

WORKBOOK

Upstream

UPPER INTERMEDIATE B2+

Student's Book

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Contents

UNIT 1	Crossing Barriers	p. 4
UNIT 2	Moods and Feelings	p. 14
UNIT 3	Making a Living	p. 24
UNIT 4	Make Yourself at Home	p. 34
UNIT 5	Modern Living	p. 44
UNIT 6	Going Places	p. 54
UNIT 7	History	p. 64
UNIT 8	Learning Lessons	p. 74
UNIT 9	Planet Issues	p. 84
UNIT 10	The Cycle of Life	p. 94
Exam Facts - What do you know about the FCE exam?		p. 105
Practice Test		p. 107
Tapescripts		p. 119

Crossing Barriers

Language Focus

- 1 How are the people in the pictures communicating with others? Write sentences, as in the example.

The people in picture A are communicating face to face and are shaking hands. They might be introducing themselves or just greeting each other.

- 2 Use the words in the list to complete the sentences, as in the example.

• speaker • tongue • accent • talk • language

Colloquial language is not suitable for written work.

- 1 I could tell he was a native by
- 2 She has a regional even though
- 3 German is her mother, but she's also fluent
- 4 I'm tired of all this small! Can't we?
- 5 I'm not sure which is his first, but I know

- 3 Read the following headings from various articles on communication. Use the adjectives in the list and their opposites, to say what you think each article might be about.

• easy • personal • economical • formal
• reliable • efficient

I suppose the first article is about how easy it is to use e-mail and how both young and old enjoy using it.



- 4 Use the verbs in the list to form questions that match the following answers.

• whisper • yawn • giggle • whistle • cry • yell

- 1 A:? B: Because I didn't go to bed until late last night.
- 2 A:? B: He always does it when he's happy.
- 3 A:? B: Because I don't want to disturb the others.
- 4 A:? B: Because the music is too loud!
- 5 A:? B: They're reading a really funny story.
- 6 A:? B: Because her uncle has been taken to hospital.

- 5 a. Fill in *tell, say, talk, speak*.

1 the difference; 2 business; 3 not a word; 4 non-stop; 5 one's mind; 6 someone what to do

- b. Respond to the following using the phrases from the list above.

- 1 Did she say why she was leaving her job?
No, she didn't say a word.
- 2 How did the meeting go?
- 3 Janet always says what she thinks!
- 4 Even when he meets colleagues socially, he always wants to discuss work.
- 5 Which of these mobile phones do you think is better?
- 6 How can you stand his bossy ways?

6 Choose the correct response.

- 1 Her mobile is switched off.
a What did it sound like?
b Why not call her office?
- 2 The phone has been cut off.
a Did you remember to pay the bill?
b Why did you do that?
- 3 She put me through immediately.
a You sometimes have to wait for ages, don't you?
b How annoying!
- 4 He asked me to hang on.
a Couldn't he hear you?
b He was probably busy.
- 5 I ran out of change.
a Why, were you in a hurry?
b You should have used a card.
- 6 I had problems getting through.
a Was it an international call?
b Can't you speak the language?
- 7 They told me to call back.
a You must have got the wrong number.
b He must have been unavailable.
- 8 He hung up as soon as I spoke.
a Obviously, he didn't want to talk to you!
b Was the phone engaged?



Conversational Grammar

8 Circle the correct item.

- 1 "Simon and his brother look like twins, don't they?"
"Yes, they do resemble another."
A one B each C the D both
- 2 "Did you get Ricky Martin's autograph?"
"I did. He shook hands me, too!"
A for B at C with D to
- 3 "Have you seen Janet lately?"
"No, I from her for ages."
A didn't hear C wasn't hearing
B haven't heard D hadn't heard
- 4 "Where did Diane find the money?"
"I think her sister lent to her."
A them B it C few D little
- 5 "Why didn't you call me last night?"
"I tried, but your phone working."
A isn't C wouldn't
B didn't D wasn't
- 6 "Do your two sisters work at the same company?"
"Yes, ... of them went to work there after finishing college."
A Neither C Both
B Either D Everyone
- 7 "Don't you like your dinner?"
"Not really, the fish is a bit salty."
A too B much C enough D little
- 8 "The manager is always busy when I want to see him."
"I know, ... can ever get his attention."
A Everybody C Somebody
B Nobody D Anybody



English in Use

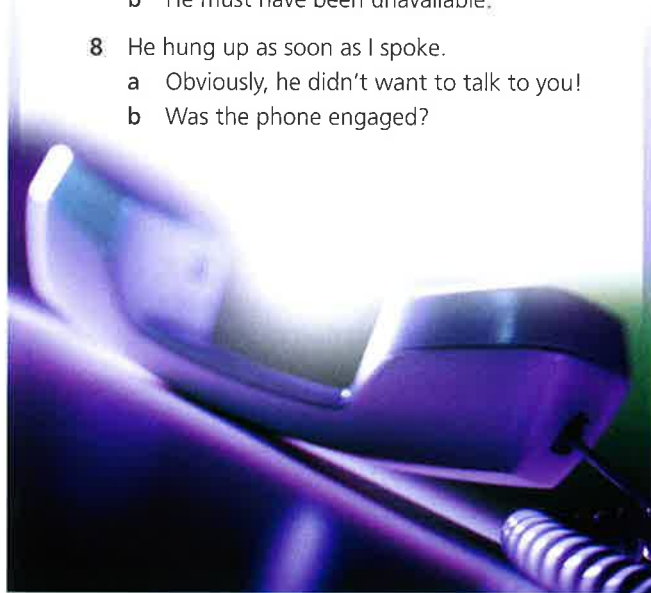
9 Find the unnecessary word in each sentence.

- 1 Amy always gives me several good advice.
- 2 Both Ann and Lyn said it was so a very good film.
- 3 This is one of the artist's most famous enough works.
- 4 These days there are not hardly any students who cannot use a computer.
- 5 They will receive the document too quickly enough if you send it by fax.
- 6 He asked me for you on the phone.
- 7 I'll need some time to check up my messages.
- 8 Nowadays the people use mobile phones more than they use ordinary ones.

7 Use these phrases to replace the parts in bold. You may need to make some changes.

- out of touch with • lost contact • hold the line
- come into contact with • get hold of

- 1 Could you wait while I check my diary?
- 2 We **were no longer able to talk** with the crew of the plane a few minutes after take off.
- 3 She's been living abroad for years so she's **unaware of the changes** in British society.
- 4 You'd be amazed at the number of people I **meet** in the course of my job.
- 5 I need to **contact** my wife; it's really urgent.



- 10** You are trying to decide where to go on holiday with a friend. Together, suggest different places. Think about how *expensive, cheap, far, close, warm, cold, touristy, isolated* each one is. Act out similar exchanges to the one below. You can use your own ideas, too.



A: *Let's go to Paris!*
 B: *I don't think so. It's too expensive.*
 A: *We could go to Lisbon then. That's probably cheap enough, don't you think?*

- 11** Complete the second sentence so that it has a similar meaning to the first one and includes the word given. Use *between two and five words*.

- 1 She couldn't remember anything about the exam.
 had She the exam.
- 2 Both students were unhappy with the results.
 was Neither with the results.
- 3 They didn't give out any information on the situation.
 given No the situation.
- 4 More people went to the live concert last year.
 as Not the live concert this year.
- 5 I would rather they didn't allow students into the computer room.
 want I don't into the computer room.
- 6 Apparently, each room has a video wall.
 all Apparently, ... video walls.
- 7 Although he's very busy, he replies to all his letters in person.
 letter Despite being very busy, ... he receives in person.
- 8 They gave very little money to each child.
 sum A small to each child.
- 9 He didn't get the job because they thought he was unprofessional.
 enough They didn't think to get the job.
- 10 There wasn't any rain at all last week.
 drop There was last week.



Revision Box

- 12** Fill in the missing word.

- 1 I'd better John's letter soon, or he'll think I didn't get it.
- 2 Would you like to an appointment for Tuesday 20th May?
- 3 I've been trying to phone her for ages, but I just can't get!
- 4 It's terrible that of her children has had a good education.
- 5 In the past people believed that Earth was flat.
- 6 Ann doesn't like her new haircut; she thinks it's much short for her.
- 7 I have to hold of Andy as soon as possible.
- 8 I think he's very rude! The first time we met, he didn't even bother to shake hands me.
- 9 There are quite a advantages to working here.
- 10 Her tongue is Italian, but she also speaks English and French.

- 13** Circle the correct item.

- 1 We couldn't concentrate on the film because two girls behind were non-stop. They really drove us mad!
 A saying C speaking
 B telling D talking
- 2 photocopier is working at the moment.
 A Either B Neither C Both D Several
- 3 Could I have piece of cake, please? The first one was delicious!
 A another B other C some D either
- 4 I don't think I can come to the cinema with you this evening: I haven't got money.
 A little B some C many D enough
- 5 The actors gave such a good performance that the audience for ten minutes at the end!
 A clapped B yelled C whistled D giggled
- 6 At the very beginning of the storm there was a huge of thunder.
 A clap B piece C noise D flash
- 7 He finally won his court case and was paid £25,000 in
 A damage C damages
 B damaging D damaged
- 8 I know how to work this fax machine, so please stop me what to do!
 A saying B telling C talking D speaking

For teachers' inspection ONLY

Word Formation

- 14 Use the word given in capitals at the end of each line to form a word that fits in the space in the same line. There is an example at the beginning (0).

TIP

First read the whole text to get an idea of what it is about, then make one or two changes to the base words.



The euro was invented as a common currency for all the countries of the 0) *European* Union. There is no longer any need for 1) to change money when visiting other euro-zone countries. With a single currency we are able to make 2) throughout the large single market. This will 3) lead to 4) in prices for many goods and services. Due to the Central Bank's low rates, 5) should be 6) reduced thanks to the increase in 7) growth. The euro is one of the two most important 8) in the world. This allows us to do business with many 9) World countries in our own currency rather than in dollars, which can be 10) The main advantage of the euro, of course, is that it makes buying and selling much more simple.

EUROPE
CONSUME

COMPARE
FINAL
REDUCE
EMPLOY
EASY
ECONOMY
CURRENCY
THREE

EXPENSE

Multiple Choice Cloze

- 15 Read the text below and decide which answer A, B, C or D best fits each space. There is an example at the beginning (0).

Quality of Communication

The Internet is like a huge city, full 0) *of* many different kinds of places and people. As in a real city, there are certain places which are suitable for youngsters and others which need to be avoided.

The Internet neither belongs to 1) is controlled by any one person, organisation or government. It gives 2) of us the opportunity to create material for others to see. On the other hand, as in ordinary life, there are those who might use it for illegal 3) The freedom of the Net 4) exciting opportunities for youngsters and, 5) being aware of the possible dangers and 6) steps to avoid them, they can happily explore that online world in safety.

Common sense will certainly help children to 7) the Internet safely. It is preferable, 8) example, for parents to get to know 9) their children are meeting online and make 10) they never give out personal information about themselves. Although it is an excellent tool for learning, playing and communicating with others, youngsters should not be allowed to become 11) involved that they forget other activities 12) to their development. Obviously, surfing as a family activity is the best solution, so that any problems that are found can be 13) together. Parents need to think about safety issues and agree on a 14) of rules. Just as youngsters are given instructions on road 15), they also need to be instructed on how to travel safely along that superhighway.



- | | | | |
|----------------|-------------|------------|--------------|
| 0 A with | B of | C in | D from |
| 1 A or | B neither | C either | D nor |
| 2 A all | B every | C other | D lot |
| 3 A methods | B works | C purposes | D uses |
| 4 A proposes | B offers | C faces | D finds |
| 5 A with | B by | C for | D as |
| 6 A putting | B doing | C making | D taking |
| 7 A ride | B drive | C use | D lead |
| 8 A for | B in | C by | D from |
| 9 A which | B who | C whose | D whom |
| 10 A positive | B sure | C definite | D real |
| 11 A very | B so | C much | D such |
| 12 A important | B based | C required | D needed |
| 13 A discussed | B chatted | C talked | D spoken |
| 14 A group | B choice | C set | D collection |
| 15 A security | B knowledge | C safety | D care |

Reading

16 a. "Without gestures the world would be totally colourless."

What do you understand by this quotation?
How far do you agree with the idea?

b. In pairs, look at the five pictures below. What do these gestures mean in your country? Which of them do you *usually, rarely, never* use and why?

c. Look at lines 46-64 and, together with your partner, discuss any gestures that might be used in the five example situations mentioned.

17 a. Read the Tip, then read the sentences (A-H) and underline words and phrases that might help identify their place in the text.

Tip Notice key words such as demonstratives (*this, these*), pronouns (*he, it, they*), possessive adjectives (*her, his*), linking words & phrases (*therefore, however, for example*) to help find the correct missing information.

b. Read the article and choose from the list A-H the sentence which best fits each gap 1-6 in the article. There is one extra sentence which you do not need to use. There is an example at the beginning (0).

A World of Gestures

As the global village continues to get smaller and cultures mix more and more, it is necessary to become more culturally sensitive and aware of body language and 5 gestures that surround us on a daily basis. As many of us cross over cultural borders, we are obliged to respect, learn and understand more about the power of this silent language. **[0 H]**

10 In the world of gestures, the best advice would be to remember to ask and be aware. If you see a gesture that is confusing, ask a local person what it means. Then, be aware of the many body 15 signs and customs around you in order not to offend others.

[1] Nor is it acceptable to shout in anger or show excessive behaviour of any kind. Furthermore, blowing one's nose in 20 public is also unacceptable and will certainly be seen as an act of rudeness.

Another interesting example of silent body language is that used in lifts. **[2]** If there are one or two people in a lift for 25 example, they tend to lean against the walls of the lift and four people together will probably choose a corner each. A slightly larger number will more than likely face the door while a crowded lift

will show silent people touching only at 30 the shoulders and generally looking upwards to avoid eye contact.

However, we also live in a world of more lively gestures, such as those of drivers of all ages and types. **[3]** 35 Arms will certainly be flying showing each other who did what, fingers will be pointing to indicate guilt and heads will be shaking in negative disbelief at the dreadful quality of the other's 40 driving!

Without gestures, the world would be totally colourless. Apparently, 60% of all communication is nonverbal. **[4]**

Body language and gestures 45 communicate messages just as well as words, perhaps even better. It is quite natural to use our bodies to get a message across. From calling a waiter over to our table to the teaching 50 gestures of parents to children; we all use this system of communication.

Gestures are a basic part of our social lives too, with the 'vocabulary' sometimes being informative or 55 entertaining, as in the case of street mime. **[5]** Take, for example, the gestures and body movements of

