

# BerlitzENGLISH™

Language for life.



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**Berlitz**

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**Berlitz**ENGLISH™  
Language for life.



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We wish you the very best of success in your English studies!

The **Berlitz**® Staff

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# Let's get together!

## Topics

Social gatherings  
Invitations  
Celebrations

## Objectives

Inviting someone out  
Extending invitations  
Offering congratulations

## Grammar

Reported speech with  
statements and questions

"Time flies when you're  
having fun!"



## 1 INVITING SOMEONE OUT

Patrick: Hi, Kathy. Carmen and I are getting together after work. Would you like to come?

Kathy: Sure, I'd love to!

Patrick: Great!

Kathy: Is it OK to invite Peter, too?

Patrick: Sure! Hi, Peter! Would you like to go out with us tonight?

Peter: I'm sorry. I have plans tonight.

Patrick: That's OK. Maybe some other time.

## FOLLOW-UP

1. Patrick invited Kathy to join Carmen and him. T F
2. Peter invited Kathy, too. T F
3. Peter can't join them tonight. T F

# Extending invitations

## 2 Invitations

We'd like to invite you to dinner next week.

We're having a party at our house tomorrow.  
Would you like to come?

Can you come to my wife's birthday party  
this Saturday?

### Other events:

- wedding
- bridal / baby shower
- dinner party
- picnic



## 3 Accepting and declining invitations

### ACCEPTING

**FORMAL:** I'd be delighted!  
Thank you. I'd love to come.

**INFORMAL:** Sure. That sounds great!  
Great! What time?

### DECLINING

I'd love to, but I can't.  
I'm sorry. I have other plans.

Sorry, I can't make it.  
I'm afraid I can't. I'm going to  
be busy that day.

## 4 Getting together for a drink

Let's get together for a drink later.  
Do you have time for a drink later?



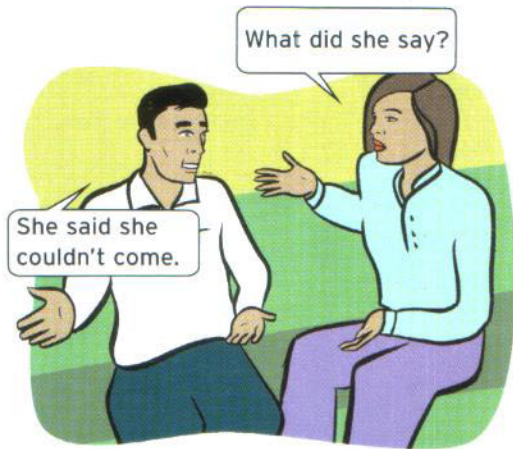
**I'd like something to drink.** = coffee, water,  
juice, beer, etc.

**I'd like a drink.** = beer, wine,  
whiskey, etc.





## Focusing on language



### 5 What did she say?

What did 

she
you
they

 say?

She said she **couldn't** come.  
I said I'd be twenty minutes late.  
They said the meeting **would** start at ten.

### 6 What did they tell you?

GUEST'S NAME	ACCEPTED	DECLINED
Ted and Mary		X
Janet		X
Your sister	X	
Paula and Tom	X	
James		X

- What did Ted and Mary say?
- They said they couldn't come.
- What did they tell you?
- They told me they couldn't come.

### 7 What did she ask you?

- "Can you come to my party?"
- What did she ask you?  
She asked if I **could** come to her party.
- "Do you both work downtown?"
- What did he ask them?  
He asked them if they **worked** downtown.
- "Where do you live?"
- What did he ask you?  
He asked us where we **lived**.
- "What time are you coming?"
- What did she ask you?  
She asked what time I **was coming**.

## Offering congratulations

### 8 A reason to celebrate!

- We're having a party for Susana on Saturday. Can you come?
- I'd love to. What's the occasion?
- It's her 30th birthday. It's going to be a surprise party!
- Great!

### 9 Celebrations

Susana is celebrating her 30th birthday.



Happy birthday, Susana!

Hiroshi is celebrating his retirement from Honda.



Congratulations, Hiroshi!  
Best wishes for a wonderful retirement!

Bert is celebrating his promotion to V.P.



Congratulations, Bert!  
Good luck in your new position!

George and Betty are celebrating their 50th wedding anniversary.



Happy anniversary!  
Congratulations, George and Betty!

## 10 ON THE PHONE

Kevin: Hi, Yumi. It's Kevin.  
Yumi: Hi, Kevin! What's up?  
Kevin: Sandy and I'd like to invite you and Jack to a picnic on Sunday.  
Yumi: What a nice idea! We'd love to come.  
Kevin: Great! Can you come around noon?  
Yumi: Sure. See you Sunday!



## 11 Accepting / declining an invitation



## 12 CULTURE CORNER



In many cultures, it is important to bring a gift to a party or celebration.

What should you bring to a dinner party?  
When is it important to give a gift in your country?  
What kinds of gifts are not appropriate in your country?  
Is it appropriate to give your boss a gift?



# Chapter Check

Now you can...

**A** Invite someone out



**B** Extend invitations



Thank you. I'd love to!

**C** Accept / decline an invitation



**D** Offer congratulations



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# Sushi or spaghetti?

## Topics

Types of restaurants  
Restaurant reviews

## Objectives

Choosing a restaurant  
Discussing types of  
restaurants  
Expressing preferences

## Grammar

as ... as  
as much ... as /  
as many ... as

*"There's no such thing  
as a free lunch."*

*attributed to  
Milton Friedman*



## CHOOSING A RESTAURANT

- Sam: Where do you want to go for dinner?  
Miriam: How about the sushi restaurant on 23rd Street?  
Sam: I love that place, but we went there last week.  
Miriam: OK. Do you feel like having a pizza?  
Sam: Sure! Do you want to go to Vito's?  
Miriam: Yeah, great!

## FOLLOW-UP

1. What sort of restaurant does Miriam suggest for dinner?
2. Why doesn't Sam want to go there?
3. What kind of food does Miriam suggest next?
4. Do you like sushi? Do you like pizza?

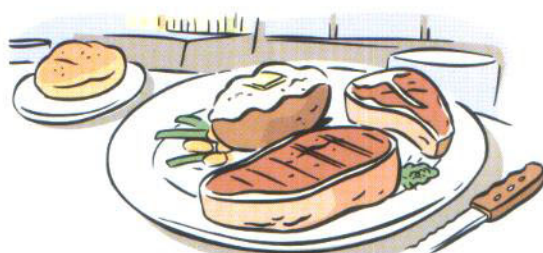
## Discussing types of restaurants

### 2 Where would you like to go for lunch?



**PIZZA PLACE**

- Where would you like to go for lunch?
- Let's go to a pizza place.



**STEAKHOUSE**

- What kind of food would you like?
- How about steak?



**SEAFOOD RESTAURANT**

- What kind of food do they serve?
- Shrimp, crab, lobster, and fish.



**CAFÉ**

- Where do you want to go for lunch?
- I feel like a light lunch; let's go to the café.

### 3 Where do you find ...?

croissants, scones, and muffins  
hamburgers and French fries  
salads, tofu, and veggie burgers  
tuna rolls, salmon, and miso soup  
fish and chips, bangers and mash

at a ...

café  
fast food restaurant  
vegetarian restaurant  
sushi bar  
British pub

### 4 I do, too!

- I love fish and chips.
- I do, too!

- I don't like hot dogs very much.
- I don't, either.

- I feel like having sushi tonight.
- So do I!

- I don't want to eat at home tonight.
- Neither do I.

## Focusing on language

### 5 as ... as

#### ADJECTIVES

Luca's Pizza is **as good as** Vito's Pizza.  
Try this one. It's not **as spicy as** that one.

- How do you like the sushi here?
- Why don't you want to go to the Strand Theater?
- When can you complete the project?

#### ADVERBS

Brian doesn't work **as quickly as** Pauline.  
I don't play tennis **as well as** my wife does.

- I think it's as good as the sushi in Japan!
- It's not as comfortable as the Odeon.
- Early next week. We're working as fast as we can!

### 6 as much ... as / as many ... as



The Smiths don't buy **as much food as** the Joneses.



But the Smiths don't have **as many children as** the Joneses!

#### as much ... as

This cup doesn't have **as much coffee as** that one does.

Tony doesn't have **as much time as** Manuel does.

I don't have as many appointments as I did last week.

The children don't need as much help with their homework as they used to.

#### as many ... as

Marty's Grill doesn't have **as many tables as** Sam's Bar does.

Manuel doesn't have **as many responsibilities as** Tony does.





## 10 MEDIA MIX

### ZAGAT SURVEY

HOME BROWSE LISTS NEWCOMERS VOTE SHOP

location:

restaurant search:

Restaurant Name	Cuisine	Neighborhood	Food	Decor	Service	Cost
<b>Southern Accent</b> 595 Markham St. (Bloor St.) Toronto (416) 536-3211	Cajun/Creole	Bloor St. West	20	20	18	C\$36
<b>Sushi on Bloor</b> 515 Bloor St. W. (Bathurst St.) Toronto (416) 516-3456	Japanese	Bloor St. West	22	15	17	C\$23
<b>Xangô</b> 106 John St. (Adelaide St. W.) Toronto (416) 593-4407	Latin American	Entertainment District	23	22	20	C\$47
<b>Zizi Trattoria</b> 456 Bloor St. W. (bet. Bathurst St. & Spadina Ave.) Toronto (416) 533-5117	Italian (N & S)	Bloor St. West	19	15	17	C\$35

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You're going to dinner with colleagues after work.  
Talk with them and decide where to go. Choose from the list above.

## 11 ON THE PHONE

TIP!



party of seven = group of seven people

Restaurant employee: Southern Accent. Good evening.  
Mr. Hoffmann: Yes, hello. I'd like to make a reservation for a party of seven.  
Employee: For what night?  
Mr. Hoffmann: For tonight at 8:00.  
Employee: Could you hold, please, while I check?  
Mr. Hoffmann: Yes, certainly.  
Employee: Thank you for holding. I'm sorry, sir, but 8:00 is going to be difficult tonight. Could you come at 7:15 or 8:45 instead?  
Mr. Hoffmann: I think 7:15 will work.  
Employee: Very good. And the name?  
Mr. Hoffmann: Hoffmann.  
Employee: Thank you, Mr. Hoffmann. We'll see you at 7:15!

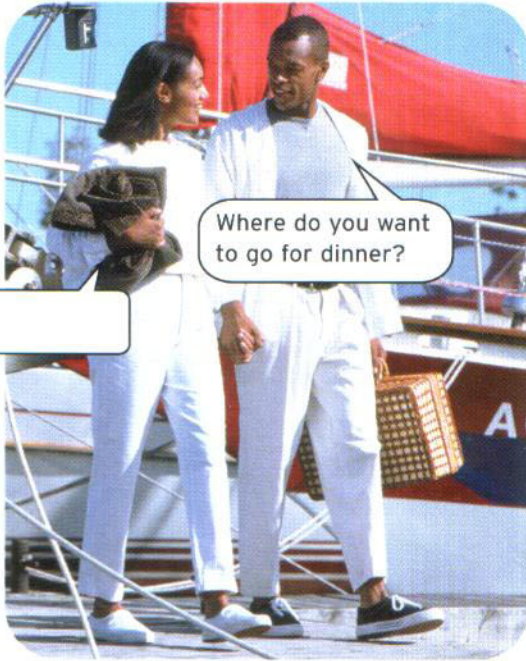


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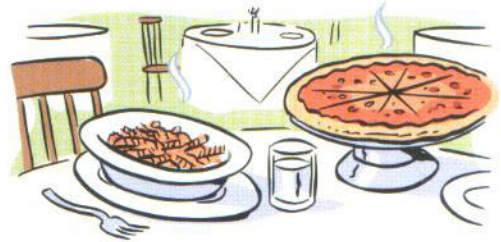
# Chapter Check

Now you can...

## A Choose a restaurant

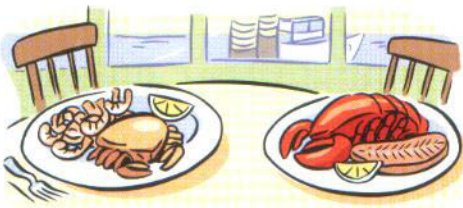


## B Discuss types of restaurants

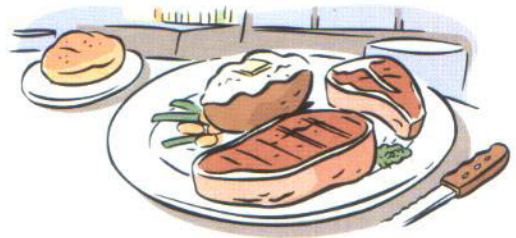


Where would you like to go for lunch?  
What kind of food do you feel like having?

## C Express preferences



Why don't you want to go to the Salty Fish?



Is Texas Steaks as good as Jim's Steakhouse?

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# Can we still meet the deadline?

## Topics

Managing projects  
Schedules and budgets  
Status reports

## Objectives

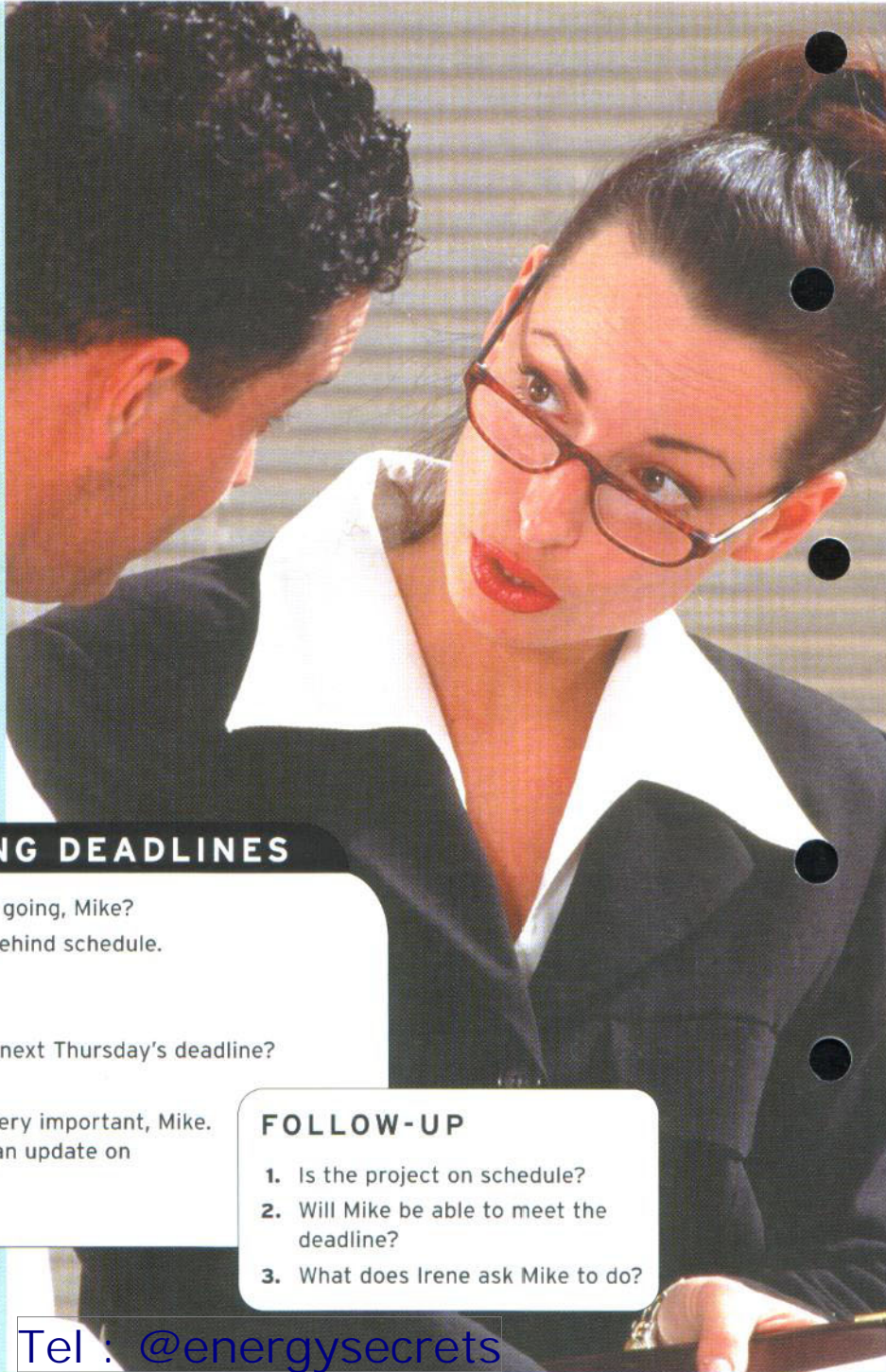
Discussing deadlines  
Discussing project management  
Reporting the status of a project

## Grammar

Double pronouns  
*over-* /*under-* as prefixes

*"When the going gets tough, the tough get going."*

*Joseph P. Kennedy*



## 1 DISCUSSING DEADLINES

Irene: How's the project going, Mike?  
Mike: We're a little bit behind schedule.  
Irene: How much?  
Mike: A day or two.  
Irene: Can we still meet next Thursday's deadline?  
Mike: I think so.  
Irene: That deadline is very important, Mike. Can you give me an update on Friday?  
Mike: Sure can, Irene.

## FOLLOW-UP

1. Is the project on schedule?
2. Will Mike be able to meet the deadline?
3. What does Irene ask Mike to do?

## Discussing project management

2 Marcia Pierce and Kenji Sato are starting a new project.



They're creating a work plan, a budget, and a schedule.



**Ten days later ...**

Kenji and Marcia are presenting their plan to the executives of the company.

The executives discuss the plan and ask Kenji and Marcia several questions.

They decide to cut the budget 10%. Then they approve the project plan.



**Two weeks later ...**

Marcia and Kenji are working hard on the project.

They send weekly status reports to their manager.

They must tell him if the project is on schedule. (*ahead of / behind schedule*)



**Four months later ...**

Marcia and Kenji meet their deadline and complete the project. (*miss deadline*)

They are 5% over budget, but they did a good job on the project. The company's executives are happy with their work. (*under budget*)

## Focusing on language

3 Marcia and Kenji are presenting it to them.

Marcia and Kenji are presenting **the plan** to **the executives**.

Marcia and Kenji are presenting **it** to **them**.

Can you write **the reports** for **Mr. Santos** today?

Can you write **them** for **him** today?

- When are you going to show me your photos? - I can show them to you at lunch.
- Who's going to call Mr. Potts for me? - I'll call him for you.
- Did you give Anna the ring? - Yes, I gave it to her last night after dinner.



4 Am I overdressed?

Mr. Dee was **overdressed** for the party, and Mr. Dum was **underdressed**.

### ADJECTIVES

overworked / underworked

overpaid / underpaid

John's boss gave him four new projects last week. John has a lot of responsibility, but he doesn't make very much money. He's **overworked** and **underpaid**!

### VERBS

overbook / underbook

overcharge / undercharge

I had a ticket for the flight, but there was no seat for me. The airline **overbooked** the flight!

I think the store **undercharged** me. I only paid \$14 for a \$140 shirt!

## 5 PRONUNCIATION PLUS

Using the prefix **pro-**

### WITH NOUNS

- to buy **produce**
- to make **progress**
- to complete a **project**

### WITH VERBS

- to **produce** a report
- to **progress** quickly
- to **project** revenues

# Reporting the status of a project

## 6 Right on schedule!

### ON SCHEDULE

- How's the project coming along?
- We're right on schedule.
- That's great news. Nice job!

### BEHIND SCHEDULE

- How's the project going?
- Not so good. We're behind schedule.
- What do you suggest to speed things up?



### TIP!

speed up = make something go faster



## 7 Status updates

- \_\_\_ That's good news. Keep up the good work!
- \_\_\_ I agree. You need help on this. I'll get someone else on the project ASAP.
- \_\_\_ We have to send it today. Please do everything you can to get it ready.
- \_\_\_ You're going to have to work faster. We need to get back on schedule.

### TIP!

ASAP = as soon as possible



## 8 Conversation cappers – We finished the project!

### FOR A JOB WELL DONE

- Congratulations! You did a great job!
- Thank you for all your hard work and dedication.
- Nice work! You did a wonderful job under difficult circumstances.

### FOR A JOB NOT SO WELL DONE

- We need to get together and discuss how the project went. I think we can learn a lot from this experience.
- You can do much better work. And that's what I'd like to see on the next project.
- That was a difficult project. What do you think we can learn from the problems we had?

## 9 ON THE PHONE

- Don: Nice job on the Benson project, Tomoko.  
Tomoko: Thank you, Don. That's nice of you to say.  
Don: Listen, Tomoko, the C7 project isn't going very well. I'd like to make you project manager.  
Tomoko: Isn't that Stephen's project?  
Don: Yes, but I don't think it's going to work out. I'd like you to take over.  
Tomoko: When would you like me to start?  
Don: Right away.



1. Why is Don calling Tomoko?
2. Who is Stephen?
3. What does Don want Tomoko to do?
4. When will Tomoko start working on the project?

**TIP!**



take over = take responsibility for

## 10 CULTURE CORNER



- Let's get together at 8:00.
- OK!
- You're right on time!
- Could this happen in your country?  
What does it mean to be on time for an appointment in your country?  
Are deadlines flexible? If yes, how flexible?  
What does it mean to be "fashionably late" for a party or get-together?

# Chapter Check

Now you can...

**A** Discuss deadlines



How's the project going?

**B** Discuss project management



What are Kenji and Marcia doing to start their project?



What are they doing now?



Did Marcia and Kenji complete the project?

**C** Report the status of a project



What's the status of your project?

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# I'd like to open an account.

### Topics

Banking and bank accounts  
Personal finances  
Saving and spending habits  
Payment options  
On-line banking

### Objectives

Opening a bank account  
Discussing personal finances  
Describing saving / spending habits  
Discussing payment options

### Grammar

Present perfect tense  
*already, (not) yet*  
Contrast of simple past and present perfect tenses

*"A penny saved is a penny earned."*

*Benjamin Franklin*



## 1 OPENING A BANK ACCOUNT

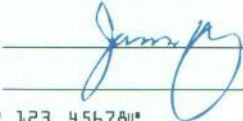
- Bank employee: May I help you, sir?  
Customer: I'd like to open an account, please.  
Bank employee: What type of account, checking or savings?  
Customer: Checking.  
Bank employee: Please have a seat.  
Customer: Thank you.  
Bank employee: We have three different kinds of checking accounts here at Patriot Bank.

### FOLLOW-UP

1. Where are these two people?
2. What does the man want to do?
3. What types of accounts does the bank offer?

# Discussing personal finances

**2** Today is payday at NuTek, Inc.

<b>NuTek, Inc.</b> 3434 Main Street Miami, FL 88309		MAIN STREET BANK Miami FL 88309 12-34/5678	<b>38999</b>
	<b>DATE</b> 5/15/05	<b>AMOUNT</b> \$1,771.11	
<b>PAY</b> TO THE ORDER OF	One thousand seven hundred seventy-one dollars and 11 cents John Doyle 17 Grove Lane Miami FL 88310		
	VOID AFTER 90 DAYS 		
@002268001 @002268001 123 45678			

**38999**

Gross Pay	\$2450.00
Federal Income Tax	347.60
Social Security Tax	202.09
Medical	78.95
Dental	50.25
Net Pay	1771.11

This is John Doyle's **bi-weekly paycheck**. John's **annual salary** is \$63,700. NuTek **deducts** money from each of his checks for taxes and payments to the company's medical and dental insurance programs. Each payday, John's **take-home pay** is \$1771.11.



**3** John goes to the automatic teller machine (ATM) at the bank.



John **endorses** his check and **deposits** it into his **bank account**.



He also **withdraws** some **cash** from his account.

DATE: 05/16/05	TIME: 14:54
DEPOSIT TO CHECKING	\$1771.11
WITHDRAWAL FROM CHECKING	\$80.00
CHK CURR BAL	\$2694.58

He checks his account **balance** on his **receipt**.

**4** A few days later, John pays his bills.

He pays the electric bill, the telephone bill, and his credit card bills.

John also sends his monthly check to the bank for the mortgage payment on his house.



## Focusing on language

### 5 Present perfect tense

My company pays me twice a month.

→ This month, the company **has paid** me once so far.

Emily **has answered** thirty e-mails this morning!

**Have you had** any appointments today?

We **haven't been** to Paris this year.



he's going = he **is** going  
he's gone = he **has** gone

I have	→	I've	he has	→	he's
you have	→	you've	she has	→	she's
we have	→	we've	it has	→	it's
they have	→	they've	Who has ...?	→	Who's ...?

- Has Mr. Yoshida left for New York?      - No, he hasn't. He's leaving at 4:30.
- Have you deposited your paycheck?      - No, I'm going to do that tomorrow.
- Have you paid the electric bill this month?      - Yes, I have.

### 6 already / (not) yet

#### already

- Would you like some breakfast?
- No, thank you. I've **already** had breakfast this morning.

#### yet / not yet

- Have you called Mr. Sanders **yet**?
- No, **not yet**. I'll call him after lunch.
- Have you met our new boss yet?      - No, not yet. Is he here?
- Will you have time to answer Irma's e-mail today?      - I've already answered it!

### 7 Contrast of simple past and present perfect tenses

#### Yesterday ...

Mr. Kim **made** many calls.  
He **spoke** to several clients.  
He **worked** on his presentation.

#### So far today ...

He **has** only **made** two calls.  
He **hasn't spoken** to any of his clients.  
He **hasn't had** time to work on his presentation.

- Have you seen Janet yet today?      - Yes, I saw her when she came in at 8:00.
- I've finished three chapters so far.      - Which of the three did you like the most?

## Describing saving / spending habits

**8** Do they save or spend their paychecks?



**BRIAN**



**SHELLEY**



**VERA**

1. Brian is saving for \_\_\_\_\_. He has saved \_\_\_\_\_ so far.
2. Shelley is saving for \_\_\_\_\_. She has saved \_\_\_\_\_ so far.
3. Vera is saving for \_\_\_\_\_. She has saved \_\_\_\_\_ so far.

**9** What about you?

Are you good about saving?

What are you saving for? How much have you saved so far?



**TIP!**



driver's license



driving license

**10** Cash, check, or charge?



- Your total comes to \$75.60.
- Do you accept checks?
- Yes, we do, with a valid driver's license or some other photo ID.
- Who do I make the check out to?
- To Bryant's Food Store.

- Cash or charge?
- Do you take American Express?
- I'm sorry, we don't. We only accept Visa and Mastercard.
- That's okay. I'll just pay cash.



## 11 MEDIA MIX

- How do you do most of your banking?
- How often do you use ATMs?
- When was the last time you visited your bank in person?
- Does your bank offer on-line bill paying?
- Do you use the service? Why / Why not?

Home Banking

---

**Main Street Bank** May 18, 2005

LOG OUT
ACCOUNT INFORMATION
TRANSFERS
BILL PAYMENTS
OTHER SERVICES
MAIN SCREEN
HELP

- See account balances
- View Account details
- Help

View Account Details

**Regular CK 12-34567890**

\$2,386.98 Current Balance

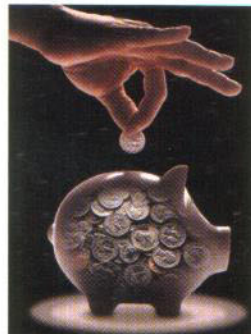
\$2,386.98 Available Balance

DATE	CHECK #	DESCRIPTION	Deposit	Withdrawal
05/13/05	1444	Check		35.00
05/13/05		Debit Card Purchase: David's Foods		47.65
05/14/05	1445	Check		78.59
05/15/05	1447	Check		138.00
05/16/05		ATM Deposit 144 Main Street	1,771.11	
05/16/05		ATM Withdrawal 144 Main Street		80.00
05/17/05	1443	Check		57.60

## 12 CULTURE CORNER



- Is saving money important to you?
- How important is saving money in your country?
- What are the biggest reasons people save money in your country?



## Chapter Check

Now you can...

**A** Open a bank account



**B** Discuss personal finances



What is John doing?

**C** Describe saving and spending habits



How do you spend your paycheck?  
Do you save money?

**D** Discuss payment options



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## Aisle or window?

### Topics

Air travel

### Objectives

Checking in for a flight

Getting around the airport and the airplane

Asking to change seats

### Grammar

Future progressive tense

*in case, although, unless*

*"Travel broadens the mind."*



### 1 CHECKING IN FOR A FLIGHT

- Mr. Lewis: Hello.
- Airline employee: Good morning, sir. Where are you going today?
- Mr. Lewis: Taipei.
- Airline employee: Your passport and ticket, please.  
Will you be checking any bags, Mr. Lewis?
- Mr. Lewis: Just one. And I have this carry-on bag.
- Airline employee: Would you like an aisle or a window seat?
- Mr. Lewis: Window, please.
- Airline employee: Flight 923 to Taipei will board at Gate 35. Boarding will begin in about two hours. And here's your boarding pass.  
Have a good trip, Mr. Lewis.
- Mr. Lewis: Thank you. Bye.

### FOLLOW-UP

1. Where is Mr. Lewis going?
2. What does the airline employee ask Mr. Lewis to give her?
3. How many pieces of luggage does Mr. Lewis have?
4. What kind of seat would Mr. Lewis like?
5. How soon will Mr. Lewis's flight begin boarding?

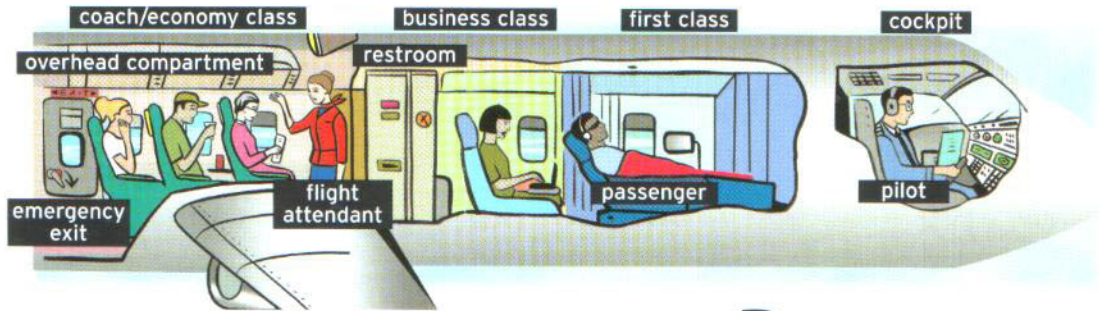
# Getting around the airport and the airplane

## 2 Security check

Did you pack your bags yourself?  
 Have they been in your possession at all times?  
 Has anyone asked you to carry anything onto the plane?



## 3 On board



Excuse me. I'm in seat 24B.  
 We will be landing in fifteen minutes.  
 Could you please fasten your seatbelt?



## 4 Please return your seat to the upright position.



Please return your tray table to its upright and locked position.

## 5 Where is the baggage claim?



BAGGAGE CLAIM



TAXI



SUBWAY



RENTAL CAR

Excuse me. Where's the baggage claim area?  
 Could you tell me where I can get a taxi?  
 Where are the rental car companies?



## Focusing on language

### 6 Future progressive tense

---

Our flight will take off at 7:00. It will land at 9:20.

—————> From 7:01 to 9:19 we **will be flying** from Chicago to Miami.

We **will be boarding** Flight 171 for Hong Kong through Gate 33.

We **will be turning off** the fasten seatbelt sign in just a few minutes.

We **will be landing** in approximately 15 minutes.

I'll be working late tonight. Please don't wait for me for dinner.

Will you be coming home for the holidays?

Nancy won't be making the presentation tonight. Cindy will be doing it in her place.

### 7 Present, past, or future progressive?

- What \_\_\_ you \_\_\_ yesterday afternoon at 4:30? (*do*)

- Nothing, why?

- I tried to call you. We \_\_\_ to invite you to play golf with us. (*go*)

- I'm sorry I missed your call.

- Excuse me, is it time to board the plane?

- No, not yet. We \_\_\_ in about ten minutes. (*board*)

- Why \_\_\_ you \_\_\_ so fast? (*drive*)

- It's not just me! All the traffic \_\_\_ fast! (*move*)

### 8 *in case, although, unless*

---

I'm leaving early for the airport **in case** the traffic is heavy.

**Although** I prefer business class, I'm flying coach.

I'll be sitting in coach **unless** a seat becomes available in business class.

Please leave me your number in case I need to reach you.

Although they said the flight was running late, it arrived right on time.

I'll be in the office by 8:00 unless the traffic is really bad.

## Asking to change seats

### 9 Could I have an aisle seat, please?

- I just found out that I have a friend on the flight.
- Can I change my seat to sit next to him?
- What's his seat number?
- 23C.
- You could have 23B. That's a middle seat.
- That's OK. Thank you very much.

~

- I have a window seat. Could I change it to an aisle seat?
- Let me check to see what we have. I'm sorry. There are no aisle seats left.
- That's all right. Thank you for checking.

~

- I'd like to use my frequent flier miles to upgrade to business class.
- Let me check availability in business class. That should be no problem. May I have your frequent flier number?



### 10 Who's speaking?



SECURITY GUARD



PILOT



PASSENGER



FLIGHT ATTENDANT

### 11 How was your flight?



- How was your flight?
- It was great! I slept through most of it.
- Did you have a good flight?
- Yes, I did. It actually arrived ahead of schedule.



- How was your trip?
- Not so good. We sat on the runway in London for an hour!
- How was the flight?
- It was a little rough because of the bad weather.

## 12 ON THE PHONE

- Friendly Air. Baggage department.
- Hello. My name is Amanda Taylor. I'm calling about my lost piece of luggage.
- What flight were you on?
- Flight 287. We got in this morning at 10:15.
- Do you have your baggage claim number, Ms. Taylor?
- Yes, it's ORD374.
- OK. Give me just a minute while I check on it.



Now listen to the rest of the conversation and answer the questions below.

1. Has the airline found Amanda Taylor's suitcase?
2. Is Ms. Taylor going to pick her bag up at the airport? Why not?
3. Why does she ask the airline employee to leave her suitcase at the hotel's front desk?

**How about you?**

Has an airline ever lost your luggage?

Did you get your luggage back? How long did it take?

## 13 MEDIA MIX

**eTICKET**

Issue Date: January 24, 2005

**Global Airways**

### Ticket Itinerary and Receipt

Attention: **Sharon Coleman**

Confirmation: **UHPXDH**

Day	Date	Flight/Class	Depart	Time	Arrive	Time	Equip	Meal
Sat	02MAR05	GA 516 Q	NEWARK	11:15AM	NEW ORLEANS	1:31PM	737-500	Snack
Mon	04MAR05	GA 717 Q	NEW ORLEANS	7:35PM	NEWARK	11:34PM	MD-80	

Traveler 1	Frequent Flyer	eTicket Number	Seats (subject to change)
Coleman/Sharon Ms.		0052160871012	15D/18D

Fare: \$202.78    Combined Tax: \$27.22    Per Person Total: \$230.00    eTicket Total: \$230.00

Do airlines offer electronic ticketing in your country?

Have you ever used an e-ticket?

Do you prefer paper tickets or electronic tickets? Why?

# Chapter Check

Now you can...

**A** Check in for a flight



**B** Ask to change seats



**C** Get around the airport



Excuse me. Could you tell me where ...?

**D** Get around the airplane



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# Review

### Now You Can...!

- Ask to change seats
- Get around the airport and the airplane
- Check in for a flight
- Discuss payment options
- Describe saving / spending habits
- Discuss personal finances
- Open a bank account
- Report the status of a project
- Discuss project management
- Discuss deadlines
- Express preferences
- Discuss types of restaurants
- Choose a restaurant
- Offer congratulations
- Extend invitations
- Invite someone out

## ACTION MODULE 1 - ROLE CARD A

### Let's Get Together!

Today is Tuesday, November 3. You want to get together with your friend for lunch or dinner before you go on vacation (Nov. 16-29). You usually work during the week from 9 a.m. to 5 p.m., but you are often free for lunch or dinner. You don't like to meet with friends later than 9 p.m. during the week or after 10 p.m. on weekends.

Look at your calendar and then call your friend and invite him / her out to lunch or dinner.

## NOVEMBER

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2	3	4 <i>Trip to Chicago noon flight</i>	5 <i>Lunch with Philip 12:30</i>	6	7
8 <i>Return from Chicago 9:30 pm</i>	9 <i>yoga class 7-9 pm</i>	10 <i>doctor's appt. 12:30</i>	11	12	13	14 <i>visit Mom &amp; Dad 8:10 am train</i>
15 <i>Return train-8:35 or 9:15 pm</i>	16	17	18	19	20	21

## ACTION MODULE 2 - ROLE CARD A

### Too Much Work at Apex

You are the regional manager at Apex, a large electronics company. You would like to give two new projects to one of your best employees.

**Project 1:** Prepare a study of the telephone industry in the city. Your employee must call fifty of the major businesses in the city and ask them what kind of telephones and telephone services they use.

**Project 2:** Your company is producing a new videodisc player and you want to use the cheapest parts. Compare the prices of electronic parts made in Korea, Japan, China, and Israel.

Both projects must be finished in two weeks. You cannot pay your employee extra money for this.

You have just called him / her into your office. He / she is coming into your office now.

## ACTION MODULE 1 – ROLE CARD B

### Let's Get Together!

Today is Tuesday, November 3. You work during the week from 9 a.m. to 5 p.m., but you are often free for lunch or dinner.

Below is your calendar of appointments for the month of November.

Your phone is ringing. Answer it.

## NOVEMBER

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2	3	4 <i>meeting with Eduardo 9-11 am</i>	5 <i>dinner with client 6:00</i>	6	7
8	9 <i>dentist - noon</i>	10 <i>bridge 6-9 pm</i>	11 <i>meetings w/ German partners ALL DAY</i>	12 <i>dinner with S. Austin 7:00</i>	13 <i>dinner with Sue 7:30 pm</i>	14
15	16	17 <i>bridge 6-9 pm</i>	18	19	20	21

## ACTION MODULE 2 – ROLE CARD B

### Too Much Work at Apex

You are one of the best employees at Apex, a large electronics company. You like the company and your job is very important to you.

You have three main responsibilities in your work:

- managing the electronic parts division
- selling video disc players
- selling mobile phones

You are always very busy. At the moment, you work 50-55 hours each week. You feel overworked. In two weeks, you will have vacation with your family. You're very happy about this.

Your boss has just called you into his / her office.

## ACTION MODULE 3 - ROLE CARD A

### Opening a Bank Account

You work for a large, international company. You have just been transferred to \_\_\_\_\_, where you will live and work for three years.

The human resources department has asked one of your colleagues to explain how to open a bank account in your new country.

You would like information about:

- what documents the bank will ask for
- what the minimum deposit is
- bank services (on-line banking, ATMs)
- business hours
- which banks offer the best service

## ACTION MODULE 4 - ROLE CARD A

### The Expense Account

You are the head of the sales department at Worldwide Paper Corp. This morning you found a memo on your desk from the managing director and a report of expenses from one of your sales representatives.

MEMO From: R. Meany  
To: All Departments

In the future, no expense account will be paid which is not fully documented with receipts for all expenses.

#### EXPENSE REPORT

Date	Description	Amount
6-10 Jan	Paris/London return flight	£ 250
6-10 Jan	Britannia Hotel	£ 600
7 Jan	Annabelle's Nightclub	£ 330
8-9 Jan	Simpson's	£ 500
6-10 Jan	Taxis	£ 75
6-10 Jan	Employee Meals	£ 250
TOTAL:		£2005

The receipts are attached, but the one for *Annabelle's* is not there. Phone your salesperson about this.



### ACTION MODULE 3 - ROLE CARD B

#### Opening a Bank Account

You work for a large, international company. A new colleague has just been transferred to your city, where he / she will live and work for three years.

The human resources department has asked you to explain how to open a bank account in your city.

He / She would like information about:

- what documents the bank will ask for
- what the minimum deposit is
- bank services (on-line banking, ATMs)
- business hours
- which banks offer the best service

### ACTION MODULE 4 - ROLE CARD B

#### The Expense Account

You are a sales representative for Worldwide Paper Corp. Last week, you sent in your expense report and receipts from a recent business trip. This is a copy of your report:

#### EXPENSE REPORT

Date	Description	Amount
6-10 Jan	Paris/London return flight	£ 250
6-10 Jan	Britannia Hotel	£ 600
7 Jan	Annabelle's Nightclub	£ 330
8-9 Jan	Simpson's	£ 500
6-10 Jan	Taxis	£ 75
6-10 Jan	Employee Meals	£ 250
TOTAL:		£2005

Answer the telephone.

## Your Turn

- 1** A: Tell the class about the last party you went to. What was the occasion? Where was it? How many people were there? Did you have a nice time?  
B: Talk with a classmate about how she celebrates important occasions. What does she do? Are there any traditions? What are they? Tell the class about your classmate's celebrations.
- 2** A: Tell the class about your favorite restaurant. What kind of restaurant is it? How often do you go there? What's your favorite dish there?  
B: Ask a classmate about the worst restaurant he has been to. What kind of restaurant was it? What was wrong? Tell the class about your classmate's experience.
- 3** A: Tell the class about a project you are working on right now (at home or at work). Do you have a deadline? Will you meet it?  
B: Ask a classmate about his boss's management style. What does he think are the qualities of a good manager? Report his description to the class.
- 4** A: Tell the class about something you had to save money for. What was it? How long did it take?  
B: Ask a classmate about her bank. What services does it offer? What does she like about that bank? Compare her bank with other classmates' banks. Report to the class.
- 5** A: Tell the class about your worst travel experience. What happened? Did you complain? How was the situation handled?  
B: Ask a classmate about his favorite airline. Why does he like the company? Does he always travel with that airline? Report your findings to the class.



## How do I get to the beach?

### Topics

Traffic and road conditions

Commuting

Public transportation

### Objectives

Asking for directions

Describing road conditions

Talking about commuting alternatives

### Grammar

Reported commands

*"All roads lead to Rome."  
Voltaire*



### 1 ASKING FOR DIRECTIONS

Woman: Excuse me, can you tell me how to get to the beach?

Man: Sure. Go straight ahead for about a mile. At the first intersection, turn left. Follow that road all the way to the beach. It's about two miles.

Woman: How long will it take me to get there?

Man: Only about five minutes.

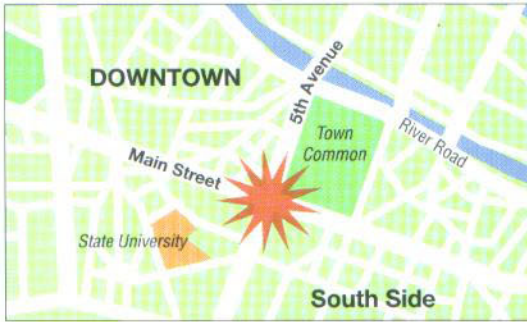
Woman: Great. Thank you.

### FOLLOW-UP

1. The woman doesn't know where the beach is. T F
2. The man told the woman to take the first left turn. T F
3. It will take 15 minutes to get to the beach. T F

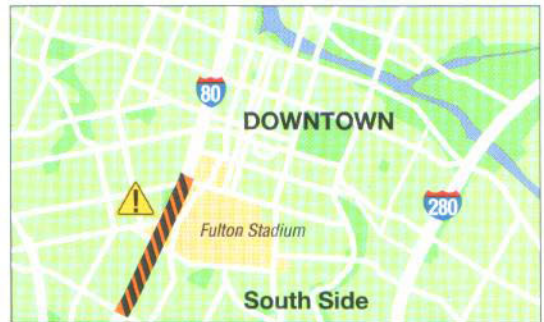
# Describing road conditions

## 2 Traffic reports



There's an **accident** at 5th and Main. The police are asking drivers to **avoid** the area. **Traffic is blocked** in both directions.

- How's the traffic report?
- Not good. There's an accident downtown.



Watch for **construction** on Route 80. Only the right **lane** is open. Traffic is **moving** slowly. **Follow** the **detour** signs to avoid heavy traffic during **rush hour**.

- Why is the traffic moving so slowly?
- There's construction ahead.



detour = diversion  
 construction = roadworks



Because of **snow** and **ice**, roads are **slippery** and **dangerous** today. Please drive **carefully**. If possible, take public transportation.

- How do the roads look?
- Very slippery. Let's take the subway.

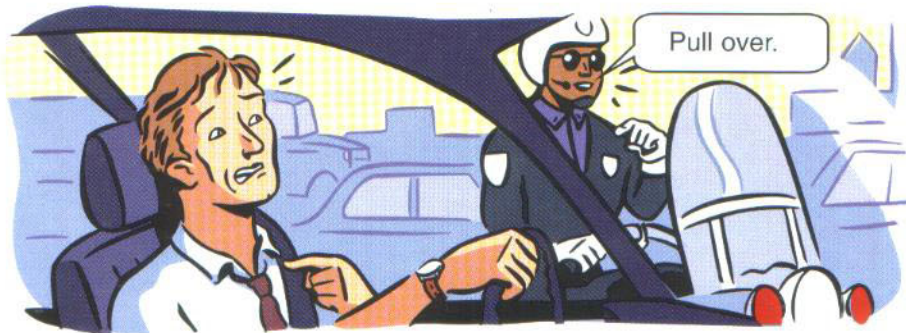


There's a big game at the **stadium** tonight. All streets within four **blocks** of the stadium will be closed to traffic. There will be **shuttle buses** from the parking lots to the stadium.

- Where do you want to park the car?
- Let's park on 7th Street and take the shuttle.

## Focusing on language

### 3 Reported commands



The police officer told me to pull over.

- Call me tomorrow! —————> She **told me to** call her tomorrow.  
Open the windows. —————> He **told me to** open the windows.  
Don't speak so loudly. —————> She **told us not to** speak so loudly.

### 4 What did he tell you to do?

Bob: Turn right on Jenkins Avenue.  
Amy: OK. Then what?  
Bob: Then take the third left onto Parker Street.

Lou: What did Bob tell you to do?  
Amy: He told me to turn right on Jenkins Avenue.  
Lou: And then?  
Amy: He said to take the third left onto Parker Street.

#### A

Ana: Turn right at the light.  
Our office is on the corner.  
Raul: Where should I park?  
Ana: Park right on the street.

*What did Ana tell Raul to do?*

#### B

Sally: It's pouring outside! What terrible weather!  
Alan: You'd better leave early to beat the traffic.  
Sally: Yeah, I'm going to leave in 15 minutes.  
Alan: Take my umbrella!

*What did Alan tell Sally to do?*

**TIP!**

it's pouring = it's raining very hard

### 5 What terrible weather!



That's a beautiful dress. —————> What a beautiful dress!  
You did a great job. —————> What a great job!



The traffic is very heavy. —————> What heavy traffic!  
I'm having a bad day. —————> What a day!

# Talking about commuting alternatives

## 6 How do you get to work?



## 7 The traffic is terrible!

Ned: Lisa? Hi!

Lisa: Hi, Ned!

Ned: Don't you usually drive to work?

Lisa: Usually, but not in bad weather.

Ned: Why is that?

Lisa: The traffic gets a lot worse when it rains or snows.

Ned: I always take the train — it's a lot faster for me than driving.

Lisa: It's faster for me, too, but the schedule isn't always convenient.

Ned: Yeah, but think of the things you can do on the train — read a book or the newspaper —

Lisa: Or answer my e-mail. No thanks! My work day is long enough already!



## 8 Survey: How do you commute to work?

COMMUTER SURVEY

Question	Student 1	Student 2	Student 3
1. How do you get to work?			
2. How long does it take you to get there?			
3. How much does your commute cost?			
4. Would you like to change your commute? How?			

## 9 ON THE PHONE

Mindy: Lester, I think I'm lost!

Lester: Are you in your car right now?

Mindy: Yes. I'm in Beacon Street.

Lester: Be careful! The police can stop you for using a mobile phone while driving.

Mindy: I know, I know. I'll be careful. How do I get to your place from here?

Lester: Mindy? Are you all right?

Mindy: I'm fine, Lester. Somebody stopped right in front of me.

Lester: Why don't you pull over while I give you directions?

Mindy: Good idea!

### Discussion questions:

1. Is it legal to use a mobile phone while driving in your country?
2. Discuss the pros (+) and cons (-) of using a mobile phone while driving.



### TIP!

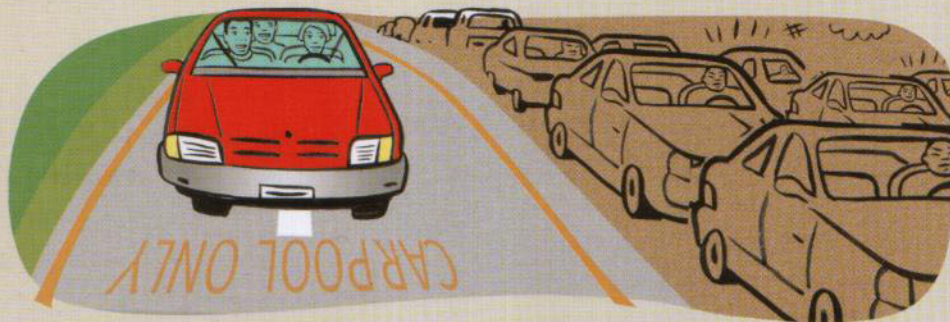
cell phone



mobile phone



## 10 CULTURE CORNER



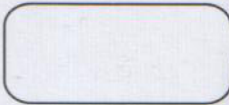
Car-pooling can help reduce traffic.  
Do you car-pool?

Would car-pooling reduce traffic in your city?  
What are the pros and cons of car-pooling?

# Chapter Check

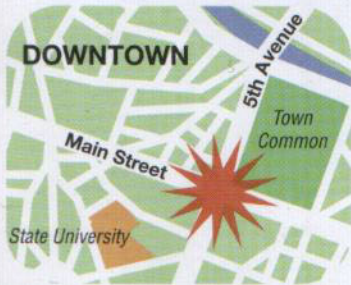
Now you can...

**A** Ask for directions



Go straight ahead for about ...

**B** Describe road conditions



How's the traffic?



Why is the traffic moving so slowly?



**C** Talk about commuting alternatives



How did you get to work today?



How do you usually get to work?



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# Have you found a place yet?

## Topics

Looking for a place to live  
Moving  
Changing utility service

## Objectives

Discussing apartment searches  
Describing properties  
Responding to an advertisement

## Grammar

Reflexive pronouns

"There's no place like home."



## 1 DISCUSSING APARTMENT SEARCHES

Barry: So, Leila, have you found a place to live yet?

Leila: No, not yet.

Barry: Do you want to rent or buy?

Leila: I'd like to rent an apartment for now and buy a house in a few years.

Barry: Have you asked an agent to help you?

Leila: No, I'm doing it myself. I'm looking in the newspapers and on the Internet.

Barry: And making a lot of calls, I bet.

Leila: You can say that again!

### FOLLOW-UP

1. Leila's looking for an apartment. T F
2. Leila has contacted a real estate agent. T F
3. She's using the Internet to find an apartment. T F

# Describing properties

## 2 Finding an apartment

room...  
3 miles from...  
ref \$600+, laundry included...  
76 preferred...  
ROOM: RIDGELAND  
1 BR apt in Ridgeland area, near train, large kitchen, wood floors, central air, W/D. \$1,000/month + utilities. Contact Rosa at Best Realty at 708-390-0202.  
RIDGELAND Modern 1st floor, room, 2 BR with office, ave, refrigerator,

Ave...  
room apartm...  
ref \$600+, nonsmoker...  
76 preferred...  
ROOM: STUDIO  
Two beo...  
subway...  
RIDGE...  
Furnished studio apt for rent. Small kitchen, large bathroom, balcony, wall-to-wall carpeting, walk-in closet. On-street parking. \$550 per month + security deposit. No pets. Call Lee at 312-435-9032.  
RID...  
Ca...  
n...

- What kind of apartment are you looking for?
- A small one-bedroom or a large studio.
- There's an ad here in the newspaper for a studio. It's only \$550.00!
- That sounds great. I'll give them a call.

- Here's an ad for luxury apartments! They sound great, and they're close to everything.
- How much is the rent?
- They don't say. It depends on the apartment, I guess. They have a website.
- Great! I'm going to take a look at it.

Ave...  
room apartm...  
ref \$600+, nonsmoker...  
76 preferred...  
ROOM: LUXURY DOWNTOWN APARTMENT  
Living; 2-, 3- and 4- bdrms. Furnished and unfurnished, great views, doorman. Fitness center, pool, dry-cleaner, grocery in bldg. Near shopping and transportation. www.chicagoapt.com  
Two be...  
laundr...  
ent a...  
TOW...  
ar...  
ep...  
SC...  
C...  
g...

## 3 Preparing for the move

- When are you moving?
- Next week.
- Have you packed yet?
- We've started, but it's a big job.
- Don't the movers help with that?
- They will if we ask them, but their packing service is expensive.
- Let me know if I can help, OK?
- OK. Thanks.



**TIP!**

apartment	flat
apartment building	block of flats
mover	removal firm
truck	lorry

## Focusing on language

### 4 Reflexive pronouns

I see **myself** in the mirror.  
Can **you** see **yourself** in it?

**Thomas** is looking at **himself** in the photo.  
**Mary** is not looking at **herself**.  
Is the dog (**it**) barking at **itself**?

**We're** watching **ourselves** on video.  
Are **you** looking at **yourselves**?  
**They're** looking at **themselves**.

Michael hurt himself when he tried to move his desk.  
Why is Maria sitting by herself?  
Please sit down and make yourself comfortable.

### 5 Using reflexive pronouns for emphasis

I can't find anyone to do the job. I'm going to do it **myself**.  
The agent didn't find our home for us. We found it **ourselves**!

- Did you hire a mover, or did you do the move yourself?  
- I rented a truck and did it myself.

- Did Charles work with a real estate agent, or did he find the house himself?  
- He found it himself.

- Are you going to buy the cake or bake it yourself?  
- I'm going to bake it myself.

Now it's your turn!

1. Did Sophie hire a mover, or \_\_\_ ? (*do it*)
2. Did Mark and Stephanie use an agent, or \_\_\_ ? (*find an apartment*)
3. Did Mrs. Harris go to a hairdresser, or \_\_\_ ? (*cut her hair*)
4. Did you hire a painter, or \_\_\_ ? (*paint the room*)
5. Did John ask the mover to pack his books, or \_\_\_ ? (*pack them*)

# Responding to an advertisement

## 6 Calling about an ad

- Hello, I'm calling about the ad in the paper for a two-bedroom apartment.
- I'm sorry. It's not available anymore.
- OK. Thank you. Bye.

- ~
- Hi, I'm calling about your ad for a two-bedroom apartment.
  - Yes, what would you like to know?
  - When will it be available?
  - The first of next month.
  - Could I see it either today or tomorrow?
  - Yes, you could come this evening between 5:00 and 8:00.
  - Great. My name is Lisa Evans. I'll come around 6:00.
  - OK, Ms. Evans. I'm Daniel Lawson. I'll see you at 6:00.

## 7 Visiting the apartment

Mr. Lawson: What do you think of the place?

Ms. Evans: It's a beautiful apartment. I love it.

Mr. Lawson: Would you like to fill out an application?

Ms. Evans: Yes, I would. How long will the application process take?

Mr. Lawson: If you leave it with me today, I'll get back to you by the end of the week.

Ms. Evans: Thank you, Mr. Lawson.

Mr. Lawson: Thanks for coming by, Ms. Evans.



**TIP!**

get back to = call back

## 8 *move in / out; turn on / off; hook up*



move in



move out



turn on



turn off



hook up

## 9 Packing for the move!

Maria: How's your packing coming along?

Lisa: I've almost finished.

Maria: When are you moving in?

Lisa: Over the weekend.

Maria: Have they turned on the electricity yet?

Lisa: Not yet. I have to call later today.

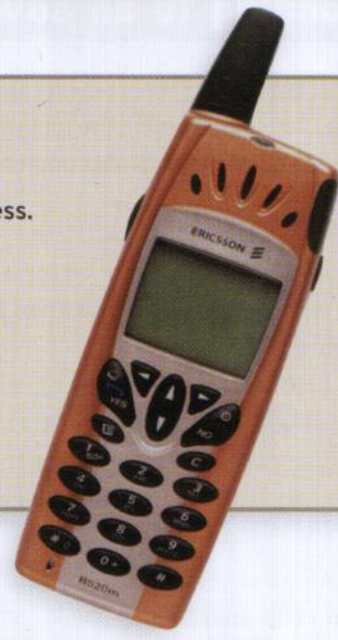


10



## ON THE PHONE

- Good morning. Atlantic Telephone.
- Hello, I'd like to set up phone service at a new address.
- Certainly. What's your current number?
- 415-555-9013.
- May I have the new address?
- It's 180 Montgomery Street.
- What day do you want the phone to be turned on?
- Next Tuesday, the 5th.
- OK. You're all set.



11



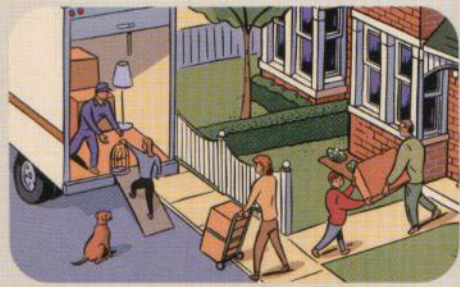
## Calling the utility company



- Edison Electric.
- I'm moving into a new apartment on the 14th, and I need to have the electricity turned on.
- What's the new address?
- 547 Waterman Drive.
- And what's your name?
- Roger Adams.
- Are you currently a customer of Edison Electric?
- Yes, I am.
- Would you like to turn off the service at your current address on the same day?
- Yes, thank you.

12

## CULTURE CORNER



Americans move an average of five times in their lives. People move because of work, marriage, and other reasons.

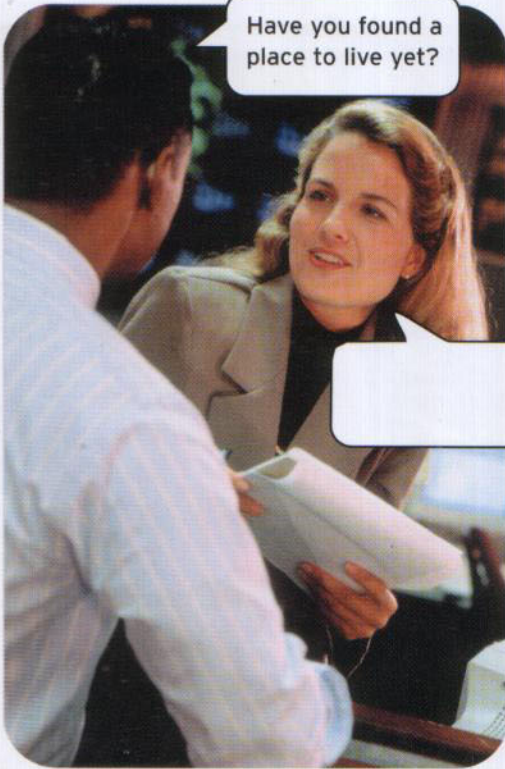
- How often do people move in your country?
- Why do people usually move?
- Do you like to move? Why? Why not?

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# Chapter Check

Now you can...

**A** Discuss apartment searches



**B** Describe properties

room...  
m, 3 miles from Co...  
ref \$600+, laundry included...  
76 preferred

**RIDGELAND**  
1 BR apt in Ridgeland area, near train, large kitchen, wood floors, central air, W/D. \$1,000/month + utilities. Contact Rosa at Best Realty at 708-390-0202.

RIDGELAND modern 1st floor, room, 2 BR with office, ave, refrigerator,

Ave...  
room apartm...  
m, \$600+, nonsmoker pr...  
ref preferred. Ask for Tom...  
76

Furnished studio apt for rent. Small kitchen, large bathroom, balcony, wall-to-wall carpeting, walk-in closet. On-street parking. \$550 per month + security deposit. No pets. Call Lee at 312-435-9032.

STUDIO Two bed subway

**C** Respond to an advertisement

Ave...  
room apartm...  
m, \$600+, nonsmoker pr...  
ref preferred. Ask for Tom...  
76

Luxury downtown apartment living; 2-, 3- and 4- bdrms. Furnished and unfurnished, great views, doorman. Fitness center, pool, dry-cleaner, grocery in bldg. Near shopping and transportation. www.chicagoapt.com

Two be...  
laundr...  
ant a...  
DOW...  
star...  
ep...  
SC...  
C: g...  
apt with...  
parking for two cars...  
garden or

What kind of place are you looking for?

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# Tell me about yourself.

### Topics

Job skills and qualifications  
Personal qualities  
Job interviews

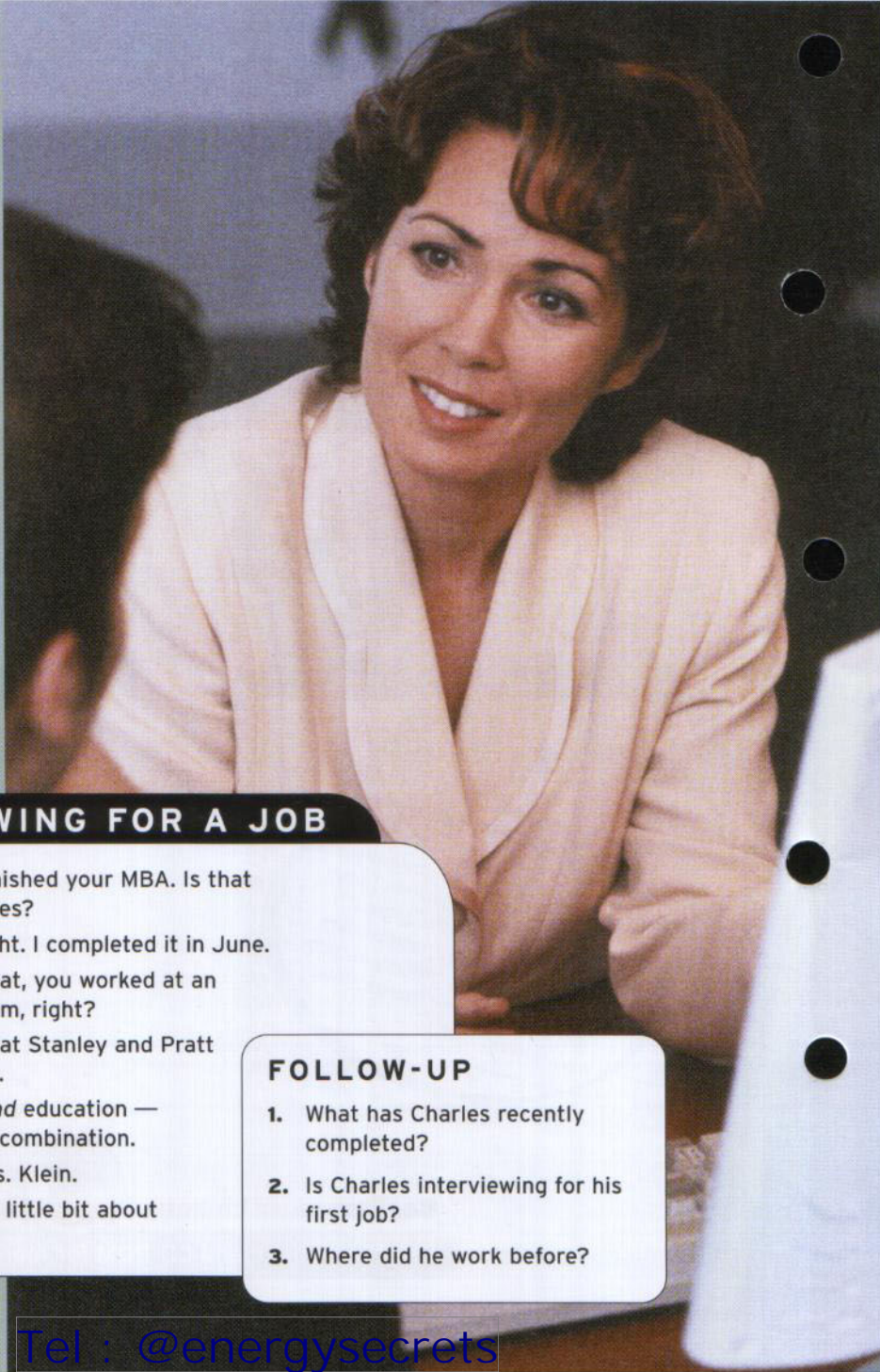
### Objectives

Interviewing for a job  
Talking about skills,  
qualifications, and qualities  
Conducting an interview

### Grammar

Present perfect progressive  
tense  
Adjective opposites: the  
prefixes *un-*, *in-*, *dis-*, *im-*, *il-*

**"Experience is the  
best teacher."**



## INTERVIEWING FOR A JOB

**Ms. Klein:** You've just finished your MBA. Is that correct, Charles?

**Charles:** Yes, that's right. I completed it in June.

**Ms. Klein:** And before that, you worked at an accounting firm, right?

**Charles:** Yes, I worked at Stanley and Pratt for four years.

**Ms. Klein:** Experience *and* education — that's a good combination.

**Charles:** Thank you, Ms. Klein.

**Ms. Klein:** Now tell me a little bit about yourself.

### FOLLOW-UP

1. What has Charles recently completed?
2. Is Charles interviewing for his first job?
3. Where did he work before?

# Talking about skills, qualifications, and qualities

## 2 What are your skills?



- What are your skills, Ms. Parker?
- I communicate well. I'm a good leader. I speak four languages. And I can manage large, complex projects.
- Do you have any skills that you aren't using in your job right now?
- I know how to fly small airplanes.
- That's impressive — and unusual!

## 3 What are your qualifications?

- university or graduate degree
  - specialized training
  - work experience
  - work skills
- What are your qualifications for this job?
- I have a degree in computer science and I've been writing software for six years.



## 4 Personal qualities



### strengths

- Are you ...?
- honest
  - hard-working
  - reliable
  - organized
  - eager
  - punctual
  - flexible
  - patient



### weaknesses

- Is he / she ...?
- dishonest
  - lazy
  - unreliable
  - disorganized
  - indifferent
  - tardy
  - inflexible
  - impatient

- What are your strengths?
- I'm a hard worker. I'm dependable. And I'm always eager to learn new things.
- Are you a patient person?
- I try to be.



## Focusing on language

### 5 Present perfect progressive tense

Erin Lister started at IBM in 1993. She still works there.

→ Erin **has been working** at IBM for many years.

How long **have** John and Susan **been working** at their current jobs?

My father **has been smoking** since he was eighteen years old.

You **haven't been giving** me regular status reports on your projects.

What have you been doing lately?

The Coles have been trying to sell their house for four years!

My boss has been talking about retirement a lot lately.

### 6 Present, past, future, or present perfect progressive?

1. We \_\_\_ the news, when you called. (*watch*)
2. You have a beautiful apartment, Jane. How long \_\_\_ you \_\_\_ here? (*live*)
3. By the time you leave the office, we \_\_\_ dinner. (*have*)
4. This is our favorite vacation spot. We \_\_\_ here for eight years now. (*come*)
5. I haven't seen Mark, either. Did he say where he \_\_\_? (*go*)
6. I can hear Fran's voice. Who \_\_\_ she \_\_\_ to? (*talk*)

### 7 Adjective opposites: the prefixes *un-*, *in-*, *dis-*, *im-*, *il-*

	<b>un-</b>		<b>in-</b>		
	fair	unfair	appropriate	inappropriate	
	friendly	unfriendly	competent	incompetent	
	important	unimportant	dependent	independent	
	reliable	unreliable	direct	indirect	
	true	untrue	flexible	inflexible	
	<b>dis-</b>		<b>im-</b>	<b>il-</b>	
honest	dishonest	patient	impatient	legal	illegal
loyal	disloyal	mature	immature	logical	illogical

# Conducting an interview

## 8 A job interview

- I'd like to know about your personal qualities. What are your strengths?
- I work well with others, but I also like to work independently.
- Do you think of yourself as a leader?
- Definitely. I've been managing a team of six for two years at my current job.
- Are you a decisive person?
- I like to make decisions. It's part of accepting responsibility, I think.
- You're absolutely right.



## 9 Top ten interview questions

Are you ready for a job interview? The questions below are typical of job interviews in the U.S. How would you answer these questions?

- |                                      |   |
|--------------------------------------|---|
| 1. Why do you want to work here?     | 6. What do you know about our company?            |
| 2. What skills do you have to offer? | 7. What is your greatest accomplishment to date?  |
| 3. What is your biggest weakness?    | 8. What makes you the best candidate for the job? |
| 4. Why did you leave your last job?  | 9. Do you work well on a team?                    |
| 5. What are your career goals?       | 10. What motivates you in your work?              |

Which questions would you ask a job candidate?

## 10 Strengths or weaknesses?

Would you consider the following personal qualities strengths or weaknesses? Why?

I don't make decisions quickly. I like to have time to think about things before deciding.

I like to talk to my colleagues. You know, really get to know them. I've had lunch with at least twenty of my co-workers over the past year. They're good people.

I work 10-12 hours every day. Once I sit down at my computer, I almost never get up again. I eat lunch at my desk — sometimes I don't eat lunch at all.



\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## 11 CULTURE CORNER



- What is a job interview like in your country?
- Who interviews a candidate?
- What questions do interviewers ask?
- How many times do companies usually interview a candidate?
- Do you do well in job interviews? Why? Why not?



## 12 What's the most important job qualification of all?

- What is most important in a job candidate?
- How important is the candidate's educational background?
- How important is the candidate's job experience?



### ACADEMIC DEGREES IN THE UNITED STATES AND ENGLAND

UNITED STATES	ENGLAND
Bachelor of Arts (BA)	Bachelor of Arts (BA)
Bachelor of Science (BS)	Bachelor of Science (BSc)
Master of Arts (MA)	Master of Arts (MA)
Master of Science (MS)	Master of Science (MSc/ MChem / MEng)
Master of Business Administration (MBA)	Master of Business Administration (MBA)
Doctor of Philosophy (PhD)	Doctor of Philosophy (PhD or DPhil)
Doctor of Jurisprudence or Law (JD)	Master of Laws (LLM)
Doctor of Medicine (MD)	Doctor of Medicine (MD or DM)

Source: The British Council

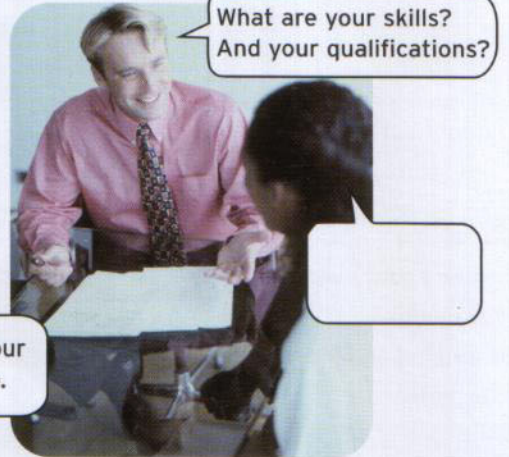
# Chapter Check

Now you can...

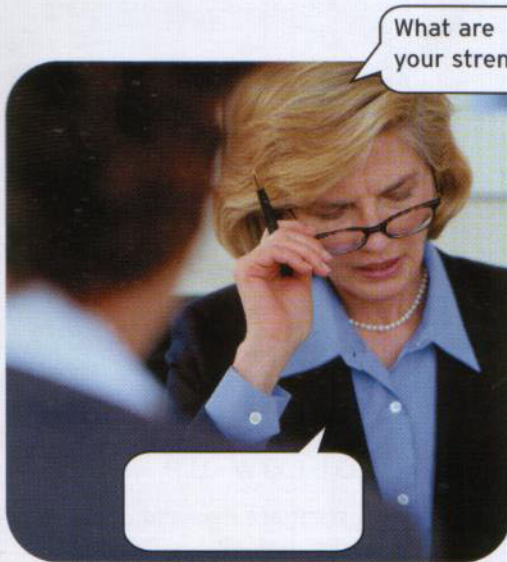
**A** Interview for a job



**B** Talk about your skills and qualifications



**C** Talk about your personal qualities



**D** Conduct an interview



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## Outdoor fun

### Topics

Outdoor activities

### Objectives

Discussing vacation options

Talking about outdoor activities

Describing an outdoor experience

### Grammar

Gerunds as subjects

**ever** with present and

present perfect tenses

**ever** for emphasis or

exaggeration

"We had the time of our lives!"



### 1 DISCUSSING VACATION OPTIONS

Paul: Let's do something different for vacation this year.

Janet: Like what?

Paul: Let's go to Colorado — I want to learn to snowboard.

Janet: Oh, Paul, you know I don't like cold weather. Can't we go someplace warm ... like the beach?

Paul: And do what?

Janet: Well, you can go surfing, while I take it easy and work on my tan.

Paul: Hmm ... I've always wanted to go surfing!

### FOLLOW-UP

1. What are Paul and Janet discussing?
2. Where would Paul like to go? Why?
3. Why doesn't Janet want to go there?
4. Does Paul like Janet's suggestion? Why?

# Talking about outdoor activities

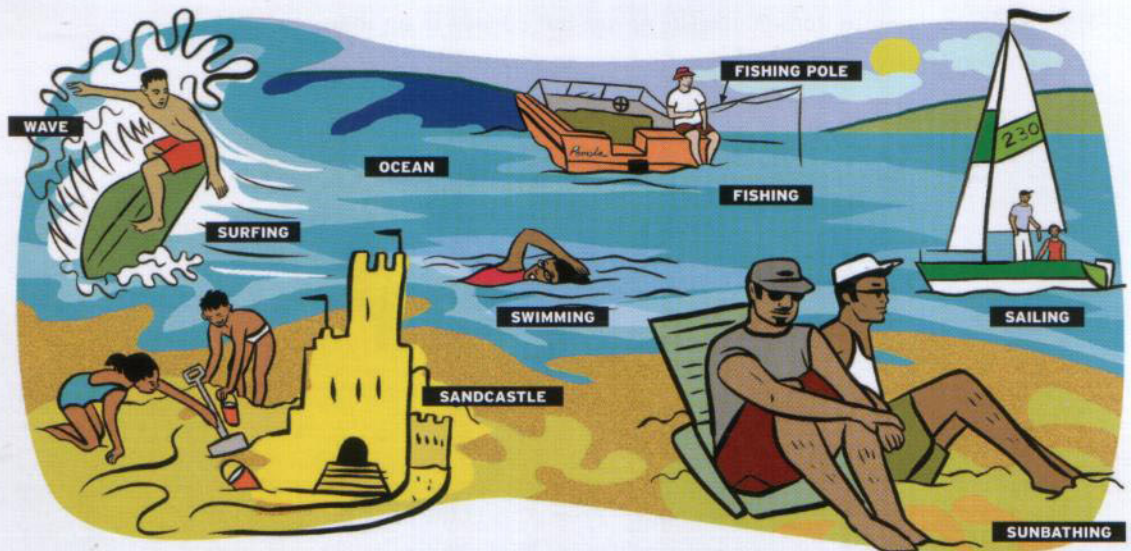
## 2 Cold-weather fun



- Have you ever skied before?
- No, but I'd like to learn!

- When was the last time you went skating?
- Maybe ten years ago. It's been a long time!

## 3 Warm-weather fun



- Do you like to swim?
- Yes, especially in the ocean.

- Do you ever go fishing with your children?
- No, but we like to go sailing together.

## Focusing on language

### 4 Gerunds as subjects

**Sunbathing** is very relaxing.

**Skiing** is a lot of fun!

**Fishing** can be boring if you don't catch anything.

**Snowboarding** is a lot like **surfing**.

Is **hunting** dangerous? – Not if you're careful.

Working overtime is not allowed in our department.

Spending time with my children is very important to me.

Is eating red meat bad for your health?

### 5 ever with present and present perfect tenses

#### PRESENT TENSE

Do you **ever** go sailing? – No, I don't know how to sail.

If you ever go to Paris, be sure to visit the Picasso Museum.

#### PRESENT PERFECT TENSE

Have you **ever** been to Rome? – No, never! But I'd love to go there.

If you haven't **ever** visited the Grand Canyon, you should. It's spectacular!

Have you ever seen Citizen Kane? – Yes, I saw it years ago.

Do you ever eat at Quickie Burger? – No, I can't stand fast food!



**TIP!**

can't stand = don't like at all


### 6 ever for emphasis or exaggeration

This is the best vacation we've **ever** had! —> This is the best vacation **ever**!

That's the prettiest baby I've **ever** seen! —> That's the prettiest baby **ever**!

You're the nicest person I've **ever** met! —> You're the nicest person **ever**!

## Describing an outdoor experience

7  What was their last outdoor activity?



ELENA



TAKASHI



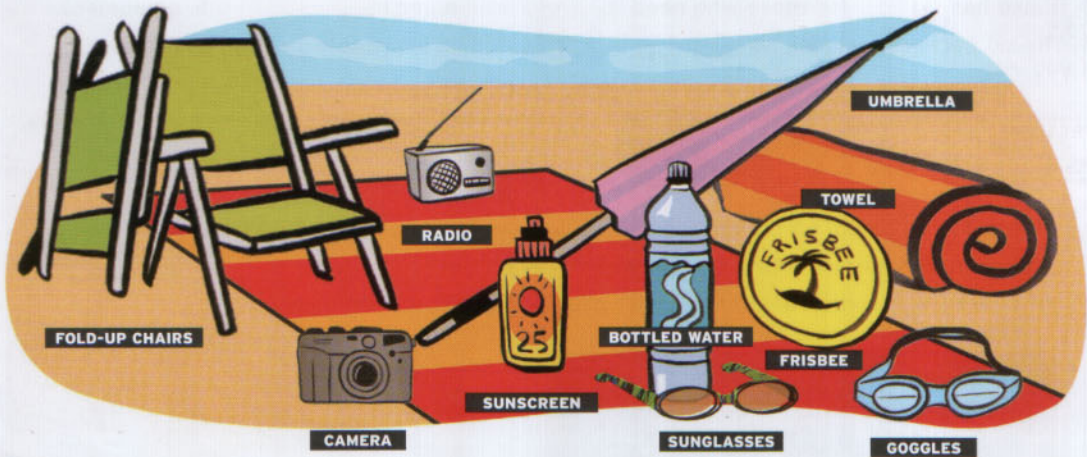
VIVIAN



SCOTT

1. Elena and her children went \_\_\_\_\_ in the park last weekend.
2. Takashi went \_\_\_\_\_ in the mountains with some friends.
3. Vivian went \_\_\_\_\_ for the first time recently.
4. Scott went \_\_\_\_\_ with his father.

8 We're going to the beach!



Maria: It's time to pack up the car, Kurt. Do we have everything?

Kurt: I think so.

Maria: Let's see ... towels, umbrella, sunglasses ...

Kurt: Sunscreen, radio, chairs ...

Maria: Goggles, water, camera ...

Kurt: Oops! I almost forgot something.

Maria: What? Snacks?

Kurt: No, my favorite hat!

Maria: Oh, brother!



**TIP!**

Oh, brother! = Oh, no!

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**OR**  
Language  
موسسه آموزش زبان ایران‌ان



**9****ON THE PHONE**

Employee: Jack Frost Ski Resort.  
 Caller: Hi, do you offer family packages?  
 Employee: Yes, we do. When would you like to come?  
 Caller: December 16th to the 23rd.  
 Employee: For how many people?  
 Caller: Two adults and two children.



Now listen to the rest of the conversation and answer the questions below.

- |  |                 |              |
|--|-----------------|--------------|
| 1. The woman's children have ___ skied before.     | a. never        | b. already   |
| 2. The resort offers ___ ski lessons for children. | a. half-day     | b. all-day   |
| 3. It also has ski ___ for those who need it.      | a. meals        | b. equipment |
| 4. The ski package includes ski ___.               | a. lift tickets | b. clothing  |

**10****CULTURE CORNER**

Where do you like to go for vacation?  
 Do you prefer warm-weather or cold-weather activities?  
 What are the favorite vacation spots of people in your country? Why?



# Chapter Check

Now you can...

**A** Discuss vacation options



**B** Talk about outdoor activities



What outdoor activities do you like?  
Have you ever gone skiing?

**C** Describe an outdoor experience



When was the last time you did  
something outdoors?  
What did you do?

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## Are you all right?

### Topics

Emergencies  
Injuries and accidents  
Emergency services

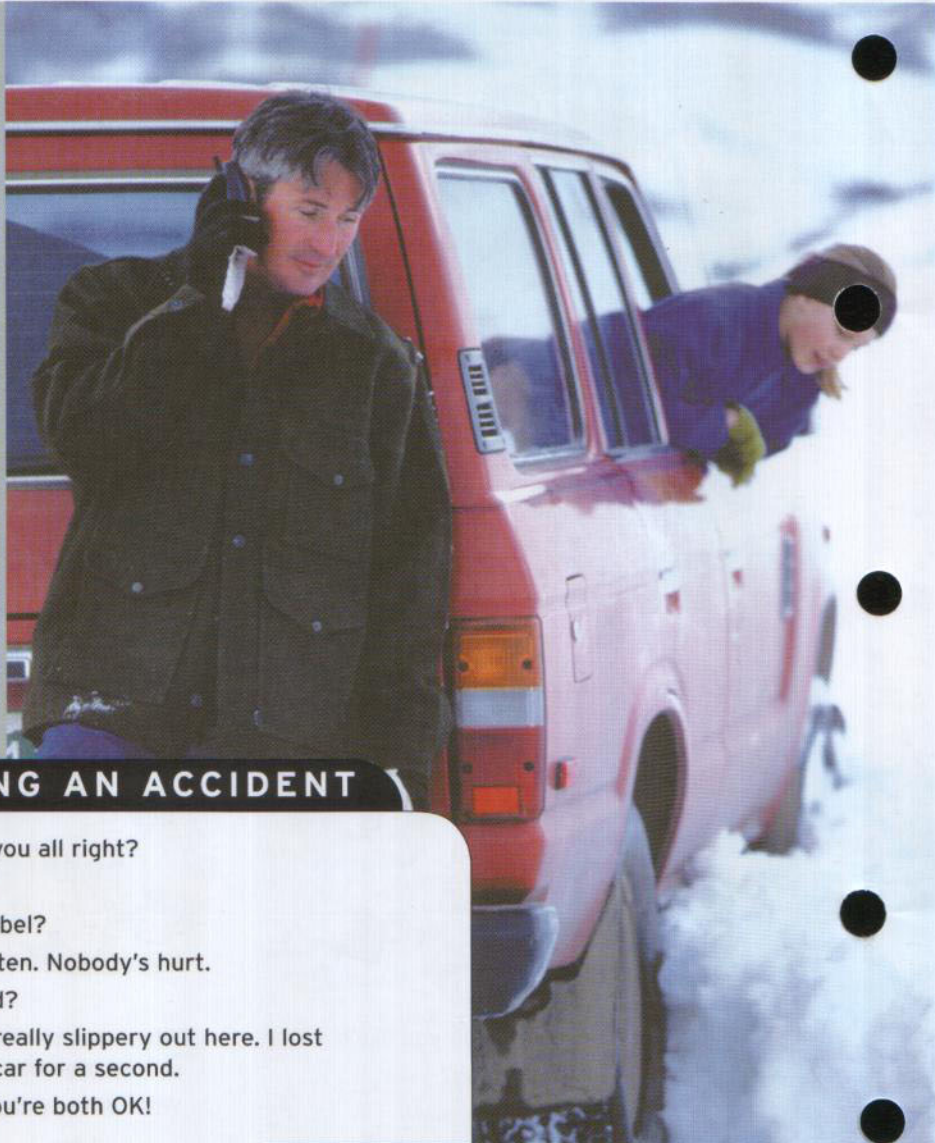
### Objectives

Describing an accident  
Talking about emergencies  
Asking if someone is all right

### Grammar

Passive voice

"Accidents will happen."



### 1 DESCRIBING AN ACCIDENT

- Kirsten: Andreas? Are you all right?  
Andreas: Yes, I think so.  
Kirsten: What about Isabel?  
Andreas: She's fine, Kirsten. Nobody's hurt.  
Kirsten: What happened?  
Andreas: The roads are really slippery out here. I lost control of the car for a second.  
Kirsten: I'm just glad you're both OK!  
Andreas: Me, too.  
Kirsten: Shall I call for help?  
Andreas: No, no, that's OK. I'll take care of it. I'll call you when we're back on the road.  
Kirsten: OK. Bye.

### FOLLOW-UP

1. What happened to Andreas and his daughter?
2. Are they hurt?
3. What does Kirsten offer to do?

## Talking about emergencies

### 2 The accident



There's been an accident!

A man on a bike was hit by a car.

He has a cut on his arm, and his leg is broken.

The driver of the car has called 911.

Luckily, the cyclist was wearing a helmet!

Have you ever been in a car accident?

What happened?

### 3 To the hospital!

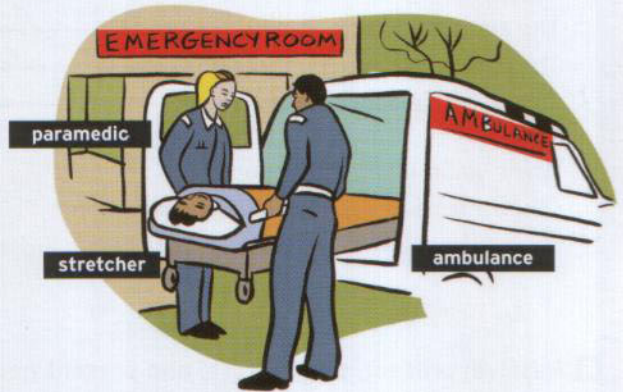
The ambulance has brought the man to the emergency room.

A doctor will x-ray his leg and put it in a cast.

The doctor will check for other injuries.

Have you ever been injured in an accident?

Did you have to go to the hospital?



### 4 Released from the hospital



The man's arm is bandaged.

He got ten stitches.

The doctor said that he will have to wear the cast for six weeks.

Have you ever broken a bone?

Did you have to wear a cast? For how long?

## Focusing on language

### 5 Passive voice

The cyclist **was injured**.  
His bike **was damaged**.  
His leg **was broken**.  
His arm **was cut**.



#### ACTIVE

The ambulance took John to the hospital. —————>

#### PASSIVE

John **was taken** to the hospital.

The doctor put his leg in a cast. —————>

His leg **was put** in a cast.

The nurse bandaged his arm. —————>

His arm **was bandaged**.

Were you told of the accident?

The patients weren't given any medication.

I sat in the waiting room for an hour before anything was done for me!

### 6 Passive: present, past, future, and present perfect

#### PRESENT:

- Can you call an ambulance?
- What's the matter?
- I think my leg **is broken**.

#### PAST:

- I'm calling because I haven't yet received a hospital bill.
- It **was just sent** yesterday. You should have it in the next few days.

#### FUTURE:

- What did Mr. Bradley say?
- He said that the contract **will be faxed** to us on the 23rd.

#### PRESENT PERFECT:

- All the errors in the documents **have been corrected**.
- Great! Let's get them to our clients ASAP.

# Asking if someone is all right

## 7 Are you OK?



- Are you all right?
- I think so.
- What happened?
- I slipped and fell.



- Excuse me, sir. Are you hurt?
- It's my back.
- Can I give you a hand?
- Yes, thank you.



**TIP!**

give a hand = help

## 8 I tripped and fell!



slip



trip



bump



fall

## 9 Visiting a friend in the hospital

- Phil: How are you feeling, Connie?  
 Connie: Not so great.  
 Phil: What happened?  
 Connie: Some guy drove through a red light and hit me as I was coming across the intersection.  
 Phil: Oh, my gosh! You're lucky to be alive!  
 Connie: I know. I was wearing my seatbelt. I think that helped.  
 Phil: So what do the doctors say?  
 Connie: They want to keep me here for two or three days.  
 Phil: Please let me know if there's anything I can do for you.  
 Connie: Thanks, Phil, I will. And thanks for coming to see me.  
 Phil: I hope you're back on your feet soon!



**TIP!**



in the hospital



in hospital

**10**  **ON THE PHONE**



**Caller 1**

- 1. The caller has been in an accident.      T    F    maybe
- 2. The drivers of the cars are not hurt.      T    F    maybe

**Caller 2**

- 3. This is a serious emergency.              T    F    maybe
- 4. No one can help Ms. Barton with her problem.      T    F    maybe

**Caller 3**

- 5. The woman's husband is in pain.          T    F    maybe
- 6. He is in great danger.                      T    F    maybe

**11** Hospital forms



*St. Joseph's Hospital*

Registration Form - page 2

Are you currently taking any medication? \_\_\_\_\_

Please list any allergies you have: \_\_\_\_\_

- Is there a history of high blood pressure in your family?       Yes       No
- Is there a history of heart disease in your family?             Yes       No
- Do you have diabetes?     Yes       No

What is your blood type? \_\_\_\_\_

# Chapter Check

Now you can...

**A** Describe an accident



What happened?

**B** Talk about emergencies

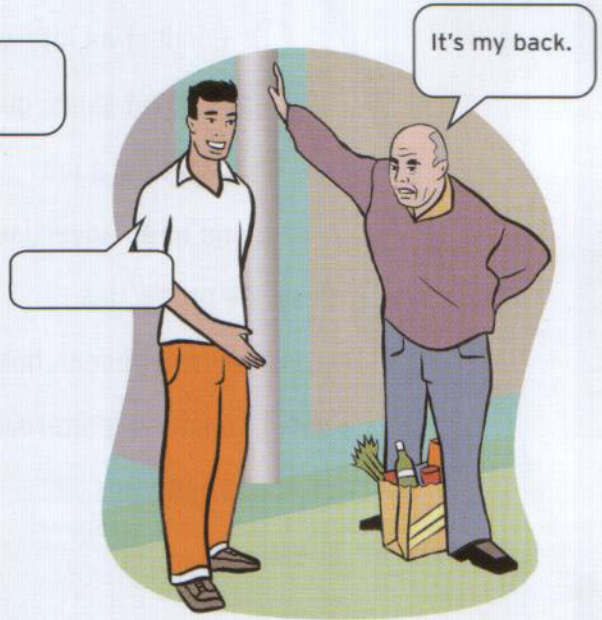


What is happening here?

**C** Ask if someone is all right



I think so.



It's my back.

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# Review

### Now You Can...!

- Ask if someone is all right
- Talk about emergencies
- Describe an accident
- Describe an outdoor experience
- Talk about outdoor activities
- Discuss vacation options
- Conduct an interview
- Talk about skills, qualifications, and qualities
- Interview for a job
- Respond to an advertisement
- Describe properties
- Discuss apartment searches
- Talk about commuting alternatives
- Describe road conditions
- Ask for directions

## ACTION MODULE 1 - ROLE CARD A

### Driving to the Airport

You and a colleague are in Springfield and are now at the Plaza Hotel. The two of you have rented a car. Your colleague has offered to drive. You know Springfield very well, so you will give directions.

It is now 1 o'clock. You have a flight at 3 o'clock. If you drive through the city, it takes an hour or more to get to the airport because of traffic. If you take the airport expressway, it takes only 40 minutes.

Study the map and decide what route you will tell your colleague to take.



You and your colleague are ready to leave for the airport. You are getting into the car now.

## ACTION MODULE 2 - ROLE CARD A

### Finding an Apartment

Your company is transferring you to New York City. You will stay there for three years. You have to find an apartment for your family. You are flying to New York tonight so you can look for an apartment. You have contacted a real estate agency and received the following information about an apartment:

Address: 1106 River Street, Roosevelt Island  
Furnished, 3 bedrooms, 1 bathroom, living room, large kitchen.  
High-rise building, 14th floor. Nice view of East River, near good schools, shops. Convenient to Manhattan via subway.  
3-year lease, \$3000/month. Owners: Mr. and Mrs. Davis -  
(212)258-0963

This is exactly what you have been looking for! You will be in New York for the next three days. You have an appointment with your new manager tomorrow at 2 p.m., and he is taking you to a concert the day after tomorrow at 8 p.m.

Call the owner of the apartment and confirm the address and rental fee and make an appointment to see the apartment.

## ACTION MODULE 1 - ROLE CARD B

### Driving to the Airport

You and a colleague are in Springfield and are now at the Plaza Hotel. The two of you have rented a car. You have offered to drive. Your colleague knows Springfield very well, so she will give directions. It is now 1 o'clock. You have a flight at 3 o'clock. You just heard the traffic report on the radio. You learned that —

- Because of construction, traffic is very heavy on the airport expressway. There may be delays of up to an hour.
- There has been an accident at the intersection of Clark and Montrose. Both streets have been closed.

You and your colleague are ready to leave for the airport. You are getting into the car now.

## ACTION MODULE 2 - ROLE CARD B

### Finding an Apartment

You live in New York City, but your company is sending you to another country for a three-year project. You have a beautiful apartment in New York, but you don't want to leave it empty for three years. You thought about renting it to someone for \$3000 per month, but in the last few days you think it is better to sell it. The price you have in mind is \$450,000. You will call the rental agency later today and ask them to change the information in their database.

You gave them this information about the apartment last week:

Address: 1106 River Street, Roosevelt Island  
Furnished, 3 bedrooms, 1 bathroom, living room, large kitchen.  
High-rise building, 14th floor. Nice view of East River, near good schools, shops. Convenient to Manhattan via subway.  
3-year lease, \$3000/month. Owners: Mr. and Mrs. Davis -  
(212)258-0963

Your phone is ringing. Answer it.

### ACTION MODULE 3 - ROLE CARD A

#### Choosing a New Sales Manager

You are the human resources manager of TelNet, an international telecommunications company. You're looking for a new sales manager for your office in Singapore. Yesterday you interviewed Sue Chan, who has worked for TelNet for the last five years. You think she is the best person for the job.

You typed up the following notes from the interview:

Susan Chan

Education:	B.A. Business, MBA
Years with TelNet:	5
Position:	Sales representative (very successful good sales numbers!)
Languages:	Chinese, some Japanese
Overseas work experience:	Tokyo (2 years)

- friendly; outgoing
- energetic, creative, hard-working
- well-liked by colleagues
- looking for new challenge

You have a meeting with the company's sales director in five minutes. You would like the company to offer the job to Ms. Chan.

### ACTION MODULE 4 - ROLE CARD A

#### Emergency!

You and a friend are walking in the park. Suddenly, your friend cries out. She is sitting on the ground and holding her hand.

Your friend doesn't look too well. Find out what's wrong.

### ACTION MODULE 3 – ROLE CARD B

#### Choosing a New Sales Manager

You are the sales director of TelNet, an international telecommunications company. You're looking for a new sales manager for your office in Singapore. Yesterday you interviewed Joseph Tyler, who has worked for TelNet for the last 15 years. You think he is the best person for the job. You typed up the following notes from the interview:

Joseph Tyler

Education:	B.A. Marketing
Years with TelNet:	15
Position:	Marketing manager (works closely with sales)
Languages:	French, some Czech
Overseas work experience:	2 years special projects manager, Paris (1998-2000) 1 year special projects assistant, Prague (1996-97)
• friendly, but quiet	• looking for new challenge
• respected by colleagues	• always thinks before acting
• calm; cool-headed	• may leave company if not offered position

Today you are meeting with the company's human resources director. You would like the company to offer the job to Mr. Tyler.

### ACTION MODULE 4 – ROLE CARD B

#### Emergency!

You and a friend are walking in the park. Suddenly, you feel a sharp pain in your right hand – a bee has stung you. You are very allergic to bee stings!

Your hand is starting to swell and you don't feel well, so you sit down on the ground.

Ask your friend for help.

## Your Turn

- 1** A: Tell the class about how you would improve public transportation in your country / city. Why?

B: Ask a classmate how to get to her office. What are the different modes of transportation she can take? Tell the rest of the class the best way to get to your classmate's office.
- 2** A: Describe your house / apartment to the class. What special features does it have? What is the neighborhood like?

B: Ask a classmate what is important when looking for a new place to live? Where does he prefer to live, in the city or in the suburbs? Why? Report your classmate's opinions to the class.
- 3** A: Tell the class about your first job interview. How old were you? How did you feel? What kinds of questions did the interviewer ask you? Did you learn anything from the experience? Did you get the job?

B: Ask a classmate what makes a person successful at her job. Qualifications? Experience? Personality? Compare your classmate's answers with those of the rest of the class.
- 4** A: Tell the class about your worst outdoor experience ever. What were you doing? Where were you? What happened?

B: Ask a classmate what outdoor activities he enjoys. Does he do them often? Why / Why not? Report this information to the class and make a list of the activities everyone enjoys.
- 5** A: Tell the class about an emergency situation you were in (or saw). What happened? What did you do?

B: Ask a classmate if she has ever been in a car accident (or knows someone who has). Report the accident to the class.



**1** Complete the conversations. Use the words in the box.

other    plans    join    love    together    party


A. Xavier: Hi, Maria! A group of us are getting \_\_\_\_\_ after work. Would you like to \_\_\_\_\_ us?

Maria: I'm sorry, Xavier. I have \_\_\_\_\_ tonight.

Xavier: That's OK. Maybe some \_\_\_\_\_ time.

B. Sheila: Rudi, we're having a \_\_\_\_\_ next Saturday. Can you and Janet come?

Rudi: We'd \_\_\_\_\_ to!

**2**  **TRACKS 49 - 53:** Listen to the following invitations. Check the box to indicate whether the invitation was accepted or declined, and whether it was formal or informal.

	ACCEPTED	DECLINED	FORMAL	INFORMAL
1.				
2.				
3.				
4.				
5.				

**3** Answer the questions following the example.

Example: Mary: "Can you come to the reception?"

What did Mary ask you?

She asked if I could come to the reception.

1. Dennis: "What time are you coming to the picnic?"

What did Dennis ask you?

\_\_\_\_\_

2. Ms. Nolan: "Where do you live?"

What did Ms. Nolan ask you?


\_\_\_\_\_

3. Mr. Thornton: "Do you work for a manufacturing company?"

What did Mr. Thornton ask you?

\_\_\_\_\_

## Homework

- 4**  **TRACKS 54 - 57:** You and a friend are planning a party. Four people leave you messages in response to your invitation. Listen to the messages and write what each person said.

1. What did Miki say?

\_\_\_\_\_

2. What did Frank say?

\_\_\_\_\_

3. What did Claudia say?

\_\_\_\_\_

4. What did your cousin say?

\_\_\_\_\_

- 5** The following people are celebrating important occasions. What will you say to them? Write your answer in the space provided.

1. Mark is celebrating his 40th birthday.

\_\_\_\_\_

2. Ms. Shelton is celebrating her promotion to vice president.

\_\_\_\_\_

3. Mr. Patel is celebrating his retirement from Xerox.

\_\_\_\_\_

4. Karen and Juan are celebrating their 25th wedding anniversary.

\_\_\_\_\_

- 6** Circle the correct words to complete the conversations.

1. - Would you like to go \_\_\_\_\_ to dinner on Saturday night?      a. to      b. out

2. - I'm sorry. I'm busy \_\_\_\_\_ Saturday.      a. on      b. for

3. - I'm retiring \_\_\_\_\_ IBM after 35 years there.      a. to      b. from

4. - Best Wishes \_\_\_\_\_ a wonderful retirement.      a. to      b. for


5. - I just got a job \_\_\_\_\_ United Airlines!      a. with      b. in

6. - Congratulations! Good luck \_\_\_\_\_ your new position.      a. in      b. for



**1** Match the foods with the restaurant types.

- |                          |       |                                   |
|--------------------------|-------|-----------------------------------|
| 1. Italian restaurant    | _____ | a. fish and chips, shepherd's pie |
| 2. sushi bar             | _____ | b. croissants, muffins, bagels    |
| 3. British pub           | _____ | c. hamburgers and French fries    |
| 4. steakhouse            | _____ | d. miso soup, eel rolls, salmon   |
| 5. seafood restaurant    | _____ | e. tofu, vegetable soup, salads   |
| 6. café                  | _____ | f. pizza, pasta                   |
| 7. vegetarian restaurant | _____ | g. lobster, crab, shrimp          |
| 8. fast food restaurant  | _____ | h. steak, lamb chops, lobster     |

**2**  **A. TRACKS 58 - 61:** Listen as four people talk about their lunches. Write the name of the person next to the type of restaurant he / she went to.

- |                |       |                       |       |
|----------------|-------|-----------------------|-------|
| 1. pizza place | _____ | 3. steakhouse         | _____ |
| 2. fast food   | _____ | 4. seafood restaurant | _____ |

**B. TRACKS 62 - 65:** Listen again and indicate who each person had lunch with.

- |           |       |           |       |
|-----------|-------|-----------|-------|
| 1. Mike   | _____ | 3. Thomas | _____ |
| 2. Pamela | _____ | 4. Laura  | _____ |

**3** Complete the conversations. Use **too, so, either, or neither**.

- |  |   |
|--|---|
| 1. - I love steak.<br>- I do, _____!                         | 3. - I don't like fast food very much.<br>- _____ do I.   |
| 2. - I don't have time for lunch today.<br>- I don't, _____. | 4. - I feel like having seafood tonight.<br>- _____ do I! |

**4** Fill in the blanks using words from the box.


expensive    careful    good    soon    comfortable

- I'd like to drive if it's OK with you. You're not as \_\_\_\_\_ as I am.
- I hope you weren't waiting long. I came as \_\_\_\_\_ as I got the news.
- Is Café Metro as \_\_\_\_\_ as Chez Alice?
- The service at the Fairmont Hotel isn't as \_\_\_\_\_ as it used to be.
- I'm not sleeping very well lately. My new bed isn't as \_\_\_\_\_ as my old one was.

## Homework

5 Fill in the blanks with **much** or **many**.

1. My mother doesn't use as \_\_\_\_\_ spices in her cooking as I do.
2. Brian drinks as \_\_\_\_\_ coffee as the rest of us combined!
3. There isn't as \_\_\_\_\_ to do here on weekends as there was in Chicago.
4. Our company doesn't have as \_\_\_\_\_ employees as it used to.

6  **TRACKS 66 - 67:** Listen to the conversations and circle the correct answer in each of the questions below.

A.

- |   |              |            |
|---|--------------|------------|
| 1. Carla and Ken are going out to _____.  | a. lunch     | b. dinner  |
| 2. Ken wants to go to a _____ restaurant. | a. fast food | b. seafood |
| 3. Carla feels like having _____ food.    | a. Chinese   | b. new     |
| 4. The restaurant is _____.               | a. new       | b. near    |

B.

- |   |                 |                 |
|---|-----------------|-----------------|
| 1. Jill _____ Mexican food.                                       | a. likes        | b. doesn't like |
| 2. Carlos is inviting Jill to _____ for dinner.                   | a. his house    | b. a restaurant |
| 3. Carlos knows a _____ Mexican restaurant.                       | a. nice, little | b. little, old  |
| 4. Carlos and Jill also talk about going to see an Italian _____. | a. movie        | b. theater      |

7 Use **want** or **feel like** to make the following sentences less formal. In some cases, one choice works better than the other.

Example: I'd like to stay home tonight.

I feel like staying home tonight. Or: I want to stay home tonight.

1. Would you like to come over for dinner?

\_\_\_\_\_

2. I'd like to try the new Thai restaurant.

\_\_\_\_\_

3. If it's OK with you, I'd like to talk about this some more tomorrow.

\_\_\_\_\_

4. Would you like to meet for a drink?

\_\_\_\_\_

**1** Put the following steps of project management in logical order from 1-8.

- \_\_\_\_\_ Sven and Marina create a work plan, a budget, and a schedule.
- \_\_\_\_\_ Three days later, the executives approve the plan and the budget.
- \_\_\_\_\_ Three months later, Sven and Marina complete the project.
- \_\_\_\_\_ Alan Brady gives Sven and Marina responsibility for a new project.
- \_\_\_\_\_ The executives discuss the plan and ask questions.
- \_\_\_\_\_ Sven and Marina send weekly status reports to Mr. Brady.
- \_\_\_\_\_ Sven and Marina present their plan to the executives of the company.
- \_\_\_\_\_ Sven and Marina receive bonuses at the end of the year for their excellent work on the project.

**2** Complete the conversation using the words in the box.

update    just    behind    meet    catch

- How's the project going Steve?
- We're \_\_\_\_\_ schedule.
- How much?
- \_\_\_\_\_ a few days.
- Can we still \_\_\_\_\_ the deadline?
- I don't know.
- That deadline is important, Steve. Can you give me an \_\_\_\_\_ by Friday?
- Sure. By the way, I plan to work over the weekend to \_\_\_\_\_ up.
- Thanks, Steve. I appreciate that.


**3** Replace the words in bold type with *it, him, her, them, or you*.

1. - When are Cristina and Enrique submitting **the report** to the managers?
  - They're sending \_\_\_\_\_ to \_\_\_\_\_ on Tuesday.
2. - Can you send **the Cooper files** to Ms. Humphrey today?
  - Yes, I'll send \_\_\_\_\_ to \_\_\_\_\_ right away.
3. - When can I see your **status report**?
  - I'll have \_\_\_\_\_ for \_\_\_\_\_ before the 3 o'clock meeting.
4. - Did you order **the new software programs** for Mr. Parsons?
  - Yes, I ordered \_\_\_\_\_ for \_\_\_\_\_ last Wednesday.

# Homework

**4** Fill in the blank with the correct prefix — **over** or **under**.

- I couldn't find a seat on the train. They \_\_\_\_\_ booked the trip!
- I paid Rolex prices for a Time-Tic watch. The salesman definitely \_\_\_\_\_ charged me.
- Alina spends most of her workday talking to friends on the phone. She's \_\_\_\_\_ worked.
- My wife and I thought it was an informal dinner. We were completely \_\_\_\_\_ dressed!
- We'll never sell all these books this year. We clearly \_\_\_\_\_ produced.

**5**  **TRACKS 68 - 71:** Listen to the conversations about five different projects. Mark the boxes to indicate whether the projects are behind or ahead of schedule.


PROJECT NAME	AHEAD	BEHIND
Drake		
Smith		
Busby		
Shaw		
Skylark		

**6** Match the employee's performance with the appropriate comment from the manager.

- |   |   |
|---|---|
| 1. Janet finished her project ahead of schedule. She did a good job! _____                                  | a. Thank you for all your hard work and dedication. You did an excellent job on a very difficult project. |
| 2. Paul submitted his project a week late and 10% over budget. _____  | b. You did a good job, but I think you can do even better work.   |
| 3. Sabrina finished her project, but there were a few things that needed improvement. _____                 | c. Nice job! We're very happy with your work on the project.  |
| 4. Mr. Wang met a difficult deadline. He worked long hours and every weekend for two to three months. _____ | d. I know you can do better work. Let's get together and see what we can learn from this experience.      |

**7** Complete the sentences below with the best word.

- |   |               |              |
|---|---------------|--------------|
| 1. _____ up the good work!                          | a. Keep       | b. Stay      |
| 2. I need your report as _____ as possible.         | a. quick      | b. soon      |
| 3. How can we _____ the process up?                 | a. move       | b. speed     |
| 4. Please do _____ you can to finish the job today. | a. everything | b. something |

**1**  **TRACK 72:** Listen to the conversation and answer the questions.

1. The young man would like to \_\_\_\_\_ an account.                      a. open            b. close
2. He doesn't have a checking account \_\_\_\_\_.                                      a. yet                b. want to
3. The bank employee recommends a \_\_\_\_\_ account to him.            a. savings        b. checking
4. The bank offers checking accounts that pay \_\_\_\_\_.                              a. bills             b. interest
5. Paying \_\_\_\_\_ is a good reason to have a checking account.        a. bills             b. interest

**2** Fill in the blanks using the words from the box.

deducts      ATMs      paycheck      withdraws      annual salary      endorses

1. Arturo gets his \_\_\_\_\_ every other Wednesday.
2. His \_\_\_\_\_ is \$85,000.
3. His employer \_\_\_\_\_ his tax payments from his checks.
4. Before he deposits his paycheck, he \_\_\_\_\_ it.
5. He usually \_\_\_\_\_ a little cash from his account at the same time.
6. Arturo does most of his banking at \_\_\_\_\_.

**3** Answer the questions using short forms and following the examples.

Examples: Have you deposited your check yet? (yes)      Has Connie called yet? (no)

Yes, I have.

No, she hasn't.

1. Has the plane left the airport yet? (no)    \_\_\_\_\_
2. Has Mr. Fuller responded to our letter? (yes)                                      \_\_\_\_\_
3. Have you and Carl ever visited Paris? (no)    \_\_\_\_\_
4. Have Andy and Barbara finished the project? (no)                                      \_\_\_\_\_
5. Have you paid the telephone bill? (yes)    \_\_\_\_\_

**4** Fill in the blanks with **already** or **yet**.

1. Have you received the package? – No, not \_\_\_\_\_.
2. Would you like to go out to lunch? – No, thank you. I \_\_\_\_\_ ate.
3. Have you called the bank \_\_\_\_\_? – No, they're not open \_\_\_\_\_.
4. Will you be able to meet the Friday deadline on the presentation?  
– I \_\_\_\_\_ e-mailed it to you. Haven't you received it \_\_\_\_\_?

## Homework

**5** Rewrite the sentences below in the present perfect.

Example: Yesterday, Mr. Jones made many calls. (only two)

So far today he has made only two calls.

1. Yesterday, Tanya sent thirty e-mails. (only three)

\_\_\_\_\_

2. Yesterday, Henri had many voice-mail messages. (not any)

\_\_\_\_\_

3. Yesterday, Ms. Hall went to one meeting. (three already!)

\_\_\_\_\_

4. Yesterday, Mr. Baxter came to the office. (not)

\_\_\_\_\_

5. Yesterday, Sonia didn't speak to me. (three times already)

\_\_\_\_\_


**6** Match the sentences in column A with those in column B to make short conversations.

A

1. Do you accept American Express?
2. Who do I make the check out to?
3. Your total comes to \$227.50.
4. Cash or charge?
5. May I see some ID, please?

B

- a. Will my passport do?
- b. No, we only take Visa and Mastercard.
- c. Charge, please.
- d. To Barbara's Books, please.
- e. Do you accept checks?

**7**  **TRACKS 73 - 76:** Listen to Beth, Daniel, Marcus, and Gina tell about their spending habits. Then fill in the blanks.

1. Beth is saving for \_\_\_\_\_. She has saved \_\_\_\_\_ so far.
2. Daniel is saving for \_\_\_\_\_. He has saved \_\_\_\_\_ so far.
3. Marcus is saving for \_\_\_\_\_. He hasn't saved \_\_\_\_\_ yet.
4. Gina is saving for \_\_\_\_\_. She has saved \_\_\_\_\_ so far.

**1** Complete the conversation. Use the words in the box.

pass   aisle   ticket   flight   board   bags

Mr. Yoshida: Hello.

Airline employee: Hello, sir. What's your destination this evening?

Mr. Yoshida: London.

Airline employee: May I have your \_\_\_\_\_ and passport, please?  
Will you be checking any \_\_\_\_\_?

Mr. Yoshida: Yes, these two.

Airline employee: Would you like an \_\_\_\_\_ or a window seat?

Mr. Yoshida: A window seat, please.

Airline employee: \_\_\_\_\_ 430 to London will \_\_\_\_\_ at Gate 15 in about  
two hours. Here is your boarding \_\_\_\_\_.

Mr. Yoshida: Thank you.

Airline employee: Have a nice trip, Mr. Yoshida!

**2** Complete the sentences with the best word.

1. Did you \_\_\_\_\_ your bags yourself? (*pack, check*)
2. Has anyone asked you to \_\_\_\_\_ anything on board the plane? (*fasten, carry*)
3. We will be \_\_\_\_\_ in Boston in fifteen minutes. (*departing, landing*)
4. Could you please fasten your \_\_\_\_\_? (*seatbelt, tray table*)
5. Please return your seat to the \_\_\_\_\_ position. (*upright, reclining*)
6. My carry-on bag is in the \_\_\_\_\_ compartment. (*overhead, cockpit*)

**3** Answer the following questions about airline travel.

1. Where can passengers put carry-on bags when they're on the plane?  
\_\_\_\_\_

2. What class of seats is the most expensive?  
\_\_\_\_\_

3. What class of seats is the least expensive?  
\_\_\_\_\_

## Homework

4. What does the flight attendant ask passengers to do before take-off and landing?

\_\_\_\_\_

5. Where do passengers pick up their luggage after the flight has landed?

\_\_\_\_\_

**4** Fill in the blanks with the present, past, or future progressive form of the verb in parentheses.

1. Flight 702 \_\_\_\_\_ in a few minutes at Gate 43. (*board*)
2. I \_\_\_\_\_ to Janet on the phone — I'll be there in just a minute! (*talk*)
3. John and I \_\_\_\_\_ to invite you out for a drink. Where were you? (*go*)
4. The cab driver \_\_\_\_\_ so fast that we nearly had an accident! (*drive*)

**5** Fill in the blanks with *unless*, *in case*, or *although*.

1. \_\_\_\_\_ a delay was announced, the plane will depart on time.
2. \_\_\_\_\_ you have ordered a vegetarian meal, we will be serving chicken Marengo.
3. I'll be on time \_\_\_\_\_ there is a traffic jam.
4. Please be available tomorrow \_\_\_\_\_ I need to reach you.


**6** Match the sentences in Group A with those of Group B to make short conversations.

### Group A

1. I have an aisle seat. Could I change to a window seat? \_\_\_\_\_
2. Why was your flight so late? \_\_\_\_\_
3. How was your flight? \_\_\_\_\_
4. Where can I get a taxi? \_\_\_\_\_
5. Excuse me. Where's the restroom? \_\_\_\_\_


### Group B

- a. Next to the baggage claim area.
- b. Let me check to see what's available.
- c. I don't know. We sat on the runway for over an hour!
- d. It's at the other end of the cabin.
- e. It was great! We arrived right on time.

**7**  **TRACK 77:** Listen to the conversation and answer the questions below.

1. The passenger would like a \_\_\_\_\_ seat.      a. coach      b. window
2. The only one available is next to the \_\_\_\_\_ exit.      a. emergency      b. cockpit
3. The passenger can upgrade with frequent \_\_\_\_\_ miles.      a. flyer      b. business
4. There is a window seat available in \_\_\_\_\_ class.      a. first      b. business



**1**  **TRACKS 78 - 79:** Listen to the traffic report. Then answer the questions.

1. The traffic this morning is \_\_\_\_\_. a. heavy b. light
2. There's an accident involving \_\_\_\_\_. a. one car b. a truck
3. Because of the accident, \_\_\_\_ lanes of Route 84 are blocked. a. all b. two
4. There is \_\_\_\_ on the Jefferson Bridge. a. ice b. construction
5. It's better to take the \_\_\_\_ Bridge this morning. a. North b. Sky

**2** Which words go together? Circle a, b, or c.

Example: public a. direction **b.** transportation c. traffic

1. right a. lane b. area c. construction
2. slippery a. accident b. directions c. roads
3. shuttle a. stadium b. bus c. parking
4. rush a. lane b. hour c. sign
5. traffic a. block b. detour c. report

**3** Complete the sentences. Use the words in the box.

rush hour    directions    shuttle bus    stadium    moving

1. There's a big game at the \_\_\_\_\_ tonight.
2. Because of the game, the traffic is blocked in both \_\_\_\_\_ on Juniper Street.
3. We can take a \_\_\_\_\_ from the parking lot to the stadium.
4. All the traffic near the stadium is \_\_\_\_\_ very slowly.
5. The roads are so busy that it feels like \_\_\_\_\_!

**4** Report the following commands.

Example: Linda: Call me tomorrow, Bill, OK?

Linda told Bill to call her tomorrow.

1. Erin: Paul, close the door, please! \_\_\_\_\_.
2. Tina: Turn left at the light, Brian. \_\_\_\_\_.
3. Sam: Jim, park in the garage, OK? \_\_\_\_\_.
4. Ryan: Meet me at the station, Lisa. \_\_\_\_\_.
5. John: Send me the report, Tony. \_\_\_\_\_.

# Homework

**5** Make a statement using "What a ...!"

Example: That's a beautiful dress. What a beautiful dress!

1. Your report is excellent. \_\_\_\_\_!
2. I'm having a terrible day. \_\_\_\_\_!
3. This road is really slippery. \_\_\_\_\_!
4. That's a great idea. \_\_\_\_\_!

**6** Suggest the best means of transportation for the following people.

Choose from the list.

subway    car-pool    train    walk

1. \_\_\_\_\_ Mr. Johnson has a thirty-minute commute. Several of his colleagues live nearby.
2. \_\_\_\_\_ Janet lives in London. Her office is a block away from her home.
3. \_\_\_\_\_ Ms. Kim lives in the city about fifteen kilometers from work. She doesn't have a car.
4. \_\_\_\_\_ Kenji lives in the suburbs. His office is downtown. It's hard to find parking in the city.

**7** Complete the conversation. Use the words in the box.

heavy    train    drive    same    pouring


Vicky: What a morning! It's \_\_\_\_\_ outside!

Martin: I noticed. Did you \_\_\_\_\_ this morning?

Vicky: Yes, and I ran into some \_\_\_\_\_ traffic.

Martin: It's a bad day on the roads in general. I took the \_\_\_\_\_ today.

Vicky: That was a good idea. Next time I think I'll do the \_\_\_\_\_!

**8**  **TRACK 80:** Listen to the conversation. Then answer the questions.

1. Why is Peter late to work?

\_\_\_\_\_

2. Where is he calling from?

\_\_\_\_\_

3. What street would Peter like to avoid?

\_\_\_\_\_

4. What does Cristina suggest?

\_\_\_\_\_

**1** Complete the conversation. Use the words in the box.

furniture	parking	area
view	furnished	garage

Agent: Hello. City Apartment Rentals. May I help you?

Customer: Yes, I'm looking for a two-bedroom apartment.

Agent: In what \_\_\_\_\_?

Customer: Near the park.


Agent: I have a \_\_\_\_\_ apartment on Burton Avenue.

Customer: Oh, I have a lot of \_\_\_\_\_. I don't think that will work for me.

Agent: I also have some listings in a high-rise building with a \_\_\_\_\_ of the park.

Customer: Does the building have \_\_\_\_\_?

Agent: Yes, there's a \_\_\_\_\_ there.

**2**  **TRACK 81:** Listen to the conversation. Then answer the questions.

- The client would like to \_\_\_\_\_ an apartment.    a. rent                      b. buy
- She's looking for a \_\_\_\_\_-bedroom place.    a. two                      b. three
- She'd like to live in \_\_\_\_\_.    a. the Lenox area    b. a new building
- The agent suggests a building by the \_\_\_\_\_.    a. park                      b. lake
- The building has a \_\_\_\_\_ on the roof.    a. swimming pool    b. balcony
- The client would like to \_\_\_\_\_ the apartments.    a. see                      b. buy

**3** Match the words in column A with the appropriate word in column B.

A	B
real	center
on-street	carpeting
walk-in	parking
fitness	estate
wall-to-wall	closet

## Homework

### 4 Make questions following the example.

Example: Did Matthew hire a mover, or ...? (do the move)

Did Matthew hire a mover, or did he do the move himself?

1. Did Suzanne have the movers pack her things, or ...? (pack them)

\_\_\_\_\_

2. Did Ms. Simpson have her assistant write the letter, or ...? (write it)

\_\_\_\_\_

3. Did you buy this cake at the bakery, or ...? (bake it)

\_\_\_\_\_

4. Did Gary hire a photographer, or ...? (take the photos)

\_\_\_\_\_

5. Did the real estate agent find the house for you, or ...? (find it)

\_\_\_\_\_

### 5 Complete the conversation. Use the words in the box.

turned off   address   set up   turned on   current

Mr. Jackson: Hello, I'd like to \_\_\_\_\_ electric service at my new home.

Employee: Certainly. What's the \_\_\_\_\_?

Mr. Jackson: 89 Morningside Drive.

Employee: What day would you like to have the service \_\_\_\_\_?

Mr. Jackson: Next Thursday, the 16th.

Employee: Would you like to have the service at your \_\_\_\_\_ address  
\_\_\_\_\_ on the same day?

Mr. Jackson: Yes, please.

**1** Read the following descriptions of people and their qualifications. Then write the name of the most appropriate job next to the person's name.

journalist      salesperson      accountant      business manager

**Cindy Stout** \_\_\_\_\_

I like to work with numbers. I am very good at working with details and solving problems.

**Jack Reynolds** \_\_\_\_\_

I am outgoing and a hard worker. I like to meet people and talk to them. My communication skills are excellent.

**Patty Larson** \_\_\_\_\_

I am a team player, but also a good leader. I like to organize people and projects. I'm very reliable and work hard to meet deadlines.

**Eric Ramirez** \_\_\_\_\_

I consider myself an honest man. I'm an excellent writer and researcher. I like to try to understand people — why they do what they do.


**2** List the adjectives below in the appropriate column.

patient      disorganized      tardy      reliable      punctual  
dishonest      inflexible      eager      lazy      hard-working

**strengths**

**weaknesses**

- |          |       |
|----------|-------|
| 1. _____ | _____ |
| 2. _____ | _____ |
| 3. _____ | _____ |
| 4. _____ | _____ |
| 5. _____ | _____ |

**3**  **TRACK 82:** Listen to the conversation. Then answer the questions.

- |   |              |                     |
|---|--------------|---------------------|
| 1. The woman is _____ a marketing position.       | a. accepting | b. interviewing for |
| 2. She considers herself an _____ person.         | a. idea      | b. advertising      |
| 3. The woman has experience with _____ research.  | a. market    | b. impressive       |
| 4. She feels ready to _____ a department.         | a. work in   | b. lead             |
| 5. Mr. Mita would like to arrange a second _____. | a. interview | b. position         |

# Homework

**4** Fill in the blanks with the correct form of the verb **have** to practice the present progressive tense.

1. Charles, \_\_\_\_\_ you been reading my e-mail?
2. We \_\_\_\_\_ been traveling in Europe the last three weeks.
3. How long \_\_\_\_\_ your sister been living in San Francisco?
4. John and Beth \_\_\_\_\_ been waiting for your call all day!
5. There's something I \_\_\_\_\_ been wanting to talk to you about.

**5** Fill in the blanks with the present, past, or future progressive form of the verb.

Example: Did Ellen say where she was having dinner? (have)

1. I don't know where Marie is. Did she say where she \_\_\_\_\_? (go)
2. By the time you get this message, we \_\_\_\_\_ to the airport. (drive)
3. Your job sounds great! How long \_\_\_\_\_ you \_\_\_\_\_ there? (work)
4. I'm sorry to keep you waiting. I \_\_\_\_\_ on the phone, when you arrived. (talk)
5. I \_\_\_\_\_ to the movies tonight. I feel sick. (not go)
6. The Johnsons just called. They \_\_\_\_\_ to the party next week. (not come)
7. I \_\_\_\_\_ to call Roy, but the line's busy. Do you have his cell phone number? (try)
8. Poor Linda! She \_\_\_\_\_ headaches all week! (have)

**6** Use the appropriate prefix **un-**, **in-**, **dis-**, **im-**, or **il-** to create the opposite of the word given.

- |             |               |                 |                |              |
|-------------|---------------|-----------------|----------------|--------------|
| 1. ___fair  | 3. ___loyal   | 5. ___reliable  | 7. ___flexible | 9. ___direct |
| 2. ___legal | 4. ___patient | 6. ___dependent | 8. ___friendly | 10. ___true  |

**7** Write two or three qualifications for each position below.

	skills	education
Example: journalist	<u>good communication</u>	<u>degree in journalism</u>
1. accountant	_____	_____
2. magazine photographer	_____	_____
3. CEO / large corporation	_____	_____

**1** Circle the word that best completes the sentence.

1. The children are building a \_\_\_\_\_ in our backyard. (snowman, snowboard)
2. I don't think there's enough snow to go \_\_\_\_\_. (hunting, sledding)
3. The \_\_\_\_\_ are too high! I'm afraid to go surfing. (sailboats, waves)
4. My grandfather likes to go \_\_\_\_\_ with his dog. (hunting, skiing)
5. We went skating on the \_\_\_\_\_ this morning. (lake, forest)
6. Did you catch any \_\_\_\_\_? -Oh no, but it was a beautiful day. (fish, sunbathing)

**2** When do you *usually* go swimming in the ocean? Check the appropriate boxes to identify the outdoor activities as typical warm-weather or cold-weather activities.

	SUMMER	WINTER
Fishing		
Ice skating		
Sailing		
Skiing		
Sledding		
Snowboarding		
Sunbathing		
Surfing		
Swimming		

**3** What do you think of ...? Give your opinion about each of the activities below, following the example.

Example: What do you think of water-skiing?

Water-skiing is exciting.

1. What do you think of sailing? \_\_\_\_\_
2. What do you think of sunbathing? \_\_\_\_\_
3. What do you think of dancing? \_\_\_\_\_
4. What do you think of mountain-climbing? \_\_\_\_\_
5. What do you think of swimming? \_\_\_\_\_
6. What do you think of surfing? \_\_\_\_\_
7. What do you think of biking? \_\_\_\_\_
8. What do you think of playing cards? \_\_\_\_\_


# Homework

**4** Answer the questions with either a "yes" or a "no" response and with your own personal information.

Example: Do you ever eat fast food?

Yes, once or twice a month. or: No, never!

1. Do you ever go snowboarding? \_\_\_\_\_
2. Do you ever eat chocolate for breakfast? \_\_\_\_\_
3. Do you ever work until midnight? \_\_\_\_\_
4. Have you ever visited Paris? \_\_\_\_\_
5. Have you ever called your boss on Sunday? \_\_\_\_\_
6. Have you ever sailed across the ocean? \_\_\_\_\_


**5**  **TRACK 83:** Listen to the conversation. Then answer the questions.

1. The man and the woman have never seen such \_\_\_\_\_ beaches. a. big b. beautiful
2. The two of them would like to go water-\_\_\_\_\_. a. skiing b. surfing
3. The man doesn't think that surfing will be very \_\_\_\_\_. a. hard b. big
4. The woman would also like to \_\_\_\_\_ surfing. a. stop b. try

**6** *What would you take to...? Match the items below with the appropriate vacation activities.*

sunscreen	winter coat	umbrella	skis	goggles
backpack	compass	sunglasses	radio	gloves
camera	towel	binoculars	frisbee	

1. A day at the beach: \_\_\_\_\_
2. A ski trip: \_\_\_\_\_
3. A hiking expedition: \_\_\_\_\_

**7**  **TRACK 84:** Listen to the advertisement about a ski resort. Then fill in the blanks.

1. Eagle Mountain Resort offers a variety of \_\_\_\_\_.
2. The holiday ski package includes rooms, \_\_\_\_\_, and lift tickets.
3. The resort has an indoor \_\_\_\_\_.
4. The family ski weekend includes \_\_\_\_\_ for beginning skiers.
5. Eagle Mountain Resort is great for \_\_\_\_\_ of all ages.



**1** Fill in the blanks of the accident report using words from the list.

emergency    x-rays    intersection    ambulance    cast    hit

Yesterday at 1:35 pm, there was an accident at the (1) \_\_\_\_\_ of 4th and Market Streets. Bill Monroe, a 45-year-old male, was (2) \_\_\_\_\_ by a motorcycle as he crossed the street. An (3) \_\_\_\_\_ took Mr. Monroe to the (4) \_\_\_\_\_ room. Dr. Paul Browning ordered (5) \_\_\_\_\_ of both of Mr. Monroe's legs. Mr. Monroe's right leg, broken in two places, was put in a (6) \_\_\_\_\_.

**2** Circle the word that best completes the sentence.

1. The little boy fell and \_\_\_\_\_ his knee. (*cut, bandaged*)
2. The doctor said that I will have to use \_\_\_\_\_ to walk. (*stretchers, crutches*)
3. Have you ever broken any \_\_\_\_\_? (*stitches, bones*)
4. The \_\_\_\_\_ carried the man to the ambulance on a stretcher. (*paramedics, doctors*)
5. The doctor \_\_\_\_\_ my arms for broken bones. (*checked, stitched*)

**3** Write a brief description of an accident. Use vocabulary from this chapter.

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---



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**4** Put the following sentences in the passive voice following the example.

Example: The ambulance took Janet to the hospital.

Janet was taken to the hospital.

1. They carried me on a stretcher. \_\_\_\_\_
2. They put my arm in a cast. \_\_\_\_\_
3. No one ever answered Ann's letter. \_\_\_\_\_
4. The police stopped us on Route 29. \_\_\_\_\_
5. They canceled Daniel's presentation. \_\_\_\_\_

**5** Make sentences in the passive voice using the words given and following the example. Refer to page 62 in your book if you need help.

Example: the errors in the document / corrected (present perfect)

The errors in the document have been corrected.

1. the letter to Mr. Perez / sent / tomorrow (future)
-

## Homework

2. an ambulance / already / called (*present perfect*)

---

3. my arm / broken / in three places (*present*)

---

4. no one / seriously / injured / in the accident (*past*)

---

**6** Read the following questions. Write **1** next to those you might find on a hospital registration form, **2** next to those you might ask a friend in the hospital, and **3** next to the questions a 911 operator might ask a caller reporting an emergency.

1. \_\_\_ How are you feeling?

4. \_\_\_ Do you have any allergies?

2. \_\_\_ What is your blood type?

5. \_\_\_ How long will you be in the hospital?

3. \_\_\_ Where did the accident occur?

6. \_\_\_ Is anyone seriously injured?

**7** Complete the dialogues using words in the box.

fell    help    all right    hand    back    hurt

A. - Are you \_\_\_\_\_?

B. - Sir? Are you \_\_\_\_\_?

- No, I hurt my \_\_\_\_\_.

- I'm not sure. I \_\_\_\_\_ and I can't stand up.

- Shall I call for \_\_\_\_\_?

- Can I give you a \_\_\_\_\_?

- Yes, please.


- Yes, thank you.

**8** Fill in the blank with a form of the verbs **slip**, **bump**, **trip**, and **fall**.

1. I \_\_\_\_\_ into the corner of my desk and hurt my leg.

2. Mr. Blanton \_\_\_\_\_ on his son's toy and \_\_\_\_\_ down the stairs!

3. Tanya \_\_\_\_\_ on the wet floor of her kitchen.

**9**  **TRACK 85:** Listen to the conversation. Then mark the statements True or False.

1. Luckily, the woman is not hurt.

T    F

2. She can't stand up.

T    F

3. The woman has injured her leg.

T    F

4. The man offers to call the police.

T    F

5. The woman is glad to have his help.

T    F

# Answer Key

## CHAPTER 1

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### Exercise 1

- A. together; join; plans; other  
B. party; love

### Exercise 2

1. accepted; formal 2. declined; informal 3. accepted; informal 4. declined; formal 5. accepted; informal

### Exercise 3

1. He asked what time I was coming to the picnic. 2. She asked where I lived. 3. He asked if I worked for a manufacturing company.

### Exercise 4

1. She said she couldn't make it to the party. 2. He said he and Maria would love to come to the party but they'd be a little late. 3. She said she'd love to come to the party and asked if she could bring Peter. 4. He said he couldn't make it to the party but he'd see me next weekend at my mother's house.

### Exercise 5

(Answers will vary.)

### Exercise 6

1. b 2. a 3. b 4. b 5. a 6. a

## CHAPTER 2

---

### Exercise 1

1. f 2. d 3. a 4. h 5. g 6. b 7. e 8. c

### Exercise 2

- A. 1. Thomas 2. Mike 3. Laura 4. Pamela  
B. 1. no one 2. her friend Carol 3. a group from work 4. her father

### Exercise 3

1. too 2. either 3. Neither 4. So

### Exercise 4

1. careful 2. soon 3. expensive 4. good 5. comfortable

### Exercise 5

1. many 2. much 3. much 4. many

### Exercise 6

- A. 1. a 2. b 3. a 4. a  
B. 1. a 2. b 3. a 4. a

## Answer Key

### Exercise 7

1. Do you feel like coming over for dinner? *Or:* Do you want to come over for dinner?
2. I feel like trying the new Thai restaurant. *Or:* I want to try the new Thai restaurant.
3. If it's OK with you, I want to talk about this some more tomorrow. 4. Do you feel like meeting for a drink? *Or:* Do you want to meet for a drink?

## CHAPTER 3

---

### Exercise 1

2, 5, 7, 1, 4, 6, 3, 8

### Exercise 2

behind; Just; meet; update; catch

### Exercise 3

1. it; them 2. them; her 3. it; you 4. them; him

### Exercise 4

1. over 2. over 3. under 4. under 5. over

### Exercise 5

Drake: behind; Smith: ahead; Busby: ahead; Shaw: behind; Skylark: ahead

### Exercise 6

1. c 2. d 3. b 4. a

### Exercise 7

1. a 2. b 3. b 4. a

## CHAPTER 4

---

### Exercise 1

1. a 2. a 3. b 4. b 5. a

### Exercise 2

1. paycheck 2. annual salary 3. deducts 4. endorses 5. withdraws 6. ATMs

### Exercise 3

1. No, it hasn't. 2. Yes, he has. 3. No, we haven't. 4. No, they haven't. 5. Yes, I have.

### Exercise 4

1. yet 2. already 3. yet; yet 4. already; yet

### Exercise 5

1. So far today she has only sent three e-mails. 2. So far today he hasn't had any voice-mail messages. 3. So far today she has already gone to three meetings!  
4. So far today he hasn't come to the office. 5. So far today she has already spoken to me three times.

## Answer Key

### Exercise 6

1. b 2. d 3. e 4. c 5. a

### Exercise 7

1. a car; about \$1500 2. retirement; over \$100,000 3. a trip to Japan; much 4. a down payment on a house; \$9000

## CHAPTER 5

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### Exercise 1

ticket; bags; aisle; Flight; board; pass

### Exercise 2

1. pack 2. carry 3. landing 4. seatbelt 5. upright 6. overhead

### Exercise 3

Answers will vary.

### Exercise 4

1. will be boarding 2. 'm/am talking 3. were going 4. was driving

### Exercise 5

1. Although 2. Unless 3. unless 4. in case

### Exercise 6

1. b 2. c 3. e 4. a 5. d

### Exercise 7

1. b 2. a 3. a 4. b

## CHAPTER 7

---

### Exercise 1

1. a 2. b 3. b 4. b 5. a

### Exercise 2

1. a 2. c 3. b 4. b 5. c

### Exercise 3

1. stadium 2. directions 3. shuttle bus 4. moving 5. rush hour

### Exercise 4

1. Erin told Paul to close the door. 2. Tina told Brian to turn left at the light.  
3. Sam told Jim to park in the garage. 4. Ryan told Lisa to meet him at the station.  
5. John told Tony to send him the report.

### Exercise 5

1. What an excellent report! 2. What a terrible day! 3. What a slippery road!  
4. What a great idea!

## Answer Key

### Exercise 6

1. car-pool 2. walk 3. subway 4. train

### Exercise 7

pouring; drive; heavy; train; same

### Exercise 8

1. The traffic is terrible. 2. He's calling from his car. 3. He'd like to avoid Market Street.  
4. She suggests taking the Granville Road exit to Exeter Street.

## CHAPTER 8

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### Exercise 1

area; furnished; furniture; view; parking; garage

### Exercise 2

1. b 2. b 3. a 4. b 5. a 6. a

### Exercise 3

real estate; on-street parking; walk-in closet; fitness center; wall-to-wall carpeting

### Exercise 4

1. Did Suzanne have the movers pack her things, or did she pack them herself? 2. Did Ms. Simpson have her assistant write the letter, or did she write it herself? 3. Did you buy this cake at the bakery, or did you bake it yourself? 4. Did Gary hire a photographer, or did he take the photos himself? 5. Did the real estate agent find the house for you, or did you find it yourself?

### Exercise 5

set up; address; turned on; current; turned off

## CHAPTER 9

---

### Exercise 1

accountant; salesperson; business manager; journalist

### Exercise 2

strengths: 1. patient 2. reliable 3. punctual 4. eager 5. hard-working  
weaknesses: 1. disorganized 2. tardy 3. dishonest 4. inflexible 5. lazy

### Exercise 3

1. b 2. a 3. a 4. b 5. a

### Exercise 4

1. have 2. 've/have 3. has 4. have 5. 've/have

### Exercise 5

1. was going 2. will be driving 3. have ... been working 4. was talking 5. 'm/am not going 6. won't be coming 7. 've/have been trying 8. 's/has been having

## Answer Key

### Exercise 6

1. un 2. il 3. dis 4. im 5. un 6. in 7. in 8. un 9. in 10. un

### Exercise 7

(Answers will vary.)

## CHAPTER 10

---

### Exercise 1

1. snowman 2. sledding 3. waves 4. hunting 5. lake 6. fish

### Exercise 2

	SUMMER	WINTER
Fishing	✓	
Ice skating		✓
Sailing	✓	
Skiing		✓
Sledding		✓
Snowboarding		✓
Sunbathing	✓	
Surfing	✓	
Swimming	✓	

### Exercise 3

(Answers will vary.)

### Exercise 4

(Answers will vary.)

### Exercise 5

1. b 2. a 3. a 4. b

### Exercise 6

(Answers will vary.)

### Exercise 7

1. packages 2. meals 3. swimming pool 4. lessons 5. skiers

## CHAPTER 11

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### Exercise 1

1. intersection 2. hit 3. ambulance 4. emergency 5. x-rays 6. cast

### Exercise 2

1. cut 2. crutches 3. bones 4. paramedics 5. checked

## Answer Key

### Exercise 3

(Answers will vary.)

### Exercise 4

1. I was carried on a stretcher. 2. My arm was put in a cast. 3. Ann's letter was never answered. 4. We were stopped (by the police) on Route 29. 5. Daniel's presentation was canceled.

### Exercise 5

1. The letter to Mr. Perez will be sent tomorrow. 2. An ambulance has already been called. 3. My arm is broken in three places. 4. No one was seriously injured in the accident.

### Exercise 6

1. 2 2. 1 3. 3 4. 1 5. 2 6. 3

### Exercise 7

A. all right; back; help

B. hurt; fell; hand

### Exercise 8

1. bumped 2. tripped; fell 3. slipped

### Exercise 9

1. F 2. T 3. T 4. F 5. T



# Audio Script

## CHAPTER 1

### ACTIVITY 1 | TRACK 1

- Hi, Kathy. Carmen and I are getting together after work. Would you like to come?
- Sure, I'd love to!
- Great!
- Is it OK to invite Peter, too?
- Sure!
- Hi, Peter! Would you like to go out with us tonight?
- I'm sorry. I have plans tonight.
- That's OK. Maybe some other time.

### ACTIVITY 10 | TRACK 2

- Hi, Yumi! It's Kevin.
- Hi, Kevin! What's up?
- Sandy and I'd like to invite you and Jack to a picnic on Sunday.
- What a nice idea! We'd love to come.
- Great! Can you come around noon?
- Sure! See you Sunday!

## CHAPTER 2

### ACTIVITY 1 | TRACK 3

- Where do you want to go for dinner?
- How about the sushi restaurant on 23rd Street?
- I love that place, but we went there last week.
- OK. Do you feel like having a pizza?
- Sure! Do you want to go to Vito's?
- Yeah, great!

### ACTIVITY 7 | TRACK 4

#### Conversation 1

- I feel like going out for lunch. How about you, Holly?
- Sure. Do you want to go to Nick's Diner?
- No, let's go to the Blue Angel. It's not as crowded as Nick's at lunchtime.
- OK.

### TRACK 5

#### Conversation 2

- Allen, do you want to stay home or go out for dinner?
- Let's go out. I feel like having seafood.
- That sounds good to me. Then we don't have to cook!

### TRACK 6

#### Conversation 3

- Hey, Maria, do you want to go get a bite to eat?
- Sure. Where do you want to go?
- How about Sweeney's?
- You know, Daniel, the food there isn't as good as it used to be.
- You're right. How about the Continental?
- Sure, I love that place!

### TRACK 7

#### Conversation 4

- Are you having lunch today, Erica?
- Oh, hi, Tom! What time is it? Almost 1:00 already?
- Yeah, I'm getting hungry.
- Me, too. Can we make it a quick lunch? I have a lot to do today.
- Sure. How about McDonald's?
- OK.

### ACTIVITY 11 | TRACK 8

- Southern Accent. Good evening.
- Yes, hello. I'd like to make a reservation for a party of seven.
- For what night?
- For tonight at 8:00.
- Could you hold, please, while I check?
- Yes, certainly.
- Thank you for holding. I'm sorry, sir, but 8:00 is going to be difficult tonight. Could you come at 7:15 or 8:45 instead?
- I think 7:15 will work.
- Very good. And the name?
- Hoffmann.
- Thank you, Mr. Hoffmann. We'll see you at 7:15!

# Audio Script

## CHAPTER 3

### ACTIVITY 1 | TRACK 9

- How's the project going, Mike?
- We're a little bit behind schedule.
- How much?
- A day or two.
- Can we still meet next Thursday's deadline?
- I think so.
- That deadline is very important, Mike. Can you give me an update on Friday?
- Sure can, Irene.

### ACTIVITY 7 | TRACK 10

#### Conversation 1

- What's the status of the project?
- We're a week behind schedule.

### TRACK 11

#### Conversation 2

- How's the report coming, Sheila?
- I think I'll be able to finish it ahead of schedule.

### TRACK 12

#### Conversation 3

- Will you be ready to send the presentation to the client this afternoon?
- I don't know. It's taking longer than we planned.

### TRACK 13

#### Conversation 4

- You said in your report that you're behind schedule.
- Yes, about a week and a half. There's just too much work for one person.

### ACTIVITY 9 | TRACK 14

- Nice job on the Benson project, Tomoko.
- Thank you, Don. That's nice of you to say.
- Listen, Tomoko, the C7 project isn't going very well. I'd like to make you project manager.
- Isn't that Stephen's project?
- Yes, but I don't think it's going to work out. I'd like you to take over.
- When would you like me to start?
- Right away.

## CHAPTER 4

### ACTIVITY 1 | TRACK 15

- May I help you, sir?
- I'd like to open an account, please.
- What type of account: checking or savings?
- Checking.
- Please have a seat.
- Thank you.
- We have three different kinds of checking accounts here at Patriot Bank.

### ACTIVITY 8 | TRACK 16

#### Brian

Well, I have to pay bills like everybody else, but I save about 10% of every paycheck. I'm saving for a down payment on a house. So far I've saved about £18,000.

### TRACK 17

#### Shelley

I'm not very good about saving. I like to buy clothes, books, and music CDs. I also go out with my friends a lot. If there's anything left over after that, I save it, but it's not usually very much. I'd like to buy a new car, but I've only saved about \$1,200. I think it's going to take me a long time!

### TRACK 18

#### Vera

I have a savings plan with my employer. They deduct 15% of my salary. I don't save any money from my check, but I'm saving a lot with the deductions. That's for my retirement. I've already saved \$83,000. I'm pretty happy about that!

## CHAPTER 5

### ACTIVITY 1 | TRACK 19

- Hello.
- Good morning, sir. Where are you going today?
- Taipei.
- Your passport and ticket, please? ... Will you be checking any bags, Mr. Lewis?
- Just one. And I have this carry-on bag.
- Would you like an aisle or a window seat?
- Window, please.
- Flight 923 to Taipei will board at Gate 35. Boarding will begin in about two hours. And here's your boarding pass. Have a good trip, Mr. Lewis.
- Thank you. Bye.

### ACTIVITY 10 | TRACK 20

One

Excuse me, sir. We will be landing shortly. Please return your seat to the upright position.

### TRACK 21

Two

Excuse me. I think you're sitting in my seat - 9A?

### TRACK 22

Three

Please fasten your seatbelts in preparation for landing.

### TRACK 23

Four

Could you open your suitcases for me, please?

### ACTIVITY 12 | TRACK 24

- Friendly Air. Baggage department.
- Hello. My name is Amanda Taylor. I'm calling about my lost piece of luggage.
- What flight were you on?
- Flight 287. We got in this morning at 10:15.
- Do you have your baggage claim number, Ms. Taylor?
- Yes, it's ORD374.
- OK. Give me just a minute while I check on it.

### TRACK 25

- We have your bag, Ms. Taylor.
- Oh, that's great! Where can I pick it up?

- If you give me your address, we can deliver it to you between 2:00 and 3:30 this afternoon.
- I'm staying at the Regency Hotel in town, but I'll be away from the hotel then. Can you leave it at the front desk for me?
- Of course, Ms. Taylor. We're very sorry for the inconvenience.

## CHAPTER 7

### ACTIVITY 1 | TRACK 26

- Excuse me, can you tell me how to get to the beach?
- Sure. Go straight ahead for about a mile. At the first intersection, turn left. Follow that road all the way to the beach. It's about two miles.
- How long will it take me to get there?
- Only about five minutes.
- Great. Thank you.

### ACTIVITY 6 | TRACK 27

#### Conversation 1

- How do you get to work, Janet?
- I walk. I only live a few blocks from my office.

### TRACK 28

#### Conversation 2

- It's raining pretty hard today.
- Yes, I saw that. We'd better leave early. The traffic is going to be terrible!

### TRACK 29

#### Conversation 3

- Wow, I think we got a foot of snow last night.
- The roads are going to be a mess. I'm taking the train today.

### TRACK 30

#### Conversation 4

- How do you get to work, Anna?
- I ride my bike. It's fast and it's good exercise!

### ACTIVITY 9 | TRACK 31

- Lester, I think I'm lost!
- Are you in your car right now?
- Yes. I'm in Beacon Street.
- Be careful! The police can stop you for using a mobile phone while driving.
- I know, I know. I'll be careful. How do I get to your place from here?

## Audio Script

- Mindy? Are you all right?
- I'm fine, Lester. Somebody stopped right in front of me.
- Why don't you pull over while I give you directions?
- Good idea!

### CHAPTER 8

#### ACTIVITY 1 | TRACK 32

- So, Leila, have you found a place to live yet?
- No, not yet.
- Do you want to rent or buy?
- I'd like to rent an apartment for now and buy a house in a few years.
- Have you asked an agent to help you?
- No, I'm doing it myself. I'm looking in the newspapers and on the Internet.
- And making a lot of calls, I bet.
- You can say that again!

#### ACTIVITY 10 | TRACK 33

- Good morning, Atlantic Telephone.
- Hello, I'd like to set up phone service at a new address.
- Certainly. What's your current number?
- 415-555-9013.
- May I have the new address?
- It's 180 Montgomery Street.
- What day do you want the phone to be turned on?
- Next Tuesday, the 5th.
- OK. You're all set.

#### ACTIVITY 11 | TRACK 34

- Edison Electric.
- I'm moving into a new apartment on the 14th, and I need to have the electricity turned on.
- What's the new address?
- 547 Waterman Drive.
- And what's your name?
- Roger Adams.
- Are you currently a customer of Edison Electric?
- Yes, I am.
- Would you like to turn off the service at your current address on the same day?
- Yes, thank you.

### CHAPTER 9

#### ACTIVITY 1 | TRACK 35

- You've just finished your MBA. Is that correct, Charles?
- Yes, that's right. I completed it in June.
- And before that, you worked at an accounting firm, right?
- Yes, I worked at Stanley and Pratt for four years.
- Experience *and* education — that's a good combination.
- Thank you, Ms. Klein.
- Now tell me a little bit about yourself.

#### ACTIVITY 8 | TRACK 36

- I'd like to know about your personal qualities. What are your strengths?
- I work well with others, but I also like to work independently.
- Do you think of yourself as a leader?
- Definitely. I've been managing a team of six for two years at my current job.
- Are you a decisive person?
- I like to make decisions. It's part of accepting responsibility, I think.
- You're absolutely right.

## CHAPTER 10

### ACTIVITY 1 | TRACK 37

- Let's do something different for vacation this year.
- Like what?
- Let's go to Colorado - I really want to learn to snowboard.
- Oh, Paul, you know I don't like cold weather. Can't we go someplace warm like the beach?
- And do what?
- Well, you can go surfing, while I take it easy and work on my tan.
- Hmm ... I've always wanted to go surfing!

### ACTIVITY 7 | TRACK 38

Elena

We had a lot of snow last weekend. I took my children sledding in the park near our house. We had a lot of fun!

### TRACK 39

Takashi

My friends and I like to go hiking in the mountains. Yesterday we went on the longest hike we've ever done. I'm still exhausted from it!

### TRACK 40

Vivian

I went sailing for the first time recently. The boat moved so fast - I didn't know sailing was so exciting!

### TRACK 41

Scott

My father and I went fishing on Sunday. We go almost every weekend. We've been going fishing together ever since I was a boy.

### ACTIVITY 9 | TRACK 42

- Jack Frost Ski Resort.
- Hi, do you offer family packages?
- Yes, we do. When would you like to come?
- December 16th to the 23rd.
- For how many people?
- Two adults and two children.

### TRACK 43

- Have the children ever skied before?
- No, this will be their first time. Do you offer lessons?

- We sure do. We offer lessons in the morning and then in the afternoon the children can ski with you.
- That's perfect. Can you also help with skis for the children?
- We can do it all for you - rooms, meals, lift tickets, lessons, equipment - even the after-ski hot tub!
- Wonderful. Could you tell me about pricing?
- The weekly rate for a family of four, including lessons, lift tickets ...

## CHAPTER 11

### ACTIVITY 1 | TRACK 44

- Andreas? Are you all right?
- Yes, I think so.
- What about Isabel?
- She's fine, Kirsten. Nobody's hurt.
- What happened?
- The roads are really slippery out here. I lost control of the car for a second.
- I'm just glad you're both OK.
- Me, too.
- Shall I call for help?
- No, no. That's OK. I'll take care of it. I'll call you when we're back on the road.
- OK. Bye.

### ACTIVITY 9 | TRACK 45

- How are you feeling, Connie?
- Not so great.
- What happened?
- Some guy drove through a red light and hit me as I was coming across the intersection.
- Oh, my gosh! You're lucky to be alive!
- I know. I was wearing my seatbelt. I think that helped.
- So what do the doctors say?
- They want to keep me here for two or three days.
- Please let me know if there's anything I can do for you.
- Thanks, Phil, I will. And thanks for coming to see me.
- I hope you're back on your feet soon!

## Audio Script

### ACTIVITY 10 | TRACK 46

#### Caller 1

- There's been an accident in front of my house! Two cars ... It looks bad.
- Sir, I need your name and address, please.

### TRACK 47

#### Caller 2

- Hello. Yes. My name is Evelyn Barton. I'm sorry to bother you, but I don't know who to call. My cat is in a tree behind my house, and she won't come down. Can you help me?
- Yes, Ms. Barton. I can contact the fire department. What's your address, please?

### TRACK 48

#### Caller 3

- Could you send an ambulance, please! My husband can't stand up. He says that his chest is hurting. I think he's having a heart attack.
- We can send an ambulance right away, ma'am. I just need your name and address.

## HOMework: CHAPTER 1

### EXERCISE 2 | TRACK 49

Listen to the following invitations. Check the box to indicate whether the invitation was accepted or declined and whether it was formal or informal.

#### Invitation 1

- We'd like to invite you to a bridal shower on May the 10th.
- Thank you. I'd be delighted to come!

### TRACK 50

#### Invitation 2

- Hey, how about dinner tonight?
- Sorry, John. I'm too busy tonight.

### TRACK 51

#### Invitation 3

- Let's get together for a picnic on Sunday.
- OK. What time?

### TRACK 52

#### Invitation 4

- We're having a dinner party at our house on Saturday, and we'd love to have you as our guest.
- Thank you very much for the invitation. Unfortunately, I can't come on Saturday.

### TRACK 53

#### Invitation 5

- Let's go out for a drink tonight.
- Sure. Sounds great.

### EXERCISE 4 | TRACK 54

You and a friend are planning a party. Four people leave you messages in response to your invitation. Listen to the messages and write what each person said.

#### Message 1

Hi, this is Miki. I'm sorry, but I can't make it to the party. I hope you have a wonderful time! Bye.

### TRACK 55

#### Message 2

Hello! It's Frank. Maria and I would love to come to the party, but we'll be a little late. I hope that's OK! Bye.

### TRACK 56

#### Message 3

Hi, it's Claudia. I'd love to come to your party. Is it OK if I bring Peter? Let me know.

### TRACK 57

#### Message 4

Hello, this is your cousin. I can't make it to the party, but I'll see you next weekend at your mother's house. Bye.

## HOMework: CHAPTER 2

### EXERCISE 2A | TRACK 58

Listen as four people talk about their lunches. Write the name of the person next to the type of restaurant he or she went to.

#### Mike

I didn't have much time for lunch today. I just picked up a hamburger at Burgers-to-Go.

### TRACK 59

#### Pamela

My friend Carol and I found a great place for lunch. I had a delicious shrimp dish, and she had crab-cakes. We're going back next week!

### TRACK 60

#### Thomas

A group of us from work went to Vito's for lunch today. They make the best pizza in town!

### TRACK 61

#### Laura

I took my father to his favorite restaurant today. He had sirloin steak, the house specialty. I had veal. We had a really nice time together.

[Note: TRACKS 62-65 are a repeat of TRACKS 58-61.]

### EXERCISE 6 | TRACK 66

Listen to the conversations and circle the correct answer in each of the questions.

#### Conversation A

- Where do you want to go for lunch, Ken?
- How about the seafood restaurant on 45th Street?
- I don't really feel like seafood today. Would you like to try the new Chinese place?
- Sounds good to me!

# Audio Script

## TRACK 67

### Conversation B

- Hi, Jill. It's Carlos.
- Hi, Carlos. What's up?
- What do you think of Mexican food?
- I like it. Why?
- What do you think of having Mexican food with me tomorrow night?
- I like that, too. Where are we going to go?
- There's a nice little place in Old Town not far from the movie theater.
- Are you inviting me to a movie, too?
- Well ... What do you think of Italian movies?

## HOMework: CHAPTER 3

### EXERCISE 5 | TRACK 68

*Listen to the conversations about five different projects. Then mark the boxes to indicate whether the projects are behind or ahead of schedule.*

#### The Drake Project

- How much more time do you think you'll need for the Drake project?
- One week.
- All right, but please give me daily updates.

## TRACK 69

### The Smith Project

- Nice job on the project! The people at Smith were delighted to get the work ahead of schedule.
- Thank you.

## TRACK 70

### The Busby Presentation

- The Busby presentation is due March 15th.
- I'll be ready by the 10th.
- Great! Will you be able to send the Shaw files on Thursday?
- I don't think so. That project is running a little late.

## TRACK 71

### The Skylark Report

- How's the report for Skylark coming, Linda?
- I think I'll be able to finish it ahead of schedule.

## HOMework: CHAPTER 4

### EXERCISE 1 | TRACK 72

*Listen to the conversation and answer the questions.*

- May I help you?
- I'd like to open an account, please.
- Checking or savings?
- I'm not sure.
- Do you have a checking account now?
- No, I don't.
- Well, let's start with that, because some of our checking accounts pay interest.
- Like a savings account?
- Yes. And a checking account makes paying your bills very easy.
- OK.
- Great. Let me tell you about our different types of checking accounts.

### EXERCISE 7 | TRACK 73

*Listen to Beth, Daniel, Marcus, and Gina tell about their spending habits. Then fill in the blanks.*

#### Beth

Well, I'm not very good at saving money. I travel a lot and I go out with my friends every weekend. I would like to buy a car some day, but so far I've only saved about \$1,500.

### TRACK 74

#### Daniel

I save quite a lot of money. Every two weeks I put about 15% of my paycheck into savings. I've already saved over \$100,000 for my retirement.

### TRACK 75

#### Marcus

My wife and I want to go to Japan, but we haven't saved much yet. If we don't start saving more, it's going to be years before we have enough for the trip!

### TRACK 76

#### Gina

Saving money is very important to me, because I want to make a down payment on a house. I've already saved \$9,000. I hope to be ready to start looking for that house next year!



## HOMWORK: CHAPTER 5

### EXERCISE 7 | TRACK 77

Listen to the conversation. Then answer the questions.

- Excuse me. I have an aisle seat, and I'd like to change to a window seat.
- Just a moment, I'll check for you. You could have seat 22A.
- Is that a window seat?
- Yes, but it's next to the emergency exit. Is that all right?
- Oh, no. I'd rather not.
- I'm sorry. There are no other window seats available in coach.
- Are there any in business class? I could use my frequent flyer miles to upgrade my seat.
- Yes, it looks like there are.
- Great. Thank you!

## HOMWORK: CHAPTER 7

### EXERCISE 1 | TRACK 78

Listen to the traffic report. Then answer the questions.

- Good morning and welcome to the morning show on WJBC. I'm Ramona Baxter. It's 8:15 and time for the traffic report from Tommy Shelton of SkyWatch. Tommy?

### TRACK 79

- Good morning, Ramona. Traffic is moving slowly on most of the major roads this morning. There's an accident on Route 84 South involving a truck and several cars. Two lanes are blocked there. We also have heavy construction on the Jefferson Bridge. Only one lane is open in both directions. If you can, take the North Bridge instead. I'm Tommy Shelton and this is the SkyWatch Report. Ramona?
- Thanks, Tommy. And now a word about the weather from Jane Larkin.

### EXERCISE 8 | TRACK 80

Listen to the conversation. Then answer the questions.

- Cristina? It's Peter.
- Hi, Peter. Is everything OK?
- The traffic is terrible out here. I'm going to be late to work this morning.
- Where are you?

- I'm in my car. I'm calling from my cell phone.
- How late do you think you'll be?
- At least an hour. Do you know how to get downtown without using Market Street?
- Where are you coming from?
- I'm on Route 79.
- Hmm — oh, yeah! You can take the Granville Road exit. At the light, turn left. Then another left at the next light onto Exeter Street.
- Oh, great. I'd love to get out of this traffic jam. Thanks for the directions, Cristina!
- I'll see you when you get here, Peter.
- OK. Bye!

## HOMWORK: CHAPTER 8

### EXERCISE 2 | TRACK 81

Listen to the conversation between a real estate agent and his client. Then answer the questions.

- What sort of place are you looking for?
- I'd like a three-bedroom apartment in the Lenox area.
- There are some nice units available in a new building by the lake. They have balconies and great views.
- What about parking?
- Not a problem. The building has a garage.
- Is there a fitness center?
- Yes, a nice one. And there's a pool on the roof.
- Sounds great! How much do the three-bedroom apartments cost?
- They start at \$220,000. The better the view, the higher the price. Would you like to go see what they look like?
- Absolutely! Can we go today?

## HOMWORK: CHAPTER 9

### EXERCISE 3 | TRACK 82

Listen to the job interview. Then answer the questions.

- So you're interested in the marketing position?
- Yes, I am. It looks like a great opportunity.
- Tell me about your strengths.
- I'm an idea person — my friends tell me that I have a unique way of looking at things. Isn't that what marketing and advertising is all about?
- That's a big part of it. Do you have any experience doing market research?

## Audio Script

- Yes, I do. At my last job, I studied the frozen dinner market and proposed a new product idea. The company developed it and sales went up 20% in two years.
- Impressive. Do you think you're ready to lead a department?
- Definitely! I've always had leadership roles on the projects I worked on. More than once, I managed two or three projects at the same time. I'm ready for more responsibility!
- Well, I like what I'm hearing. I'd like you to meet Mr. Sanders, our vice president of sales. Let me check his schedule and I'll call you to set up a second interview. How does that sound?
- Great! Thanks, Mr. Mita. It's been a pleasure talking to you.

### **HOMWORK: CHAPTER 10**

#### **EXERCISE 5 | TRACK 83**

*Listen to the conversation. Then answer the questions.*

- Wow! This is the best vacation ever!
- I'll say. Have you ever seen such beautiful beaches?
- No, these are the best. Do you want to go water-skiing tomorrow?
- Yes, definitely. And I want to try surfing, too.
- Really? It's supposed to be really hard to do.
- Well, with big waves, maybe. But the waves here don't look too big.
- If you're going to try it, then I will, too.
- Great!

#### **EXERCISE 7 | TRACK 84**

*Listen to the advertisement about a ski resort. Then fill in the blanks.*

Eagle Mountain Resort offers a variety of packages. Our Holiday Ski package offers rooms, meals, lift tickets, and access to our indoor swimming pool. Our Family Ski weekend package offers all of the above plus lessons for beginning skiers. Our resort is great for everybody, from couples to families with young children. Call today at 888-555-7873 or visit us on the Web at eagleski-dot-com. See you on the slopes!

### **HOMWORK: CHAPTER 11**

#### **EXERCISE 9 | TRACK 85**

*Listen to the conversation. Then answer the questions.*

- Are you all right?
- I don't know. My leg hurts a lot.
- Do you want to try to stand up? Can I give you a hand?
- OK. Ouch! I don't think I can stand on it.
- I'll call an ambulance.
- Thank you. It's really nice of you to help me.

# Verb Conjugations

Infinitive	Present		Past		Future	
be	I	am	I	was	I	will be
	you	are	you	were	you	will be
	he/she/it	is	he/she/it	was	he/she/it	will be
	we	are	we	were	we	will be
	you	are	you	were	you	will be
	they	are	they	were	they	will be

Infinitive	Present		Past		Future	
have	I	have	I	had	I	will have
	you	have	you	had	you	will have
	he/she/it	has	he/she/it	had	he/she/it	will have
	we	have	we	had	we	will have
	you	have	you	had	you	will have
	they	have	they	had	they	will have

## REGULAR VERBS

Infinitive	Present		Past	
ask	I	ask	I	asked
	you	ask	you	asked
	he/she/it	asks	he/she/it	asked
	we	ask	we	asked
	you	ask	you	asked
	they	ask	they	asked

	Present Progressive		Past Progressive	
	I am	asking	I was	asking
	you are	asking	you were	asking
	he/she is	asking	he/she was	asking
	we are	asking	we were	asking
	you are	asking	you were	asking
	they are	asking	they were	asking

## IRREGULAR VERBS

Present	Past	Past Participle
begin	began	begun
bring	brought	brought
buy	bought	bought
can	could	—
catch	caught	caught
come	came	come
cost	cost	cost
drink	drank	drunk
drive	drove	driven
eat	ate	eaten
feel	felt	felt
find	found	found
fly	flew	flown
get	got	gotten
give	gave	given
go	went	gone
hurt	hurt	hurt
lay (off)	laid (off)	laid (off)

## IRREGULAR VERBS

Present	Past	Past Participle
leave	left	left
lose	lost	lost
make	made	made
meet	met	met
pay	paid	paid
read	read	read
run	ran	run
see	saw	seen
sell	sold	sold
sit	sat	sat
speak	spoke	spoken
swim	swam	swum
tell	told	told
try	tried	tried
take	took	taken
wear	wore	worn
write	wrote	written

# CD-ROM instructions

## BERLITZ ENGLISH CD-ROM

### Operational Requirements:

#### Recommended:

- Microsoft ® Windows 95 or newer
- Pentium ® II 500 MHz, 128 MB RAM
- 200 MB free hard drive space
- CD-ROM drive
- Sound Card
- Graphic Adapter with 16-bit color
- Internet Explorer 5.0 or newer
- Headset or speakers, and microphone

#### Minimum:

- Microsoft ® Windows 95 or newer
- Pentium ® 166 MHz, 64 MB RAM
- 150 MB free hard drive space
- CD-ROM drive
- Sound Card
- Graphic Adapter with 16-bit color
- Internet Explorer 5.0 or newer
- Headset or speakers, and microphone

### Installation Instructions:

1. Place the CD-ROM in your CD-ROM drive. The installation program should begin automatically within 10 seconds. If it does not, do the following: (1) Select Start; (2) Select Run; (3) Type in X:\Setup.exe (where X is the letter that represents the CD-ROM drive of your computer); (4) Select OK.
2. Follow the instructions that appear on the installation screens.

### Berlitz English Companion Website

#### Minimum Operational Requirements:

- 56.6K Modem or faster Internet connection
- Internet Explorer 5.0 or newer

## BERLITZ ENGLISH CD-ROM

### Requerimientos de equipo y software:

#### Recomendado:

- Microsoft ® Windows 95 o más reciente
- Pentium II ® 500 MHz, 128 MB RAM
- 200 MB espacio libre de discoduro
- Unidad de CD-ROM
- Tarjeta de sonido
- Tarjeta de video para color de 16 bits
- Internet Explorer 5.0 o mayor
- Audífonos, o bocinas y micrófono

#### Mínimo:

- Microsoft ® Windows 95 o más reciente
- Pentium ® 166 MHz, 64 MB RAM
- 150 MB espacio libre de discoduro
- Unidad de CD-ROM
- Tarjeta de sonido
- Tarjeta de video para color de 16 bits
- Internet Explorer 5.0 o mayor
- Audífonos, o bocinas y micrófono

### Instrucciones de instalación:

1. Introduzca su CD en la unidad de CD-ROM. En 10 segundos arrancará un programa automáticamente. Si no es así, haga lo siguiente: (1) De click en "Inicio"; (2) De click en "Ejecutar"; (3) Teclee X:\setup (donde X es la letra que identifica a la unidad CD-ROM en su computadora); (4) De click en "Aceptar".
2. Siga las instrucciones de instalación que aparezcan en pantalla.

### Página Web de Berlitz English

#### Requirimientos mínimos de operación:

- Módem de 56.6K o conectividad a internet más rápida
- Internet Explorer 5.0 o mayor

## BERLITZ ENGLISH CD-ROM

#### 推奨スペック:

- Microsoft ® Windows 95 以上
- Pentium ® II 500 MHz, 128 MB RAM
- 200 MB free hard drive space
- CD-ROM Drive
- サウンド・カード
- 16 bit グラフィック・アダプター
- IE 5.0 以上
- ヘッドセットまたはスピーカーとマイク

#### 最小限スペック:

- Microsoft ® Windows 95 以上
- Pentium ® 166 MHz, 64 MB RAM
- 150 MB free hard drive space
- CD-ROM Drive
- サウンド・カード
- 16 bit グラフィック・アダプター
- IE 5.0 以上
- ヘッドセットまたはスピーカーとマイク

### インストール方法:

1. CD-ROMをCD-ROMドライブに入れてください。10秒以内にインストールプログラムが自動的に起動します。そうでなければ下記の処理を行ってください:
  - a. [スタート]をクリックしてください
  - b. [実行]をクリックしてください
  - c. X:\setup.exeを入力してください (XはCD-ROMドライブに割り当てられている名前)
2. 画面に表示される指示に従ってインストールを完了して下さい。

### Berlitz English Companion Website

#### 最小限環境スペック

- 56.6K インターネット・コネクション
- IE 5.0 以上

# CD-ROM instructions

## BERLITZ ENGLISH CD-ROM

### Systemvoraussetzungen:

#### Empfohlene Konfiguration:

- Microsoft ® Windows 95 oder höher
- Pentium ® II 500 MHz, 128 MB RAM
- 200 MB Speicherkapazität
- CD-ROM Laufwerk
- Soundkarte
- Grafikkarte mit 16-bit Farbtiefe (65.000 Farben)
- Internet Explorer 5.0 oder höher
- Mikrophon
- Kopfhörer oder Lautsprecher

#### Minimale Konfiguration:

- Microsoft ® Windows 95 oder höher
- Pentium ® 166 MHz, 64 MB RAM
- 150 MB Speicherkapazität
- CD-ROM Laufwerk
- Soundkarte
- Grafikkarte mit 16-bit Farbtiefe (65.000 Farben)
- Internet Explorer 5.0 oder höher
- Mikrophon
- Kopfhörer oder Lautsprecher

### Installationsanleitung:

1. Legen Sie die Berlitz English CD-ROM in das CD-ROM-Laufwerk Ihres Computers ein. Die Installation sollte binnen 10 Sekunden selbsttätig starten. Falls nicht, führen Sie bitte folgende Schritte aus: (1) Klicken Sie auf „Start“; (2) Wählen Sie „Ausführen“; (3) Geben Sie folgenden Befehl ein: X:\Setup.exe (wobei es sich bei X: um den Laufwerksbuchstaben Ihres CD-ROM-Laufwerks handelt); (4) Klicken Sie auf „OK“.
2. Folgen Sie den Anweisungen auf dem Bildschirm.

### Berlitz English Companion Website

#### Minimale Systemvoraussetzungen

- 56.6K Modem oder schnellere Internetverbindung
- Internet Explorer 5.0 oder höher

## BERLITZ ENGLISH CD-ROM

#### Configuration recommandée:

- Microsoft ® Windows 95 ou ultérieur
- Pentium ® II 500 MHz, RAM: 128 MB
- 200 Mo disque dur
- Lecteur de disque cédérom
- Carte sonore
- Carte graphique avec 16-bit intensité de couleur (65.000 couleurs)
- Internet Explorer 5.0 ou ultérieur
- Microphone
- Ecouteurs ou haut-parleurs

#### Configuration minimale:

- Microsoft ® Windows 95 ou ultérieur
- Pentium ® 166 MHz, RAM: 64 MB
- 150 Mo disque dur
- Lecteur de disque cédérom
- Carte sonore
- Carte graphique avec 16-bit intensité de couleur (65.000 couleurs)
- Internet Explorer 5.0 ou ultérieur
- Microphone
- Ecouteurs ou haut-parleurs

### Mode d'installation:

1. Introduisez le cédérom dans le lecteur de disque de cédérom de votre ordinateur. L'installation devrait commencer automatiquement dans 10 secondes. Sinon exécutez les commandes suivantes: (1) Cliquez sur „Démarrer“; (2) Choisissez „Exécuter“; (3) Donnez la commande suivante: X:/Setup.exe (X est la lettre correspondante au lecteur de disque de cédérom de votre ordinateur); (4) Cliquez sur „OK“.
2. Suivez les indications sur l'écran.

### Berlitz English Companion Website

#### Les conditions du système minimales :

- 56.6K modem ou un branchement Internet encore plus rapide
- Internet Explorer 5.0 ou ultérieur

## BERLITZ ENGLISH CD-ROM

### Requisitos Operacionais:

#### Recomendada:

- Microsoft ® Windows 95 ou mais recente
- Pentium ® II 500 MHz, 128 MB RAM
- 200 MB livres no disco rígido.
- Drive CD-ROM
- Placa de som
- Placa de vídeo capaz de 16 bits de cor
- Internet Explorer 5.0 ou mais recente
- Fone de ouvido, ou alto falantes e microfone

#### Mínima:

- Microsoft ® Windows 95 ou mais recente
- Pentium ® 166 MHz, 64 MB RAM
- 150 MB livres no disco rígido.
- Drive CD-ROM
- Placa de som
- Placa de vídeo capaz de 16 bits de cor
- Internet Explorer 5.0 ou mais recente
- Fone de ouvido, ou alto falantes e microfone

### Instruções para instalação:

1. Coloque o CD-ROM no drive de CD-ROM. O programa de instalação deve começar automaticamente dentro de 10 segundos. Caso contrário faça o seguinte: (1) Selecione Iniciar; (2) Selecione Executar; (3) Digite X:\Setup.exe (onde X é a letra que representa o seu drive de CD-ROM no computador); (4) Selecione OK.
2. Siga as instruções que aparecem nas telas de instalação do programa.

### Berlitz English Companion Website

#### Requisitos Operacionais Mínimos:

- Modem de 56,6K ou conexão mais rápida
- Internet Explorer 5.0 ou mais recente

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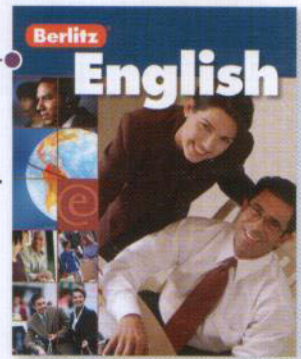
To create an English course for today, we took the best of the proven Berlitz Method® and incorporated our latest research on language learning. The result is *BerlitzEnglish*—a new program that's more engaging, flexible, goal-oriented and up-to-date. *BerlitzEnglish* is unique among language programs—it provides English language training for the real world by using real-life scenarios in the classroom as well as in a wide variety of study materials.

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- Learn telephone skills.

## CD-ROM

- Study at home with multimedia exercises.
- Practice grammar, reading, listening and pronunciation.



## COMPANION WEBSITE



- Visit the website for more ways to learn English.
- Correspond with other students from around the world.
- Find links and English-study resources from Berlitz.
- Develop your English vocabulary and skills with fun activities.
- Participate in online discussions on topics related to what you're learning in class.

Whether you want to learn English for travel, to conduct business, to study abroad or simply for personal enrichment, you'll find that *BerlitzEnglish™* gives you the language mastery you need to handle almost any situation. Whatever your needs are, *BerlitzEnglish* can take you as far as you want to go with 10 well-defined levels of proficiency and valuable cultural insights.

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