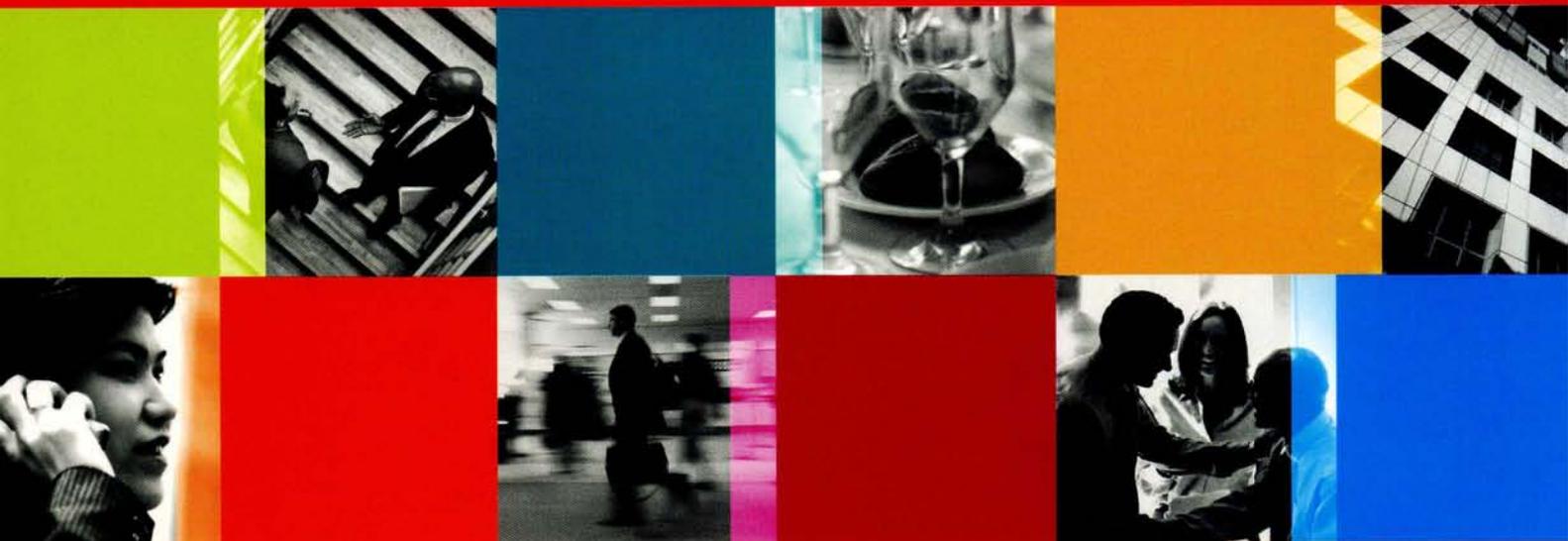


New Edition

SURVIVAL ENGLISH

International Communication for Professional People



SOCIALIZING FOOD&DRINK HOTELS COMMUNICATIONS TRAVEL BUSINESS

PETER VINEY


MACMILLAN

Contents Chart

TOPIC	UNIT	COMMUNICATION	GRAMMAR AREAS	CULTURE FILE
	1 Taxi!	Personal conversation; taxis	present simple	Tips
	2 Introductions	Introductions; greetings	<i>is / are; was / were</i>	Names
	3 Appointments	Making appointments; dates	present continuous future; <i>can</i> - future appointments	Time, dates
	4 Arrangements	Future plans; timetables	<i>going to</i> future; timetable future	Cell phones
	5 What do you do?	Describing jobs; personal details	present simple; <i>was / were (born)</i>	Difficult questions
	6 The convenience store	Buying things; polite response; inquiries	<i>Could I (have) ...?; Will there be ...?; I'll (have) ...</i>	Prices, tax
	7 Check-in at a hotel	Checking-in; hotel facilities; paying by card	<i>Will ...?; I'll ...; Would you like ...?</i>	Credit cards
	8 Hotel information	Telephoning; making a reservation; describing a room	<i>Do you have ...?; I'd like ...</i>	Hotel facilities
	9 Meeting people	Formal and informal greetings and introductions	present continuous; future continuous	Greetings
	10 Starting conversations	Conversation strategies; exchanging information	present perfect vs. past simple; <i>How / How long?</i>	Starting conversations
	11 A restaurant meal	Ordering a meal; eating out	<i>want / I'll have ...;</i> present simple routines	Lunch
	12 Flight UA755	Checking-in at an airport	<i>Do / Did</i> questions; <i>should / shouldn't</i>	Check-in
	13 Security	Going through a security check; polite requests	instructions	Security
	14 Traveling companions	Talking to strangers; offers; apologizing	present continuous; <i>will have to</i>	Titles and jobs
	15 In flight	Listening to announcements	present perfect; past simple	In flight
	16 Congratulations!	Using, understanding numbers; paying compliments	<i>be</i> past simple; past simple	Numbers, temperature
	17 At the Devereux's	Introductions; greetings in the home; manners	present perfect; <i>used to do</i> ; reflexive pronouns	Etiquette
	18 Courtesies	Thanking; saying goodbye; apologizing	<i>to hope; 'd better</i>	Socializing
	19 A trip to the mall	Shopping; sizes	present vs. past; <i>May I ...?; made in</i>	Weights and measures
	20 Hotel lobby	Requests for assistance; offers of help	<i>I'll ... / Could you ...?; will</i> for future	Cars
	21 Fitness center	Starting a conversation; continuing a conversation	instructions; present perfect + <i>ever</i>	Maintaining a conversation
	22 Business events	Discussing / comparing experiences	present perfect; past simple	Business events
	23 Small talk	Suitable topics of conversation; making social conversation	present and past tenses	Topics of conversation
	24 Local specialties	Talking about menus; food	<i>would like; won't</i> ; present perfect	Food taboos

 Business
  Socializing
  Travel
  Hotels
  Money
  Food & Drink
  Communications

TOPIC	UNIT	COMMUNICATION	GRAMMAR AREAS	CULTURE FILE
 	25 On the phone	Telephoning; clarifying; asking for clarification	present simple	Phones
 	26 On the Net	Using the Internet; talking about the Internet	instructions / imperatives; punctuation	The Internet
	27 Airport arrivals	Going through immigration; form-filling; personal details	<i>How long</i> + future plans; instructional language	Immigration control
 	28 Lost baggage	Dealing with problems	past simple irregular verbs; sequences in the past	Airline baggage
	29 Customs	Going through customs	<i>may / can</i> for permission; <i>Do you have ... (anything to declare)?</i> ; <i>How much / How many ...?</i>	Allowances
	30 Asking for directions	Asking for and giving street directions	prepositions of place and movement; instructions	Walking in the U.S.A.
 	31 Time zones	Telephoning; indirect questions and statements	indirect questions; <i>when</i>	Daylight Savings Time
 	32 Breakfast in America	Ordering breakfast; explaining	<i>have (something) done</i>	American breakfasts
	33 Making conversation	Conversation strategies; inquiring after people	describing people; adjectives	Describing people 1
	34 Describing people	Talking about other people	relative pronouns; adjectives	Describing people 2
	35 Describing things	Describing things; sticking to a point; stopping interruption	comparative, superlative; <i>How wide / long / high etc.</i>	Comparing things
 	36 Talking about your job	Job descriptions; daily routines; working conditions	frequency adverbs; time expressions; <i>have to (do)</i>	Working times
 	37 Talking about vacations	Talking about vacations; describing places	descriptive language; <i>was like</i> ; question words	Vacations
 	38 Options	Making airline reservations; booking a ticket	<i>would</i> ; comparisons; <i>I'll ...</i>	Air tickets
 	39 Reservations	Restaurant and theater reservations; credit card slips	passive: <i>printed, assigned</i> ; <i>were sold out</i>	Paying over the phone
 	40 Medical problems	Asking for advice; giving advice; form-filling	<i>should</i> ; <i>need</i>	Medical services
	41 Hotel problems	Confrontations and how to avoid them	<i>want to do</i> ; <i>if</i> clauses; <i>until</i> ; <i>could</i>	Confrontations
	42 Complaints	Complaining; dealing with complaints	present perfect continuous; <i>have (someone) do</i>	Complaining
 	43 Somewhere to go	Making suggestions; expressing preferences	<i>would rather / prefer</i> ; <i>Why don't you ...?</i>	Concierge services
	44 Invitations	Making / accepting / refusing invitations	talking about the future; <i>How / What about (doing)</i>	Invitations
	45 Car rental	Organizing car rental; explanation; offers	<i>May I ...?</i> ; <i>Would rather</i> comparison	Renting a car
	46 Experiences	Language experience; accepting / rejecting compliments	past simple; <i>I wish ... so</i> ; <i>but</i>	Compliments
 	47 Check-out	Checking out of a hotel; checking; explaining; apologies	past simple	Check-out
	48 Goodbye	Thanking people; saying goodbye; keeping in touch	present perfect; adjective + infinitive	Goodbyes

Introducing the course

These are some of the characters that you're going to meet in the book. There is no story, but you will see these people several times. You'll also meet other people from all over the world. Enjoy the course.



Jessica Adams
Company President



Max Devereux
Chief Executive
Devereux Computers



Wilbur Meeks
Sales Representative
Devereux Computers



Jeff Kramer
Travel agent



Ryan Thomas
West Coast Manager,
WorldWide Entertainment



Consuela Rodriguez
Film buyer for Mexican TV



Michael Robertson
Purchasing Manager
AlphaCom



Nancy Lee
Computer Systems
Designer



Rebecca Larsen
Administrator





Ian King
Civil Engineer



Young Ho Kim
Bank Executive



Natalie Trudeau
European Representative
WorldWide Entertainment



Keiko Ishida
Business Executive



Julie Morrison
TV Executive
NSW Media



Welcome to this exciting and practical course for people who need English for work or travel.

This book is based around real-life situations, and along with the cassettes or CDs, gives you everything you need to survive in English. There's a Practice Book too, if you want more written work.

Every page is easy to use and learn from, and gives you important new language which you can read, listen to, practice and use. You'll be able to make simple everyday conversations, order meals, make reservations, check in to a hotel, have meetings and much, much more!

You can access the book page by page, or dip into it by using the topic symbols to find the situations and language which you need most.

At the back of the book, in addition to the Student CD, you'll find: helpful cultural information related to every unit (Culture Files); useful vocabulary lists (Vocabulary Files); grammar reference and verb charts (Grammar Files); and the Communication Activities for extra speaking practice. You'll also find additional transcripts for the listenings found on both the Student and Class CD.

Whether you need English for business trips, vacations or work with English speakers, this course is right for you!

Symbols

 **1.02** Recordings marked with this symbol are on the Class CD/Cassette only. The numbers indicate the track numbers on the Class CD. e.g. Class CD 1 Track 2.

 **1.08** Recordings marked with this symbol are on the Class CD/Cassette *and* on the Student CD found in the back of this book. The numbers indicate the track numbers on the Class CD. e.g. Class CD 1 Track 8. Transcripts for these recordings are in the back of this book.

 Pairwork activities are marked with this symbol.

Index of topics



Business

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Socializing

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Travel

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Hotels

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Money

1, 6, 7, 16, 19, 39, 47



Food and drink

11, 17, 18, 24, 32



Communications

3, 8, 15, 25, 26, 28, 38, 39, 40



1.02 Ian King has just arrived in Atlanta.

Ian King: Taxi!
Cab Driver: Hi, mister. Where to?
Ian: The Sheraton, please.
Driver: Which one? There are three Sheratons here in Atlanta.
Ian: Oh, sorry. The Sheraton Century Center.
Driver: OK. Are you here on business or on vacation?
Ian: On business.
Driver: Right. Hey, where are you from?
Ian: England.
Driver: England? Which part?
Ian: Winchester. Do you know it?
Driver: No. But I was in London last year. Great country.
Ian: Thanks.

1.03

Driver: Well, here we are. This is the Sheraton Century Center. That's \$16.80.
Ian: Thank you. Keep the change.
Driver: Hey, mister! This is a five dollar bill!
Ian: Sorry. I thought it was a twenty. There you go.
Driver: Thanks. Have a good stay.



1 **Change the conversations above. Use these expressions:**

Where to? / Where are you going?
 Are you here on business or on vacation? / Is this trip for business or pleasure?
 Where are you from? / Where do you come from?
 \$16.80 / five dollar bill / a twenty / \$42.95 / ten dollar bill / a fifty
 Have a good stay. / Enjoy your visit.

2 Match.

- a cent
- a nickel
- a dime
- a quarter



3 **Ask and answer:**

- a** Do you tip in your country?
 yes sometimes never
- b** (If you tip) Who do you tip?
 waiters cab drivers other
 hairdressers bellhops
- c** (If you tip) How much do you tip?
 small change 10%
 15% more than 15%



2 Introductions

1.04 **Michael Robertson has arrived at Chicago Associated Industries.**

Michael: Good morning. My name's Michael Robertson.
P.A.: Good morning, Mr. Robertson. How can I help you?
Michael: I have an appointment with Ms. Adams.
P.A.: Ah, yes. Mr. Robertson. Ten fifteen?
Michael: That's right. Sorry I'm late.
P.A.: No problem. Please follow me. It's this way.

1.05

Jessica: Mr. Robertson? How do you do?
Michael: Fine, thank you, Ms. Adams. And you?
Jessica: I'm fine. Please, call me Jessica.
Michael: OK, Jessica. And I'm Michael.
Jessica: So, how was the trip, Michael?
Michael: Not too bad. But the plane was late. I'm sorry.
Jessica: That's OK. How was the traffic from the airport?
Michael: Pretty bad!



1.06 **There is a knock at the door.**

Jessica: Oh, that'll be Dave. Come in. Michael Robertson, this is Dave Scott, our Canadian representative.
Michael: Good to meet you, Dave.
Dave: It's good to meet you too, Michael.
Jessica: Michael is the Purchasing Manager at AlphaCom in Toronto.
Dave: Yes, I know AlphaCom ... Tell me, is this your first trip to Chicago, Michael?
Michael: Yes. Yes, it is ...



1 Match the greetings with the most likely responses.

Greeting	Response
How do you do?	Hello.
Good morning.	Good morning.
Good afternoon.	Hi!
Good evening.	Good to meet you, too.
Hello, there.	Fine, thank you. And you?
Hi!	Good evening.
Good to meet you.	Good afternoon.

What is the general rule for responses to greetings?

2 **Practice greetings and responses.**

3 Look at the conversations and highlight the three questions which are useful for 'breaking the ice' (starting a friendly conversation).

4 What other things could you ask about to 'break the ice'?

- How was your trip?
- How was the traffic (from the airport)?
- Do you like (this city)?
- Did you find our offices easily?
- How is your family?
- Is this your first visit to (Chicago)?

Culture File **2** Names

3 Appointments



1.07 Julie is phoning Ryan Thomas in Los Angeles.

Julie: Mr. Thomas?

Ryan: Yes? Ryan Thomas speaking.

Julie: This is Julie Morrison from NSW Media in Sydney.

Ryan: Good to speak with you, Julie. What can I do for you?

Julie: I'm planning to be in L.A. next week. Can we meet?

Ryan: Sure. How about **the 15th**?

Julie: What day of the week is that?

Ryan: **Wednesday**.

Julie: That's fine. Morning or afternoon?

Ryan: I'm free all day.

Julie: Then how about **12:30**? We can have **lunch**.

Ryan: Great. See you **at 12:30 on Wednesday**.



new reply reply all delete send & receive address book **calendar**

notes vacation

Sun.	Mon.	Tue.	Wed.	Thur.	Fri.	Sat.
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

month	hour	minute
January	a.m.	05
February	8:00	10
March	9:00	15
April	10:00	20
May	11:00	25
June	12:00	30
July	p.m.	35
August	1:00	40
September	2:00	45
October	3:00	50
November	4:00	55
December	5:00	00

1 Make similar conversations for other days, dates and times on the calendar. Change the words in blue.

2 Look at the calendar and make sentences for February to December.

January's the first month of the year.

It's (cold / hot / wet / dry) in my country.

3 **1.08-10** Listen and complete the table.

Caller	day	date	time
A Jessica Adams			
B Consuela Rodriguez			
C Ian King			

Culture File **3** Time, dates

4 What dates are important to you – birthdays, appointments, national holidays etc.? Ask and answer questions about the dates. For example:
 When's your birthday?
 Which is your favorite national holiday?
 When is it?
 What holidays do you know from other countries?



4 Arrangements

1.11 Jessica Adams is talking to Dave Scott about her trip to East Asia.

Jessica: I'm going to be away for ten days. Can you look after Michael Robertson for me?

Dave: Sure.

Jessica: And call me on **Thursday**.

Dave: OK. Where are you going to be on **Thursday**?

Jessica: I'm going to be in **Seoul in the morning**.

Dave: When do you leave **Seoul**?

Jessica: **Late afternoon**. On the **18:40 Korean Airlines flight to Tokyo**.

Dave: So, when do you arrive in **Japan**?

Jessica: **Late Thursday evening**. **20:55 at Narita Airport**.

Dave: It's a long way into the city.

Jessica: I know. Here's a print out of my itinerary. If you need to contact me, I'll have my laptop and my cell phone. Just e-mail, or text me.

The screenshot shows a web browser window with the address bar at www.jetset.travel.bus. The page displays the Jetset logo and a search bar. Below the search bar, there are filters for Flight Schedules, Outbound date (12th March), Departure airport (Chicago O'Hare), Airline, Inbound date (21st March), and Route Map. The main content is an itinerary for Ms. Jessica Adams, presented as a table with columns for Day, Date, Flight number, From, Depart, To, and Arrive. Below the table, there is a legend for airport codes: ORD (Chicago O'Hare), ICN (Seoul Incheon International), NRT (Tokyo Narita), KIX (Osaka Kansai International), and PVG (Shanghai Pu Dong International). The Jetset logo and address (2008 Michigan Avenue, Chicago, Illinois) are also visible.

Day	Date	Flight number	From	Depart	To	Arrive
Monday	12th	Korean KE038	Chicago ORD	13:00	Seoul ICN	16:20 + 1 day
Thursday	15th	Korean KE701	Seoul ICN	18:40	Tokyo NRT	20:55
Saturday	17th	by train	Tokyo		Osaka	
Tuesday	20th	JAL JL793	Osaka KIX	11:15	Shanghai PVG	12:15
Wednesday	21st	United UA858	Shanghai PVG	11:30	Chicago ORD	15:00

1 **Make similar conversations using the itinerary. Change the words in blue.**

2 **Look at the itinerary again. Ask and answer:**

- a** Where is Jessica going to be on Tuesday 13th?
 ... on Friday 16th?
 ... on Monday 19th?
 ... on Tuesday 20th?
- b** When does she leave Korea?
 ... arrive in Tokyo?
 ... return to Chicago?

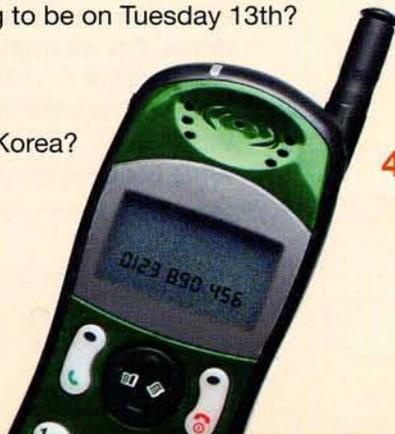
3 Discuss:

- What arrangements do you have for this week?
- When you travel, are you given an itinerary? Is it useful?
- Are you going to travel soon? On business? On vacation?
- What time do you leave home every day? What time do you arrive at work?

4 COMMUNICATION ACTIVITIES

- Student 1 - Go to Communication Activity A
 Student 2 - Go to Communication Activity N

Culture File **4** Cell phones

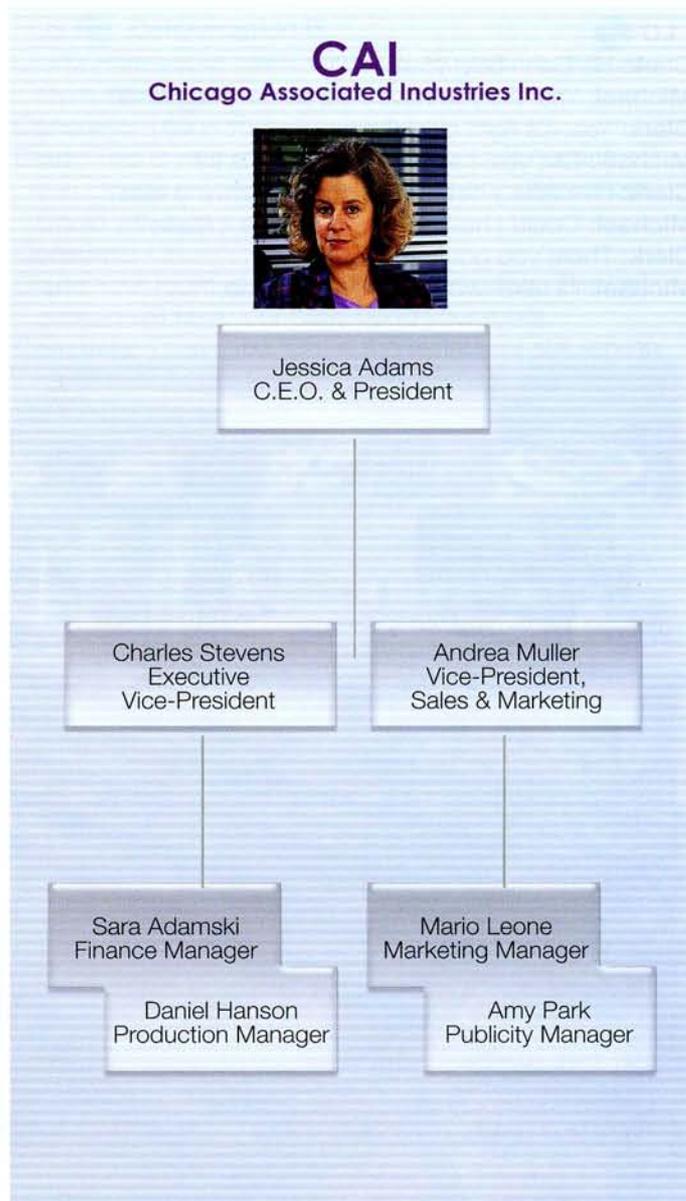


5 What do you do?



1.12

Dave: Is Toronto your hometown, Michael?
Michael: No, I was born in Montreal. We moved to Toronto when I was ten. I was brought up there.
Dave: Do you live in the city?
Michael: No, I live in Scarborough. Do you know it?
Dave: Sure. I have friends there. What exactly do you do at AlphaCom, Michael?
Michael: I'm in charge of purchasing computer hardware. Hey, can I ask you something, Dave?
Dave: Sure. Go ahead.
Michael: What exactly does Jessica Adams do? I mean, what's her job description?
Dave: That's easy, Michael. She owns the company!



1 Make a similar conversation and change the words in blue.

2 Ask and answer questions about the organization chart. For example:
 What does (Jessica Adams) do?
 Who is the (Finance Manager)?
 Who is in charge of (publicity)?

3 COMMUNICATION ACTIVITIES

Student 1 - Go to Communication Activity B
 Student 2 - Go to Communication Activity O

Culture File **5** Difficult questions

4 Find three people in your class and find answers to these questions. Note the answers.

	Name: 1.....	2	3
1	Where were you born?		
2	Where were you brought up?		
3	What do you do now?		
4	Who do you work for?		
5	Where do you work?		
6	Do you live there?		
7	Where do you live?		



6 The convenience store

1.13

Clerk: Hi. Can I help you?
 Michael: Yes. Do you have *Newsweek* magazine?
 Clerk: Yes, it's right over there.
 Michael: Oh, yes, I see it. How much is it?
 Clerk: *Five ninety-five*. Will there be anything else?
 Michael: Could I have a box of tissues, please?
 Clerk: There you go. Is that all?
 Michael: I'll take two packs of gum, too.

Clerk: Regular or sugarless?
 Michael: Sugarless. That's it.
 Clerk: Alright. You have *Newsweek* magazine, a box of Kleenex, and two packs of gum. That'll be twelve dollars and eighteen cents with the tax.
 Michael: There you go.
 Clerk: Out of twenty. Seven dollars and eighty-two cents change.
 Michael: Thanks.
 Clerk: You're welcome.



1 1.14-17 Listen then circle the correct description and write the prices with tax.



medium soft \$ _____



large small \$ _____



40 exposure
25 exposure \$ _____



AAA AA \$ _____

2 Make conversations about the items. Change the words in blue.

Culture File 6 Prices, tax

3 Discuss:

- Do you have convenience stores in your country?
- What kind of products do they sell?

- In your country, are convenience stores open 24 hours a day, 7 days a week?
- Are superstores open 24/7? (24 hours a day, 7 days a week)
- In the U.S.A., the tax is added to the total price at the cash register. Is the tax included in the price, or added to the price in your country?
- Which do you prefer?

7 Check-in at a hotel



1.18 **Consuela Rodriguez is checking in to the Studios Inn Hotel. Read and listen to Conversation A.**

Conversation A

Clerk: Good afternoon. May I help you?

Consuela: Yes. Do you have any vacancies starting tonight?

Clerk: Yes, ma'am, we do. Is that a single or a double?

Consuela: A single.

Clerk: How long would you like to stay?

Consuela: For four nights.

Clerk: Will you be paying by credit card?

Consuela: Yes. MasterCard. Here you are.

Clerk: That's Ms. Rodriguez? I'll just swipe your credit card. Would you please complete the guest registration card?

1.19 **Listen again. This time the recording only has the voice of the Front Desk Clerk. You take the part of Consuela Rodriguez.**

1.20 Conversation B

Clerk: Here's your credit card, Ms. Rodriguez, and your room key.

Consuela: Thank you.

Clerk: This is your room charge card. You'll need this if you charge anything in the restaurant or lobby shops. Could you sign it here?

Consuela: OK.

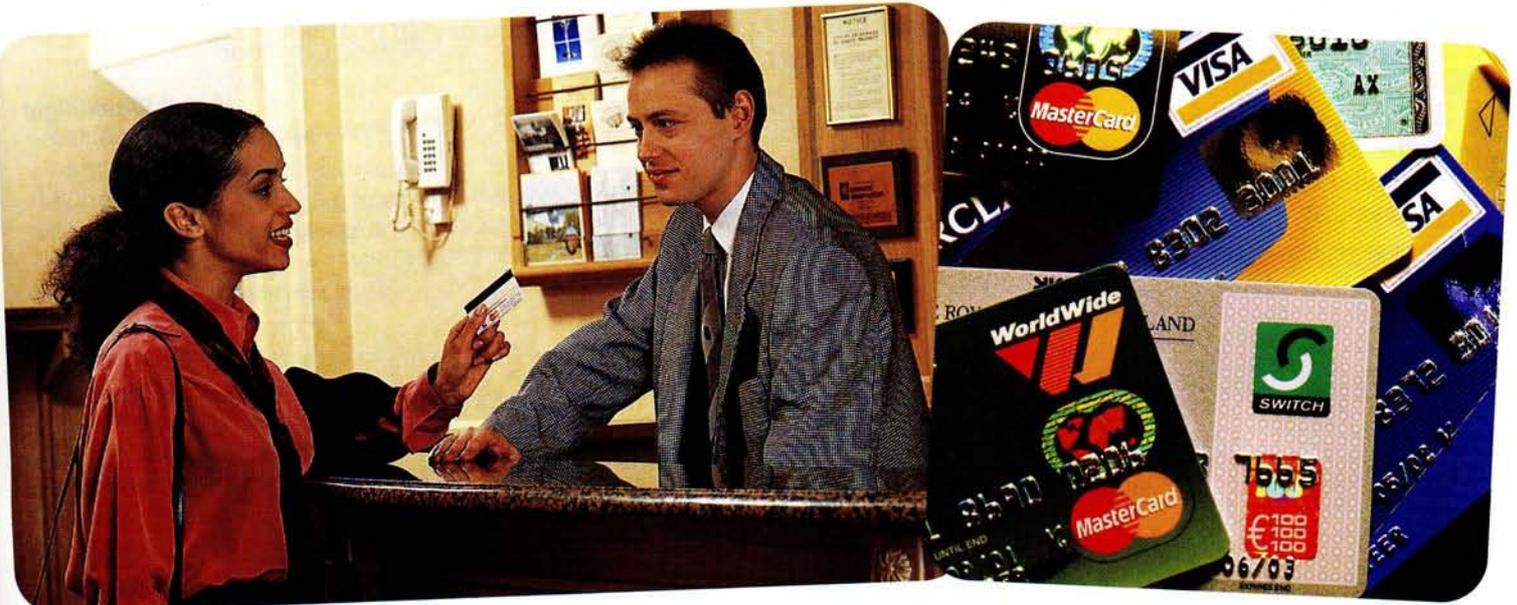
Clerk: Your room is 743, on the seventh floor. The bell captain will take your bags up to your room.

Consuela: Thank you. Oh, is the restaurant still serving lunch?

Clerk: Our main restaurant closes at two thirty, but you can get something to eat in the All-Day Coffee Shop. It's just across the lobby.

Consuela: Thank you very much.

Clerk: You're very welcome. Enjoy your stay with us.



1 COMMUNICATION ACTIVITIES

Interview another student and complete a guest registration card for them.

Student 1 - Go to Communication Activity C

Student 2 - Go to Communication Activity P

2 Listen to Conversation B and answer these questions:

- What does the Front Desk Clerk give Consuela?
- What floor is Consuela's room on?
- Which room is she in?
- What time does the main restaurant close?

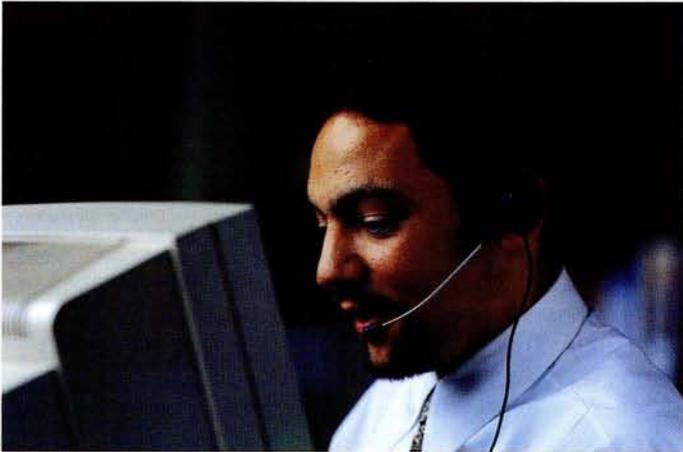
Culture File 7 Credit cards

3 Discuss:

- What are the major credit cards in your country?
- What kind of things can you buy with a credit card?
- Can you use them for small purchases?
- Do you think people will use cash at all in the future?



8 Hotel information



1.21 Listen to Conversation A.

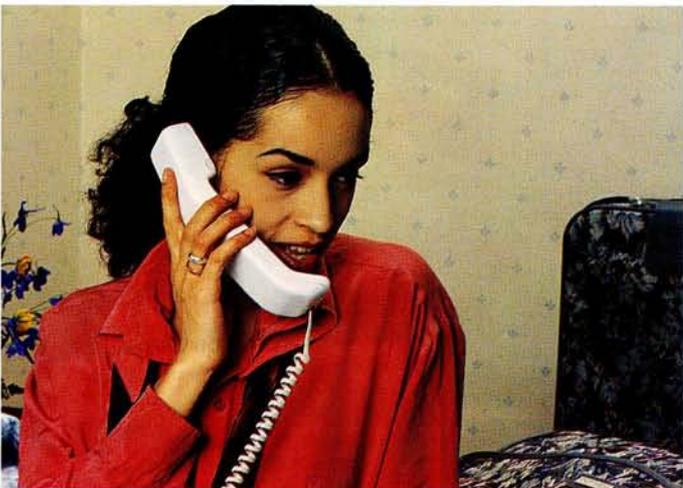
1 Find these facts:

- a What kind of room does Julie Morrison want?
- b How much will the room be per night?

2 Listen again to Conversation A.

Have a similar conversation asking about hotel room prices.

3 Listen to Conversation B below and read the Studios Inn price list. Then, ask and answer similar questions with *Does it have ...? / Do you have ...?*



1.22 Consuela Rodriguez is phoning a friend from her room at the Studios Inn.

Conversation B

Consuela: Hi, Karen? This is Consuela.
 Karen: Consuela! Great to hear from you. Where are you?
 Consuela: At the Studios Inn, in Hollywood.
 Karen: Really? What's it like?
 Consuela: Very nice. The room's huge.
 Karen: Yes? Does it have a DVD player?
 Consuela: No, it doesn't, but it has cable TV ...

★ STUDIOS INN HOTEL ★

Hollywood Boulevard

PRICES

Executive suite (two luxury bedrooms) \$895 per night

Bedroom 1 has king-size bed, bathroom with plasma TV

Bedroom 2 has two queen-size beds, bathroom plus connecting living room with plasma TV, DVD, hi-fi, wet bar, guest washroom.

Standard suite

\$550 per night

Bedroom with king-size bed, bathroom, VCR, living room, wet bar

Double room

\$375 per night

With two queen-size beds, bathroom, minibar

(Children under 14 sharing a room with two adults stay FREE)

Small double room (1 person occupancy)

\$295 per night

with one double bed, bathroom, minibar

Extras:

\$30 per night

Cot/Rollaway bed (for children under 12)

ALL OUR ROOMS HAVE PRIVATE BATH, SHOWER, DIRECT-DIAL TELEPHONE, INDIVIDUAL CLIMATE CONTROLS, HIGH SPEED INTERNET ACCESS AND WIDESCREEN CABLE TV.

State tax (currently at 8%) will be added to all charges. Service charge of 17.5% included. Additional gratuities at your discretion.

Culture File 8 Hotel facilities

4 Look at Conversation C at the Orange Grove Motel. Before you listen, guess the 'You' sentences. Then listen to the recording and compare.

1.23 Conversation C

Front Desk Clerk: What kind of room do you want?

You: _____

Front Desk Clerk: Fine. I have a double room available.

You: _____

Front Desk Clerk: No, it doesn't. But it has a shower.

You: _____

Front Desk Clerk: \$99 per night. How are you paying?

You: _____

9 Meeting people



1.24 Michael Robertson has arrived for another meeting.

Conversation A

Jessica: Michael! I'd like you to meet Josh Crosby.

Josh: How do you do, Michael?

Michael: I'm very well, thank you. It's good to meet you.

Jessica: Josh is our company lawyer. He's taking care of the contracts.

Josh: I hear you're from Canada.

Michael: Yes, that's right.

Josh: How long will you be staying in the States?

Michael: Oh, about three months.

Josh: How do you like it here so far?

Michael: It's great. Really enjoying it.

Josh: Well, if you'll excuse me, I have to go. It was good meeting you.

Michael: Thanks, good meeting you, too. Hope to see you again sometime.

1.25 Michael met Josh several more times. This is six weeks later.

Conversation B

Josh: Hey, how are you doing, Mike?

Michael: Good. And you?

Josh: Oh, I'm good. How's Jodie?

Michael: She's fine.

Josh: Great.

Michael: She's really enjoying Chicago.

Josh: Lousy weather, though.

Michael: Well, it's the same in Toronto.

Josh: Yeah. Listen, I have to be off. I'm already late - but it was great to see you again, Mike.

Michael: Yeah, good to see you, too. Take care.

- Look at the key expressions in blue. Replace them with the different expressions below.

Conversation A

I want to introduce ...

Please meet ...

This is ...

May I introduce you to ...

Pleased to meet you.

How long are you going to be here?

How long are you staying here?

Hope to meet you again.

It was a pleasure to meet you.

Conversation B

I've got to go.

Look after yourself.

See you later.

I'm fine, thanks.

Not too bad, thanks.

I've got to be going.

I'd better be going.

Keep well.

How's it going ...?

- In threes, role-play Conversation A, then practice introductions.

Culture File 9 Greetings

- Discuss:

How do you introduce / greet / say goodbye to friends / business people in your country and in other countries? Do you ...

... shake hands?

... bow?

... exchange business cards?

... hug them?

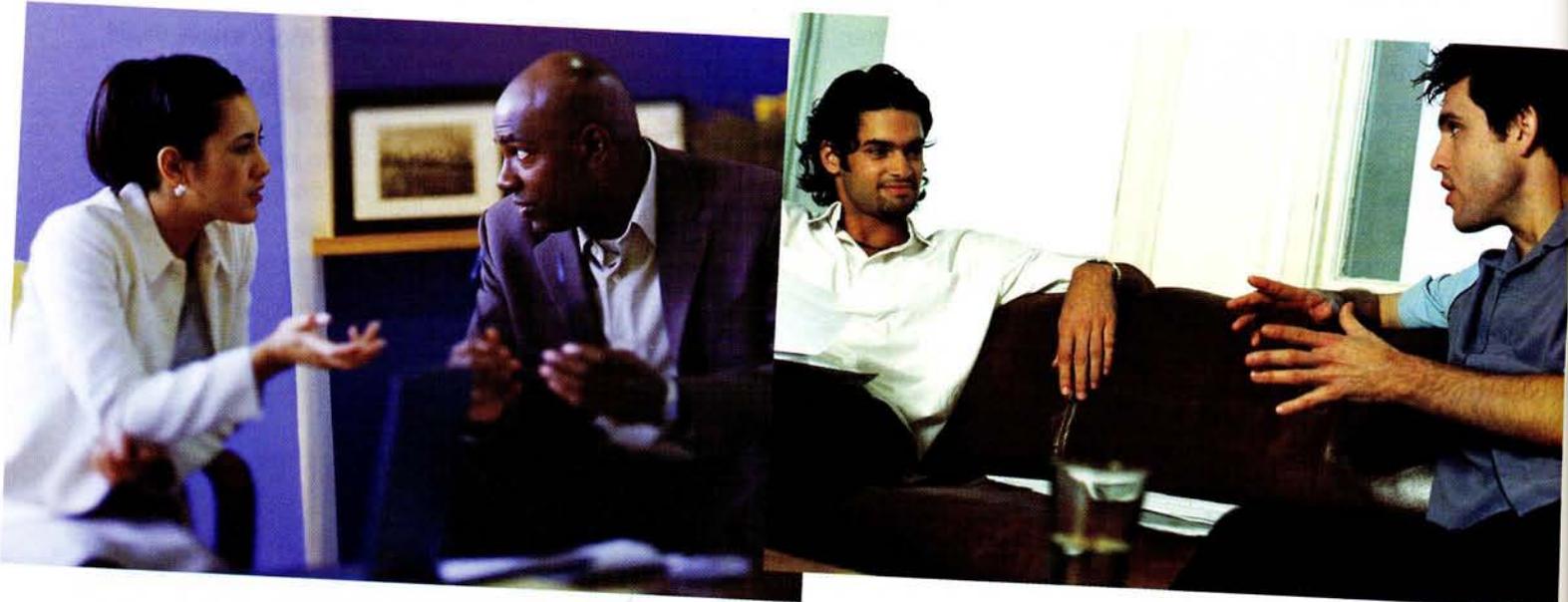
... kiss them on the cheek / hand?



10 Starting conversations

The best way to begin a conversation is to ask questions.

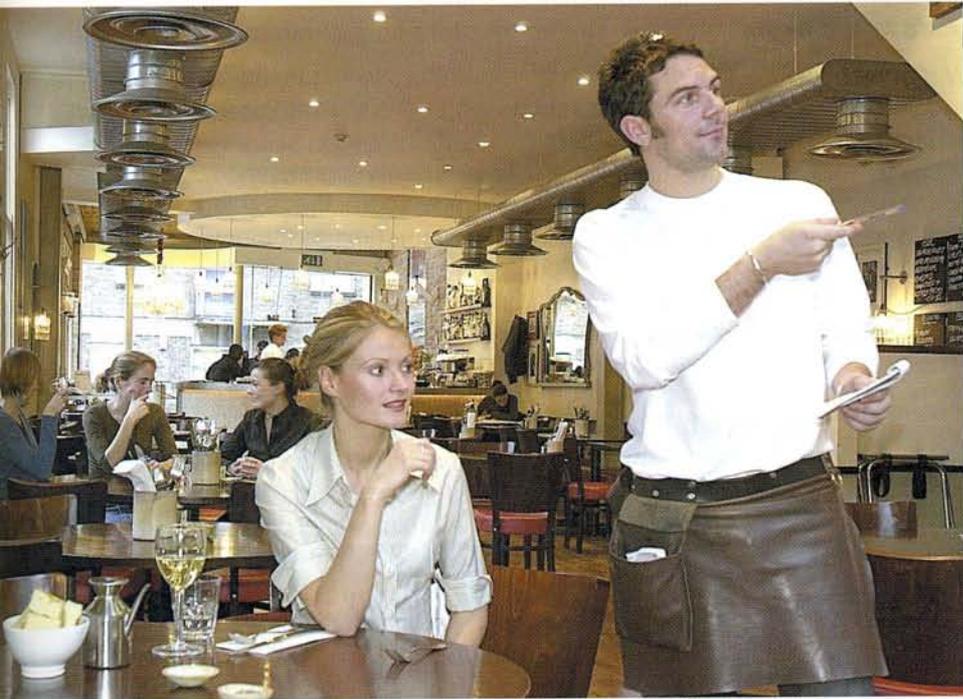
	QUESTION	RESPONSE	
	Where are you from?	I'm from (Mexico).	
	Where do you come from?	I come from (Brazil).	
	How long have you been here?	I've been here since (January).	
	Have you been here long?	I've been here for (three days).	
	Where are you staying?	At the (Crowne Plaza Hotel).	
	When did you get here?	I got here (two days ago).	
	How long are you staying?	Until next (Sunday).	
	How long will you be staying?	For another (five days).	
	How do you like it here?	It's very (nice / interesting).	
	What do you think of (L.A.)?	I like it (very much / a lot).	
	What are you here for?	I'm (visiting customers).	
	Why are you here?	I'm (here on business).	
	Are you here on (business)?	I'm here (for the convention).	



- 1**  **1.26** Listen to Julie and Consuela, and check (✓) the questions in the table that you hear.
- 2**  Look at the two photographs of people. Each choose a different person from one of the photographs. Then write imaginary facts about the person, that will answer the questions in the chart above. Don't show your list of facts to your partner.
- 3**  Use your list of facts and ask and answer questions for each picture.
- 4** Invent a character. Write a list of facts about them in the same way.
- 5** Imagine you are that character. Circulate around the class and introduce yourself to others. Ask them questions about themselves. Answer questions about your imaginary character.

Culture File **10** Starting conversations

11 A restaurant meal



TODAY'S SPECIALS

APPETIZERS
 VEGETABLE SOUP V*
 FIELD GREENS WITH PARMA HAM
 THAI FISH CAKES

ENTREES
 TUNA STEAK
~~CHICKEN WITH MEXICAN CHILI SAUCE~~
 PENNE PASTA WITH SUN-DRIED TOMATOES V*
 ORIENTAL STIR-FRIED VEGETABLES & RICE V*
 SERVED WITH VEGETABLES OR SELECTION
 FROM THE SALAD BAR

DESSERTS
~~PECAN PIE V*~~
 ICE CREAM (VANILLA, CHOCOLATE,
 STRAWBERRY) V*
 KEY LIME PIE WITH FRESH BERRIES V*

TWO COURSES: \$15.95
 THREE COURSES: \$18.95
 V* = VEGETARIAN OPTION

1.27 Julie Morrison is having lunch alone.

Waiter: Hi, what can I get for you today?
Julie: Do you have a menu?
Waiter: Sure, there's an a la carte menu, or today's specials are on the board.
Julie: I'll go for the specials.
Waiter: Good choice.
Julie: OK, I'll have vegetable soup ...
Waiter: I'm sorry. It's all gone.
Julie: Then I'll have the Thai fish cakes.
Waiter: Right. What about the entrée?
Julie: Do you have any chicken?
Waiter: Sorry. There's none left. I can recommend the tuna steak.
Julie: Sounds good.
Waiter: How do you want that? Rare, medium or well-done?

Julie: Well-done, please.
Waiter: Right. Do you want to order a dessert now?
Julie: Yes, um, what's a Key Lime Pie?
Waiter: It's like a cheesecake. Today it's served with blueberries and strawberries.
Julie: OK, but just blueberries. No strawberries.
Waiter: Anything to drink with that?
Julie: Just spring water.
Waiter: Still or sparkling?
Julie: I'd like sparkling, please.
Waiter: OK. Coming right up.

1 Use the menu and order a meal.

2 Sort these foods, by putting a check (✓) in the correct box.

A = Appetizer (served before the main dish)
 E = Entrée (main dish of the meal)
 D = Dessert (a sweet course at the end of a meal)

- | | | | | | | | |
|-------------------------------------|-------------------------------------|--------------------------|------------------------|--------------------------|--------------------------|--------------------------|----------------------|
| A | E | D | | A | E | D | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Shrimp Cocktail | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Green Salad |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Caesar Salad | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Spaghetti Bolognese |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Fresh Tuna Steak | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Tropical Fruit Salad |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Grilled Chicken | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Mushroom Soup |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Nachos with spicy dips | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Apple Pie |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Club Sandwich | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Vanilla Ice cream |

	breakfast	lunch	dinner
Where do you have these meals? At home? In a restaurant? In a cafeteria? At work? At your desk? Somewhere else?			
Who do you eat with? Friends? Colleagues? Family? Alone?			
What do you usually eat at these meals?			
Which is your main meal of the day?			

3 Ask your partner and complete the questionnaire for them.

4 Describe your typical lunch to your partner. Whose lunch do you prefer? Describe your ideal lunch.



12 Flight UA755

1.28 Jeff Kramer is flying to Denver. He's at the airport check-in desk now.

Check-in: Your ticket, please, sir.

Jeff: There you go.

Check-in: Flight UA755 to Denver, then you're going on to Aspen, on flight RM002?

Jeff: That's right.

Check-in: Do you have any baggage to check, Mr. Kramer?

Jeff: Yes, I do. Just two pieces.

Check-in: And did you pack them yourself, Mr. Kramer?

Jeff: Yes, I did.

Check-in: And have they been with you at all times?

Jeff: Yes, they have.

Check-in: Has anyone given you anything to take on the flight?

Jeff: No, they haven't.

Check-in: Are any of the articles on this list in your carry-on baggage?

Jeff: Um ... No.

Check-in: Would you like me to tag these bags through to Aspen? Then you won't have to pick them up in Denver.

Jeff: That would be great. Thanks.

Check-in: Do you have a seating preference, Mr. Kramer?

Jeff: An aisle seat. Extra legroom, if possible.

Check-in: Yes, I have a seat, next to the emergency exit. So that's Flight UA755 to Denver, departing at 5:30 p.m., boarding at Gate Number 2. Report to the gate twenty minutes before departure. Here's your boarding pass.

Please report to the Transfer Desk in Denver for a seat assignment on your connecting flight.

Jeff: Thank you.

Check-in: You're welcome. Have a good flight.



HARBOR TRAVEL
RESTRICTED ARTICLES GUIDELINES

For up-to-date information, always check your airline's Web site.

Dangerous objects not allowed in cabin
No knives or sharp instruments of any length or material are permitted in the cabin. Other prohibited items include: metal nail files, corkscrews, baseball bats, golf clubs, ski poles and hockey sticks. These articles must be transported in checked baggage only.

Medically necessary needles and syringes are permitted with a medical certificate.

Hazardous materials and dangerous goods
Hazardous and dangerous goods are restricted and include (but are not limited to): acid, aerosols, explosives, matches, flammable solids or liquids, firearms, gases, radioactive material, devices with attached alarms. They may not be packed in checked or carry-on baggage or taken on board with you. However, some items may be accepted by advance arrangement. Check with your airline.

1 COMMUNICATION ACTIVITIES

Interview another student and complete the flight information.

Student 1 - Go to Communication Activity D

Student 2 - Go to Communication Activity Q

Culture File 12 Check-in

2 Role-play the conversation. Change the words in blue. Use your partner's name and information from the Communication Activity.

3 Look at the Restricted Articles Guidelines.

Say true or false.

- a You shouldn't carry a pocketknife in your carry-on baggage.
- b You shouldn't pack a gun in your baggage.
- c You should carry matches only in hand baggage.
- d You shouldn't pack aerosol sprays in your baggage.

4 List the airlines you have flown, on business and vacation. Compare your list with a partner. Which airline do you prefer? Why?

5 Do you prefer an aisle seat or a window seat? Why? Then look in your bags / purses. How many articles can you find that would be banned in the cabin? Make a list.



1.29 Jeff Kramer is going through the Security Check.

Security: Please put all carry-on baggage on the conveyor ... Please put all carry-on baggage on the conveyor. Step right this way, ma'am. This way, sir. (Beep) Please empty your pockets and go through again, sir. (Beep) Please step this way, sir. Pardon me, what do you have in this pocket?

Jeff: Oh, sorry, just some keys. I forgot.

Security: That's fine. Thank you, sir. Please put all carry-on baggage on the conveyor. Step right this way ...

Woman: Is this machine film-safe?

Security: Yes, it is, ma'am. Please put all ...

Woman: Are you sure? They're pictures of my daughter's wedding ...

Security: You can give the camera to me, ma'am. It doesn't have to go through the scanner. Please put all carry-on luggage on the conveyor. Step right this way ...



1.30 Jeff goes to pick up his briefcase.

Security (2): Would you mind opening your briefcase, sir?

Jeff: No, not at all ... there you go.

Security (2): Would you mind turning on the MP3 player for me, sir?

Jeff: Oh, sorry. Yes.

Security (2): Thank you. And could you please remove your shoes for examination?

Jeff: Of course. There you are.

Security (2): Thank you for your co-operation, sir. You can go through now.

AIRPORT SECURITY SURVEY

How do you feel about airport security?
Check (✓) the boxes.

1. When you are at an airport, what do you prefer?
 - Some security checks
 - Very careful security checks
 - No security checks
2. Do you mind opening your carry-on luggage?
 - No, I don't mind.
 - Yes, I feel embarrassed.
3. Do you mind when security ask you questions?
 - Not at all.
 - Not if they are polite.
 - Yes.
4. Are you embarrassed when they search you after you have walked through the scanner?
 - No.
 - Yes.
5. How do you feel about airport security staff? (You can check more than one box.)
 - They're doing a difficult but important job. I wouldn't like to do it.
 - Why do they always stop me?
 - I think they could be more polite.

1 Discuss:

- Why do you think Security asked Jeff to turn on the electronic items?
- Why was the woman worried about her camera?
- Why did the scanner "beep" when Jeff went through it? What other items might it detect?

2 Fill in the Security Survey. Then compare and discuss your answers with a partner.

Culture File **13** Security



14 Traveling companions

1.31 Jeff Kramer is looking for his seat on the plane.

Conversation A

Jeff: Excuse me. I think I'm in **15C**.

Woman: This is **14C**.

Jeff: Are you sure?

Woman: Yes, look here ... oh, dear! It is **15C**. I am sorry.

Jeff: That's OK. Sorry to disturb you.

Woman: That's quite all right. It's my fault.

1.33 **Conversation C**

Jeff: Excuse me, I didn't get a **headset** ...

Attendant: Oh, sorry about that. I'll get you one.

Jeff: Thank you.

1.34 **Conversation D**

Man: Are you staying in Denver?

Jeff: No. I'm changing planes there and going on to Aspen. Isn't there a big **political** convention in Denver this week?

Man: Yes, I guess that's why the flight is full. Full of **politicians**, probably.

Jeff: Yeah, I can't stand **politicians**. They're all idiots!

Attendant: Here's the newspaper you wanted, **Senator**.

Man: Thank you.

Jeff: "**Senator?**" I really am terribly sorry. I didn't mean ...

Man: Don't worry about it! No offense!



1.32 **Conversation B**

Attendant: Would you like a newspaper, sir?

Jeff: Yes, please ... uh, **USA Today**.

Attendant: I'm afraid we're out of **USA Today**. Would you like a **Miami Herald?**

Jeff: Yes, that's fine.

Attendant: How about you, sir?

Man: Can you get me a **Denver newspaper?**

Attendant: Sure.



- Look at the pictures. Use them to make similar conversations. Change the words in blue.
- Look at Conversation D and the table below. Role-play conversations with similar embarrassing mistakes!

Culture File 14 Titles and jobs

Titles			
Academic (academics)	Political (politicians)	Medical (medics)	Military (soldiers)
Professor	Mayor	Doctor	General
Doctor	Senator	Congressman	Colonel
	Governor		Major
			Captain
			Lieutenant
			Sergeant

3 A flight attendant on the plane is asking people to obey the regulations. Match the attendant's sentences to the situations.

Situation	Attendant's sentences
1 Someone is smoking a cigar.	a I'm sorry, you'll have to turn it off.
2 Someone is using a cell phone.	b I'm sorry, you'll have to put it out.
3 Someone is asking about using a personal stereo.	c I'm afraid you can't use that here.
4 A child is playing an electronic game.	d Yes, that's all right.



Jeff Kramer has to change planes in Denver. Listen to the announcements during his flight to Denver.

1.35 **Announcement 1**

Listen and check (✓) the correct boxes.

- a They're on a Boeing 777.
- They're on a Boeing 767.
- b They have just taken off.
- They haven't taken off yet.
- c They can't smoke at the moment.
- They can't smoke at all during the flight.

1.36 **Announcement 2**

Read Jeff's itinerary before you listen.

Then listen and check (✓) the correct boxes.

- a They have just taken off.
- They haven't taken off yet.
- b Mr. Kramer must be worried about his connection.
- Mr. Kramer has nothing to worry about.

1.37 **Announcement 3**

Listen. Are these statements true (✓) or false (x)?

- a They took off a few seconds ago.
- b They took off some time ago.
- c The passengers must not take off their seat belts.
- d The passengers will have dinner in a few hours.
- e The pilot hopes they'll be less than 30 minutes late.

1.38 **Announcement 4**

Listen. Then answer these questions:

- a What do the letters E.T.A. stand for?
- b What is their E.T.A. in Denver?
- c What is the time now?
- d What is the temperature in Denver?
- e Is Mr. Kramer still worried about his connection?
- f How late will the plane be arriving in Denver?

1.39 **Announcement 5**

Listen. Are these statements true (✓) or false (x)?

- a They haven't landed yet.
- b They have just landed.
- c Mr. Kramer has 45 minutes before his connecting flight.

Culture File 15 In flight

HARBOR TRAVEL

TRAVEL ITINERARY

Mr. J.M. Kramer

TRAVELING TO: ASPEN, COLORADO

Please report to the airport one hour before departure.

1 United Airlines Flight UA755 to Denver/Stapleton
 Depart: Orlando, 5:30 p.m. Eastern Time
 Arrive: Denver, 7:20 p.m. Mountain Time

TRANSFER TO:

Please report to the transfer desk immediately upon arrival in Denver.

2 Rocky Mountain Air, Flight RM002 to Aspen
 Depart: Denver, 8:15 p.m.
 Arrive: Aspen, 8:40 p.m.

THESE TICKETS ARE NON-TRANSFERABLE





16 Congratulations!

1 **1.40** **Wilbur Meeks is a sales representative for Devereux Computers. Last week he signed a contract with Burlingham Inc. He wrote a report for the Chief Executive of his company. Yesterday the Chief Executive, Max Devereux, asked to see him. Listen to the recording, then answer questions a-h.**

- a Whose office was it?
- b Was the Chief Executive angry?
- c Why was Wilbur Meeks surprised?
- d What was the Chief Executive happy about?
- e Did he know Wilbur well?
- f Was the contract worth \$500,000?
- g How much was it worth?
- h What was the mistake in Wilbur Meeks's report?

Culture File 16 Numbers, temperature

2 Say these figures out loud:

- | | | |
|------------|-----------|-----------|
| 5,000.00 | 5,000,000 | 500,000 |
| 500,000.00 | 500.00 | 5 000.00 |
| 5 000 000 | 5.055 | 50,000.00 |

3 Match the figures with the words.

- | | |
|---------|--|
| 314692 | Three hundred and fourteen point six nine two |
| 314,692 | Three, one, four, six, nine, two |
| 314.692 | Three hundred and fourteen thousand six hundred and ninety-two |

4 Match the numbers on the picture with these words:

- | | | |
|-----------------------------------|---|---|
| <input type="checkbox"/> multiply | <input type="checkbox"/> clear | <input type="checkbox"/> memory constant |
| <input type="checkbox"/> divide | <input checked="" type="checkbox"/> all clear | <input type="checkbox"/> add to memory |
| <input type="checkbox"/> add | <input type="checkbox"/> percentage | <input type="checkbox"/> subtract from memory |
| <input type="checkbox"/> subtract | <input type="checkbox"/> equals | <input type="checkbox"/> square root |



5 Look at these figures. Say them out loud.

10,000	4.5	6 1/2	3%
56.67	32°F	6,500,253	\$4.07
50°C	10 ÷ 2 = 5	3 + 3 - 6 = 0	4 x 6 = 24

6 COMMUNICATION ACTIVITIES

Try some math games with a partner. A calculator will make this easier.

- Student 1 - Go to Communication Activity E
- Student 2 - Go to Communication Activity R

17 At the Devereux's



It's Sunday evening. Wilbur and Charlene Meeks have just arrived at Max and Helena Devereux's house for dinner. Max Devereux is Wilbur's boss.



1.41 Conversation A

Helena: Why, hello. You must be Mr. and Mrs. Meeks. Please come in. *My husband's told me so much about you.*

Charlene: Nothing bad, I hope.

Helena: Ah ... no, of course not. *Let me take your coats.*

Charlene: Thank you, Mrs. Devereux.

Helena: Please, call me Helena.

Charlene: Thank you, Helena. My name's Charlene ... and this is Wilbur.

1.42 Conversation B

Helena: How long have you been living in Seattle?

Charlene: *Only three weeks.* We love it here.

Wilbur: Yes. *I used to work in the London office,* then I was in Boston.

Helena: Oh, by the way, Max is in the kitchen. He's cooking dinner tonight. He always cooks a special roast beef dinner when we have guests.

Wilbur: Oh, good. We just love beef. Don't we, Charlene?

Charlene: Um ... Yes, yes, we do.

1.43 Conversation C

Max: Fine. Dinner's ready. *Would you like to sit over there, Charlene?*

Charlene: Thank you.

Max: *Perhaps you'd like to sit right here,* Wilbur.

Wilbur: Thank you so much, sir ... I mean, Mr. Devereux ... I mean Max.

Max: Great. *Help yourselves to salad.* I'll get the plates ...

1.44 Conversation D

Max: There we go. Could you pass this plate down to Charlene, Wilbur?

Wilbur: Sure. Mmm. Smells good.

Max: Oh, and *could you pass me the salt and pepper?*

Wilbur: There you go, sir ... Max.

Max: Good. Well, *to your very good health! Cheers! Enjoy your meal!*

1 In groups of four, have similar conversations. Try to replace the key phrases, in blue and green, with the words and expressions below.

Conversation A

I've heard a lot about you.
Max has spoken of you often.
Can I take your coats?
May I take your coats?

Conversation B

Not very long.
Since February.
For a couple of months.
I used to work in New York.
I used to live in New England.

Conversation C

Wilbur, you sit over there.
Charlene, perhaps you could sit next to me.
Please help yourselves to salad / bread / salad dressing.

Conversation D

Could you pass the bread / wine / salad / ketchup?
Here's to you! / To your health! / Bon appetit! / Enjoy!

2 In groups of four, role-play a dinner party.

- Choose roles. Who are you? Host? Guest? Boss? Employee? Partner of one of these?
- Greet each other.
- Take coats.
- Get everyone to sit in the right places.
- Now move them around, politely, in English!
- Imagine you are serving the food.
- Ask for condiments (e.g. salt, pepper, oil, vinegar, ketchup, soy sauce).



18 Courtesies

1.45 Wilbur and Charlene Meeks have just had dinner with Wilbur's boss.

Wilbur: Well, I think we'd better be going. It's almost ten thirty.

Helena: Is that really the time? Time flies when you're enjoying yourself. Um, I hope you've had a good time.

Wilbur: Yes, we have. Thank you for inviting us.

Charlene: We've had a really wonderful evening.

Helena: I'm so glad you enjoyed yourselves.

Charlene: Oh, yes, we did. It was a delicious meal.

Helena: Thank you.

Wilbur: I'm so sorry about the carpet. I hope you can get it clean.

Helena: I'm sure we can.

Charlene: I hope I didn't offend you. It's a very nice fur coat ... it's just that, well, I think it's wrong to kill little animals for fur, you know.

Helena: Uh huh. You told me.

Wilbur: Anyway, our cab should be here any minute.

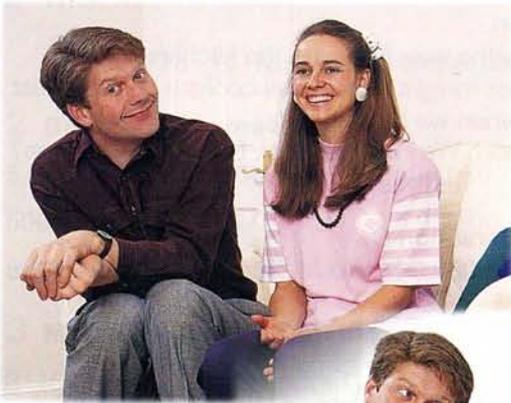
Charlene: Next time, you'll have to come over to our place for dinner.

Helena: Yes. Thank you.

Wilbur: I think I hear our cab now. Please thank Mr. Devereux, I mean, Max, for us ...

Charlene: ... when he wakes up, that is.

Helena: Of course I will. Uh, I'm very sorry that Max fell asleep ...



1 In groups of three, have a similar conversation and replace the key phrases, in color, with the ones below.

We have to go now.
We'd better go now.
It's time we were going.
It's time for us to leave.

Thank you for a nice evening.
I really enjoyed it!
Thanks for dinner!
Thanks for having us!
I haven't enjoyed myself so much for a long time!
It was a wonderful evening!

Thank you for coming!
It was a pleasure having you.
Don't mention it.
You're welcome.

It's our turn next time.
I hope you can join us for dinner next time.
We should do this again.

2 List polite excuses for leaving a social event early. Use these in a conversation and remember to thank your host.

1.46 For example, listen:

Guest: I'm sorry. I have to catch the last train.

Host: Well, thank you for coming.

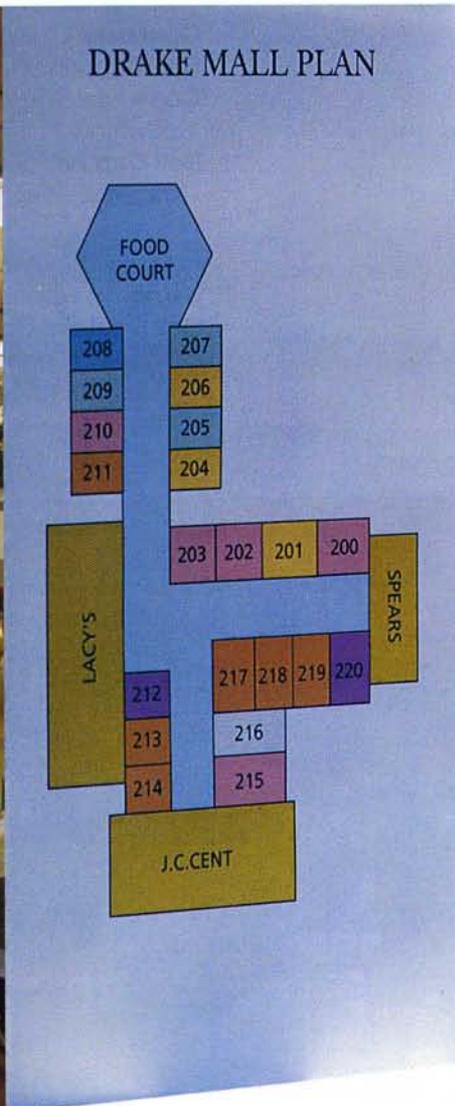
Guest: Thank you for inviting me.

Host: You're very welcome. Come again.

3 Discuss:

- Why did Wilbur apologize?
- What do you think Charlene said about fur coats?
- Why do you think Max fell asleep?

Culture File 18 Socializing



KEY

DEPARTMENT STORES

Lacy's
J.C. Cent
Spears

CLOTHING & ACCESSORIES

213 Blue Jean Heaven
219 It's a Small World Children's Clothes
211 Odessa's Ladies Boutique
214 The Sweater Center
218 Top T-Shirts
217 World Girl Casuals

SHOES

201 Kinsey Sports
206 Fancy Foot
204 Madame Paris

JEWELRY

212 Diamond Mine
220 Fool's Gold

SPECIALTY STORES

203 Kiddies Korner Toys
202 Compact Music
210 Fitz Cameras
200 Greta's Greetings Cards
215 Walton Books

DRUG STORES

216 Achehard Drugs

RESTAURANT & FOOD

208 98-Flavors Ice Cream

SERVICES

209 Superior Travel
207 Cyclops Optical
205 Regent Hairstylists

- 1** Consuela Rodriguez is in Los Angeles on business. She has some spare time and has come to the Drake Mall to do some shopping. Listen to the four conversations, then listen again and complete the table.

Note: You might not be sure about the stores, so just guess!

Conversation	Which store was she in?	What did she buy?	Who was it for?	How much did she spend?
A 1.47				
B 1.48				
C 1.49				
D 1.50				

- 2** Ask and answer. Look at the Drake Mall plan. What things do you think you can buy in each store?
- 3** Now look at the transcripts in the back of this book. Role-play similar conversations. Decide on four people you're looking for presents for. Change the words in blue.
- 4** Make notes about shopping in your country, under the headings below. Then, compare your notes with other students.
- shopping malls (where is the nearest one?)
 - the types of stores you visit
 - how often you shop
 - when stores are busiest



20 Hotel lobby

The lobby of The Studios Inn Hotel.

1.51 Conversation A

Julie: Could you get my car, please.

Valet: Sure. What model is it?

Julie: It's a silver Lexus sedan. It's in lot B.

Valet: I'll bring it around right away.

1.52 Conversation B

Bell Captain: Welcome to the Studios Inn, ma'am. Are you checking in?

Keiko: Yes.

Bell Captain: Please step over to the front desk. I'll look after your bags.

Keiko: Thank you.

Bell Captain: You're welcome. Enjoy your stay.

1.53 Conversation C

Consuela: Could you call me a cab, please?

Bell Captain: Yes, ma'am. Where are you going?

Consuela: The WorldWide Entertainment Building, downtown.

Bell Captain: Sure, take a seat in the lobby. It'll be five minutes. I'll let you know when it's here.

1.54 Conversation D

Larry: I'm waiting for the airport courtesy bus.

Bell Captain: Do you have a reservation, sir?

Larry: Yes, I do.

Bell Captain: The bus will be here at 11:00. Take a seat. I'll take care of your bags.

Larry: Thank you.



1 Have similar conversations. Replace the key words, in color, with the words below.

Conversation A

- a green / GM sports utility vehicle / lot A
- b gray / Ford Galaxy MPV / the garage, level 2
- c white / Chevrolet station wagon / the main parking lot
- d red / Dodge Viper convertible / the underground garage

Conversation B

- a Four Seasons / take care of your bags
- b Crowne-Plaza / see to your bags
- c Hyatt-Regency / look after your bags
- d Intercontinental / attend to your bags

Conversation C

- a L.A. International Airport / 15 minutes
- b The train station, downtown / 2 minutes
- c City Hall, downtown / 10 minutes
- d 3168 Hollywood Boulevard / 20 minutes

Conversation D

- a 7:30 a.m. / your suitcase
- b 3:30 p.m. / your bags
- c 11:30 p.m. / your baggage
- d 10:00 a.m. / your briefcase

2 COMMUNICATION ACTIVITIES

- Student 1 - Go to Communication Activity F
- Student 2 - Go to Communication Activity S

Culture File 20 Cars



1.55 Make similar conversations, using the board from the Fitness Center.

Conversation A

Attendant: Good morning. Would you sign in, please?

Keiko: Certainly.

Attendant: Are you a guest?

Keiko: Yes, I am. I'd like to use the pool.

Attendant: Sure, no problem. Just put your room number after your name. Thanks. I'll get you a towel, Miss Ishida.



FITNESS CENTER
STUDIOS INN HOTEL

Swimming pool
Jacuzzi
Sauna
Massage Therapist
Weight Machines
Gym

Personal trainer and massage also available by appointment

Operating Hours: 6 a.m. – 10 p.m.

1.56 Note how they maintain a conversation by adding information and asking questions.

Conversation B

Woman: The water's lovely and warm today.

Keiko: Yes, it is. It's a nice pool.

Woman: Are you here on business or vacation?

Keiko: On business. I'm visiting my company's Los Angeles office.

Woman: Yeah? Is this your first visit to L.A.?

Keiko: Yes. It's a very interesting place.

Woman: It sure is. Where are you from?

Keiko: I'm from Kobe, in Japan. Have you heard of it?

Woman: It's near Osaka, isn't it?

Keiko: That's right. Have you ever been there?

Woman: No, but, I was in Tokyo a couple of years ago. Hey, let me introduce myself. My name's Sue-Ellen Hewitt. I'm from Houston, Texas.

Keiko: Nice to meet you. I'm Keiko Ishida.

1 Read Conversation B. What facts did you learn about Sue-Ellen Hewitt and Keiko Ishida?

Culture File **21** Maintaining a conversation

2 Look at these two business cards.

Student A: You are Dr. Chung.

Student B: You are Harry Smithers.

- a List the facts from the card. Name? Job? Home town? Place of work? etc.
- b Role-play a conversation as the characters in the Fitness Center.

Dr. D.W.M. Chung M.D.

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Evanston, Illinois
IL 60201
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Mobile: (on location) (847) 590-2243
Email: HarryRS@AcmeFilm.com



22 Business events

1 **1.57-59** Listen to three people talking. Match the speakers to the pictures.

2 **1.57** Listen again to Speaker 1. Are these statements true (✓) or false (X)?

- a He went to a seminar last Saturday.
- b All the talks were good.
- c He couldn't take in all the information.
- d The worst part was the lunch break and coffee breaks.
- e He found the socializing more useful than the talks.

3 **1.58** Listen again to Speaker 2. Ask and answer these questions:

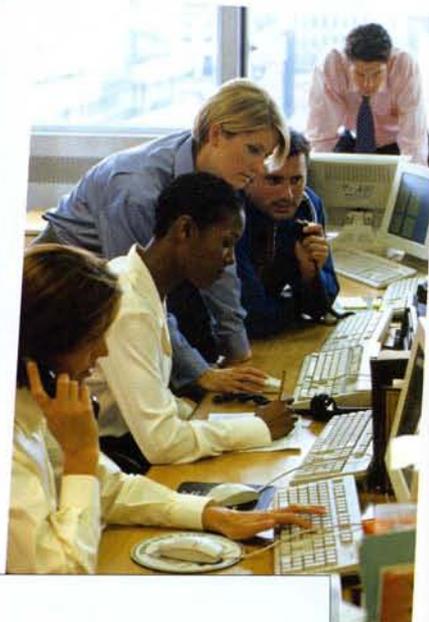
- a How many training courses has she been on?
- b How many computer courses has she done?
- c What other courses has she done?
- d How long was the last course?
- e Did she learn about software?
- f Which section was a waste of time?

4 **1.59** Listen again to Speaker 3. Check (✓) the correct boxes.

- a He's at a trade fair now.
 He went to a trade fair recently.
- b He's made some useful contacts.
 He hasn't made many contacts.
- c He's given away all his business cards.
 He's given away 200 business cards.

5 Interview your partner and complete the questionnaire.

Culture File 22 Business events



- 1 Have you ever been to ...?
 - a trade fair / exhibition
 - a seminar
 - a large conference
 - a training course
- 2 Were you there as ...?
 - an exhibitor
 - a presenter
 - a participant
 - a visitor
 - a trainee
- 3 When did you last go to a business event? _____
- 4 Where was it?
 - a conference center
 - a hotel
 - a college / university
 - a company's offices
- 5 What did you think of it? Was it ...?
 - interesting
 - exciting
 - educational
 - useful
 - boring
 - tiring
 - fun
 - hard work
- 6 Think about a business event you attended. Check the statements that are true for you.
 - I learned a lot.
 - I'm pleased I went.
 - I made some good contacts.
 - It was a waste of time.
 - The social side was good.
 - It was expensive for my company.
 - I met some interesting people.
 - I had to write a report afterwards.



1.60 Wilbur Meeks is having a business lunch with Marcus Todd, from the Twin Rivers Corporation. This is Wilbur's first meeting with Marcus.

Marcus: Great! Here's the soup. They do an excellent clam chowder here.

Wilbur: So I hear. Now, I wanted to explain more about the contract ...

Marcus: I really enjoy seafood. Have you ever been to New Orleans? That's the place for seafood.

Wilbur: No, I haven't. But, you see, my company will be at least 10% cheaper than anyone else and ...

Marcus: The weather's been great today. I love the fall. The air feels so crisp.

Wilbur: Did you read our brochure, Mr. Todd? We offer a superb discount for ...

Marcus: Wilbur! We can talk business after we eat lunch. Come on, your soup's getting cold. Anyway, just call me Marcus!

Wilbur: Uh huh, sure. Yes ... um ... Marcus. I just wanted you to look at page ten in the brochure. I have it here.

Marcus: I can see that. It's in your soup!



1 Find out:

- a What kind of soup they're eating.
- b Whether Wilbur has been to New Orleans.
- c Where Wilbur's brochure is.

2 Many people only 'talk business' after the meal. What topics would you choose? Decide whether these topics would be suitable or not.

- | | | |
|------------------|--------------|---------------|
| the weather | families | sports |
| traveling | vacations | work |
| food and drink | automobiles | music |
| medical problems | religion | politics |
| the news | your country | acquaintances |
| the environment | money | jokes |

3 Think of a sentence that could introduce each topic. Use these phrases to help:

- Have you ever ...?
- Are you interested in ...?
- Did you hear about ...?
- Do you know ...?
- How do you feel about ...?
- Have you been to ...?
- Do you like ...?
- What do you think of ...?

4 Make a conversation which introduces all the wrong topics. Then try again with the right ones.



24 Local specialties

1.61 Ian King has traveled from Atlanta to Tampa, Florida, on business. His host, Rebecca Larsen, has taken him out to dinner.

Rebecca: Well, Ian, it's a pretty long menu. What would you like?

Ian: This is my first visit to Florida. I'd like to try a local specialty.

Rebecca: Something local? OK ... the seafood is always good.

Ian: Sounds fine.

Rebecca: Hey! There's something real local on this menu. You won't find this outside Florida.

Ian: I'll try it! Um ... what is it?

Rebecca: Gator tail.

Ian: Pardon?

Rebecca: Gator tail ... alligator tail.

Ian: You're kidding me.

Rebecca: No, I'm not. It's not real popular. It's just a novelty for the tourists - there's an alligator farm right outside Orlando.

Ian: I don't know ...

Rebecca: It tastes just like chicken. You have to try it, Ian. You can tell everyone back home in Britain that you've eaten alligator.

Ian: Well, OK. But only if you have it, too.

Rebecca: Ah. Now, that's different! How about some fish? That's a specialty. They have fresh Grouper and Red Snapper. They're both typical of Florida. And of course you just have to try Key Lime Pie for dessert. Now, that's real special ...



1 **1.62** Read the dialog below. Then listen.

Student A: What food is a specialty of France?

Student B: Escargots.

Student A: What's that?

Student B: It's snails.

Student A: Have you ever eaten snails?

Student B: Yes.

Student A: What did they taste like? Did you like them?

2 Ask and answer similar questions about these other local specialties.

- a Japan, Sashimi (raw fish)
- b Spain, Gazpacho (chilled vegetable soup)
- c Florida, Key Lime Pie (pie with cream and lime juice)
- d New England, Clam Chowder (fish soup with clams)

3 Read back and highlight all the words you would find on a menu. Which are starters? Which are entrées? Which are desserts?

4 COMMUNICATION ACTIVITIES

- Student 1 - Go to Communication Activity G
- Student 2 - Go to Communication Activity T

Culture File **24** Food taboos

5 Select a menu of local specialties for a visitor to your town or country. Describe the specialties to another person.

25 On the phone



2.01 When Julie Morrison called the Studios Inn Hotel, she heard a recorded message. The message told her that she could use a touch-tone phone to contact various numbers directly. Listen to the recording. What were the touch-tone numbers for these locations?

Location	Number
Hotel Reservations	
Hotel Management	
Guest Services	
Conference Center	
Business Services	
Guest Rooms	
Consuela's room	



2.02 Jessica Adams is receiving a business call. Circle the words the caller uses to spell his name. What is his name?

- | | | | |
|------------------|-------------------|------------------|------------------|
| A Alpha | H Hotel | O Oscar | V Victor |
| B Bravo | I India | P Papa | W Whiskey |
| C Charlie | J Juliet | Q Quebec | X X-ray |
| D Delta | K Kilo | R Romeo | Y Yankee |
| E Echo | L Lima | S Sierra | Z Zulu |
| F Foxtrot | M Mike | T Tango | |
| G Golf | N November | U Uniform | |

This is the international word recognition chart. It is used by air traffic control and many emergency services. They chose words that didn't sound like any other words on the chart. It's useful when you're spelling words on the phone.



1 **2.03** Listen to the chart. Check (✓) the words which are the same, or nearly the same in your language.

2 **Ask and answer:**

- Do long recorded messages annoy you?
- Do you always leave messages on answerphones?
- Do you send text messages?
- Do you use a WAP (Internet) phone?
- Do you use a video-camera phone?

3 Make up your own word recognition chart with new words. Don't show your partner. (You can use names, countries, international words, cities, famous people's names.)

4 How would you make someone understand these names? Use your chart. For example: *Quixote. That's Q for ...*

- a Quixote
- b Wahlberg
- c Fitzroy
- d Jackson
- e Davidson
- f Murphy

Culture File **25** Phones



http://www.wwe.com

Back Forward Stop Refresh Home AutoFill Print Mail

Address: http://www.wwe.com

Worldwide Entertainment SEARCH
PASSWORD

Welcome to the Web site of Worldwide Entertainment™

Pals

IMAGE GALLERY:
"Pals"© sit-com wwe
Image 3 (0984.PALS.jpg)

Actors Tyrone Evans, Pearl Garcia, Sara Parker and Brad Lewis as Mike, Emma, Liza and Wayne in episode 2 'Road trip - Orlando'

View images:
click on any picture for full-screen image

Navigation sidebar:
About WWE
Video clips
Audio files
Current programs
Image archive
Regional offices
Clients only
News
Contact us

1 Look at the Web page. How many words are the same (or nearly the same) in your language? How many words do you understand?

2 Find the meaning of these words:
download / upload / archive / secure site / access / view / image / client / password / key in

3 Write the symbols after the words:
dot forward slash back slash hyphen colon line parentheses plus arrows

4 Listen. Julie Morrison is calling Ryan Thomas at Worldwide Entertainment. She wants to see some publicity pictures from Worldwide Entertainment's new sit-com, 'Pals'. Put these instructions in order from 1 to 5.

- Go to 'clients' on the menu
- Key in the site address
- Key in the password
- Choose 'search'
- Key in 'NSW media'

5 Discuss. Which of these things do you do on the Internet?

- access English-language sites
- access English-teaching sites
- search for information
- view video clips
- download audio files
- use a chat room
- search for images
- download images

What's your favorite Web site?

27 Airport arrivals



2.05 Read the I-94 form and the Inspector's questions below. Guess Young Ho Kim's answers. Then listen to the conversation and compare your answers.

Inspector: Good morning. Where have you come from?

Mr. Kim:

Inspector: Fine. May I see your passport?

Mr. Kim:

Inspector: What is the nature of your visit?

Mr. Kim:

Inspector: And how long are you staying in the United States?

Mr. Kim:

Inspector: Fine. Here's your passport back.

Mr. Kim:

Inspector: Welcome to the United States. Enjoy your stay.

U.S. Department of Justice
Immigration and Naturalization Service

OMB No. 1115-0148

Welcome to the United States

I-94W Nonimmigrant Visa Waiver Arrival/Departure Form

Instructions
This form must be completed by every nonimmigrant visitor not in possession of a visitor's visa, who is a national of one of the countries enumerated in 8 CFR 217. The airline can provide you with the current list of eligible countries.

Type or print legibly with pen in ALL CAPITAL LETTERS. USE ENGLISH.

This form is in two parts. Please complete both the Arrival Record, items 1 through 11 and the Departure Record, items 14 through 17. The reverse side of this form must be signed and dated. Children under the age of fourteen must have their form signed by a parent/guardian.

Item 7 - If you are entering the United States by land, enter LAND in this space. If you are entering the United States by ship, enter SEA in this space.

Admission Number
771668572 09

Immigration and Naturalization Service
Form I-94W (05-29-91) - Arrival Record
VISA WAIVER

1. Family Name KIM	3. Birth Date (day/month/year) 10/12/81
2. First (Given) Name YOUNG HO	5. Sex (male or female) MALE
4. Country of Citizenship KOREA	7. Airline and Flight Number KE0017
6. Passport Number JRO9X429Z	9. City Where you boarded SEOUL
8. Country where you live KOREA	10. Address While in the United States (Number and Street) 1313 HOLLYWOOD BLVD
11. City and State HOLLYWOOD, CALIF	
Government Use Only	
12.	13.

I-94 FORM

As a foreign national (except for Canadian citizens and U.S.) you are required to fill out an I-94 form. This form will be given to you during the flight.

- Please provide your personal data and travel-related information.
- Please fill out only the front side; do not use the reverse side.
- This form must be kept in your passport until you leave the U.S.A.
- One form is required for every member of the family.
- Please complete the I-94 form legibly in English and in capital letters.



U.S. Department of Justice
Immigration and Naturalization Service

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Admission Number

Immigration and Naturalization Service
Form I-94W (05-29-91) - Arrival Record
VISA WAIVER

1. Family Name	3. Birth Date (day/month/year)
2. First (Given) Name	5. Sex (male or female)
4. Country of Citizenship	7. Airline and Flight Number
6. Passport Number	9. City Where you boarded
8. Country where you live	10. Address While in the United States (Number and Street)
11. City and State	
Government Use Only	
12.	13.

1 Look at this part of the conversation.

Inspector: How long are you staying in the United States?

Mr. Kim: About three weeks.

Ask and answer similar questions using:

- a at the Hilton / three days
- b in Brazil / a week
- c in Osaka / twenty-four hours
- d at the Park Towers / five days
- e in Mexico City / two weeks

2 Interview another student and complete the second I-94 form with their details.

3 Role-play a conversation with an Immigration Inspector.

4 Discuss. What experiences have you had going through Passport or Immigration check points?



28 Lost baggage

2.06 Wilbur Meeks is waiting at the baggage claim at Boston's Logan airport.

Conversation A

Woman: I hate waiting for baggage, don't you?
Wilbur: Yes, mine always seems to be the last.
Woman: Last year they lost my suitcase. Have they ever lost yours?
Wilbur: Mine? No, never.
Woman: Ah! There's my bag now. Bye.



2.07 Conversation B

Wilbur: Excuse me. My bag hasn't arrived yet.
Airline Representative: Which flight?
Wilbur: Redwood Airlines from Seattle.
Airline Rep: RRA 438?
Wilbur: Yes. Everyone else's bags came off the baggage claim, and now it's stopped.
Airline Rep: Uh huh. Did it have your name on it?
Wilbur: It had my name, address, zip code and telephone number.
Airline Rep: We'll try to find it for you, sir. Can you fill out this form? Description of bag, flight number, value of contents etc.

Wilbur: Oh. Yes.
Airline Rep: Do you have an itemized list of the contents?
Wilbur: No. Why?
Airline Rep: Your insurance company might ask for a list. You'd better write one.
Wilbur: OK.
Airline Rep: And don't worry. Ninety-eight percent of lost bags turn up eventually.
Wilbur: I hope so.
Airline Rep: If it doesn't turn up within twelve hours your insurance will pay for the things you need right now – a clean shirt, socks, underwear, that kind of thing.



- 1** **2.08** Listen to Conversation C. Underline the stressed words in these sentences.
- a Well, actually I didn't lose it. You lost it.
 - b We've found your suitcase, Mr. Meeks.
 - c Now the bad news.

- 2** Listen again. Where did Wilbur's suitcase go? Check (✓) the boxes.

- | | |
|------------------------------------|--------------------------------------|
| <input type="checkbox"/> Bangkok | <input type="checkbox"/> Bombay |
| <input type="checkbox"/> Hong Kong | <input type="checkbox"/> Beijing |
| <input type="checkbox"/> Baltimore | <input type="checkbox"/> New York |
| <input type="checkbox"/> Boston | <input type="checkbox"/> Los Angeles |
| <input type="checkbox"/> Las Vegas | <input type="checkbox"/> Seattle |
| <input type="checkbox"/> Rome | <input type="checkbox"/> Bologna |

- 3** Write an itemized list of the things you would pack for (1) a business trip to a cold climate (2) a vacation to a hot climate. Interview another person and find out what they would take.

- 4** Discuss:
- Has an airline ever lost your baggage?
 - Was it lost forever or was it found?
 - Do you take out travel insurance when you fly?
 - Have you ever made a travel insurance claim?

Culture File 28 Airline baggage



2.09

Customs Officer: Excuse me. Do you have anything to declare?

Mr. Kim: No, nothing. Just the normal allowance.

Customs: Have you read the customs form, sir?

Mr. Kim: Yes, I have.

Customs: OK, then, could you open up your suitcase for me, please?

Mr. Kim: Sure.

Customs: That's fine, thank you. You may proceed.

Mr. Kim: Thanks.

Customs: Enjoy your stay in the United States.

CAUTION: Some Prohibited Items



Plants



Liquor-filled candy



Meats



Fruits / Vegetables

Ivory



CUSTOMS FORM

Before arriving in the U.S., each traveler (or head of family) is required to fill out a Customs Declaration Form.

- Please complete the form in English and in capital letters.
- Most of the questions on the Customs Declaration Form can be answered by writing "Yes" or "No".
- Please remember to sign your name at the bottom of the reverse side.
- This form will be distributed during the flight.


**DEPARTMENT OF THE TREASURY
UNITED STATES CUSTOMS SERVICE**

Customs Declaration FORM APPROVED
OMB NO. 1515-0041

19 CFR 122.27, 148.12, 148.13, 148.110, 148.111, 1498; 31 CFR 5316

Each arriving traveler or responsible family member must provide the following information (only ONE written declaration per family is required):

- Family Name: First (Given) _____ Middle _____
- Birth date: Day _____ Month _____ Year _____
- Number of Family members traveling with you _____
- (a) U.S. Street Address (hotel name/destination) _____
(b) City _____ (c) State _____
- Passport issued by (country) _____
- Passport number _____
- Country of Residence _____
- Countries visited on this trip prior to U.S. arrival _____
- Airline/Flight No. or Vessel Name _____
- The primary purpose of this trip is business: Yes No
- I am (We are) bringing:

(a) fruits, plants, food, insects:	Yes <input type="checkbox"/>	No <input type="checkbox"/>
(b) meats, animals, animal/wildlife products:	Yes <input type="checkbox"/>	No <input type="checkbox"/>
(c) disease agents, cell cultures, snails:	Yes <input type="checkbox"/>	No <input type="checkbox"/>
(d) soil or have been on a farm/ranch/pasture:	Yes <input type="checkbox"/>	No <input type="checkbox"/>
- I have (We have) been in close proximity of (such as touching or handling) livestock: Yes No
- I am (We are) carrying currency or monetary instruments over \$10,000 U.S. or foreign equivalent: (see definition of monetary instruments on reverse) Yes No
- I have (We have) commercial merchandise: (articles for sale, samples used for soliciting orders, or goods that are not considered personal effects) Yes No
- Residents — the total value of all goods, including commercial merchandise I/we have purchased or acquired abroad, (including gifts for someone else, but not items mailed to the U.S.) and am/are bringing to the U.S. is: \$ _____
Visitors — the total value of all articles that will remain in the U.S., including commercial merchandise is: \$ _____

Read the instructions on the back of this form. Space is provided to list all the items you must declare.

I HAVE READ THE IMPORTANT INFORMATION ON THE REVERSE SIDE OF THIS FORM AND HAVE MADE A TRUTHFUL DECLARATION.

X (Signature) _____ Date (day/month/year) _____

For Official Use Only Customs Form 6059B (04/02)

1 Guess the questions and replies.

2.10 Then listen and compare.

Customs: Excuse me. Do you ?

Natalie: Well, I

Customs: How whiskey

Natalie:

Customs: That's OK. Do anything else?

Natalie: perfume.

Customs: There restrictions on perfume for personal use. Is that all?

Natalie:

Customs: That's OK. You can go through.

Culture File 29 Allowances

2 Imagine you are entering the United States and complete the Customs Declaration form. Interview another student and find out what's on their form.

3 COMMUNICATION ACTIVITIES

Student 1 - Go to Communication Activity H

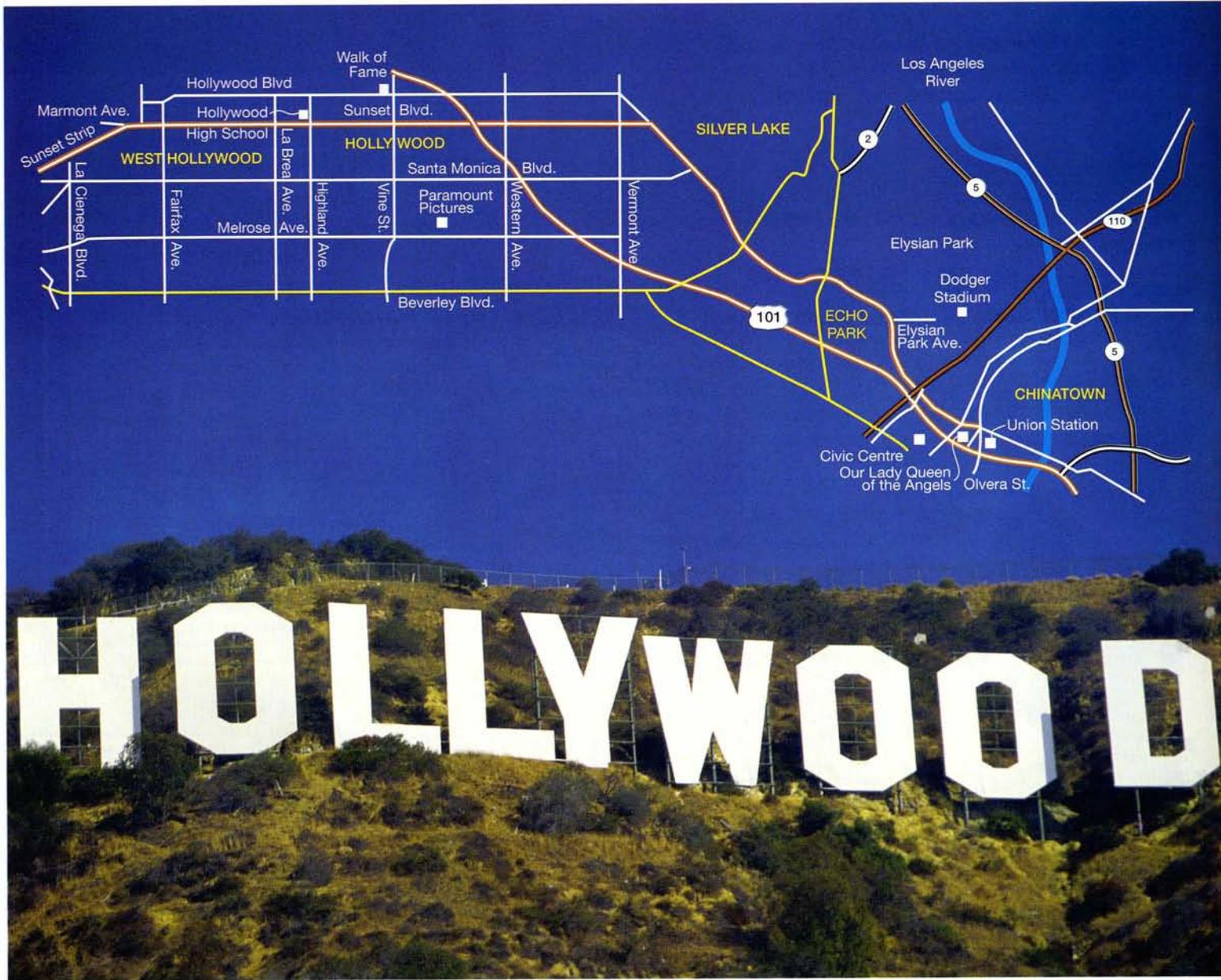
Student 2 - Go to Communication Activity U

4 Discuss:

- Is it important to have customs at international borders? Why? / Why not?
- What kind of items do people try to smuggle?
- Could more be done to stop smugglers?



30 Asking for directions



1 Find abbreviations on the map for:
Boulevard Avenue Street

- 2** On the map find:
- a somewhere you can take a train from
 - b a motion picture studio
 - c somewhere you can watch a baseball game
 - d a famous church
 - e somewhere you can find Asian restaurants

3 **2.11-13** **Locate the Hollywood High School. This is your starting point. Listen to three conversations, and follow the directions.**

Culture File **30** Walking in the U.S.A.

4 **Choose a location and give directions to another student. They should follow the route on the map. Use these directions to help.**

Go left Turn right Take a	Go straight ahead. across (Vermont Avenue). down / up (Sunset Boulevard). past (the ...). north / south / east / west through the intersection of ... and ...
Take the	(first) exit on your (right). exit 15A. second turn on your (right). turn onto (Highland).
	You'll see it. You can't miss it.

31 Time zones



2.14

Max: Hello? This is Max Devereux.

Wilbur: Good morning, Mr. Devereux. How are you today?

Max: What the ... Who is this?

Wilbur: It's me Mr. Devereux. Wilbur Meeks, calling from the Boston office. I'm sorry to call you at home, sir, but I ...

Max: Wilbur? Do you know what time it is?

Wilbur: Yes, sir. It's eight a.m.

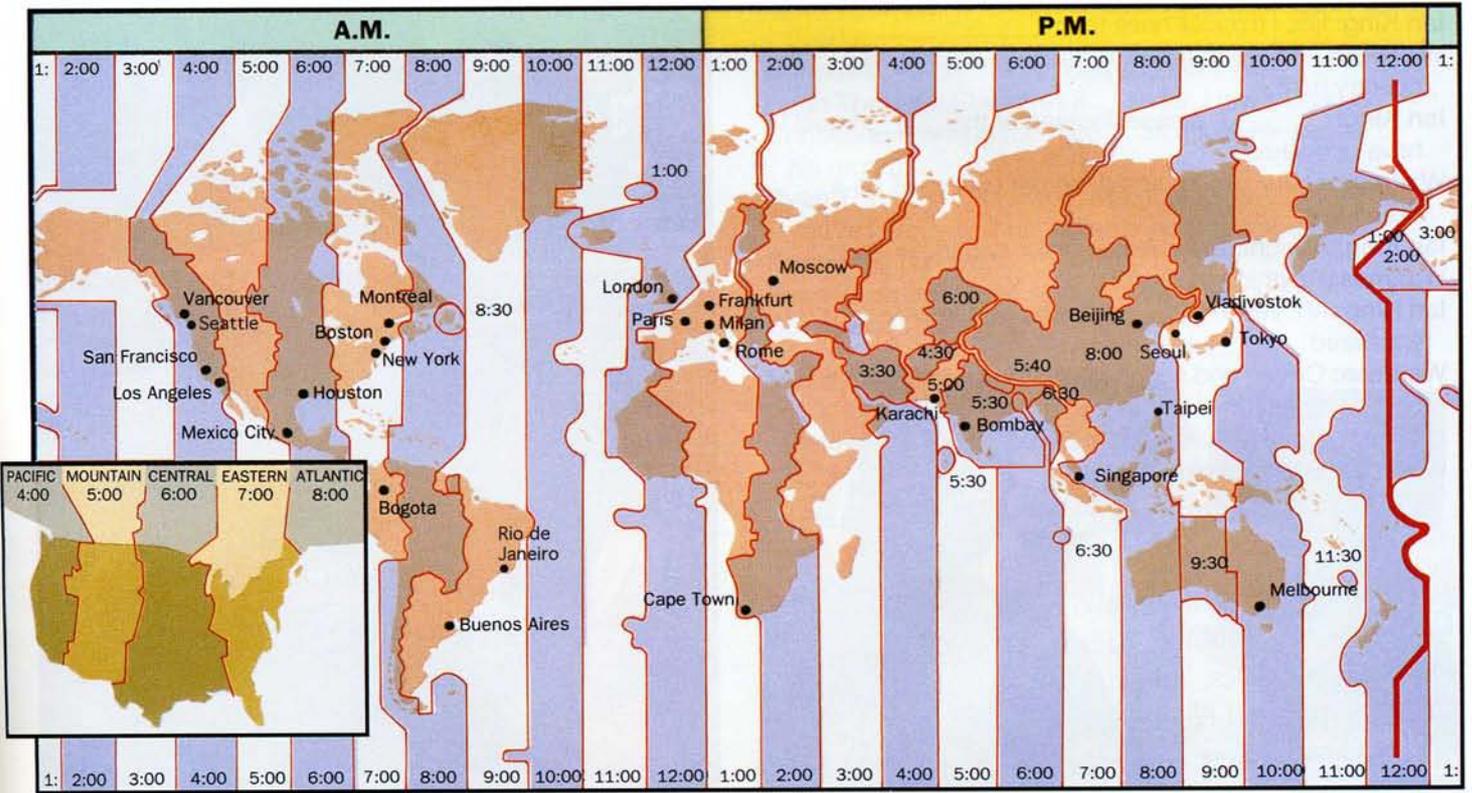
Max: But do you know what time it is here in Seattle?

Wilbur: Yes, sir. It's eleven a.m. Pacific Time.

Max: Wilbur! Pacific Time is three hours *behind* Eastern Standard Time, not three hours ahead!

Wilbur: Oh! You mean ...

Max: I mean it's five o'clock in the morning! This had better be very important, Wilbur. Wilbur? Are you there? Huh. He hung up on me!



1 Look at the map and answer:

- When it's 5 p.m. in Boston, what is the time in:
Los Angeles Taipei
Paris Moscow
London Mexico City
- When it's 3 a.m. in Tokyo, what time is it in:
Cape Town Rome
Melbourne Bogota
Beijing Buenos Aires

2 Look at the map again. Choose six cities and make sentences like this:

When it's 7 p.m. in Paris, it's noon in Mexico City.
When it's 3 p.m. in Milan, it's 11 p.m. in Seoul.

When it's 6 p.m. in New York, it's 8 a.m. the next day in Tokyo.

3 Find out:

- How many hours is Montreal ahead of Seattle?
- How many hours is Karachi behind Singapore?
- When it's 6 p.m. in New York, what time is it here?

4 Now ask and answer similar questions.

Culture File 31 Daylight Savings Time

5 Decide on two cities and two times. Practice a telephone conversation like the one between Max and Wilbur.



32 Breakfast in America

2.15 Ian King is at a hotel in Florida.

Waitress: Hi! How are you doing today? Are you ready to order?

Ian King: Yes, I am, thank you. I'll have the Farmer's Breakfast.

Waitress: How would you like your eggs - sunnyside-up, over-easy, or ...?

Ian King: Sunnyside-up?

Waitress: Oh, I see. You're British! Well, that's when the egg's not flipped over. You can also have your eggs poached or scrambled.

Ian King: Uh, I think I'll have them _____.

Waitress: And will that be link sausage, bacon, or country ham?

Ian King: _____, please. Instead of the _____, could I have pancakes?

Waitress: Sorry, sir. I'm afraid the pancakes will be a side order.

Ian King: All right, then. A side order of pancakes.

Waitress: Anything to drink?

Ian King: Ah, yes. A _____, please, and freshly-squeezed _____ juice.

Waitress: Cream and sugar are on the table. I'll bring your _____ right away.

Ian King: Thank you. Could I also have a glass of water?

Waitress: Sure. Coming right up.



Farmer's Breakfast - two eggs any style.
Choice of link sausage, bacon or country ham.
Breakfast potatoes. Traditional Southern corn grits.
Freshly-squeezed Florida orange or grapefruit juice.
Coffee (bottomless cup), tea or hot chocolate.

PLEASE HANG ROOM SERVICE BREAKFAST ORDER OUTSIDE DOOR BEFORE 2:00 A.M.

ROOM SERVICE BREAKFAST

Indicate number of breakfasts, time required and check each item required.

No. of breakfasts required: Room no. Date:

6-6:30 6:30-7 7-7:30 7:30-8
 8-8:30 8:30-9 9-9:30 9:30-10
 10-10:30 Other time (available 24 hours)

Juice: Orange Grapefruit Tomato
 Yoghurt: Natural Blueberry Fruit flavored Low Fat

Cereals: Cornflakes Branflakes Granola
 Cheerios Oatmeal

Drinks: Coffee Decaff. coffee Tea Milk
 Breads: Muffins Croissants Danish
 Wholewheat Rolls Toast

Selection of jams/jellies, honey, butter, low-fat spread.

Guest signature _____

15% Service Charge added to all Room Service orders. Sales tax will be added.

1 Guess the words to complete the conversation above.

2 Then listen to the recording and compare.

3 Find answers.

- a In which ways can Ian King have his eggs cooked?
- b What does sunnyside-up mean?
- c What's a side order?
- d What did Ian King ask for as a side order?

4 Discuss. What do people eat for breakfast in your country and other countries you've been to? How is it different from American breakfasts?

5 Ask your partner what they would like for breakfast tomorrow and fill in the card.

Culture File 32 American breakfasts

33 Making conversation



2.16 The best way to continue a conversation is to ask questions.

Keiko Ishida has just been introduced to Natalie Trudeau from WorldWide Entertainment.

Conversation A

Keiko: WorldWide Entertainment? Do you know Paul Steinway from your New York office?

Natalie: I don't know him personally, but I've spoken to him on the phone. I work in our Paris office.

Keiko: I met Paul last year.

Natalie: Oh, really, where was that?

Keiko: At the film festival in Osaka. He was with a bearded man - I can't remember his name.

Natalie: A tall guy with a beard and glasses?

Keiko: That's right.

Natalie: Oh! That was Ryan Thomas. He works here in L.A.



1 Listen to Conversation A and answer these questions:

- a Which office does Paul Steinway work in?
- b Where does Natalie work?
- c What does Ryan Thomas look like?
- d Where did Keiko meet Ryan and Paul?

2 In Conversation B highlight:

- a a greeting
- b a question about the family
- c an invitation
- d an acceptance

2.17 If you've met someone's family, it's polite to ask about them.

Consuela Rodriguez has just arrived at WorldWide Entertainment's Los Angeles office.

Conversation B

Ryan Thomas: Consuela! Come in. It's great to see you again.

Consuela: It's good to see you, too. How's Marguerite?

Ryan Thomas: She's fine.

Consuela: And how are the kids?

Ryan Thomas: They're fine. Laura's just started First Grade.

Consuela: Really? How does she like it?

Ryan Thomas: She loves it ... so far. How's Enrique?

Consuela: Working too hard ... as usual! He sends his regards.

Ryan Thomas: Thank you. Marguerite says that while you're here, you must come over and visit us.

Consuela: I'd love to.

Ryan Thomas: Great. Is tomorrow evening OK?

Consuela: That's fine.



3 Discuss:

- In your country, do you ...
 - exchange business cards?
 - ask about business acquaintances' families?
 - ask about their colleagues?
 - invite business contacts to your home?

Why? / Why not?

Culture File **33** Describing people 1

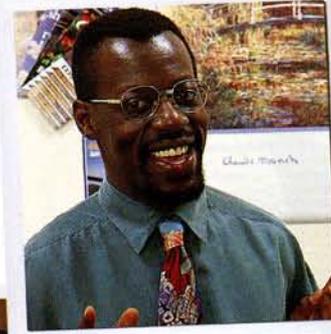


34 Describing people

Worldwide Entertainment is holding a launch party for the new sit-com, 'Pals'. Tony and Ashley are at the party with these other guests.



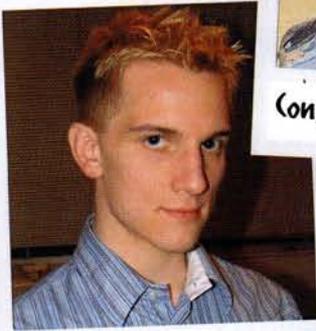
Consuela Rodriguez



Ryan Thomas



Julie Morrison



Brad Lewis



Tyrone Evans



Pearl Garcia

2.18 Conversation A

Ashley: Tony, who's that man who's talking so loudly?
Tony: Which one? Everybody's talking loudly.
Ashley: The bald man ... the one with the mustache.
Tony: Oh, him! That's Mark Harris. He's the producer of 'Pals'.
Ashley: And that woman who's standing next to him. Is she his wife?
Tony: The one with the gray hair? Why do you reckon she's his wife?
Ashley: She's the only one who isn't laughing at his jokes!
Tony: Right. Everyone else has to! Same again?
Ashley: No, thanks. I'll just have a mineral water.

2.19 Conversation B

Man: Hello, I haven't seen you before.
Ashley: That's because I don't work here. My husband does.
Man: Oh, what's his name?
Ashley: Tony. Tony Moreton. Do you know him?
Man: No. I don't work here either - my girlfriend's in 'Pals'. Her name's Pearl Garcia. I expect she knows him.
Ashley: Where is she?
Man: She's over there. That tall girl who's talking to that funny little man with glasses? I wonder who he is?
Ashley: That "funny little man" is my husband!

1 Connect the sentences below with "who's" or "who":

I don't know the	tall	man	who's	talking.
He's the	blonde	woman	who	wearing a blue dress.
She's the	young	guy		produced the program.

- He's the tall attractive guy. He's telling them about the program.
- She's the dark-haired woman. She works for Mexican TV.
- They're the ones. They starred in the sit-com.
- That's the person. She works in the Design Department.

Culture File 34 Describing people 2

2 Look at the language below and ask question about the people in the pictures.

Is	Consuela	tall?	Does	she	have	long hair?
	Ryan	blonde?		he		short hair?
		dark-haired?				red hair?
		slim?				dark hair?
		short?				a mustache
		attractive?				brown eyes

- Then ask and answer similar questions.
Which one is Consuela Rodriguez?
She's the dark-haired woman. She's in her thirties.

4 COMMUNICATION ACTIVITIES

Student 1 - Go to Communication Activity I
 Student 2 - Go to Communication Activity V



1 Discuss:

What storage media do you have in your home / office?
 Do they store pictures? video? sound? text?
 What features do you look for in ...
 computer storage media?
 storage media for video?
 storage media for sound?
 storage media for digital photos?

2 2.20 Listen to this conversation between Wilbur Meeks and Kelly Osgood from MidWest Retail. Who says these things? Write K for Kelly. W for Wilbur.

I know all that.
 May I finish?
 Sorry. Yes. Go on.
 Please let me continue.
 Uh, I guess so.
 Can we stick to the point?

3 2.21 Look at the description of the Devereux Egg III. Then listen to the rest of the conversation and complete the information.

DIMENSIONS:

Height: _____

Width: _____

Length: _____

STORAGE CAPACITY: _____ MB

CONNECTIVITY:

1) _____ 2) _____ 3) _____

The Devereux EGG III

Portable storage media for programs, pictures, sound & video

Version III the newest and the best!

- ▲ smaller
- ▲ larger memory
- ▲ better-looking aluminum finish
- ▲ faster drive
- ▲ greater connectivity
- ▲ supports PC / Mac / Handhelds
+ all digital photo cards
- ▲ easy link to video projectors
- ▲ suitable for presentations software, video clips, slide shows, audio storage, personal MP3 player
- ▲ waterproof



For full details: www.devereux.com/products/eggIII/html



4 What can you say about EGG III? Read these sentences. Now make a short presentation about EGG III.

It's (suitable / ideal / perfect) for (presentations).
 You can use it for (presentations / music).
 It's (bigger / smaller / better) than (the previous model).
 It's the (biggest / smallest / fastest) (on the market / you can get).
 It can (store 100 MB / a lot) of information.
 It's (300 millimetres) (wide / high / long / deep).

Culture File **35** Comparing things

5 COMMUNICATION ACTIVITIES

Student 1 - Go to Communication Activity J
 Student 2 - Go to Communication Activity W



36 Talking about your job



	CD track number	Working hours (from-to)	Days worked per week	Vacation per year	Where they eat lunch	What they usually wear at work
Mark	2.22	10 - 3 + 7 - 11:30	6	6 weeks	no lunch	chef's uniform
Susan						
Ingrid						
Oliver						
Lee						
Emily						

1 What kind of jobs do these people do? Label them with these sectors:
 Healthcare Engineering Office / Business
 Sales Retail Hotel and catering

2 Look at the information in the table about Mark and guess information about the other five people. Make notes separately.

3 Listen. Match the voices to the people by writing the CD track number on the table.

4 Listen again. Complete the table with the missing information.

5 Talk about the main characters in this book. What do you know about their jobs? Can you guess?

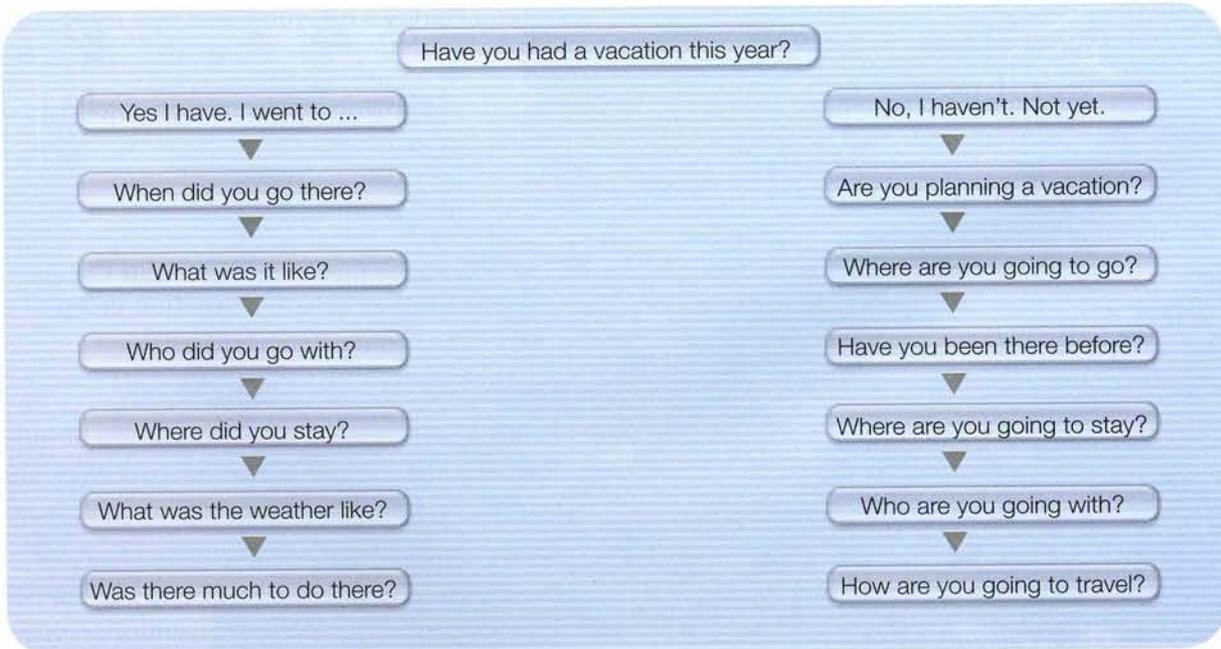
Culture File 36 Working times

6 Discuss your working conditions. Include:
 working hours (start, finish, overtime, which days of the week)
 work clothes (uniform, custom)
 work breaks (coffee, lunch etc.)
 vacations
 extras (subsidized food, company car, company leisure facilities, expense account etc.)

37 Talking about vacations



An active vacation *Relaxing* **Great weather**
Great for couples **Great for swimming** Quiet Lots of fun
 A famous city **Good for shopping** Plenty of fresh air
 Educational **Perfect for families** Plenty of things to do
 Too crowded **EXPENSIVE** **Great for kids** Romantic
 Great for singles **Great for seniors** Fine for a weekend break
Lots of history Healthy **Perfect for winter sports**
Exciting *Great for sailing* Beautiful **Great scenery**
 Dull OK in bad weather



1 Find these words in the descriptions:
 words for groups of people (e.g. singles)
 descriptive adjectives (e.g. beautiful)

2 2.28-31 Listen to four descriptions of vacations.
 Match them to the pictures. Use the table below.

3 Then write in which description they use.

CD track	Speaker	Picture?	Descriptions?
2.28	Max Devereux		
2.29	Charlene Meeks		
2.30	Wilbur Meeks		
2.31	Helena Devereux		

4 Use the table above, to ask your partner about vacations.

5 Describe the place you went to for your last vacation. Include:

- how big the place is
- the best season to visit it
- how popular it is
- what kind of people go there
- the most important things to see

Culture File 37 Vacations



Nancy Lee is reserving an airline ticket from Los Angeles to Hong Kong. She has to make a lot of choices.

Travel Agent: Good morning. Can I help you?

Nancy: Yes, I'd like to reserve a seat for a flight to Hong Kong.

Agent: Hong Kong? Would that be a round-trip ticket or one-way?

Nancy: _____, please.

Agent: And for what date?

Nancy: The eighteenth of this month, if possible.

Agent: Friday, the eighteenth? What about the return date? Do you have a fixed date in mind, or do you want an open ticket?

Nancy: I have to return on the 30th. _____.

Agent: Non-stop? There are some cheaper flights via Canada, Japan or Korea.

Nancy: Definitely _____.

Agent: What class?

Nancy: _____. I can't afford the others!

Agent: OK. What time of day do you want to depart?

Nancy: _____.

Agent: Well, both Cathay Pacific flights are late departures, 11:45 p.m. and 1:40 a.m., so you could sleep. It's a fifteen-hour flight. United leaves in the morning at 11:30 a.m. and it's a daytime flight.

Nancy: Mm, I have a United frequent flyer card, but I'll take the _____.

Agent: OK. If you'll bear with me, I'll check availability. Yes, that's fine. Do you have a seating preference?

Nancy: _____. How much is that going to be?

Agent: Two thousand, three hundred and forty-two dollars, please.

1 Read Nancy's conversation and try to guess her choices.

2 **2.32** **Now listen to the conversation and note her choices.**

Culture File **38 Air tickets**

3 **Look at the Categories and Options box. Then role-play the conversation using different options.**

Category	Options
Flight	one-way or round-trip
Restrictions	fixed return date or open ticket
Departure time	morning, afternoon, evening
Flying time	overnight or daytime
Stops	connecting flight or non-stop
Class	first, business or coach
Seating preference	aisle, middle, window extra leg-room

4 COMMUNICATION ACTIVITIES

Student 1 - Go to Communication Activity K

Student 2 - Go to Communication Activity X

5 **Ask your partner these questions:**

What's your favorite airline? Why?

Do you belong to a frequent flyer program?

Do you collect air miles on a program?

Do you choose an airline because of air miles?

Have you ever traveled in business class?

Has an airline ever upgraded you to a better seat?

Where do you prefer to sit?

39 Reservations

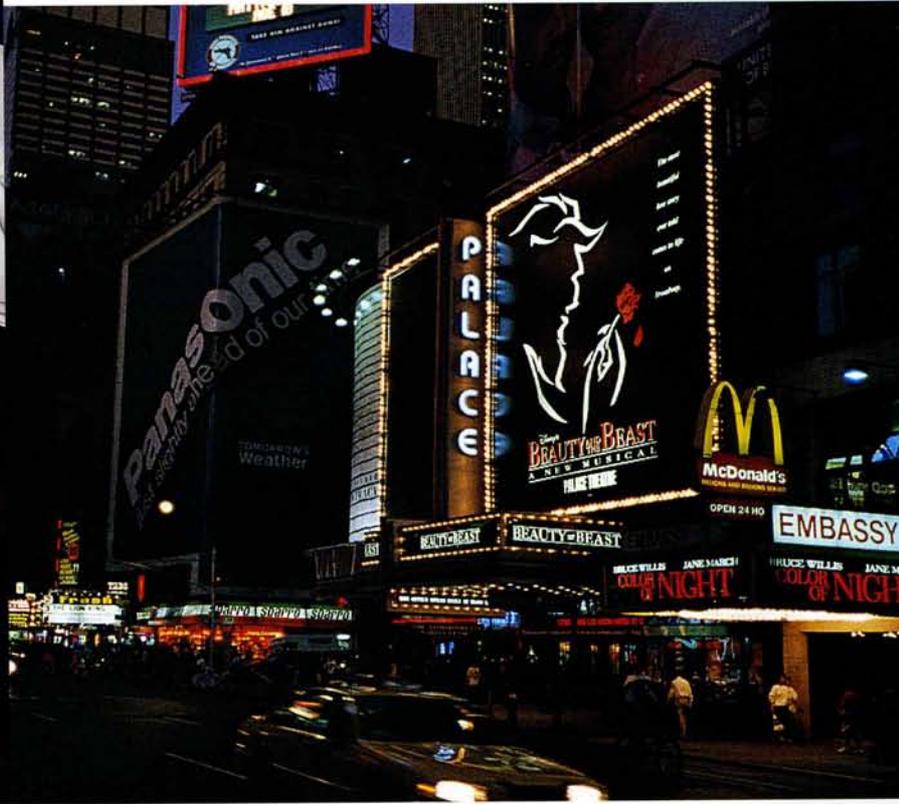


2.33 Jessica Adams has called the *Worth the Earth* restaurant to reserve a table.

Hussein: *Worth the Earth*. Hussein speaking.
Jessica: Oh, hello. Do you have a table for a party of six, for tomorrow night?
Hussein: At what time?
Jessica: Eight thirty.
Hussein: We're pretty busy tomorrow night. I have a

table for nine o'clock, or for seven o'clock, but not for eight thirty.

Jessica: Nine o'clock will be fine.
Hussein: Smoking or no-smoking?
Jessica: No smoking. I just want to check something else. I haven't eaten there before, and I have a client who's a vegetarian. Do you have a vegetarian menu?
Hussein: No problem, ma'am. We have at least three vegetarian dishes on the menu every day.
Jessica: That's great.
Hussein: Party of six for nine o'clock. May I have your name, please?
Jessica: Jessica Adams.
Hussein: Fine. We'll see you tomorrow, Ms. Adams.



- 1 Role-play reserving a table for dinner next Thursday at 8:00.
- 2 **2.34** Michael Robertson is calling a theater to reserve tickets. Listen to his conversation and complete the credit card slip for Jasmine. Then check with the transcript (the words are in green).
- 3 Role-play reserving five seats for a performance of 'Bombay Dreams' next Saturday. Pay with a credit card.

HUDSON THEATER: PHONE SALE: CUSTOMER NOT PRESENT

TYPE OF CARD: Visa MasterCard AmEx Diners Club

CARD MEMBER ACCOUNT NUMBER: _____

EXPIRATION DATE: _____

NAME AS PRINTED ON CARD: _____

AUTHORIZATION CODE (All sales over \$250.00): _____

SEAT NUMBERS ASSIGNED: _____

TOTAL DEDUCTION:



40 Medical problems

2.35 Conversation A At the Drug Store

Pharmacist: May I help you?
Natalie: Yes, do you have anything for a sore throat?
Pharmacist: How long have you had it?
Natalie: It just started yesterday.
Pharmacist: Well, I'd recommend these antiseptic lozenges. They'll relieve the pain.
Natalie: Thank you.
Pharmacist: But if it gets any worse, you should see a doctor.

2.36 Conversation B Emergency dental treatment

Front Desk Clerk: How can I help you?
Consuela: I need a dentist. I've **lost a filling**.
Clerk: How bad is it? There's a dentist **down the road**, but they're closed over the weekends.
Consuela: It's pretty painful! And, I'm traveling to San Francisco **tomorrow**.
Clerk: There *is* a 24-hour emergency dental service downtown. Wait here. I'll call them for you.

2.37 Conversation C At the Medical Center

Wilbur: I'd like to see a doctor, please.
Nurse: Are you a regular patient here?
Wilbur: No, I'm just visiting the area.
Nurse: Can I ask you to complete this form?
 We'll need some information about you.



SUFFOLK COUNTY MEDICAL CENTER BOSTON
Request for Emergency Treatment

Name: _____ Sex: _____
 Address: _____
 City: _____ State: _____ Zip: _____
 Telephone: _____
 Your doctor's name & address:
 City: _____ State: _____ Zip: _____
 Name of next of kin: _____
 Known allergies to drugs: _____
 Pre-existing medical conditions: _____
 Present complaint: _____
 Signature: _____ Date: _____

1 Match the problems with the treatment.

- | | |
|----------------|----------------------------|
| sore throat | after-sun lotion |
| headache | medicated lozenges |
| cold | antihistamine cream |
| a cut | decongestant |
| an insect bite | painkiller |
| sunburn | antacid |
| indigestion | kaolin liquid |
| upset stomach | Band-aid, antiseptic cream |

2 Look at Conversation A and the words in the box above. Role-play similar conversations at the drug store.

3 Look at Conversation B and the words in blue and make similar conversations.
 chipped a tooth / a toothache / broken dentures
 down the street / uptown / on Birch Street
 today / on Sunday / this evening

4 Read and listen to Conversation C. Then, complete the patient registration form for your partner.



2.38 Conversation A

Wilbur Meeks has just arrived at the Studios Inn Hotel, in Hollywood. It's noon.

Front Desk: Your room will be ready in approximately one hour, sir. We're getting it ready right now.

Wilbur: This just isn't good enough! I want my room now. I've had a long flight from Boston.

Front Desk: Our official check-in time is 3 p.m., Mr. Meeks. The departing guests don't have to check out until noon. I'm afraid we don't have a room available at the moment. If you'd like to take a seat in the bar, you can have a coffee while you're waiting.

Wilbur: I want to speak to the person in charge!

Front Desk: I'm in charge of reception, sir.

Wilbur: Then I want to speak to the hotel manager. Now! *(Five minutes later)*

Manager: ... We're full because of the convention. I'm sorry, but there's nothing I can do.

Wilbur: Look, if I don't get a room now, I'll take my business elsewhere!

Manager: There's no need to get angry, Mr. Meeks. The room will be ready soon.

Wilbur: Don't you understand? I want it immediately!

Manager: I hear you, Mr. Meeks. But if you don't like our service, you might be happier elsewhere. I can call you a cab ...

2.39 Conversation B

Paul Washington is leaving the same hotel.

Paul: Oh, hello. Sorry to trouble you, but I wanted to ask about the check-out time.

Clerk: It's noon, Mr. Washington.

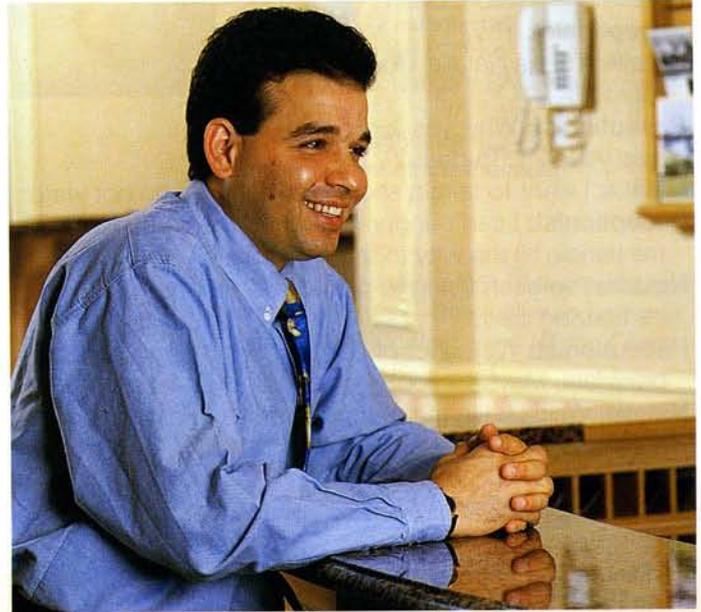
Paul: Yes, I thought so. In that case, I wonder if you can do me a favor.

Clerk: Sure. If I can.

Paul: My flight doesn't leave until late this afternoon. Is there any possibility of an extended check-out time? I don't want to cause any problems. I'll understand if you can't do it.

Clerk: Well, we're real busy today ... but I could give you an extra hour. Will that help?

Paul: That's a big help. Thanks. 1 p.m., right?



1 In Conversation A there's a confrontation! The result is, Wilbur doesn't have a room, and the hotel has lost a customer. Listen and highlight the sentences in this conversation which helped to cause a confrontation.

2 Can you replace the words you highlighted with something more polite?

3 **2.39** Listen to and read Conversation B. Highlight the things that Paul says which avoid a confrontation.

4 Practice these situations again. But this time Wilbur is polite and Paul is angry.

Culture File **41** Confrontations



42 Complaints



2.40

Natalie: Hello. Front Desk?

Receptionist: Yes?

Natalie: This is Natalie Trudeau in room 504.

Receptionist: Why, yes. How can I help you, Ms. Trudeau?

Natalie: I want to take a shower and there's no hot water.

Receptionist: I can't understand that. Have you turned the handle all the way to the right?

Natalie: I've been trying to get hot water for ten minutes! It's freezing cold.

Receptionist: Well, a lot of people take showers before breakfast. Maybe if you wait a while, it'll heat up again.

Natalie: Wait! I have three appointments this morning, and I also have to wash and dry my hair.

Receptionist: You're sure there's absolutely no hot water?

Natalie: No, none.

Receptionist: I'll contact maintenance and have them send someone up.

Natalie: How long will that be?

Receptionist: The engineer will be there within two minutes.

Natalie: OK, but don't send anyone for five minutes! I'm still in my robe.

1 Match the problems with the hotel department which is responsible.

Problem	Department
a No towels in the bathroom	1 Bell desk
b My laundry hasn't been returned.	2 Room service
c My bags haven't been brought to my room.	3 Housekeeping
d The air conditioning isn't working.	4 Valet
e Breakfast hasn't arrived.	5 Accounts
f Noisy party in the next room.	6 Maintenance
g Need some information about excursions.	7 Security
h Room charges are wrong on my check.	8 Concierge

Culture File 42 Complaining

2 COMMUNICATION ACTIVITIES

Student 1 - Go to Communication Activity L
Student 2 - Go to Communication Activity Y

3 Discuss:

- Have you ever had to complain about something in a hotel? What happened? Were you satisfied?
- Have you ever had to complain about any other type of service or product? What was it? What happened?



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[next page](#) [home](#)

1 Read the guide quickly and find this information:

- a the address of the Dali Museum
- b the name of the boat rental company
- c the cost of a phone call to Tampa's PAC Center
- d the names of the football teams playing on Sunday

2 2.41 Ian King is in Tampa, and his business trip includes a weekend. He's asking the concierge at his hotel about places to go in the area. Listen and answer the questions.

Which places does the concierge mention?
What does she recommend finally?

Culture File **43** Concierge services

3 Suggest different things to do in Tampa, using the expressions below.

Suggestions	Alternative ideas
Why don't we go to ...?	I'd rather go to ...
Let's go to ...!	I'd prefer to go to ...
Would you like to go to ...?	How about going to ... instead?
How about going to ...?	What about going to ... instead?
What about going to ...?	Why don't we go to ... instead?
Do you want to go to ...?	



44 Invitations



2.42 It's Friday afternoon, in Tampa, and Ian King is in a meeting with Rebecca Larsen and Leroy Allen.

Rebecca: Are you flying back to Atlanta for the weekend, Ian?

Ian: Um, no. I'm staying in Tampa.

Rebecca: Do you have any friends here?

Ian: No, but I don't know anyone in Atlanta, either.

Rebecca: Well, in that case, we can't leave you here on your own! Larry and I are taking our boys to the Salvador Dali Museum tomorrow. *Why don't you join us?* We can go to Busch Gardens in the afternoon.

Ian: Oh, no, I couldn't. I'm sure you need a weekend break with your family.

Rebecca: Of course you can! I insist!

Ian: Well ... if it's not too much trouble.

Rebecca: We'll pick you up at your hotel at 9:15? OK?

Ian: OK. Thank you very much.

2.43

Leroy: Hey, Ian. Have you ever seen an American football game?

Ian: Only on TV.

Leroy: *How about coming along* with me on Sunday? I'm going to see the Tampa Bay Buccaneers. They're playing the Atlanta Falcons.

Ian: Atlanta? I won't know which team to support!

Leroy: That's OK. I'll tell you!

Ian: I don't like to intrude on your weekend.

Leroy: No, I really mean it. It'll be great. I'll come and pick you up at your hotel late Sunday morning.

Ian: Well, only if you're absolutely sure ...

Leroy: Of course I'm sure. Eleven o'clock? I'll show you the sights of Tampa before the game.

Ian: That sounds great. You're both very kind.

Leroy: We'll enjoy it.



- 1** The two invitations are in blue. Find and highlight these things:
 - a At first, Ian refuses both invitations. Highlight the refusals.
 - b After Ian refuses, both Rebecca and Leroy stress that they mean the invitation. Highlight what they say.
 - c Highlight Ian's thanks.

- 2** Try inviting each other to:
 - a dinner on Sunday night
 - b an opera
 - c a moonlight dinner cruise
 - d a sumo wrestling fight

Don't forget, you may not want to go!

- 3** Discuss. What do you do on the weekends, or in your spare time on business trips?

Culture File 44 Invitations



2.44 **Natalie Trudeau** is at the Federal-U.S.A. car rental office at the hotel.

Natalie: Hi, I have a car reserved for three days. Natalie Trudeau?
Clerk: Ms. Trudeau. Yes, I have your reservation here. Do you have the voucher from your travel agent?
Natalie: There you go. It's pre-paid.
Clerk: Thanks. So it's a Grade C. A compact?
Natalie: That's right.
Clerk: We're going to offer you a free upgrade to a Grade F today. That's full-size.
Natalie: I'd prefer a compact.
Clerk: Uh, well, we actually don't have a compact, right now.
Natalie: I don't like large cars.
Clerk: I can offer you a Grade S, Sports Coupe. That's a smaller vehicle.
Natalie: For the same price as a compact?
Clerk: Sure.
Natalie: OK.

Clerk: May I see your driver's license?
Natalie: I have a French one, and an International one.
Clerk: The French one's fine if it has a photo ... yes, that's OK. Will you be taking C.D.W. and P.A.I.?
Natalie: I don't understand. What's C.D.W. and P.A.I.?
Clerk: Collision Damage Waiver and Personal Accident Insurance. There's an extra charge per day, of ten dollars for each.
Natalie: I'll take both.
Clerk: Great. Can you check these two boxes, put your initials here ... and there ... and sign at the bottom. And may I swipe your credit card for the additional charges?
Natalie: There you go.
Clerk: Here are the keys. It's the metallic blue coupe in bay 27. It has a full tank of gas.
Natalie: Thanks for your help.

Federal-U.S.A.

Federal-U.S.A. Car Rental Daily rates

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- ◆ State taxes will apply, including state car rental surcharges

1 **Role-play the conversation. Talk about different grades of car.**

2 **2.45** **Keiko Ishida** has just rented a car. Listen, then say if these statements are true or false.

- a She prefers automatic cars.
- b She's never driven an automatic before.
- c Her father has an automatic.
- d In the U.S.A. traffic drives on the left.

3 **Ask and answer:**

Do you prefer large cars or small cars?
 Would you rather drive an automatic or a manual?
 On which side does traffic drive in your country?
 Have you ever driven on the 'other side'?
 Have you ever rented a car?
 If so, where? When?

Culture File **45** Renting a car



46 Experiences

2.46 English-speaking people will often ask you about how and where you learned English. Michael Robertson is talking with Elena Chekhov at a convention.

Elena: That was an interesting seminar. What did you think?
Michael: Yes, I learned a lot. It was pretty difficult though!
Elena: Mm, some of it was hard to follow for a foreigner like me!
Michael: I don't know. Your English is excellent, Elena.
Elena: Thank you. You're very kind, but I know I make mistakes.



Michael: I haven't heard any yet. Where did you learn English?
Elena: At school in Russia for five years, then I went to a language school in Britain for three months. But I'm still learning. I study books and videos.
Michael: I'm very impressed.
Elena: Reading and writing isn't too hard for me. But I find listening more difficult. There are so many accents! And people speak too fast.
Michael: It sounds like that! Actually they say English is one of the slowest languages.
Elena: I've heard that too, but I don't believe it!
Michael: Well, I wish I could speak a foreign language as well as you.
Elena: Thank you. But I have a Russian accent.
Michael: Everyone has an accent. I have a Canadian accent. You speak better English than a lot of native-speakers!
Elena: I don't think so, but it's very nice of you to say so.



- 1 Listen and highlight the compliments that Michael gives Elena.
- 2 Often people 'reject' compliments (*Thank you, but ...*). Highlight Elena's responses to the compliments.
- 3 Practice the conversation. Use expressions from the box.

Compliment	Accepting the compliment	'Rejecting' the compliment
You speak English very well.	Thank you very much.	But I make a lot of mistakes.
You have a good accent.	That's kind of you.	But I don't know enough vocabulary.
I understand everything you say.	You're kind to say so.	But I find listening hard.
You've worked very hard.	That's a nice thing to say.	But I need to study more.

- 4 **2.47** Listen to Wilbur Meeks. He's invited Max Devereux to his home. Ask and answer:
 How many languages does Wilbur speak?
 Where did he study French?
 How long has Wilbur been learning Spanish?
 When did he begin?
 How does he study at home?
- 5 Look at the questions above. Interview your partner about their language learning experiences.

Culture File **46** Compliments



STUDIOS INN HOTEL

Room 743: **Ms. C. Rodriguez**

Method of payment: MasterCard
September 20 9:51 a.m.

Carry over from previous pages: \$1,128.65

Room charge 9/19	170.00
Room service 9/19	18.95
Laundry service 9/19	13.25
Mini-bar 9/19	6.00
Internet. Telephone 9/19	15.37
Nat. Telephone 9/19	0.81
Buffet bkfst. 20/9	17.50
Business Services 20/9	56.05
Total for last 24 hours:	297.93
Grand total:	1426.58
State tax at 18% on grand total:	256.78

Amount due: \$1683.36



STUDIOS INN HOTEL

Room 843: **Mr. W. Meeks**

Method of payment: Mail account to
Devereux Computers, Seattle.
September 20 9:51 a.m.

Carry over from previous pages: 0.00

Room charge 9/19	170.00
Movie charge 9/19	89.00
Nat. Telephone 9/19	102.76
Mini-bar 9/19	198.56
Buffet bkfst. 20/9	150.00
Total for last 24 hours:	710.32
Grand total:	710.32
State tax at 18% on grand total:	127.85

Amount due: \$838.17



STUDIOS INN HOTEL

The Studios Inn Hotel has a TV check-out system. You can call up your room charge account at any time during your stay simply by pressing 33 on your TV remote control. Use the plus (+) button to scroll up, and the minus (-) button to scroll down. When you wish to check-out, you can review your account on screen, then simply press 44 to speak to Accounts so that you can confirm that you approve of the charge.

- 2.48**  **Consuela is calling the accounts department to check her bill. Listen and highlight the items that she is disputing. Was she right about everything?**
- 2.49**  **Wilbur Meeks is trying to explain his room expenses to his boss, Max Devereux. Listen and list what went wrong.**

- 3 COMMUNICATION ACTIVITIES**
Student 1 - Go to Communication Activity M
Student 2 - Go to Communication Activity Z

Culture File **47** Check-out



2.50 Consuela is on her way home. Listen to her saying goodbye.

Ryan: Well, goodbye, Consuela. *I've enjoyed working with you.*

Consuela: I've enjoyed my visit. *You've been very helpful.*

Ryan: It was a pleasure. *Give my regards to Enrique.*

Consuela: I will. And thank Marguerite again for the wonderful meal.

Ryan: I will. She loved the flowers.

Consuela: If you're ever in Mexico City, you have our address.

Ryan: Right. We'll look you up.

Consuela: OK! *And I hope to see you again next year.*

Ryan: I'll look forward to it. *Have a safe trip.*

Consuela: Thank you. *Take care. And keep in touch.*

1 **Practice the conversation. Replace the sentences in blue with the expressions below.**

- Give (Jo) my best wishes.
- And we'll see you again next year?
- You've been a great help.
- I'll look forward to seeing you.
- Stay in touch.
- Have a good journey.
- Look after yourself.
- It's been nice to meet you.

2 Match the situations with the sentences.

Situations

You're saying goodbye to ...

A child going to visit relatives

A husband, wife, girlfriend or boyfriend

A new business acquaintance

An old friend

A guest

Someone you met two minutes ago

Sentences

a Don't forget! Call me every day! I'll miss you!

b It's been a pleasure having you here.

c Have a really great time! Send me a postcard.

d Be good. And do what Grandma tells you!

e Bye.

f It's been good meeting you.

3 Collect business cards or addresses from the people in your class who you want to keep in touch with. Here are some phrases to help:

Do you have a card? Here's my card / e-mail / address.

Would you like my card / e-mail / address?

May I have your card / e-mail / address?

4 Say goodbye to each other. Use these phrases to help:

It's been nice to meet you.

Good to meet you.

I enjoyed getting to know you.

See you again.

See you soon.

Take care.

Keep in touch.

Culture File **48** Goodbyes

3 Appointments

1.08 

Conversation A

Jessica: Hello, is that Michael Robertson?

Michael: Yes, Michael Robertson here.

Jessica: Jessica Adams here. We need to speak again about the contract.

Michael: Right. Well, I'm available any day next week.

Jessica: Is Tuesday convenient?

Michael: Sure. That's the 31st, right?

Jessica: Yes. Tuesday the 31st. Is 9 a.m. too early for you?

Michael: No, that's OK for me.

1.09 

Conversation B

Consuela: Si? Consuela Rodriguez.

Michelle: Sorry, I don't speak Spanish, can you speak Eng...

Consuela: Of course. How may I help you?

Michelle: This is Michelle Blair. From ABC in Boston?

Consuela: Oh, hello, Michelle.

Michelle: We're both going to be in L.A. next week. I wanted to meet up.

Consuela: That sounds good. When are you getting there?

Michelle: Tuesday, but I have a meeting on Wednesday morning.

Consuela: Well, how's Thursday for you?

Michelle: OK. What date is that?

Consuela: The 22nd.

Michelle: Right. How's 3:30 for you?

Consuela: 3:30's good. I'm staying at the Studios Inn. You can call me there if there's any change of plan.

1.10 

Conversation C

Ian: Good afternoon. Ian King here.

Ken: Ian! How are you?

Ian: Fine, thanks. You?

Ken: Oh, I'm good.

Ian: I'm here in Atlanta for a few days. Can I buy you a drink sometime?

Ken: Great. Love to.

Ian: Tomorrow evening?

Ken: That's Friday 23rd ... it's my wife's birthday.

Ian: Saturday then?

Ken: The 24th? Yeah, that's great.

Ian: Around six?

Ken: Six o'clock. Good. I'll look forward to it.

6 The convenience store

1.14 

A: One of these, please.

B: A toothbrush? Medium or soft?

A: Soft.

B: OK, that'll be \$3.15 with the tax.

A: Here you are.

B: Out of five. 25 ... fifty ... seventy-five, and a dollar makes five.

1.15 

C: This please.

D: Small chocolate? OK. One dollar and two cents.

C: It says 95 cents on the price tag.

D: Yeah, but there's seven cents sales tax. Sorry.

1.16 

E: Do you have an APS film for this camera?

F: 25 or 40 exposure?

E: Forty.

F: Sure. Fuji or Kodak?

E: How much are they?

F: Both the same. Seven ninety-five. That's eight fifty in total with tax.

E: OK, Kodak. Eight fifty ... there you go.

F: Out of ten? That's one fifty change.

1.17 

G: Do you have any triple A batteries?

H: Sure. They're over there.

G: These are double A.

H: Triple A are on the next shelf.

G: Right. Got them.

H: That's going to be seven forty-three with tax.

G: There we go.

H: Out of one hundred. Hey, mister, don't you have anything smaller?

8 Hotel information

1.21 

Conversation A

Operator: Studios Inn Hotel. This is Kevin speaking. How may I help you?

Julie: Good afternoon. Do you have any accommodation for tonight?

Operator: Yes, ma'am. What are you looking for?

Julie: Just a single.

Operator: Excuse me ... Yes, we have that.

Julie: How much will that be?

Operator: The room charge will be \$295 per night, plus tax.

Julie: Great. I'll take it. My name is Morrison. That's M-O-double R-I-S-O-N ...

1.23 

Conversation C

Front Desk Clerk: What kind of room do you want?

You: I'd like a double room, please.

Front Desk Clerk: Fine. I have a double room available.

You: Does it have a bath?

Front Desk Clerk: No, it doesn't, but it has a shower.

You: That's OK. How much is it?

Front Desk Clerk: \$99 per night. How are you paying?

You: American Express.

10 Starting conversations

1.26 

Julie Morrison is in Los Angeles. She's just been introduced to Consuela Rodriguez.

Julie: So, you're with WorldWide Entertainment, Consuela.

Consuela: That's right.

Julie: Where do you come from?

Consuela: Mexico City. It's my home town.

Julie: How long have you been here in L.A.?

Consuela: Just a couple of days. I got here on Monday.

Julie: Where are you staying?

Consuela: The Studios Inn.

Julie: Really? So am I. How long will you be staying?

Consuela: Until Friday morning.

Julie: What do you think of L.A.?

Consuela: I like it a lot. Of course, there's too much traffic and pollution, but it's the same in Mexico City.

Julie: Right. What are you here for?

Consuela: I'm meeting a few people from TV companies. I'm buying programs.

Julie: Wow. That's really amazing. So am I!

15 In flight

1.35 

Announcement 1

This is your captain. My name is Roy Conway, and I'd like to thank you for choosing United Airlines. Welcome aboard our Boeing 767, flight 755 to Denver. We're just waiting for clearance from Air Traffic Control, and then we'll be on our way. I'd like to remind you to keep your seat belts fastened, and also that smoking is not permitted on this flight. Smoke alarms are fitted in all restrooms.

1.36 

Announcement 2

This is your Captain speaking, again. Sorry folks, I'm afraid we have an air traffic delay. It'll be 30 minutes before we can take off. So sit back, relax and our flight attendants will serve you drinks courtesy of United Airlines. We'd like to apologize for this delay, but, at this time, it's beyond our control.

1.37 

Announcement 3

Hi, folks. We're now cruising at 30,000 feet and I've just turned off the 'Fasten Seat Belts' sign. I would like to remind you that for your comfort, safety and convenience, you should keep your seat belts fastened at all times. I'm hoping to make up some of the lost time, and I'll be reporting on our progress later in the flight. Our flight attendants will be serving dinner in a moment. Thank you.

1.38 

Announcement 4

This is Roy Conway, your captain speaking. I have some good news. We have made up some lost time, and our E.T.A. (that's estimated time of arrival) in Denver, is now 7:45 p.m., Mountain Time. If you want to set your watches, it is now 7:21 Mountain Time, and we'll soon be commencing our descent into Denver. The temperature on the ground is 29° Fahrenheit, with clear skies and some light snow cover. I hope you all remembered to pack your winter coats. It's mighty cold down there.

1.39 

Announcement 5

We're now taxiing in to our gate. May I remind you to remain in your seats with your seat belts fastened until the aircraft has come to a complete stop. It is now 7:52. Passengers with connecting flights should report *immediately* to the Transfer Desk in Concourse A. Thank you for flying United Airlines and we hope you'll fly with us again soon.

16 Congratulations!

1.40 

Wilbur Meeks walked into the Chief Executive's office and sat down. "Good going, Meeks - a tremendous job!" said Mr. Devereux, the Chief Executive. "Sit down. Have a cigar!"

"I don't smoke, sir."

The Chief Executive closed the cigar box. "Now, you're British, aren't you?" asked Mr. Devereux.

"That's right sir, but my wife's American."

"And how long have you been with us?" asked Mr. Devereux.

"Only three weeks, sir, but I came from the Boston office."

"Well, I just wanted to say, congratulations!"
 "Thank you, sir," said Wilbur with a smile. Then he thought for a moment. "Um ... I don't understand, sir," he said.
 "Congratulations - you've done very well," the Chief Executive repeated.
 Wilbur looked surprised. "I don't know what you mean," he said.
 The Chief Executive smiled. "The new contract - the one you got from Burlingham Inc? I'm very happy about it. In fact, I want you to come over to my house for dinner on Sunday. How about that?"
 Wilbur Meeks looked at the floor. "Well, it's not *that* good," he said.
 "Good! It's great - a five hundred thousand dollar contract is good work, Meeks ... ah, William."
 "My name's not William, sir. It's *Wilbur*."
 "Didn't I say 'Wilbur'?" said the Chief Executive.
 "No, sorry, sir. You didn't. Excuse me, but did you just say five hundred thousand? May I see my report?" said Wilbur.
 "I'm afraid there's a mistake, sir." said Wilbur. "There are too many zeros - well, actually, there's a period missing. I meant five *thousand dollars and no cents*. Um, what time should I come for dinner on Sunday, sir?"

19 A trip to the mall

1.47

Conversation A

Sales clerk: Can I help you?

Consuela: Yes, I was looking at that *sweater* in the window.

Sales clerk: The *pink and gray* one?

Consuela: No, the *blue* one.

Sales clerk: Oh! The *man's sweater*.

Consuela: That's right. It's for *my husband*. What colors does it come in?

Sales clerk: We have *navy blue, dark green and pale blue*.

Consuela: Do you have a *navy blue* one in an *extra large*?

Sales clerk: Let's see ... small, medium, large ... oh yes, here you are. *Extra large*. It's a good quality *sweater*. 100% wool, made in *Italy*.

Consuela: Sure. I'll take it. How much is that?

Sales clerk: *Eighty-nine dollars and ninety-five cents*.

1.48

Conversation B

Sales clerk: Hello there. May I help you?

Consuela: Hello. Yes, I guess so. I'm looking for a toy, for an *eight-year-old boy*.

Sales clerk: Does *he* have a video games console?

Consuela: Yes, *he* does.

Sales clerk: We have some new games in. This is *Mega Mario Twenty*. It's very popular.

Consuela: OK. How much is it?

Sales clerk: *Thirty-nine, ninety-nine*.

1.49

Conversation C

Sales clerk: How may I help you?

Consuela: I'll take these, please.

Sales clerk: OK. *Size eight*, right?

Consuela: That's right.

Sales clerk: They're just in. We got them *yesterday*.

Consuela: Oh, great. They're my size. *Thirty-nine, fifty*, isn't it?

Sales clerk: Yeah. That'll be *forty-two sixty-six* with the tax. Out of *fifty*. That's *seven thirty-four change*. They're great *jeans*. I think I'm gonna buy a pair for myself.

1.50

Conversation D

Consuela: Pardon me, do you have any *Nike Air*?

Sales clerk: Right over there, ma'am. The *Nike* display is between the *Reeboks* and the *L.A. Gear*.

Consuela: Oh, yes. I didn't see them there. Do you have a pair of these in size *three and a half*?

Sales clerk: I think so. Yes, we do. Do you want to try them on?

Consuela: What? Oh, no! They're way too *small* for me. They're for *my daughter*.

Sales clerk: Ooops! Sorry ... They're *eighty-nine, forty-five*. How would you like to pay?

Consuela: *Visa*.

Sales clerk: OK.

22 Business events

1.57

Speaker 1 (male)

The last seminar I went to ... that was about six weeks ago. It was an all-day event, on a Saturday. Some of the talks were good, but there were a couple of pretty dull ones. It was real tiring. You know, you're just sitting there and listening, but there was a lot of information and I couldn't take it all in. The best part was the lunch break and the coffee breaks. I got to speak with people from other companies, and socialize, and that was a lot more interesting than the talks, really. And more useful.

1.58

Speaker 2 (female)

I've been on quite a few training courses in my job. They're usually residential, so it means a few nights in a hotel ... on expenses. I've done three computer courses, and one on communication skills in the workplace, then one on management. The last one was a complete five-day course on presentation materials. I learned a lot about new software, but the section on computer hardware was a waste of time. I knew most of that stuff already.

1.59

Speaker 3 (male American)

I've been here for five days for a trade exhibition, the Computer Expo. My company has a large stand, and we've been pretty busy. I've made some useful contacts, and I've given away about two hundred business cards! The trade fair is at a large exhibition center outside the city, and I'm staying in a hotel downtown, so I've spent a lot of time traveling. I only go to one or two trade fairs a year. They're hard work, but I enjoy meeting people, and we go out for a drink in the evening afterwards. Yeah, it's been fun.

25 On the phone

2.01

Recorded message:

Thank you for calling the Studios Inn Hotel. If you are calling from a touch-tone phone, you can select the department you want *now* or at any time during this call. If you want to inquire about reservations, press 'two' *now*. If you want to speak to hotel management, press 'eight' *now*. If you want to speak to the Guest Services, press 'four' *now*. If you want to inquire about conference facilities, press 'nine' *now*. If you want Business Services, press 'six' *now*. If you wish to speak to a guest, and you know the room number that you require, press 'one' followed by the room number *now*. If you require further assistance please hold for the operator. You are being held in a call-waiting system. Your call is important to us. Please hold and an operator will be with you shortly.

We apologize for the delay. All our operators are busy with other inquiries. Your call is important to us. Please hold and an operator will ...

Operator: Studios Inn Hotel. This is the operator. How can I help you?

Julie: I'd like to speak to Ms. Consuela Rodriguez. I'm afraid I don't know the room number.

Operator: Please bear with me ... Ms. Rodriguez is in Room 743 ... please press 1743 at the tone ... (ding)

Julie: One seven four three ...

Recorded message: You have reached the Studios Inn voice mailbox of ...

Consuela's voice: ... Consuela Rodriguez ...

Recorded message: I am unable to take your message at this time. Please press STAR to send a text message or please leave a message after the tone ... (ding)

Julie: Consuela? Can you call me on my cell phone? That's 213 500 781 ... On second thought, I'll be in a meeting. Can you just text me and let me know when we can speak? Oh, sorry! This is Julie Morrison speaking.

2.02

Jessica: Hello.

Caller: Is this Jessica Adams?

Jessica: Speaking.

Caller: Hi, this is Steve Panchbhavi.

Jessica: I'm sorry, I didn't catch that.

Caller: I said, "This is Steve Panchbhavi."

Jessica: No, sorry, this is a bad line. I can't hear you very well.

Caller: I'm on a cell phone. The signal isn't very strong.

Jessica: I got "Steve", but I didn't get your family name. Could you spell it out for me?

Caller: Sure. Panchbhavi. P for Papa, A for Alpha, N for November, C for Charlie, H for Hotel, B for Bravo, H for Hotel again, A for Alpha, V for Victor, I for India.

Jessica: Oh, Pinchbhohvi!

Caller: No, Panchbhavi.

Jessica: I'm sorry. Panchbhavi. What can I do for you, Mr. Panchbhavi?

Caller: I work for Devereux Computers. I'm flying into Chicago from Seattle tomorrow. Could we meet up?

Jessica: Sorry, I'm leaving for L.A. then. Why don't you speak with Dave Scott? I'm sure he can help you.

Caller: OK. Thanks. Dave Scott. Is that S-C-O-T?

Jessica: No, there's a double-T at the end.

S-C-O-Double T.

Caller: Thank you. What's his number?

Jessica: It's OK. I'll transfer you to his extension.

2.03

A Alpha	H Hotel	O Oscar	V Victor
B Bravo	I India	P Papa	W Whiskey
C Charlie	J Juliet	Q Quebec	X X-ray
D Delta	K Kilo	R Romeo	Y Yankee
E Echo	L Lima	S Sierra	Z Zulu
F Foxtrot	M Mike	T Tango	
G Golf	N November	U Uniform	

26 On the Net

2.04

Julie Morrison is calling Ryan Thomas at WorldWide Entertainment.

Julie: Hello, is that Ryan Thomas?

Ryan: Yes, it is. Who am I speaking with?

Julie: Julie Morrison, NSW Media. It's about tomorrow's meeting.

Ryan: Right. What can I do for you, Julie?

Julie: I want to look at the publicity photos for the new sit-com before we meet. Can you e-mail them to me?

Ryan: There's a problem there, Julie. The TV company won't release any pictures. I can't e-mail them.

Julie: Oh, OK.

Ryan: But you could view them on our Web site. I can put them up in a secure area for you, and you can access them with a password.

Julie: That's great. Will I be able to download them?

Ryan: No, you won't be able to download them. But you can take a look.

Julie: Fine. What's the address?

Ryan: http colon forward slash forward slash, www dot wwe dot com.

Julie: www dot www dot com?

Ryan: No, www dot wwe dot com.

Julie: Got it.

Ryan: Then go to 'clients only' on the menu, and choose search. Key in NSW Media. You'll be asked for a password. Just key in the password and you'll go right to the pictures.

Julie: What's the password?

Ryan: You tell me. Anything you want.

Julie: Um, Julie M?

Ryan: Julie space M, Julie dot M or one word?

Julie: Julie space M.

Ryan: That's fine. I'll upload the files right now. You can access them in about ten minutes.

Julie: Thanks Ryan. See you tomorrow.

Ryan: I'll look forward to it.

27 Airport arrivals

2.05 

Inspector: Good morning. Where have you come from?

Mr. Kim: Seoul, Korea.

Inspector: Fine. May I see your passport?

Mr. Kim: There you go.

Inspector: What is the nature of your visit?

Mr. Kim: Business. I'm visiting my company's West Coast office.

Inspector: And how long are you staying in the United States?

Mr. Kim: About three weeks.

Inspector: Fine. Here's your passport back.

Mr. Kim: Thank you.

Inspector: Welcome to the United States. Enjoy your stay.

28 Lost baggage

2.08 

Conversation C

Wilbur: Devereux Computers, Boston office.

Airline Representative: May I speak to Mr. Meeks?

Wilbur: This is Wilbur Meeks speaking.

Airline Rep: This is Tasha ... From Redwood Airlines Customer Services. At Logan Airport. You lost your suitcase three days ago?

Wilbur: Well, actually, I didn't lose it. You lost it.

Airline Rep: Yes, well, we have some news for you.

Wilbur: Great!

Airline Rep: First the good news. We've found your suitcase, Mr. Meeks!

Wilbur: Wonderful! Thank you!

Airline Rep: Now the bad news. Unfortunately I don't actually have it with me right now.

Wilbur: Where is it?

Airline Rep: Well, it went from Seattle on the flight to Bangkok. Then it went to Hong Kong. They put it on the flight to New York, but it didn't get there. They took it off the plane in L.A., which is where we located it. Then we immediately brought it here to Logan Airport in Boston.

Wilbur: That's OK. Thank you very much indeed!

Can you send it to my home address?

Airline Rep: Ah, no. Not yet, anyway. You see, then they sent it on to Bologna. Bologna, in Italy.

Wilbur: Oh, dear.

Airline Rep: Don't worry, Mr. Meeks. We'll get it back for you.

Wilbur: Yes ... it's just ... you see, I bought some cheese in Seattle. It's in my suitcase!

29 Customs

2.10 

Customs Officer: Excuse me. Do you have anything to declare?

Natalie Trudeau: Well, I have some whiskey.

Customs Officer: How much whiskey do you have?

Natalie Trudeau: One bottle. It's a liter. I think.

Customs Officer: That's OK. Do you have anything else?

Natalie Trudeau: Yes. I have some perfume.

Customs Officer: There are no restrictions on perfume for personal use. Is that all?

Natalie Trudeau: Yes, that's it.

Customs Officer: That's OK. You can go through.

30 Asking for directions

2.11 

Conversation A

1st Man: Pardon me, I'm trying to get to the Walk of Fame.

2nd Man: I can't help you. I don't know the area.

1st Man: OK. Thanks anyway.

1st Man: Excuse me, I'm trying to get to the Walk of Fame? Can you give me directions?

3rd Man: Pardon me?

1st Man: Do you know how to get to the Walk of Fame?

3rd Man: Ain't that where they have all the footprints of the stars in the sidewalk?

1st Man: Yes, that's it.

3rd Man: I've seen that on TV. I reckon it's round here somewhere.

1st Man: But you don't know where?

3rd Man: Nope, sorry. Can't help ya.

1st Man: Excuse me, can you give me directions to the Walk of Fame?

1st Woman: Are you driving or walking?

1st Man: Driving.

1st Woman: It's the same anyhow. You just hang a left onto Highland, right?

1st Man: I go right into Highland?

1st Woman: No, you turn left onto Highland. Right ... sorry, I mean ... OK. Then take the first right onto Hollywood Boulevard. It's about half a mile down, maybe a bit less. You'll see it on your left, just before the next intersection. That's the northeast corner of Hollywood and Vine.

2.12 

Conversation B

2nd Woman: Excuse me but, can you give me directions to Union Station, from here?

3rd Woman: That's pretty far from here. What you gotta do is stay on Sunset until you see the sign for the I-101. Then get off of Sunset and take that freeway. About four or five miles down on the 101, you'll start to see the signs for the station, but I don't remember the exit number. Anyhow, you want the exit for the I-110 North. Then start looking for the exit to Sunset Boulevard. Take that until you hit Olvera Street. You'll see the signs for the station before then. Can't miss 'em.

2nd Woman: Couldn't I just stay on Sunset the whole way?

3rd Woman: Yeah, but it'll be a lot quicker on the Freeway at this time of day.

2nd Woman: Right. Thanks.

2.13 

Conversation C

4th Man: Hi, guys. Which way to Paramount Pictures?

1st Kid: Did you say Paramount Pictures?

4th Man: That's right.

2nd Kid: Well, go straight at this intersection and then take a right at the next intersection onto Vine. Go past Santa Monica Boulevard and get ready to go left onto Melrose. It's right along there. There's a huge billboard outside the entrance.

4th Man: Thanks, guys.

2nd Kid: You're welcome.

1st Kid: Hey, haven't I seen you before at the movies?

4th Man: Yeah, I guess so.

2nd Kid: Hey! It's Arnold Schwarzenegger! Wow, look everyone, it's Arnold Schwarzenegger!

32 Breakfast in America

2.15 

Waitress: Hi! How are you doing today? Are you ready to order?

Ian King: Yes, I am, thank you. I'll have the Farmer's Breakfast.

Waitress: How would you like your eggs - sunnyside-up, over-easy, or ...?

Ian King: Sunnyside-up?

Waitress: Oh, I see. You're British! Well, that's when the egg's not flipped over. You can also have your eggs poached or scrambled.

Ian King: Uh, I think I'll have them sunnyside-up.

Waitress: And will that be link sausage, bacon, or country ham?

Ian King: Bacon, please. Instead of the grits, could I have pancakes?

Waitress: Sorry, sir. I'm afraid the pancakes will be a side order.

Ian King: All right, then. A side order of pancakes.

Waitress: Anything to drink?

Ian King: Ah, yes. A coffee, please, and freshly-squeezed orange juice.

Waitress: Cream and sugar are on the table. I'll bring your coffee and juice right away.

Ian King: Thank you. Could I also have a glass of water?

Waitress: Sure. Coming right up.

35 Describing things

2.20 

Wilbur: Wilbur Meeks?

Kelly: Mr. Meeks? This is Kelly Osgood? The computer buyer at MidWest Retail?

Wilbur: Oh, yes. MidWest Retail from Chicago.

Kelly: From Minneapolis.

Wilbur: Of course. Sorry. What can I do for you?

Kelly: It's this new version of the Egg storage device? I have a few questions.

Wilbur: Right. Version three is the best one yet, it's the fastest ...

Kelly: Yes, yes, I know all that. We have 6,000 of them in the warehouse.

Wilbur: Oh, right.

Kelly: We want to put it in our catalog.

Wilbur: I'll have our publicity department send you some pictures ...

Kelly: We have those already.

Wilbur: It looks great, doesn't it? It's ...

Kelly: May I finish, Mr. Meeks?

Wilbur: Sorry. Yes. Go on.

Kelly: There isn't enough specific information in your ads. We need to put some facts, not just a sales pitch.

Wilbur: OK. I can send you our sales brief and ...

Kelly: Please let me continue. Do you have the information?

Wilbur: Uh, I guess so.

Kelly: OK. The dimensions. How big is it?

Wilbur: It's really tiny, you can put it in your pocket ... or purse ... and ...

Kelly: Alright. Can we stick to the point?

2.21

Kelly: OK, so how wide is it? How high is it? How long is it?

Wilbur: That's hard. It's egg-shaped ...

Kelly: So how wide is it precisely?

Wilbur: Um. Four point eight two centimeters. Do you want that in inches?

Kelly: I can convert it later. How high is it at the highest point?

Wilbur: Three point nine five ... centimeters.

Kelly: And the length? How long is it?

Wilbur: Seven point seven six.

Kelly: And what capacity is the memory?

Wilbur: Huge! It can store ...

Kelly: How big is it exactly?

Wilbur: 100 megabytes.

Kelly: Thank you. And it can take all camera cards?

Wilbur: You can connect anything to it. Really anything. It has USB, FireWire ...

Kelly: SmartMedia?

Wilbur: Yes.

Kelly: Compact Flash? Memory Stick?

Wilbur: No problem. Look, all this information is on our Web page, you could just refer your customers to it.

Kelly: I don't think we'd want to do that, Mr. Meeks. **Wilbur:** Why not? It's ...

Kelly: Because your Web site offers mail order sales too. We're a retailer. We're trying to sell them ourselves.

Wilbur: Oh. Yes. Right.

36 Talking about your job

2.22

Mark: I'm a chef, and I'm also the owner of the restaurant. The restaurant opens for lunch from twelve to three, and in the evenings from eight to twelve. I reckon on average I work from ten to three, and seven to one or one thirty a.m. We're open six days a week, Tuesday to Sunday. Monday we're closed. When you work for yourself, you don't have set working hours. When I'm not in the kitchen there's always paperwork to do. I do take good vacations - six weeks last year. I work hard, and I need the breaks. I don't have lunch, but the staff eats together when we close up just after midnight. I wear a uniform in the kitchen - the whole deal, chef's hat and everything.

2.23

Ingrid: I work in the retail sector, in a pharmacy. I'm a sales assistant. I work regular store hours. We're in a mall, so we don't open until 10. I start work at about 9:45 and I finish at 5:30. On Thursdays I work till 8 p.m. I don't work weekends or holidays. I have two weeks vacation a year - that's ten working days, in fact. I have to wear a white coat at work over my regular clothes. I have lunch in the food court in the mall, usually from twelve thirty to one thirty.

2.24

Lee: I work in an office in Boston, in the customer service department, and I spend a lot of time on the phone, dealing with customer problems. I work regular office hours. It's the classic nine to five job, five days a week. I have twelve working days vacation a year. I have to take ten of them together, but it's good to have the extra two days as well. I usually add a day at Thanksgiving so I can get home to see my folks - they live in San Francisco. I have lunch in the office cafeteria. It's real cheap. You can get a hot meal for under five dollars. I wear a tie and jacket, but I don't have to wear a suit. On Fridays, we can wear casual clothes, so I come to work in chinos or jeans and an open-neck shirt.

2.25

Susan: I'm a nurse in a hospital in Chicago. I work in the operating rooms. A lot of nurses don't work regular hours, but the operating room times are pretty regular, and I work thirty-five hours basic, but you know what it's like. I often have to work overtime. Last week I worked fifty-two hours. I usually work from nine to four. Once a year, I have to work a month of nights. We all do. Then I work from eleven p.m. to six a.m. I work five days a week, but I don't have the same days off every week - I always take Sunday off, and one other day. I have three weeks vacation a year - I don't think it's enough! I wear a uniform at work. That's good. You don't have to think about choosing clothes everyday! Everyone in the hospital eats in the same cafeteria, and it's subsidized by the hospital. You can buy lunch for about four dollars!

2.26

Oliver: I'm a construction engineer. I start work by seven every day at the latest. Sometimes I have an hour's drive to the construction site and I leave home before six. Most of the sites stop work at four or four thirty, but I usually have to take work home in the evenings. I don't work on weekends. I have a company car. Last year I drove 40,000 miles on business, so it's just a part of my job. I take four weeks vacation a year. I can take another two weeks without pay if I want, but I never do. I take a packed lunch. Sometimes I eat in the car. There's no uniform, but you have to wear a hard hat on construction sites, and I carry rubber boots in the car too. Most of the senior engineers wear a shirt and tie, like me.

2.27

Emily: I'm a sales executive, and I travel a lot on business. When I'm back in the office, I work nine to five, but when I'm traveling I work much longer. You can have a breakfast meeting then end up having dinner with a client to 11 p.m. or later. I work five days a week, Monday to Friday, but I often have to fly out somewhere on a Sunday night or fly back home on a Saturday morning. I can take time off during the week when that happens. I have to dress well, and I usually wear a suit with a skirt. The company pays me a clothes allowance. Lunch ... well, I might have lunch in a restaurant with a client, but if I'm alone I just pick up a sandwich, or sometimes just a yoghurt and an apple. I get good vacations in my job. Four weeks a year. I have a company car, and also I sometimes rent a car when I'm away. It depends on the city. Last week I flew to London, England and it's easier to take taxis in big cities.

37 Talking about vacations

2.28

Max Devereux: I never have much time for vacations, I'm far too busy at work. My idea of a good vacation is a short city break, just a couple of days. I like big cities. There are plenty of things to do and I don't get bored - and if something urgent happens, the office can get hold of me on the phone. My last vacation was Chicago. It was fine for a weekend break. Well, really it was a weekend business conference, but my wife came with me and we stayed an extra day. Or an extra afternoon - the conference finished Sunday morning and we didn't travel home until late in the evening. We went to the art museum - it was very educational.

2.29

Charlene Meeks: Wilbur and I went to this romantic, quiet beach for our honeymoon. It was a shame that Wilbur got food-poisoning, too much seafood, but we had a good time ... when he wasn't feeling sick, that is. The place I remember best is this little beach in Southern England. It was lovely and peaceful. Wilbur got lost of course, but the police found him. It was great weather and the place was great for couples, but Wilbur didn't put on any suntan lotion. He was badly sunburned, but the hospital was excellent. Really wonderful.

2.30

Wilbur Meeks: Vacation? There's only one place. Orlando. The theme parks are fantastic. I love them! They're perfect for families, but they aren't just for children. Adults enjoy them too, and they're OK in bad weather. If it rains, you can still go on the rides. Charlene doesn't like the "thrill rides" but I do. My favorite park is Islands of Adventure at Universal Studios. We were in Orlando for a week last year, and it wasn't long enough. I want to go again next year, but Charlene wants to go to a beach resort in Mexico instead. She says it's more romantic, but I don't agree.

2.31

Helena Devereux: I always take my main vacation in the middle of winter. Max doesn't come with me. He's too busy at work. I've been to Switzerland several times, it's perfect for winter sports. There's great scenery, the mountains are spectacular, and you get plenty of fresh air. And it really is an active vacation. You don't go up there to relax. There are first class restaurants to go to in the evening, and it's good for shopping, there are some fantastic designer jewelry and clothing stores. It is an expensive holiday. But the ski-instructors are so helpful. They're all very nice young men.

38 Options

2.32

Travel Agent: Good morning. Can I help you?

Nancy: Yes, I'd like to reserve a seat for a flight to Hong Kong.

Agent: Hong Kong? Would that be a round-trip ticket or one-way?

Nancy: Round-trip, please.

Agent: And for what date?

Nancy: The eighteenth of this month, if possible.

Agent: Friday, the eighteenth? What about the return date? Do you have a fixed date in mind, or do you want an open ticket?

Nancy: I have to return on the 30th. Fixed.

Agent: Non-stop? There are some cheaper flights via Canada, Japan or Korea.

Nancy: Definitely non-stop.

Agent: What class?

Nancy: Coach. I can't afford the others!

Agent: OK. What time of day do you want to depart?

Nancy: What's available?

Agent: Well, both Cathay Pacific flights are late departures, 11:45 p.m. and 1:40 a.m., so you could sleep. It's a fifteen-hour flight. United leaves in the morning at 11:30 a.m. and it's a daytime flight.

Nancy: Mm, I have a United frequent flyer card, but I'll take the Cathay Pacific 11:45 one.

Agent: OK. If you'll bear with me, I'll check availability. Yes, that's fine. Do you have a seating preference?

Nancy: Window. How much is that going to be?

Agent: Two thousand three hundred and forty-two dollars, please.

39 Reservations

2.34 

Announcement: Thank you for calling the Hudson Theater. All our lines are busy at this time. Your call is important to us. Please hold. Thank you for calling the Hud ...

Michael: Oh, no! Darn!

Jasmine: Pardon me? This is the Hudson Theater Box Office. Jasmine speaking.

Michael: Oh, sorry. Do you have four tickets for "Carmen" on Thursday night?

Jasmine: We have very few tickets left for that performance. Where would you like to sit?

Michael: In the center, close to the stage?

Jasmine: Those seats were sold out months ago, sir. However, we have seats available in the lower and upper balconies.

Michael: Well, the lower balcony.

Jasmine: Do you all want to sit together?

Michael: Uh? Yes!

Jasmine: I don't have four seats together in the lower balcony. I have two and two.

Michael: No, I want four together. The upper balcony, then.

Jasmine: Fine. I have ZZ54, 55, 56 and 57. Should I mail them, or do you want to pick them up on the night?

Michael: I'll pick them up.

Jasmine: Then you have to be here one hour before the performance, unless you want to pay now. In which case, you can pick them up as late as you like.

Michael: I'll pay now.

Jasmine: Which card?

Michael: MasterCard.

Jasmine: Number?

Michael: Zero zero zero three, eight four two six, five nine five one, zero zero seven nine.

Jasmine: I'll read that back to you in reverse order. Nine seven zero zero, one five nine five, six two four eight, three zero zero zero.

Michael: That's correct.

Jasmine: Expiration date?

Michael: Five twelve.

Jasmine: The name as printed on the card?

Michael: Mr. Michael J. Robertson.

Jasmine: MasterCard. In the name of Mr. Michael J. Robertson. Four seats in the upper balcony.

Michael: That's right.

Jasmine: The total cost will be one hundred and eighty-two dollars.

Michael: That's fine. Thank you.

43 Somewhere to go

2.41 

Ian: Do you have any information about excursions in the Tampa Bay area?

Concierge: Yes, sir. We have about fifty flyers from various places. Can I give you any advice?

Ian: Thank you. I'm staying here over the weekend. What would you recommend?

Concierge: Busch Gardens is the most popular attraction. It's a theme park. It's pretty busy on the weekends. Are you on your own?

Ian: Yes, I am. A theme park isn't much fun for one person!

Concierge: No. How about sports? There's a big football game on Sunday.

Ian: American football?

Concierge: Yes.

Ian: I don't understand the rules!

Concierge: OK. What about the Salvador Dali Museum in St. Petersburg? It's the largest collection in the world.

Ian: That sounds interesting. I need something relaxing.

Concierge: Ah, in that case, why don't you go to St. Petersburg beach after the museum? You can rent a boat, or there are fishing trips from the beach. That's what I'd do.

Ian: Sounds good. Thanks for your help.

Concierge: You're welcome. Let me get you some flyers.

45 Car rental

2.45 

Keiko: Do you have any manual cars?

Clerk: Manual? What do you mean manual?

Keiko: With a gear lever.

Clerk: Ah! You mean stick-shift!

Keiko: That's it. Stick-shift.

Clerk: All our vehicles are automatic, ma'am. We don't have any with stick-shift. I mean, you need one hand to steer the vehicle and the other hand to adjust the stereo! Is that right?

Keiko: Yes. I'm not used to automatics.

Clerk: No hassle. Just put it in 'Drive' and off you go.

Keiko: Oh, I've driven them before. My father has one. I just don't like them.

Clerk: Well, here it is. Bay 39. A nice compact - yours is the silver one.

Keiko: Thank you.

Clerk: Uh, ma'am ...

Keiko: Yes?

Clerk: You're getting in the wrong door. That's the passenger seat ...

Keiko: (Laughs) Oh, dear! Yes. In Japan we drive on the left.

Clerk: We drive on the right in the U.S.A. Better get used to it!

Keiko: I will. I just wasn't thinking!

46 Experiences

2.47 

Wilbur: Another sandwich, sir ... I mean, Max?

Max: No, thank you, Wilbur.

Wilbur: Can I get you a drink?

Max: No, really, I'm fine. But thank you.

Wilbur: I wanted to ask you something ...

Max: Well, what is it?

Wilbur: The new job ... for a European sales manager ... I'd like to apply for it.

Max: I see. How many languages do you speak?

Wilbur: Two. French and Spanish.

Max: How well do you speak them?

Wilbur: Quite well. I studied French for five years at school. And I've been learning Spanish in evening classes.

Max: How long have you been studying Spanish?

Wilbur: Um, not very long, really.

Max: When did you begin, Wilbur?

Wilbur: Uh, four weeks ago.

Max: So you aren't a fluent speaker.

Wilbur: Er, no. But I've bought some cassettes in Spanish, and I listen to them at home every evening.

Max: Really? They're a language program, then.

Wilbur: Not really. They're music - Julio Iglesias Greatest Hits and Folk Songs of Mexico.

Max: I see.

47 Check-out

2.48 

Accounts: Accounts. This is Bernard speaking.

Consuela: This is Consuela Rodriguez in 743.

Accounts: Good morning, Ms. Rodriguez and how are you today?

Consuela: Fine. Sorry, I'm in a hurry, but I have a problem with my room bill.

Accounts: I'm very sorry to hear that. What exactly is the problem?

Consuela: First, the minibar charge for 9/19.

Accounts: Let me just call up your account on the screen ... please bear with me ... yes, I have it here. Six dollars. That was for two bottles of mineral water.

Consuela: I only had one. I took out a second one, but I didn't need it so I put it back.

Accounts: Yes, there's an automatic charge system. No problem. I'll delete that right away.

Consuela: Then there's the room service charge from last night. I had a Caesar Salad - the list price was only \$12.95.

Accounts: Let me check that. The check has a glass of House Chardonnay white wine with that, Ms. Rodriguez ... but if it's wrong, I'll delete it ...

Consuela: Oh! I'm extremely sorry. My fault. You're right and I'm wrong. I did have a glass of wine too. My apologies.

Accounts: No problem. Look, you've been our guest here for a long time. I'm going to delete that anyhow, with the compliments of the hotel.

Consuela: Well, that's very kind. Thank you.

Accounts: Thank you.

2.49 

Max Devereux: OK, Wilbur, can you explain this - and it had better be good!

Wilbur Meeks: I'm so sorry, sir. But it's really not my fault. Take the movies - I heard that it was a good idea to leave the TV on in your room, so that thieves wouldn't know the room was empty. I didn't realize I selected the movie rental channel. It was on all day. And then there's the telephone. I had to call a long distance recorded information line, and I guess I didn't put the phone back properly. And the minibar was all a mistake! I had this big birthday cake - it's for you, sir - and I wanted to keep it cold, so I took everything out of the minibar. I didn't realize that it automatically registered a charge when you removed something. Sir - it's a beautiful cake, really. Well, it was. But it was too big for the minibar. It got a bit hot overnight and the chocolate melted all over the carpet - um, and the hotel says they're going to charge me for cleaning the carpet, sir. Can I put that on my room account? Anyway, the only other thing was breakfast. I went to a table, and there were five people already sitting there. When the waiter came and asked for our room numbers, they all said they were with me - I thought they were being friendly. What I didn't realize was that I was paying for their breakfasts. I'm really, really sorry.

Communication Activities

COMMUNICATION ACTIVITY A Unit 4 Student 1

Interview your partner and find the missing information.

Ask:

Where's she going on (Thursday 24th)?

What time does the flight (to Los Angeles) leave?

What's the flight number?

What time does it arrive?

Where's she leaving from on (Friday 25th)?

Itinerary for: Keiko Ishida

Day	Date	Flight number	From	Depart	To	Arrive
Monday	21st		Osaka		Los Angeles	
Thursday	24th	American AA2408	Los Angeles	06:40		11:46
Friday	25th	American AA258		12:48	Orlando	
Monday	28th		Orlando	11:31		13:18
Wednesday	30th	Air Canada AC783	Chicago	07:45	Vancouver	10:16
Thursday	31st	All Nippon NH1891	Vancouver		Osaka	15:30

COMMUNICATION ACTIVITY B Unit 5 Student 1

You have information about Julie Morrison. Your partner has information about Dave Scott. Ask and answer questions and complete the table. e.g.

Where was he / she born? / brought up?

Who does he / she work for?

What does he / she do?

Where does he / she live?

	Julie Morrison	Dave Scott
Nationality	Australian	_____
Place of birth	Brisbane	_____
Date of birth	2 July 1979	_____
Brought up in	Melbourne	_____
Works for	NSW Media, Sydney	_____
Job description	Program Buyer	_____
Lives	downtown in Sydney	_____

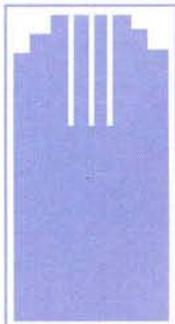
COMMUNICATION ACTIVITY C

Unit 7 Student 1

You are the Hotel Front Desk Manager. Interview your partner and complete the Guest Registration Card for him or her.
(They can give imaginary answers if they prefer.)

Hollywood Towers Hotel

Wilshire Boulevard



GUEST REGISTRATION CARD

Family name: _____
 First name: _____ Middle initial: _____
 Title: Mr./Mrs./Ms./Dr. _____
 Address: _____

 Telephone: (____) _____
 Cell phone: _____
 E-mail: _____
 Business: _____
 Business address: _____

 Business phone number: (____) _____
 Nationality: _____
 Passport number (if applicable): _____
 Next address: _____

 Car License #: _____ State: _____

COMMUNICATION ACTIVITY D

Unit 12 Student 1

You are at an airport information desk. Ask questions and complete the missing information. Then check and compare your information with your partner.

- When does flight BA421 depart / leave?
- What's the flight number of the Chicago flight?
- Where does UA755 fly to?
- What's the gate number for the Toronto flight?
- Is the AeroMexico flight to Mexico City boarding yet?

FLIGHT DEPARTURES

Flight #	Destination	Time	Gate #	Information
AC171	TORONTO	3:45		DELAYED - 6:30 pm
BA421	LONDON		23	CLOSED
	CHICAGO	5:30	17	LAST CALL
UA755		5:30	2	NOW BOARDING
AM591	MEXICO CITY	5:40	6	
UA632	SAN FRANCISCO		10	WAIT IN LOUNGE
AA186	BOSTON	6:00		WAIT IN LOUNGE
UA409	LOS ANGELES	6:00	12	
AA299	HOUSTON	6:10	23	WAIT IN LOUNGE
VS201		6:15	8	WAIT IN LOUNGE

Key to airlines:

- AA - American Airlines
- AC - Air Canada
- AM - AeroMexico
- BA - British Airways
- UA - United Airlines
- VS - Virgin Atlantic

COMMUNICATION ACTIVITY E

Unit 16 Student 1

Write 6174 on a piece of paper. Don't show your partner. Give instructions to your partner.

Instruction	Example
A You can use a calculator. Pick four numbers between 0 and 9 and don't tell me them.	7 - 8 - 2 - 3
B Arrange them to make the largest possible number.	8732
C Now arrange them to make the smallest number possible.	2378
D Subtract the smaller number from the larger one.	8732 - 2378 = 6354
E Take the answer, and arrange the numbers to make the largest possible number.	6543
F Now make the smallest possible number.	3456
G Subtract the smaller from the larger.	6543 - 3456 = 3087
H (If the answer is not 6174) Repeat stages E to G.	8730 - 0378 = 8352
I (If the answer is still not 6174) Repeat stages E to G again.	8532 - 2358 = 6174

6174 will always be the answer if you repeat stages E to G enough times. Show your partner the piece of paper. Did the game work? Did you get the right results? Do you know any other math games?

COMMUNICATION ACTIVITY F

Unit 20 Student 1

Ask questions and complete the missing information. Role-play asking for information. e.g.
 Could you tell me what's on the _____ floor?
 What floor is the _____ on?

★ STUDIOS INN HOTEL ★ HOTEL GUIDE	
Front Desk	Lobby
	Lobby
Parking Garage	Basement level 1&2
All-Day Coffee Shop	
Shopping Gallery	Mezzanine floor
Stars Rooftop Restaurant	
Fitness Center, Pool	3rd floor
	11th floor
Guest Rooms	3rd-10th floors
Business Center	

COMMUNICATION ACTIVITY G

Unit 24 Student 1

This is a very special restaurant menu. You have information about the appetizers, your partner has information about the entrées. Ask for information about the entrées.

Which things on the menu would you eat?
 Which things on the menu wouldn't you eat?
 What other things wouldn't you eat?

REGIONS The regional specialty restaurant	
<i>Appetizers</i>	
<i>Black pudding</i> Blood sausage from Lancashire in England.	
<i>Foie Gras Paté</i> made from goose livers. The birds eat the richest food until their livers are huge.	
<i>Escargots</i> Snails from France. Served in their shells.	
<i>Tree top treat</i> The brains of red squirrels from the Appalachian mountains of the U.S.A.	
<i>Entrées</i>	
<i>Gator Tail</i> in tomato sauce	
<i>Rattler Chowder</i>	
<i>Wiener Schnitzel</i>	
<i>Bambi Sausages</i>	

COMMUNICATION ACTIVITY H

Unit 29 Student 1

Note: *The allowances table was correct at the time of writing this book, but it may have changed before you do this activity!*

Role-play a customer and an assistant in an airport duty free shop.

Ask your partner about Saudi Arabia and the U.S.A.

Answer your partner's questions about the European Union and Japan.

Use these patterns to help:

How much whiskey am I allowed to take to the U.S.A.?

How many cigarettes am I allowed to take to Saudi Arabia?

	Cigarettes	Cigars	Tobacco	Wine	Spirits	Perfume
European Union	200	or 50	or 250 grams	2 liters	1 liter	50 grams
Japan visitors	400	or 100	or 500 grams	3 bottles	or 3 bottles	2 oz
residents	200	or 50	or 250 grams	3 bottles	or 3 bottles	2 oz
Saudi Arabia						
U.S.A. visitors-gifts						
visitors-personal use						
residents						

COMMUNICATION ACTIVITY I

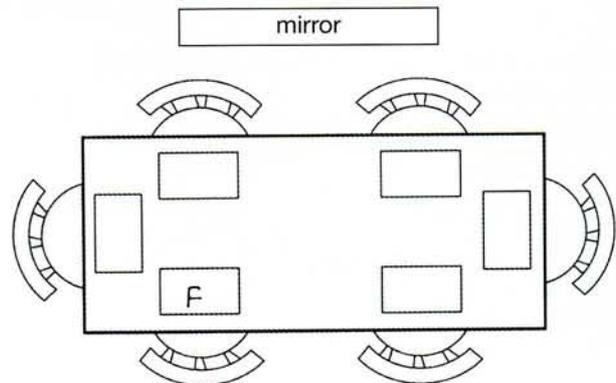
Unit 34 Student 1

Look at the diagram. Who's sitting where? Take turns reading each piece of information. Student 1 starts. Write the letters in the boxes on the table.

Person **A** is the man with glasses. He is sitting across from the man with dark hair. He is person **F**.

Person **C** is the man with the beard. He is sitting on the left of the woman with glasses.

Person **E** is the woman with glasses. She is sitting across from the woman with short, dark, curly hair.

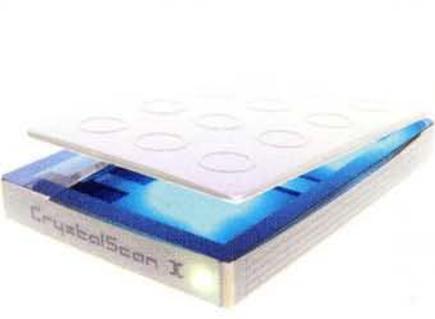


COMMUNICATION ACTIVITY J

Unit 35 Student 1

1 There are pictures of two scanners. You have information about the CrystalScan X, and your partner has information about the Dev-Scan 4800. Role-play a customer and sales person, ask questions and complete the tables.

2 Then compare the two scanners. Which one is more expensive? faster? bigger? has the longer / better warranty etc.?

		
	CrystalScan X	Dev-Scan 4800
Width	248 mm	
Depth	352 mm	
Thickness	30 mm	
Speed (2400 dpi color scan 8" x 10")	1 minute 13 seconds	
Resolution	1200 x 2400	
Warranty	3 years (parts and labor)	
Price	\$75	
Special features	Power via USB Transparency scanner - optional extra	

COMMUNICATION ACTIVITY K

Unit 38 Student 1

Role-play a conversation. First you are the travel agent. Your partner wants to book an airline ticket. You have information about flights from Hong Kong to London.

Then role-play another conversation. You are the customer and you are booking an airline ticket. Your partner has information about flights from London to Los Angeles. Book a ticket for Thursday 31st August, with an open return date and no stops.

Days of service 1=Monday	Departure time	Arrival time	Airline	Stops
123467	00:30	06:20	Cathay Pacific	0
5	00:30	05:55	Cathay Pacific	0
Daily	23:25	05:05	British Airways	0
Daily	23:35	04:35	Virgin Atlantic	0

COMMUNICATION ACTIVITY L
Unit 42 Student 1

1 Role-play a conversation. You are a guest at a hotel, and your partner is the Front Desk Clerk. This is your problem:

It's 3 a.m. You're in room 1305. There's a noisy party in the room next door, 1306, and you can't sleep. You have to get up at 6 a.m. to go to the airport. You don't want to change rooms. You don't want a refund for the night's stay. You've been at the hotel for seven days and you've spent a lot of money.

2 Role-play another conversation. You are the Front Desk Clerk at a hotel, and your partner is a guest. This is the problem and some suggestions:

It is 9:30 p.m.
 The guest's laundry hasn't been returned.
 Ask if the guest gave the laundry to housekeeping before 9 a.m.
 The hotel sends laundry out to a laundry service company.
 They're closed for the night. You can't contact them until tomorrow at 8 a.m.
 Offer to mail the laundry to the guest.
 Offer the guest a free T-shirt with the hotel name on it.

COMMUNICATION ACTIVITY M
Unit 47 Student 1

1 Look at your room bill (Room 2367). Role-play a conversation with the hotel Accounts Clerk. You only had one beer from the minibar, and it was \$2.95. You switched on the movie by mistake, and only watched two minutes, so you should be charged nothing. Therefore, the 'total', 'state tax', and total

'amount due' are wrong. You should point out all the mistakes and correct them with the Accounts Clerk. (The state tax is supposed to be 10%.)

2 Look at your partner's room bill (Room 946). Role-play a conversation. You're the Accounts Clerk.

Room 2367	
Room charges August 30th	
Room charge 8/29	\$205.00
Laundry charge 8/29	\$49.72
Minibar	\$295.00
Movie charge	\$15.00
Room-service breakfast	\$23.95
Total	\$588.67
State tax	\$105.96
Amount due	\$964.63

Room 946	
Room charges August 30th	
Room charge 8/29	\$145.00
Laundry charge 8/29	\$115.27
Minibar	\$4.30
Room-service breakfast	\$43.95
International telephone	\$58.45
Total	\$366.97
State tax	\$66.05
Amount due	\$433.02

COMMUNICATION ACTIVITY N

Unit 4 Student 2

Interview your partner and find the missing information.

Ask:

- Where's she going on (Wednesday 30th)?
- What time does the flight (from Chicago) leave?
- What's the flight number?
- What time does it arrive?
- Where's she leaving from on (Thursday 31st)?

Itinerary for: Keiko Ishida

Day	Date	Flight number	From	Depart	To	Arrive
Monday	21st	JAL JL069	Osaka	13:45	Los Angeles	05:40 next day
Thursday	24th	American AA2408		06:40	Dallas	
Friday	25th	American AA258	Dallas	12:48		16:28
Monday	28th	American AA2074		11:31	Chicago	
Wednesday	30th		Chicago			
Thursday	31st	All Nippon NH1891		12:35	Osaka	15:30

COMMUNICATION ACTIVITY O

Unit 5 Student 2

You have information about Dave Scott. Your partner has information about Julie Morrison. Ask and answer questions and complete the table. e.g.

- Where was he / she born? / brought up?
- Who does he / she work for?
- What does he / she do?
- Where does he / she live?

	Dave Scott	Julie Morrison
Nationality	American	_____
Place of birth	Springfield, Illinois	_____
Date of birth	25 January 1978	_____
Brought up in	Springfield	_____
Works for	Chicago Associated Industries, Chicago, Illinois	_____
Job description	Sales Representative for Canada	_____
Lives	Evanston, near Chicago	_____

COMMUNICATION ACTIVITY P
Unit 7 Student 2

You are the Hotel Front Desk Manager. Interview your partner and complete the Guest Registration Card for him or her. (They can give imaginary answers if they prefer.)

 <p>STUDIOS INN HOTEL</p> <p>Hollywood Boulevard</p>	<p>GUEST REGISTRATION CARD</p>
	<p>Last name: _____</p> <p>First name: _____ Middle initial: _____</p> <p>Title: _____</p> <p>Home address: _____</p> <p>_____</p> <p>Home phone number: (____) _____</p> <p>Cell phone number: _____</p> <p>E-mail address: _____</p> <p>Company name: _____</p> <p>Company address: _____</p> <p>_____</p> <p>Work phone number: (____) _____</p> <p>Nationality: (only for non-U.S. citizens) _____</p> <p>Passport number: _____</p> <p>Next destination: _____</p> <p>_____</p> <p>Car License plate: _____ State: _____</p>

COMMUNICATION ACTIVITY Q
Unit 12 Student 2

You are at an airport information desk. Ask questions and complete the missing information. Then check and compare your information with your partner.

- When does flight AC171 depart / leave?
- What's the flight number of the Mexico City flight?
- Where does BA421 fly to?
- What's the gate number for the Houston flight?
- Is the United Airlines flight to Denver boarding yet?

FLIGHT DEPARTURES				
Flight #	Destination	Time	Gate #	Information
AC171	TORONTO		11	DELAYED - 6:30 pm
BA421		5:15	23	CLOSED
AA322	CHICAGO	5:30		LAST CALL
UA755	DENVER	5:30	2	
	MEXICO CITY	5:40	6	NOW BOARDING
UA632		5:45	10	WAIT IN LOUNGE
AA186	BOSTON	6:00	15	
	LOS ANGELES	6:00	12	DELAYED 60 MINS
AA299	HOUSTON	6:10		WAIT IN LOUNGE
VS201	LONDON		8	WAIT IN LOUNGE

Key to airlines:
 AA – American Airlines
 AC – Air Canada
 AM – AeroMexico
 BA – British Airways
 UA – United Airlines
 VS – Virgin Atlantic

COMMUNICATION ACTIVITY R

Unit 16 Student 2

Give instructions to your partner.

Instruction

- A** You can use a calculator.
Tell your partner to key in this number,
37,037 (thirty seven thousand and thirty-seven).
- B** Ask your partner to choose any number between 1 and 9.
- C** Tell your partner to multiply the number in B by three.
- D** Then tell him/her to multiply 37,037 by the answer to section C.
- E** The answer will be the number in B in a row.
- F** Repeat A to E with a different number in B.
- G** Check that this works with every number.

Example

37,037

5

$$5 \times 3 = 15$$

$$37,037 \times 15$$

555,555

9

$$9 \times 3 = 27$$

$$37,037 \times 27$$

$$= 999,999$$

4

$$4 \times 3 = 12$$

$$37,037 \times 12$$

$$= 444,444$$

Did the game work? Did you get the right results? Do you know any other math games?

COMMUNICATION ACTIVITY S

Unit 20 Student 2

Ask questions and complete the missing information.
Role-play asking for information. e.g.
Could you tell me what's on the ___ floor?
What floor is the _____ on?

★ STUDIOS INN HOTEL ★	
HOTEL GUIDE	
Front Desk	
Concierge Desk	Lobby
	Basement level 1&2
All-Day Coffee Shop	Lobby
	Mezzanine floor
Stars Rooftop Restaurant	12th floor
Fitness Center, Pool	
Conference Center	11th floor
	3rd-10th floors
Business Center	Mezzanine floor

COMMUNICATION ACTIVITY T

Unit 24 Student 2

This is a very special restaurant menu. You have information about the entrées, your partner has information about the appetizers. Ask for information about the appetizers.

Which things on the menu would you eat?

Which things on the menu wouldn't you eat?

What other things wouldn't you eat?

REGIONS

The regional specialty restaurant

Appetizers

Black pudding

Foie Gras

Escargots

Tree top treat

Entrées

Gator Tail in tomato sauce Alligator tail from Florida.

Served in a tomato and herb sauce with rice.

Rattler Chowder Rattlesnake tail chowder from Arizona.

Served with vegetables.

Wiener Schnitzel Veal steak made from the youngest milk-fed calves.

Bambi Sausages Venison sausages made from young, tender deer from New England forests.

COMMUNICATION ACTIVITY U

Unit 29 Student 2

Note: *The allowances table was correct at the time of writing this book, but it may have changed before you do this activity!*

Role-play a customer and an assistant in an airport duty free shop.

Ask your partner about the European Union and Japan. Answer your partner's questions about Saudi Arabia and the U.S.A.

Use these patterns to help:

How much whiskey am I allowed to take to France?
How many cigarettes am I allowed to take to Japan?

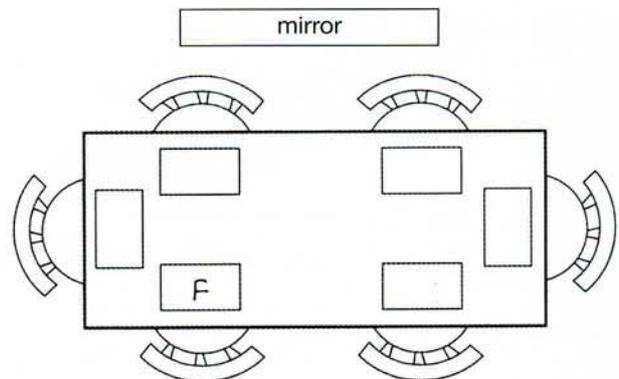
	Cigarettes	Cigars	Tobacco	Wine	Spirits	Perfume
European Union						
Japan visitors						
residents						
Saudi Arabia	600	or 100	or 500 grams	Strictly prohibited	Strictly prohibited	for personal use
U.S.A visitors-gifts	Nil	100	no limit	Nil	Nil	no limit
visitors-personal use	200	or 50	or 3 pounds	1 U.S. quart	or 1 U.S. quart	no limit
residents	200	or 100	no limit	1 liter	or 1 liter	no limit*

COMMUNICATION ACTIVITY V

Unit 34 Student 2

Look at the diagram. Who's sitting where? Take turns reading each piece of information. Student 1 starts. Write the letters in the boxes on the table.

Person **B** is the woman with short, dark, curly hair. She can see herself in the mirror, and is sitting between the man with the beard, and the man with dark hair.
Person **D** is the woman with long blonde hair. She is sitting between the man with the dark hair, and the man with the glasses.



COMMUNICATION ACTIVITY W

Unit 35 Student 2

1 There are pictures of two scanners. You have information about the Dev-Scan 4800, and your partner has information about the CrystalScan X. Role-play a customer and a sales person, ask questions and complete the tables.

2 Then compare the two scanners. Which one is more expensive? faster? bigger? has the longer / better warranty etc.?

		
	CrystalScan X	Dev-Scan 4800
Width		240 mm
Depth		346 mm
Thickness		21 mm
Speed (2400 dpi color scan 8" x 10")		57 seconds
Resolution		1200 x 2400
Warranty		2 years (parts only)
Price		\$89
Special features		Separate power supply FireWire, USB

COMMUNICATION ACTIVITY X

Unit 38 Student 2

Role-play a conversation. First you are the customer and you are booking an airline ticket. Your partner has information about flights from Hong Kong to London. Book a ticket for Thursday 31st August, with an open return date.

Then role-play another conversation. You are the travel agent. Your partner wants to book an airline ticket. You have information about flights from London to Los Angeles.

Days of service 1=Monday	Departure time	Arrival time	Airline	Stops
Daily	11:05	14:35	American Airlines	0
Daily	12:00	15:20	British Airways	0
56	13:10	21:10	Delta	1
Daily	13:45	21:20	NorthWest	1

COMMUNICATION ACTIVITY Y Unit 42 Student 2

1 Role-play a conversation. You are the Front Desk Clerk at a hotel, and your partner is a guest. This is the problem and some suggestions:

It's 3 a.m. The guest is in 1305. There's a noisy party in room 1306.
A famous rock group is staying on the 13th floor. They have booked 25 rooms (four are expensive suites) and they're spending a lot of money on room service.
Offer to change the guest to room 209. It's very quiet there.
Offer to send a bellboy to move everything.
Offer the guest a free night's stay at any hotel in the hotel chain.

2 Role-play another conversation. You are a guest at a hotel, and your partner is the Front Desk Clerk. This is your problem:

It's 9:30 p.m.
Your laundry hasn't been returned. The laundry form said 'Same day service. Guaranteed return by 8 p.m.'
You gave the laundry to housekeeping at 7:15 a.m. this morning.
You're leaving at 7 a.m. tomorrow morning.
You don't have a clean shirt / blouse nor any nightclothes.
You have important meetings tomorrow.

COMMUNICATION ACTIVITY Z Unit 47 Student 2

1 Look at your partner's room bill (Room 2367). Role-play a conversation. You're the hotel Accounts Clerk.

2 Look at your room bill (Room 946). Role-play another conversation with the Accounts Clerk. You're leaving in five minutes. Your laundry hasn't come back from the laundry service, so you should be charged nothing. You didn't have room service breakfast and shouldn't be charged. Instead, you ate

in the buffet downstairs and paid there. You tried to make an international call, but you didn't get a connection, so should be charged only \$2 connection fee. Also, you had a \$43 bottle of champagne from the minibar. They have this as \$4.30. Therefore, the 'total', 'state tax', and total 'amount due' are wrong. You should point out all the mistakes and correct them with the Accounts Clerk. (The state tax is supposed to be 10%.)

Room 2367 Room charges August 30th

Room charge 8/29	\$205.00
Laundry charge 8/29	\$49.72
Minibar	\$295.00
Movie charge	\$15.00
Room-service breakfast	\$23.95
Total	\$588.67
State tax	\$105.96
Amount due	\$964.63

Room 946 Room charges August 30th

Room charge 8/29	\$145.00
Laundry charge 8/29	\$115.27
Minibar	\$4.30
Room-service breakfast	\$43.95
International telephone	\$58.45
Total	\$366.97
State tax	\$66.05
Amount due	\$433.02

GRAMMAR FILE 1: articles

a / an

Use **a** or **an** to talk about one thing or one person.

There is no plural of **a** or **an**.

*Here's **a** copy of my itinerary.*

*Could I have **a** box of tissues?*

An is used before vowels except **eu** and **u** when they are pronounced *you*.

*I have **an** appointment.*

*Do you have **a** euro for the drink machine?*

a or **an** are used before jobs.

*He's **a** taxi-driver.*

*She's **an** accountant.*

the

1 Use **the** when it's clear what or who you're speaking about.

*We need to speak about **the** contract.*

*Keep **the** change!*

***The** plane was late.*

2 Use **the** when there is only one of something.

***The** Sheraton Century Center.*

3 Don't use **the** when you generalize or talk about everything in a group.

*I really enjoy **seafood**.*

*Do you like **music**?*

*I can't stand **politicians**.*

4 Don't use **the** with meals.

***Breakfast** is from 7 to 10.*

*We can have **lunch**.*

5 Don't use **the** with many place names.

*I've been to **Switzerland** many times.*

*Julie is calling from **Sydney**.*

*Turn left onto **Hollywood Boulevard**.*

*Can you give me directions to **Union Station**?*

GRAMMAR FILE 2: be and have

be

I	am	from Kobe.
	'm	on vacation.
	'm not	fine.
You	are	blonde.
We	're	
They	aren't	
He	is	
She	's	
It	isn't	

The affirmative is usually shortened.

You can also say **you're not** etc. in the negative.

Am	I	from Mexico?
Are	you	
Is	she	

Yes, I am. No, I'm not.

Yes, she is. No, we aren't.

Never shortened

Always shortened

There is ...

Use **there is** and **there are** to say that something exists.

***There's** an a la carte menu.*

***There's** no hot water.*

***There are** three Sheratons in Atlanta.*

have

I		a meeting.
You	have	a voucher.
We	don't have	Newsweek magazine.
They		a vegetarian menu.
He	has	a Russian accent.
She	doesn't have	
It		

Do	you have	cable TV?
Does	it	

Yes, I do. No, we don't.

Yes, it does. No, it doesn't.

1 Have is used to express possession.

***Do you have** any baggage?*

***I have** a voucher.*

2 Have is also used in idiomatic expressions when you mean **eat, drink, experience, take**.

***I'll have** the Thai fish cakes.*

***I had** a glass of wine.*

***We had** a good time.*

For other tenses of **be** and **have**, follow the rules in Grammar Files 7, 8, 9 and 10.

GRAMMAR FILE 3: pronouns and possessives

subject pronoun	object pronoun	possessive adjective	possessive pronoun	reflexive pronoun
I	me	my	mine	myself
you	you	your	yours	yourself
he	him	his	his	himself
she	her	her	hers	herself
it	it	its	its	itself
we	us	our	ours	ourselves
you	you	your	yours	yourselves
they	them	their	theirs	themselves

subject pronouns

I am from England.

*Are **you** here on business?*

The subject pronoun is sometimes dropped when you're speaking informally.

Sorry. Can't help you.

object pronouns

Always place object pronouns after the verb.

*Please **call me** Jessica.*

***Enjoy** your stay with **us**.*

possessive adjectives

***My** name's Charlene.*

*Josh is **our** company lawyer.*

His and **her** go with the person, and not the object.

*What's **her** job? **She's** the C.E.O.*

*What's **his** job? **He's** the Production Manager.*

possessive pronouns

***Mine** always seems to be the last.*

*Have they ever lost **yours**?*

reflexive pronouns

*He made it **himself**.*

*Please help **yourselves** to salad.*

indefinite pronouns

affirmative	negative	question
someone	no one/not anyone	anyone?
somebody	nobody/not anyone	anybody?
somewhere	nowhere/not anywhere	anywhere?
something	nothing/not anything	anything?

*You can get **something** to eat in the coffee shop.*

*Do you have **anything** to declare?*

*I don't know **anyone** in Atlanta.*

GRAMMAR FILE 4: adjectives

adjectival order

Adjectives go before nouns. When there are two or three adjectives, you usually put them in this order:

article	observation	size	age	color	origin	
the	funny	little	old	brown-haired	-	man.
the	attractive	tall	-	dark-haired	American	woman.

comparatives and superlatives

	comparative	superlative
short adjectives	newer (than)	the newest
short adjectives ending in -y	bigger (than)	the biggest
long adjectives	busier (than)	the busiest
irregular adjectives	more expensive (than)	the most expensive
	better (than)	the best
	worse (than)	the worst
	more	the most

*Don't you have anything **smaller**?*

*It's **the biggest** on the market.*

*English is one of **the slowest** languages.*

*Version 3 is **the best** one yet.*

*It has **the most** features.*

When things are the same, you say:

*It's **as easy as** ...*

*It's **as expensive as** ...*

*It's **as bad as** ...*

GRAMMAR FILE 5: adverbs

1 Adverbs go after verbs or at the end of phrases.

To form an adverb from an adjective, you either add **-ly** or leave it as it is.

*I don't know him **personally**.*

*People speak too **fast**.*

Note that **well** is the adverb of **good**.

*I don't speak English **very well**.*

2 Adverbs of frequency (*always, usually, often, sometimes, seldom, rarely, never*) go before verbs except **be**.

*I **sometimes** rent a car when I'm away.*

*He **always** cooks when we have guests.*

*I'm **already** late.*

To ask about the frequency of something, use the question **How often?**

***How often** do you shop?*

3 Note that **adverbial phrases** such as **very much, very well** and **a lot** go after the object.

*I like L.A. **very much**.*

GRAMMAR FILE 6: quantities

1 Use **a** or **an** to talk about one thing or one person.

uncountable nouns

baggage
traffic
change
money
chocolate

countable nouns

bag(s)
car(s)
pound(s)
dollar(s)
bar(s) of chocolate

2 Use **some, any** and **no** when the quantity isn't defined.

affirmative: **some**

*There is **some** baggage.*

*There are **some** bags.*

negative: **any** or **no**

*There isn't **any** / is **no***

baggage.

*There aren't **any** / are*

***no** bags.*

questions: **any**

*Is there **any** baggage?*

*Are there **any** bags?*

3 Use **how much** or **how many** to ask a question about quantity. **How much** is used for prices.

***How many** people were at the seminar?*

***How much** is the sweater?*

4 Use **a lot of** or **lots of** to express a large quantity.

*I spend **a lot of** time on the phone.*

***A lot of** nurses don't work regular hours.*

5 For small quantities, use **few / not many** or **little / not much**.

*I'm meeting **a few** people from TV companies.*

*There aren't **many** people in that company.*

*She has **a little** change.*

*I don't have **much** time for vacation.*

6 Note the use of **too much / many** for excess quantity.

*There's **too much** traffic and pollution.*

*The restaurant has accepted **too many** reservations.*

GRAMMAR FILE 7: present tenses

present simple

I			
You	work		in an office in Boston.
We	don't work		
They			
He	works		
She	doesn't work		
It			

Do	you	live in the city?
Does	he	

Yes, I do.	No, I don't.
Yes, he does.	No, he doesn't.

1 Use the **present simple** for regular actions, habits, facts and things which are part of your life.

*I **live** in Scarborough.*

*She **owns** the company.*

*I **don't work** weekends or holidays.*

2 With adverbs of frequency. (See **Grammar File 5**)

*I **always take** Sunday off.*

3 For things you think or feel.

*I **love** the fall.*

*I **hate** waiting for baggage.*

4 Regular times and schedules.

*When **do you leave** Seoul?*

*Our main restaurant **closes** at two thirty.*

present continuous

I	am		cooking dinner tonight.
	'm (not)		
You	're		
We	are		
They	aren't		
He	's		
She	is		
It	isn't		

Are	you	staying in Denver?
Is	he	

Yes, I am.	No, I'm not.
Yes, he is.	No, he isn't.

1 Use the **present continuous** for something which is happening at the moment.

***We're now cruising** at 30,000 feet.*

2 For future plans and arrangements.

***I'm planning** to be in L.A. next week.*

3 Some verbs, expressing feelings, mental activity and perception, are almost never in the continuous form: like / love / hate / know / understand / want / see / hear / seem.

***I want** to take a shower.*

GRAMMAR FILE 8: past tenses

past simple

I	stayed		at the Studios Inn Hotel.
You			
He	didn't stay		
She			
It	flew		to London last week.
We			
They	didn't fly		

Did	he	find	his suitcase?
-----	----	------	---------------

Yes, he did.	No, he didn't.
--------------	----------------

1 To form the **past tense using regular verbs**: add **-d**, **-ed**, or **-ied** in the affirmative.

stay – stayed arrive – arrived carry – carried

With irregular verbs: change in the affirmative.

fly – flew (see **Grammar File 18**)

2 Use the **past simple** for a past completed event with no link to the present. There is often an indication of when it happened.

***We moved** to Toronto **when I was ten**.*

3 You often use **... ago** and **last ...** with the past simple.

***I went** to Tokyo a couple of years **ago**.*

***Last week I worked** fifty-two hours.*

used to

The **used to** form is for something you did regularly in the past which is now finished.

***I used to work** in the London office, then in Boston.*

was / were

The past simple of **be** is **was / were**.

***I was** in London last year.*

*Some of the talks **were** good.*

***There was** a lot of information.*

past continuous

The **past continuous** is used for an action which was in progress at a particular time in the past.

***I was looking** at that sweater in the window.*

GRAMMAR FILE 9: present perfect

present perfect simple

I	've		
You	have		
We	haven't		
They		landed	in Aspen.
He	's		
She	has		
It	hasn't		
Have	you	met	Josh?
Has	she		
Yes, I have.	No, I haven't.		
Yes, he has.	No, she hasn't.		

1 To form the **present perfect simple with regular verbs**: the past participle takes **-d**, **-ed**, or **-ied**.

arrive – arrived stay – stayed try – tried

With irregular verbs: the past participle changes.

have – had (see **Grammar File 18**)

2 Use the **present perfect** for past experiences with little or no indication of time; often with **ever** or **never**.

I've done three computer courses.

Have you ever seen an American football game?

3 When you can see the results of a recent event in the present; often with **just**, **already** or **yet**.

We've had a wonderful evening.

The plane has just taken off.

They haven't landed yet.

4 Events which started in the past and continue in the present.

How long have you been with us?

5 Use **for** to say the length of time of the event.

You've been our guest here for a long time.

6 Use **since** to say when the event started.

I've been here since December.

present perfect continuous

The **present perfect continuous** emphasizes the continuous or repeated nature of the event.

How long have you been studying Spanish?

I've been trying to get hot water for 10 minutes.

Note that some verbs never take the continuous form even if the action seems repeated or continuous.

I've known Consuela for ten years.

Not: ~~*I've been knowing Consuela for ten years.*~~

GRAMMAR FILE 10: future tenses

future simple

I			
You	'll		
He	will		
She		be	in a meeting.
It	won't		
We			
They			
Will	they	buy	some perfume?
Yes, they will.	No, they won't.		

1 Use the **future simple** when you decide to do something spontaneously.

I'll go for the specials.

2 For something you think or hope will happen.

We hope you'll fly with us again soon.

3 For future certainties.

The room charge will be \$295.

4 When you offer, agree or promise to do something. (See **Grammar File 16**)

I'll upload the files right now.

I'll get you a headset.

going to (+ verb)

Use **going to** for something you plan or intend to.

I'm going to be in Seoul in the morning.

Are you going to travel soon?

future continuous

In everyday situations, the **future continuous** is very similar to the **present continuous** or **going to** and used for something arranged or planned. (See **Grammar File 7**)

How long will you be staying in the States?

I'll be reporting on our progress later.

GRAMMAR FILE 11: passive

To form the **passive**, use the verb **be** and add the **past participle**. (See **Grammar File 18** for irregular verbs)

It	is was has been will be can be is being	done / said / made / etc.
They	are were have been are being	

To have / get something done is a passive construction.
 You can have your eggs poached or scrambled.
 I'm having my hair cut tomorrow.
 Did you have those letters copied?
 I want to have this jacket dry-cleaned.

present One form **is required** for every member of the family.

Write your name as **printed** on the card.

past Those seats **were sold out** months ago.

must This form **must be kept** in your passport.

future Dinner **will be served** in 30 minutes.

should Matches **should only be carried** in hand baggage.

Use the **passive** in the **past simple** with **born**.

Where were you **born**?

I was born in Montreal.

GRAMMAR FILE 12: questions

1 To form a **question**, place the **auxiliary** verb (*be, have, do, etc.*) before the subject of the sentence. Don't just change the intonation of an affirmative sentence.

Can we meet?

Do you have a menu?

Where **are you going**?

Who **do you tip**?

How **can I help** you?

2 **Prepositions** often go at the end of questions.

So, where do you come **from**?

Who do you eat **with**?

What are you here **for**?

3 **What?, which?, whose?** and **how much? / many?** can be followed by objects or phrases.

What day of the week is that?

Which model is it?

What exactly does Jessica Adams do?

What kind of room do you want?

Whose lunch do you prefer?

How much is that video games console?

4 **How?** and **what ... like?** are used to ask for a description of something.

How was the trip?

What was the weather **like**?

Note the use of **how** to ask about people.

How's Jodie? She's fine.

Hey, **how** are you doing, Mike?

Many **adjectives** and **adverbs** are used after **how?** to ask about size, frequency etc.

length of time / duration **How long** have you been here?
frequency **How often** do you stay in hotels?
size **How wide** is it precisely?
degree **How well** do you speak French?

GRAMMAR FILE 13: verbs with prepositions; phrasal verbs

verbs with prepositions

1 Some verbs need a preposition before the object.

- We **apologize for** the delay.*
- They might **ask for** a list.*
- I've **heard so much about** you.*
- She isn't **laughing at** his jokes.*
- Look at** page ten.*
- I'm **looking for** my bag.*
- I'll be **paying by** credit card.*
- They'll **pay for** things you need.*
- Thank you for** the flowers.*
- What do you **think of** L.A.?*
- I'm **waiting for** my baggage.*
- She **works in** the Design Department.*
- She **works for** a TV company.*

2 With movement, the direction is indicated by the preposition, not the verb.

-  go across
-  go (straight) ahead
-  go down
-  go past
-  go through
-  go up

phrasal verbs

A **phrasal verb** is a two-word verb. The original meaning of the verb changes completely.

Look at the examples and their meanings.

- We're out of** USA Today.* have no more of
- If you'll **bear with** me, ...* be patient, wait
- Consuela's **checking in** to the hotel.* register your arrival
- Wilbur's **checking out**.* register your departure
- Can you **fill out** this form?* complete
- He **hung up** on me.* put down the phone
- I'll **look forward to** it.* wait for / expect with pleasure
- We'll **look you up**.* visit
- I'll **look after** your bags.* be responsible for / deal with
- We'll **pick you up** at your hotel.* take someone from an arranged place

What does E.T.A. **stand for**?

- I'll **take care of** your bags.* mean
- They've just **taken off**.* be responsible for / deal with
- Turn on** the MP3 player.* leave the ground (plane)
- Turn off** the cell phone.* start a machine
- When Max **wakes up**.* stop a machine
- stop sleeping*

GRAMMAR FILE 14: prepositions

ABOUT

about 3 months approximate length of time

AHEAD

not three hours ahead time zones (forwards)

AT

at 10:15 / at night time expressions
at the airport public places
at AlphaCom names of companies
at the Devereux's people's houses

BEFORE

before the game prior to

BEHIND

three hours behind time zones (backwards)

BETWEEN   

between Reeboks and L.A. Gear

BY

by next Friday deadline
pay by credit card way of doing something

FOR

for 10 ten days length of time
F for fox-trot as in ...
it's for you purpose

FROM

from England, the airport origin

IN

in January, in 2005 time: months, years
in the morning parts of the day
in one hour the end of a period of time
in Toronto, Florida, Japan towns, states, countries
in the restaurant public places when inside

IN FRONT OF 

in front of the hotel

NEXT TO  

sit next to me

ON

on Wednesday, on the 19th dates, days
on the weekend
on Olvera Street streets, roads
on a Boeing 767 transportation
on business / vacation idiomatic use
on the Net, on the phone Internet, phone, radio, TV

PER

per night each

TO (INTO, ONTO) 

to the Sheraton
into Chicago destination

UNTIL

until next Sunday up to a certain time

WITH

He's with Ms. Adams
the man with glasses in the company of
 physical features

GRAMMAR FILE 15: modal verbs 1

The verbs and expressions **have to, must, need to, should, had better, allowed to, permitted** are used before other verbs when you want to express the following meanings.

1 Obligation / Necessity

*I **have to** go.*

*I'm sorry you'll **have to** turn it off.*

*I'd **better** be going.*

*We **need** to speak about the contract.*

*These articles **must** be transported in checked baggage only.*

2 Permission

*How much whiskey am I **allowed** to take into France?*

*Passengers **must** not take off their seat belts.*

*Knives are not **permitted** in the cabin.*

3 Advice / Recommendation

*You **should** see a doctor.*

*You'd **better** write one.*

*You **shouldn't** pack aerosols in your baggage.*

4 No obligation or necessity

*It **doesn't have to** go through the scanner.*

*You **won't have to** pick it up in Denver.*

*There's **no need** to get angry.*

GRAMMAR FILE 16: modal verbs 2

The verbs and expressions, **can, could, may, might, will, would, would like** are used before other verbs when you want to express the following meanings.

1 Possibility

*We **can** talk business after we have lunch.*

*You **might be** happier elsewhere.*

*I hope you **can get** the carpet clean.*

2 Permission

*You **can go** through now.*

*I **could give** you an extra hour.*

*You **may proceed**.*

*You **can't use** that here.*

3 Requests

***Can you get** me a Denver newspaper?*

***Could I have** a glass of water?*

***Could you sign** it here?*

***May I see** your driver's license?*

***Would you please complete** the guest registration card?*

***I'd like to use** the pool.*

***Would you mind opening** your briefcase, sir?*

4 Offers

*How **can I help** you?*

***May I take** your coats?*

***Would you like to sit** over here?*

5 Promising / Agreeing

***I'll look after** your bags.*

***I'll take** two packs of that gum.*

Grammar Files Index: articles – 1, *be* and *have* – 2, pronouns and possessive – 3, adjectives – 4, adverbs – 5, quantities – 6, present tenses – 7, past tenses – 8, present perfect – 9, future tenses – 10, passive – 11, questions – 12, verbs with prepositions, phrasal verbs – 13, prepositions – 14, modal verbs 1 – 15, modal verbs 2 – 16, gerunds and infinitives – 17, irregular verbs – 18

GRAMMAR FILE 17: gerunds and infinitives

gerund (verb + -ing)

1 Use a **gerund** after all prepositions. (Also after verbs and expressions taking prepositions.)

*Thank you **for inviting** me.*

***How about coming** along with me on Sunday?*

Note that you need to be careful with **to**. Sometimes it's a preposition. Sometimes it's part of the infinitive.

*I'll **look forward to** seeing you.*

*I'd **like to** use the pool.*

2 When a verb becomes a noun.

***Reading** isn't too hard for me.*

***Listening** is more difficult.*

3 After certain verbs and expressions.

*I **hate waiting** for baggage.*

***Would you mind opening** your briefcase?*

*It was a **pleasure having** you.*

4 Some social expressions take either the gerund or the infinitive.

*It's been nice **to meet** you.*

*It's been good **meeting** you.*

infinitive

Use the infinitive after **want**, **would like**, and **have** when you want someone else to do something.

***Would you like** me to **tag** this bag through to Aspen?*

*I **want** you to **come** over for dinner at my house on Sunday.*

*I'll **have** our publicity department **send** you some pictures.*

*I'll **have** them **send** someone up.*

GRAMMAR FILE 18: irregular verbs

infinitive	past simple	past participle	infinitive	past simple	past participle
be	was	been	know	knew	known
begin	began	begun	leave	left	left
break	broke	broken	let	let	let
bring	brought	brought	lose	lost	lost
build	built	built	make	made	made
buy	bought	bought	mean	meant	meant
catch	caught	caught	meet	met	met
choose	chose	chosen	pay	paid	paid
come	came	came	put	put	put
cost	cost	cost	read	read	read
cut	cut	cut	say	said	said
deal	dealt	dealt	see	saw	seen
do	did	done	sell	sold	sold
draw	drew	drawn	send	sent	sent
drink	drank	drunk	set	set	set
drive	drove	driven	shake	shook	shaken
eat	ate	eaten	show	showed	shown
fall	fell	fallen	shut	shut	shut
feel	felt	felt	sit	sat	sat
find	found	found	speak	spoke	spoken
fly	flew	flown	spend	spent	spent
forbid	forbade	forbidden	stand	stood	stood
forget	forgot	forgotten	stick	stuck	stuck
get	got	gotten/got	take	took	taken
give	gave	given	teach	taught	taught
go	went	gone	tell	told	told
hang	hung	hung	think	thought	thought
have	had	had	understand	understood	understood
hear	heard	heard	wake	woke	woken
hit	hit	hit	wear	wore	worn
hold	held	held	write	wrote	written
keep	kept	kept			

Vocabulary Files

Vocabulary File 1 Money

U.S.A.	Canada	European Union	United Kingdom
One dollar = 100 cents	One dollar = 100 cents	One euro = 100 cent	One pound = 100 pence
Coins: 1¢ (cent), 5¢ (nickel), 10¢ (dime), 25¢ (quarter), \$1 (dollar)	Coins: 1¢ (cent), 5¢ (nickel), 10¢ (dime), 25¢ (quarter), \$1 (loonie), \$2 (toonie)	Coins: 1c, 2c, 5c, 10c, 20c, 50c, €1, €2	Coins: 1p, 5p, 10p, 20p, 50p, £1, £2 (one "pee", five "pee")
Bills: \$1, \$5, \$10, \$20, \$50, \$100	Bills: \$5, \$10, \$20, \$50, \$100	Notes: €5, €10, €20, €50, €100, €200	Notes: £5, £10, £20, £50

\$1.25	one dollar twenty-five
\$125	one hundred and twenty-five dollars
\$2.39	two dollars thirty-nine cents
\$1.50	one dollar fifty (or one and a half dollars)

Math signs:

+	-	x	÷	=	%
plus	minus	times	divided by	equals	percent
to add	to subtract	to multiply	to divide	to equal	

$3 + 6 = 9$	<i>three plus six equals nine / add three to six</i>
$8 - 5 = 3$	<i>eight minus five equals three / subtract five from eight</i>
$3 \times 5 = 15$	<i>three times five equals fifteen / multiply three by five</i>
$18 \div 2 = 9$	<i>eighteen divided by two equals nine / divide eighteen by two</i>

Vocabulary File 2 Travel

						
arrivals	departures	customs	baggage reclaim	baggage carts	check-in	security check
						
flights	gates	connections	transfer desk	terminal	passport control/ immigration	meeting point
						
taxis	subway / underground	buses	limos	parking	trains	pick-up area
						
platform	bus stop	way out / exit	ticket office	car rental	gas station / petrol station	restrooms

Vocabulary File 3 Hotels

Facilities

barber's shop
beauty salon
bell desk
business services
coffee shop
concierge desk
conference center
currency exchange
front desk / reception
health club
housekeeping
laundry service
maintenance
reservation
restaurant
room safe
room service
safety deposit box
swimming pool
valet parking
voucher

People

bellhop / porter (U.K.)
bell captain
concierge
engineer
front desk clerk
guest
hairdresser
housekeeper
manager
operator
receptionist
room maid
security guard
table captain (maitre d')
valet
waiter

Verbs

to book
to check in
to check out
to help
to make a reservation
to offer
to register
to send up (bags to a room)
to serve (dinner)
to stay (for 3 days)
to swipe (a credit card)

Vocabulary File 4 Food and drink

breakfast

bacon
berries
cereals
cornflakes
eggs
- boiled
- fried
- poached
- scrambled
grits
hash browns
melon
mushrooms
oatmeal
orange juice
pancakes
potatoes
sausages
waffles
yoghurt

snacks / breaks

brownies
cake / gateaux (U.K.)
coffee
cookies / biscuits (U.K.)
hot chocolate
herb(al) tea
ice cream
milkshake
muffins
nachos
nuts
pastries
peanuts
potato chips / crisps (U.K.)
tea
toast

meat / fish

beef
chicken
lamb
pork
steak
turkey

catfish
cod
crab
lobster
oyster
salmon
sea bass
shellfish
shrimp
sole
tuna

vegetables / salad

beans
broccoli
carrots
eggplant / aubergine (U.K.)
field greens / rocket (U.K.)
greens
lettuce
peas
potatoes
- baked
- boiled / new
- French fried
- mash(ed)
rice
salad
tomatoes
zucchini / courgette (U.K.)

Vocabulary File 5 Business / Communications

						
word processor	spreadsheet	presentation software	e-mail	web browser	folder	document
						
graphics program	virus checker / firewall	design / layout program	photo manipulation	digital camera	video editing	modem
						
CD / DVD drive	sound file	(graphics) card	answering machine	hub	network	multimedia
						
hard drive	monitor	printer	text message	mouse	keyboard	scanner

Vocabulary File 6 Socializing

Greetings, introductions and goodbyes	Small talk
<p>Hello / Hi / Hey Good morning / afternoon / evening How are you? I'm fine / good / very well. How do you do?</p> <p>I'd like you to meet ... May I introduce ... (X), this is (Y). (Y), this is (X) ...</p> <p>Thanks for all your help. It was good meeting you. It was a useful meeting. See you again / later / soon.</p>	<p>Do you know (Jackie Smith)? Have you ever been to (Poland)? Have you met (Paul Jones)? What do you think of this (city)? Do you like (chicken)?</p> <p>What's your favorite (sport)? What's the weather like in (New England) now? Would you like a drink? What can I get you?</p>

Culture File 1, Unit 1

Tips

In America, you usually give tips to waiters, bartenders, cab drivers, etc. Tips are a large part of their pay. Think of 15% to 20% for most services. This is a guide:

Waiter - 20 %
Bellhop - \$1 per bag
Cab driver - 15%
Housekeeper - \$1 per day

Hairdresser - 20%

You don't give tips at gas stations, the movies or at theaters.

Money

Remember! American bills are all the same color and the same size!

The bills in common use are \$1, \$5, \$10, \$20, \$50 and \$100.

Culture File 2, Unit 2

Names

English speakers like to use first names as soon as possible. British and Australian people use first names faster than Americans. In Britain, a doctor or a lawyer will often use first names. In North America, wait until someone invites you to use his / her first name.

When you are introducing yourself, you can indicate which name you want people to use.

Look at these examples.

My name's Robertson. Michael Robertson. - People will call you Mr. Robertson.

My name's Adams. Jessica Adams. - People will call you Ms. Adams.

My name's Michael. Michael Robertson. - People will call you Michael.

My name's Jessica. Jessica Adams. - People will call you Jessica.

Don't introduce yourself as "I'm Mr. Robertson" or "I'm Ms. Adams."

But you can introduce other people with titles, "This is Mr. Tanaka ..." and you can introduce yourself and your partner as "We're Mr. and Mrs. Lopez ..."

Don't use titles with first names. You can't say "~~Mr. Peter~~" or "~~Mrs. Anne~~."

Women can choose whether to use Ms., Mrs. or Miss. If you don't know, use Ms.

Culture File 3, Unit 3

Time

In the U.S.A., the 12-hour clock is used in business and in timetables. Add 'a.m.' for morning, or 'p.m.' for afternoon.
At three o'clock / At three p.m. / At six thirty / At six forty-five

In many other English-speaking countries, the twelve-hour clock is used in conversation, but the 24-hour clock is used for timetables.

At seventeen hundred / at twenty-one fifteen

Dates

In the U.S.A. and Canada, abbreviations are written MONTH-DAY-YEAR, so 5/12/05 is May 12th 2005.

In the rest of the world, abbreviations are written DAY-MONTH-YEAR, so 5/12/05 is 5th December 2005.

On U.S. visa and immigration forms, they use the international system, DAY-MONTH-YEAR.

Culture File 4, Unit 4

Cell phones

There are three main systems of cell phone (U.K. - mobile phone) in the world. To use a phone in all countries you need a 'tri-band' phone.

Cell phones took longer to become widely popular in the U.S.A. and for a long time were more expensive than in Europe or Asia. In most of the world, you pay to make cell phone calls. In the U.S.A., you usually pay to receive and make cell phone calls.

Culture File 5, Unit 5

Difficult questions

Some questions are not polite in English. Don't ask new acquaintances about:

AGE:

How old are you?
When were you born?

MONEY:

How much do you earn?
What's your salary?
Do they pay you well?

MARITAL STATUS:

Are you married?
Why aren't you married?

Culture File 6, Unit 6

Prices

Because American dollar bills are all the same color and the same size, store clerks often check by saying "Out of (twenty)" when you give them a bill.

Tax

In the U.S.A., every state has a state tax (between 5% and 9%). This tax is not shown in the price. It is added to the

total at the cash register. So if you buy something at \$6 in a state with 7% tax, the price you pay is \$6.42.

In Europe, part of the price is VAT (Value Added Tax), which was 17.5% in the U.K. in 2003. This tax is already included in the price. If the price tag shows £6 or €6, this is what you pay at the cash register.

Culture File 7, Unit 7

Credit cards

There are a high percentage of **credit card** users in English-speaking countries. People also carry **charge cards** (from stores or gas stations), and **debit cards**. Debit cards replace checks and are used instead of cash. The money is immediately transferred from your bank account.

Debit cards are usually also **ATM** cards (ATM is **Automatic Teller Machine** in the U.S.A., **cash machine** or **cashpoint** in Europe). You have a **PIN** (Personal Identification Number) which you use with the cards for security. You never write this down, nor tell it to anyone. When you check in at a hotel, they prefer credit cards to checks or cash. They will ask to **swipe** your card on arrival, or they may **take an impression** of your card.

Culture File 8, Unit 8

Hotel facilities

In large hotels you can assume that rooms will have facilities like a bathroom, color TV, and direct-dial telephone. Small hotels (or 'boutique' hotels) are becoming more popular.

In larger hotels in North America, most rooms have two double beds. The charge is usually for the room, and in many hotels children can stay free in a room with their parents.

Culture File 9, Unit 9

Greetings

People who meet regularly on business will normally use first names. In North America, they often meet socially too, which is why Josh asks about Michael's wife, Jodie. It is also common to ask about children.

North Americans and British people shake hands on introduction, and if they meet after a long time. In the rest of Europe, people shake hands more often. Business colleagues may shake hands each day or more than once a day.

People don't bow on meeting. Women meeting men acquaintances and friends may kiss them on the cheek or even hug. Women may do the same to other women. This used to be more frequent in non-English-speaking countries in Europe and Latin America, but the custom is increasing rapidly in English-speaking countries.

Culture File 10, Unit 10

Starting conversations

People often start with an ice-breaker. The weather is a good topic (unless you're somewhere like the desert where it never changes!) because it's neutral. People comment on the weather to be friendly and to see if the other person wants to speak.

If you're traveling, the ice-breaker is usually to talk about the journey. (It looks like we're going to be late / on time / early.) At a reception or party, the food or drink is a good topic for an ice-breaker.

Be careful with question intonation. Sound as if you're interested and making friendly conversation. Don't sound like a police detective! If you do, "Why are you here?" may sound rude.

Culture File 11, Unit 11

Lunch

Lunch isn't the main meal of the day for most people in North America, Australia or the U.K. (but Julie is on a business trip and hungry). Lunch breaks are short, and are rarely longer than an hour. Some factories and offices have their own self-service cafeterias.

Many workers in cities just have a sandwich or other snack from a deli or sandwich bar. Some bring a lunchbox from home.

Lunch times are earlier in the U.S.A. than in the U.K., and earlier in the U.K. than in Southern Europe. The lunch break is sometime between 11:30 and 1:30 in the U.S.A.

Culture File 12, Unit 12

Check-in

Since 9.11.01 all airlines have introduced new security checks. They must ask you some questions by law. British airlines must use specific words for this. Always answer clearly and simply with "yes" or "no" plus a short answer.

Regulations about checked and carry-on baggage are also changed frequently and may be out-of-date by the time you read this. You can check on the Internet or phone your airline. Most airline Web addresses are easy to guess. e.g. www.united.com is United Airlines. www.ana.com is All-Nippon Airways. www.ba.com is British Airways.

Culture File 13, Unit 13

Security

Security checks are different in different countries. In some countries you have all your baggage scanned before (or when) you enter the terminal building, and often there is a separate line to scan baggage before you can go to the check-in desk.

At check-in there are questions (see Unit 12). For international flights you will have to go through a security check before you enter the departure lounges.

In the U.S.A., this security check will usually be later, at the boarding gate. You will have to pass through a scanner. There is normally a plastic tray at the side, and you should put any metal objects (keys, coins) on this tray before passing through the scanner. A security officer may want to check your clothes and pockets. Raise your arms and stand still. Occasionally, they may ask to check your shoes. Always be polite and courteous and don't forget your belongings. Some airlines have a further check at the gate, as you board the airplane.

Culture File 14, Unit 14

Titles and jobs

Only a few jobs have 'titles' in English. The most important ones are listed in the unit.

Professor is used for university teachers in North America, but in the U.K. a Professor is the head of a university department. Other teachers don't have job titles (but those with doctor's degrees, Ph.D., or D.Sc., are called Doctor ...).

You can address some people by just their job titles. There are very few examples like this. You can't address teachers as "Teacher" or "Teacher Smith" in English. Use the name (Ms. Smith, or Dr. Green). In North America, you can address professors as 'Professor ...'

In American English, write titles like Mr. / Mrs. / Dr. / Ms. with a period (but not Miss). In the U.K. most people don't write periods after these titles.

Culture File 15, Unit 15

In flight

Smoking is prohibited on all flights within the U.S.A., and between most European countries. Most airlines ban smoking on all flights.

Budget airlines are becoming more popular. On budget airlines you pay less for your ticket, but have to pay for food, headsets or drinks. On major, (full-service) airlines, these may be free. Some American budget airlines have food trays at the gate and you have to carry on your own meal. With others, no food is available and you may want to buy a sandwich or a drink before boarding.

Culture File 16, Unit 16

Numbers

When keying into a computer or typing, you use a comma (,) or sometimes a blank space, to separate the thousands. 150,000 is one hundred and fifty thousand
150 000 is one hundred and fifty thousand
A period (.) is used for decimals (0.5), and therefore to separate dollars and cents (or pounds and pence, euros and cents etc.). In British English a **period** is called a **full stop**.
150.00 is one hundred and fifty (and no cents if it's money).

Temperature

17°C is "seventeen degrees Celsius" (or Centigrade).
In the Celsius system, water freezes at 0°C and water boils at 100°C.
58°F is "fifty-eight degrees Fahrenheit."
In the Fahrenheit system, water freezes at 32°F and water boils at 212°F.
Fahrenheit is used in the U.S.A. (except for science), Celsius is used in almost all other countries.

Culture File 17, Unit 17

Etiquette

There are many different 'unwritten rules' about eating and drinking. They are different in different countries. These are some 'rules' which are common in the U.S.A.

- Don't put your elbows on the table.
- Always serve women with food before men.
- Always serve guests first.
- To cut up food, hold your knife in the right hand and your fork in the left.
- When you eat soup, move the spoon away from you.
- Don't speak with your mouth full.

Culture File 18, Unit 18

Socializing

In North America, people may invite business acquaintances or co-workers to their homes. American houses are generally large and people like to entertain at home. It is seen as more personal than entertaining in a restaurant. It would be normal to take a gift if invited to someone's home.

Flowers are always a safe gift. Others are chocolate or wine, but something typical from your country is best of all. It will be a friendly occasion, and you will eat with their partner, and possibly their children. Once you have met the family of a business acquaintance, it is polite to ask about them at subsequent meetings.

Culture File 19, Unit 19

Weights and measures

The U.S.A. does not generally use the metric system. Canada, Australia and the U.K. do, but the U.K. still uses miles for road distances.

Spelling note: The endings of metric measures are written as *-er* in the U.S., but as *-re* in the U.K. and elsewhere: liter / litre, meter / metre.

Conversion chart:

Linear (approximately)

1 inch = 25 millimeters 1 foot = 30 centimeters
1 yard = 90 centimeters 1 mile = 1.6 kilometers

Weight

1 ounce = 28 grams 1 pound = 0.454 kilograms

Size

When you're shopping, you can ask, "Can you measure me?" if you don't know the sizes for clothes. But most stores can tell you your clothes size, or your shoe size in the U.S., British or 'Continental' (= International) systems.

Culture File 20, Unit 20

Cars

Words for cars are often different in American and British English.

American	British
Sports utility vehicle / SUV	Four wheel drive
MPV (multi purpose vehicle) / van	MPV / People Carrier
Sedan	Saloon
Station Wagon	Estate
Convertible	Convertible
sports car	sports car
limo	limousine

Words for parts of cars are also different.

American	British
(gear) shift / gear stick	gear lever
windshield	windscreen
fender / bumper	bumper
hood	bonnet
trunk	boot
gas pedal	accelerator
gas	petrol

Culture File 21, Unit 21

Maintaining a conversation

If you just answer "yes" or "no" a conversation soon stops. Notice that in the conversation,

Keiko adds an opinion or extra information:

It's a nice pool.

I'm visiting my company's Los Angeles office.

It's a very interesting place.

Keiko also asks questions:

Have you heard of it?

Have you ever been there?

Always try to add a statement or a question after "yes" and "no" answers.

Culture File 22, Unit 22

Business events

Business events (conferences, training courses, seminars etc.) are good opportunities for socializing. People value informal contacts and many people believe that the social side of these events is as important as the course or conference.

You meet people doing similar jobs with similar problems.

The contacts may be useful later. During courses and conferences try to socialize – and remember that it shouldn't all be business conversation.

Culture File 23, Unit 23

Topics of conversation

The safest topics are the weather and food and drink. The most dangerous topics are religion and politics, which should be avoided unless you know someone well. Medical problems aren't usually interesting to strangers. Before you talk about personal interests, try to find out what the other person's interests are. Jokes are a difficult area. Always avoid jokes about sex, ethnic origin, sexist jokes, religion or politics.

Talking about your country and about business acquaintances who you both know are useful topics. In business lunches, always begin with social conversation. At some point, the host can introduce business. The guest should wait for that.

Culture File 24, Unit 24

Food taboos

Airlines say that chicken is the most popular international food, because few people have taboos about it. People who have taboos won't eat certain foods. It is usually polite not to eat these things in front of them, even if you do not share their taboos.

Religious taboos

Muslims and Jews don't eat pork, pork products or some kinds of seafood. Hindus don't eat beef or beef products.

Animal welfare

Some people only eat 'cruelty-free' foods out of concern for animal welfare. They won't eat veal or factory-farmed chicken. Most Americans will not eat meat from whales or dolphins.

Health

Some people will avoid some food for health reasons. People on a low-cholesterol diet avoid red meat.

Vegetarians

Vegetarians don't eat meat. Most vegetarians don't eat fish, either.

Culture File 25, Unit 25

Phones

* # These buttons are called STAR (*) and HACHE or POUND SIGN (#) on recorded messages.

In North America, they say **cell phones**. In Europe they say **mobiles**. Other countries say **handphone**. There are three cell phone systems in the world, and you need a **tri-band** phone to use a cell phone everywhere. If you use a cell phone in other countries it is best to store all the numbers in your directory using the International Direct Dialing Codes, even the numbers from your own country. Instead of the first '0' of the number, store + and the country code, e.g. 44 for Britain. So a British person who wanted to store 0270

123 4567, can store +44 270 123 4567 instead. This number then works in Britain and anywhere in the world.

Here are some international country codes:

Australia	61	Korea	82
Brazil	55	Malaysia	60
France	33	Mexico	52
Germany	49	Russia	7
China	86	Taiwan	886
Indonesia	62	Thailand	66
Italy	39	United Kingdom	44
Japan	81	U.S.A. & Canada	1

Culture File 26, Unit 26

The Internet

Anything we say here about the Internet will be out of date by the time you read this note, because things are changing so quickly. A few years ago there were some small differences between British and American words for computers (British – wastebasket, U.S. – trash), but they are now the same (the American version), because the same software is used all over the world.

There are many Web sites with English language teaching exercises, picture dictionaries, magazines etc. You should try to spend some time on them. For a start, go to the Macmillan Education Web site www.macmillaneducation.com

The very best way of using the Internet is to search for things that interest you. Maybe you're a fan of a rock group, or a sports star, or interested in a topic like the environment. Don't be afraid to post messages on guest books and chat rooms. Many non-English-speaking people do this and you will find that English speakers will be interested in your message, not in how accurate your grammar is.

Culture File 27, Unit 27

Immigration control

See also Culture file 3, dates. U.S. immigration and customs forms ask for the international order for dates, DAY > MONTH > YEAR

Airlines give instructions for filling in immigration forms. Follow the instructions carefully, because if there are any mistakes, you will have to begin again. Don't forget to sign U.S. forms on the back. You need a **visa form** if you have a U.S. visa. Many countries don't need visas for the U.S.A. and citizens of these countries have a **visa waiver form**.

When you arrive at immigration there will be separate lines for U.S. citizens and for visitors to the U.S.A. The inspector will staple the **Departure record** in your passport. When you leave the U.S.A., make certain that the airline removes your Departure record from your passport.

Culture File 28, Unit 28

Airline baggage

Most lost baggage does eventually arrive at its destination. Most airlines barcode baggage which means they can track it easily.

Airlines say it's best to mark baggage with your name, zip code and a phone contact number.

Some airlines now advise you not to put your home address on the outside of baggage (you should put it inside your luggage). The name and zip code (U.K. – postcode) should be enough information for the airline to locate you. Never carry sharp objects (such as scissors) in hand baggage.

Culture File 29, Unit 29

Allowances

Allowances for international travel are changing all the time. Many people think that 'duty-free' or 'tax-free' allowances are out-of-date, and that airlines use a lot of aviation fuel carrying duty-free goods. Some airports (e.g. London) allow you to buy your allowances on arrival, and in the future this may be the normal method, or duty-free allowances may stop completely.

Travel inside the European Union (**EU**) is not international travel. In airport shops in the EU, goods in the 'green area' are tax-free. Goods in the blue area are not 'tax free.' When you arrive at customs, there are two or three **channels**. The green channel is **nothing to declare**. The red channel is **goods to declare**. In the European Union, there is a third blue channel for travelers from an EU country. If you are traveling from an EU country (e.g. from Rome to London) you go through the blue channel. Your nationality is not important.

Culture File 30, Unit 30

Walking in the U.S.A.

In some American cities, it's quite difficult to walk between buildings outside the downtown area. Some cities were built with six lane highways, with very few sidewalks. Because these highways have complex crossroads it can be difficult to cross the highway on foot.

As suburban shopping areas ('strip malls') and offices have large parking lots, it's often easier to drive between two buildings, even when the distance is short – 300 or 400 meters.

In downtown areas, people usually give directions in blocks where cities are built in a grid pattern. *Walk four blocks along Michigan Avenue and it's on the right ...*

Culture File 31, Unit 31

Daylight Savings Time

Many countries have Daylight Savings Time. This is called Summer Time in Europe (BST or British Summer Time in the U.K.).

In the winter, London is on GMT or Greenwich Mean Time. GMT times are used for international air travel, and all time differences are measured from GMT.

In the summer many countries 'change the clocks' so as to change the number of useful daylight hours.

So in Britain, BST is one hour ahead of GMT. The clocks change in March and October. In March 6 a.m. becomes 7 a.m. and we say the clocks 'go forward.' In October the clocks 'go back.' Children are often taught, "Spring forward. Fall back."

In comparison, Japan does not use daylight saving time, so that in the summer daylight can begin at 4:30 a.m., and it gets dark at 7 p.m. New York (on the same line of latitude) uses daylight saving time, so that daylight begins later at 5:30 a.m. and it gets dark later at 8 p.m.

Culture File 32, Unit 32

American breakfasts

An American breakfast (or a traditional Canadian, English or Irish breakfast) is very large and is a hot, cooked breakfast. They are popular in hotels, and in diners. An 'American breakfast' might include juice, coffee, cereal or hot oatmeal, a cooked main course with eggs, bacon, sausages, pancakes, breakfast potatoes or hash browns, then toast and jelly or breakfast rolls. 'Grits' are a Southern U.S. specialty and are a kind of hot cereal.

A Full English breakfast is similar, but would not include grits or pancakes. Kippers (a smoked fish, served hot) might be offered as a choice instead of eggs and bacon, and tea is the usual drink.

Nowadays, few people eat breakfasts like this at home (except perhaps on weekends). Many people have cereal, fruit, yoghurt or a Continental breakfast (Continental = Europe without Britain) of rolls, jam and tea or coffee.

In hotels, breakfast is often a buffet where you can choose hot or cold food. There is a standard charge and you can eat as much as you like.

Culture File 33, Unit 33

Describing people 1

In English-speaking countries, you should be careful when describing people's ethnic origins and it's best to avoid doing so, if you can describe them without mentioning ethnicity. You should always avoid words for color.

If you have to describe ethnic origins, use these words:

African-American (U.S.), Afro-Caribbean (U.K.)

Oriental (U.S., U.K.)

Asian – in the U.S. this usually means from East Asia, but in the U.K. it usually means from South Asia (India, Pakistan, Bangladesh)

Middle-Eastern

Hispanic (U.S.), Latin, Latin American (U.K., Latin America)

Caucasian (U.S.), Northern European (U.K.)

Mediterranean (U.S., U.K.), Southern European (U.K.)

Culture File 34, Unit 34

Describing people 2

Be careful when you describe people. Some descriptions are rude.

Look at the table:

not polite	more polite	most polite
fat	plump	well-built
skinny	thin	svelte
old	elderly	mature
short	small	petite
insane	crazy	eccentric
drunk	tipsy	tired and emotional
ugly	characterful	interesting
dumb	less intelligent	average

Culture File 35, Unit 35

Comparing things

It isn't as expensive as that one ... sounds better than *It's cheaper than that one* (because we often think of *cheap* as poor quality as well as lower price).

Sales people should be careful when making comparisons. It's poor sales technique to criticize something the customer has already bought: *The new one is much faster and better than the one you have* because this suggests the person is wrong to have bought it.

Always point out the good points about the new product, rather than criticize the customer's choice.

Culture File 36, Unit 36

Working times

Office workers talk about a nine-to-five job, and this is still typical in both North America and the U.K. Finishing at four (or even earlier) on Friday is normal.

In the U.K., most employees get three to four weeks vacation a year. In the U.S.A., two weeks is more common (but there are more national holidays as compensation).

Factory workers begin earlier, with 8 to 4:30 being common in the U.K. In the U.S.A., a 7 a.m. start in factories is normal, and workers might have breakfast at work at 9 and finish by 3:30 p.m.

Many businesses have cafeterias for employees. Very few British or American workers go home for lunch (though in Southern Europe over 40% of workers do, but a two or three hour break at lunch times makes this possible).

Culture File 37, Unit 37

Vacations

In North America, a **vacation** is time off work, and a **holiday** is a special national day, like Thanksgiving, Christmas Day, Independence Day or Labor Day. In British English both are called holidays. In the U.K., a day when all offices and factories are closed is a **bank holiday**. The majority of Americans spend their vacation in the

U.S.A., but it is a very large country. Mexico, The Caribbean and Canada (which are also in North America) are the most popular destinations outside the U.S.A. However, a greater percentage of British people travel abroad for their vacations. Spain, France, Italy, Greece and the U.S.A. and Canada are the most popular destinations for British tourists.

Culture File 38, Unit 38

Air tickets

Open tickets cost you more. All **First** and **Business class** tickets are open, i.e. you can change your flight times. Full-fare Coach / **Economy** tickets are usually open. Cheaper tickets are usually **Restricted**, i.e. you can't change them. The best-known type is **APEX** (Advance Purchase Excursion).

Often you have to stay overnight – something most business travelers won't want to do! It's also cheaper if you stay over on a Saturday night for the same reason. In the U.S.A., it's cheaper to travel at **off peak** times. Flights on Monday mornings and Friday afternoons are the most expensive.

Culture File 39, Unit 39

Paying over the phone

When you pay by credit card over the phone, they will ask for your name 'as printed' on the card. This must be exact. For example, Jack Smith could be:
Jack Smith / J. Smith / J.D. Smith / Jack D. Smith / J. Daniel Smith
And some people put a title in front (Mr.) and others don't.

On U.K. cards, some men put esq. (esquire) at the end instead of Mr. at the front. It means the same.

Expiration date is **expiry date** in British English. If you have to telephone your credit card company, they will want to check that you are the correct person. You may be asked for a password. This is often your mother's maiden name (her name before she was married) and your place of birth.

Culture File 40, Unit 40

Medical services

There is no national health plan in the U.S.A. so private medical insurance is essential for visitors. If you don't have insurance, you could be refused admission to a hospital (unless your problem is very serious).

You will have to pay even in a public hospital. Even with a simple illness, you may have more tests than in your own country because American doctors can have legal problems if they have not checked every possibility.

In the U.S.A., Canada, the U.K. and Australia, many medicines (e.g. antibiotics) must be prescribed by a doctor. You cannot simply buy them at a pharmacy.

Culture File 41, Unit 41

Confrontations

On public relations courses, people are taught to avoid confrontation. When a customer is complaining, you should acknowledge the complaint sympathetically: *I hear you. I understand what you're saying. I'm sorry to hear that. I'm sorry that you're unhappy with this.*

However, for legal reasons, public relations personnel will not actually agree (or disagree) with the complaint.

In all situations, asking politely is usually more successful than demanding things. In North America and in the U.K., employees are told that they do not have to talk to customers who are **abusive** (rude and aggressive).

Culture File 42, Unit 42

Complaining

Sometimes you need to complain. It is best to be polite, but firm. You can ask to speak to a manager, but don't do this unless you have to. It is insulting to the person you are talking to.

Receiving complaints

When you are in a business situation, you may have to answer complaints. It's important to answer complaints immediately, and to have a system where people can complain if they are unhappy with a product or a service. It's worse if the customer doesn't complain to you, but goes away and tells everyone that your product or service was bad.

Culture File 43, Unit 43

Concierge services

Large North American hotels have a concierge desk. The concierge desk is responsible for excursions, and postal services and generally helping guests. The concierge can

arrange tickets for theaters and sports events. They can also arrange limos, transport and anything you require. You don't tip concierges.

Culture File 44, Unit 44

Invitations

Invitations are always a problem! People usually refuse the *first* invitation, in case the person inviting is only being polite. If you're inviting someone (and you really mean it)

you should expect to ask twice. Americans sometimes say that British people refuse three, four or even more times before accepting an offer or invitation!

Culture File 45, Unit 45

Renting a car

In North America, many people prefer to fly and then rent a car. Remember that you should buy CDW (**Collision Damage Waiver**) and PAI (**Personal Accident Insurance**). The basic insurance doesn't cover collisions (crashes) that are your fault, or injuries to you or your passengers. By the time you've paid state taxes, the extras can double the cost of rental. Some rentals are for **unlimited mileage**. With others you pay extra per mile after a certain distance.

In North America, cars drive on the right of the road. The driver sits on the left, so cars are 'LHD' (Left Hand Drive). In countries where you drive on the left of the road, the driver sits on the right and cars are 'RHD' (Right Hand Drive). Countries where cars drive on the left include the U.K., Ireland, Australia, Japan, Thailand, Malaysia, India, Pakistan and Nigeria.

Culture File 46, Unit 46

Compliments

In North America, people usually accept compliments (A. *Your English is very good.* B. *Thank you.*) In the U.K., people often reject them. (A. *Your English is very good.* B. *Oh, no. It isn't really.*) In many cultures people will say something negative about themselves after a compliment, because they're embarrassed. If you're going to say something negative, don't forget to thank the person first.

Women give more compliments than men. Men should be careful about compliments to women. You should avoid mentioning anything personal. This is probably why people often compliment men on possessions (watch, laptop computer, car) and compliment women on accessories (earrings, jewelry, handbag).

Culture File 47, Unit 47

Check-out

Many hotels have an on-screen accounts system so that you can review your account on your room TV at any time. At many international hotels you don't actually need to go to the desk to check-out. They either have an on-screen display or put a bill under your door on the last morning.

If it's correct you don't need to do anything and the hotel will charge your credit card. If it isn't correct, you go to the front desk. It's a good idea to check your credit card statements carefully afterwards.

Culture File 48, Unit 48

Goodbyes

You may wave, shake hands, hug or kiss on the cheek. It depends on how well you know someone. Men should let women choose the form of farewell, as with greetings (see Culture File 9). Always thank people for any help that they've given you. It's unusual to give farewell gifts in North America or the U.K.

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Track 3. Unit 3, Appointments 1.09
Track 4. Unit 3, Appointments 1.10
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Business



Socializing



Travel



Hotels



Money



Food and drink



Communications

one page per unit

9 Meeting people

1.24 Michael Robertson has arrived for another meeting.

Conversation A
 Jessica: Michael! I'd like you to meet Josh Crosby.
 Josh: How do you do, Michael?
 Michael: I'm very well, thank you. It's good to meet you.
 Jessica: Josh is our company lawyer. He's taking care of the contracts.
 Josh: I hear you're from Canada.
 Michael: Yes, that's right.
 Josh: How long will you be staying in the States?
 Michael: Oh, about three months.
 Josh: How do you like it here so far?
 Michael: It's great. Really enjoying it.
 Josh: Well, if you'll excuse me, I have to go. It was good meeting you.
 Michael: Thanks. Good meeting you, too. Hope to see you again sometime.

1.25 Michael met Josh several more times. This is six weeks later.

Conversation B
 Josh: Hey, how are you doing, Mike?
 Michael: Good. And you?
 Josh: Oh, I'm good. How's Jodie?
 Michael: She's fine.
 Josh: Great.
 Michael: She's really enjoying Chicago.
 Josh: Lousy weather, though.
 Michael: Well, it's the same in Toronto.
 Josh: Yeah. Listen, I have to be off. I'm already late - but it was great to see you again, Mike.
 Michael: Yeah, good to see you, too. Take care.

2 In three, role-play Conversation A, then practice introductions.
 Culture File 9 Greetings

3 Discuss: How do you introduce / greet / say goodbye to friends / business people in your country and in other countries?
 Do you ...
 ... shake hands?
 ... bow?
 ... exchange business cards?
 ... hug them?
 ... kiss them on the cheek / hand?

15

real-life dialogs

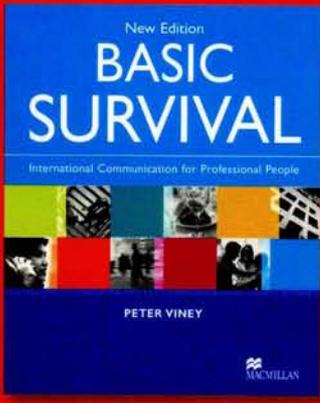
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