	more +	most +	
	creative	more creative	most creative
	popular	more popular	most popular



Irregular Adjective & Examples

Sr No	Adjective	Comparative	Superlative	Example sentence
1.	good	better	best	1. She is good at athletics. 2. This is the best college in our city.
2.	old	elder/older	eldest/oldest	1. This is the old model we have 2. My sister is elder than me..
3.	far	farther	farthest	1. Her house is far from here. 2. I don't need any further requirements.
4.	bad	worse	worst	1. Her drawing is worse than mine 2. You are the worst person I ever met in my life.
5.	well	better	best	1. She performed well in the program 2. I think this one is the best option.
6.	little	less	least	1. I eat less than you. 2. This is the last option but not least.
7.	many	more	most	1. Many fans are waiting outside for an autograph. 2. They are more clever than these.

Name _____ Class _____ No. _____

COMPARATIVES

Complete the sentence with the comparative form of the adjectives.

1. Elephants are _____ than horses.
a. heavier b. more heavy c. heaviest d. more heavier
2. Russia is _____ China.
a. bigger from b. big from c. more big d. bigger than
3. The sun is _____ than the moon.
a. more bright b. brighter c. bright d. more brighter
4. You are not very short. Bammy is _____ you.
a. more short than b. shorter from
c. shorter than d. more shorter than
5. Today is the first day of the school. The parents are excited but their children _____.
a. are excited b. are most excited
c. are exciteder d. are more excited
6. Quarter Horses are _____ than lions.
a. more fast b. faster c. more faster d. fast
7. I am hungry, but you must be _____.
a. hungry b. hungrier c. hungryer d. most hungry
8. I think, Tom Yum Kung is _____ than Green curry with chicken.
a. good b. better c. best d. gooder
9. My wife is _____ with money than me.
a. careful b. more carefuller c. more careful d. carefuller
10. The novel is _____ than the comic book .
a. the most interesting b. interesting



LESSON 2 . FUTURE TRENDS

5. Starting point :

What global issues are most often in the news?

Example: global warming, ageing population

Which issues are you most worried about? Why?

6. What other problems can you have with customer service? Think about bad experiences of customer service and what kind of things you find annoying.

7. Ex 1,2 p 86

8. Ex 1,2 p 89

9. H/T :p 37 Read the text, answer the question.

P 90 Read the text, answer the question.