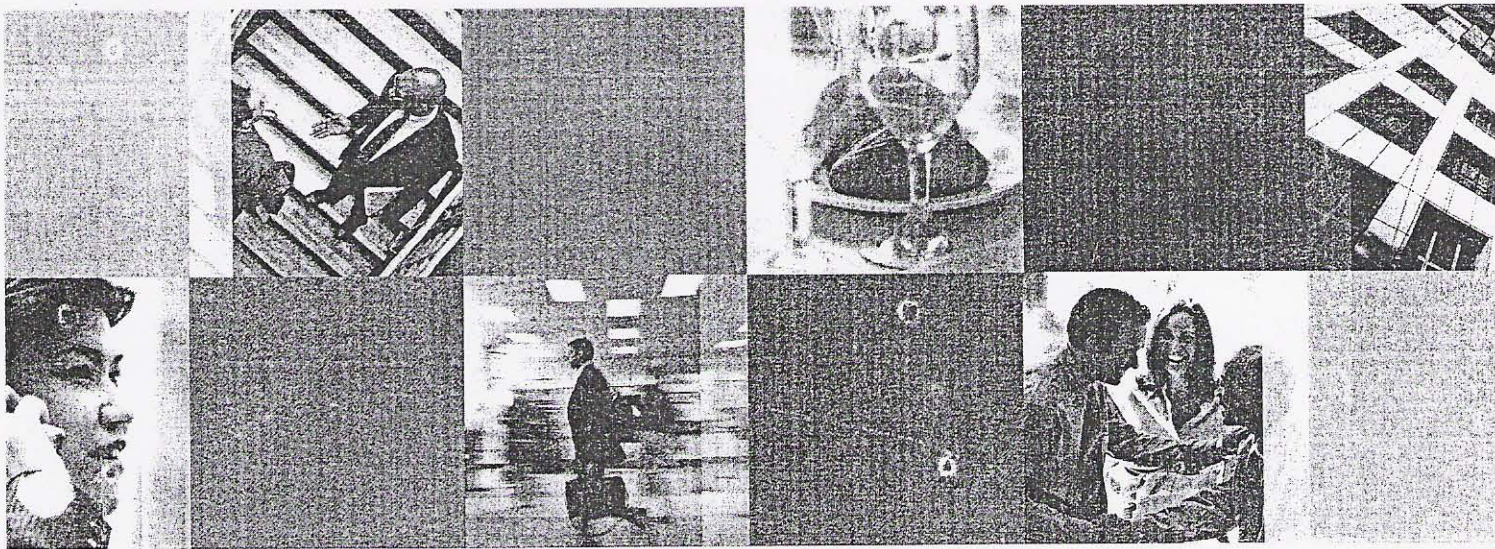


New Edition

SURVIVAL ENGLISH

International Communication for Professional People



Practice Book

ANNE WATSON
PETER VINEY


MACMILLAN

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1 Taxi!

1 Complete this conversation using the verb be.

Cab Driver: Hi! Where to?

Passenger: The Hilton, please.

Driver: Hey, are you here on business?

Passenger: Well, I was on business last week, but now I am here on vacation. My husband is here, too.

Driver: Where are you from?

Passenger: We are from Minnesota.

Driver: Hey, I am from Minnesota, too. Which part?

Passenger: Rochester.

Driver: Are you really? My wife and I were in Minneapolis until last year. Then we came here.

2 Match the beginning and end of the sentences:

- | | | |
|---|-------------|--|
| a | There isn't | any taxis here late at night? |
| b | Are there | no rooms in the Hilton. It was full. |
| c | There were | a lot of big hotels in New York. |
| d | Was there | a business center in this hotel. It's too small. |
| e | Is there | a taxi for you outside the hotel yesterday? |
| f | There are | a Best Western Hotel here? |

3 Write the question form of these sentences:

- | | | | |
|---|--|---|--|
| a | They're from Florida. | c | There are many hotels near the airport. |
| | <u>Are they from Florida?</u> | | <u>Are there many hotels near the airport?</u> |
| b | Ryan was in Washington last year. | d | Shannon knows Asia very well. |
| | <u>Was Ryan in Washington last year?</u> | | <u>Does Shannon know Asia very well?</u> |

4 Are these sentences true (T) or false (F)? Correct the false answers.

- | | | | |
|---|--|---|--|
| a | American bills are all different colors. <input checked="" type="checkbox"/> F | e | You don't usually tip at gas stations in the U.S.A. <input type="checkbox"/> |
| | <u>They're all the same color.</u> | | <u>You usually tip at gas stations in the U.S.A.</u> |
| b | American bills are all the same size. <input type="checkbox"/> | f | In America you never give a tip to a cab driver. <input type="checkbox"/> |
| | <u>American bills are not all the same size.</u> | | <u>In America you usually give a tip to a cab driver.</u> |
| c | A nickel is five cents. <input type="checkbox"/> | | |
| | <u>A nickel is five cents.</u> | | |
| d | There are four dimes in a dollar. <input type="checkbox"/> | | |
| | <u>There are ten dimes in a dollar.</u> | | |

2 Introductions

1 Put the conversation in the correct order.

- a Oh, please call me Megan. ☐
- b Nice to meet you, too, Ms. Malden. ☐
- c Fine, thank you. Good to meet you. ☐
- d Mr. Daroy? Good afternoon. My name's Megan Malden. ☒
- e OK, Megan, and I'm Chris. ☐
- f How do you do, Ms. Malden. ☐

2 a Introduce yourself to Amanda Wong.

You: _____

Amanda Wong: _____

b Introduce Amanda Wong to Justin Pitt.

You: _____

Amanda Wong: _____

Justin Pitt: _____

3 Complete the questions with *How ...?*, to break the ice with this visitor.

a How was your trip?

It was OK, but the plane was a bit late.

b _____ the traffic from the airport?

It was quite heavy.

c _____ your hotel?

Great. It's really comfortable.

d And _____ your children?

Oh, they're just fine, thanks.

4 Match the sentences with the situations.

- | | |
|-----------------------|--|
| a How do you do? | You're offering help. |
| b How can I help you? | You're saying hello before noon. |
| c Good evening. | You're meeting someone for the first time. |
| d Good morning. | You're making polite conversation. |
| e How was your trip? | You're saying hello at around 6:00 p.m. |

3 Appointments

1 Write the missing words in the conversation.

the morning next week See you can I free This is how about

Matt: Hello, is that Diego Cordova? This is Matt Brandon

Diego: Hi, Matt. What _____ do for you?

Matt: I'm coming to Mexico City _____. Can we meet?

Diego: Sure. When are you _____ ?

Matt: Well, _____ Wednesday the 10th?

Diego: Let me see. Fine. In _____ or afternoon?

Matt: Is 11:00 a.m. OK for you?

Diego: Great. No problem. _____ then.

2 Complete the table.

2	two	2nd	second
5			
13			
21			
23			
30			

3 Choose the correct time.

a 3:45 a quarter after three ☐

a quarter to four ☒

b 4:15 a quarter after four ☐

a quarter to four ☐

c 5:50 ten to five ☐

ten to six ☐

d 6:10 ten after six ☐

six after ten ☐

e 12:35 twenty-five to one ☐

thirty-five after twelve ☐

f 8:20 twenty after eight ☐

twenty to eight ☐

4 What is Kayla Vanel doing next week?

a She's going to Pittsburgh on May 30th.

b _____

c _____

d _____

e _____

May 30 go to Pittsburgh

May 31 meet Sarah

June 1 have lunch with Toshiro

June 2 visit the factory

June 3 go home

4 Arrangements

1 Complete the sentences with *am*, *is*, *are*, *does* or *do*.

- a Simon is going to Hong Kong on Wednesday.
What time does his plane land?
- b I _____ going to Rio de Janeiro on Thursday.
When _____ you leave?
- c They _____ going to Seoul on Friday.
When _____ they arrive?
- d Karuna _____ taking the train to Calcutta on Monday.
What time _____ her train get in?
- e We _____ flying to Tokyo next Tuesday.
When _____ you arrive?

2 Write the questions in the conversation.

a Where are you going on Wednesday?

I'm going to San Francisco on Wednesday.

b _____ ?

It's the 3rd.

c _____ ?

My flight leaves at 10:00 a.m.

d _____ ?

It's AA1578.

e _____ ?

My plane arrives at 12:15.

f _____ ?

On Thursday I'm going to a meeting.

3 Look at Maria's itinerary for next week. Write what she is going to do each day.

Mon. – fly to Rio de Janeiro, Tues. – meet Juan at 10:30, Wed. – take train to Vitoria,
Thurs. – attend sales conference, Fri. – return to Rio

- | | |
|--------------|--|
| 8 Monday | <u>She's going to fly to Rio de Janeiro.</u> |
| 9 Tuesday | _____ |
| 10 Wednesday | _____ |
| 11 Thursday | _____ |
| 12 Friday | _____ |

5 What do you do?

1 Read the text about Soo-Jin Smith. Ask six questions about her.

Soo-Jin Smith works at AlphaCom. She's the Human Resources Manager. She's from New York. She was born in Korea, but she was brought up in the U.S.A. She works for Andrea Muller.

- a Where does she work? d Where _____ ?
 b What _____ ? e Where _____ ?
 c Where _____ ? f Who _____ ?

2 Write the verbs in the 3rd person singular of the present simple. Put them in the correct column.

		[s]	[es]	[ies]
travel	pass	<u>travels</u>	<u>does</u>	<u>carries</u>
carry	come	_____	_____	_____
do	visit	_____	_____	_____
fly	try	_____	_____	_____
go	work	_____	_____	_____
speak	worry	_____	_____	_____

3 Complete the description of Eric Mendez. Use the verbs in parentheses.

Eric Mendez comes (come) from Seattle. He _____ (live)
 in Houston and _____ (work) for a computer software company.
 He _____ (travel) a lot for his job and often _____
 (fly) to Mexico where he _____ (visit) customers. He
 _____ (speak) perfect Spanish because his father
 _____ (come) from Chile.



4 What do you do? Write true answers.

- a What do you do? _____
 b Where do you live? _____
 c Where were you born? _____
 d Where were you brought up? _____
 e What nationality are you? _____
 f What do you do on weekends? _____



If you need help, use Grammar Files 7, 11 and 12.

6 The convenience store

1 Write questions.

- a Ask the store clerk if she has *USA Today*.

Do you have *USA Today*?

- b Ask her how much it is.

_____ ?

- c Ask her for some cookies.

_____ ?

- d Ask how much they are.

_____ ?

- e Ask how much the tax is on the cookies.

_____ ?

2 Match the beginning and end of the sentences.

- | | |
|-----------------|-------------------------|
| a I'd like | \$18.35. |
| b Will there be | a Mars bar, please? |
| c Will that be | the small size, please. |
| d That'll be | anything else? |
| e Could i have | the sugar-free one. |
| f I'll take | all? |

3 You're choosing a gift. Decide what to buy these people, using *I'll take* or *I'd like*.

- a Your brother: a DVD or a pair of Adidas sunglasses?

I'll take the Adidas sunglasses, please.

- b Your sister: a Louis Vuitton purse or a movie pass?

- c Your 10-year-old nephew: the latest techno CD or a pair of Nikes?

- d Your boss: a Rolex watch or a plastic Statue of Liberty?

4 How much change do you get from a \$20 bill?

- a Eighteen dollars and ten cents.

One dollar and ninety cents.

- b Thirteen dollars and forty-seven cents.

- c Six dollars and twenty-two cents.

- d Eleven dollars and sixty-five cents.

- e Nine dollars and thirty cents.

7 Check-in at a hotel

1 Complete this conversation at a hotel front desk:

- A: Good morning. May I help you?
B: Yes. Do _____ any vacancies?
A: Sure. How long _____ to stay?
B: For a week.
A: Do you want _____ or a double room?
B: A double with color TV.
A: All our rooms have a color TV. Will _____ credit card?
B: Yes, by American Express.
A: Would _____ the guest registration card, please?
B: Of course.

2 What do you do with these cards? Match.

- | | | | |
|---|-------------------------|---|--|
| a | room charge card | 1 | You pay your bill. |
| b | credit card | 2 | You complete your name and address, etc. |
| c | guest registration card | 3 | You shop or eat in the hotel. |

3 Ask someone to do these things. Use *Could you ...?* or *Would you ...?*

Find suitable answers.

- | | | |
|---|--|--------------|
| a | <u>Could you</u> give me your passport number? | <u>Sure.</u> |
| b | _____ fill in this form? | _____ |
| c | _____ show me some identification? | _____ |
| d | _____ complete this card? | _____ |
| e | _____ sign here, please? | _____ |

4 Consuela Rodriguez has just checked in. How will these people help her?

bring her some coffee turn down her bed take her bags to her room give her the room key
--

- a Bell captain
The bell captain will take her bags to her room.
- b Front desk clerk

- c Housekeeper

- d Room service waitress

8 Hotel information

1 Put the phone conversation in the correct order.

- a Yes, and tomorrow night, too. ☐
- b Ninety-five dollars per night. ☐
- c Hey, wait! What's your name? ☐
- d A double with a king-size bed. How much will that be? ☐
- e Hi. Do you have any vacancies? ☐
- f Pine Trees Motel. Wayne speaking. ☒
- g Sounds fine. See you tonight. Goodbye. ☐
- h For tonight? ☐
- i Yes, we do. And what kind of room do you want? ☐

2 Make questions and short answers about facilities in this hotel. Use the verb *have*.

- a VCR ✓ Does it have a VCR?
Yes, it does.
- b DVD ✗ _____?
- c Widescreen cable TV ✓ _____?
- d Direct-dial telephones ✓ _____?
- e Internet access ✗ _____?

3 Make sentences about facilities above.

- a It has a VCR, but it doesn't have a DVD.
- b _____

4 Where do you find these facilities?

	in the bedroom	in the bathroom
cable TV	X	
king-size bed		
bath		
hair dryer		
cot		
shower		
wet bar		

9 Meeting people

1 Match the greeting with the response.

- | | |
|----------------------------|-------------------------------|
| a How do you do? | It was great to see you, too. |
| b How are you doing? | Oh, she's fine. |
| c Pleased to meet you. | You, too. See you soon. |
| d How's Stephanie? | I'm very well, thank you. |
| e It was great seeing you. | Good. And you? |
| f Take care. | Nice to meet you, too. |

2 Write the sentences and questions using *going to ...* and *will be -ing*.

- a I'm staying in Seattle.

I'm going to stay in Seattle.

I'll be staying in Seattle.

- b How long are you staying here?

_____ ?

_____ ?

- c I'm staying for a week.

- d What are you doing?

_____ ?

_____ ?

- e I'm working on the Japanese account.

3 What are these people doing?

- a Ian King / attend meeting / Atlanta

Ian King is attending a meeting in Atlanta.

- b Consuela Rodriguez / visit film companies / Hollywood

- c Jessica Adams / do business / Hong Kong

- d Josh Crosby / sign a contract / New York

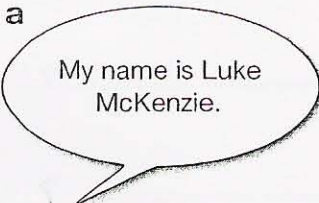
- e Michael Robertson / buy supplies / Chicago


10 Starting conversations


1 Check (✓) the correct form.


- a ☐ Where Lauren comes from?
☒ Where does Lauren come from?
- b ☐ I arrived last night.
☐ I have arrived last night.
- c ☐ How long time have you been here?
☐ How long have you been here?
- d ☐ Lonny is in Boston since Tuesday.
☐ Lonny has been in Boston since Tuesday.
- e ☐ How do you like it here?
☐ What do you like it here?


2 Read Luke McKenzie's answers. Write the questions.

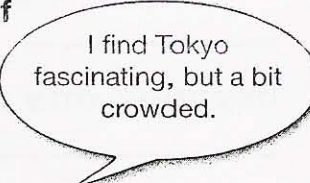
a 

b 

c 

d 

e 

f 

a What's your name?

b _____ ?

c _____ ?

d _____ ?

e _____ ?

f _____ ?

3 Complete the sentences with the correct tense: present perfect or past simple.

- a I arrived in Washington last Sunday. (arrive)
- b Wang-Jin _____ in our company since last week. (be)
- c When _____ here? (you, get)
- d How long _____ here? (she, be)
- e Gerry _____ to Mexico after his trip to the U.S.A. (go)
- f Consuela _____ a lot of programs when she was in L.A. (buy)

4 Complete these sentences with *for*, *since* or *ago*.

- a Hannah's been here for two weeks.
- b The store opened six months _____.
- c Mr. Vernon has worked here _____ a long time.
- d Dae-Yoon has been in school _____ September.
- e My parents stayed in this hotel a month _____.
- f We've lived here _____ 2001.
- g How long _____ did you see her?

11 A restaurant meal

1 Find suitable ways to start these sentences:

- | | |
|--|----------------------------|
| a <u>Could I see</u> the menu, please? | e _____ the bill, please? |
| b _____ a Perrier. | f _____ a dessert? |
| c _____ a wine list? | g _____ the chicken salad. |
| d _____ today's special. | h _____ anything else? |

2 Write the question form of these sentences:

- a Sharon has lunch at work.
Does Sharon have lunch at work?
- b Minoru eats with his family in the evening.
_____ ?
- c The students prefer to eat together.
_____ ?
- d This restaurant serves all day.
_____ ?
- e Rosetta wants to go to the cafeteria today.
_____ ?
- f They usually order pizza at lunchtime.
_____ ?

3 Correct the menu in this restaurant!

★ ★ ED'S BISTRO ★ ★	
APPETIZERS	DESSERTS
Grilled turkey	Espresso
Mineral water	Chips and salsa
Pecan pie	Salmon steak
ENTREES	DRINKS
Eggplant dip	Brownies
Ice cream	Nachos
Sodas	Lamb chops

★ ★ ED'S BISTRO ★ ★	
APPETIZERS	DESSERTS
_____	_____
_____	_____
_____	_____
ENTREES	DRINKS
_____	_____
_____	_____
_____	_____

12 Flight UA755

1 Write the short answers to the questions.

- | | | |
|---|--|-------------------|
| a | Do you have any carry-on baggage? | Yes, <u>I do.</u> |
| b | Do you have any baggage to check? | No, _____. |
| c | Did you pack your bags yourself? | Yes, _____. |
| d | Has your baggage been with you all the time? | Yes, _____. |
| e | Do you have a seating preference? | No, _____. |

2 It's 2:00 p.m. Jeff Kramer's taking a plane at 4:00 p.m. and he's still at work.
Give him advice using **should** and **shouldn't**.

- | | | |
|---|--------------------------------|-----------------------------------|
| a | call a cab | <u>You should call a cab now.</u> |
| b | check your ticket | _____ |
| c | start writing an e-mail | _____ |
| d | phone your friend | _____ |
| e | label your bags | _____ |
| f | go out for coffee | _____ |
| g | organize golf for next weekend | _____ |

3 Match the information with the flight terms.

- | | | |
|---|----------------|---------|
| a | Departure time | 12 |
| b | Flight number | 14:30 |
| c | Gate number | Chicago |
| d | Destination | AA322 |

4 Write the question form of these sentences using the correct form of **do**:

- | | | |
|---|---|---------|
| a | Mark flies to Denver once a month. | |
| | <u>Does Mark fly to Denver once a month?</u> | |
| b | Hee-Yeong booked her flight to Seoul yesterday. | _____ ? |
| c | You prefer aisle seats. | _____ ? |
| d | They arrived in Venezuela last Monday. | _____ ? |
| e | The plane leaves in five minutes. | _____ ? |
| f | The check-in clerk asked a lot of questions. | _____ ? |

13 Security

1 Complete the conversation with the words below.

scanner bag conveyor keys shoes pockets briefcase

Security: Please put your bag on the _____, ma'am

Traveler: Certainly.

Security: Then go through the _____.

Traveler: Where? Here?

Security: That's right, ma'am. Now, would you mind opening your _____?

Traveler: Not at all.

Security: Now, would you mind emptying your _____, ma'am?

Traveler: Well, all right. It's just my _____.

Security: Now, could you take off your _____, please?

Traveler: Do I really have to?

Security: Yes, ma'am, you do.

Traveler: Oh well. There you are.

2 Your co-worker is tired. He asks you to do these things for him, using *Would you mind ...?* Accept or refuse to do them!

a open the window Would you mind opening the window for me?

Sure, no problem.

b call the travel agency _____?

c photocopy this 200-page report _____?

d send this order _____?

e clean my desk _____?

3 Complete the sentences using the prepositions *at, on, off, through, out of* and *up*.

When you go (a) _____ the Security Check (b) _____ an airport, you have to put your carry-on luggage (c) _____ the conveyor. Security looks (d) _____ an X-ray of your luggage. You take any metal objects (e) _____ your pockets and you go (f) _____ the scanner. Then you pick (g) _____ your luggage. If you are using a cell phone, Security may ask you to turn it (h) _____.

14 Traveling companions

1 Write conversations between the flight attendant and these travelers. Use *you can't* or *you'll have to*. Find different ways to apologize.

- a A man is smoking as he comes onto the plane.

Attendant: I'm afraid you'll have to put your cigarette out, sir.

Man: Oh, I'm sorry.

- b A teenager is playing with her Gameboy.

Attendant: _____

Teenager: _____

- c A woman is using her cell phone.

Attendant: _____

Woman: _____

- d A man is sitting in the wrong seat.

Attendant: _____

Man: _____

- e A woman is using her Discman.

Attendant: _____

Woman: _____

2 Match the people with the events.

- | | |
|----------------------------|---|
| a Major Edward March | is attending a Democrat political convention. |
| b Professor Kimberly Kline | is speaking at a medical congress. |
| c Senator Hilda Linton | is watching a military parade. |
| d Doctor Teresa Gonzales | is visiting a high school in his town. |
| e Mayor David Goll | is presenting her new book on philosophy. |

3 Write what these people are doing on the plane. Choose suitable verbs.

- a The man is reading *The Washington Post*.
- b The woman _____ to her neighbor.
- c Mr. and Mrs. O'Connor _____ their meal.
- d Chelsea _____ a movie.
- e The businessman _____ on his laptop.
- f I _____ my English exercises.

15 In flight

1 Write the verbs in the present perfect or past simple.

- a The plane took (take) off ten minutes ago.
- b The passengers _____ (not, eat) their meal yet.
- c The attendant _____ (just, serve) coffee.
- d Air Traffic Control _____ (give) the pilot clearance at 10:30.
- e The passengers _____ (fasten) their seat belts before take-off.
- f The pilot _____ (not, made) an announcement yet.

2 Write sentences saying what Jeff Kramer *has just done* and *hasn't done yet*.

a take off ☒

have a drink ☒

He's just taken off.

He hasn't had a drink yet.

b have lunch ☒

watch a movie ☒

d land ☒

pick up his bags ☒

e leave airport ☒

find a cab ☒

c fasten seat belt ☒

land ☒

f take a cab ☒

check into the hotel ☒

3 Read the note and complete Donna Franklin's travel itinerary.

I'll be leaving Charlotte at 7:00 a.m. in the morning Eastern time, and arriving in Dallas, Fort Worth at 8:49 a.m. Central time on flight #AA429. Then, I'll be leaving Dallas at 9:30 a.m. and arriving in Reno at 10:55 a.m. Pacific time on flight #AA1231.

SUPERIOR TRAVEL ✨



Travel Itinerary

Donna Franklin

TRAVELING TO:

.....
Please report to the airport one hour before departure.

1 Depart:

Arrive:

Please report to the transfer desk immediately upon arrival.

2 Depart:

Arrive:

THESE TICKETS ARE NON-TRANSFERABLE

16 Congratulations!

1 Write these in full:

a 11.08 eleven point zero eight

b 35°F _____

c 7,249 _____

d 3½ _____

e 51% _____

f \$8.99 _____

2 Write the sums in figures, then write the answers.

a three times ten 3 x 10 = 30

b six minus four _____

c multiply five by five _____

d divide twenty by four _____

one plus eight, plus twelve, minus three _____

f four times two, minus eight _____

g add three and seven, then subtract four _____

3 Complete the table using the past simple.

to start	I started	I didn't start	Did I start?	No, I didn't
to come	You			Yes,
to have	She			Yes,
to be	We			No,
to work	They			No,

4 Write the story in the past simple. Use each verb once.

thank close be get ~~come~~ invite work find live lose

Angela O'Neill (a) came to Seattle two years ago. Before that she

(b) _____ in Chicago where she (c) _____ as a sales representative for an electronics firm, but she (d) _____ her job when the company (e) _____.

She (f) _____ very lucky because she quickly (g) _____ a new job with

Devereux Computers. Last year when she (h) _____ a really big contract, the Chief Executive (i) _____ her, and (j) _____ her out for dinner.

Which verbs were irregular? _____

17 At the Devereux's

1 You have guests in your home. Write short sentences for these situations:

a Ask your guests to come in.

b Offer to take their coats.

c Establish use of first names.

d Ask how long they've been in your town.

e Tell them where to sit.

f Ask one of them to pass the bread.

2 Compare what Helena Devereux *used to do* before she married Max, with what she *does now*.

a live in New York / live in Seattle

She used to live in New York. Now she lives in Seattle.

b work at Bloomingdale's / not work

c sell fur coats / wear fur coats

d play golf on Sundays / work out every morning

e go to jazz clubs / go to the theater

3 Write sentences about these people using the present perfect and *for* or *since*:

a Wilbur and Charlene / live in Seattle / three weeks.

Wilbur and Charlene have been living in Seattle for three weeks.

b Max Devereux / be Chief Executive / ten years.

c Helena and Max Devereux / be married / a long time.

d Wilbur / work at Devereux Computers / since 2001.

18 Courtesies

1 Write the verbs in the correct form using *to* or adding *-ing*.

- a Thank you very much for having (have) us.
- b You'll have _____ (come) to our place next time.
- c It's time for us _____ (go) home.
- d It was a real pleasure _____ (meet) you.
- e We enjoyed _____ (see) you again.
- f We'd better be _____ (leave) soon.

2 Write positive or negative sentences starting with *I hope*.

- a Did you have a good time?
I hope you had a good time.
- b Can you come for dinner at my place?

c Will you find a cab?

d Did I offend you?

e Were you bored?

3 Charlene wrote a thank-you note to Helena two days after the dinner party. Complete it.

Dear Helena,

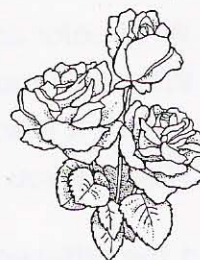
I just wanted to _____ you again for the nice _____.

The _____ was delicious and we really _____ ourselves. It's our _____ next time, so I hope you can _____ us for dinner soon.

Best wishes,

Charlene

P.S. Wilbur is really _____ about the coffee stain on your white carpet!



4 What had these people better do?

- a Wilbur and Charlene have been at the party too long.

They'd better leave.

- b Wilbur and Charlene have missed the last bus.

- c Helena has a stain on her carpet.

- d Max is sleeping and his guests are leaving.



If you need help, use Grammar Files 7, 8 and 18.

19 A trip to the mall

1 Look at the shopping list and complete the conversations in the department store.

a Sales Clerk: Can I help you?

Amanda: Yes. I'm looking for a pair of sneakers.

Sales Clerk: _____ ?

Amanda: White or beige.

b Sales Clerk: May I help you?

Bill: Yes, please. Do you have _____ ?

Sales Clerk: _____ ?

Bill: Extra large.

c Sales Clerk: Can I help you?

Amanda: Yes, please. _____ ?

Sales Clerk: They're \$17.99 each.

Amanda: _____ three, please.

d Sales Clerk: May I help you?

Bill: Hello. I'm _____

Sales Clerk: _____ ?

Bill: No thank you. I won't try it on here. It's my size and I'm sure it'll fit.



2 Match the questions with the answers.

- | | |
|------------------------|------------------|
| a What size are you? | pale blue |
| b How much is it? | 100% cotton |
| c What color are they? | \$39.49 |
| d Where's it made? | Visa |
| e What's it made of? | eight and a half |
| f How are you paying? | France |

3 Find the different words.

a shoes, greeting cards, T-shirts, sweaters

greeting cards

b navy blue, dark gray, pale green, blue jeans

c twenty-nine dollars, extra large, three and a half, medium

d wool, cotton, paper, denim

e shopping mall, jewelry store, boutique, book store

20 Hotel lobby

- 1 Ask the front desk for help using *Could you ...?* The front desk replies using *I'll ...*
Complete the conversation and use each verb once.

tell send ask phone prepare lend give

You: Could you tell me when the airport courtesy buses leave?
Front desk: I don't know, but I'll phone the airport for you.
You: Thanks. Can you someone to get my luggage from my room?
Front desk: Sure. I will someone up right away.
You: Thank you. Oh, and can you me a pen?
Front desk: Yes, sure. Anything else I can help you with?
You: Well, can you me my bill? I'm checking out today.
Front desk: Certainly. I will it right now.

2 Answer the questions.

- a Where do you take a plane? At the _____
b Where do you park your car? In the _____
c Where do you catch a train? At the _____

3 What time is it?

- a It's twenty after five in the evening. 5:20 p.m.
b It's ten-thirty at night. _____
c It's seven minutes to four in the afternoon. _____
d It's quarter after two in the morning. _____
e It's twenty-five to ten in the morning. _____
f It's three minutes after eight in the evening. _____

4 Write the prepositions in the sentences. You can use them more than once.

to at after in for

- a The front desk clerk looked after our passports while we were out.
b They arrived _____ the hotel _____ 9:30 p.m.
c The Manager welcomed her _____ the hotel personally.
d We had to wait _____ a cab at the airport.
e He checked _____ late last night.
f If you go _____ the front desk, they'll help you.

1 Rewrite the instructions using *Would you* and / or *Please* to make them more polite.

- a Sign here! Would you sign here, please?
- b Put your room number here! _____
- c Leave your key at reception! _____
- d Write your name on the line! _____
- e Show me your passport! _____
- f Wait here while I get a towel! _____

2 Complete the sentences and write short answers. Find ways of continuing each conversation.

- a Kobe's near Osaka, isn't it?
Yes, it is.
Have you been there?
- b Keiko Ishida's Japanese, _____ ?
Yes, _____ .

- c This is her third visit to L.A., _____ ?
No, _____ .

- d Sue-Ellen was in Kobe, _____ ?
No, _____ .

3 Write questions and answers.

- a be – Vancouver / Montreal 2001
A: Have you ever been to Vancouver?
B: No, but I was in Montreal in 2001.
- b visit – China / Thailand last year
A: _____ ?
B: _____
- c work – Spain / Portugal for two years
A: _____ ?
B: _____
- d live – Brazil / Argentina for a few months
A: _____ ?
B: _____

22 Business events

1 Put the words in the correct column.

Event	Person	Place

seminar trainee presentation hotel
 participant visitor trade fair presenter training course
 exhibition company offices conference center exhibitor
 university exhibition center

2 Write the verbs in the present perfect or past simple.

I've been (be) to quite a few trade fairs since I _____ (be) in this
 job. The first _____ (be) in Denver in 1998 and the most recent
 _____ (be) last year in Tokyo. Since 1998, I _____
 (meet) a lot of interesting people and I _____ (make) some good
 business contacts. However, my best experience _____ (be) when we
 _____ (exhibit) in London two years ago. We _____
 (have) a large stand and a lot of people _____ (come) to visit us. That's
 how I _____ (meet) the person who is now our biggest customer.

3 Choose the correct word to make positive comments about the conference.

- a The **best** / ~~worst~~ part of a seminar is the socializing.
- b The presenter was very **interesting** / boring. Everybody listened to him.
- c The five-day training course was a **waste of time** / very useful. We learned a lot.
- d We saw some **exciting** / dull products at the trade fair.
- e Meeting people at trade fairs is **tiring** / fun.

23 Small talk

1 Match the beginning and end of these questions:

- | | | | |
|---|--------------------|-------|----------------------------|
| a | Have you ever | _____ | in politics? |
| b | How do you feel | _____ | to Florida? |
| c | Are you interested | _____ | worked in another country? |
| d | What do you think | _____ | about religion? |
| e | Have you ever been | _____ | the theater? |
| f | Do you like | _____ | of your boss's salary? |

Which questions are not suitable for starting conversations? _____

2 Put the verbs into the correct present or past tense in the conversation.

A: I love (love) skiing. _____ you _____ (be) skiing?

B: No, I haven't. I _____ (not / like) mountains very much.

A: What about golf? _____ you ever _____ (play)?

B: Yes, I have. I _____ (play) a lot of golf when I _____ (visit) Scotland last year.

A: I _____ (be) to Scotland, too!

B: Have you? Where _____ you _____ (go)?

A: I _____ (do) some business in Glasgow, then I _____ (have) a vacation on the east coast. I _____ (go) there again next fall.

3 Write questions using *Have you ever ...?*

a Have you ever toured Europe?

Yes, *I toured Europe* last year.

b _____ ?

Yes, *I watched a baseball game* when I visited Chicago.

c _____ ?

Yes, *I ate lobster* in Florida last summer.

d _____ ?

Yes, *I owned an American car* when I lived in California.

4 Complete the sentences using the correct tense of the verb *get*.

a Eat your soup – it's getting cold!

b We had to wait three hours at the airport and we _____ very bored.

c If you eat too much cake, you _____ fat.

d When you travel long distances, you _____ tired.

e The waiters are talking and the customers _____ angry.

24 Local specialties

1 Put the conversation in the correct order.

- a Have you ever tasted frogs' legs? ☐
- b I'd like to try a local specialty. ☐
- c Sure. I won't find them back home. ☐
- d Yes, I have. I tried them last time I was here in France. ☐
- e So, what would you like to eat? ☒
- f Did you like them? ☐
- g Would you like to have them again? ☐
- h Yes, I did. They tasted a little like chicken. ☐

2 Write true answers. If you answer 'yes', say where and when you ate the specialty.

a Have you ever eaten sushi?

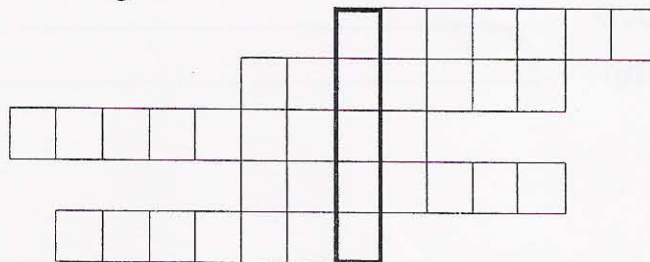
b Have you ever had couscous?

c Have you ever tasted curry?

d Have you ever tried oysters?

3 Complete the specialties puzzle and find the missing word.

- a A fish you eat in Florida.
- b Any food that comes from the sea.
- c The French love them!
- d A thick American soup.
- e A red fish from Florida.



4 Describe a specialty of your country.

25 On the phone

1 Match the phrases which have the same meaning.

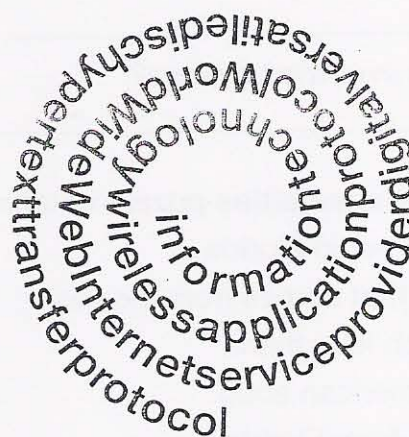
- | | |
|---------------------------|--------------------------|
| a I'd like to speak to | I didn't understand. |
| b I'll connect you to ... | Speaking. |
| c Bear with me. | May I speak to ... |
| d I didn't catch that. | How can I help you? |
| e This is ... | I'll transfer you to ... |
| f What can I do for you? | Please hold. |

2 Complete the words in the message on this company's answerphone.

Thank you for calling Alpha.com. You are being h_____ in a call-waiting
s_____. We are unable to t_____ your call at this time. All our
o_____ are busy with other i_____. Your call is i_____ to us.
Please h_____ and an operator will be with you s_____. We apologize for
the d_____.

3 What do these abbreviations stand for? Use the words in the circle.

- | | |
|--------|------------------------|
| a IT | information technology |
| b WAP | _____ |
| c WWW | _____ |
| d ISP | _____ |
| e DVD | _____ |
| f http | _____ |



4 Write your own spelling guide.

- | | | | | |
|---------------|------------------|---------------|----------------|-----------------|
| A _____ | F <u>Foxtrot</u> | K _____ | P _____ | U _____ |
| B _____ | G _____ | L _____ | Q _____ | V _____ |
| C _____ | H _____ | M <u>Mike</u> | R _____ | W _____ |
| D _____ | I _____ | N _____ | S _____ | X _____ |
| E <u>Echo</u> | J _____ | O _____ | T <u>Tango</u> | Y <u>Yankee</u> |
| | | | | Z _____ |



If you need help, use Grammar Files 7 and 16.

26 On the Net

1 Find Internet words.

- a You key this in to access secure information. [p]
- b To retrieve information from the Internet. [d]
- c To send information through the Internet. [u]
- d To enter commands via a keyboard. [k] [i]
- e A word meaning safe. [s]
- f To look for information. [s]
- g To look at information. [v]

2 Write true answers. Use the words in exercise 1.

- a Name the last site you visited on the Internet.

- b What information or images did you search for?

- c Did you download or upload any information?

- d Did you need a password?

- e How long did you spend on this Web site?

3 What do these words usually mean?

browse virus mouse bug keys gremlin

- a a small animal with a long tail _____
- b an insect _____
- c a cause of infection _____
- d metal devices for locking doors _____
- e an imaginary troublemaker, a goblin _____
- f to read quickly or informally _____

27 Airport arrivals

1 Look at the personal data on this Arrival form. Put the information in the correct place.

Admission Number
234196692 01 **Arrival Record**

1 Family name:
F R A N C I S

2 First name: 3 Birth date:
O 6 1 1 B O S A N D R I N E

4 Country of citizenship: 5 Sex:
F 6 7 3 2 0 9 8 A F 5 8 7 9

6 Passport number: 7 Airline & flight number:
B I N E T F E M A L E

8 Address while you are in the United States (number and street):
L A S V E G A S , N E V A D A

9 City and State:
4 9 6 5 B U S H B O U L E V A R D

Admission Number
234196692 01 **Arrival Record**

1 Family name:
B I N E T

2 First name: 3 Birth date:

4 Country of citizenship: 5 Sex:

6 Passport number: 7 Airline & flight number:

8 Address while you are in the United States (number and street):

9 City and State:

2 Look at Akira's diary for September. Complete the questions and answers.

SEPTEMBER

1 <u>Work in Tokyo office (2 days)</u>	5 <u>Inspect Osaka accounts</u>	9 _____
2 _____	6 _____	10 <u>Meet with Kobe managers</u>
3 <u>Visit Tokyo plant</u>	7 <u>Go to Kobe</u>	11 _____
4 <u>Fly to Osaka</u>	8 <u>Meet with Kobe managers</u>	12 _____

a How long is he working in the Tokyo office?

He's working there for two days.

b When _____ the Tokyo plant?

c Where _____ on the 4th?

d What _____ in Osaka?

e When _____ to Kobe?

f Who _____ in Kobe?

28 Lost baggage

1 Correct the spelling mistakes in the conversation.

- Passenger: Excuse me. My gggeaba hasn't arrived. baggage
- Airline Representative: Which inifltg were you on? _____
- Passenger: AA5698 from San Francisco.
- Airline Representative: Was your name and srdades on your baggage? _____
- Passenger: Yes, there was rny name, address and hpeno number. _____
- Airline Representative: Could you fill out this mrof _____? Do you have an ztimedei list of the contents? _____
- Passenger: No, I don't. Do I need one?
- Airline Representative: Your uacisrenn company may ask you for one. _____
- Passenger: Well, I'll write one now.

2 Complete the table. Write the infinitive or the past simple of the verb.

nitive	Past simple	Infinitive	Past simple
speak	spoke		arrived
lose		come	
	was / were		had
stop			found
	went	send	
	left	live	

3 Put the verbs into the correct past tense.

- a Last week they lost (lose) Wilbur's suitcase.
- b _____ you _____ (speak) to the airlines representative yet?
- c Dylan _____ (send) his e-mails from the Internet café last night.
- d Caitlin _____ (forget) her keys and can't get into her apartment.
- e _____ you ever _____ (fly) with an American airline?
- f The baggage _____ (come) off the plane just a minute ago.
- g Sung-Min _____ (not / be) to the U.S.A. for at least two years.

4 Complete the sentences using prepositions.

Pablo Vital went (a) from Buenos Aires (b) _____ New York last Monday. He got (c) _____ the plane, then waited (d) _____ his bag, but it never turned (e) _____. He asked (f) _____ an insurance claim form, filled it (g) _____ and sent it (h) _____ his insurance company. They agreed to pay (i) _____ the clothes he lost. He was glad he remembered to take (j) _____ travel insurance before he left.

29 Customs






1 Complete the conversations between the Customs Officer and these passengers.

- a Customs: Excuse me. Do you have anything to d_____ ?
Mrs. A: Just some perfume.
Customs: OK then. You may p_____
- b Customs: Sir, have you read the c_____ t_____ ?
Mr. B: Yes, and I have n_____ to d_____
Customs: Fine, then could you o_____ your s_____ for me?
Mr. B: Certainly.
- c Customs: Ma'am. Have you completed your c_____ d_____ ?
Miss C: Well, yes.
Customs: So do you h_____ anything to d_____ ?
Miss C: I don't think so.
Customs: May I see the c_____ of your s_____ ?
Miss C: Well, if you insist.

2 Ask permission to do these things. Use *May I ...?* or *Can I ...?*

- a You want to open the window.
Can I open the window, please?
- b You want to use your co-worker's phone.
_____?
- c You want to pay by credit card.
_____?
- d You want to change seats with someone in the plane.
_____?

3 United States customs prohibits these items. What are they?

- a Ivory  YIVRO^a  LOSI^b  BDSRI^c
- b _____
- c _____
- d _____  SMTEA^d  GSTBLVAEEE^e
- e _____

4 Complete the questions using *How much ...?* or *How many ...?*

- a How many cigarettes did she buy?
- b _____ perfume did she take?
- c _____ money did she have?
- d _____ bottles of whiskey did she want?
- e _____ special offers were there in the duty-free shop?

☐ If you need help, use Grammar Files 6 and 16.

30 Asking for directions

1 Look at the map. Read the directions and write the destination.

- a You're coming out of Percy Library. Turn left, then take the first right, go across one street, turn left on to Jackson Street, then take a right after the big intersection. Go across one more street, and your destination is on your right.

You can't miss it.

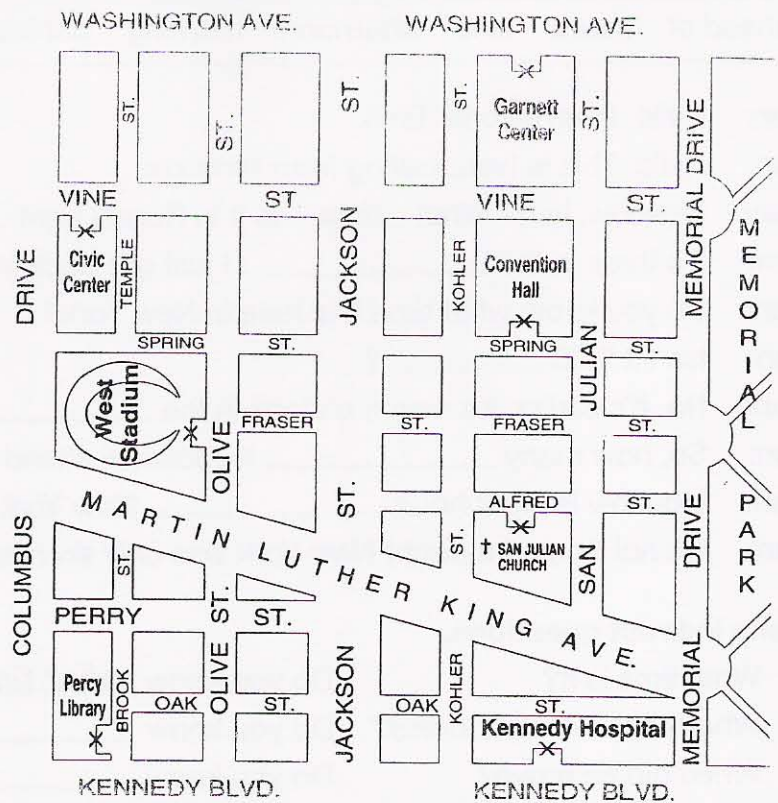
Destination:

- b You're coming out of Kennedy Hospital. Turn right, then take the second right. Go straight ahead to the top of this long street, turn right and your destination is on your right.

Destination:

- c You're coming out of Memorial Park facing Fraser Street. Go straight ahead through two intersections, go right at the next intersection, go across one street, take a left at the next street, then go across two more streets, and you'll see your destination on your left.

Destination:



2 Look at the map again. Write different ways of getting from Percy Library to Convention Hall.

- a Go south to Kennedy Boulevard, then _____

- b Go up to Perry Street and turn left to Columbus Drive, then _____

- c Go up to Perry Street and take a right, then _____

31 Time zones

1 Complete the telephone conversation using the time words below.

ahead of hours time afternoon morning behind now a.m.

Man: Hello. International Tech.

Ivan: Hello. This is Ivan, calling from Moscow.

Man: Moscow, huh? What time is it in Russia right _____ ?

Ivan: It's three in the _____. I just got back from lunch.

Man: Do you know what time it is here in New York?

Ivan: Isn't it 9:00 _____ ?

Man: No, it's earlier. It's seven o'clock in the _____. I'm the office cleaner.

Ivan: So, how many _____ is Moscow ahead of New York?

Man: Moscow is eight hours _____ New York.

Ivan: Oh no! Sorry. I thought New York was only six hours _____ Moscow.

2 Make indirect questions.

- | | | | |
|---|----------------------------|-------------------------------------|---|
| a | What time is it? | Do you know <u>what time it is?</u> | |
| b | What's her e-mail address? | Do you know _____ | ? |
| c | When did he arrive? | Do you know _____ | ? |
| d | How much does it cost? | Do you know _____ | ? |

3 Make more indirect questions.

- | | | |
|---|--|---|
| a | Where does he live? | |
| | Can you tell me <u>where he lives?</u> | |
| b | When are they coming? | |
| | Can you tell me _____ | ? |
| c | Which computer do they have? | |
| | Can you tell me _____ | ? |
| d | Who did she phone? | |
| | Can you tell me _____ | ? |

4 Complete the sentences using *home* or *at home*.

- | | |
|---|--|
| a | Wilbur is calling Mr. Devereux <u>at home.</u> |
| b | Cheryl is flying _____ tomorrow. |
| c | Bryan and Kelly had a barbecue party _____ last weekend. |
| d | Mrs. Lane likes staying _____ and watching TV. |
| e | Do you think you could drive me _____ later? |
| f | I'll take the children _____ now. |

32 Breakfast in America

1 Ask for these things using *Could I have ...?* and make choices using *I'll have ...*

a Eggs

You: Could I have eggs, please?

Waiter: Certainly. Would you like them scrambled, over-easy or sunnyside-up?

You: I'll have them scrambled, please.

b Coffee

You: _____ ?

Waiter: Sure. Colombian, Brazilian or Kenyan?

You: _____

c Juice

You: _____ ?

Waiter: Sure. We have orange, grapefruit or tomato.

You: _____

d Bread

You: _____ ?

Waiter: Do you want pancakes, muffins or toast?

You: _____

2 Rewrite the sentences using *have something done*.

a The waiter served Rob's breakfast in his room.

Rob had his breakfast served in his room.

b The clerk photocopied Pamela's report.

c The hair stylist will cut Jacqueline's hair.

d The clerk is faxing Carolyn's letter.

e The cook poached Jeff's eggs.

3 Which item is different?

a melon, grapefruit, orange, fruit flavor

fruit flavor

b mushrooms, grits, tomatoes, potatoes,

c freshly-squeezed, boiled, poached, scrambled

d sausages, cornflakes, bacon, ham

e juice, water, sugar, coffee

33 Making conversation

1 Put this conversation in the correct order:

- a They're just fine. How's Emily? ☐
- b Nice to see you too, Andrew. How are you? ☐
- c She's very well – she wants you to come and have dinner with us. ☐
- d Very well, thanks, Kate. How's your family? ☐
- e Hi, Kate! It's great to see you again. ☒
- f How about Wednesday evening? ☐
- g I'd love to. When? ☐
- h Yes, that's great. Bye for now. See you Wednesday. ☐

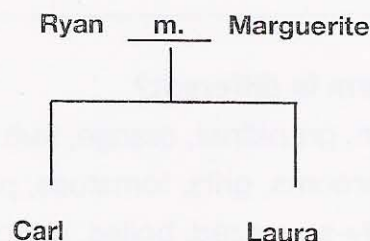
2 Answer the questions in the conversation using the correct present or past tense.

- A: Do you know Stephanie Evans?
 B: Yes, I do. I have known (know) her for a long time.
 A: Where does she work?
 B: Well, she usually _____ (work) here in Maine, but right now she
 _____ (work) in New Orleans.
 A: Is that right? When did she move there?
 B: Oh, she _____ (be) there since last July.
 A: Have you ever worked in the New Orleans office?
 B: No, never, but I _____ (go) there once or twice last fall.
 A: And what about Cameron McGregor? Is he still down in Miami?
 B: Oh, he _____ (just / leave) the company! I _____ (think)
 he _____ (got) a job in London.

3 Look at Ryan's family. Put the correct word in the sentences. Use each word once.

sister wife daughter father ~~husband~~ mother son brother

- a Ryan is Marguerite's husband.
- b Marguerite is Ryan's _____.
- c Laura is Ryan's _____.
- d Carl is Marguerite's _____.
- e Marguerite is Laura's _____.
- f Ryan is Carl's _____.
- g Carl is Laura's _____.
- h Laura is Carl's _____.



34 Describing people

1 Rewrite the sentences.

- a Joo-Yeon has brown eyes. Joo-Yeon is brown-eyed.
- b Maive has red hair. _____
- c Louis is blue-eyed. _____
- d Roy is bearded. _____
- e Anita has long hair. _____
- f Sonia is dark-haired. _____

2 Put the adjectives in the correct order in these sentences.

- a She's the *young, blonde, tall* woman.
She's the tall, young, blonde woman.
- b He's the *Brazilian, good-looking, young* guy.
He's the _____ guy.
- c It's the *brown-eyed, beautiful, Japanese* girl.
She's the _____ girl.
- d They're the *dark-haired, little, pretty* girls.
They're the _____ girls.
- e She's the *middle-aged, small, Spanish* woman.
She's the _____ woman.

3 Write information about these people using *who*.

- a Ryan / live / in L.A.
Ryan is the man who lives in L.A.
- b Wilbur / sell / computers

- c Max / own / Devereux Computers

- d Consuela / buy / movies

- e Natalie / come / from Paris

- f Ashley / have / the funny little husband

4 Describe yourself.

35 Describing things

1 Compare the digital cameras.

a small

The Cam111 is smaller than the CodaKO.

The CodaKO isn't as small as the Cam111.

b compact

The Cam111 is _____ the Digitsnap.

The Digitsnap isn't _____ the Cam111.

c expensive

The CodaKO is _____ the Cam111.

The Cam111 isn't _____ the CodaKO.

d heavy

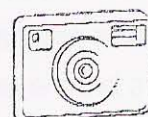
The Digitsnap is _____ the CodaKO.

The CodaKO isn't _____ the Digitsnap.

e good value for money

The Cam111 is _____ the Digitsnap.

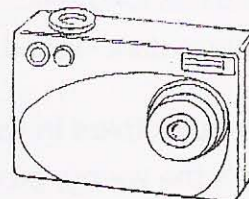
The Digitsnap isn't _____ the Cam111.



\$149

500g

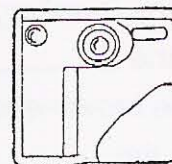
Cam111



\$199

900g

Digitsnap



\$250

800g

CodaKO.

2 What is the Cam111 salesman saying about the camera?

a small It's the smallest on the market.

b compact _____

c good value for money _____

d light _____

3 Write questions using *How ...?*

a How wide is the Egg 111?

The Egg 111 is 4.82 centimeters wide.

b _____?

The Mississippi River is 3,780 kilometers long.

c _____?

The Eiffel Tower is 300 meters high.

d _____?

The Pyramids are 5,000 years old.

e _____?

New York is 215 miles from Washington D.C.

36 Talking about your job

1 Write full sentences from the information.

a Margaret / start work / 9:00 a.m.

Margaret starts work at 9:00 a.m.

b The store / open / 10:00 a.m. – 6.30 p.m.

c Roger / work / five days / week

d Helen / not work / afternoon

e Sandy / have / 3 weeks' vacation / year

f Baxter / often work / 9:00 or 10:00 p.m.

2 Randy is a waiter. Write what he *has to* and *doesn't have to* do in his job.

a wear a uniform ✓

He has to wear a uniform.

b wear a suit ✗

c work long hours ✓

d work nights ✗

e do paperwork ✗

3 Write the adverbs from most to least frequent.

usually sometimes often always never seldom

always					
--------	--	--	--	--	--

4 Write true sentences about your job or studies, using the adverbs in exercise 3.

I always

37 Talking about vacations

1 Write questions.

a When are Viv and Christine going on vacation?

Viv and Christine are going on vacation *on July 2nd*.

b _____ ?

Frederick usually spends his summer vacation *in the mountains*.

c _____ ?

Maria went to the ocean *with her family*.

d _____ ?

Sean flies to the U.S.A. *once a year*.

e _____ ?

Alvaro is going to stay in South America *for a month*.

f _____ ?

Rodney toured Ireland *last summer*.

g _____ ?

Sophie and Jeremy bought *lots of souvenirs* in Japan.

2 Write the verbs in the past tense. Use each verb once.

fly buy take go know enjoy visit start get finish swim

Tony and I (a) went down to Mexico last spring. We (b) _____ our trip in Mexico City. The Aztec pyramids at Teotihuacan were fascinating, and our guide (c) _____ everything about their history. We then (d) _____ to Acapulco, where we (e) _____ in the sea and (f) _____ the nightlife. A week later, we (g) _____ another plane to Chiapas where we (h) _____ all the Mayan ruins. We (i) _____ quite a lot of rain there. We (j) _____ our trip in the Yucatan where we (k) _____ a lot of souvenirs before flying home.

3 Your friend has just come back from a vacation. Ask questions, using *was / were like*.

a swimming pool – warm and clean

c weather – hot and sunny

What was the swimming pool like?

_____ ?

It was warm and clean.

b scenery – fantastic

d restaurants – good, but expensive

_____ ?

_____ ?

38 Options

1 Complete the conversations.

- a Travel Agent: Hello. Can I help you?
 Mr. A: Yes, please. I'd like a ticket to Seattle.
 Travel Agent: R_____ -t_____ or one-way?
 Mr. A: One-way, please.
 Travel Agent: For w_____ d_____ ?
 Mr. A: For Tuesday the 16th.
- b Travel Agent: Do you want a m_____ f_____ or an a_____ f_____ ?
 Ms. B: I'd prefer to fly in the afternoon.
 Travel Agent: At w_____ t_____ ? There are flights every hour.
 Ms. B: At about three o'clock then.
- c Travel Agent: I'm sorry, but the b_____ c_____ is full. You can have first class or coach only.
 Mrs. C: H_____ m_____ is first class?
 Travel Agent: One thousand, two hundred and fifty dollars.
 Mrs. C: Ah. I'll t_____ coach.

2 Match the words with the definitions.

- | | |
|-----------------------|--|
| a Frequent flyer card | A flight with no stopovers |
| b Round-trip | You can't return with this ticket |
| c Coach | A ticket with no fixed return date |
| d Non-stop | A card for people who fly a lot |
| e One-way | The cheapest class |
| f Open | You go there and back with this ticket |

3 Rewrite these sentences using *would like*.

- a Do you want a one-way ticket?
Would you like a one-way ticket?
- b We want to change our flight.
 _____ ?
- c Do you want a morning or afternoon flight?
 _____ ?
- d She wants to stay an extra week.

39 Reservations

1 Complete the conversation with these words.

table party ~~reserve~~ no-smoking menu dishes

Woman: I'd like to reserve a table for tomorrow night, please.

Manager: For how many people?

Woman: Oh, sorry. It's for a _____ of eight.

Manager: Well, we're quite busy, but I have a _____ at 7.30.

Woman: That's OK. A _____ table, please.

Manager: Yes, fine.

Woman: Do you have a children's _____ ?

Manager: Yes, we do. And there are also two special _____ on the menu every day.

Woman: That sounds great.

2 Put the conversation in the correct order.

- | | |
|---|--|
| a <input type="checkbox"/> If you like. Which card is it, please? | f <input type="checkbox"/> American Express. |
| b <input checked="" type="checkbox"/> Can I pay now? | g <input type="checkbox"/> What's the expiration date, please? |
| c <input type="checkbox"/> Can you give me the number? | h <input type="checkbox"/> Thank you, Mrs. Leonard. |
| d <input type="checkbox"/> It's six twelve. | i <input type="checkbox"/> Yes, it's 5520 6689 1235 5687. |
| e <input type="checkbox"/> And finally, what's the name as printed on the card? | j <input type="checkbox"/> Mrs. Joan M. Leonard. |

3 Rewrite the sentences in the passive form.

a We sold out those tickets ages ago.

Those tickets were sold out ages ago.

b They printed his name on the card.

c Jasmine mailed the tickets to Michael.

d Hussein takes all the reservations.

e People often pay bills by credit card.

f The customers have to pick up the tickets at the theater.

40 Medical problems

Put the verbs into the correct tenses in this conversation at the Drug Store.

Pharmacist: Hello. Can I help you?

Customer: Yes. I went (go) to a restaurant last night and _____ (eat) seafood and now I _____ (have) an upset stomach.

Pharmacist: How long _____ you _____ (have) it?

Customer: Well, it _____ (start) in the middle of the night

Pharmacist: _____ you _____ (see) your doctor yet?

Customer: No, I haven't. You see, I _____ (not, live) here. I _____ (visit) some friends for a few days.

Pharmacist: Well, I _____ (give) you this medicine, but you should go to a doctor if it _____ (not get) better.

Customer: Thank you.

G Give advice to these people using *should*.

a I feel sick.

See / doctor You should see a doctor.

b I have toothache

See / dentist _____

c I have a headache

Take / aspirin _____

d I've been bitten by a mosquito

Use / antihistamine cream _____

Write some things you need when you go to another country.

a You need a passport.

c _____

b _____

d _____

Wilbur has a sunburn. Write the doctor's questions.

Doctor: How are you?

Wilbur: Not very well. I have a sunburn.

Doctor: How bad _____ ?

Wilbur: It's very bad indeed. Look at my face.

Doctor: How long _____ ?

Wilbur: I've had it since yesterday.

Doctor: How much _____ ?

Wilbur: I'm afraid I only used a little suntan lotion.

Doctor: Well, use this after-sun lotion, and next time, Wilbur, wear a hat!



If you need help, use Grammar Files 7, 8, 9, 12 and 15.

41 Hotel problems

1 Rewrite the sentences to make them more polite.

- a I want to speak to the manager!
Could I speak to the manager, please?
- b Look after my baggage for an hour!

- c Call a cab for me!

- d I want a bigger room!

- e Take my bags up to my room!

- f I want to check in at 10:00 a.m.

2 Complete the sentences with the correct preposition of time.

at until from by to

- a The guests left at 10:30.
- b You have to check out _____ 12:00.
- c You don't have to leave your room _____ 12:00.
- d The office is open _____ 9:00 a.m. _____ 5:00 p.m.

3 If these things happen, what *will* Sara do?

- a miss her train / take a cab
If she misses her train, she will take a cab.
- b have a lot of work / stay late

- c rain / go to the movies after work

- d not rain / play tennis after work

4 If these things happen, what *might* Tom do?

- a not like the hotel / go elsewhere
If he doesn't like the hotel, he might go elsewhere.
- b go to the restaurant / have fish

- c work hard / get a pay raise

- d leave his job / go traveling for a year

42 Complaints

1 Match the complaints to the answers.

- | | | |
|---|------------------------------------|--|
| a | There are no towels in my room. | I'll contact the room service waiter. |
| b | I can't get through to Japan. | I'll send the engineer from maintenance. |
| c | My breakfast is late. | I'll get the housekeeper for you. |
| d | I'm still waiting for my luggage. | Please call the hotel operator. |
| e | The air-conditioning doesn't work. | The bellhop is on his way. |

2 Write what these people *have been doing*.

- a Natalie / try to contact room service / twenty minutes
She's been trying to contact room service for twenty minutes.
- b Gordon / wait for a cab / fifteen minutes

- c Amelie / talk on the phone / half an hour

- d Ken / work in Greenville / five years

- e Hiro / live in Kobe / all his life

3 What do you *have done* when ...

- | | | | |
|---|--|---|---|
| a | your car breaks down?
(repair) <u>I have it repaired.</u> | c | your hair is too long?
(cut) _____ |
| b | your suits are dirty?
(dry-clean) _____ | d | your TV is out of order?
(fix) _____ |

4 Complete the adjectives in the postcard from Natalie to her friend.

broken dirty freezing out of order expensive noisy ~~cold~~

Hi Maggie

I'm staying at the Presidential Standard Hotel here in L.A. It's awful! The bedrooms are cold and _____. The shower is always _____ and the water is _____ anyway. The air-conditioning is very _____. The restaurant is _____. And I can't even complain to anyone because the phone is _____!

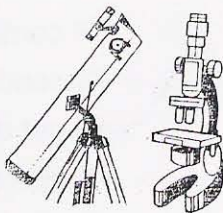
Love Natalie

43 Somewhere to go

Science Museum

Open 7 days a week

Downtown St. Petersburg



Perfect for kids

The hands-on Science Museum

(727) 777-5555

4th Street South

1 Choose expressions which mean the same as the ones in the conversation.

I'd prefer to Would you like ~~What about~~ Sounds good That suits me Why don't we

Mom One: *How about* taking the kids to the movies? What about

Mom Two: Well, *I'd rather* take them to a museum. _____

Mom One: OK, then, *let's* visit the Science Museum. _____

Mom Two: *Good idea!* Do you want to go tomorrow? _____

Mom One: Yes. *That's fine by me.* _____

Mom Two: OK. So I'll see you tomorrow. That's July 4th, Independence Day, right?

Mom One: Hey! We'd better check that the museum is open!

2 Put the verb into the correct form. Use the infinitive or -ing.

a How about going (go) to Busch Gardens tomorrow?

b Let's _____ (visit) that new art gallery.

c Would you like _____ (come) with me to see the football game?

d Why don't we _____ (watch) a movie instead?

e I'd rather _____ (stay) home tomorrow.

f What about _____ (listen) to some jazz?

g Do you want _____ (relax) at the beach?

h I'd prefer _____ (rent) a boat.

3 Rewrite these phrases using two words only.

a The state where the sun shines. The sunshine state!

b Sports you do in water. _____

c The coast on the west side. The _____

d A game of football. A _____

e Trips that are for business. _____

f A trip where you go fishing. A _____



If you need help, use Grammar Files 16 and 17.

44 Invitations

1 What are these people doing? Choose the correct answer.

- a Would you like to have lunch with us?
- b Come on. I insist!
- c Oh no, I can't. You'll be with your family.
- d Why don't you come to the pool with us tomorrow?
- e Of course you can!
- f It's no trouble at all.
- g Well, if you're sure it's not too much trouble.
- h I don't want to intrude on your Sunday.
- i Then, thank you. I'd love to.

Inviting	Insisting	Refusing politely	Accepting
a			

2 Rewrite the sentences using the present continuous or going to ...

- a We're taking the boys to the game on Sunday.
We're going to take the boys to the game on Sunday.
- b Larry and Jean are going to spend the afternoon at the pool.

- c Is Eduardo picking you up at the hotel later?

- d Ian isn't flying to Atlanta for the weekend.

- e Are Sven and Trudi traveling to Scandinavia this summer?

- f Jane's going to try that new Mexican restaurant tonight.

3 Write Rebecca and Ian's arrangements for next Monday.

- a They'll visit the factory site at 9:00 a.m.
- b _____
- c _____
- d _____
- e _____
- f _____

Mon. 6 9:00 a.m. Visit factory site
 11:00 a.m. Coffee with engineers
 1:00 p.m. Lunch with managers
 2:30 p.m. Attend demo
 3:30 p.m. Watch production video
 4:00 p.m. Return to Tampa

45 Car rental

1 Complete the conversation with the following words.

car license insurance ~~rent~~ grade C.D.W. automatic

Customer: Good morning. I'd like to rent a _____ for a week, please.

Clerk: Sure, ma'am. What _____ would you like?

Customer: Well, I'd rather have a small _____ car.

Clerk: So, you need a Grade C, then. May I see your _____ ?

Customer: Here you go. It's Canadian. Is that OK?

Clerk: Certainly. Do you want _____ and P.A.I.?

Customer: Of course. I'll take both. How much is it?

Clerk: It's \$52 per day plus _____ .

2 Write the comparative and superlative forms of the adjectives in the conversations.

a Clerk: Grade A is cheap.

Mr. A: Don't you have anything cheaper?

Clerk: No, sir. Grade A is the cheapest.

b Clerk: Grade F is a big car.

Mrs. B: Don't you have anything _____ ?

Clerk: No, ma'am. Grade F is the _____ .

c Clerk: Grade V is spacious.

Mrs. C: Don't you have anything _____ ?

Clerk: No, ma'am. Grade V is the _____ .

d Clerk: Grade S is fast.

Mr. D: Don't you have anything _____ ?

Clerk: No, sir. Grade S is the _____ .

e Clerk: Grade C is compact.

Mrs. C: Don't you have anything _____ ?

Clerk: No, ma'am. Grade C is the _____ .

3 Correct the typing errors in this description:

This car is a (a) lflu-size (b) tactumaoi model. It can seat five (c) sualtdt. It is (d) ria-ddinonoctei and has a (e) oraid. It costs \$72 (f) iyald.

a _____

d _____

b _____

e _____

c _____

f _____



If you need help, use Grammar Files 4 and 16.

46 Experiences

1 Write expressions to 'accept' or 'reject' these compliments.

a I'm very impressed by your English.

(Accept) _____

b I wish I could speak a language as well as you do.

(Accept) _____

c You have very little accent.

(Reject) _____

d You hardly make any mistakes in English.

(Reject) _____

2 Write sentences using *I wish ...*

a I can't speak French.

I wish I could speak French.

d I can't cook like my mother.

b I can't play the guitar.

e I can't drive.

c I can't swim.

3 Answer the questions with *I think so* or *I don't think so*.

a Can Wilbur speak Spanish? ☒

I don't think so.

d Does Tonio live here? ☒

b Is Cody in the office today? ☒

e Is Andie going to the party? ☒

c Will Alicia be coming to the meeting? ☒

4 Write the sentences in the past simple.

a I learn English at school.

I learned English at school.

b Do you study languages?

_____ ?

c Madeleine doesn't like the seminar.

d José goes to Spain.

e Does Elsa work in this company?

_____ ?



If you need help, use Grammar Files 7 and 8.

47 Check-out

1 Put the expressions into the correct category.

Apologizing	Checking	Thanking	Explaining

- | | | |
|-----------------------------|----------------------------------|-----------------------------|
| a My apologies. | e I'm really sorry. | i That's very kind of you. |
| b It's not really my fault. | f You see, what happened was ... | j I'm extremely sorry. |
| c I'm sorry. | g I'm so sorry | k Let me check. |
| d Thank you. | h What exactly is the problem? | l I didn't realize that ... |

2 Put the verbs into the past tense. Use each verb once.

make leave eat check stay pay have call

Ralph Hinton (a) stayed (stay) in Room 355 at the Studio Inns Hotel in L.A. for one night. He (b) _____ (have) a snack in his room last night and (c) _____ (eat) breakfast at the buffet this morning. He (d) _____ (call) Tokyo yesterday afternoon and today he (e) _____ (make) three calls to his boss in Salt Lake City before he (f) _____ (check) out. He (g) _____ (pay) by American Express and (h) _____ (leave) the hotel at eleven thirty a.m.

Which verbs were irregular? _____

3 Complete Ralph Hinton's hotel account using the information above, and these words:

calls total charge tax due
Buffet Room International

Room: _____		Page 1
Name: Ralph Hinton		Date: October 30
Method of payment: _____		
Check-out time: _____		
Carry over from previous pages:		0.00
Room _____:	10/29	170.00
_____ service:	10/29	21.75
_____ breakfast:	10/30	5.90
_____ calls:	10/29	18.48
National _____:	10/30	12.60
Grand _____:		228.73
State _____:		41.17
Amount _____:		269.90



1 Find these people's jobs.

Company lawyer	Chief Executive Officer	Nurse	Chef
Purchasing Manager	Production Manager	Sales executive	

- a Dave travels around a lot selling his company's goods. Sales executive
- b Moira looks after sick people in hospital. _____
- c Terry runs the company. _____
- d Melissa takes care of all the legal aspects of her company. _____
- e Rob cooks in a restaurant. _____
- f Joseph is in charge of manufacturing in his company. _____
- g Karen buys supplies and components for her firm. _____

2 Fill in this form with your own personal details.

Family name: _____

First name: _____

Middle initial: _____

Title: _____

Birth date: _____

Telephone: _____

Cell phone: _____

E-mail: _____

Nationality: _____

Country of citizenship: _____

3 Write the full or abbreviated form.

- a 14.02 fourteen point zero two
- b _____ thirty degrees Celsius
- c 3,212 _____
- d _____ eight and three quarters
- e 29% _____
- f _____ sixty-two thousand one hundred and one
- g 65°F _____
- h _____ ten and a half

Socializing

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

	Hello	Goodbye
a How are you?	<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 Jim.	<input type="checkbox"/>	<input type="checkbox"/>
e Take care!	<input type="checkbox"/>	<input type="checkbox"/>
f I'd like you to meet Sue.	<input type="checkbox"/>	<input type="checkbox"/>
g How do you do?	<input type="checkbox"/>	<input type="checkbox"/>
h Thanks for everything.	<input type="checkbox"/>	<input type="checkbox"/>
i See you soon.	<input type="checkbox"/>	<input type="checkbox"/>
j Hope to see you again next year.	<input type="checkbox"/>	<input type="checkbox"/>
k Hi!	<input type="checkbox"/>	<input type="checkbox"/>
l Nice to meet you.	<input type="checkbox"/>	<input type="checkbox"/>

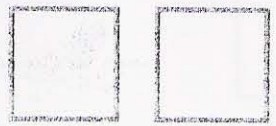
2 Match the 'ice breakers' to the most natural response.

- | | |
|--|----------------------------------|
| a How was your flight? | It's chilly at the moment. |
| b How's your hotel? | The plane was a little late. |
| c How long have you been here? | No thanks, I have everything. |
| d Do you need anything? | Very comfortable, thanks. |
| e Did you find our offices all right? | Until next Tuesday. |
| f What's the weather like in Washington? | Since last Monday. |
| g How long will you be staying? | Yes, thanks. Your map was great! |

3 Write appropriate 'small talk' questions.

- a Where do you come from?
We come from Philadelphia.
- b _____ ?
We went to Florida on vacation last summer.
- c _____ ?
No, I haven't. I've never been to England.
- d _____ ?
Yes, we sometimes go to the theater.
- e _____ ?
Yes, I have two boys and a girl.
- f _____ ?
We usually play sports on the weekend.

Travel and Hotels



1 Which part of the airport do these people have to go to?

immigration control	baggage claim	customs	security check
check-in desk	transfer desk	departure lounge	

- a Isamu is going to pick up his baggage. baggage claim
- b Joo-Yeon has just arrived in the United States. _____
- c Barry is going to get his boarding pass. _____
- d Marta is going on to another flight. _____
- e Bob has to declare some goods. _____
- f Cindy is going to wait for her plane. _____
- g Marco has to have his hand baggage checked. _____

2 You're staying in a hotel. Where do you go to do these things?

you want to relax	you want to eat or drink	you need help or a service
swimming pool		

coffee shop swimming pool concierge desk bar fitness center restaurant business services beauty salon health club front desk laundry service cocktail bar
--

3 What do these people do?

- | | | |
|------------------------|-----------|---------------|
| a The bellhop | serves | the rooms |
| b The room maid | registers | information |
| c The concierge | carries | a reservation |
| d The waiter | makes | guests |
| e The front desk clerk | cleans | luggage |
| f The guest | gives | dinner |

Money

1 Match the amounts.

- | | |
|-----------|----------------------------------|
| a \$6.50 | eighty-nine cents |
| b £15.99 | two euros sixty cents |
| c 89¢ | forty-nine dollars forty cents |
| d 2,60€ | six dollars fifty cents |
| e 59p | fifteen pounds ninety-nine pence |
| f \$49.40 | fifty-nine pence |

2 Complete the words in the sentences.

- a Clara paid her hotel b i l l by c c .
- b Do you have any c for the drinks machine?
- c I'm sorry, but I only have a 50 dollar b .
- d Pablo told the cab driver to keep the c as a t .
- e The supplier sent the i for the goods very quickly.
- f We've finished our meal. We're waiting for the c .

3 Check that you know these 'money' verbs. Write the past simple and the past participle.

spend	spent	spent
buy		
sell		
change		
purchase		
tip		
pay		
make		
save		
borrow		
lend		
lose		
waste		



1 Circle the answer.

- a Jeff never eats desert. What won't he have?
nachos hash browns brownies sausages
- b Sonia is a vegetarian. What won't she eat?
eggplant cutlets rice zucchini
- c Paul likes a hot drink for breakfast. What will he have?
tea orange juice milk grapefruit juice
- d Louis can't stand fish. What won't he eat?
turkey steak lamb cod
- e Vera wants to lose four pounds. What shouldn't she eat?
broccoli pastries sole boiled eggs

2 Match the beginnings and ends of the phrases.

- | | | |
|--------------------|-------|----------|
| a freshly-squeezed | _____ | milk |
| b decaff | _____ | eggs |
| c mashed | _____ | wine |
| d scrambled | _____ | juice |
| e white | _____ | chicken |
| f roast | _____ | coffee |
| g low-fat | _____ | potatoes |

3 Write similar expressions.

- | | | |
|------------------|---|--------------------------|
| a Could I have | } | a table for two, please. |
| <u>I'd like</u> | | |
| b Could I see | } | the menu, please. |
| _____ | | |
| c Are you ready | } | to order? |
| _____ | | |
| d I'll take | } | today's special, please. |
| _____ | | |
| e Would you like | } | something to drink? |
| _____ | | |
| f How about | } | some wine? |
| _____ | | |



Communications

1 What would you say in the following situations?

a Greet a visitor to your company or home.

b Introduce someone to one of your co-workers.

c Ask someone to help you carry something.

_____ ?

d Ask permission to read someone's magazine.

_____ ?

e Invite someone to your home for dinner.

f Recommend a restaurant to someone.

g Thank someone for their help.

2 Put the telephone conversation in the correct order.

a Hmm. Wednesday's pretty full. What about Thursday? ☐

b Hello, I'd like to arrange the sales meeting next week. ☒ 1

c Let's see. The afternoon would be better. At two o'clock? ☐

d Great. Then, let's go for 2:00 p.m. next Thursday. ☐

e That'd be fine. Morning or afternoon? ☐

f How about Wednesday? ☐

g Certainly. What day would suit you? ☐

3 Write these sentences in a more 'polite' form.

a What's your name?

Could I have your name, please?

b I want to speak to the manager.

c Bring me some more coffee.

d What's the time?

e Pass me the salt.

f Where's the nearest bank?
