

## 02 CULTURE AND IDENTITY

---

### WATCH

---

**A Watch the video. Answer these questions.**

1 What things do they complain about?

---



---

2 What things do they like?

---



---

3 What city do you think they are talking about? Why?

---



---

4 Are any of the bad or good things the same where you live?

---



---

**B Compare your ideas with a partner.**

**C Look at the video script. What are the missing words?**

**D Watch again and check your answers.**

---

### PRACTISE PRONUNCIATION

---

**A Practise the conversation in pairs.**

**B Which words or phrases are difficult for you? Tell a partner.**

**C Watch again and listen to the words / phrases that are difficult to say.**

**Ask your teacher to stop the video.**

**Repeat the word(s) / phrases.**

**D In pairs, practise reading the dialogue again.**

---

### KARAOKE

---

**Watch the karaoke version and look at the video script. Act out the karaoke lines in *italics*.**

---

**VIDEO SCRIPT**


---

- Emma One thing here that really annoys me is the transport system. *Honestly, it*  
1 \_\_\_\_\_ !
- Ed Yeah? Why's that?
- Emma *I don't know where to start. I mean, to begin with, why does the underground close so early?*  
It's crazy! It's such a big international city, but you can't get a tube train after half past twelve. Mad, isn't it?
- Ed *I*<sup>2</sup> \_\_\_\_\_, *but you can always get night buses.*
- Emma Yes, but I don't feel safe on them. They're always full of crazy people and there's so much crime as well. A friend of mine<sup>3</sup> \_\_\_\_\_ walking home from her bus stop.
- Ed *Oh, that's awful. I'm sorry to hear that. Were they OK? I mean, did they get attacked or anything?*
- Emma Not badly, but she lost her credit cards and her watch and her phone and stuff. She was quite scared afterwards. They really need to<sup>4</sup> \_\_\_\_\_ this type of crime; street crimes and so on.
- Ed Yes. Maybe.
- Emma And another thing that really makes me angry is the bus drivers here. They're so rude.
- Ed *Yeah? I'm not sure about that. I've never had any problems.*
- Emma You're just lucky! The other day I was getting on a bus and trying to find my travel card, but it was at the bottom of my bag somewhere, and the driver just shouted at me 'If you can't pay, then get off. I haven't got all day!' I couldn't believe it. But then people here are generally quite rude, aren't they?
- Ed *Well,*<sup>5</sup> \_\_\_\_\_. *I don't think you can blame everybody for a few bad incidents.* Anyway, what really bothers me here is the lack of customer service.
- Emma<sup>6</sup> \_\_\_\_\_ ! I went to a restaurant the other week and they added a 20% service charge to my bill, without even asking me if it was OK! 20%! *And to make it worse, the service hadn't been good at all.*
- Ed That's not what I meant. Really, it's more the queues and the way everything takes so long to get done. And the fact that the shops close so early. For me, that's really weird. Why are they wasting the chance to make more money? It's so inconvenient for customers.
- Emma Yes! *And everything*<sup>7</sup> \_\_\_\_\_ *as well. It's such a rip-off city.*
- Ed God, listen to us! We both sound really unhappy.
- Emma Maybe we've been here too long! Maybe it's time to go home.
- Ed Maybe. There are lots of things I love here though, too.
- Emma Yeah? Like what?
- Ed Well, one thing I really like is the fact that there's such<sup>8</sup> \_\_\_\_\_ . *There are loads of great galleries and museums and that kind of thing.*
- Emma Yeah, OK. I can't argue with that.
- Ed And another great thing is the fact that the city is so old! It has a great sense of history. There are lots of interesting old buildings and churches<sup>9</sup> \_\_\_\_\_ , and sometimes you see streets or places you recognise from films and that's always very exciting for me.
- Emma *Well, for me, the best thing is that the weather is not as bad*  
<sup>10</sup> \_\_\_\_\_. I thought there would be rain and storms all the time, but mostly it's OK, I think. Quite mild.
- Ed Yeah, I agree.<sup>11</sup> \_\_\_\_\_ we sometimes get, it's not bad.