

New Edition

BASIC SURVIVAL

International Communication for Professional People



SOCIALIZING FOOD&DRINK HOTELS COMMUNICATIONS TRAVEL BUSINESS

PRACTICE BOOK

ANNE WATSON PETER VINEY


MACMILLAN

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1 On board

1 Complete the sentences with *is* or *are*.

- a Where is thirty-one D?
- b Excuse me. This _____ my seat.
- c Sorry, you _____ right.
- d Seat 40A _____ by the window.
- e You _____ on the left side of the plane.

2 Write the negative.

- a That's seat 62K. That isn't seat 62K.
- b You're in my seat. _____ in my seat.
- c It's my boarding pass. _____ my boarding pass.
- d This is your seat. _____ your seat.
- e Yes, it is. No, _____.

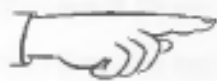
3 Make sentences with *This is* and *That is*.



- a This is your ticket.



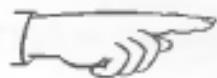
- d _____ your boarding pass.



- b _____ your pen.



- e _____ your dictionary.



- c _____ your newspaper.



- f _____ your bag.

4 Write the seat numbers in full.

- a 29K twenty-nine K
- b 3F _____
- c 16B _____
- d 45D _____

- e 34H _____
- f 42G _____
- g 68C _____



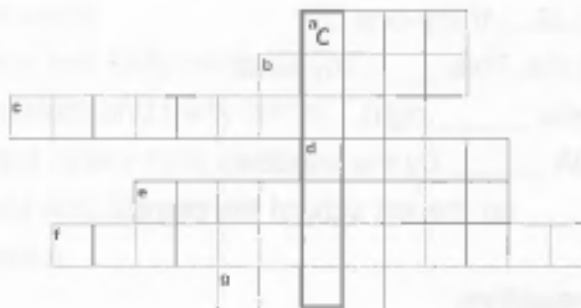
If you need help, use Grammar Files 2 and 3 and Vocabulary File 1.

2 In-flight meals

1 Complete the puzzle and find the hidden word.

- a type of soda
- b color of wine
- c meal with no meat
- d goes in coffee
- e not still
- f coffee with no caffeine
- g type of fish

Hidden word: _____



2 Complete the sentences in the conversation. Use these words and phrases:

I don't understand Thank you please
No, thanks There you go

- Flight attendant: Tea or coffee, ma'am?
 Passenger: Tea, please .
 Flight attendant: _____
 Passenger: _____
 Flight attendant: Sugar?
 Passenger: _____ . This is fine.
 Flight attendant: Milk?
 Passenger: Sorry, _____ .
 Flight attendant: Milk? For your tea?
 Passenger: Ah, sorry. No, thank you.

3 Match the adjective to the item.

- | | |
|--------------|------------|
| a lemon | water |
| b still | wine |
| c green | soda |
| d red | coffee |
| e vegetarian | vegetables |
| f regular | meal |

3 Landing card

1 Complete the questions.

- A: What's your family name?
B: Campo.
A: _____ your first name?
B: Maria.
A: _____ American?
B: No, I'm not. I'm from Mexico.
A: _____ your flight number?
B: It's AA4583.
A: _____ here on business?
B: Yes, I am.

2 Complete the sentences with *am*, *are* and *is*.

- a Julie is American.
b _____ you Korean?
Yes, I _____.
c Sarah _____ Canadian and her husband _____ French.
d _____ you here on vacation?
No, I _____ on business.
e Excuse me. _____ I in the departure lounge for the flight to Detroit?
Yes, ma'am, you _____.

3 Ask and answer questions with *have*.

- a ✓Visa Do you have a visa ?
Yes, I do.
b ✗Landing card _____ ?
_____ ?
c ✓Passport _____ ?
_____ ?
d ✓Ticket _____ ?
_____ ?
e ✗Pen _____ ?
_____ ?



4 Welcome to the U.S.A.

1 Match the beginning and end of these instructions.

- a Step _____ up your baggage.
- b Stand behind _____ your landing card.
- c Go _____ this way.
- d Pick _____ ahead.
- e Show _____ customs control.
- f Walk through _____ the yellow line.

2 Read the information and write sentences about the people.

- a Emma Austin, Cambridge, Great Britain
She was born in Cambridge. She's British.
- b Han Ming, Shanghai, China
He _____
- c Jutta Stern, Berlin, Germany
She _____
- d Tsuyoshi Ono, Tokyo, Japan
He _____
- e Emmanuelle Lemoine, Paris, France
She _____
- f Dae-Youn Kong, Seoul, Korea
He _____

3 Write the verbs in the present continuous.

- a Pablo is staying (stay) in the United States.
- b Joya _____ (travel) from California.
- c How long _____ (stay) in the U.S.A.?
- d Mario _____ (arrive) from Italy.
- e The passenger _____ (pick) up her baggage.
- f He _____ (walk) through to customs control now.

4 Complete the sentences with *to*, *of*, *in*, *on* or *from*.

- a Welcome to the U.S.A.
- b We're here _____ business.
- c What's your date _____ birth?
- d He works _____ Toronto.
- e Are you _____ Spain?

5 Baggage in hall

1 Write either *This one* or *that one*, or *These ones* or *those ones*.

a Can you reach my luggage, please?

This one or that one?

b Can you reach my bags, please?

_____?

c Can you reach my backpack, please?

_____?

d Can you reach my suitcases, please?

_____?

2 Ask *Which one?* or *Which ones?* Answer the questions.

a Those are my bags.

Which ones?

(metal) The metal ones.

b That's my suitcase.

_____?

(blue) _____

c These are my cases.

_____?

(soft) _____

d That's my backpack.

_____?

(heavy) _____

3 Write the negative.

a Stand on the carousel!

Don't stand on the carousel!

b Wait for me!

_____!

c Stand here please!

_____!

d Go through there!

_____!

e Walk this way!

_____!

4 Write if you *can* or *can't* do these things.

a I _____ speak Spanish.

d I _____ draw.

b I _____ ski.

e I _____ drive.

c I _____ swim.

f I _____ use a computer.



6 A ride downtown

1 Write each sentence in the correct order.

a follow / Just / signs / the

Just follow the signs.

b I / you / help / ma'am / Can

_____?

c much / is / shuttle / How / the / bus

_____?

d are / many / How / buses / there

_____?

e mean / 'downtown' / What / does

_____?

2 Write questions with *How much?* and *How many?*

a How much is a taxi?

A taxi is \$20.

b _____?

There are five suitcases.

c _____?

There are three people.

d _____?

The shuttle bus is \$7.50.

e _____?

There is a lot of baggage.

3 Ask what these words mean:

a Shuttle bus What does 'shuttle bus' mean?

A bus to and from the airport and downtown.

b Downtown _____?

The center of a town or city.

c Fare _____?

The price of a taxi ride.

d Limousine _____?

A big luxury car.

e Airport _____?

A place where you get on or off a plane.



7 Hotel check-in

1 Complete the conversation at hotel reception. Use the verb *have*.

Guest: Do you have a room for one night?
 Reception clerk: Do you have a reservation, ma'am?
 Guest: No, I don't.
 Reception clerk: Just a moment, please. Yes, I have a single room.
 Guest: Does it have a bath or a shower?
 Reception clerk: It has a shower, but it doesn't have a bath.
 Guest: And does it have a TV?
 Reception clerk: Yes, ma'am. All the rooms have a TV.

2 Write the ordinal numbers in full.

- | | |
|-------------------------------|-----------------------------|
| a 20th <u>twentieth</u> | d 30th <u>thirtieth</u> |
| b 12th <u>twelfth</u> | e 22nd <u>twenty-second</u> |
| c 31st <u>thirtieth-first</u> | f 23rd <u>twenty-third</u> |

3 Complete the table with the verb *have*.

You have	You don't have	Do you have?
I		
She		
We		

4 Correct the mistakes on the guest registration form.

Room number: <i>Dunlap</i>	Room number: 330
Family name: <i>American</i>	Family name: _____
First name: <i>MasterCard</i>	First name: _____
Nationality: <i>330</i>	Nationality: _____
Date of arrival: <i>May 15th</i>	Date of arrival: _____
Date of departure: <i>May 10th</i>	Date of departure: _____
Method of payment: <i>Bill</i>	Method of payment: _____



8 An appointment

1 Put the conversation in the correct order.

- a ☐ I'm sorry, but she's busy all day Tuesday.
- b ☐ I'm sorry, but she's in a meeting at the moment.
- c ☐ Yes, Wednesday is fine.
- d ☒ I'd like to speak to Ms. Gonzalez, please.
- e ☐ Certainly. What day would you like?
- f ☐ Oh, well, can I see her the day after? On Wednesday?
- g ☐ Well, can I make an appointment with her?
- h ☐ Thank you.
- i ☐ Is Tuesday possible?

2 Look at Kirk Bell's timetable. Write what he's doing next week.

- a On Monday, Kirk is flying to New Orleans.
- b _____
- c _____
- d _____
- e _____

Monday: fly to new Orleans

Tuesday: meet Ms. Davel

Wednesday have lunch with Barry
Lesage

Thursday: visit New Orleans with Ms.
Davel

Friday: come home

3 Match the times.

- a 4:00 — four thirty
- b 3:45 — four o'clock
- c 4:15 — five to four
- d 4:30 — five after four
- e 3:55 — a quarter to four
- f 4:05 — a quarter after four

4 Put the time expressions in the correct chronological order.

- a ☐ tomorrow afternoon
- b ☐ next week
- c ☐ tomorrow morning
- d ☒ this afternoon
- e ☐ tonight



9 Breakfast buffet

1 Complete the conversations with the words and expressions.

included Smoking Coming right up ~~Table for one~~ Help yourself

- a Waiter: Good morning. Table for one?
 Guest: Yes, please.
 Waiter: _____ or non-smoking?
 Guest: Non-smoking, please.
- b Waiter: The buffet is \$15. Coffee's _____.
 Guest: Fine.
 Waiter: _____ then!
- c Guest: Is there any more toast?
 Waiter: Sure. _____.

2 Write sentences about Norman and Daphne. Use these words:

- a Eggs There are some eggs on Norman's tray.
There aren't any eggs on Daphne's tray.
- b Sausages _____
- c Fried potatoes _____
- d Ketchup _____
- e Maple syrup _____



3 Ask and answer questions about Norman and Daphne.

- a Pancakes, Norman?
Are there any pancakes on Norman's tray?
Yes, there are.
- b Toast, Daphne _____?
- c Salt, Norman _____?



10 Hotel reception

1 Complete the questions at hotel reception with *Can I?* or *Can you?*

- a Can you keep this for me?
- b _____ swipe this card for me, please?
- c _____ send this letter for me, please?
- d _____ have my room key, please?
- e _____ make a phone call here, please?
- f _____ call me tomorrow morning at 6:00, please?
- g _____ leave a message, please?

2 Complete the sentences.

- a I have a message. It's my message. It's for me.
- b She has a bag. It's _____ bag. It's for _____.
- c He has a key. It's _____ key. It's for _____.
- d We have a postcard. It's _____ postcard. It's for _____.
- e They have change. It's _____ change. It's for _____.

3 Match the numbers to the definitions.

- | | |
|----------------|--------------------|
| a \$2.75 | a telephone number |
| b 1165 | a time |
| c 514-056-6638 | a flight number |
| d 15:30 | a sum of money |
| e AF906 | a date |
| f 5/26/04 | a room number |

4 What are these countries?

Brazil



11 City guide

1 Complete the sentences with *be* or *have*.

- Chicago is in the state of Illinois.
- It has a cold climate in winter, but it is hot in summer.
- The population is about 3 million.
- It is the largest city in Illinois.
- It has a border with Wisconsin.
- It is near the Great Lakes.

2 Complete the puzzle and find the hidden word.

- Canadian word for 'state'
- For example, the Atlantic or the Pacific
- Mount Everest is the highest
- A very big town
- The line between two countries
- The number of people in a town
- For example, the Nile or Mississippi
- For example, California or Texas
- A place for ships and boats

Hidden word: _____



3 Put these weather adjectives in correct sentences for you.

mild hot cold rainy wet warm sunny windy snowy dry

I like _____ weather.



I don't like _____ weather.



a	parking / Where / the / is / lot	Where is the parking lot?	
b	to / way / it / Starbuck's / is / Which	Which way is it to Starbuck's?	?
c	get / station / How / I / to / Central / do	How do I get to Central station?	?
d	the / Can / direct / to / Office / Post / you / me	Can you direct me to the Post Office?	?
e	find / can / bank / a / Where / I	Where can I find a bank?	?

Tourist Office

M.L.O. Theater

Canyon Hotel

X You are here

First City Bank

- a "No problem! Take a right, then turn left, and take a right after one block."
- b "That's easy. Go straight ahead, past two blocks, and take the left fork."
- c "Take a right, then take a left, take another left, and turn right. You can't miss it!"
- d "Well, I think you take a right, then turn left, go straight ahead, and it's on your right after three blocks. It's about a ten-minute walk from here."

a The First City Bank

b The Canyon Hotel

c The Tourist Office

13 Wrong number

1 Put the conversation in the correct order.

- a ☐ Yes, sir. This is the Willow Motel.
- b ☐ Sorry. Can you repeat that?
- c ☐ No, sir. I'm sorry, but I don't. Call directory assistance.
- d ☐ Do you have the number for the Sycamore Motel?
- e ☒ Willow Motel. May I help you?
- f ☐ Ah, but I want the Sycamore Motel.
- g ☐ Well, I'm sorry, sir, but you have the wrong number.

2 Complete the sentences with the verb *want*.

- a What service do you want?
- b Gregory wants an outside line.
- c No, Mrs. Kosaka wants the front desk. She wants the concierge desk.
- d Mr. and Mrs. Dalio want to reserve a table at the restaurant.
- e Do Claudia and Cindy want the Beauty Salon? Yes, they do.

3 Match the situations to the internal extension numbers.

- | | |
|--------------------------------------|------------------|
| a lunch reservation | 41 room service |
| b no hot water | 61 travel bureau |
| c exchange rate for Yen into dollars | 33 restaurant |
| d airline reservation | 25 housekeeper |
| e snack | 22 cashier |

4 Complete the mini-conversations. Use these phrases:

May I help you? Can you repeat that? I'm sorry Can I speak to

- a Can I speak to Richard Quest, please?
Certainly. Who's calling please?
- b Room service. This is Gary speaking. _____
Yes, please. Can I have a chicken salad, please?
- c Hello, is this the travel bureau?
No, _____, this is the cashier.
- d I want to speak to Mr. Takahashi, please.

Yes, I want to speak to Mr. Takahashi, please.

14 A taxi ride

1 Complete the conversation in a taxi with *am*, *are*, *do* or *don't*.

- Driver: Where to?
 Passenger: The airport, please.
 Driver: Are you taking a plane?
 Passenger: Yes, I _____.
 Driver: Where _____ you going?
 Passenger: I _____ flying to Los Angeles.
 Driver: _____ you work in Los Angeles?
 Passenger: No, I _____.
 Driver: _____ you work here?
 Passenger: No, I _____.
 Driver: Well, where _____ you work?
 Passenger: I work on the plane. I _____ the pilot!

2 Match the questions to the answers.

- | | |
|---------------------------------|-------------------------|
| a Where do you work? | I'm going to Miami. |
| b What do you do? | Yes, I am. |
| c Where are you going? | No, I don't. |
| d What are you doing? | I work in Denver. |
| e Do you work on a ship? | I'm waiting for a taxi. |
| f Are you going to the airport? | I'm an actor. |

3 What's the change from a \$10 bill?

- a \$2.55 That's seven dollars and forty-five cents change.
 b \$5.50 _____
 c \$9.20 _____
 d \$4.65 _____

4 Complete the professions with *-er* or *-or*.

- | | | | |
|------------|-------------------|------------|----------------|
| actor_____ | police offic_____ | driv_____ | direct_____ |
| doct_____ | photograph_____ | lawy_____ | serv_____ |
| train_____ | teach_____ | janit_____ | housekeep_____ |

15 Introductions

1 Imagine you are with Ms. May Lin and Mr. Kenji Ridley. Write suitable sentences.

a Introduce yourself to May Lin.

Hello, Ms. Lin. I'm ...

b Say you're pleased to meet her.

It's a pleasure to meet you.

c Ask her to call you by your first name.

Please call me Tom.

d Say what you do.

I'm a manager in a company.

e Introduce May to Kenji, and Kenji to May.

Kenji, this is May. May, this is Kenji.

f Welcome May to your company.

Welcome to our company, May.

g Show May to the meeting room.

The meeting room is on the second floor.

2 Look at the office plan. How do you get from:

a Office 311 to Reception?

Go straight along this hallway, turn right and it's at the end on your left.

b The mail room to office 305?

Go straight along this hallway, turn left and it's on your right.

c Office 307 to 310?

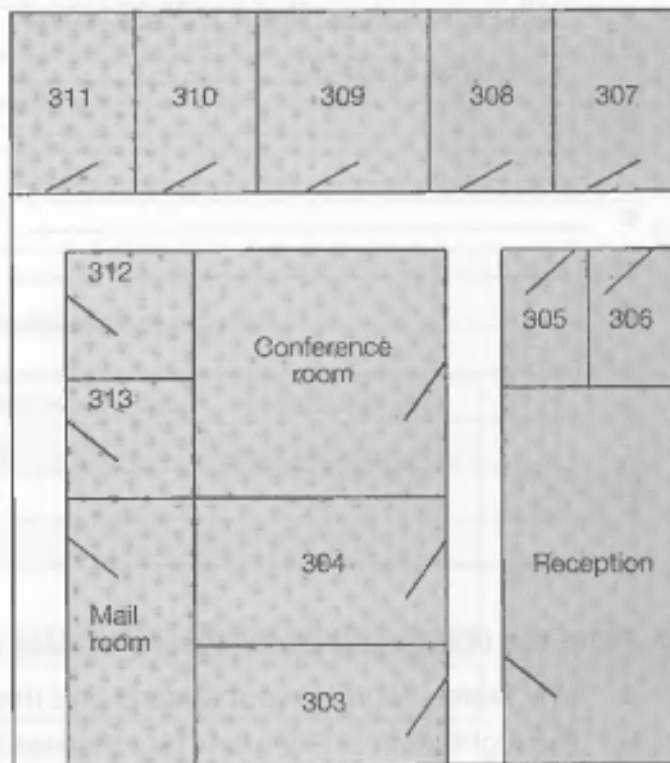
Go straight along this hallway, turn right and it's on your right.

d The Conference room to office 306?

Go straight along this hallway, turn right and it's on your right.

e Reception to office 313?

Go straight along this hallway, turn left and it's on your left.



3 Look at the sentences. Write suitable responses.

a Welcome to the Comfort Hotel.

It's good to be here.

b Hi! Good to meet you.

Good to meet you too.

c Please call me Tom.

Yes, I will.

d So, you're the new manager.

Yes, I am.

e Take a seat.

Thank you.



16 Itineraries

1 Look at Amanda's timetable. Write what she's *going to do* next week.

- a She's going to fly to San Francisco.
 b _____
 c _____
 d _____
 e _____

Monday: fly to San Francisco
 Tuesday: visit customers
 Wednesday: drive to Santa Barbara
 Thursday: have a meeting
 Friday: go home

2 Look at the itinerary. Write questions and answers about when the flights *leave* and *arrive*.

- a What time does flight HJ525 leave?
It leaves at 10:30.
 b _____ ?
 c _____ ?
 d _____ ?
 e _____ ?
 f _____ ?

Departure Saturday Flight # HJ525
 leaves 10:30, arrives 13:45.

Then transfer to flight # FF669,
 leaving at 14:40, arriving at 16:15.

Return Sunday on Flight FF589
 leaving at 8:15 and arriving at 12:10.

3 Write the abbreviations for the dates. Use American style.

- a May twenty fourth, two thousand and three 5/24/03
 b The eighteenth of February, two thousand and six _____
 c November eleventh, two thousand _____
 d July the thirty-first, nineteen ninety-nine _____

4 Write the names of the months.

- a Months with 30 days: _____
 b Months with 31 days: _____
 c Month with 28 and sometimes 29 days: _____



17 Visitors

1 Look at the sentences. Check (✓) the ones the visitor says.

- a ☒ I'm Paul Grant from N.Y. Fashions. d ☐ Would you like something to drink?
- b ☐ May I help you? e ☐ Please take a seat.
- c ☐ I'm here to meet Ms. Clarke, the Sales Manager. f ☐ Sugar, please.
- g ☐ I'd like a soda, please.

2 Circle the best word.

- a Jim poured the tea in the jars / (cups) / cans.
- b Erica takes tea / chocolate / sugar in her coffee.
- c Could you put a spoonful / jug / pot of sugar in my tea, please?
- d There's a jar / pot / carton of milk in the fridge.
- e Would you like a cup of sweet 'n low / herb tea / cream?

3 Ask and answer questions with *would like*.

- a tea / coffee Would you like tea or coffee?
 I'd like tea, please.
- b milk / lemon _____ ?
- c cold drink / hot drink _____ ?
- d magazine / newspaper _____ ?

4 Write what the visitors to this company are going to do.

- a Takako: sign a contract
 Takako's going to sign a contract.
- b Paul and Tom: meet the P.R. Manager

- c Maria: promote a new product

- d Kerry and Ray: attend a meeting

- e Sam: apply for a job



18 Connections

1 Match the expressions that have the same meaning.

- | | |
|--------------------------|-----------------------------|
| a Can I help you? | I'd like to speak to ... |
| b Please hold. | I'm transferring your call. |
| c Thank you for waiting. | How may I help you? |
| d May I speak to ... | Thank you for holding. |
| e I'm connecting you. | Bear with me. |

2 Write true sentences with *never*, *sometimes* or *often*.

- | | |
|---------------------------------|------------------------------|
| a I _____ use a WAP cell phone. | d I _____ use a video phone. |
| b I _____ use text messaging. | e I _____ use a fax machine. |
| c I _____ use a phone card. | f I _____ use the Internet. |

3 Write questions with *How often*?

- a Call directory assistance
How often do you call directory assistance?
- b Receive messages
 _____ ?
- c Send faxes
 _____ ?
- d Use a pay phone
 _____ ?
- e Phone home
 _____ ?

4 Put these adverbs of frequency in order, from 1 to 6.

- | | |
|----------------------------------------------|-----------------------------------------|
| a <input checked="" type="checkbox"/> always | d <input type="checkbox"/> occasionally |
| b <input type="checkbox"/> never | e <input type="checkbox"/> very often |
| c <input type="checkbox"/> often | f <input type="checkbox"/> hardly ever |

5 Complete the message with these words.

calling right now ~~This is~~ sorry beep leave Bye name soon phone number

Hello. This is Jon Barrow's office. I'm _____ I can't speak to you _____.

Please _____ your _____ and _____ after the _____.

Thanks for _____, and I'll speak to you _____.



19 Fast food

1 Write the customer's sentences. Order these items:

Big Burger regular fries orange juice

Server: Yes, sir?

Customer: I'd like a Big Burger, please.

Server: Anything else?

Customer: _____

Server: Anything to drink?

Customer: _____

Server: Is that everything?

Customer: _____

2 Complete the sentences with *anything* or *everything*.

- Would you like anything else?
- Burgers, fries, milkshake and ice cream! Is that _____?
- Is there _____ to drink?
- _____ in this restaurant is good.
- I only have a \$100 bill. I don't have _____ smaller.

3 Complete the sentences. Use these expressions:

the exact amount Out of twenty Coming right up a \$20 bill
~~anything smaller~~ Can you change

- Do you have anything smaller?
- Sorry, I only have _____.
- That's \$18.50. _____, so that's \$1.50 change.
- _____ a \$50 bill?
- Do you have _____?
- One hot dog with fries. _____!

4 Which item is different?

- orange juice, soda, coffee, iced tea coffee
- Big Cheese Burger, Big Dog, Big Burger, Big Juice _____
- strawberry, soda, banana, apple _____
- hot dog, chocolate swirl, cheeseburger, fries _____



20 Gift store

1 Complete the questions in the conversation at a store.

Customer: How much is this?

Salesperson: It's \$19.99.

Customer: And what _____?

Salesperson: It's large. Is _____?

Customer: No, it isn't for me. It's for my daughter.

Salesperson: How _____?

Customer: She's twelve years old.

Salesperson: Take a medium then.

Customer: Right and what _____?

Salesperson: We have blue, red, yellow, and black.

Customer: A black one, then. Do you _____?

Salesperson: Sure, we take traveler's checks. Just sign and date it.

2 Write questions and answers.

a T-shirts Which T-shirts would you like?

red The red ones.

b key ring _____?

plastic _____

c guide book _____?

French _____

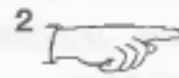
3 Match the questions to the drawings.

a How much is this?

b How much is that?

c How much are these?

d How much are those?



4 Look at the family tree. Complete the sentences with the words in the box.

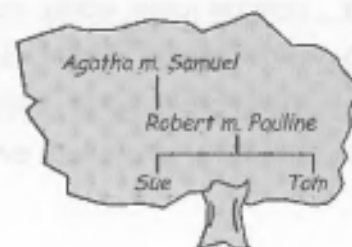
mother son daughter brother father wife sister husband

a Agatha is a mother and a wife.

b Samuel is a _____ and a _____.

c Sue is a _____ and a _____.

d Tom is a _____ and a _____.



21 Small talk

1 Match the questions to the best answers.

- | | | |
|---|-----------------------------------------|--------------------------------|
| a | What do you think of the Grand Canyon? | It's very comfortable, thanks. |
| b | Is this your first visit to the U.S.? | They're very friendly. |
| c | What's the weather like in Texas? | It's spectacular! |
| d | How do you like your hotel? | It's hot. |
| e | What are the people like in California? | No, it isn't. It's my second. |

2 Complete the sentences.

- | | | | |
|---|--------------------------|--------------------------|--------------------|
| a | I have an old camera. | It's <u>my</u> camera. | It's <u>mine</u> . |
| b | You have a new CD. | It's _____ CD. | It's _____. |
| c | He has a good guide book | It's _____ guide book. | It's _____. |
| d | I have some postcards. | They're _____ postcards. | They're _____. |
| e | He has some nice photos. | They're _____ photos. | They're _____. |
| f | You have a Swiss watch. | It's _____ watch. | It's _____. |

3 Correct these sentences.

- | | | | |
|---|---------------------------------------------------------------|---|------------------------------------|
| a | Alaska is warm in winter!
<u>Alaska is cold in winter!</u> | d | Athens is snowy in August. |
| b | The Sahara is wet and cold!
_____ | e | It doesn't rain in Japan!
_____ |
| c | Scotland is hot and sunny in February!
_____ | | |

4 Look at the weather information about a town. Write sentences.

Months:	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.
Temperature: (Celsius)	6°	7°	8°	10°	14°	17°	18°	20°	17°	13°	9°	7°
Rain in mm:	80	85	140	125	90	60	60	40	45	90	100	130

- | | | | |
|---|------|------------------------------------|-------------------------------------|
| a | Hot | <u>Which is the hottest month?</u> | <u>August is the hottest month.</u> |
| b | Cold | _____? | _____ |
| c | Dry | _____? | _____ |
| d | Wet | _____? | _____ |



22 Routines

1 Complete the sentences, then put Charlie's routine in the correct order. Use these verbs:

get go watch leave have wake take

- a ☐ At about 6:00 p.m., he _____ his office.
- b ☐ After that, he _____ a shower and _____ breakfast.
- c ☐ Then, he _____ into his car and _____ to work.
- d ☒ First, he wakes up at around 6:00 p.m.
- e ☐ He sometimes _____ TV after dinner.
- f ☐ Then he _____ up.
- g ☐ Then he _____ home and _____ some dinner.

2 Complete the table.

You speak	You don't speak	Do you speak?	No, you don't
They arrive			Yes,
		Does he leave?	Yes,
It begins			No,
	We don't work		Yes,

3 Write the sentences in the correct order.

- a usually / 7:00 a.m. / up / I / get / at
I usually get up at 7:00 a.m.
- b sometimes / She / visits / Montreal

- c finishes / 6:00 p.m. / work / normally / at / He

- d the / morning / never / in / Bob / coffee / drinks

- e hardly / They / travel / ever

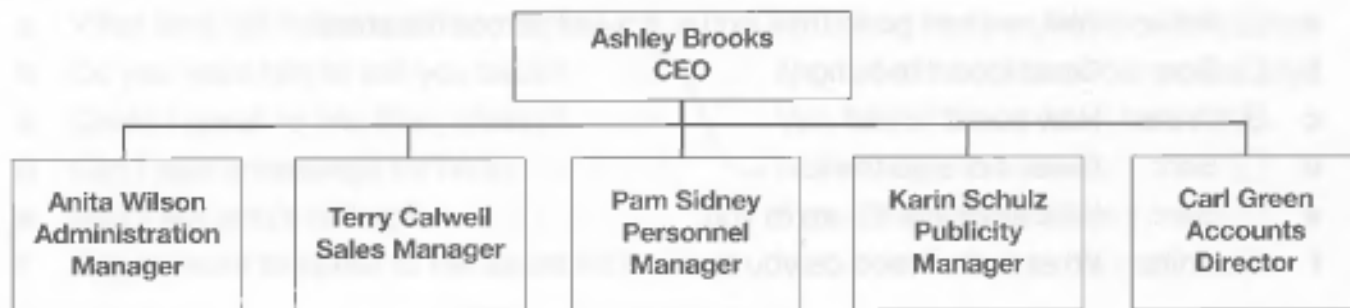
4 Make invitations.

- a dinner Would you like to come for dinner?
- b movies _____ ?
- c a baseball game _____ ?
- d shopping _____ ?



23 Your company

1 Write the correct name in the sentences.



- Carl Green is in charge of accounts.
- _____ is responsible for publicity.
- _____ is in charge of administration.
- _____ is responsible for selling the products.
- _____ is responsible for the staff.
- _____ is the big boss!

2 Match the beginnings and ends of the sentences.

- | | |
|-------------------------------|---------------------------|
| a Dave Morris is | my immediate superior |
| b Cherie Black is in charge | for health and safety |
| c Rachel Zinno is responsible | the company |
| d Carmen Hutton reports | of public relations |
| e Linda Smith is | a salesman. |
| f Henry Dim runs | to the Financial Director |

3 Write the negative and question form.

- They work on a ship. They don't work on a ship.
Do they work on a ship?
- She's American. _____ ?
_____ ?
- His sister can speak Chinese. _____ ?
_____ ?
- Her boss has a Porsche. _____ ?
_____ ?
- The train leaves at 10:00 a.m. _____ ?
_____ ?
- There are a lot of people here. _____ ?
_____ ?



24 Lunch

1 Put the conversation in the correct order.

- a ☐ Anita: Well, we can go to the Cactus. It's just across the street.
- b ☐ Ben: Good idea. I'm hungry.
- c ☒ Anita: How about lunch?
- d ☐ Ben: Great. Let's go there.
- e ☐ Ben: I like anything. It's up to you.
- f ☐ Anita: What sort of food do you like?

2 Match the beginning and ends of the suggestions.

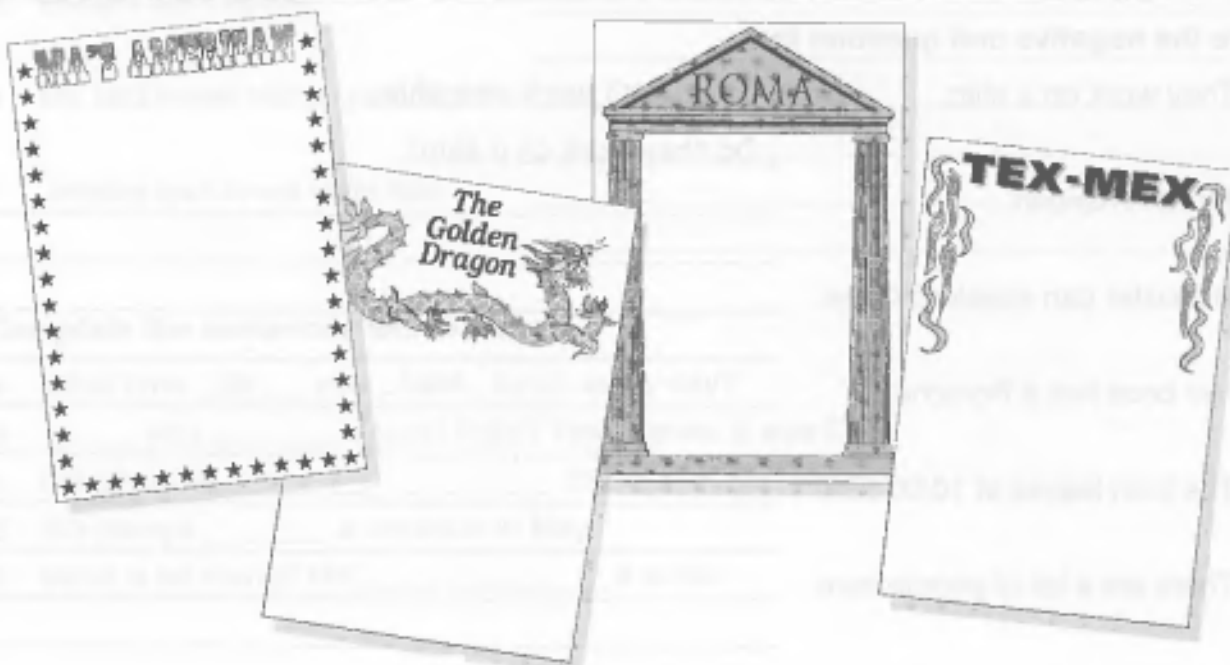
- | | |
|--------------|-------------------------------------|
| a Would you | a drink? |
| b Do you | we go to that Caribbean place? |
| c What about | have lunch! |
| d Why don't | feel like Italian or Chinese today? |
| e Let's | like a sandwich? |

3 Offer to pay. Use three different expressions.

- a I'll pay. c _____
- b _____

4 Complete the menus with the correct food.

Pizza Italiana Tortillas China tea Guacamole dip Spaghetti Bolognese
 Apple pie Chow Mein Idaho baked potatoes Tequila sunrise
 Chicken Maryland Fried rice Chianti wine



25 Dealing with problems

1 Which hotel departments or employees deal with these problems?

- | | |
|--------------------------------------|----------------|
| a There's no light in the bathroom. | Housekeeping |
| b You want your baggage. | Valet service |
| c You can't get an outside line. | Maintenance |
| d Your breakfast is late. | Hotel operator |
| e You don't have enough towels. | Bell captain |
| f You haven't received your laundry. | Room service |

2 Decide what to do. Use I'll ...

- | | |
|----------------------------------------------------------------------|------------------------------------|
| a Will you take the airport bus or a cab?
<u>I'll take a cab.</u> | c Will you have pizza or pasta? |
| b Will you e-mail it or fax it? | d Will you check out now or later? |

3 Offer to help. Use I'll ...

- | | |
|--------------------------------------------------------------------|----------------------------------------------|
| a I don't have time to call Vera.
<u>I'll call her for you.</u> | c I don't have time to finish these reports. |
| b I don't have time to send this fax. | d I don't have time to write to Mr. Brown. |

4 Complete the sentences with an expression of 'urgency'. In some sentences more than one expression is possible.

immediately right away in a hurry ~~right now~~ quickly urgent

- a Would you send someone right now, please?
- b I'll ask someone to help you _____.
- c I have a plane to catch. I'm _____.
- d I need an engineer _____.
- e Will you repair my shower _____, please?
- f I need to send this fax now. It's _____.



26 Arrangements

1 Answer the questions about these future arrangements.

- a When will the flight from Los Angeles arrive?
(9:45 a.m.) It will / It'll arrive at 9:45 a.m.
- b Where will the plane arrive?
(New York) _____
- c Where will the representatives fly to?
(Denver) _____
- d What time will the plane from Atlanta to Montgomery leave?
(3:30 p.m.) _____
- e Where will you check in your baggage?
(Chicago) _____
- f Where will you transfer to?
(Springfield) _____

2 Complete the table.

I'll be	I won't be	Will I be?	Yes, I will
She'll get			No,
		Will you have?	No,
	We won't take		Yes,
		Will they see?	No,

3 Write suitable verbs in the telephone conversation. You can use these verbs: see, be, come, make, suit, check.

Diana: Hello. Diana speaking.

Clive: Hello, Diana. This is Clive. Can I _____ and _____ you next week?

Diana: Sure. _____ you free on Monday?

Clive: No, I _____ afraid I _____ busy on Monday. Can you _____ it Tuesday?

Diana: OK. Tuesday morning?

Clive: Let me _____. Fine. What time?

Diana: Does 10:30 _____ you?

Clive: Let me _____ again. Great. I'll _____ you next Tuesday then.



27 Meeting people

1 Complete the sentences in these conversations.

- a Ashley: How do you do, Bill?
 Bill: How do you do, Ashley?
 Ashley: You're British, aren't you?
 Bill: Yes, _____.
- b Dean: How _____ Carol?
 Carol: Pleased _____.
 Dean: What _____?
 Carol: I'm the restaurant manager.

2 Write the sentences in the correct order.

- a you / I / meet / John / want / to
I want you to meet John.
- b meet / to / I'd / him / like / Carol

- c wants / us / to / together / He / work

- d her / We / visit / department / want / to / our

- e to / We'd / you / come / like / dinner / to

3 Complete the sentences with the correct form of the verb: infinitive or -ing.

- a It's good to meet (meet) you.
- b I'm looking forward to _____ (start) my new job.
- c I'm really glad _____ (see) you again.
- d I'm sure you'll enjoy _____ (work) here.
- e I'd like you _____ (meet) Kay.
- f I want _____ (introduce) you to the team.

4 What do these people do? Start the sentences with the correct person.

Professor Tappitz Captain Ojay Dr. Kern Sergeant Wayne Senator O'Brian

- a Captain Ojay works for US Airlines.
- b _____ represents her state in Washington.
- c _____ teaches at San Francisco University.
- d _____ trains soldiers in the U.S. army.
- e _____ works at the Arizona Medical Center.



28 About yourself

1 Write questions and answers about Soo-Jin's resume.

2003 – 2004 *Excursions Manager* for Korea Visits
 2001 – 2002 *Tour guide* for Seoul Tours
 1997 – 2000 Tourism student at Wonsan
 1995 – 1996 English student in New York for one year

- a What was her job from 2003 to 2004?
She was the Excursions Manager for Korea Visits.
- b What _____ ?

- c Where _____ ?

- d How long _____ ?

2 Put the phrases into the past.

- | | | | |
|-------------|--------------|--------------|-------|
| a I am | <u>I was</u> | e There is | _____ |
| b It is | _____ | f You aren't | _____ |
| c You are | _____ | g He is | _____ |
| d She isn't | _____ | h Is she | _____ |

3 Answer the questions about yourself.

- a When were you born?

- b Where were you born?

- c Where were you at school?

- d How long were you in school?

- e What are your qualifications?

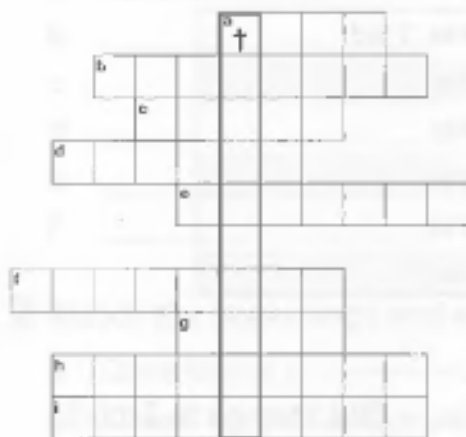


29 Phone systems

1 Match the best reply to the questions.

- | | |
|------------------------------------------|-----------------------------------------|
| a What time will he be back? | I'm afraid she's on vacation this week. |
| b Do you want him to call you back? | No, I need to speak to her personally. |
| c Could I speak to Ms. Blair, please? | Yes, this is Gilbert Allen from MKG. |
| d Can I take a message for Nick? | Not till three, I'm afraid. |
| e May I say who's calling? | Sure. Could you tell him I ... |
| f Do you want to speak to her assistant? | Yes, please. He has my number. |

2 Find the missing word.



- When you leave a message, you speak after the _____.
- A menu you listen to!
- This sign: #
- When your line doesn't go though the receptionist.
- The line is busy. It's difficult to get _____.
- The person who answers the phone.
- When the person you have called is on another call you have to _____.
- You give the name and _____ number of the person you want to speak to.
- If nobody answers, you leave a message on the _____ machine.

3 Look at the note. What does the boss want these people to do?

- He wants Kim to call Roxburgh's.
- _____
- _____
- _____
- _____

Kim - call Roxburgh's
 Janet - reserve table for 3 at Paulo's
 Jerry - send invoice to Ling's
 Chishu - finish financial report
 Angela - organize sales meeting



30 Polite inquiries

1 Match the polite inquiries to the best answers.

- | | |
|----------------------------------|---------------------------------------|
| a Was your plane on time? | Yes, it's very comfortable, thanks. |
| b Did you have a good trip? | Yes, I had a meal on the plane. |
| c Is your hotel OK? | Yes, it was right on time. |
| d Did you have something to eat? | Yes, thank you. Everything's perfect. |
| e Is everything OK? | No, I'm fine for the moment, thanks. |
| f Can I get you anything? | Yes, it was fine. |

2 Complete the table.

I had	I didn't have	Did I have?	Yes, I did
	She didn't have		No,
He was			No,
	They weren't		Yes,
We went			Yes,
		Did she go?	No,

3 Write the negative and the question.

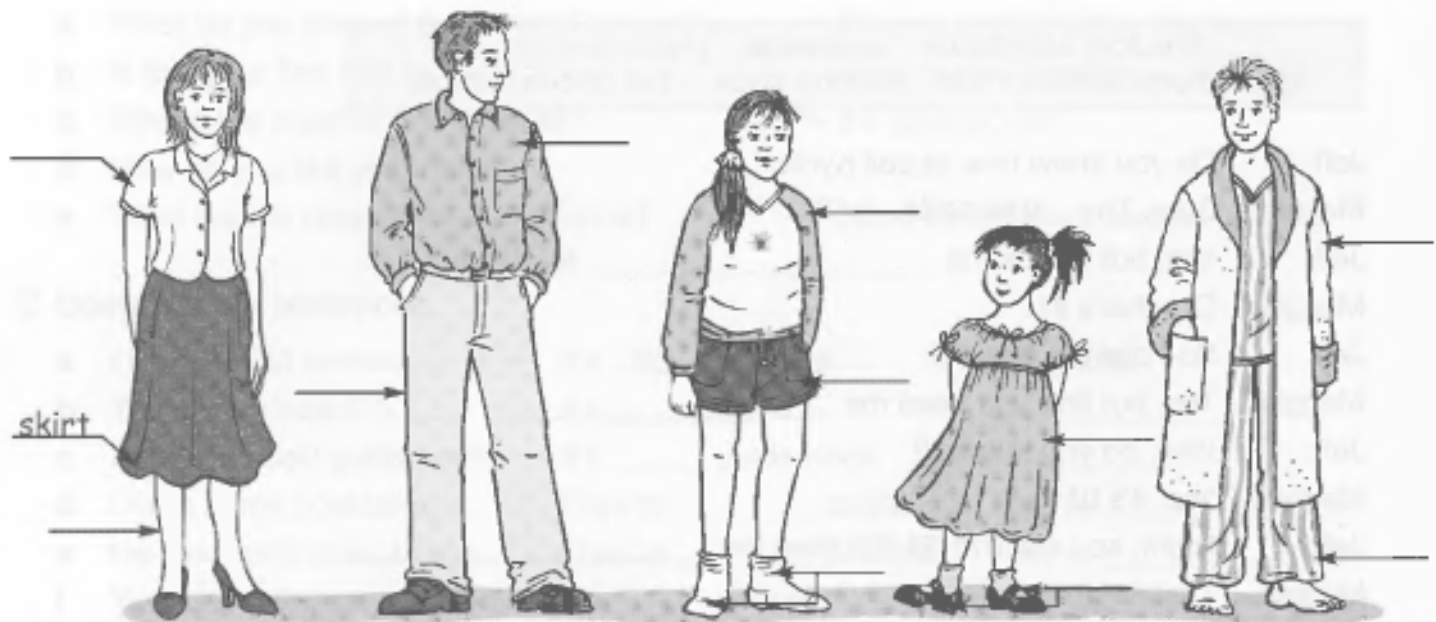
- | | | |
|-----------------------------------|---------------------------------|------------------------------|
| a They went to Italy. | <u>They didn't go to Italy.</u> | <u>Did they go to Italy?</u> |
| b You had pizza. | _____ | _____? |
| c Mrs. Bassett was in New York. | _____ | _____? |
| d Beniko went home. | _____ | _____? |
| e Mr. McDowell had a good flight. | _____ | _____? |
| f Jessica and Amos were late. | _____ | _____? |

4 Complete the sentences with *have*.

- a What time do you have lunch every day?
- b _____ you _____ a good flight? Yes, thanks. It was OK.
- c I'm afraid he _____ time to see you today.
- d We always _____ a vacation in May.
- e What is he doing? He _____ a soda.

31 Laundry

1 What are they wearing? Label the clothes on each family member.



2 Make questions.

a Where did you put your laundry list?

I put the laundry list *in the laundry bag*.

b _____ ?

I left my room at 10 o'clock.

c _____ ?

I called *the valet*.

d _____ ?

The valet took it *from my room*.

e _____ ?

I told the valet *the laundry was in my room*.

3 Complete the sentences with the correct adjective.

early heavy difficult big late small

a This is size 14. I'm size 10. It's too big!

b The meeting is finished. You're too _____ !

c The train leaves at 11:30. It's only 10:30. You're too _____ !

d A sports car is too _____ for a family of six!

e She can't lift that suitcase. It's too _____ !

f We can't do this exercise quickly. It's too _____ !



32 Directory assistance

1 Complete the conversation with these words:

directory assistance area code phone number
international access code country code cell phone number

Jeff: Do you know how to call Kyoto?

Maggie: Sure. The area code is 75.

Jeff: Yes, but what's the _____ for Japan?

Maggie: Oh, that's 81.

Jeff: So I dial 81, then 75.

Maggie: Yes, but first you need the _____.

Jeff: Well, do you know it?

Maggie: Yes, it's 011.

Jeff: Right, so I dial 011-81-75, then the _____.

Maggie: That's right.

Jeff: OK. Let's try. Hey, wait a minute it's a _____.

Maggie: Hmm! I suggest you call _____.

2 Which telephone service do you use?

- | | |
|-------------------------------------------------------------|----------------------|
| a You don't know a number. | Web link |
| b You want to send an e-mail. | Emergency services |
| c You'd like to play golf this weekend. | Sports results |
| d You missed the end of the baseball game on TV last night. | Directory assistance |
| e There's a fire in your kitchen. | Weather forecast |
| f You want to use the Internet. | Web e-mail |

3 Give instructions. Use the country codes and area codes.

Australia 61	Perth 9	Victoria 3
Brazil 55	Sao Paulo 11	Rio de Janeiro 21
Spain 34	Madrid 91	Barcelona 93
U.K. 44	Oxford 1865	Glasgow 141

- | | |
|------------------------------------------------|--------------------------|
| a I want to call Joaquin in Rio. | <u>Dial 55, then 21.</u> |
| b How do you call someone in Glasgow? | _____ |
| c Can you tell me how to call Madrid in Spain? | _____ |
| d I need to call Sue in Victoria. | _____ |

33 Attractions

1 Some tourists are going to visit the following attractions in Los Angeles.

Ask and answer questions.

Monday: walk along Venice Beach

Tuesday: visit Universal Studios

Wednesday: drive around Hollywood

Thursday: go to Disneyland

a When are they going to walk along Venice Beach?

(on Monday) They're going to walk along Venice Beach on Monday.

b _____ ?

(Universal Studios) _____

c _____ ?

(on Wednesday) _____

d _____ ?

(Disneyland) _____

2 Which definition is correct?

a a great picture

☒ a really good picture

☐ a very big picture

b a famous building

☐ a very attractive building

☐ a well-known building

c a popular place

☐ a place with a high population

☐ a place people like

d a town square

☐ a town that's square in shape

☐ an open area usually in the center of town

e It's pretty difficult.

☐ It's difficult, but attractive.

☐ It's quite difficult.

f There's plenty of time.

☐ There's enough time.

☐ There's too much time.



34 Suggestions

1 Complete the suggestions with the phrases.

try them all ~~take a cab~~ call her at home buying some perfume

- a Your co-worker is late for her appointment on the other side of town.
Why don't you take a cab?
- b Your friend doesn't know what to buy for his girlfriend.
What about _____?
- c Your customer can't decide which product to buy from you.
You should _____.
- d Your co-worker urgently need to contact the boss.
I suggest you _____.

2 Complete the telephone conversations with the phrases.

I call you back message to call you to call me earlier
sorry to disturb you for calling back ~~interrupting you~~

- a Albert: Hello Ed. This is Albert. I'm not interrupting you, am I?
Ed: Well, no, if it won't take long.
- b Barbara: Hello. Barbara speaking. I received a _____.
Dane: Ah yes. I just wanted to ask you if you're busy on Tuesday.
- c Lyle: Hello, Vera? This is Lyle. Listen, _____ at home,
but I must talk to you about the distribution contract.
Vera: Um, sorry, but I'm afraid I'm in the middle of dinner. Can _____
_____ in half an hour?
- d Sue: Hello, Harry. Sue speaking. You tried _____.
Sorry I was busy.
Harry: That's all right. Thanks _____ so quickly.

3 In your opinion, what *should* you do ...

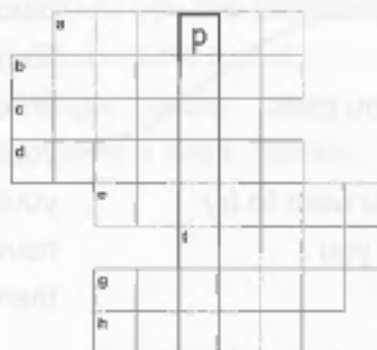
- a when you get bad grades on your exams? You should ...
- b when you're feeling tired and have no energy?

- c when you want to lose weight?

35 The menu

- a seasoning: salt and ...
- b anything you eat from the sea
- c often used in sauces
- d leafy green vegetable
- e sauce you put on burgers and fries
- f small black fruit used to make oil
- g milk product you eat in a sandwich, or in salad
- h tasty herb used in Italian meals

Hidden word:



Waiter: Are you ready to order, sir?

Customer: Yes, I am. the steak with barbecue sauce.

Waiter: And how the steak, sir?

Customer: Rare, please. And French fries with the steak.

Waiter: OK. anything to drink?

Customer: Yes, mineral water will be fine. Oh, sorry, but change the French fries for the baked potato?

Waiter: Sure. Anything else, sir?

Customer: No, thank you. Oh, wait a minute. I think the stir-fried vegetables, too.

Waiter: One stir-fried vegetables. Is that everything, sir?

Customer: Well, maybe a glass of red wine, and not the water. Thank you.

Waiter: You're welcome, sir!

a This isn't a vegetable ...
zucchini, lettuce, barbecue sauce, eggplant

b And this isn't a fruit ...
strawberries, spinach, lemon, lime

c This is the only soup ...
pepper, garlic, salt, chowder

d And this is the only seafood ...
shrimp, cheese, turkey, bacon

36 At the table

1 Match the beginning and end of the sentences.

- | | |
|----------------------|-----------------------------|
| a Enjoy | pass me the salt, please? |
| b Who | some of my vegetables? |
| c Can you pass | ordered the salad? |
| d May I | your meal. |
| e Do you want to try | yourself to bread. |
| f Could you | have some dressing, please? |
| g Help | them the wine? |

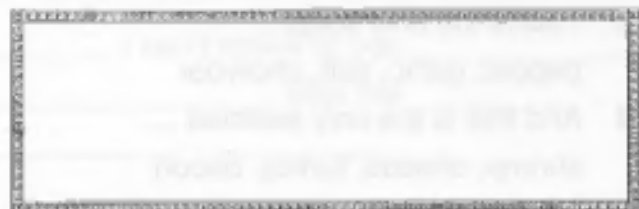
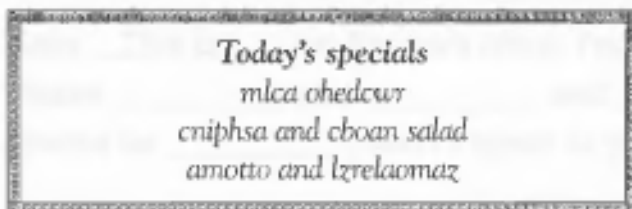
2 Write questions and answers.

- | | | |
|-------------------|----------------------------|---|
| a (melon) | <u>Whose is the melon?</u> | |
| It's for me. | <u>It's my melon.</u> | |
| b (tuna steak) | _____ | ? |
| It's for her. | _____ | |
| c (chef's salads) | _____ | ? |
| They're for us. | _____ | |
| d (seafood) | _____ | ? |
| It's for him. | _____ | |
| e (steaks) | _____ | ? |
| They're for them. | _____ | |
| f (apple pie) | _____ | ? |
| It's for you. | _____ | |

3 Who did these things?

- | | |
|--------------------------|-----------------------------|
| a Who did this? | Me. I <u>did it myself.</u> |
| b Who wrote that letter? | Jack. He _____. |
| c Who washed the car? | Maria. She _____. |
| d Who repaired the TV? | Ted and Jon. They _____. |
| e Who finished the cake? | You and me. We _____. |
| f Who lost my keys. | You! Luis, you _____. |

4 Correct the spelling mistakes on the menu.



37 Interests

1 Write two questions about activities and interests using *Do you like?* and *How often?*

Use these verbs:

surf read visit ~~go to~~ play watch

- a (museums) Do you like going to museums?
How often do you go to museums?
- b (football) _____ ?
 _____ ?
- c (the Internet) _____ ?
 _____ ?
- d (foreign countries) _____ ?
 _____ ?
- e (business reviews) _____ ?
 _____ ?
- f (TV) _____ ?
 _____ ?

2 Write other activities in the table. Include activities that you do.

Sports & fitness	Passive activities	Intellectual activities	Artistic activities
tennis	watching TV	reading	painting

3 You and your co-worker are very different! Write sentences.

- a I like reading My co-worker doesn't like reading.
- b I don't play computer games. _____
- c I'm good at painting. _____
- d I often go to the theater. _____
- e I don't enjoy playing sports. _____
- f I don't have much free time. _____



38 e-mail

1 Write the e-mail messages in full.

a	b	c
<p>Appointment</p> <p>FAO Jessica Browne. RGT, must cancel appointment with Bricks Co. 4:30 p.m. Friday 17.</p>	<p>Orders</p> <p>Re: yr order # 2345. Need instructions for delivery. BTW, from 4/13, special discounts on orders over \$500.</p>	<p>Meeting</p> <p>Meeting 22 Jan starts 9:00, finishes 12:30 lunch. Need INFO re: new products.</p>

a _____

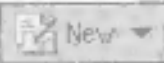
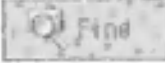
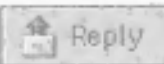
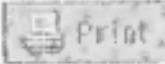
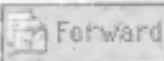
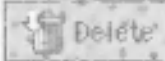
b _____

c _____

2 Write positive or negative instructions.

- a (Use) Use a virus checker on your computer.
- b (Send) _____ rude messages by e-mail.
- c (Type) _____ IN CAPITALS!
- d (Send) _____ a short message first when you're downloading a large file.
- e (Open) _____ unexpected attachments.
- f (Check) _____ that you're not sending infected files.

3 Which icon do you click on to do these things?

1		4	
2		5	
3		6	

- a You want to reply to the sender of the message. 2
- b You want to send a message you received to another person. _____
- c You don't want to keep a message. _____
- d You want a hard copy of a message. _____
- e You want to write a new message. _____
- f You want to look for or check something. _____

39 Sales talk

1 Are these people buying or selling? Write **B** for buying and **S** for selling next to the sentences.

- a ☒ **S** I can give you a special deal.
- b ☐ I'm sorry, we're not interested.
- c ☐ We can deliver immediately.
- d ☐ And how much is it?
- e ☐ Our customers won't like this.
- f ☐ Your customers will love this.
- g ☐ This is the best you can find on the market.
- h ☐ You're wasting your time.
- i ☐ Can you deliver quickly?
- j ☐ I just want you to look at it.

2 Rewrite the sentences using the passive.

- a They make leather goods in Italy. Leather goods are made in Italy.
- b They bottle whiskey in Scotland. _____
- c They produce cheese in France. _____
- d They print books in Hong Kong. _____
- e They manufacture computers in Ireland. _____
- f They assemble cars in England. _____

3 Write questions using the superlative.

- a The Grand Canyon is very big.
Is it the biggest canyon in the U.S.A.?
- b The Empire State Building is very tall. _____ ?
- c California wine is very good. _____ ?
- d The New York subway is very busy. _____ ?
- e The State of Vermont is very small. _____ ?
- f The Mississippi River is very long. _____ ?



40 Flightseeing

1 Which of these features do you find in your region or country? Add others.

mountains hills museums valleys theaters rivers bridges lakes
parks islands harbors deserts buildings oceans beaches

Your region		Your country	

2 Write the present of these irregular past tenses.

PAST PRESENT

gave give

went _____

saw _____

had _____

was _____

PAST PRESENT

were _____

took _____

got _____

made _____

did _____

3 Write a short paragraph about your last vacation. Use the past tense.

4 Write the sentences in the negative and question form.

a The plane took off from JFK airport.

It didn't take off from JFK airport. Did it take off from JFK airport?

b They flew over the Rockies.

_____ ?

c You landed in Philadelphia.

_____ ?

d The pilot circled the airport three times.

_____ ?

e She stayed in Florida for a month.

_____ ?

41 Let's make a deal

1 Rewrite the sentences.

- a It wasn't possible for me to meet her last week.
I couldn't meet her last week.
- b It wasn't possible for Mrs. Schulmann to mail the report in time.

- c It wasn't possible for them to hear because it was so noisy.

- d It wasn't possible for us to introduce you to Alicia.

2 Compare these things.

- | | |
|-----------------------------------------|-----------------------------------|
| a The Park Motel is cheap. | The Star Hotel is <u>cheaper.</u> |
| b Edgar's office is big. | Cathy's office is _____. |
| c My computer is good. | Your computer is _____. |
| d Edgar's brochure is attractive. | Cathy's brochure is _____. |
| e Albion-America cruises are expensive. | Pacific Cruises are _____. |
| f Our software is complicated. | Their software is _____. |

3 Write sentences with *more*, *less* or *fewer*.

- a Jack: \$20 / Paul: \$10
 Jack has more money than Paul.
 Paul has less money than Jack.
- b Flight AB202: 200 / Flight AC303: 150
 Flight AB202 has _____ passengers than Flight AC303.
 Flight AC303 has _____ passengers than Flight AB202.
- c Yoshiko: 3 weeks / Miki: 10 days
 Yoshiko has _____ vacation than Miki.
 Miki has _____ vacation than Yoshiko.
- d Albion-America: 1150 / Pacific Rim: 680
 Albion-America has _____ employees than Pacific Rim.
 Pacific Rim has _____ employees than Albion-America.

4 Are these comments positive (✓) or negative (x)?

- | | |
|-----------------------------------------|--------------------------|
| a We'd like to do business with you. ✓ | d We like your brochure. |
| b Our customer comments were excellent. | e You're too expensive. |
| c I'm sorry, but we're not interested. | f OK. Let's make a deal. |



42 At the airport

1 Complete the conversation at the check-in desk. Use these words:

suitcase window pack boarding pass none ticket baggage aisle scales

- Check-in clerk: Can I see your ticket, please?
- Passenger: Sure, I'd like a _____ seat, please. I like to see outside.
- Check-in clerk: I'm afraid the plane's nearly full. There are _____ left.
- Passenger: Well, can I have an _____ seat then?
- Check-in clerk: Yes, ma'am. Here's your _____. Gate 34.
Do you have any _____?
- Passenger: Yes, just one _____.
- Check-in clerk: Did you _____ it yourself?
- Passenger: Yes, I did.
- Check-in clerk: OK, then. Could you put it on the _____, please?

2 Write short answers.

- | | | |
|---|----------------------------------------------|--------------------|
| a | Did you pack it yourself? | Yes, <u>I did.</u> |
| b | Do you have any carry-on baggage? | No, _____. |
| c | Are there any window seats? | Yes, _____. |
| d | Is the flight full? | No, _____. |
| e | Has your baggage been with you at all times? | Yes, _____. |
| f | Has anyone given you anything to carry on? | No, _____. |

3 Complete the sentences with *none* or *all*.

- a All of the aisle seats are free.
- b There are no window seats. There are _____ left.
- c _____ the passengers are in the departure lounge now.
- d These passengers are _____ waiting in line.
- e Yes, I packed _____ of my bags myself.
- f No, _____ of those bags are mine.

4 Match the information to the definition.

- | | | |
|---|---------|----------------|
| a | AA 8921 | Gate |
| b | 57K | Flight number |
| c | 11:35 | Destination |
| d | 4 | Seat number |
| e | Calgary | Departure time |

43 Checking out

1 What is Alicia going to do?

- a (check out) She's going to check out.
- b (take photos) _____
- c (fly to Alaska) _____
- d (stay on a ship) _____
- e (make new friends) _____

2 You're checking out of your hotel. What does the front desk clerk say?

- a He hopes you'll come back and stay again.
I hope you'll come back and stay again.
- b He's sure you'll enjoy your trip to Mexico.

- c He says the hotel staff will miss you.

- d He hopes you'll recommend the hotel to your company.

- e He says he'll send you a brochure.

3 Complete the sentences in the past. Use these verbs:

stay enjoy be eat come go

- A: Did you enjoy your vacation?
- B: Yes, we _____. It _____ great.
- A: Which hotel _____ you _____ at?
- B: We _____ at the Mount Stuart.
- A: And what _____ it like?
- B: It _____ very good.
- A: _____ you _____ in the hotel restaurant?
- B: No, we _____. We _____ to the restaurants in town.
- A: When _____ you _____ home?
- B: We _____ back home last Thursday.

4 Complete the phrases with a, an or some.

- a a glass of wine c _____ orange juice e _____ pack of peanuts
- b _____ mineral water d _____ peanuts f _____ red wine



44 Your cabin

- 1 Complete the names of the cabin facilities on Rick's postcard. Choose from these words:

walk-in closet sofa DVD player sitting area balcony TV
writing desk Internet link

Dear Mom,

Our cabin on the Pacific Rim Voyager is fantastic. In the evening we can sit on the sofa and watch _____. We can watch movies on the _____, too. Right now, I'm writing postcards at the _____. There's a great _____ to hang our clothes in and there's a _____ if we invite people to our cabin. I even have an _____ if I need to send e-mail. In the morning, we can have breakfast on the _____.
Love, Rick



Mrs. Ambrose

165 Long Drive

Chicago, IL

60648

- 2 Write the sentences in the negative.

- a I'll have time to see you tomorrow.
I won't have time to see you tomorrow.
- b Ted will carry our baggage to the ship.

- c Alicia will be too busy to enjoy all the facilities.

- d You'll meet them next weekend.

- e They'll have a dining area in their cabin.



45 Making friends

1 Put the conversation in the correct order.

- a ☐ Did we? I'm sorry, I ...
- b ☐ That's all right. Let me get you a drink.
- c ☒ Hi Lynda. Good to see you.
- d ☐ We met at the budget meeting.
- e ☐ Freddie. Freddie Yates. Remember? We met last month.
- f ☐ OK, I'll have a Perrier, please.
- g ☐ Oh, hello, er ...
- h ☐ Right! You're the new Accounts Director. I'm so sorry.

2 Complete the conversations with the best word or phrase.

that's right So So far of course then

- a A: Are you sure you don't want a drink?
B: Oh, well, I'll have a Coke, then.
- b C: You're the new cabin steward.
D: Yes, . I started last week.
- c E: How are you enjoying the cruise?
F: , everything's been great.
- d G: I'm not a passenger.
H: , you're one of the crew!
- e I: We met yesterday. Don't you remember?
J: Yes, . I'm very sorry.

3 Complete the sentences with the most suitable verb.

feel look taste sound smell

- a Her new apartment looks beautiful.
- b Your cooking always delicious.
- c These new shoes very tight.
- d This ice cream too sweet.
- e That music terrible.

4 Match the beginnings and ends of the sentences.

- a His after-shave feels like wool.
- b This tea smells like perfume.
- c That instrument looks like a ship.
- d Your sweater sounds like a piano.
- e Their house tastes like water.



46 Souvenirs

1 Complete the words in these conversations in a souvenir store.

- a Assistant: May I help you?
Customer: No, thanks. I'm just I _____.
- b Customer: Where are these dolls m _____?
Assistant: They're m _____ locally.
- c Customer: How m _____ are these T-shirts?
Assistant: They're \$7.50 e _____.
- d Customer: Can you give me a d _____ if I buy twelve?
Assistant: Sure. I can give you 10% off.
- e Customer: Do you t _____ credit cards?
Assistant: Certainly. Credit cards and c _____.
- f Customer: How will I get it home?
Assistant: We can s _____ it anywhere in the world.

2 Write sentences about where these products are made.

- a blankets / make / Alaska These blankets are made in Alaska.
- b chocolates / make / Belgium _____
- c books / publish / England _____

3 Write sentences about what the products are made of.

- a blankets / wool These blankets are made of wool.
- b dolls / plastic _____
- c jeans / cotton _____

4 Decide what the people would like. Choose from these ideas.

T-shirt gold earrings CD American cook book golf balls

- a Your brother only likes pop music.
He'd like a CD.
- b Your sister always wants clothes.

- c Your parents are very sporty.

- d Your girlfriend has expensive tastes.

- e Your boss likes cooking.



47 Good news

1 Rewrite the sentences using *I want you to ...*

- a I have some good news. You're the new Sports Manager.

I want you to be the new Sports Manager.

- b Can you start next week, please?

I _____

- c Will you choose your own personal assistant, please?

I _____

- d You should meet the personnel first.

I _____

- e Could you buy some new equipment, please.

I _____

2 Complete the message using these prepositions: *at, on, for, of, in, to*

There was a phone call for you at 2:00 p.m. It was Neil Sanchez,
on charge of west coast contracts. He's sorry he missed you at the
 Sales Convention in Milwaukee last month. He said he was coming to
 Detroit on June 14th. He'll call you back in about half an hour, or
 tomorrow afternoon at 5:00 p.m.

3 Write the sentences in the correct order.

- a again / them / Ask / later / to / call

Ask them to call again later.

- b like / lunch / to / I'd / finish / my

- c to / send / her / it / me / Ask / to

- d figures / We / to / have / the / check

- e the / He / to / needs / see / report

- f stay / going / She's / in / to / Atlanta.



48 Goodbye

1 Write suitable sentences in these situations.

- a Thanking someone for their help.

- b Saying you're going to miss them.

- c Saying you liked working with them.

- d Asking them to call you if they come to your hometown.

- e Say goodbye and add a friendly expression.

2 Write what these people say *they'll* do.

- a (call you) I'll call you.
- b (send our catalog) _____
- c (check the address) _____
- d (keep in touch) _____

3 Write what *will probably* happen.

- a Josie and Ken / meet again Josie and Ken will probably meet again.
- b Jack Hudson / return to Canada _____
- c Ken / be successful in his new job _____
- d Alicia / return to Vancouver _____

4 What about you? What will happen to you in the future?

Write what you know you're *going to* do.

Write what you think or hope you'll do.





**1 Fill in this form with your own personal details.**

Family name: _____
First name: _____
Title: _____
Job: _____
Company name / School: _____
Birth date: _____
Telephone: _____
Cell phone: _____
E-mail: _____
Nationality: _____

2 Which expressions do you use to say 'hello' or 'goodbye'?

	Hello	Goodbye
a Good afternoon.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b It was nice meeting you.	<input type="checkbox"/>	<input type="checkbox"/>
c Keep in touch.	<input type="checkbox"/>	<input type="checkbox"/>
d Please call me Greg.	<input type="checkbox"/>	<input type="checkbox"/>
e Take care!	<input type="checkbox"/>	<input type="checkbox"/>
f I want you to meet Miki.	<input type="checkbox"/>	<input type="checkbox"/>
g How do you do?	<input type="checkbox"/>	<input type="checkbox"/>
h Thanks for all your help.	<input type="checkbox"/>	<input type="checkbox"/>
i See you soon.	<input type="checkbox"/>	<input type="checkbox"/>
j Look after yourself.	<input type="checkbox"/>	<input type="checkbox"/>
k Hi!	<input type="checkbox"/>	<input type="checkbox"/>
l Good to meet you.	<input type="checkbox"/>	<input type="checkbox"/>

3 Match the 'small talk' sentences to the most natural response.

- | | |
|---------------------------------------------|----------------------------------------|
| a Welcome to our company. | I'd like coffee, please. |
| b Do you know Isobel Duarte? | Very comfortable, thanks. |
| c You're from the Tokyo office, aren't you? | I'm glad to be here. |
| d What's your hotel like? | It's very warm at the moment. |
| e Can I get you something to drink? | Yes! She's a good friend of mine. |
| f What's the weather like in Washington? | Fine, but the plane was a little late. |
| g Is this your first visit to Mexico City? | That's right. Have you been to Japan? |
| h How was your flight? | No, I was here two years ago. |

Travel and Hotels



1 Complete the sentences in this story using these words:

immigration arrival boarding landing ~~flight~~ seat departure
first check-in gate

Tony is flying from London to New York. The flight number is BA4582. The _____ time is 9:20 and the _____ time is 8:30. He's flying _____ class. It's the most expensive. He's getting his _____ pass from the _____ desk. His _____ number is 59K. It's by the window. He has to board his plane at _____ number 9. He'll need to fill in a _____ card because he's not American. He'll have to go through _____ control when he arrives.

2 Which facilities do you need if you want to do these things:

concierge desk fitness center restaurant Internet connection
beauty salon ~~cocktail bar~~ room safe

- a You want a drink. cocktail bar
- b You want to play some sports. _____
- c You want to have dinner. _____
- d You want to have your hair cut. _____
- e You want to send an e-mail. _____
- f You want to leave some money in your room. _____
- g You want to go to the theater. _____

3 Circle the correct answer.

- a The bell captain / waiter carries baggage to your room.
- b The concierge / valet delivers laundry to your room.
- c The room maid / waiter serves breakfast in the restaurant.
- d The concierge / housekeeper gives you directions to places.
- e The room maid / valet cleans your room.
- f The front desk clerk / cashier registers your arrival at the hotel.
- g The beauty salon / cashier prepares your account.



Money

1 Match the amounts.

- | | |
|-----------|--------------------------------------|
| a \$10.99 | seventy-nine cents |
| b £15.50 | fourteen euros and sixty cents |
| c 79c | eighty-nine dollars and thirty cents |
| d €14.60 | ten dollars and ninety-nine cents |
| e 69p | fifteen pounds and fifty pence |
| f \$89.30 | sixty-nine pence |

2 Complete the words in the conversations.

- a Taxi driver: That's \$17.60, please.
 Passenger: Here you go.
 Taxi driver: Out of twenty. That's \$2.40 c h a n g e.
- b Annabel: I'm going to the airport.
 Samantha: So am I. Great! We can split the f ____.
- c Customer: How m ____ is that, please?
 Server: That's \$15.49 with the t ____.
- d Store clerk: That's 1 dollar and 40 c _____.
 Customer: Here you go.
 Store clerk: Don't you have anything smaller?
 Customer: I'm sorry, but I only have a \$100 b ____.
- e Customer: Can you tell me the p ____ of that watch, please?
 Salesperson: It's \$145.99.
 Customer: Do you take t _____ c _____?
- f Cashier: I'll just print out your c _____.
 Guest: Thanks. I'm paying by c _____ c _____.

3 Complete the sentences with the correct verb. Then write the infinitive of each verb.

bought cost spent paid changed tipped

- a We spent a lot of money on our vacation last summer. spend
- b Sung-Min _____ some sports equipment in the U.S.A. _____
- c Pablo _____ the taxi driver. _____
- d Mr. and Mrs. Sata _____ their hotel bill by American Express. _____
- e Their new camera _____ \$320. _____
- f The server _____ Jack's \$50 bill. _____

Food and drink



1 Circle the answer.

- a Which food is sweet?
salt, pepper, sugar, mustard
- b Which food is a vegetable?
eggs, mushrooms, ice cream, milk
- c Which item is a drink?
ketchup, jam, maple syrup, tea
- d Which item is a fish?
chicken, steak, salad, tuna
- e Which meal contains meat?
fried potatoes, French toast, Bacon Burger, Big Salad

2 Match the beginnings and ends of the sentences.

- | | | |
|---|-------------------|------------------------|
| a | Could I have a | special, please. |
| b | Could I see | check, please. |
| c | Are you ready | something to drink? |
| d | I'll take today's | table for two, please? |
| e | Would you like | to order? |
| f | I'd like the | the menu, please? |

3 Complete the sentences with a, some or any.

- a There's a glass of water.
- b Are there _____ muffins?
- c There isn't _____ milk.
- d Is there _____ cup of coffee?
- e There aren't _____ hash browns.
- f There's _____ barbecue sauce.
- g Is there _____ coffee?
- h There's _____ vanilla ice cream.

4 Put the conversation in the correct order.

- a ☐ Katy: What kind of food do you like?
- b ☐ Tim: Sounds good. Let's go there.
- c ☐ Tim: Anything. It's up to you.
- d ☒ Katy: Do you feel like some lunch?
- e ☐ Tim: Sure. I'm hungry.
- f ☐ Katy: Well, how about the Vesuvio? It's very near here.



Communications

1 What would you say in the following situations?

- a Greeting a visitor to your company.

- b Introducing someone to one of your co-workers.

- c Asking someone the time.

- d Asking to leave a message for someone.

- e Asking directions to the nearest bank.

- f Thanking someone for their help.

2 Put the telephone conversation in the correct order.

- ☐ Oh, sorry. This is Betty Chung speaking.
- ☐ Thank you.
- ☒ 1 Wilson Marketing Services. May I help you?
- ☐ Please hold and I'll connect you to Mr. Wilson.
- ☐ Who's calling, please?
- ☐ Yes, I'd like to speak to Lindsay Wilson, please.

3 Rewrite the message in no more than 15 words!

Dear Nora

Thanks very much for your message. It was good to speak to you last week and discuss the arrangements for the sales meeting next month. I agree with you that it would be better to hold the meeting in a hotel rather than in a conference center. So, this is to confirm that our meeting will take place in the Inter-Continental Hotel on the 28th of March. The meeting will begin at 9:00 a.m. and finish at 5:00 p.m. We will have lunch from 12:30 to 2:00 p.m. I'll send the agenda to you as soon as possible.

Yours sincerely

Ted Waffle

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language and grammar

2 In-flight meals

1 Complete the puzzle and find the hidden word.

- a type of soda
- b color of wine
- c meat with no meat
- d gas in coffee
- e not still
- f coffee with no caffeine
- g type of fish

Hidden word: _____

2 Complete the sentences in the conversation. Use these words and phrases:

I don't understand. Thank you, please.
No, thanks. There you go.

Flight attendant: Tea or coffee, ma'am?
Passenger: Tea, please.
Flight attendant: _____
Passenger: _____
Flight attendant: Sugar?
Passenger: _____ This is fine.
Flight attendant: Milk?
Passenger: Sorry, _____
Flight attendant: Milk? For your tea?
Passenger: Ah, sorry. No, thank you.

3 Match the adjective to the item.

a lemon	water
b still	wine
c green	soda
d not	coffee
e vegetable	vegetables
f regular	meal

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clear cross-referencing to
Grammar Files and
Vocabulary Files in the
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Photocopiable Answer Key in the Teacher's Guide