
ANSWER KEY

Unit 2**A**

- 1 They complain about the transport system: the underground closes early and the night buses are full of crazy people; there's a lot of crime; the bus drivers – and the people in general – are rude; the customer service is poor; it's expensive – a bit of a rip-off; the shops close too early.
- 2 There's a thriving cultural scene – there are lots of galleries and museums; there's a great sense of history – there are lots of interesting old churches and buildings and so on; the weather is much milder than they expected
- 3 Answers will vary. Students should try and justify answers.
- 4 Answers will vary. Students should try and give reasons / examples.

D

- 1 drives me mad
- 2 know what you mean
- 3 was mugged once
- 4 crack down on
- 5 I wouldn't go that far
- 6 Tell me about it
- 7 costs a fortune
- 8 a thriving cultural scene
- 9 and so on
- 10 as I expected it to be
- 11 Apart from the drizzle

VIDEO SCRIPT

- Emma One thing here that really annoys me is the transport system. Honestly, it drives me mad!
- 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 know what you mean, 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 was mugged once 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 crack down on 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, I wouldn't go that far. 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 Tell me about it! 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 costs a fortune 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 a thriving cultural scene. 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 and so on, 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 as I expected it to be. I thought there would be rain and storms all the time, but mostly it's OK, I think. Quite mild.
- Ed Yeah, I agree. Apart from the drizzle we sometimes get, it's not bad.