

# Market Survey and Analysis



### **Unit Objectives**

After studying this unit, you are able to:

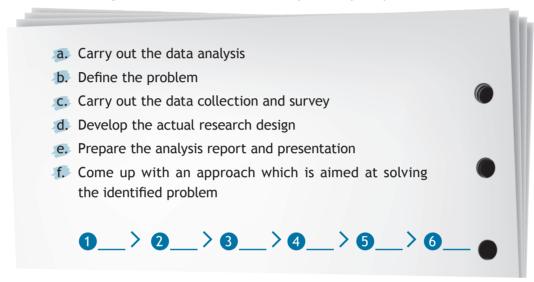
- design a simple market research
- collect information for the products/services you are going to analyze
- analyze the information collected
- produce a simple survey report





## **Warming-up**

Task 1 The following statements describe the steps one may take to conduct a market research. Arrange them in time order and explain to your partner.



Task 2 While preparing for a market analysis report, you may need data presented in the following forms. Match each form with its corresponding name.

	,	able 1	
	Maturation I	Level 1 Summary	
Level 1	Paper Portfolio	E-Portfolio	Webfolio
Description	Hard-copy scrapbook	Electronic scrapbook on disk or CD-ROM	Electronic scrapbook mounted on the Web
Туре	Working or showcase	Working or showcase	Working or showcase
Organization	Chaotic	Chaotic or linked to homepage	Linked to homepage
Student Artifact	Written assignments, photographs, and audio/video	Multimedia capabilities	Multimedia capabilities
Feedback and Assessment	Ad hoc comments and/or graded assignments	Ad hoc comments and/or graded assignments	Usually nonexistent
Nature of Content	Static	Static	Static
Heuristic Process	Idiosyncratic	Idiosyncratic	Idiosyncratic
Context	Student-provided	Student-provided	Student-provided
Delivery	Hand-to-hand	Hand-to-hand	Electronic—anywhere, any time
Student Value	Low to high—depends on heuristic process	Low to high—depends on heuristic process	Low to high—depends on heuristic process
Employer Value	Low to high—depends on portfolio type and delivery	Low to high—depends on portfolio type and delivery	Low to high—depends on portfolio type and delivery
Educator Value	Low	Low	Low
Institutional Value	None	None	None
Digital Equity	No assurance	No assurance	No assurance
Expense	High	High	High

A

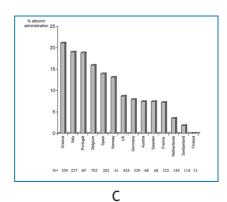
В

1. line chart

2. pie chart

3. bar chart

4. table chart





D





## **Reading A**



Task 1 Before reading the passage, discuss with your partners what criteria are used by a marketer to classify cities in China.

# Tier Tale: How Marketers Classify Cities in China







Unilever's Lipton Milk Tea is a rare success story in China for marketers trying to move beyond the three first-tier cities: Beijing, Shanghai and Guangzhou, which are home to China's most well-heeled consumers.

Unilever has done a great job with Lipton, especially in terms of classifying cities in China. When marketers enter China, they typically evaluate the country's cities, giving each locale a tier designation—most advertisers use a four- or five-tier system, although one marketer actually has 10 classification levels. A city is assigned to a tier based on the size, purchasing habits, disposable income of its population and so on.

Tier One is reserved for Beijing, Shanghai, Guangzhou and sometimes Shenzhen. Tier Two has about 30 cities, mostly provincial capitals that have a population of more than five million people. Tier Three has about 150 county capitals, each of which has more than one million people. Tier Four covers thousands of towns ranging in size from 100,000 to one million people, and Tier Five includes China's smallest towns and villages.

Even within this general framework, marketers segment China in different ways. Anta,

one of China's leading sportswear brands, segments the country into 10 tiers for its retail outlets based on the price of real estate in each town. So Dalian, a seaside resort, ranks as a first-tier city for Anta but would be considered to be the second tier by most marketers.

So we can see that the classification of cities varies depending on a company's products and goals. Everyone has a different understanding of the tiers and there are often great rewards to be gained in lower-tier cities. Lenovo, for instance, is wrapping up a year-long road show that visited 1,000 fourth- and fifth-tier cities and towns. Those areas accounted for much of the company's double-digit growth in China during the past year, despite ongoing price wars with local rivals.

Consumers in cities such as Hangzhou, Shenzhen and Dongguan often have greater spending power than Shanghainese or Beijingers because of their lower cost of living. While that trend lets luxury marketers like Louis Vuitton open profitable shops in a dozen second-tier cities, smaller cities remain an enormous challenge for mass-market brands.



### English for Sales and Marketing

### Task 2 Read the passage and answer the following questions.

1.	Why has Lipton Milk Tea achieved success in China?
2.	What do marketers often do when they enter China?
3.	How many first-tier cities are mentioned in the passage? What are they?
4.	Why do marketers segment China in different ways?
5.	Why did Lenovo launch a year-long road show that visited 1,000 fourth- and fifth-tier cities and towns?

Task 3 Decide whether the following statements are true (T) or false (F) according to the passage.

1. Advertisers use a four- or five-tier system, while marketers have 10 classification levels.
2. Second-tier cities in China are all provincial capitals.
3. Consumers in the first-tier cities are considered to be richer than those in other tiers.
4. Dalian is classified as the first-tier city by Unilever.
5. Luxury marketers only open shops in first-tier cities in China.

Task 4 Can you list other factors accounting for successful marketing besides city classification? Discuss with your classmates and give some examples.







## Listening





Simon works for Alcon, a detergent company. He is visiting a housewife to conduct a market survey on brands of laundry detergent. Listen to the conversation and choose the best answer to each of the following questions.

- 1. What does Simon ask the housewife to do?
  - A. Fill in a questionnaire.
  - B. Answer a few questions.
  - C. Buy his laundry detergent.
- 2. What does Simon want to know?
  - A. The brands of laundry detergent the housewife usually uses.
  - B. What the housewife often does in her spare time.
  - C. Features of different laundry detergents.
- 3. Which of the following brands is NOT mentioned in the conversation?
  - A. Tide.
  - B. Persil.
  - C. OMO.
- 4. What brand does Simon sell?
  - A. Tide.
  - B. Cheer.
  - C. Miracle.

## New Words and Expressions

detergent n. 洗涤剂

laundry n. 洗好的衣物; 洗衣店

come to hand 到手

Task 2	Simon walks over to the next house and rings the bell. Listen to the conversation
	and answer the following questions.

1.	How long has the housewife used Miracle?
2.	What does the housewife think Miracle is suitable for?
3.	How does the housewife like the scent of Miracle?
4.	What is the housewife not pleased with about Miracle? Why?

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English for Sales and Marketing

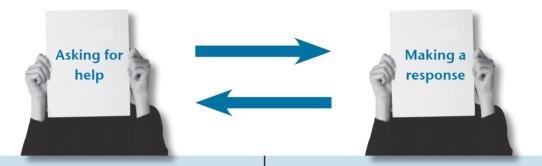
_	risits a third house. Listen to the conversation and decide whether the g statements are true (T) or false (F).
1. 5	Simon wants the housewife to fill in a questionnaire.
<u> </u>	Γhe housewife hasn't heard of Miracle.
3.	Γhe housewife is satisfied with MG's price.
4.	MG provides both powder and liquid detergents.
	Simon will send the housewife a Miracle sample that afternoon.
converso	talking with his manager Alice about the result of the survey. Listen to the tion and fill in the blanks with what you hear.
Alice:	Good morning, Simon. Did you complete your part of the 1 yesterday?
	Yes. I visited 137 houses in my area.  What was the 2? What do they think of our product?
Simon:	Less than one third of the consumers are using Miracle. Two thirds hadn't heard of it. I explained the advantages and have sent them some samples. They said that they would be 3
	Well done!  The consumers who are using our product think the price is a little high
	The consumers who are using our product think the price is a little high.  That's a 4 problem. Anything else?
Simon:	Some consumers don't have a preference for any particular brand. They just choose whatever is in the supermarket. I think we should do some work with the supermarkets and persuade them to give our products more 5
Alice:	Good suggestion. Well, Simon, could you write a market survey report on your findings so that we can have a clear picture of what we should do next?
Simon:	OK, no problem.
	alking about the finished survey report with Simon. Listen to the conversation plete the notes.
	Affirmative comments:  Good analysis on 1 channels;  The suggestion of offering free samples is 2;  The analysis of the competition is especially 3  What needs to be improved: 4
	following  1. S 2. 7 3. 7 4. 1 5. S  Simon is converso  Alice: Simon: Alice: Simon: Alice: Simon: Alice: Simon: Alice: Simon: Alice: Simon:





## **Speaking**

Task 1 Work in pairs. Practice asking for help and making a response. Refer to the following expressions if necessary.



I wonder if you would mind...

I would appreciate it very much if you could... Could I ask you to do...?

Would you please...?

Would you do me a favor by...?

I wonder whether you could...

Not at all.

I'd be glad to.

No problem.

It's my pleasure.

Sorry, I'm pretty busy.

Well, what's it all about?

Task 2 Work in groups. Practice making a survey on your classmates' clothes-buying habits.

Refer to the following tips if necessary.

Topics	Interrogatives	Reference Words	
Brand	what, which	Li-Ning, 361°, Anta, Erke, ERDOS, Sears, Senmir, no-branded clothes	
Style	what, which	formal, leisure, casual, classic, modern, loose, tight, simple, new, fashionable	
Material	what, which	cotton, silk, wool, synthetic fiber, leather, artificial leather, sheep skin, pig skin	
Price	how much, how about, what do you think of	cheap, expensive, competitive, affordable, unaffordable, fair	



English for Sales and Marketing

Task 3 Work in groups. Practice reporting the results of the survey on your classmates' clothes-buying habits. The following points should be covered.



- Introduction to the survey.
- \* Cover each question asked in the survey. For each question, write about the following four points:
  - 1. Who was asked?
  - 2. How many people were asked?
  - 3. What was the question?
  - 4. What types of responses were gathered?
- Summary of responses.

Task 4 Work in pairs. Practice commenting on your employee's work. Refer to the following expressions if necessary.





#### **Positive**

You've done a great/good job! Well done!

I'm very pleased with your work! What you did is very impressive! Nice going!



### **Negative**

I'd appreciate it if you would...

I'm really disappointed by your lack of effort on this survey.

You were supposed to have... by

Unfortunately, this is not up to the standard.









## **Questionnaire on Food Purchase**

This questionnaire aims to measure people's consumption habits as well as the factors that may influence people's purchasing decisions for functional food products. All information in the questionnaire will be treated with the strictest confidentiality and we guarantee that no information will be revealed that could link a particular respondent to this research.

The questionnaire is divided into three sections. The first section asks questions about the respondent's background; the second section is about people's consumption habits; and the third section asks questions about different influential factors in consumers' purchasing decisions. There is no "right" or "wrong" answer to the questions in this survey. Please take as much time as you need to complete the questions.

Section I: Respondent's bac	kground information		I.
1. Gender			
Male	Female		
2. Age group			Ш
☐ Under 18 ☐ 18—24	☐ 25—30 ☐ 31—35	☐ 36—40 ☐ Above 45 ☐ 41—45	
3. Education level		/	П
☐ High school or below ☐ College	☐ Undergraduate ☐ Postgraduate	PhD	I
4. Income per month (RMB)			ı
1,000 or less	2,001—3,000	4,001—5,000	
1,001—2,000	3,001—4,000	Above 5,000	
Section II: Purchasing habi	its & attitudes	3"	
5. Frequency of functional fo	oods purchasing		
Once per week	Once per month	Once per half year	
Once every 15 days	Once every three months	Once per year or longer	
6. Average spending on func	tional foods per month (RMB)		
☐ Above 1,000	601-800	☐ 201—400 ☐ 100 or less	
801-1,000	401-600	□ 101—200	
7. Sources of information about functional foods			
Magazines	TV	Reference group	
Internet	Word-of-mouth	Others	
Section III: Factors affecting	ng people's purchasing decisio	ons	
Taste	Organic ingredients	Specific need Promotion	
Price	Source of nutrients	Health benefits Brand	

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### English for Sales and Marketing

- Task 1 Suppose you are a respondent of the survey. Complete the questionnaire as directed.
- Task 2 Match the following terms with their Chinese meanings.
  - 1. functional food
  - 2. consumption habit
  - 3. education level
  - 4. influential factor
  - 5. age group
  - 6. health benefit
  - 7. word-of-mouth
  - 8. reference group
  - 9. purchasing decision
  - 10. organic ingredients

- a. 教育水平
- b. 影响因素
- c. 年龄组
- d. 功能 (保健) 食品
  - e. 口碑
  - f. 参照群体
- g. 购买决定
- h. 有机成分
  - i. 消费习惯
  - j. 健康益处

### Task 3 Translate the following paragraph into Chinese.

Market analysis may take two distinct forms. In the first, it is a method used by investors to look at the market and try to determine whether it is going up or down, in order to make investment decisions. In the second, it is a field used by marketers to analyze the target market of their clients and determine the best courses of action to take, in order to improve sales and profitability.





Task Write a summary of no less than 80 words based on the survey results listed in the following table.

Channels of Getting to Know Cosmetics in China				
		Response Percentage	Response Count	
TV Ads		40%	380	
Internet Ads		22%	209	
Newspaper Ads		4%	38	
Magazine Ads		18%	171	
Word-of-mouth		14%	133	
Others		2%	19	
	Total Respondents	950		

- a description of the table
- an analysis of the table
- a conclusion

### Summary

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### **Project Guidelines**

This project aims to go through the process of market research. The whole task is divided into three steps. Step One emphasizes how to collect information for a market survey. Step Two focuses on market research. Step Three concerns market analysis based on the work done in the previous steps.



Please follow the *Task Description* to complete the project.

### **Task Description**



### Step One

- Divide the class into several small groups of 4-6 students;
- Decide on a certain product you are interested in to conduct a survey;
- Ask as many of your classmates as possible about what they would expect of the product;
- Summarize the information obtained.



#### **Step Two**

- Analyze your classmates' answers and identify one aspect of the product that you should know more about for an improvement;
- Design a simple questionnaire in that aspect and hand out copies of the questionnaire to your classmates to complete (If this is not possible, conduct the questionnaire orally by asking your classmates questions and writing down their answers.);
- Collect the results for analysis.



### **Step Three**

- Analyze the results of your survey and draw conclusions;
- Give a presentation to the class on the results of your survey.





## **Self-evaluation**

Rate your progress in	this unit.		D	M	P	F*	
I can read materials usef	ul for market re	esearch.					
I can read a questionnai	e.						
I can ask appropriate qu	estions to get ir	nformation interesting to	me.				
I can understand the ans	swers to my que	estions.					
I can write a summary a	nd a survey rep	oort.					

\*Note: Distinction, Merit, Pass, Fail





## **New Words and Expressions**



### **Reading A**

### **New Words**

classify /'klæsɪfɑɪ/ v. 分类; 归类 designation /ˌdezɪg'neɪʃən/ n. 标明; 指定 digit /'dɪdʒɪt/ n. 数位; 数字 disposable /dɪ'spouzəbəl/ a. 可支配的 enormous /ɪ'nɔɪrməs/ a. 巨大的, 庞大的 evaluate /ɪ'væljueɪt/ v. 评估; 评价 locale /loʊ'kɑɪl/ n. 地点; 场所 luxury /'lʌkʃəri/ n. 奢侈品; 奢侈, 奢华 outlet /'aʊtlɪt/ n. 商店, 商行 provincial /prə'vɪnʃəl/ a. 省的 resort /rɪ'zɔɪrt/ n. 常去之地; 胜地 retail /'riɪteɪl/ n. 零售

rival /ˈraɪvəl/ n. 竞争者, 对手 segment /ˈsegmənt/ v. 分割, 切割 tier /tɪr/ n. 层, 等级 typically /ˈtɪpɪkli/ ad. 有代表性地 well-heeled /ˌwellˈhiɪld/ a. 富有的

### **Phrases & Expressions**

account for (在数量等方面) 占 in terms of 在……方面 range from… to 在……范围内变化 real estate 不动产 wrap up 完成, 结束

### Reading B

### **New Words**

confidentiality /ˌkɑːnfədenʃiˈæləti/ n. 机密; 秘密 guarantee /ˌgærənˈtiː/ v. 保证 respondent /rɪˈspɑːndənt/ n. 回答者; 调查 对象 reveal /rɪ'viːl/ v. 泄露

### **Phrases & Expressions**

as well as 也, 不但……而且 divide into 把……分成





## **Vocabulary and Structure**

Task 1 Fill in the blanks with the words from this unit that match the meanings in the column on the right. The first letters are already given.

1. o	a shop, company, or organization through which products are sold
2. e	very big in size or in amount
3. w	rich
4. r	a place where a lot of people go for holidays
5. 1	something expensive that you do not need, but you buy for pleasure and enjoyment
6. g	to promise to do something or to promise that something will happen
7. r	a person, group, or organization that you compete with in sport, business, a fight, etc.
8. s	to divide something into parts that are different from each other
9. t	one of several levels in an organization or system
10. r	the sale of goods in shops to customers, for their own use and not for selling to anyone else

Task 2 Fill in each blank with the appropriate form of the word given in brackets.

Ι.	A local telephone service provider	(typical) provides bills for regional tol
	calls.	
2.	Websites in those countries offer	(digit) copies of the book.
3.	The president is responsible for the	(designate) of ambassadors.
4.	You must respect the	(confidential) of your client's communications.
5.	Only 62% of the	(respond) said they were satisfied.
6.	He is an investigator sent by the	(province) government.
7.	We call on people not to use	(dispose) chopsticks to protect the environment.
8.	Supply should be	(guarantee) for these products which sell well over a
	long period of time.	
9.	Have you read Tom's amazing	(reveal) in the newspaper?
0.	Our application forms were a	cknowledged last week so they should be under
	(evaluate) now.	

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Task 4

### English for Sales and Marketing

Task 3 Complete the following sentences with the words or phrases given below. Change the form if necessary.

	on average			CHOITHOUS	·
	account for	rival	segment	locale	well-heeled
	l. Let's				
			, gave him a s		
3	3. The director is l	looking for a suit	table	for his new f	ìlm.
4	I. The show has a	massive audienc	ee,	_children to gra	ndparents.
5	5. Afro-American	S	12% of the US p	opulation.	
6	6. Management of	the information	system consumes an	1	amount of time.
7	7. Her	is also co	ompeting for this pro	ject.	
8	B. Do you know ho	ow to	an orange?		
9	)	the battery w	rill last between two	to three hours.	
10	). Staying up late	makes him at his	s worst	physical si	tuation.
	anslate the foll rackets.	owing Chines	e into English usi	ng the words	or phrases given in
1.	She				
2.			<del></del>	(拒绝透	透露信的内容). (reveal)
	Most of their sale				
	Most of their sale 零售店进行的). (	es			透露信的内容). (reveal) (是通过传统的
3.	零售店进行的).(	es			
3.	零售店进行的).(	es foutlet) for films,			(是通过传统的
	零售店进行的). (It was a bad year 数量还是质量上	es foutlet) for films, 来说). (in terms	of)		(是通过传统的
	零售店进行的). (It was a bad year 数量还是质量上	es foutlet) for films, 来说). (in terms	of)		(是通过传统的 (无论从
4.	零售店进行的). ( It was a bad year 数量还是质量上 go to pick up my	es	of)	(我想赶快纟	(是通过传统的 (无论从





### **Grammar**

## **Parts of Speech and Sentence Components**

Task 1 Identify the part of speech of each underlined word in the following paragraph.

Andrew didn't go to the <u>cinema</u> with <u>other</u> students. Rachel <u>told</u> him <u>they</u> were going <u>there</u>, but <u>he</u> wanted to <u>finish</u> his homework. Andrew isn't very <u>sociable</u>. He stays <u>in</u> his room <u>and</u> concentrates <u>totally</u> on his studies. He's <u>an excellent</u> student, <u>but</u> he doesn't have much <u>fun</u>.

1. to	prep.	9. sociable	
2. cinema		10. in	
3. other		11. and	
4. told		12. totally	
5. they		13. an	
6. there		14. excellent	
7. he		15. but	
8. finish		16. fun	

Task 2 Identify the part of speech of the underlined word in each sentence.

1.	We went to a wonderful show in Beijing.	<u>n.</u>
2.	Jenny wanted to show Jack her photos.	
3.	Henry thought Claire looked beautiful.	
4.	A strange thought came into her head.	
5.	The windows are <u>clean</u> .	
6.	We should <u>clean</u> the windows.	
7.	Wendy is feeling quite <u>tired</u> now.	
8.	Studying all day had tired Wendy out.	
9.	We did some <u>hard</u> work.	
10.	They worked <u>hard</u> .	



## Task 3 Match each underlined word with its corresponding component in the sentence. Some sentence components may be used twice.

1. <u>Time</u> flies.	• )	a. subject
2. The scenery is <u>beautiful</u> .		b. predicate
3. My father works in a large company.		c. object
4. She loves music very much.		d. attribute
5. He passed me <u>a book</u> .		e. adverbial
6. The visitor gave an apple to the monkey.		f. complement
7. I have the <u>perfect</u> present for her.		g. predicative
8. He came back sick.		h. appositive
9. John runs <u>quickly</u> .		
10. We students should study hard.		

### Task 4 Fill in each blank with the proper form of the word given in brackets.

1. Living in the country is	s less <u>expensive</u>	(expense) than livi	ng in the city.		
2. We need to reduce our		(depend) on oil as	s a source energy.		
3. The chairman emphasi	(loud).				
4. Some foreign business:	men in China are spo	ending a lot of time	in		
(learn) Chinese.					
5. Some people do believe	e that smoking will		(certain) cause lung cancer.		
6. I'm	_ (real) sorry for the	mistake our office	worker made last month.		
7. Her	_ (beautiful) had fac	led over the years.			
3. The sellers allowed us to pay them on a (month) basis.					
9. It's	(danger) for women	n to walk alone at n	ight.		
0 I was impressed by the		(deen) and comple	exity of the book		



### 词类与句子成分

词类	缩写	中文名	例 子	概念或功能
noun	n.	名词	boy, milk, bike	表示人、物及抽象概念的名称,除谓语 (predicate) 外,可充当句子任何成分。
pronoun	pron.	代词	you, I, my, yours	代替名词或起名词作用的短语、句子,可充当主语 (subject)、表语 (predicative)和宾语 (object)等。
adjective	adj.	形容词	good, happy, nice	描绘人或事物的特征、性质、状态,可作 定语 (attribute)、表语、补语 (complement) 等。
adverb	adv.	副词	well, badly, quickly	修饰动词、形容词、副词或全句,表达时间、地点、程度、方式等概念,主要用作状语 (adverbial)。
verb	v.	动词	be, cut, run, jump	表示动作或状态,作谓语或作为系动词 (linking verb) 与表语连用。
numeral	num.	数词	two, third	表示数目多少或顺序,可作主语、宾语、 定语、同位语 (appositive) 等。
article	art.	冠词	a, an, the	限定、说明名词的所指。
preposition	prep.	介词	at, in, with, for	表示词与词、词与句之间的关系,与介词 宾语构成短语,可作表语、定语、状语、补语等。
conjunction	conj.	连词	and, so, because	连接词、短语或句子,表达逻辑关系。
interjection	interj.	感叹词	oh, yeah, ouch	表示喜怒哀乐等感情或情绪。



### **Comprehensive Exercises**

### Task 1 Cross out the wrong word in each word pair underlined.

Dear Christine,

Well, here I am in Australia. Thank you for your 1. kind/kindly letters. You ask me what it's like here. I must say it's pretty 2. good/well! The language school is very 3. efficient/efficiently organized. On the first morning we had to take a test, which I found rather 4. hard/hardly. However, I got a 5. surprising/surprisingly good mark, so I'm in the second class. I didn't talk much at first, because I couldn't think of the words 6. quick/quickly enough, but 7. late/lately I've become much more 8. fluent/fluently. I'm staying with a family who live 9. near/nearly the school. They are quite 10. pleasant/pleasantly although I don't see much of them because I'm always so 11. busy/busily with my friends from school. I was surprised how 12. easy/easily I made friends here. They come from 13. different/differently parts of the world and we have some 14. absolute/absolutely fascinating discussions. I do hope you will be able to join me here next term. I'm sure we'd have 15. good/well fun together.

Best wishes,

Celia

### Task 2 Rewrite each of the following sentences without changing its meaning.

The boy is a quick learner.
The boy learns
The man can cook really well.
The man is a(n)
Your behavior was quite foolish.
You behaved
The hotel staff treated us in a very friendly manner.
The hotel staff were
He proposed that we put off our meeting, which is unreasonable.
His that we put off our meeting is unreasonable.
Philippa is usually a hard worker.
Philippa usually works
Tom looked sad when he saw the injured dog.
Tom looked
I wish you could swim fast.
I wish you were a(n)
She speaks perfect English.
She speaks English
I didn't go out because of the heavy rain.
I didn't go out because it rained



			ome : Market survey and Amarysis
Task 3	Identify the part of spee	ch and contones compo	nent of each underlined word or
TUSK 3	phrase in the following p	•	meni oi eddi olideriilled word oi
		• .	ly and decome of mannying has but
	Thinks Lily is be	$ \begin{array}{cccccccccccccccccccccccccccccccccccc$	<u>ly</u> and dreams of marrying <u>her</u> , but
	unluckily he is rather old for		. With their friends Jenny and Lucy on
	① 8	9 10 11	(D)
	the spot, Mike can't get rom	nantic with Lily. But he mig	ht buy her $\underline{\text{some}}$ $\underline{\text{flowers}}$ later to make
	her <u>happy</u> .		
	пст <u>парру</u> . <u>(б</u>		
	Word/Phrase	Part of Speech	Sentence Component
	1. ① Mike		
	2. 9 Today		
	3. <sup>(3)</sup> Jenny		
	4. ⑤ flowers		
	5. ② beautiful		
	6. ® old		
	7. <b>(4)</b> some		
	8. <b>(6)</b> happy		
	9. ④ loves		
	10.		
	11. ③ He		
	12. 6 her		
	13. ⑤ deeply		
	14. ① unluckily		
	15. ① at a café		
	16. ② With their friends		
TI. 4	FULL COLUMN	Caller	of all and a large from the form
Task 4	Fill in each blank with th	• •	_
	When Helen Keller w	as born, she was a(n) I	(health) baby. But
	the fever 3	(disappearance) but she bed	onths old, she had a sudden fever. Later,
			e Sullivan, came to live with Helen's
		•	fingers. Then Anne taught Helen to
			4 (quick). However,
	learning to speak was harden	r. Anne continued to teach H	Ielen with 5 (patient).
	<b>6.</b> (final), whe	en Helen was 10 years old, sh	ne could speak 7 (clear)
	enough for people to understa		
			did very well in her studies. Then she
	-		she was 24 years old. Helen traveled
			(tireless), traveling all d schools for blind people. Her main
	o . or rimorrou, burope and .	. I was to reason into the state of the stat	a sensor for onna people, fier main

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10. \_\_\_\_\_ (normal). Helen wanted all people to be treated equally.

message was that disabled people are like everybody else. They want to live life to the full and

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