

Grade 12

Not what it seems

Module 8



enclose	يضع - يرفق	deceive	يخدع	flawless	مثالي - كامل
drop	يقع - يسقط - قطرة	apparent	واضح		

enclose drop deceive apparent flawless

1. He tried to _____ the old woman into believing that he was in need of money.
2. I have _____ my CV along with the application form.
3. Tracy's skin is _____. I wonder what she does to achieve that healthy glow.
4. I'm going to _____ yoga and do aerobics instead.
5. It was becoming increasingly _____ that he could no longer look after himself.
6. It was _____ from her facial expression that she didn't like the jumper I had bought for her.

Prefix		
il...	logical -legible	illogical - illegible
ir.....	relevant/ responsible - rational	irrelevant/ irresponsible - irrational
im.....	Practical - mature - patient - proper	impractical- immature - impatient - improper
un.....	usual - known - suitable - cook - comfortable - available - official - inform - affected	unusual - unknown - unsuitable - uncooked uncomfortable - unavailable - unofficial - uninform - unaffected
in.....	adequate - accurate - experienced - edible - ability	Inadequate - Inaccurate - inexperienced - Inedible Inability
dis.....	agree - appear - ability - connect	disagree - disappear - disability - disconnect
mis.....	interpret - leading - inform - managing - calculated	misinterpret - misleading - misinformed - mismanaging - miscalculated
under....	cooked - developed - funded	undercooked - underdeveloped - underfunded

Complete the sentences using the correct form of the words in capitals.

1. I am sorry to inform you that this service is temporarily _____. **AVAILABLE**
2. The _____ use of medicine could have serious consequences. **PROPER**
3. Many mushrooms are _____ because they're poisonous. **EDIBLE**
4. I don't understand what the note says. The handwriting is completely _____. **LEGIBLE**
5. The authorities have not yet announced how many people have been injured in the accident, but _____ sources say about 20. **OFFICIAL**
6. Steven has always had a fear of driving over bridges. I find his fear totally _____. **RATIONAL**
7. Our department is _____ and so we cannot hire any new researchers. **FUND**
8. After years of _____ the restaurant, my cousin had to close it down. **MANAGE**
9. Wait till I _____ the machine from the power supply before you start repairing it. **CONNECT**
10. I _____ how many people would show up and so there weren't enough chairs. **CALCULATE**

Suffix		
less ...	end- count—Flaw – price – home – worth – speech-defence	endless -countless- Flawless - priceless- homeless-worthless – speechless - defenseless
ful.....	success - play	successful - playful

Complete the sentences using the correct form of the words in capitals.

1. I was _____ when they told me that what I was eating wasn't made with real chicken. **SPEECH**
2. He felt completely _____ as the wolf slowly approached him. **DEFENCE**
3. It was just a _____ comment; don't take it seriously. **Play**
4. My second attempt at making flaky pastry was a bit more _____. **success**

Complete the sentences using the correct form of the words in capitals.

1. As the lead detective, it would be _____ of me to talk about the details of the case with the media. **PROPER.**
2. The surfer felt totally _____ as the shark approached him in the water. **DEFENCE.**
3. There was so much salt in the food it was _____ ! **EDIBLE.**
4. Doctors have been saying for years that the country's hospitals are dangerously _____. **FUND.**
5. Tina received a low mark for her essay as her teacher thought many of the points made were _____ to the essay question. **RELEVANT.**
6. The builder _____ how many tiles are needed for the kitchen floor, and now we don't have enough! **CALCULATE.**
7. Can't you at least try to write a little neater? That shopping list you wrote for me was _____ ! **LEGIBLE.**

Complete the sentences using the correct form of the words in capitals.

1. Public transport has been _____ by the recent snowstorm and is running as normal. **AFFECTED**
2. This advertisement is totally _____; what it states is not true. **LEAD**
3. Professor Lake's comments on the story I wrote were that the plot was too simple and the characters were _____; in other words, they had no depth. **DEVELOPED**
4. We were left _____ when we heard how the accident had happened. **SPEECH**
5. This is all very interesting, but it's completely _____ to what we were talking about. **RELEVANT**
6. He wants to become an artist, but his parents strongly _____. **APPROVE**
7. The airline told Jenny that people with _____ are given seats at the front of the plane. **ABILITY**
8. Jake's ideas are great, but rather _____. We don't have the money or the staff to attempt something like that. **PRACTICAL**
9. What I said was completely _____ by the reporter and what he wrote in his article did not resemble the truth at all. **INTERPRET**

Phrasal verbs

go ahead	ينطلق - يبدأ	go off	يفسد - يتلف	go through	ينهي-ينجز
go along with	يساير الأمور - يتوافق مع	go on with	يستمر في- يكمل		

ahead on with through along with off

1. Can you **go** _____ the report and tell me if you have any questions?
2. The government has given us permission to **go** _____ with the construction of a new town hall.
3. Let's **go** _____ the meeting we were having before Mr Matthews called.
4. Before playing a prank on Saud's brother, we have to make sure Saud **goes** _____ it.
5. The milk smells bad; it's probably **gone** _____.
6. **Going** _____ this leaflet, I discovered at least three mistakes.
7. That piece of cheese is green on the side. It's probably **gone** _____.
8. The workers **went** _____ with their work despite the power cut.
9. She bought so much cheese that it **went** _____ before we had time to eat it all!

Phrases

be fooled by sb	يخدع / يخدع من قبل شخص ما	play prank on sb	يلعب مزحة على شخص / خدعة	trick sb into doing sth	تضليل شخص ما للقيام بشيء ما
be tricked by sb	يخدع / يخدع من قبل شخص ما	fall victim to sth	يقع ضحية لشيء	fool sb into doing sth	تضليل شخص ما للقيام بشيء ما
be deceived by sb	يخدع / يخدع من قبل شخص ما	rip sb off	يخدع شخص	deceive sb into doing sth	تضليل شخص ما للقيام بشيء ما
play a joke on sb	يلعب مزحة على شخص / خدعة	trick sb out of their money	يخدع / يغش شخص في المال	mislead sb into doing sth	تضليل شخص ما للقيام بشيء ما
play a trick on sb	يلعب مزحة على شخص / خدعة	cheat sb out of their money	يخدع / يغش شخص في المال		

Complete with the correct prepositions. Some prepositions may be used more than once.

1. Kate knew she was being **tricked** _____ her colleagues, but she decided to play along with the joke.
2. The tourist realised that he was being **ripped** _____, so he angrily left the shop.
3. Mr Mathews tried to **mislead** the police _____ believing that he was someone else, but in the end he was caught.
4. Tony likes playing **jokes** _____ his friends, but he doesn't like it when they do the same to him.
5. The men **tricked** the investors _____ their money by pretending they owned a company.
6. People will easily **fall victim** _____ deception if they are readily willing to believe whatever they are told.
7. He was accused of **cheating** people _____ their life savings.
8. Unfortunately, many people have **fallen victim** _____ Internet scams and even lost their life savings.
9. Some friends of ours booked the same package holiday with us for less money. I think we've been **ripped** _____!

report	يقرر - يخبر	agree with	يتفق مع	lower	يقلل (صوت)
announce	يعلن	accept	يقبل	shopper	متسوق (محل - ماركت)
claim	يدعي، يزعم	drop	يسقط - يخفض (الحرارة - المبيعات)	client	عميل (محامي - كوافير)
comment on	يعلق على	reduce	يقلل - يخفض (السعر - السرعة)	customer	زبون، عميل (خدمة - سلعة)
approve of	يوافق	decrease	يخفض (السرعة)	consumer	مستهلك

report announce claim comment

- The mayor was asked to _____ on the issue.
- The surfing instructor _____ that all lessons would be cancelled due to bad weather.
- The product _____ to contain natural ingredients only, but I seriously doubt it.
- The accident was widely _____ in the media.
- The time has come for Mr Hassan to _____ the winner of the competition.

agree accept approve

- I don't _____ of people who take selfies all the time.
- Children are warned not to _____ sweets from strangers.
- Sara and I have different views about some things, so we don't always _____ with each other.

lower reduce decrease drop

- You should _____ your speed when approaching a pedestrian crossing.
- Temperatures usually _____ during the night.
- _____ your voice — the baby's sleeping.
- The number of people who read printed books has _____.

customer shopper client consumer

- Car manufacturers do everything they can to keep their demanding _____ satisfied.
- Companies have not yet convinced _____ that food which is grown in a lab is safe to eat.
- Most of the lawyer's _____ are people with little money.
- During the sales, the streets were full of _____.
- Attention all _____! The department store will be closing in ten minutes.
- Attention all _____! You can save 10% on dairy products by using our online coupons!

Choose a, b or c.

- It was very difficult for his father to _____ his decision not to work for the family business when he left school.

A. report B. agree C. accept D. approve

- The headteacher _____ on Sunday that this year's school trip will be to the Natural History Museum!

A. announced B. commented C. claimed D. reported

- The journalist has been _____ all week on the death of the famous actor.

A. commenting B. reporting C. claiming D. announcing

- Do you like my new shoes? They were _____ from sixty pounds to thirty in the summer sales!

A. dropped B. claimed C. reduced D. decreased

- Jane is such a brilliant hairdresser, which is why she has so many regular _____.

A. shoppers B. consumers C. clients D. workers

Prepositions

have a through knowledge of	يملك معرفة شاملة عن	invasion of	غزول	reputation for	سمعة في
intention of	ينوي على	exceptions to	استثناء ل	preferences for	تفضيل ل
necessity of	ضرورة ل	reaction to	رد فعل ل	Complaints about	يشكو من
opposite of	مقابل - عكس	threat to	تهديد ل	specialist in	متخصص في
result of	نتيجة ل				

1. We have received many **complaints** _____ this company.
2. Why are there so many **exceptions** _____ this grammar rule?
3. I have no **intention** _____ posting that photo online.
4. This is the **opposite** _____ what we wanted.
5. What was their **reaction** _____ what you said?
6. The accident was the **result** _____ his carelessness.
7. They have a **reputation** _____ designing innovative devices.
8. Salwa is a **specialist** _____ Internet security.
9. Computer viruses are a **threat** _____ the health of your computer.
10. I have a good **knowledge** _____ the Spanish language.
11. This has led Internet users to question the **necessity** _____ such a practice...
12. How do I stop this **invasion** _____ my privacy?
13. The article talked about the **necessity** _____ doing more to reduce smog in big cities.
14. Since you have a limited **knowledge** _____ computers, it isn't wise to apply for that job.

Complete the sentences using the correct preposition:

1. Mr Jenkins has a **reputation** _____ being a very difficult person to work with.
2. My brother, who is a computer scientist, is a **specialist** _____ website development.
3. She told everyone that her weight loss was the **result** _____ eating healthily and working out more.
4. Deforestation is a **threat** _____ the survival of countless species around the world.
5. I've never had much of a **preference** _____ designer labels and get most of my clothes from second-hand shops.
6. I ended up doing the exact **opposite** _____ what I should have done! Instead of staying home to get some rest, I spent the entire weekend playing football with friends.
7. There are no **exceptions** _____ this rule.
8. One of the most common **complaints** we received _____ the food here when we first opened was that our portions were not big enough.

object to	يعترض	alert	يحذر، ينبه	Invasion of	غزول
mind-boggling	مذهلة - محيرة للعقل	hooked	مدمن	tempt	يجذب - يغري

objected alerted invasion mind-boggling hooked tempted

1. The local health inspector has been _____ to the fact that a large number of people have experienced food poisoning after eating at that restaurant.
2. Pretty much everyone _____ when the gym tried to put up the price of its annual membership again.
3. It is _____ to think about how big the universe is.
4. My brother and I are totally _____ on that new video game. We haven't stopped playing it since Dad bought it for us!
5. Even though I was _____ to have another slice of pizza, I resisted.
6. Reading other people's emails is a(n) _____ of their privacy.
7. I'm sorry, but I strongly _____ to my name being mentioned in the article.
8. My cousin showed me how that video game is played and now I'm _____!

Complete the sentences with the correct form of the words in the box.

controversial	مسألة مثيرة للجدل	tracking	يتتبع - يتعقب
loyal	مخلص، وفي	disabled	معطل - عاجز

controversial loyal tracking disabled

1. The use of animals for entertainment is hugely _____.
2. The police suspect that it may have been a member of staff that _____ the bank's alarm system before the robbery.
3. It is thanks to our team of _____ volunteers that our charity has been able to achieve what it has over the years.
4. The scientists have been _____ the family of elephants for months in hope of discovering more about elephant behaviour.

Reading -1

Reality TV, which shows the dreams and struggles of ordinary people, is popular all over the world. In Qatar, reality television has taken on a different form with Stars of Science, a programme from Qatar Foundation that has been running since 2009. This piece of 'edutainment', hosted by the well-known TV personality, Khaled Al Jumaily, and co-hosted by a number of respected members of the show's network, has become extremely popular, to the point where it now has an impressive social media following of about four million.

Stars of Science believes that science is essential for sustainable growth and development. It aims to give young innovators the opportunity to work with experts to develop their ideas. The competition is open to anyone from the Arab world between the ages of eighteen and thirty-five, and the show particularly focuses on inventions that solve problems, both locally and abroad, in the fields of health, medicine, computer science and environmental science. Interested candidates apply online and, based on the potential impact of their ideas, may be invited to the show.

The show releases one season every year and consists of nine episodes. The first three episodes are for casting. During this period, young inventors – each with an innovative technological idea that they believe could play an important role in solving local or global problems – present their ideas to the jury. The jury consisting of Prof. Fouad Mrad, Dr Khalid Al-Ali and Prof. Abdelhamid El-Zoheiry – all highly respected experts in their fields – have the task of choosing which candidates will secure a place in The Selection episode, which takes place in the fourth week.

In The Selection episode, a vote is held to determine which eight candidates will work at developing their idea into an actual product. Over the course of five weeks, these candidates face the enormous challenges that go with bringing their ideas to life. They are, however, fortunate as they receive a lot of support not only from a team of experienced engineers and product developers but also from each other and from respected leaders from different fields of study who are invited to the show.

Each week, the members of the jury judge the progress candidates have made in developing their ideas and one candidate is eliminated. This happens over the course of four episodes until only four candidates are left. In the Grand Finale, the public, by voting online, and the jury determine not only who the winner of the competition is but also the position of the remaining candidates. Depending on their position, each finalist receives a share of the US\$600,000 prize money, which they can use as funding for a business or to develop their research.

Stars of Science is more than just a reality TV programme. It has had a huge effect on the lives of many people, has contributed to the creation of new businesses and jobs, has led to life-changing research, and has inspired next generation scientists. As part of a greater movement to educate and inform about science, it also posts video reports on informative topics and works to be a positive force for Arab innovation and creativity.

1. When did the show start running?

A. in 2007

B. in 2008

C. in 2009

D. in 2010

2. How many episodes are for casting?

- A. Two episodes B. three episodes C. four episodes D. five episodes

3. How many seasons does the show release every year?

- A. One season per year B. two seasons per year
C. three season per year D. four seasons per year

4. Where do you need to be from to participate in the Stars of Science show?

- A. the French world B. the English world
C. the Arab world D. the German world

5. how many candidates are eliminated from the show per week?

- A. one candidate per week B. two candidate per week
C. three candidate per week D. four candidate per week

6. According to paragraph 1, What do Reality TV shows? Mention two things.

The 1st thing	
The 2nd thing	

7. According to paragraph 2, What fields of study is the show particularly interested in? Mention two.

The 1st Field	
The 2nd Field	

8. According to paragraph 4, Who do candidates receive support from? Mention two

The 1st supporter	
The 2nd supporter	

9. According to paragraph 6, What has Stars of Science contributed to the creation of? Mention two things.

The 1st thing	
The 2nd thing	

Reading -2

A

To the manager of Flash Foods,
I am writing to express my disapproval of the advertising campaign which has recently been launched by your company. I have enclosed the flyer which was handed to me yesterday advertising the new chicken sandwich.

I must admit I went against my instincts and decided to order this delicious-looking sandwich. Imagine my surprise when I opened the box to find a slice of tomato and a piece of undercooked chicken squashed between two thin pieces of processed bread. There was nothing 'delicious and nutritious' about it, despite the claims on your flyer! I have also enclosed a photograph of what I was given. Do you find it looks similar in any way to the product you are advertising?

To prevent customers from falling for this deception, which is based on an inaccurate picture of your chicken sandwich 'sensation', I am asking that you drop this misleading advertisement immediately. If I continue to see these flyers, I will pursue legal action.

Sincerely,
Miranda Gilbert

B

Shampoo Cereal, anyone?

The marketing numerous deceiving consumers. When it comes to food marketing, this becomes more apparent, what likely be art than actual cooking.

Marketers want food to look flawless for the photo shoot, so they do whatever it coat with toppings shiny and in place, they use motor oil instead of syrup because it reflects light better, and they use bright-white shampoo instead of milk.

Sometimes, food is recreated from natural apple pie will crumble when sliced, but on TV it must, for reasons unknown, be made to fall into perfect slices. So they use artificially coloured mashed potato, and the crumbs disappear. When 'real' food is used, it is almost always digitally edited beyond recognition — enlarged, with the colours altered and brightened to make it look fresher.

What will manufacturers do when consumers begin to demand food that is as perfect as the artificial food they are used to seeing in advertisements?

Questions 1-2 refer to section A.

1. Which of the following is probably true about Miranda Gilbert?

- A. She is a lawyer.
- B. She avoids eating fast food.
- C. She works in the health industry.
- D. She is a regular customer at fast food restaurants.

2. What is Miranda asking Flash Foods to do?

- A. to stop selling the product
- B. to make their chicken sandwich healthier
- C. to improve their sandwich so it looks like the advert
- D. to stop promoting the product through an incorrect representation of it

Questions 3-4 refer to section B.

3. What does this in line 3 refer to?

- A. the necessity of using tricks
- B. the importance of food marketing
- C. the extent of misleading advertising
- D. the number of consumers who are tricked

4. What does the writer imply about marketers?

- A. They don't want viewers to know their tricks.
- B. They stop at nothing for the appearance of perfection.
- C. They prefer to use digital editing only as a last resort.
- D. They want consumers to recognise the food advertised straightaway

5. According to text A, Who is Miranda Gilbert writing to?

6. According to text A, What is the purpose of her letter?

7. According to text A, How did she feel when she opened the box?

8. According to text A, What will she do if she continues to see these flyers?

9. According to text B, What is the marketing industry known for?

10. According to text B, What is the product we see advertised more likely to be?

11. According to text B, Why do marketers coat pancakes with hairspray?

12. According to text B, What happens to 'real' food once it has been digitally edited?

Grammar

1. Relative clauses

Who	للعاقل (فاعل أو مفعول)	The boy , (who) I met , was playing. The boy , who studies hard , gets high marks.
Ex. A monk is a man . The man has devoted his life to God. (who) A monk is a man who has devoted his life to God.		
Whom	للعاقل (مفعول فقط)	The boy , (whom) I met , was playing.
Ex. That is the man . I spoke to him the other day. (whom) That is the man whom I spoke to the other day.		
Which	لغير العاقل الأشياء - الحيوانات - الأفكار	I drove the car which my father bought me.
Ex. A lion is an animal . It is very strong. (which) A lion is an animal which is very strong . Ex. I passed the entrance test . That is quite difficult to do. I passed the entrance test, which is quite difficult to do		
That	العاقل وغير العاقل	The boy , (that) I met , was playing. I drove the car that my father bought me.
Ex. We broke the computer . The computer belonged to my father We broke the computer that belonged to my father EX. I sent an email to my brother . My brother lives in Australia I sent an email to my brother that lives in Australia.		
Whose	للملكية (مع العاقل وغير العاقل)	That's the man whose son succeeded. The girl whose bag was stolen was crying Ahmed is the boy whose father is a teacher.
They elected a new mayor . His aim is to help the poor. They elected a new mayor whose aim is to help the poor.		
When	الوقت	The holiday is a nice time when we enjoy.
I'll never forget the day . I got my first bike on that day. I'll never forget the day when I got my first bike.		
Where	المكان	This is the school where we learn.
I'll show you the hotel . I got married there . I'll show you the hotel where I got married.		
عند استخدام حروف جر في جملة الوصل مع اسم المكان والزمان، يجب استخدام ضمير الوصل (which) بدلاً من (where/when)		
The bank in which Huda works in is in the end of that street.		
This is the school where we learn. This is the school in which we learn.		

Choose the correct answers:

1. I will always remember the day on _____ I graduated from university.
A. why B. when C. which D. how
2. That's the waiter _____ rudeness I wrote about in the letter of complaint.
A. which B. who C. whom D. whose
3. He lives in a flat _____ has a beautiful view of the city.
A. it B. that C. what D. where
4. Miranda, a colleague with _____ I took a self-defense class last year, is always in a bad mood lately.
A. whom B. that C. whose D. who
5. There will always be moments in life _____ you doubt yourself.
A. where B. when C. which D. who
6. I visited the house _____ one of our greatest poets grew up.
A. which B. that C. where D. what
7. Jessica is the girl I told you about _____ works in a jeweler's in Edinburgh.
A. who B. whom C. which D. whose
8. With _____ were you speaking just now?
A. whose B. whom C. that D. who
9. This book _____, Brad gave me, is very interesting.
A. when B. who C. which D. whom
10. Betty, _____ car broke down yesterday, came to work by bus today.
A. who B. whose C. which D. whom
11. I lost the phone _____ I bought a week ago.
A. who B. when C. that D. whose
12. Istanbul, _____ my parents live, is a beautiful city.
A. who B. where C. which D. whose
13. This is the boy _____ comes from Italy:
A. where B. who C. which D. when
14. What did you do with the money _____ you got?
A. where B. who C. which D. when
15. Mr. Hani, _____ is a taxi driver, lives on the corner:
A. where B. who C. which D. when
16. I talked to the neighbor _____ car had broken down:
A. where B. whom C. whose D. when
17. In the summer I'm going to visit Italy, _____ my brother lives:
A. where B. whom C. whose D. when
18. Where's the pencil _____ I gave you yesterday?
A. where B. whom C. whose D. when
19. I haven't read any of the books _____ I got from the library:
A. where B. whom C. whose D. when

20. Did you find the money _____ you lost?

- A. where B. whom C. whose D. when

21. My grandmother, _____ is dead now, was an affectionate woman.

- A. where B. whom C. whose D. who

22. The man looked at the tree, under _____ he had often sat.

- A. where B. which C. who D. whose

23. I've just met Madam Hashem, _____ husband is a pilot.

- A. where B. whom C. whose D. when

24. That is the restaurant _____ we usually have lunch.

- A. where B. whom C. whose D. when

25. The club rewarded the player _____ scored two goals.

- A. who B. whom C. whose D. where

26. The village, _____ people work in agriculture, is very poor.

- A. where B. whom C. whose D. when

27. The bank in _____ Huda works in is in the end of that street.

- A. where B. when C. whose D. which

Rewrite the following sentences using the verbs between brackets:

1. A monk is a man. The man has devoted his life to God. (who)

2. I have one black cat. His name is Blacky. (whose)

3. Fred wants to become mayor. His wife is an architect. (whose)

4. This is the restaurant. We celebrated our tenth anniversary here. (where)

5. It was in the year 2012. My daughter was born that year. (when)

6. A herbivore is an animal. The animal feeds upon vegetation. (which)

7. The room is upstairs. It needs to be painted. (where)

8. He bought all the tools. They are required to fix his old car. (which)

9. This is the doctor. He helped Sara recover from her illness. (who)

10. These are the kids. Their parents were arrested last week. (whose)
-
11. There was a man at the entrance of the museum. He gave us a map. (who)
-
12. I like going to interesting places. I learn new things there. (where)
-
13. My best friend has got a brother. His name is Ahmed. (whose)
-
14. People plant trees in the forest. They care about the environment. (who)
-
15. Eastwood Secondary is a good school. It believes in learning from experience. (which)
-
16. James lives on the first floor. His sister won a medal in the Olympic Games. (whose)
-
17. I bought a new car. It is very fast. (which)
-
18. We stayed at the Grand Canyon Suites. It is a five-star hotel. (which)
-
19. My alarm clock goes off. I always get out of bed at that time. (when)
-
20. Patrick is very tall. He became a basketball player. (who)
-

Join the sentences using *who, which, that, whose, whom* or *where* in as many ways as possible.

1. A man gave me this address. I met him on the train.

The man _____.

2. These people work in the office. They are very friendly.

The people _____.

3. Those are the shops. They don't take credit cards.

Those are _____.

4. A student came late. I borrowed his pen.

The student _____.

5. You gave me an umbrella. I lost it.

I lost _____.

6. I slept in a bed. It was rather uncomfortable.

The bed _____.

7. Everybody went to the party. They enjoyed it very much.

Everybody _____.

8. The cup was on the table. I had tea in it.

The cup _____.

9. I bought a computer. It was broken.

The computer _____.

10. I'm looking for a woman. She is a computer designer.

The woman _____.

11. The man was English. I wanted to meet him.

The man _____.

12. I saw a film. It was about the Second World War.

The film _____.

13. Tom had a dog. It was very unpleasant.

The dog _____.

14. We saw the boy. His father was a writer.

We saw _____.

15. I talked to a man. His wife had died the year before.

I talked _____.

16. The body belonged to an old man. It was found yesterday.

The body _____.

17. The flight was delayed. I wanted to travel on it.

The _____.

18. You bought the painting. I wanted it.

I wanted _____.

19. This is the chair. My parents gave it to me.

This is _____.

20. He's the person. His car was stolen.

He is _____.

Join the sentences using *who, which, that, whose, whom* or *where* in as many ways as possible.

1. Yousef is a new colleague. I went for dinner with him last night.

2. Linda Hanson was my art teacher at school. She has an exhibition at the local gallery.

3. Max got a job in advertising. That was a pleasant surprise.

4. The company is owned by Andrew Olivetti. His family started it in 1934.

5. The mountain gorilla is one of the most endangered species. It lives in Africa.

6. Let's go to Room 25. The examination will be held there.

7. I was invited to a lecture last Saturday. I totally forgot about it.

Join the sentences using *who, which, that, whose, whom* or *where*.

1. You wrote about a topic. It is very interesting.

2. Is she the writer? Her book won first prize.

3. Let's go to the stadium. The event is going to be held there.

4. Debbie is a new gym instructor. I was talking to her earlier.

5. The construction company finally closed down. Its profits had been slowly declining.

Join the sentences using *who, which, that, whose, whom, when* or *where*. Decide whether the relative clauses are defining or non-defining, and add commas where necessary.

1. Rashid is a designer. He came up with that fantastic new idea.

2. The police officer will ask the man a few questions. The man's motorbike was stolen yesterday.

3. Latifa went to the house. She used to live there.

4. Martin crashed the car into a wall. The car belonged to his father.

5. It was in the year 2019. I bought my car then.

6. I spoke to Mrs Thomson's secretary. She was very helpful.

Email /Letter of complaint

INTRODUCTION

- ## MAIN PART

- ## CONCLUSION

- At the very least, I believe you should.....
- I believe I am entitled to a partial/full refund.
- I would be thankful/grateful if you would.....
- I hope you will deal with / resolve this matter immediately.
- Considering _____, I would like to receive a _____.
- If you do not..... / Unless I hear from you, I am afraid I will be forced to take this matter further.
- I would appreciate an immediate response.
- Thank you _____ for your cooperation.

Write a letter or an email of complaint to the company you bought it from, outlining the reasons why you are not satisfied and what you expect them to do about it.

This image shows a single page of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There is no handwriting or other markings on the paper.

Model answers

Dear Sir/Madam,

I am writing regarding the 65-inch Flat Screen TV I ordered from your online shop on 5 January. I received the television yesterday, but I am extremely dissatisfied because, among other things, the product I received is not the product I had ordered.

To begin with, the delivery people refused to unpack the television before I signed for it. When I opened the box after they had quickly left, I found the screen was 50 inches instead of 65 and had a small crack, which became bigger after I removed the television from the box. Finally, when I checked my bank balance, I realised that I had been charged twice for the same product.

Considering all the above, I would like to return the television and receive a full refund.

Thank you in advance.

Yours faithfully,

Jassim Ahmad

Example

Dear sir,

I'm writing to complain about _____ اسم الجهاز _____ that I bought at your company last week.

I'm very upset and depressed because the _____ اسم الجهاز _____ didn't work well. Moreover, the screen was badly scratched as if it is a second hand.

What made the matter worse was that the customer service assistant was rude when I complained about the product.

As a depressed one, I need a full refund, in addition to an apology. I hope not to be forced to legal action.

I'm looking forward to hearing from you.

Yours faithfully,