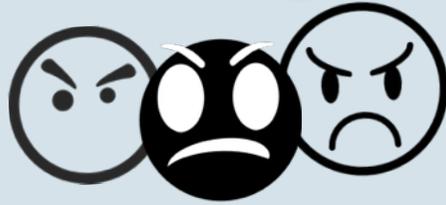




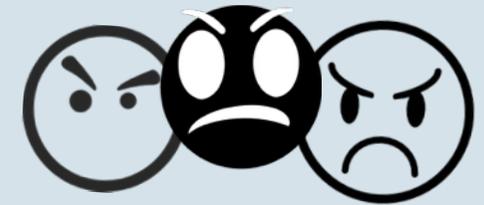
Weekly English Practice

11th December 2014
English Coaching Projects
weeklyenglishpractice.wordpress.com

I hate to tell you but...
I'm angry about...



I don't understand why...
Sorry to bother you but...
I'm not satisfied with...



A Korean Air executive has been forced to resign after she delayed a plane because she was unhappy with the way she was served nuts

to remove: to take away from somewhere, to dismiss a worker from their job

to fail: to not do something correctly

-bound: in the direction of

(to have) **backing:** to support another person's actions

flight attendant: the person who helps you on a plane

Heather Cho demanded the **removal** of a crew member from a flight last Friday for **failing** to serve nuts on a plate. Ms Cho, a vice-president of the firm, forced the Incheon-**bound** flight to taxi back to the terminal in New York.

The airline said checking service standards was part of her job, and she had the pilot's **backing**. But officials insisted that she was simply a passenger at the time.

Local media reports said that a junior attendant had offered Ms Cho macadamia nuts in a bag, instead of serving the nuts on a plate. Ms Cho, daughter of company boss Cho Yang-ho, then questioned the chief flight attendant over in-flight service standards and eventually ordered him off the plane.

Korean Air said the plane arrived in South Korea just 11 minutes late, and that the decision to expel the senior flight attendant had been made in consultation with the pilot.

The airline told Korea Times that checking of quality of service was one of Ms Cho's jobs, as she was in charge of in-flight service for the carrier.

The transport authorities are investigating whether Ms Cho's actions infringed aviation law. "Even though she is senior vice

president at the company, she was a passenger at that time, so she had to behave and be treated as a passenger," a South Korea transport ministry official told reporters.

Adapted from:

<http://www.bbc.com/news/world-asia-30375004>

A portrait of the Spanish royal family which took two decades to complete has been officially unveiled at the Royal Palace in Madrid

a delay: when something is late or postponed

nude: wearing no clothes, naked

to struggle: to have difficulty with something

on display: to show to the public

"In this case **the delay** was probably excessive," Spanish realist painter Antonio Lopez joked of the delay to the painting officially unveiled at Madrid's Royal Palace last Wednesday. In 1994, Lopez was commissioned to paint the Spanish royal family, which then consisted of King Juan Carlos and Queen Sofia and their three children, the Princess Elena, Princess Cristina and Prince Felipe.

Much has changed in those 20 years: Prince Felipe is now King Felipe and all three children are married with families of their own.

Lopez is a celebrated artist both in Spain and internationally, who is known for his **nude** paintings. He told El Pais that the area he had **struggled** with the most was the clothing.

"Queen Sofia was portrayed in a pink dress...that at one point wasn't working for me. I asked her to repeat the photos...and she came to my house with three different ones

in a bag. She posed again and I restarted the portrait...But later on I decided to return to the original dress, the one you can see in the painting."

The delay could also be explained by the fact that Lopez usually paints with the subject sitting in front of him, whereas with the Spanish royal family, he worked from a set of photographs.

The painting, at a size of 3 x 3.4 metres, is the largest ever completed by Lopez and cost over €300,000. It was commissioned by Spain's National Heritage agency. 'Portrait of the family of Juan Carlos I (1994-2014)' is **on display** to the public as part of an exhibition of other royal portraits at Madrid's Royal Palace until April 19th next year.

Adapted from:

<http://www.thelocal.es/20141203/better-late-than-never-royal-portrait-unveiled-20-years-late>

Something to chat about

- Do you think Ms. Cho over-reacted?
- Why do you think she did what she did?
- Have you ever witnessed - or had - any problems on a flight?
- Do you think Antonio Lopez took too long to paint the portrait?
- What would you have done in the King's place? Would you have complained? Would you have asked for your money back?
- Have you seen the portrait? If so what do you think of it?



“iLook, iThink, iSpeak” Express yourself better!

How to Complain

Look at the examples below and check you understand them. Then think about the situations in the articles on page 1. How could you use these phrases to complain? Imagine you are a passenger, Ms. Cho, a member of the Royal family or the person who commissioned the portrait.

1. There seems to be a problem with my phone bill. I was billed for two phone lines and I only have one. Could you double check the charges on my account?
2. Sorry to bother you but I bought these jeans yesterday and they have a hole in them. I would like to exchange them for new ones.
3. I want to complain about Wendy, your customer service representative. She was very rude when I called this afternoon. Maybe she needs more training on how to deal with customers.
4. Would you mind turning down your music? It is too loud and I can't concentrate on what I am doing.
5. There must be a misunderstanding, I thought the course started at 6pm but it seems that it has already started. Am I late? What time did it actually start?
6. I hate to tell you but the toilet is blocked and there's no paper. Could somebody sort it out please?
7. I was expecting you to help me clean up but you aren't. Can you please pause your video game and help me for a few minutes?

See more examples here:

<http://english-tonight.com/how-to-complain-in-english/>



How kids (and some adults) complain...

- I don't want to do that!
- This is stupid!
- I'm really tired!
- I can't believe we have to do this!
- This isn't fair!
- You like her better than me!
- I hate this!
- You're not listening to me!
- Noooooo!!! Leave me alone!!



Writing Prize Winners!!

1st prize: Edorta Fontecha

Edorta gets vouchers to eat out in ERKIAGA bar and restaurant.

Winner of the 2013 and 2014 Alava Pintxo Week competitions, the ERKIAGA is a great place to enjoy quality miniature cuisine as well as lunches and dinners. You'll find Josune and Chus at c/ Herrería 38, in front of San Pedro church and next to the escalators.

And you can see the Erkiaga in the RTVE programme 'Un Pais Para Comerselo' [here](#))



2nd prize: Alberto Merino

Alberto will also be able to enjoy eating out in the ERKIAGA.

Thanks to everyone for participating! Our next writing competition will be at the start of 2015. Ask your ECP coach for details!