

LESSON 21

Theme “Reported Speech”

Reported speech

Reported Statements

When do we use reported speech? Sometimes someone says a sentence, for example "I'm going to the cinema tonight". Later, maybe we want to tell someone else what the first person said.

- We use a 'reporting verb' like 'say' or 'tell'. ([Click here for more about using 'say' and 'tell'](#).) If this verb is in the present tense, it's easy. We just put 'she says' and then the sentence:
- Direct speech: I like ice cream.
- Reported speech: She **says** (that) she **likes** ice cream.

- We don't need to change the tense, though probably we do need to change the 'person' from 'I' to 'she', for example. We also may need to change words like 'my' and 'your'.

(As I'm sure you know, often, we can choose if we want to use 'that' or not in English. I've put it in brackets () to show that it's optional. It's exactly the same if you use 'that' or if you don't use 'that'.)

- **But**, if the reporting verb is in the past tense, then usually we change the tenses in the reported speech:
 - Direct speech: I like ice cream.
 - Reported speech: She **said** (that) she **liked** ice cream.

Let's practice

"I **play** football every day." →

"I **do** my homework every day." →

"Julia **has** a new job." →

"I **am playing** football." →

"I **have played** football." →

"I **will play** football." →

"I **am going to play** football." →

"I **can play** football." →

"I **may play** football." →

- He said that he played football every day.
- He said that he did his homework.
- Julia said that she had a new job.
- He said he was playing football.
- She said that she had played football.
- He said he would play football.
- She said that she was going to play football.
- He said he could play football.
- She said that she might play football.

Let's turn the Tenses

- To be verb – was/were
- Present Simple – Past Simple
- Present Continuous – Past Continuous
- Past Simple – Past Perfect
- Future Simple – Future in the Past (would)
- Present Perfect – Past Perfect
- Modal verbs (must, have to, can, may) – had to/could/might



TENSE CHANGES IN REPORTED SPEECH

Direct Speech

Reported Speech

Present Simple She always wears a coat.	➔	Past Simple He said (that) she always wore a coat.
Present Continuous I'm looking for my keys.	➔	Past Continuous She said (that) she was looking for her keys.
Present Perfect She has written three letters for her friend.	➔	Past Perfect He said (that) she had written three letters for her friend.
Past Simple My friend gave me a bar of chocolate.	➔	Past Perfect He said (that) his friend had given him a bar of chocolate.
WILL I will finish my report in two days.	➔	WOULD He said (that) he would finish his report in two days.
CAN I can speak English.	➔	COULD She said (that) she could speak English.
MAY I may invite them to dinner.	➔	MIGHT She said (that) she might invite them to the dinner.
MUST I must go to the bank and get some money.	➔	HAD TO She said (that) she had to go to the bank and get some money.
HAVE TO I have to submit this assignment by 3 pm tomorrow.	➔	HAD TO She said (that) she had to submit this assignment by 3 pm tomorrow.



- В **косвенных вопросах (Indirect Questions)** действуют те же самые правила изменения времени, что и в утвердительных и отрицательных. Но они делятся на два типа: **общие вопросы** - Yes/No Questions, на которые можно ответить да или нет и **специальные** – Information(или Wh-) Questions, на которые ответить просто да или нет не получится. Например:

Direct Question

“**Do** you **like** music?”

“**Will** he participate in the quiz competition?”

“**Did** you **go** to school?”

“**Have** you **taken** the breakfast?”

Indirect Question

He asked me **if** I **liked** music. (Неверно: he asked me did I like music)

или

He asked me **whether** I **liked** music.

She asked me **if** he **would** participate in quiz competition.

или

She asked me **whether** he **would** participate in quiz competition.

.He asked me if I had gone to school.

.He asked me if I had taken the breakfast.

Данные вопросы образуются без “if ” и “whether”. На их место ставятся вопросительные наречия: where, why, which, who... Остальные правила образования те же, что и в обычных косвенных предложениях.

Direct Question

“How **are** you?”

“What **is** your name?”

“Why **did** you come late?”

“Where **have** you been?”

“When **will** they come?”

“What **were** you doing?”

“Why **are** you crying?”

Indirect Question

He asked me how I **was**. (неверно: how was I)

Alice asked him what his name **was**.

She asked him why he **had** come late.

She asked her husband where he **had been**.

.

He asked me what I **had been** doing.

They asked his wife why she **was** crying.

Indicators

Direct Speech

today
tomorrow
yesterday
next week/month/year
last week/month/year
now/just
ago
here
this/these

Indirect Speech

that day/the same day
the next day/the following day
the day before/the previous day
the following week/month/year
the previous week/month/year
then
before
there
that/those

You talked to some friends of yours (Paul, Tom, Anna etc.). Read what they said on the left (direct speech). Later (the same day) you tell another friend what they said (reported speech). Complete the sentences.

	<i>direct speech</i>	<i>reported speech</i>
	<p>1 YOU: Are you going to work today, Paul? PAUL: No, I'm feeling ill.</p>	<p>Paul didn't go to work today. He said <u>he was feeling</u> ill.</p>
	<p>2 YOU: Shall we walk to the station? TOM: No, it's too far. Let's get a taxi.</p>	<p>I wanted to walk to the station, but Tom said far.</p>
	<p>3 YOU: Have you been invited to the party? ANNA: Yes, but I don't want to go.</p>	<p>Anna has been invited to the party but she told me to go.</p>
	<p>4 YOU: When are you going away, Dan? DAN: I'll let you know next week.</p>	<p>I asked Dan about his travel plans. He said next week.</p>
	<p>5 YOU: Do you ever see Rachel these days? BEN: I haven't seen her for a while.</p>	<p>I asked Ben about Rachel, but he told me for a while.</p>
	<p>6 YOU: Where can I borrow a guitar? KATE: You can borrow mine.</p>	<p>I needed to borrow a guitar and Kate said</p>
	<p>7 YOU: How's your job, Sue? SUE: I'm not enjoying it very much.</p>	<p>I asked Sue about her job. She said very much.</p>
	<p>8 YOU: Do you still have your car? JAMES: No, I sold it a few months ago.</p>	<p>I asked James about his car. He told me a few months ago.</p>
	<p>9 YOU: What's the name of the cafe we went to? SARAH: I don't know.</p>	<p>I asked Sarah the name of the cafe we went to but she said</p>

Somebody says something to you which is not what you expected. Use your own ideas to complete your answers.

- A: It's quite a long way from the hotel to the city centre.
B: Is it? The man on the reception desk said *it was only five minutes' walk.*
- A: Sue is coming to the party tonight.
B: Is she? I saw her a few days ago and she said she
- A: Sarah gets on fine with Paul.
B: Does she? Last week you said each other.
- A: Joe knows lots of people.
B: That's not what he told me. He said anyone.
- A: Jane will be here next week.
B: Oh, really? When I spoke to her, she said away.
- A: I'm going out tonight.
B: Are you? I thought you said at home.
- A: I speak French quite well.
B: Do you? But earlier you said any other languages.
- A: I haven't seen Ben recently.
B: That's strange. He told me last weekend.

Here are some things that Sarah said to you earlier:



I've never been to the United States.

I don't have any brothers or sisters.

I can't drive.

I don't like fish.

Jane has a very well-paid job.

I'm working tomorrow evening.

Jane is a friend of mine.

~~Dave is lazy.~~

But later Sarah says something different to you. What do you say?

Sarah

- 1 Dave works very hard.
- 2 Let's have fish for dinner.
- 3 I'm going to buy a car.
- 4 Jane is always short of money.
- 5 My sister lives in Paris.
- 6 I think New York is a great place.
- 7 Let's go out tomorrow evening.
- 8 I've never spoken to Jane.

You

But you said he was lazy.

But.....
.....
.....
.....
.....
.....
.....

1 GRAMMAR reported speech: sentences and questions

a Look at the home page of a new website. What do you think you can sell or buy there?

Welcome, Visitor! [Register | Login]

HOME BUY IT SELL IT TELL IT

search breakin' deals GO

Never Liked It Anyway is a place where once loved gifts from once lovers gets a second chance...

We've all been there.
We've all got stories to tell and things to sell.
This is a place full of marvellous deals.
Let the fun begin!

BARGAIN OF THE WEEK

Sweet & simple Engagement Ring
"Well when I first met him hi was charming and sweet and funny - most of you know how that goes right? After a couple of years, things started happening... I found things that indicated he was cheating...
Real World Price: \$ 2,500.00
Break-up price: \$900.00

NEVER

STUFF READY TO MOVE ON

f ➤ **p.146 Grammar Bank 8A.** Learn more about reported sentences and questions, and practise them.

g 4 35))) Imagine you were stopped in a shopping mall last Saturday by a woman doing a survey. Listen and write down the questions she asked. Then write your answers.

h Work in pairs. Take it in turns to tell your partner about the survey, what the woman asked you, and what you said.

b 4 32))) Listen to part of a radio programme about this new website. Did you guess right?

c Listen again and answer the questions.

- 1 Why did Annabel Acton set it up?
- 2 What kind of things do people sell on it?
- 3 What else do they do apart from selling things?

d Now look at three things from the website and answer the questions with a partner.

- 1 Would you like to buy any of them?
- 2 Which break-up do you think was the worst?
- 3 Do you have anything you would like to sell on the website?

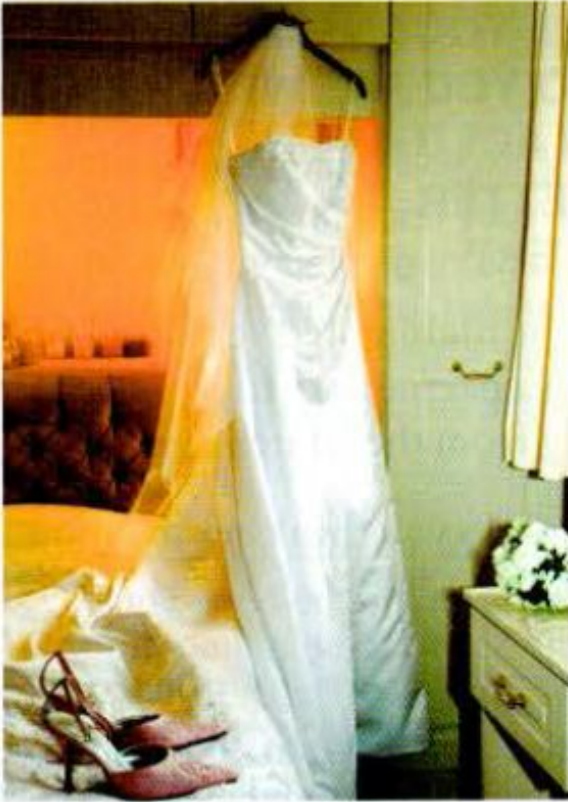
e Look at four sentences from the website. What do you think were the actual words that the people used when they said these things?

- 1 My fiancé told me that he was in love with another woman.
- 2 She said that she'd come and pick it up.
- 3 I asked if it was new.
- 4 I asked her who had given it to her.

1 *'I'm in love with another woman.'*

Wedding dress

sold by Marianne



Real World Price: \$1,200.0

Break-up price: \$500.00

The Product:

Never worn, still has price tags.
Selling matching veil and other extras.

The Story:

Two weeks before our wedding was supposed to take place, my fiancé phoned and told me that he was in love with another woman. I'm over it now, but selling the dress will help me to move on.

[BUY IT](#)

Apple Macbook pro

sold by Carl



Real World Price: \$850

Break-up price: \$250

The Product:

Everything works fine. A few scratches.

The Story:

My ex-girlfriend left it here when she walked out. She said that she'd come and pick it up, but she never did. Her new guy must have a lot of money!

[BUY IT](#)

Tiffany heart necklace

sold by Ellie



Real World Price: \$1,400.00

Break-up price: \$650.00

The Story:

I got this truly lovely necklace as a Christmas present from my boyfriend Andy. A year later I went to a party at his office and I saw a girl wearing the exact same necklace. I asked if it was new, and she said yes, it was a present, so I asked her who had given it to her, and she said Andy, I dumped him the next day.

[BUY IT](#)

Shopping – in town or online?

1 What's your favourite shop or website to buy...?

- a clothes
- b shoes
- c books and music
- d presents
- e food

2 Do you ever shop...? What do you buy?

- a in street markets
- b in supermarkets
- c in shopping centres or malls
- d online

3 What do you...?

- a enjoy buying
- b hate buying

4 Do you prefer shopping for clothes...?

- a by yourself or with somebody
- b at the beginning of the season or in the sales

5 What do you think are the advantages and disadvantages of buying clothes online?

2 VOCABULARY & SPEAKING

shopping

a In pairs, say if you think these are the same or different. Then check with your teacher.

- 1 buy something online and buy something on the internet
- 2 a chemist's and a pharmacy
- 3 an outlet store and a department store
- 4 a shopping centre and a shopping mall
- 5 a library and a bookshop
- 6 *put on a shirt* and *try on a shirt*
- 7 *It fits you* and *It suits you.*
- 8 a sale and the sales

b With your partner, explain the meaning of the words in the list.

a bargain a discount a price tag
a receipt a refund take sth back

c Work with a different partner. Interview him / her with the questionnaire below. Ask for and give as many details as you can.

3 READING

a In your country, if people have a problem with something they've bought, or with the service in a shop or restaurant, do they usually complain? If not, why not?

b Read the article *The King of Complainers*. Which of these adjectives (or any others) would you use to describe Clive? Why?

admirable clever crazy eccentric mean obsessive

c What does Clive think is the best way to complain? What did he get as a result of complaining about...?

- | | |
|-------------------------|------------------------------------|
| 1 the smell of biscuits | 3 his wife's fall during a holiday |
| 2 a friend's faulty car | 4 some old strawberries |

The **King** of Complainers

- d Now read *Clive's top tips*. Complete the tips with a heading from the list.

DON'T BE TOO SPECIFIC

DON'T LOSE YOUR TEMPER

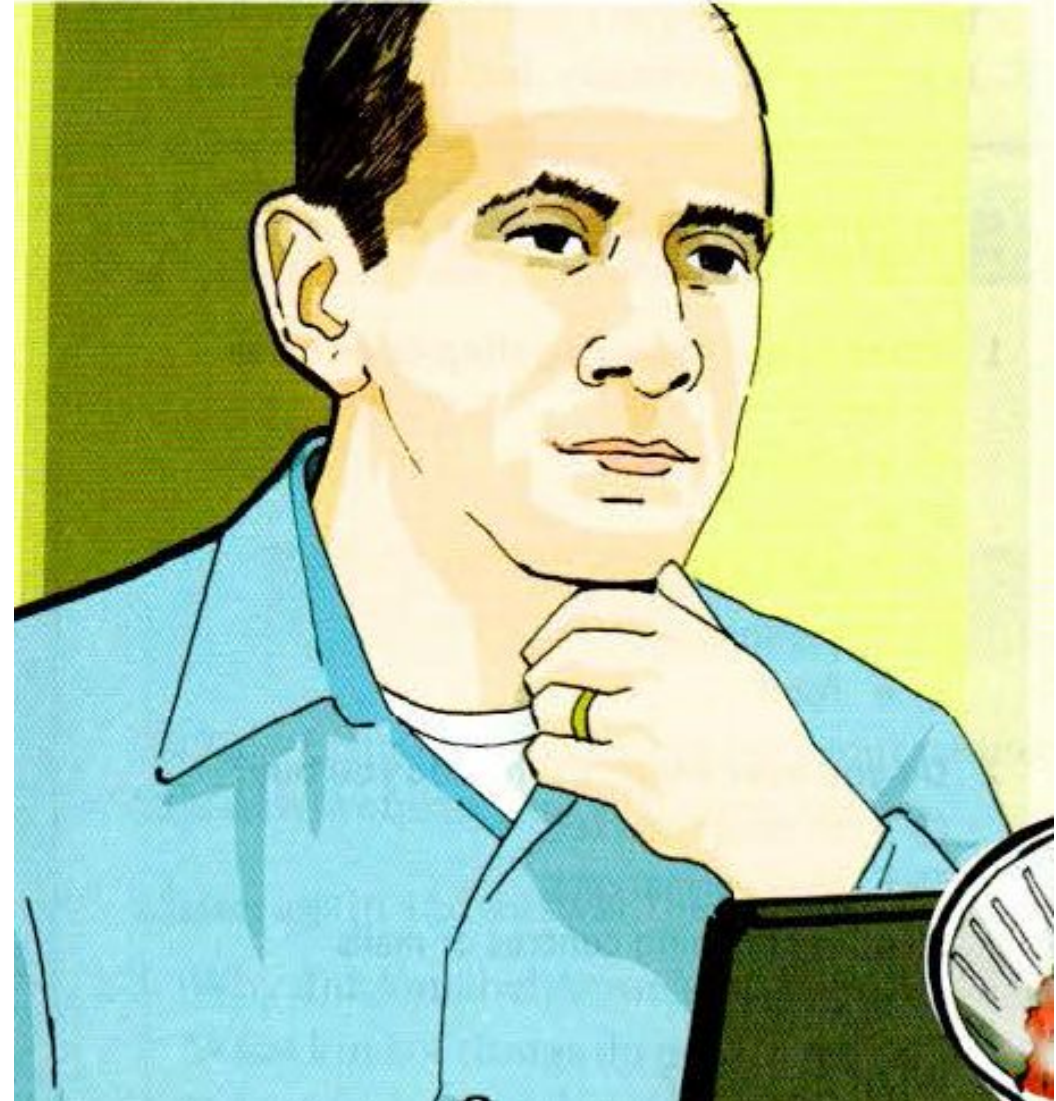
KNOW WHO YOU ARE WRITING TO

THREATEN ACTION

WRITE A LETTER

USE FLATTERY

- e Now look at the **highlighted** verbs and verb phrases. With a partner, try to work out their meaning from the context.
- f Which two tips do you think are the most important?



Clive Zietman loves complaining – but not shouting in hotel lobbies, or angrily telling a shop assistant to call the manager, or making a waitress cry. He loves complaining properly and in writing. Over the last twenty years he has written over 5,000 letters of complaint. His successes include refunded holidays, countless free meals, and complimentary theatre tickets.

So how has he achieved this? 'Screaming and shouting is a complete waste of time and is usually directed at a person who is not in a position to do anything,' he says. 'I like to write a polite letter to the company. People won't want to help you if you are aggressive, they respond much better to good manners.'



It all started many years ago, on a boring train journey home to West London. The train passed by the McVitie's biscuit factory, and the smell of the biscuits made Clive feel hungry. He wrote a letter to the managing director to complain, in a humorous way, about the fumes coming through the carriage window. The result? Some free packets of biscuits. But since then there have been more serious victories as well. On one occasion he managed to get a Volkswagen Golf GTI within 24 hours for a friend who had been complaining for almost a year (without any success) about his faulty vehicle. On another occasion he got a travel agent to refund the cost of a holiday worth £2,000, after Clive's wife Bettina broke her leg when she slipped in a puddle of water in their holiday apartment in Spain.

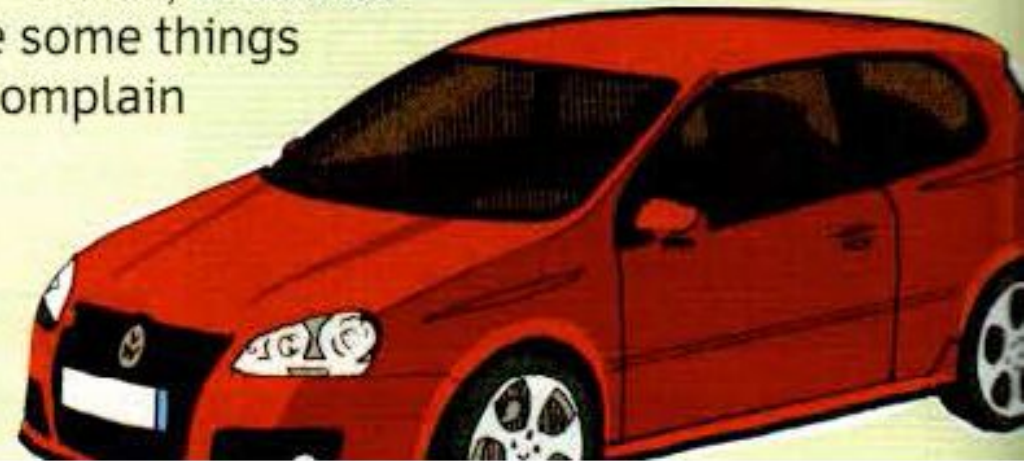




These days, there is almost nothing he won't complain about. After Clive was served mouldy strawberries on a British Airways flight, he used a courier service to send the fruit to the airline's chief executive. To compensate, BA invited his daughters, Nina and Zoë, to Heathrow to personally inspect the airline's catering facilities. 'I just can't bear bad service,' says Clive. 'We have a right to good service, and should expect it and demand it. In fact, what irritates me more than anything is that, unlike Americans, we British are hopeless at complaining.'

So how do Bettina, his wife, and daughters Nina, 22, Zoë, 18, and 12-year-old son Joe cope with living with Britain's biggest complainer? Surely he must be a nightmare to live with? Has he ever asked Bettina to explain why a meal she made is badly cooked? 'Oh no, of course not,' says Clive. It seems there are some things even he knows you should never complain about!

Adapted from the Daily Mail website



How to complain successfully:

Clive's top tips



1

Never shout and **swear** – it achieves nothing. Don't **spoil** your meal or your holiday by getting into an argument with a waiter or customer services call centre operator. Make a mental note of the circumstances and write a letter later.

2

Don't send emails, or standard, printed-out complaints forms. Companies may not read these but they probably will read a letter. And unless you are particularly fond of Vivaldi, don't **waste your time** ringing a customer complaints line! Your letter should be short and to the point and should fit on one side of A4 paper. And type it. Reading other people's handwriting is hard work.

3

Write to the company's marketing director or finance director, as they're probably the least busy. Find their name on the internet, or by phoning. Writing *Dear Sir / Madam* is lazy. Taking the time to find a person's name and title shows initiative.

4

If your complaint is serious enough, **make it clear** you will not **hesitate** to change to another bank / mobile phone company. Smart companies know that changing an angry customer into a satisfied one will make the customer more loyal.

5

Don't say exactly what you expect to receive as compensation. Leave it to the company.

Use phrases like 'I can only imagine this is an unusual departure from your usual high standards,' and 'I would love to shop with you again if you can demonstrate to me that you are still as good as I know you used to be'.

Glossary

lose your temper become angry

threaten *verb* warn that you may punish sb if they do not do what you want

flattery *noun* saying good things about sb that you may not mean

6 LISTENING & SPEAKING

a **4 40**))) Listen to part of a radio consumer programme where people are talking about bad service. What did the people complain about...?

1 in the taxi 2 in the hotel 3 in the restaurant

b Listen again and answer the questions.

1 Who did each person complain to?

2 What did the people they complained to do as a result?

c Talk to a partner.

1 Who's best at complaining in your family? Give examples.

2 Can you remember a time when you (or someone in your family) complained...?

- to a taxi driver
- to a hotel receptionist
- to a waiter
- to someone else


Why did you complain? What did you say? What happened?

WRITING

- **p.119 Writing** *A letter of complaint.* Write a letter to complain about something you bought online.

Discussion

- Do you like to gossip?
- Do your friends often gossip about you?
- Why do you think people like to listen to gossip ?
- What are some of the things you like to gossip about?
- Why is it considered that women gossip more than men? (talkative)
- Has someone ever spread a rumor about you?
- Has spreading rumors ever got you in trouble?
- Do you think that a friend who gossips or starts rumors will ever gossip or start a rumor about you?
- Has answering these questions changed your attitude towards gossip?

A close-up photograph of a person's hands holding a piece of white, torn-edged paper. The person is wearing a bright red jacket. The paper has a handwritten message in black ink. The message reads "THANK YOU FOR THE LESSON" followed by a simple smiley face. The person's fingernails are painted a dark, possibly black, color. The background is dark and out of focus.

THANK
YOU FOR
THE LESSON
😊