

Proposals and Strategies for Women Entrepreneurs



Basic English

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OBJETIVOS DEL MÓDULO

Este módulo está dirigido a estudiantes adultos sin conocimientos previos del idioma Inglés. Está dirigido a la enseñanza de la comprensión de Inglés, así como las palabras y frases de vocabularios diferentes. A través de este módulo, el alumno estará equipado con el conocimiento presentado, para preguntar y responder a las preguntas de su vida personal, para hablar de sus profesiones y lugares de trabajo, así como para enriquecer su vocabulario con frases relacionadas con los medios de comunicación, Internet, y negocios.

Contenido:

Temática: Introducción, rutinas diarias, puestos de trabajo, el lugar de trabajo, en la oficina, Internet, los medios de comunicación, los negocios y la publicidad, escribir un correo electrónico formal.

Gramática: pronombres personales, verbo "estar", tiempos presentes, adjetivos posesivos, artículos, determinantes: this / that; these / those, plurales, presente simple.

Escritura: escribir un correo electrónico oficial, que describe a una persona, que describe su rutina diaria, que describe el lugar de trabajo.

1. INTRODUCTION

1.1 Saying hello. Listen and read.

1. A: Hi, I'm Tom. What's your name?

B: Anna.

A: Sorry?

B: Anna.

2. A: Hi, Dad. This is Dave.

B: Hello. Nice to meet you.

C: Nice to meet you.

3. A: Good evening. What's your name?

B: My name's Janet Leigh.

A: You're in room 5.

4. A: Hello, John. How are you?

B: I'm fine, thanks. And you?

A: Very well, thank you.

1.3 Saying Goodbye. Listen and number the words.

Goodbye.



Bye.



Goodnight.



See you.



See you on Saturday.



See you tomorrow.



1.4 Numbers. Listen and repeat the numbers.

1; 2; 3; 4; 5; 6; 7; 8; 9; 10;

11; 12; 13; 14; 15; 16; 17; 18; 19;

20.

1.5 Days of the week. Complete the days of the week with a CAPITAL letter.

W	F	S	T	S	M
---	---	---	---	---	---

_____ **onday.**

_____ **uesday.**

_____ **ednesday.**

_____ **hursday.**

_____ **aturday.**

_____ **unday.**

1.6 Months. Complete the months with a CAPITAL letter.

_____ **anuary**

_____ **ebruary.**

_____ **arch.**

_____ **pril.**

_____ **ay.**

_____ **une.**

_____ **uly.**

_____ **ugust.**

_____ **eptember.**

_____ **ctober.**

_____ **ovember.**

_____ **ecember.**

1.7 Countries, nationalities and languages

COUNTRY	NATIONALITY	LANGUAGE
	-ish	
England	English	English
Spain	Spanish	Spanish
	-ian	
Macedonia	Macedonian	Macedonian
Croatia	Croatian	Croatian
Italy	Italian	Italian
Lithuania	Lithuanian	Lithuanian
Bulgaria	Bulgarian	Bulgarian
	-an	
Germany	German	German
	-ese	
China	Chinese	Chinese
Japan	Japanese	Japanese
Cyprus	Cyprian	Cyprian
Greece	Greek	Greek

1.8 Listen and complete the dialogues.

1.A: Are you _____?

B: No, I'm _____. I'm from Edinburgh.

2.A: Where are you from?

B: We're from _____.

A: Are you on holiday?

B: No, we aren't. We're on business.

3.A: Where's she from? Is she _____?

B: No, she isn't. She's _____. She's from Buenos Aires.

4.A: Mmm, delicious. Is it _____?

B: No, it isn't. It's _____.

1.9 Complete and answer the questions.

1. What's your first name?

2. _____ your surname?

3. _____ do you spell it?

4. Where are you _____?

5. _____ do you do?

6. How old _____ you?

7. _____ your address?

8. What's _____ postcode?

9. _____ your e-mail address?

10. What's your _____ _____?

1.10 Personality adjectives. Match the adjectives and definitions.

Friendly; funny; generous; lazy; shy; talkative

	Adjective	Opposite
1. A person who talks a lot is.....	talkative	_____
2. A person who likes giving presents is.....	_____	_____
3. A person who never does any work is.....	_____	_____
4. A person who makes people laugh is	_____	_____
5. A person who is open and nice is	_____	_____
6. A person who is nervous and uncomfortable meeting new people is	_____	_____

Complete the opposite column.

Extrovert; hard-working; mean; quiet; serious; unfriendly

2. JOBS

2.1 Read the interview and match the questions with the answers.

Do you like your job? Why?

How many hours do you work?

Do you earn a lot of money?

Where do you work?

What don't you like about your job?

How do you relax after work?

~~What do you do?~~

A DOUBLE LIFE!

1. What do you do?

I'm an artist. I draw and paint pictures for magazines, books, CD covers – all kinds of things.

2. _____

I work at home. I have a room just for working in.

3. _____

I usually work about eight hours a day, from 9:30 to 5:30. Sometimes I work again in the evenings or at weekends, when I'm in a hurry to finish a picture.

4. _____

It depends. I earn from about 250£ to 3,000£ for a picture. Sometimes I have a lot of work but sometimes I don't. That's a problem. And I don't have paid holidays.

5. _____

Yes, I love it, because every day is different, and I like using my imagination.

6. _____

It's stressful when I need to work fast and the ideas don't come. And sometimes it's lonely when you don't work with other people.

7. _____

I play the bass in a band called International Airport. We play at weekends in pubs and clubs.

2.2. Match the professions to the responsibilities.

an actor
a builder
a doctor
an engineer
a footballer
a hairdresser
a housewife
a journalist
a lawyer
a musician
a nurse
a pilot
a police officer
a politician
a receptionist
a secretary
a shop assistant
a student
a waiter
a teacher

Builds houses
Kicks a ball
Stays at home and does the housework
Flies a plane
Chases criminals and puts them in jail
Works in the government
Brings people their food and drinks
Plays an instrument or sings
Helps people who are ill
Acts in movies and plays
Goes to university
Works in a school and teaches students
Answers the phone in a company
Works behind a counter and serves customers
Helps the doctors and cares for the patients
Someone who practices law
Works and writes for a newspaper
Greet the visitors of a hotel or organization
Use math and science to solve problems
Cuts people's hair

3. THE WORKPLACE

3.1 Read the texts and match them to the pictures. What are the jobs?

<p>1. I only work part-time – four mornings a week, and I sometimes do overtime on a Saturday morning. I don't earn a big salary. It's a temporary job and I only have a six-month contract at the moment. But the working hours suit me because I have very young children. When they go to school I would like to find a permanent job and work full-time. What I like most about my job is working in complete silence! The only noise you can hear is of people turning pages and whispering.</p>	<p>2. I did a six-month training course at Technical College to get my qualifications and then I worked for a local company to get some experience. I worked long hours for a low salary and so I resigned last year and became self-employed. I prefer working for myself. I don't work regular hours (sometimes people call me in the middle of the night) but you can earn a lot of money in this job, especially in the winter. If I'm lucky I'll be able to retire when I'm 60!</p>
---	--

a)



b)



3.2 Match the words in bold in the text to the definitions.

1. a written legal agreement contract
2. the knowledge you get from a job _____
3. a series of lessons to learn the job _____
4. the time you spend doing a job _____
5. working for yourself, not for a company _____
6. to stop working when you reach a certain age _____
7. left a job because you wanted to _____
8. lasting for a short time _____ / opposite _____
9. for only a part of the day or the week _____ / opposite _____
10. exams you've passed or courses you've done _____

3.3 Match the profession to their workplaces.

an actor
a hairdresser
a receptionist
a doctor
a teacher
a secretary
a footballer
a nurse
a shop assistant
a police officer
a lawyer
a waiter
a musician
a housewife

At a hospital
At home
At a school
At a stadium
At a police office
At a shop
On a stage
At a restaurant
At a hospital
At a court od lawyer office
At a reception desk
In an office
In a theatre or cinema
At a hair salon

3.4 Speaking. Work in pairs. One person choses a job and describes it, while the other person has to guess what the job is.

4. AT THE OFFICE

4.1 Read the text.

Like most offices, my office is a place where I can concentrate on my work and feel comfortable at the same time. Of course, I have all the necessary equipment on my desk. I have the telephone next to the fax machine on the right side of my desk. My computer is in the center of my desk with the monitor directly in front of me. I have a comfortable office chair to sit on and some pictures of my family between the computer and the telephone. In order to help me read, I also have a lamp near my computer which I use in the evening if I work late. There is plenty of paper in one of the cabinet drawers. There are also staples and a stapler, paper clips, highlighters, pens and erasers in the other drawer. In the room, there is a comfortable armchair and a sofa to sit on. I also have a low table in front of the sofa on which there are some industry magazines.

4.2 Chose the correct answer based on the text above.

1. What do I need to do in my office?
A) relax B) concentrate C) study
2. Which piece of equipment I do NOT have on my desk?
A) fax B) computer C) photocopier
3. Where are the pictures of my family located?
A) on the wall B) next to the lamp
C) between the computer and the telephone
4. I use the lamp to read:
A) all day B) never C) in the evening

5. Where do I keep the paperclips?
A) on the desk B) next to the lamp C) in a cabinet drawer

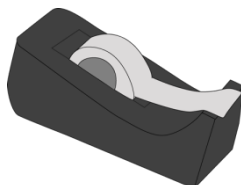
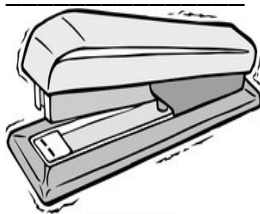
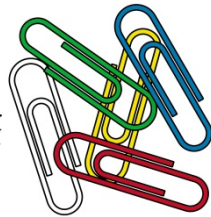
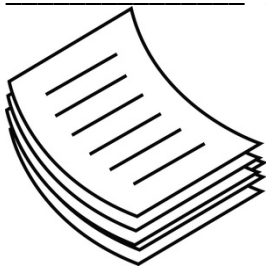
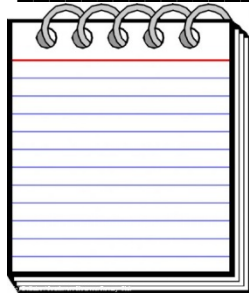
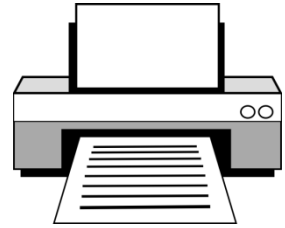
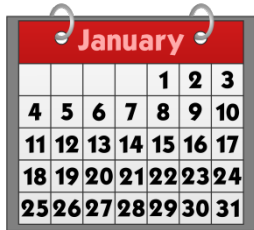
6. What do I keep on the table in front of the sofa?
A) company records B) industry magazines
C) fashion magazines

4.3 Decide if the sentences are TRUE or FALSE based on the text and write T (true) and F (false).

1. I work late every night. _____
2. I use highlighters to help me remember important information. _____
3. I keep reading materials that are not related to my job in the office. _____
4. It is important to me to feel comfortable at work. _____



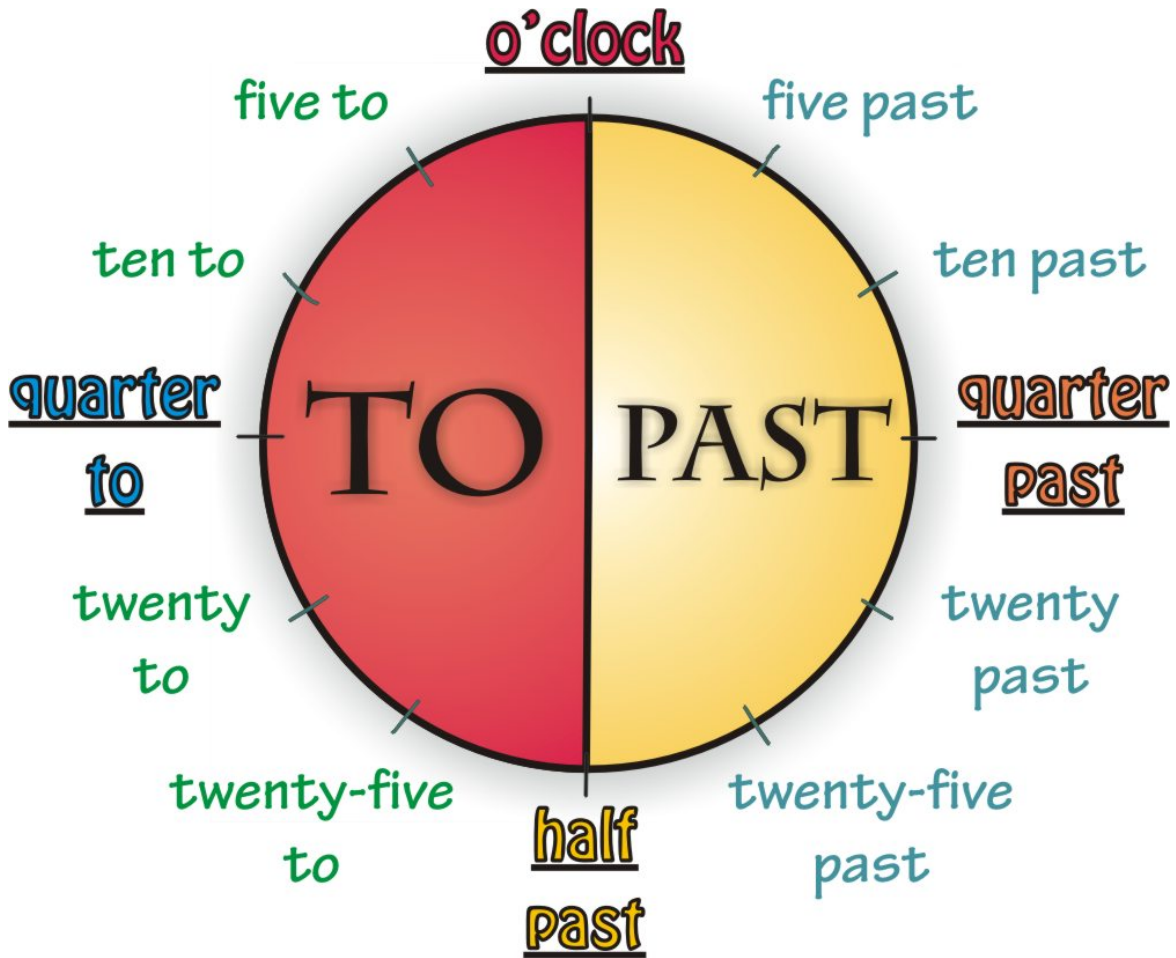
4.4 Match the words with the pictures.



Paper	A pencil	A stapler
A chair	A notepad	A computer
A desk	Pins	A pen
A telephone	A file	A calendar
A tape dispenser	A photocopier	Paper clips
A lamp		

5. DAILY ROUTINE

5.1 Telling the time.



What's the time?



It's half past ten.



It's twenty to twelve.



It's ten to ten.



It's three o'clock.

5.2. Daily routine.

Put the phrases in the correct order.

FINISH WORK		GET DRESSED
	GET HOME	
GET TO WORK		GET UP
	GO HOME	
GO SHOPPING		GO TO BED
	GO TO THE GYM	
GO TO WORK		HAVE A COFFEE
	HAVE A SHOWER/A BATH	
HAVE BREAKFAST		HAVE DINNER
	HAVE LUNCH	
MAKE THE DINNER		
	SLEEP	
TAKE THE DOG FOR A WALK		START WORK
		WAKE UP
	WATCH TV	

5.3 Make sentences with the above phrases about you daily routine.

e.g. I wake up at 7.00 o'clock.

6. THE INTERNET

Teenagers and Internet addiction

Today's teenagers are a generation where there is no line between the online and real life communication. The main way for them to connect is through Facebook.com, which began as a social networking site, but which now is 'a nightclub open 24 hours a day, seven days a week'. Facebook currently receives more daily visits than Google and Amazon. The site has 40 million members worldwide, each using their personal page to email and post news, blogs and photos of themselves. It is precisely that creation of identity which has made it such a teen sensation.

For millions of teenagers, the Internet is like a drug. And the madness of the Internet and of adolescent hormones can be an especially harmful combination. On one occasion, fourteen-year-old Kara met 18-year-old David on Facebook. The relationship, which began as a friendship, became something more on the site. When her parents, who didn't like the relationship, tried to cut off her online access to him, her parents were shot dead by the boy.

Kids are using these sites to act out fantasy. On the Internet, you are allowed the chance to be the best. Besides, lonely, unpopular or troubled teenagers get online and play the roles they want to be. It doesn't matter if anyone is actually reading their posts or not: it just feels good to let it all out.

5.1 Answer the following questions.

1. Why being a teenager and using Internet is such a harmful combination?
2. Why were Kara's parents murdered?

5.2 Are the following statements TRUE (T) or FALSE (F)?

1. a. Teenagers are obsessed with getting their posts read by other teens.
2. Facebook is more popular than Google and Amazon.
3. Nowadays young people don't see the difference between their real life and their virtual life.

5.3 Choose a, b or c.

1. Kara's parents were shot dead because...

- a) they did not like Kara's boyfriend.
- b) they do not believe in adolescent love through the Internet.
- c) they wanted to stop Kara having any online contact with her boyfriend.

2. Internet fuels fantasy...

- a) because people can be whoever they want to be.
- b) because Internet is a world of magic.
- c) because Internet is virtual.

5.5 Match the words with their meaning.

e-mail
virus
password
Blog
Internet
Website
Username
Download
Social media
Wi-fi
Hacker
Link
Browser
Home page

a secret word that only you know
a hidden program that can hurt your computer
a name you choose for yourself that isn't your real name
a worldwide system of computers
a letter you send through your computer
a journal you keep on the Web
a place on the internet that you can visit
when you take something from the internet and put it on your computer
a connection between documents on the internet
the first page that you see when you look at a website
a computer program which allows you to look at pages on the internet
technology that allows people to communicate wirelessly
a person who accesses computers without permission
website where we make profiles and share our information

7. THE MEDIA

6.1 Answer the following questions.

THE MEDIA AND YOU

1. What kind of news stories do you find most/least interesting? Write 1-6 (1=most interesting)

- celebrity gossip 🍏
- politics 🍏
- sport 🍏
- science/technology 🍏
- business 🍏
- health 🍏

2. What stories are in the news at the moment?

3. How do you normally find out...?

- what the weather's going to be like
- the sports results
- what's on at the cinema
- the news headlines

4. Do you ever...? Where?

- read your horoscope
- do crosswords, Sudoku or other games
- look at cartoons
- read advertisements, e.g. jobs, flats

5. Do you have a favourite...?

- newsreader
- film critic
- journalist
- sports writer

6. Which newspapers/TV channels/ radio stations in your country do you think are...?

- biased
- realistic

7. How do you find out what is happening in the world?

- surf the Internet
- watch TV
- listen to the radio
- read newspapers

6.2 Read the text and answer the questions below.

Woody Allen once said, "In Beverly Hills, they don't throw their garbage away, they make it into television shows". Whatever his opinion, I believe we can learn a lot from television.

Firstly, television offers up-to-date information about the world. News reports and current affairs programmes help us to keep up with what is happening both in our country and abroad. Moreover, TV news stories are often broadcast live, so we are able to watch pictures of events as they happen.

Secondly, TV can be extremely educational. Documentaries are an excellent way to learn about topics connected with, for example, history, science, wildlife or foreign cultures.

However, it is true that some of the programmes we see on TV can be useless or even harmful. For example, watching violent films or badly-made soap operas is a

waste of time and it can have negative effects on the way we behave.

In conclusion, although not all TV programmes are useful, I think that many of them provide a helpful source of news and education, It is up to us to keep what is really useful and “throw the garbage away”.

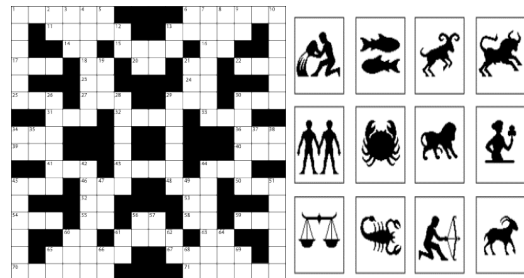
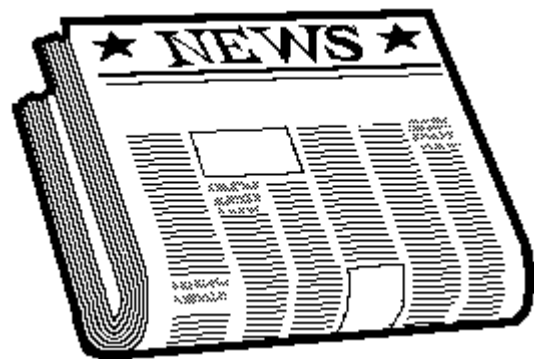
What two programmes does the writer find USEFUL and NOT USEFUL. What reasons does he give?

6.3 Match the words and definitions

commentator; critic; editor; journalist; newsreader; paparazzi; press photographer; reporter; advertisement; cartoon; crossword; front page; horoscope; review; weather forecast;

1. _____ photographers who follow famous people and take pictures of them.
2. _____ a person who writes about the bad/good qualities of books, concerts, films etc.
3. _____ a person who describes sports event while it is on TV.
4. _____ a person who writes for newspapers and magazines.
5. _____ a person in charge of a newspaper or magazine.
6. _____ a person who collects and reports news for newspapers, radio or TV.
7. _____ a person who reads the news on TV or radio.
8. _____ a person who takes photos for a newspaper.

9. _____ a statement about what the weather is going to be like.
10. _____ astrological chart representing the position of the Sun, Moon and planets and their connection to a person.
11. _____ a story on the first page of a magazine or newspaper.
12. _____ a picture that tries to persuade people to buy something.
13. _____ a report that gives someone’s opinion about a book, film etc.
14. _____ a funny or satirical drawing.
15. _____ a puzzle where you write words vertically and horizontally.



8. BUSINESS AND ADVERTISING

7.1 Types of meetings. Match the meetings on the left with their purposes on the right.

1. a job interview	a) communicate with workers from abroad
2. a teleconference	b) discuss an employee's performance
3. an appraisal meeting	c) recruit a new employee
4. a team-building meeting	d) solve problems, make decisions
5. a management meeting	e) strengthen relationships between colleagues and resolve conflicts

7.2 Meeting problems and solutions. Match the underlined words to the definitions below.

1. Things are behind schedule.
2. A few participants are dominating the meeting.
3. Meetings are often used to deal with immediate problems.
4. Key people don't attend.
5. People don't follow through on action plans, tasks and decisions after the meeting ends.
6. The participants are getting side-tracked.

- a) controlling
- b) discussing issues that are not relevant
- c) do something that was planned

- d) important
- e) taking longer than planned
- f) try to solve

7.3 Now study the solutions below and match them to the previous problems

1. Ask opinions from quiet individuals in private.
2. Go back to the original questions or state the purpose of the meeting again.
3. If meetings are only used for announcements and information sharing, there may be better ways to share the information (e.g. e-mail). In this way, meetings will like to attend them.
4. Make sure to include at least one item for discussion that focuses on something strategically important, but not urgent.
5. Put topics that need more room for discussion at the beginning of the agenda.
6. Provide written action plans – people usually need to see in writing what they have to do and by when.



7.4 Complete with verbs from the list.

Become; expand; export; import; launch; manufacture; market; merge; set up; take over.

1. _____ a company (=start)
2. _____ a product (=make in a factory)
3. _____ a product (=sell using advertising)
4. _____ materials (= buy from another company)
5. _____ your product (=sell to other countries)
6. _____ (=get bigger)
7. _____ the market leader (=be the most successful company)
8. _____ another company (= get control of)
9. _____ a new product, an advertising campaign (=show for the first time)
10. _____ with another company (=combine to make one single company)

7.5 Organizations. Match the words and definitions.

A branch; a business/company/firm; a chain; head office; a multinational.

1. _____ a group of shops, hotels, etc. owned by the same person or company.
2. _____ an organization which produces or sells goods or provides a service.
3. _____ a company that has offices or factories in many countries.

4. _____ the main office of a company.

5. _____ an office or shop that is a part of a larger organization.

7.6 People. Match the words and definitions.

A client; a colleague; a customer; the (managing) director (MD); an employee; an employer; head of department; manager; the owner; the staff.

1. _____ the group of people who work for an organization.
2. _____ a person who works for somebody.
3. _____ a person or company that employs other people.
4. _____ someone who buys goods or services e.g. from a shop.
5. _____ someone who receives a service from a professional person.
6. _____ a person who works with you.
7. _____ the person who manages or controls a company or organization.
8. _____ the person who owns a business.
9. _____ a person who is in charge of a department in a company.
10. _____ a person in charge of part of an organization e.g. a branch.

9. WRITING A FORMAIL E-MAIL

Dear (name or Hiring Manager)

First paragraph illustrates why the position desired fits your interests.

Your posting on (state the place you saw the advertisement) for (insert job title) is of special interest to me because it calls for qualifications which match my background and skills. With more than 5 years of experience in this field and a proven record of accomplishments, I believe I am qualified for this position.

Middle paragraph highlights what you can offer to the company.

You will note from my enclosed resume that I have experience with (state your experience). I have an ability to grow with a job, handle responsibility and build a positive relationship with work colleagues at all levels. I am also very communicative and easy-going which allows me to communicate with people from different backgrounds and social positions. Furthermore, (give some example of your previous employment).

Last paragraph explains how/when you will contact or follow up or expresses the next step.

I look forward to the opportunity to meet with you to further discuss how my skills will benefit your organization. I thank you for taking the time to consider my qualifications.

Sincerely,

Name and surname.

Write an e-mail to the following job advertisement asking them to consider you for the job.

Senior Customer Service Advisor

- Doxford International Business Park, Sunderland (SR3), SR3 3XW
- 18.58k to 18.58k per year GBP
- **Cactus Frontline**

One of the world's leading and best known financial services businesses are looking to recruit Senior Customer Service Advisors as it continues to grow its Sunderland Office. Working in a highly progressive business environment, you will be part of a dynamic, customer focused team of customer service advisors. The company has built a reputation for building long lasting relationships with its customers and clients as well as creating a supportive, high energy environment for its employees.

The ideal Customer Service Advisor will have the following skills and experience:

- * Previous experience within a Call Centre is desirable, however, bright, articulate candidates from other customer service backgrounds will be considered.
- * Good communication skills - the ability to explain information simply and clearly whilst building a strong rapport with customers.
- * Excellent listening skills and the ability to identify the customer issue, adapting approach accordingly.
- * Ability to multi-task, handle volume calls efficiently and think on your feet..
- * Be customer-focused, positive and have a professional attitude.

DEFINITIONS AND EXERCISES

1. PERSONAL PRONOUNS

I	WE
YOU	YOU
HE	THEY
SHE	
IT	

2. PRESENT TENSE VERB BE

AFFIRMATIVE	NEGATIVE	QUESTIONS
I am a doctor.	I am not a doctor.	Am I a doctor?
You are a teacher.	You are not a teacher.	Are you a teacher?
He is an actor.	He is not an actor.	Is he an actor?
She is a journalist.	She is not a journalist.	Is she a journalist?
It is a school.	It is not a school.	Is it a school?
We are students.	We are not students.	Are we students?
You are lawyers.	You are not lawyers.	Are you lawyers?
They are doctors.	They are not doctors.	Are they doctors?

2.1. Complete with am, is or are.

1. My surname _____ Lopez.
2. We _____ from Madrid.
3. I _____ Anna.
4. Antonia and Anna _____ in room 7.
5. The teacher _____ English.

2.2. Write the sentences in the negative.

1. I am British. _____
2. They are Brazilian. _____
3. We are from England. _____
4. He's from the USA. _____

3. POSSESSIVE ADJECTIVES

I'm Italian You're in level 1. He's the director. She's your teacher. It's a school. We're an international school. They're new students.	My family are from Rome. This is your classroom. His name is Michael. Her name is Tina. Its name is Queen's School. Our students are from different countries. Their names are David and Emma.
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3.1 Complete the sentences with a possessive adjective.

1. Angela, please turn off _____ mobile phone.
2. The students are from Italy. _____ names are Susanna and Tito.
3. London is famous for _____ red buses.
4. She's French, but _____ mother is English.
5. I'm Mike. _____ family are from Dublin.

4. ARTICLES A/AN, THE, PLURALS THIS/THAT/THESE/THOSE.

A/AN (INDEFINITE) It's a bag. It's a pen. Use a/an with a singular noun. Use an with a noun beginning with a vowel (a,e,i,o,u)	THE (DEFINITE) Open the door. Close the windows. Use the when we know which door, windows, etc. Use the with singular and plural nouns.
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PLURALS

SINGULAR	PLURAL	SPELLING
A book A key	Books keys	Add -s
A watch A box	Watches Boxes	Add -es after ch, sh, s, x
A country A dictionary	Countries Dictionaries	Consonant +y = ies

THIS/THAT/THESE/THOSE

What's **this**? It's a pen. (use this for singular things near you)
That car is Italian. (use that for singular things which are far away)
These watches are Japanese. (use these for plural things near you)
 What are **those**? They're tables. (use those for plural things which are far away).

4.1. Complete with a or an. Write the plural.

- | Singular | Plural |
|------------------|--------|
| 1. ____ bag. | _____. |
| 2. ____ country. | _____. |
| 3. ____ e-mail. | _____. |
| 4. ____ watch. | _____. |

4.2. Complete the dialogues with this, these, that, or those.

What's ____ in your hand Tim?
 It's a pen.
 And what are ____ over there Tim?
 They are tables.
 What is ____ next to the table?
 It's a book.
 What are ____ in my hand?
 They are notepads.

5. PRESENT SIMPLE

AFFIRMATIVE	NEGATIVE	QUESTIONS
I work.	I don't work.	Do I work?
You work.	You don't work.	Do you work?
He works.	He doesn't work.	Does he work?
She works.	She doesn't work.	Does she work?
It works.	It doesn't work.	Does it work?
We work.	We don't work.	Do we work?
You work.	You don't work.	Do you work?
They work.	They don't work.	Do they work?

Spelling rules for he/she/it
 I work/play = He works/plays
 I watch/finish= She watches/finishes.
 I study= She studies.
 I have= She has/ I do= She does/ I go=She goes

5.1 Change the sentences.

- We like animals. He likes animals.
- I listen to music. She _____.
 - He lives in a flat. We _____.
 - They have two dogs. He _____.
 - I don't smoke. My father _____.
 - I do housework. She _____.

5.2 Complete the questions with DO or DOES.

- _____ you like Chinese food?
- _____ your father cook?
- _____ you speak French?
- _____ your teacher smoke?
- _____ you play the piano?

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