# New Edition BASIC SURVIVAL

International Communication for Professional People



**PETER VINEY** 



**New Edition** 

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International Communication for Professional People



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# Contents Chart

TOP	IC UNIT	COMMUNICATION	GRAMMAR AREAS	CULTURE FILE
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	4 Welcome to the U.S.A.	Arriving by air; family relationships	imperatives; was (born); present continuous	Origins
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	6 A ride downtown	Transportation; requesting information	How much? (price); How many? (quantity); Can I help you?	Transportation from airports
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	18 Connections	Telephoning; recorded information	frequency adverbs; present simple	Phone phrases
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	20 Gift store	Shopping for gifts	How much?; How old? What size?; demonstratives	Traveler's checks
	21 Small talk	Starting conversations; asking about opinions	possessive pronouns; superlatives	Topics of conversation
	22 Routines	Routines and habits; invitations	present simple; frequency; sequence words	Routines
	23 Your company	Talking about your work; companies; organizations	in charge / responsible for; reports to	Companies, titles
	24 Lunch	Suggesting lunch; ordering lunch; offering to pay	suggestions: Let's / How about?; offering: Let me / I'll	Paying

TOPIC		UNIT	COMMUNICATION	GRAMMAR AREAS	CULTURE FILE
	25	Dealing with problems	Checking out; hotel problems	will / won't formulas; time words (urgency)	Hotel facilities
	26	Arrangements	Making appointments; booking flights	will / won't future uses; Let me	Air travel: hubs and spokes
	27	Meeting people	Introducing others; meeting new people; formal greetings	want / 'd like + infinitive; good / glad + infinitive; enjoy / look forward to + -ing form	Friendly names, titles
	28	About yourself	Talking about yourself; personal history	past simple: was / were was born; How long?	Degrees
	29	Phone systems	Getting through on the phone; apologies	when as a connector; want + you + infinitive	Phone systems
	30	Polite inquiries	Starting conversations; asking about the past	past simple: had, went; was, were	Friendly questions
	31	Laundry	Checking information; asking about laundry	past simple: took, left, called, told, put	Clothes
	32	Directory assistance	Asking for information; telephone services	giving instructions	Emergency codes
	33	Attractions	Describing places; asking about plans	going to future	Attractions
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	35	The menu	Ordering a meal; describing food	I'd like / I'll have; What would you like?	Food words
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	37	Interests	Leisure interests; likes and dislikes	like / don't like + -ing form; good / bad at + -ing form	Sports
	38	e-mail	e-mail; the Internet; business messages	instructions	The Internet
	39	Sales talk	Persuasion; making a sales pitch	passives; superlatives (biggest); was	Brand names
	40	Flightseeing	Vacations; narrating	past simple narrative; regular / irregular verbs	Flightseeing
	41	Let's make a deal	Comparing things; business deals	past ability: could / couldn't; more, less, fewer; comparatives (bigger)	Business comparisons
	42	At the airport	Checking in for flights; security checks	past simple; formulas with present perfect; none, all	Standing in line
	43	Checking out	Hotel check-out; using credit cards	mixed tense review: did / will / going to	Minibars
	44	Your cabin	Describing rooms and facilities	looking forward to, hope, won't	Traveling by sea
	45	Making friends	Starting conversations; becoming friends	so, so far, then; verbs of perception: look, taste	Question intonation
	46	Souvenirs	Shopping and bargaining	would like; passives; made of / made in	Bargaining
	47	Good news	Giving and receiving news	ask / tell (someone) to do; going to / have to / want to / need to	Reacting to bad news
	48	Goodbye	Saying goodbye; thanking someone for help	will / going to future;	Goodbyes

Transcripts pages 55-58, Communication Activities ps. 59-70, Grammar Files ps. 71-80, Vocabulary Files ps. 81-83, Culture Files from page 84

# Introducing the course

These are the main characters that you're going to meet in the book. You're going to meet other people too, all of them surviving in English. Enjoy the course.



# SIMON CHANG

His name's Simon Chang. He's Canadian. He lives in Vancouver and works for Pacific Rim Cruises. He's an assistant in the marketing department.



## PIERRE DUCHAMPS

His name's Pierre Duchamps. He's Canadian. He's from Montreal but works in Vancouver. He's the Beverages Manager at SaveCash Supermarkets.



London • Paris

Madrid 🧧



### **EDGAR YOUNG**

His name's Edgar Young. He's American, but he works in Vancouver in Canada. He works for AmCan Travel. He's the Sales Director.





### **JACK HUDSON**

His name's Jack Hudson. He's American. He lives in Phoenix, Arizona. He works for Absolutely Arizona Mineral Waters. He's a sales representative.





• Rio de Janeiro São Paulo



### **CECILIA GRANT**

Her name's Cecilia Grant. She's American. She's from Los Angeles, California. She's the Entertainment Director on the *Pacific Rim Voyager*.



### JOSIE CAMPBELL

Her name's Josie Campbell. She's British, but she lives in Vancouver now. She's an excursions manager for Pacific Rim Cruises.

Beijing

• Hong





### PEARL LI

Her name's Pearl Li. She's Canadian. She's a reception clerk at the Columbia Towers Hotel in Vancouver.



Tokyo

## KENJI NAKAMURA

His name's Kenji Nakamura. He's Japanese-American. He's from San Francisco. He's a sports manager. He works for Pacific Rim Cruises.







### **ALICIA ROMERO**

Her name's Alicia Romero. She's American. She's from San Diego, California. She's a photographer. She works for Sagebrush Marketing.

Bangkok .

Kuala Lumpur

# Welcome

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

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

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

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

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

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

### **Symbols**

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

1.06 Recordings marked with this symbol are on the Class CD/Cassette and on the Student CD found in the back of this book. The numbers indicate the track numbers on the Class CD, e.g. Class CD 1 Track 6. Transcripts for these recordings are in the back of this book.

Pairwork activities are marked with this symbol.

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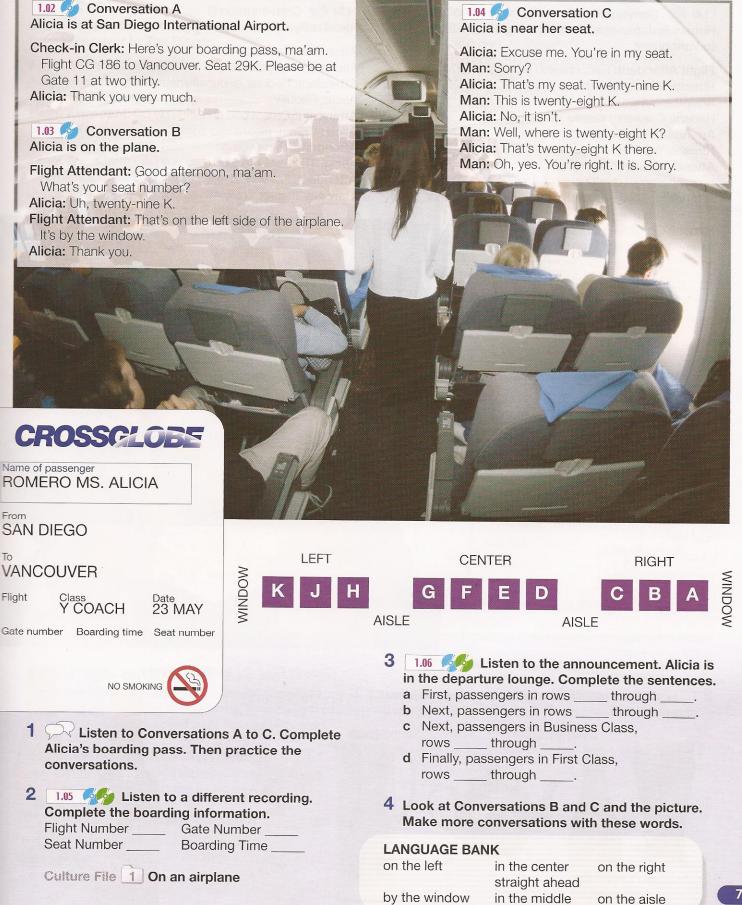
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# 1 On board







# 2 In-flight meals

1.07 Conversation A

Hiroshi is Japanese. He is on a flight from Tokyo to Vancouver.

Flight Attendant: Fish, chicken or vegetarian?

Hiroshi: What's the fish? Attendant: It's tuna. Hiroshi: Chicken, please. Attendant: Anything to drink? Hiroshi: Yes. Water, please. Attendant: Still or sparkling? Hiroshi: Sorry, I don't understand.

Attendant: This is Evian. It's still. And this is Perrier.

It's sparkling.

Hiroshi: Oh, yes. Evian, please.

Attendant: There you go. Enjoy your meal.

# CROSSCLOBS **AIRWAYS**

**IN-FLIGHT MENU** 

TOKYO - VANCOUVER

Selection of drinks from the bar:

Water: Still or Sparkling

Soda: Cola, Lemon-Lime, Orange

Wine: Red (California) / White (British Columbia)

Mixed salad with French dressing

Chicken, peas & rice

Fresh tuna, new potatoes, sweetcorn

Vegetarian pasta

Chocolate cake

Tea or coffee (regular or decaffeinated)

1.08 Conversation B

Alicia is flying from San Diego to Vancouver.

Attendant: Tea or coffee? Alicia: Coffee, please.

Attendant: Regular or decaffeinated?

Alicia: Regular.

Attendant: Cream and sugar? Alicia: Cream, please. No sugar.

Attendant: There you go. Alicia: Thank you.

Attendant: For you, sir? Man: No, thanks. I'm fine.



Seat 31A: Tuna + white wine Seat 31B: Vegetarian meal + red wine

Culture File 2 In-flight meals

1 Complete the notes. Hiroshi is in seat 31C.

2 Order a meal and a drink. Use the menu and the pictures.













# 3 Landing card



1.09 Conversation A

Josie Campbell is British. She is on an airplane flying from Vancouver to San Diego.

Flight Attendant: Excuse me, ma'am. Are you an American citizen?

Josie: No. No, I'm not.

Flight Attendant: Do you have a visa for the United

Josie: Yes, I do.

Flight Attendant: Can you complete this card? It's for

immigration.

Josie: All right. Uh, do you have a pen? Flight Attendant: No, I don't. Sorry.

### 1.10 Conversation B

Josie: Excuse me, do you have a pen?

Edgar: Yes, I do.

Josie: Uh, can I borrow it? Edgar: Don't you have one?

Josie: No.

Edgar: Huh ... all right. There you go.

Josie: Thank you.



### 1.11 Conversation C

Josie: Here's your pen back. Thanks. Edgar: Are you here on vacation?

Josie: No, I'm not. I'm here on business.

Edgar: Are you British?

Josie: Yes, I am, but I work in Vancouver.

Edgar: I work in Vancouver, too. Josie: Are you Canadian?

Edgar: No, I'm an American citizen.

U.S. Department of Justice Immigration and Naturalization Service

Welcome to the United States

153496485 10

1-94 Arrival/Departure Record - Instructions
This form must be completed by all persons except U.S. Citizens, returning resident altens, allens with immigrant visas, and Canadian Citizens visiting or in transit.

Type or print legibly with pen in ALL CAPITAL LETTERS. Use English. Do not write on the back of this form.

This form is in two parts, Please complete both the Arrival Record (Items 1 through 13) and the Departure Record (Items 14 through 17).

When all litems are completed, present this form to the U.S. Immigration and Naturalization Service Inspector.

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

153496485 10

Immigration and
Naturalization Service

Arrival Record



1.12 On the airplane there are instructions on video about the immigration form. Listen to the instructions, and complete the U.S. Arrival Record with true information.

### 2 COMMUNICATION ACTIVITIES

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

Culture File 3 Asking questions

3 Which question or questions do the replies match? Write A, B or C. Then practice Conversation C.

### Questions

- A Are you here on vacation?
- B Are you here on business?
- C Why are you going to San Diego?

Rep	lies

- Yes, I am.
- No, I'm not. I'm here on business.
- No, I live in San Diego.
- I'm in college there.
- I'm visiting friends. \_\_\_ I'm visiting family.
- It's a business trip.
- I'm not. I'm changing planes there.



# 4 Welcome to the U.S.A.

1.13 Some Conversation A

Immigration Control in San Diego, California. Listen and practice in groups of three.

Immigration: ... From Taiwan? How long are you staying?

Woman: One week.

Immigration: Fine. Enjoy your stay.

Guard: Step this way. Please stand behind the yellow line ... Please stand behind the yellow line ... Go ahead, ma'am. Booth four ... Step this way ...

Immigration: Good afternoon, ma'am. Your passport,

please.

Josie: There you go.

Immigration: How long are you staying in the U.S.A.?

Josie: About two weeks.

Immigration: Thank you ... that's it. Welcome to the

United States, and enjoy your stay.

1.14 Conversation B

Guard: Please pick up your bags, and walk through to Customs Control ... Please pick up your bags, and walk through to Customs Control ...

Customs: Welcome to the United States. Where are you

traveling from?

Josie: I'm traveling from Vancouver.

Customs: Are you British?

Josie: Yes, I am.

Customs: My grandfather's British! He was born in York.

Do you know York?

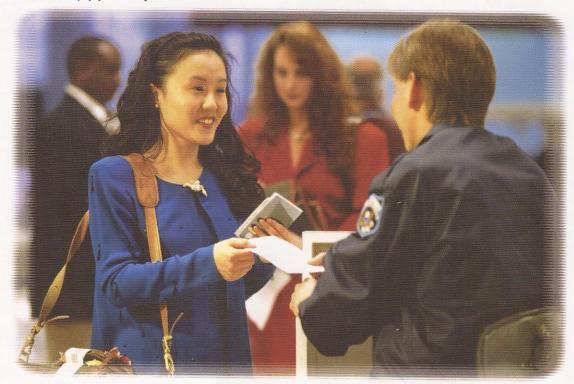
Josie: Yes, I do. It's a lovely city.

Customs: Do you have any prohibited items?

Josie: No, I don't.

Customs: OK. Enjoy your stay here.

Josie: Thank you.



# 1.15 Listen. Number the instructions in the correct order from 1 to 7.

- Go to Booth fifteen.
- ☐ Then please take your bags.
- Please show your passport.
- Step right up to the yellow line.
- Proceed to customs control.
- Please step this way, sir.
- But please stand behind it.

Culture File 4 Origins

Look at Suzanna's family tree and make sentences. Use Vocabulary File 3.

Frankie's her grandfather. He's Italian-American. He was born in Italy.

Jakob Sikorsky Grandfather b. Warsaw, Poland

b. Monterey, Mexico Frankie Rossi Grandfather b. Milan, Italy

Maria Suarez

Grandmother

**Ingrid Svenson** Grandmother b. Stockholm Sweden

Jakob Sikorsky Father b. Los Angeles

Annie Rossi Mother b. New York City

Suzanna Sikorsky b. Chicago

# 5 Baggage in hall



1.16 The Baggage Hall at Vancouver International Airport. Alicia's waiting at the carousel. So is Jack Hudson.

Alicia: Pardon me.

Jack: Yes?

Alicia: That's my bag over there, and I can't reach it.

Jack: Which one? This one?

Alicia: No, not that one. The red one.

Jack: Phew! There you go. It's heavy!

Alicia: Oh, and those are my suitcases too.

Jack: Which ones?

Alicia: Those two blue ones and that aluminum one.

Jack: I can't reach them ... just a minute.

Alicia: Please be careful! Don't stand on the carousel. Jack: Don't worry, ma'am. I'm OK. I can get them.

Alicia: Oh, dear. Are you all right?

Jack: Uh, sure. Are these your suitcases?

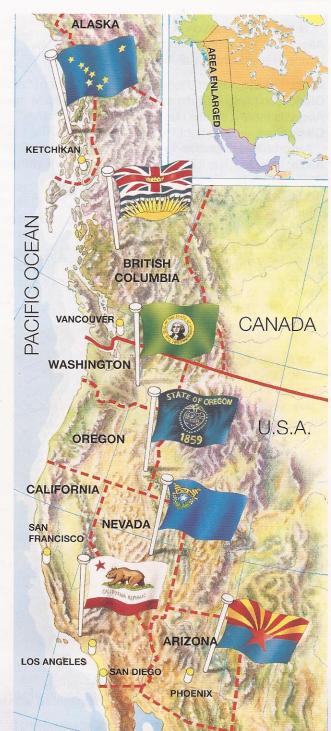
Alicia: Well, no. They aren't. Sorry!



1 Cook at the words in red and blue in the conversation. Make more conversations with the words below.

### **LANGUAGE BANK**

this red bag that hard case blue these soft case green those metal case black backpack brown vanity box suitcase gray silver



2 1.17 American states and Canadian provinces have their own flags. What colors are they? Listen to the descriptions and check. Does your state or province have a flag? Describe it.

Culture File 5 States and provinces



# 6 A ride downtown

1.18 Conversation A

Alicia is at the tourist information booth at Vancouver International Airport.

Alicia: Excuse me ...

Clerk: Can I help you, ma'am?

Alicia: Is there a shuttle bus to downtown Vancouver? Clerk: Sure. Just go right through those doors. The

Airport Express stop is right outside.

Alicia: How much is it?

Clerk: \$12.50.

Alicia: Hmm. I have a lot of baggage. How much is a

Clerk: How many bags do you have?

Alicia: Four.

Clerk: How many people are there in your party?

Alicia: Just me. I'm traveling alone. Clerk: Well, a taxi is around \$28.00.

Alicia: OK. Thank you. Clerk: You're welcome.

### 1.19 Conversation B

Clerk: Can I help you, sir?

Hiroshi: Yes. Where can I get a taxi downtown? Clerk: Right outside the terminal. Just follow the signs.

Hiroshi: Thank you.



# 1.20 Sonversation C

Alicia: Excuse me ...

Hiroshi: Yes?

Alicia: I'm taking a cab downtown, too. Do you want

to share the ride?

Hiroshi: Sorry? I don't understand. What do you mean?

Alicia: We can take a cab and split the fare. Hiroshi: What does 'split the fare' mean?

Alicia: Well, I can pay half the cab fare, and you can

pay the other half ... fifty / fifty.

Hiroshi: That's a great idea. Thank you.

# 1 COMMUNICATION ACTIVITIES

Student 1 - Go to Communication Activity B. You have the meaning of the blue highlighted words.

Student 2 - Go to Communication Activity O. You have the meaning of the pink highlighted words.

Culture File 6 Transportation from airports

## 2 Match.

a tenth 33.3% a quarter 75% a third 50% a half 25% three-quarters 10%

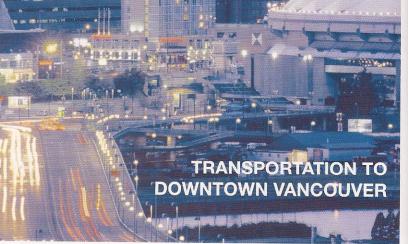
Airport Express - shuttle bus to major downtown hotels. Every 30 minutes. Cost: \$12.50 per person.

Taxi - cabs to the downtown area are between \$25 and \$30 on the meter. (More in heavy traffic.) This is cheaper if there are three or four people in your party.

Airport Limousine - Airlimo has a 24-hour service to and from the airport. Flat rate of \$35

to downtown area.

Public transit buses - take the #100 Port Coquitlam Centre / New Westminster Station bus. and transfer at 70th Street to the #20 Victoria route. \$2 to \$4 per person.



# 3 Ask and answer:

- a How much is the Airport Express shuttle bus / a taxi / a limo / a public transit bus?
- b How much is the Airport Express bus for six people?
- c Do the airport buses leave every 15 minutes?
- d Can you get a limo at night?
- How many bags does Alicia have?
- How many people are in her party?
- Where is Hiroshi going?
- How much is half the cab fare?
- Are taxis more expensive at busy times of day?

# 7 Hotel check-in



1.21 Gonversation A

Vancouver – Alicia is checking in to the Columbia Towers Hotel. Pearl Li is at reception.

Pearl: Good evening, ma'am.

Alicia: Good evening. I want to check in.

Pearl: Do you have a reservation?

Alicia: Yes, I do. Pearl: What name?

Alicia: Romero. Alicia Romero.

Pearl: Just a moment ... I don't have your name on the

computer.

Alicia: Try my company. That's Sagebrush Marketing.

Pearl: Ah, yes. I have it here. Sagebrush Marketing, 1276 Market Street, San Diego. Ms. Romero. A single room

for five nights.

Alicia: That's right.

Pearl: And the room's reserved on your Visa card?

Alicia: Yes, it is.

Pearl: Are you paying with that card?

Alicia: Yes, I am.

Pearl: OK. I just need you to complete this registration

card

Alicia: Thank you. Uh, sorry, what's the date today?

Pearl: May 23rd. You're in Room 1631.

1.22 GOON Conversation B

San Diego - Edgar Young is checking in to the

Quantity Inn.

Edgar: Do you have a room for three nights?

Clerk: Do you have a reservation?

Edgar: No, I don't.

Clerk: I'm sorry, sir. We're nearly full. Edgar: You don't have a room, then?

Clerk: Well, we have a small room. It's at the back, right

over the kitchen ...



### 1 Write down:

Your name / Your company's name / Your company's address / A type of credit card / Today's date / A 4-digit room number

Then practice Conversation A, in pairs.

2 Listen to the rest of Edgar's conversation at the hotel, and check (/) the boxes. What facilities does Edgar's room have?

Facility	Yes	No		Yes	No
King-size bed			Cable TV		
Bath			In-room movies		
Shower			Minibar		
Internet			Room safe		
connection					

3 Listen again. Find five reasons why the room is not quiet.

## 4 COMMUNICATION ACTIVITIES

Student 1 - Go to Communication Activity C Student 2 - Go to Communication Activity P

5 Work with a different student. Ask and answer about the completed registration cards from exercise 4.

What's (his) family name? His family name is (Young).

Culture File 7 Hotel reservations



# 8 An appointment

### 1.24 Conversation A

### The Columbia Towers administration department.

Jack: Good morning! And how are you today? Secretary: Good morning. How can I help you?

Jack: Jack Hudson. Absolutely Arizona Mineral Waters.

Here's my card. Can I see the manager?

**Secretary:** The Catering Manager?

Jack: Yes, is he in?

Secretary: Ms. Alvarez is in. Is she expecting you?

Jack: Uh, no, she isn't.

Secretary: So you don't have an appointment?

Jack: No, I don't, but ...

Secretary: Ms. Alvarez is in a meeting.

Jack: I can wait ...

Secretary: Sorry. She has appointments

all day.



Jack T. Hudson West Coast Representative

Suite 543 The Geronimo Building 1654 Van Buren Street, Phoenix, Arizona

(602) 453-0877 Fax: (602) 453-9821 E-mail: jhudson@arizminwat.com

# Listen to Conversations A and B. Then ask and answer:

- a Does Jack know the catering manager?
- **b** Does the catering manager know him?
- c Is she expecting him?
- d Does he have an appointment?
- e Does she have any appointments today?
- f Does the secretary have Ms. Alvarez's appointment diary?
- g Who has it? / Where is it?
- h Is Jack staying at the Columbia Towers?
- i Does Jack have a large expense account?
- j Where is he staying?
- k Is the Pioneer an expensive hotel?
- Is the Columbia Towers an expensive hotel?

### 1.25 Conversation B

Jack: Can I make an appointment for tomorrow, please? Secretary: I can't access her appointment diary right now. She has it on her laptop. Can I call you later? Jack: Uh, sure. You can leave a message at my hotel.

Secretary: Where are you staying?

Jack: I'm staying at the Pioneer Hotel on Granville Street.

Secretary: So you aren't staying here?

Jack: Here? On my expense account? No way. Are you

kidding?

Secretary: Is any time tomorrow OK? Jack: Sure. Yes. Any time's OK.



9 a.m.	No appointments please!!	
10 a.m.	Managers' meeting 10 – 1 + lunch 1 – 2	
11 a.m.		
12 noon		
1 p.m.		
2 p.m.	Dentist: 2:15	
3 p.m.	Video conference: with head office in Toronto	
4 p.m.	Mrs Lee: discuss new coffeebar for swimming pool area	
5 p.m. Daniella: Elite English Waters PLC		
evening	Meet David: Tennis club	
3		

### Friday May 25

9 a.m.	Tony. From Soprano Soda Waters, New Jersey
10 a.m.	Mr. Suzuki. Discuss his daughter's wedding reception (July 3rd)
11 a.m.	Michael. From San Corleone Mineral Water, Italy
12 noon	
1 p.m.	Lunch: Roger Perrier, From Mineral Waters of France
2 p.m.	
3 p.m.	Meeting: Hotel brochure for next year
4 p.m.	
5 p.m.	Buffet: H.A.L. Computer Inc. Annual Conference
evening	Party: H.A.L. Computer Inc. Annual Conference

2 Chook at the screen from Ms. Alvarez's calendar. When can she see Jack Hudson tomorrow? Ask and answer about her day. What is she doing at 9 o'clock? She's meeting Tony from Soprano Soda Waters.



Culture File 8 Appointments

# 9 Breakfast buffet



1.26 Conversation A

Edgar's in his hotel in San Diego.

Edgar: Good morning.

Hostess: Good morning, sir. Table for one? Edgar: Please. In the smoking section. Hostess: There isn't a smoking section, sir.

Edgar: Pardon me?

Hostess: There's no smoking in restaurants in California,

sir. Right this way.

1.27 🧐 Conversation B

Waiter: Good morning. I'm Juan, and I'm your waiter

for today. Tea or coffee? Edgar: Coffee, please.

Waiter: Can I recommend our buffet? That's \$14.95.

Coffee's included.

Edgar: Yes, that's fine. The buffet.

Waiter: It's right over there. Help yourself, and enjoy

your breakfast.



1.29 What hot food is on Edgar's plate? Listen and check (/) the boxes.

- □ bacon
- scrambled eggs
- fried potatoes ☐ hash browns
- fried eggs
- mushrooms
- boiled eggs ☐ ham
- □ tomatoes

English muffins

- sausages French toast

1.28 GOONVERSATION C

Edgar: Excuse me, is there any more milk? Waiter: Sure there is. Coming right up.

Edgar: Cornflakes ... Cheerios ... Granola. No. Are there

any Rice Krispies?

Waiter: Aren't there any in the bowl?

Edgar: No, there aren't.

Waiter: Then we don't have any Rice Krispies. Edgar: No Rice Krispies! I don't believe it!

Waiter: Sorry. But it is nine thirty. We serve breakfast

from six.



1.30 What cold things are on Edgar's plate? Listen and check (✓) the boxes.

- □ ketchup
- □ salt
- ☐ barbecue sauce
- pepper French mustard
- maple syrup □ breakfast rolls
- □ milk
- ☐ English muffin
- ☐ jam

3 Ask questions about Edgar's breakfast plate, e.g. No, there isn't. / Yes, there is. Is there any ketchup? Are there any fried eggs? No, there aren't. / Yes, there are.

Culture File 9 Hotel breakfasts



# 10 Hotel reception

1.31 Sonversation A

Pearl Li is the Reception Clerk at the Columbia Towers Hotel in Vancouver.

Alicia: Can you mail these for me?

Pearl: Sure. Where to?

Alicia: Uh, one to France, one to San Diego, two to

Boston and one to Toronto, please.

Pearl: OK, one international, three U.S.A. and one to

Canada. That's \$4.39 altogether.

Alicia: Here's four fifty.

Pearl: Thank you. That's eleven cents change.

# 1.32 Conversation B

Woman: Can I leave a message for Alain Charest? He's a guest here.

Pearl: Sure, do you know his room number?

Woman: Uh, no, I don't. Pearl: That's OK. I can find it.

# 1.33 Gonversation C

Alain: Good morning. Are there any messages for me? Alain Charest. Room 1132.

Pearl: 1132? Yes, there's one. There you go. Alain: Thanks. And can you fax this for me? Pearl: Two pages, to Montreal, (514) 087-9321? Alain: That's right. Can you charge it to my room?

Pearl: Of course, Mr. Charest.

# 1.34 Gonversation D

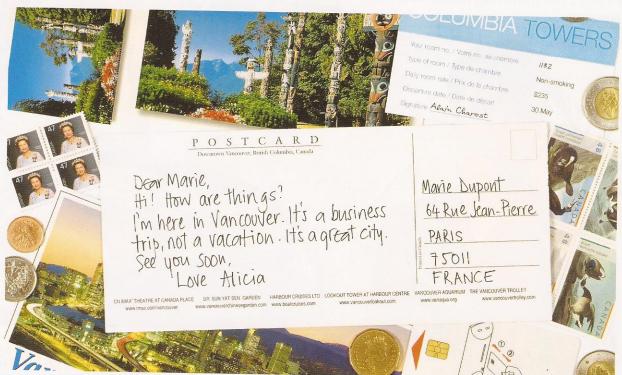
Man: Excuse me, I have a problem with my room key.

Pearl: What's the problem, Mr. Park? Man: It doesn't work. I can't open the door.

Pearl: The black side goes in the slot. Then you swipe it

Man: I know. And it doesn't work.

Pearl: No problem. I can program a new swipe card



- 1 Look at Conversation A. Make conversations with these place names. Guess a price. International: Brazil, The U.K. Canada: Ottawa, Quebec U.S.A.: Dallas, Boston
- 2 Write and address a postcard to a friend.
- 3 Look at Conversation B. Make conversations with this information: Alicia Romero / she / her room number Mr. and Mrs. Steinway / they / their room number

4 Look at Conversation C. Make conversations with this information:

for us / Mr. and Mrs. Steinway / Room 1819 / 4 pages / New York / (212) 974-4377

5 Look at Conversation D. Make a conversation with this information: room-safe key / safe / blue side / swipe it quickly

Culture File 10 Language in Canada, Titles

# 11 City guide







British Columbia, is just over 100 years old (1886). The population of British Columbia is four million, and more than half lives in Greater Vancouver. It is the third largest city in Canada. It has a beautiful location with water on three sides. Vancouver has a mild climate. You can get to the ocean, the beach, or the mountains very quickly. It is only 25 miles from the border with the U.S.A. Vancouver is a major North-American port (the second largest in America). It's the largest port on the West Coast. It's also a major center of tourism. The most famous building is Canada Place (1986). Canada Place is the terminal for cruise ships to Alaska.

1 1.35 Read the text. <u>Underline</u> words you can't pronounce. Then listen and check.

2 Describe San Diego in the same way. Use this information:

San Diego / state / California more than 220 years old (1769) population 2.6 million 2nd city / California dry, sunny climate oceans, mountains, desert

San Diego Zoo – largest in world

18 miles / Mexico

lnternet zone

tourism 3rd largest industry (1st = manufacturing,

2nd = U.S. military)

building - old Spanish Mission (San Diego de Alcalá) (1769)

Culture File 11 Home towns

3 Talk about your town. Ask and answer: What's your home town?

Do you live there now?

What state / province is it in?

Is it the largest city in the state / province?

What's the population?

What's the climate like?

Is it mild / hot / dry / wet / cold?

Is it near the mountains / desert / a river?

Is it far from the border with another country?

Is it a center of tourism?

What industries are there?

What's the most famous building?

How old is it?



# 12 Concierge desk

1.36 Peter Grotowski works on the concierge desk at the Columbia Towers Hotel.

Alicia: Good morning. I'm going to the cruise ship terminal. Do I need a taxi?

Peter: Canada Place? No, ma'am. You can walk. It's not

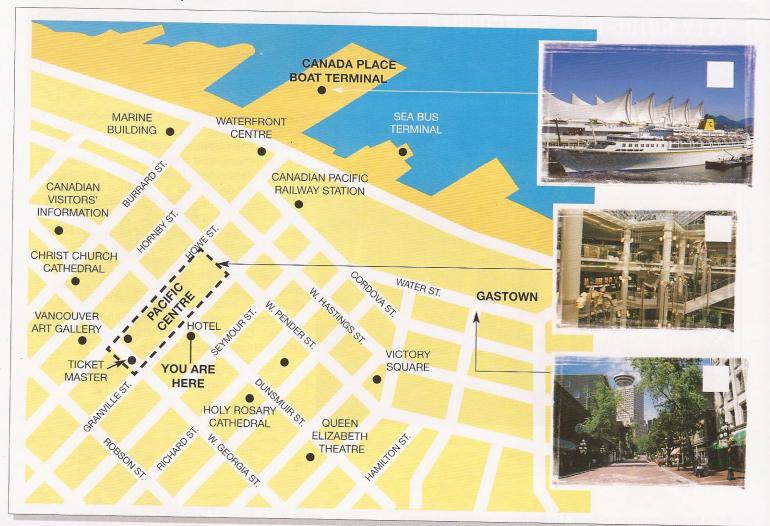
far. It's only about a five-minute walk.

Alicia: Fine. Which way is it?

Peter: Here's a map. We're right here. Turn right outside the hotel, and walk down Granville Street for about three blocks. The Canadian Pacific Station is at the end of the street. Take a left, then a right. You can't miss it. It's right in front of you.

Alicia: Thanks. Can I take the map?

Peter: Sure.



- 1 1.37-39 Listen to the three conversations.

  Mark the routes and the destinations on the map.

  Write 1, 2, 3.
- 2 Give directions from the hotel to these places:
  Gastown
  Christ Church Cathedral
  Victory Square
  The Seabus Terminal

  Culture File 12 Spelling
- 3 Look at these four groups of directions from the hotel. Follow each group of directions and find the destination.

about three blocks go through the station turn left and then right follow the signs

turn right it's a five-minute walk go past the cathedral It's on your right a ten-minute walk can go different ways opposite Canada Place

go toward the waterfront turn right at the station take the left fork

4 Choose a location. Give directions from the hotel to the location.

# 13 Wrong number



# 1.40 Sonversation A

Edgar: 321-7844 ...

Voice: Beauty Salon. This is Tania. May I help you?

Edgar: Sorry. Can you repeat that?

Voice: Beauty Salon. This is Tania. May I help you? Edgar: I don't want the Beauty Salon! Is this 321-7844?

Voice: Are you calling from inside the hotel?

Edgar: Yes.

Voice: And do you want an outside line? Edgar: Of course I want an outside line!

Voice: This is 32. It's an internal number. Press 9 before

the number for an outside line.



# 1 Look at Conversation A and change the blue text to make similar conversations.

# 2 Which internal number does Edgar press for these inquiries?

- a He wants a sandwich and coffee.
- **b** He has some dirty laundry.
- c He wants an airline ticket.
- d He has a problem with his shower.
- e He wants the police.
- f He wants a haircut.
- g He wants a dinner reservation.
- h He wants the exchange rate for Canadian dollars into U.S. dollars.
- i He wants the hotel Operator.

# **1.41 Conversation B Edgar:** OK. 9-321-7844.

Voice: Hello?

Edgar: May I speak to Ms. Lowe, please?

Voice: Who? Edgar: Ms. Lowe. Voice: Who is this?

Edgar: This is Edgar Young. AmCan Travel. I'm in ...

Voice: What number are you calling?

Edgar: 321-7844.

Voice: I'm sorry. You have the wrong number.

Edgar: Oh! Sorry to disturb you.

Voice: That's OK.



# 3 Cook at Conversation B. Make conversations with this information:

- Mr. Garcia / 408-6289
- Mrs. Chang / 711-4137
- Ms. Kim / 613-9475
- Ms. Stein / 401-5019
- Dr. Suzuki / 212-8760

Culture File 13 Phone pads



# 14 A taxi ride



1.42 Gonversation A

Josie Campbell is outside her hotel in San Diego.

Doorman: Are you checking out, ma'am?

Josie: Yes. Doorman: Taxi? Josie: Please.

Doorman: Where are you heading?

Josie: Downtown.



# 1.43 Sonversation B

Driver: Where to?

Josie: Pier B, on Harbor Drive.

Driver: OK. Are you going on a cruise?

Josie: I work on a ship. The Pacific Rim Voyager.

Driver: Oh, right. So you're a sailor, huh?

Josie: No, I'm not a sailor! Driver: What do you do?

Josie: I'm the Excursions Manager.



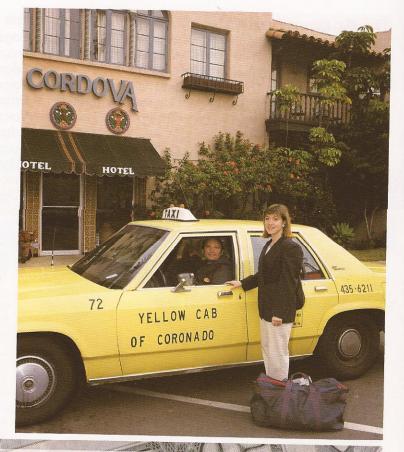
# 1.44 Conversation C

Driver: This is it. That's \$8.50. Josie: Thanks. Here you go.

Driver: Out of twenty ... that's \$11.50 change.

Josie: Just give me \$10.00.

Driver: Thank you. Have a good trip.





# U.S. Money

dollar = 100 cents

quarter = 25 cents

dime = 10 cents

nickel = 5 cents

penny = 1 cent

Note: There are also half-dollar coins / fifty-cent pieces. These are not common.

# 1 Cook at Conversation B. Make conversations with this information:

Sea World / on Mission Bay Here on vacation? No. Work at Sea World. Tour guide?

No. Whale trainer.

Globe Theater / Balboa Park Going to see a play? No. Work there. Actor?

No. Director.



2 Complete these:

bills - \$1, \$5, \$10, \$20, \$50, \$100

coins - 1¢, 5¢, 10¢, 25¢, \$1

e.g. A quarter and a nickel = +hirty cents

- a Three quarters, a dime, and two cents =
- **b** Four nickels and a dime =
- c A five-dollar bill, four quarters, and a cent =
- d A ten-dollar bill, a quarter, and two dimes =
- e Four cents, a nickel, and a quarter =
- A twenty, a dollar, and three nickels =

# 3 Chook at Conversation C and make conversations.

Fare: thirty-four dollars ...

You have: two twenty-dollar bills

Fare: Seventeen dollars ... You have: a twenty-dollar bill



# 15 Introductions





1.45 Conversation A

Josie is on board the Pacific Rim Voyager. She's meeting her new boss for the first time.

Sailor: Good morning. How may I help you? Josie: Hi. I'm looking for Ms. Grant's office.

Sailor: Ms. Grant? Her office is straight along the hallway on the left. It's number 104. Her name's on the door.

Josie: Thank you. Sailor: You're welcome.



1.46 Conversation B

Josie: Good morning ... Ms. Grant?

Cecilia: I'm Cecilia Grant. How may I help you?

Josie: How do you do. I'm Josie Campbell. I'm the new

Excursions Manager.

Cecilia: Good to meet you, Josie. Take a seat.

Josie: Thank you, Ms. Grant.

1.47 Conversation C

Cecilia: Please call me Cecilia.

Josie: OK ... Cecilia. So, you're the Entertainment

Cecilia: That's right. Welcome aboard the Voyager!

Josie: Thank you. It's good to be here.

Cecilia: You're from the Pacific Rim Traveler. Do you

know Philip Van Dorn?

Josie: Of course. He's the First Officer.

Cecilia: He's a good friend of mine. Say, come and see

your new office. It's right next door.

Josie: Thank you.

103 REST ROOM

MS. GRANT ENTERTAINMENT DIRECTOR

105 **EXCURSIONS** MANAGER

106 SPORTS MANAGER

107 HEALTH CLUB MANAGER

ROOM

PERSONNEL MANAGER

STAIRS

CATERING DIRECTOR

BARS MANAGER

**DECK 2**: SHIP ADMINISTRATION OFFICES

You're on the stairs. Ask for directions to the places on the diagram.

Culture File 15 Introductions

### 2 Match the sentences: Greeting

Hello.

How do you do?

Please call me Tom.

Welcome to Smith Inc.

So, you're the Director.

Please sit down.

### Response

OK ... Tom.

I'm glad to be here.

Thank you.

Fine, thanks. And you?

That's right.

Hello.

3	ST?	Put the sentences below in the correct order,
		practice the conversation.

B: Thank you.

B: Of course. She works in the Data

Processing department.

A: She's an old friend of mine.

That's correct. B:

You're from the London office, aren't you? A:

Do you know Cathy Stokes? A:

B: Oh, really?

Please have a seat.

### Now make conversations with this information:

New York office / Gloria Manuel / Computer Department Washington factory / Steve Change / Quality Control Department



# 16 Itineraries

1.48 Josie Campbell is asking Cecilia about the itinerary of the *Pacific Rim Voyager*.

Josie: Where are we going on Wednesday? Cecilia: Wednesday. Is that May the 30th?

Josie: Yes, that's right.

Cecilia: We're going to Monterey.

Josie: What time do we arrive there?

Cecilia: At 8:00 a.m.

Josie: And what time do we leave?

Cecilia: At 5:00 p.m.



# ITINERARY CRUISE 619 7 DAYS PACIFIC COAST HIGHLIGHTS

San Diego - Vancouver

date	day	voyager	arrive / depart
May 28	Monday	San Diego, California	
		Cruising the Pacific	Depart 10:00 a.m.
May 29	Tuesday	Catalina Island	8:00 a.m. / 11:00 a.m.
		Santa Barbara	3:00 p.m. / 8:00 p.m.
May 30	Wednesday	Monterey, California	8:00 a.m. / 5:00 p.m.
May 31	Thursday	San Francisco	7:00 a.m. / 6:00 p.m.
June 1	Friday	Eureka, California Cruising the Pacific	8:00 a.m. / 1:00 p.m.
June 2	Saturday	Cruising the Pacific	
June 3	Sunday	Vancouver, B.C.	Arrive 10:00 a.m.

1 Ask and answer:

- a When are they going to Monterey?
- **b** Does the ship arrive there at 7:00 a.m.?
- c What time does it arrive?
- d When does it leave?
- 2 Make sentences like this:

January is the first month of the year. Monday is the first day of the week.

- 3 Listen to Josie and Cecilia's conversation. Find the information:
  - a Josie's birthday
  - b Cecilia's sister's birthday
  - **c** When are they going to Eureka?
  - d When are they going to have a party?

Pacific Rim Cruises: Employment Record Name: Josie Campbell Date of birth: 1/6/81

4 How do you say these dates in your country? What are they in American style?

**a** 5/12/99 **b** 8/9/03

**c** 3/2/67

e 10/11/04

03 **d** 4/1/02 **f** 1/3/90

Talk about birthdays for your friends and family, e.g. *My brother's birthday is ...* 

Culture File 16 Dates

5 Listen, then make more conversations between Josie and Cecilia.

Josie: When are we going to Monterey? Cecilia: On Wednesday the thirtieth.

Josie: Where are we going on June 1st?

**Cecilia:** We're going to Eureka in the morning. Then we're cruising the Pacific in the afternoon.

### 6 COMMUNICATION ACTIVITIES

Student 1 - Go to Communication Activity D Student 2 - Go to Communication Activity Q

# 17 Visitors



1.51 Conversation A

Simon Chang works at the Pacific Rim Cruises office at Canada Place in Vancouver.

Simon: May I help you?

Alicia: Yes, thank you. I'm Alicia Romero. From San

Simon: Oh, right! You must be the photographer.

Alicia: That's right. I'm the photographer from Sagebrush

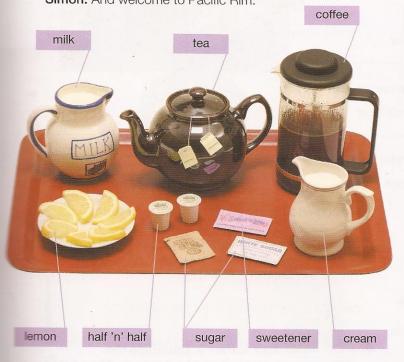
Marketing.

Simon: And you're going to take pictures of the Alaska cruise for the brochure.

Alicia: Yes, I am.

Simon: Well, that's great. Take a seat. I'm Simon Chang. I'm Mr. Dawson's assistant. Good to meet you.

Alicia: Good to meet you too. Simon: And welcome to Pacific Rim.



1.52 Conversation B

Simon: Can I get you something to drink?

Alicia: Uh, yes. Thanks.

Simon: Would you like coffee, tea or a cold drink?

Alicia: I'd like tea, please. Simon: With milk or lemon? Alicia: Lemon, please.

Simon: Sugar? Alicia: No, thanks.

Simon: OK. Just a minute. Excuse me. I'm going to make the tea. Here's last year's brochure. You can take a look

while you're waiting.



1 Cook at Conversation A. Then role-play the conversation replacing some of the expressions in blue with words below.

LANGUAGE BANK Introduce yourself

I'm Steven Lee.

state your job

I'm a sales representative. My name's Anna Garcia. I'm from XYZ Incorporated. Please sit down. I work for West Travel.

sit down

Take a chair. Would you like to sit there?

2 We often offer visitors a drink. Use the picture above, and role-play Conversation B with different words. 3 Match the containers to the contents. Which containers match with more than one word?

container contents packet tea herb tea pot coffee cup jug hot chocolate pack milk spoonful cream jar sugar sweet 'n' low can

Culture File 17 Welcoming



# **18** Connections

# Questionnaire

	Control of the Contro	4400410	, illianc		
1 Which of these	e do you use?				
☐ a telephone ☐ a pay phone ☐ a car phone ☐ an answering machine ☐ a modem ☐ text messaging ☐ a		□ a fax r □ a calle	a cell phone a fax machine a caller display a WAP cell phone		
2 How often do	you use the phone?				
☐ very often☐ once or twice a	□ often	□ occasi			
3 How often do y	ou text on the phone?		the state of		
□ very often	□ sometimes	□ never			
4 When you hear	r an answering machine, do	you leav	re a message?		
□ always	□ sometimes	□ hardly			
5 When you don'	t know a number, what do	you prefe	r to do?		
☐ look in a phone t☐ check the Web	oook □ call Directory A	Assistance	Part 3 Welcome to the Sprint voice mailbox of Cathy  my desk Lowe. I'm not at work right now. Please give your		
Interview a questionnaire. Co	partner and complete the ompare the answers for the	e class.	name and phone number after the beep, and I'll call you soon. Thank you for contacting me.		
San Diego. Lister Call 1, Part 1. Con Thank you for	or Young is calling from his in to his phone call. implete the transcript: SouthCal Tours. Your call system. Your call is importar		4 1.55 Call 1, Part 3. <u>Underline</u> the differences in Cathy Lowe's message. Then lister again and correct them.		
Please operators is	until one of our telephone	auta i	5 Edgar Young's message is too long for the answering machine. Write a short message. (The phone number of the Quantity Inn is 866-1414. He's in Room 213.)		
<ul><li>a Thank you for (</li><li>b How (can / may</li><li>c Please (bear wind)</li></ul>	th me / hang on / hold). / trying her extension / ).		6 1.56 Call 2. Write the numbers in the spaces. a Press for reservations. b Press for recorded information. c Press for brochures. d Press for other inquiries.		
Culture File 18 P	Phone phrases		7 Write an answering machine message for yourself. Then practice saying it to a partner.		

# 19 Fast food



# 1.57 It's eleven thirty. Jack Hudson is at a fastfood outlet in a mall.

Server: Next. Yes, sir?

Jack: I'd like a Big Burger, please. Server: Big Burger. Anything else?

Jack: Yes. With fries.

Server: Regular or large fries?

Jack: Large.

Server: Anything to drink?

Jack: Yeah, coffee.

Server: Is that everything?

Jack: Yup. That's it.

Server: OK. That's a Big Burger, with a large fries, and

coffee. Jack: Right.

Server: That's seven ninety-three with the tax.

Jack: There you go.

Server: Out of twenty. Twelve dollars and seven cents

change. It's coming right up.



- 1 Cook at the conversation, and make more conversations with the menu.
- 2 1.58 Listen to Jack and the server. Then answer the questions:
  - a Would he like vanilla or chocolate ice cream?
  - **b** How much is it?
  - c What bill does Jack offer the server?
  - d Can the server make the change?
  - e Does Jack have anything smaller?
- conversations. Use the expressions in the Language Bank.

# BIG BURGER WORLD

BIG BURGER 4 oz burger BIG (HEESE 4 oz cheeseburger	\$3.75 \$4.25
BA(ON BURGER 4 OZ burger With (anadian bacon	\$4.25
BIG SALAD salad bar NACHOS with hot cheese FRIES regular \$1.00	\$2.95 \$3.95 \$3.25 large \$1.95
SOFT FREEZE ICE (REAM vanilla, chocolate or vanilla 'n' chocolate swirl	\$2.30
BIG SHAKE vanílla, strawberry, chocolate	\$3.95
BIG (OLA regular \$1.45	large \$1.85
(OFFEE, TEA, I(ED T LEMON-LIME SODA @)	EA,



Recycle it! All Big Burger packaging is recyclable. All Big Burger meats are from cruelty-free farms. PLUS TAX 8%

### LANGUAGE BANK

Server:

Do you have

anything smaller?

the right / exact amount?

Out of twenty?

That's ...

**Customer:** 

Sorry, I only have a

(twenty-dollar bill).

Sorry, can you change a

(fifty-pound note)?

Sorry, I don't have anything smaller.

Can I have (some quarters / dollar coins) in the change?

### 4 COMMUNICATION ACTIVITIES

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

Culture File 19 Taxes



# 20 Gift store

# 1.59 Conversation A

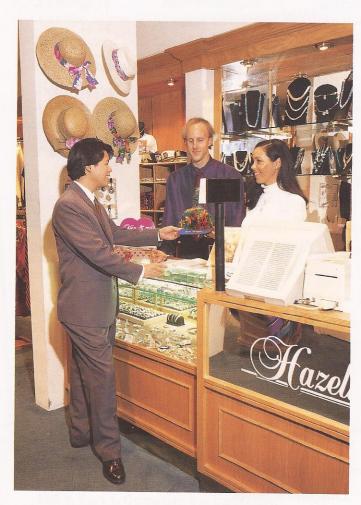
Hiroshi is at the Columbia Towers Hotel gift store.

Hiroshi: Excuse me. How much is this? Sales person: The baseball cap? It's \$18.95.

Hiroshi: What size is it?

Sales person: They're all the same. One size fits all.

Hiroshi: That's OK.



- 1 Conversations A to C. <u>Underline</u> all the questions. What are the answers?
- 2 Conversation A. Make conversations using the Language Bank and the five items above.

### LANGUAGE BANK

How much is this / that? How much is this / that one? How much is the blue one? What size is it? / What sizes do you have?

More colors

light gray ark gray maroon

cream

brown

beige

dark blue light blue

# 1.60 GOOD Conversation B

Hiroshi: How much are those T-shirts?

Sales person: Which ones? Hiroshi: The dark blue ones.

Sales person: They're twenty-three dollars each.

Hiroshi: What sizes do you have?

Sales person: Small, medium, large and extra-large. Is it

for you?

Hiroshi: No. It's for my son. Sales person: How old is he?

Hiroshi: Thirteen.

Sales person: I suppose medium, then.

# 1.61 Conversation C

Hiroshi: OK. The cap and the T-shirt, then.

Sales person: That's forty-one ninety-five together. Forty-

eight sixty-five with the tax.

Hiroshi: Do you take traveler's checks?

Sales person: Sure. Just sign and date it. I have a stamp

with the store name. Hiroshi: There you go.

Sales person: That's one thirty-five change.



3 Conversation B. Make conversations using these phrases. Total your purchases, and pay with a traveler's check.

How much are these / those? How much are the large ones? Is it for you? No, it's for my ...

father daughter mother brother

husband sister

wife

Culture File 20 Traveler's checks

# 21 Small talk



# 1.62 Conversation A

Alicia and Simon are making small talk or social conversation, before they discuss work.

Simon: There we go. Two teas. Alicia: Which one's mine?

Simon: That one. The one without a spoon. There's sugar

in mine, but there's no sugar in yours.

Alicia: Thanks.

Simon: Be careful, it's hot!

# 1.63 Gonversation B

Simon: Is this your first visit to Vancouver?

Alicia: Yes, it is.

**Simon:** What do you think of it? **Alicia:** It's beautiful. Really beautiful.

Simon: I agree, but then it's my home town!

# 1.64 Sonversation C

Simon: Where are you staying?

Alicia: At the Columbia Towers. Do you know it? Simon: Yes, it's on Granville Street. What's it like?

Alicia: It's excellent. Simon: Good.

# 1.65 GOON Conversation D

Simon: How do you like the weather here?

Alicia: It's fine. Not too hot. San Diego's pretty hot at this time of year. Anyhow, is it going to rain? I want dry weather for my pictures.

Simon: We get a lot of rain in the fall and winter.

December and January are the wettest months. But the

weather forecast is OK for this week.

Alicia: Great.



- 1 Look at Conversation A. Answer the questions: Which cup is his? Is it the one with a spoon or the one without a spoon? Does she take sugar?
- 2 Look at Conversation B. Which of these are good topics for small talk?
  - the city you're in
- the weatherpolitics
- business problemsyour journey
- food and drink
- 3 These are replies to "What's it like?" Put (✔) for positive replies, and (✗) for negative replies.

Excellent / Not very good / Not too bad /
A long way from the center / Very noisy / Busy / Full /
Near the airport / Right by the mall / Fine

- 4 Look at Conversation C, and make conversations about accommodation using: Stay & Save Motel / Next to the airport Grand Royal Hotel / Near the park
- 5 Look at Conversation D, and talk about your town or city. Use these questions: Does it rain in spring / summer / fall / winter? Which is the hottest / coldest / wettest / driest month?

Culture File 21 Topics of conversation



# 22 Routines

1.66 Josie Campbell is with Cecilia Grant on board the *Pacific Rim Voyager*. They're discussing Josie's daily routine.

**Cecilia:** So, Josie. Let's go through your daily routine. I expect it's the same as on your last ship.

Josie: Sure. When do we begin?

Cecilia: At 7:00 a.m. First, you always speak to your excursions team.

Josie: OK.

Cecilia: Then passengers usually meet in the Ship's Theater before they leave the ship – that's thirty minutes after we arrive in port.

**Josie:** And the excursions normally leave thirty minutes later?

Cecilia: That's right. Next, you always check the buses and the passenger list.

Josie: Sure.

**Cecilia:** Then, after they leave the ship, you generally have time for administrative work.

Josie: Do I go on any excursions?

Cecilia: If you have time! You usually don't. Josie: OK. What about the evenings?

Cecilia: Finally, in the evenings you take reservations for the next day.

Josie: It's not exactly the same as my last ship, but it's similar.

Cecilia: Great! Well, the passengers arrive tomorrow morning. You're free this evening.

Josie: Thanks.

**Cecilia:** Some of us from the entertainment team are going out to dinner. Would you like to come with us? You can meet everyone in an informal setting.

Josie: That's wonderful. Thank you, Cecilia.



# 1 Ask and answer:

- a What does Josie do first?
- b When do the passengers meet?
- c When do the excursions leave?
- d What does she do next?
- e What does she do then?
- f What does she do in the evenings?
- g Is the routine the same as her last ship?

# **2 COMMUNICATION ACTIVITIES**

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

# 3 Ask and answer about daily routines.

- a When do you usually leave home?
- b What time do you usually arrive at work?
- c What do you normally do first?
- d What do you do next?
- e When do you normally have breaks / lunch?
- f What time do you normally finish work?
- g When do you arrive home?

Culture File 22 Routines

# 23 Your company



1.67 Simon is explaining his company to Alicia. Look at the chart and listen to their conversation.

### PACIFIC RIM CRUISES: ORGANIZATION CHART

President Sven Hansen

C.E.O. Patricia Brooke

V.P. Sales Olga Ivanov V.P. Operations
Michael Perez

Marketing Director Dan Burgess

Reservations Director Anna Maria da Silva Administration Director Rosa Wong

Publicity Manager Phil Dawson

Sales Manager Wanda Sikorski Catering
Manager
Marco Blanche

Personnel Manager Karen Skov Ships' Captains

Traveler Voyager Explorer



**Entertainment Director** 

Excursions Manager Sports Manager Theater Manager

- 1 1.67 Listen again and <u>underline</u> the people Simon talks about.
- 2 Find abbreviations on the chart for:
  Chief Executive Officer Vice President
  What do these abbreviations mean?
  Admin. Mngr. Pres.
- 3 Ask and answer. Use the words in the Language Bank.
  What does Wanda Sikorski do?
  She's the Sales Manager.
- 4 Josie Campbell is the Excursions Manager on board the *Pacific Rim Voyager*. Cecilia Grant is her immediate superior, and she reports to the ship's captain, Captain Carlsson. Look at the Transcript, then make sentences about Josie's job.

5 Describe your job in the same way.

Culture File 23 Companies, titles

### LANGUAGE BANK

He's in charge of She's responsible for I'm

publicity. accounts.

the Los Angeles office.

He reports to the Sales Director.

They work in the Accounts Department.

Her boss is the Sports Manager.

She has three assistants.

I'm one of her secretaries.

He's my immediate superior.



# 24 Lunch



1.68 Conversation A

It's lunchtime in Vancouver.

Simon: OK. It's twelve thirty. You're meeting Mr. Dawson

at two. Do you feel like some lunch?

Alicia: Sure.

Simon: What kind of food do you like?

Alicia: Anything. It's up to you.

Simon: I usually go to an Italian place near here. It's self-

service, but the food's OK. Alicia: That's fine. Let's go there.



### 1.69 Conversation B

Simon: Here's a tray. It's a set lunch. They have a choice of four entrées, and you can choose a side salad, a roll and butter, and a drink.

Alicia: Thanks.

Server: Hi. What can I get you?

Alicia: Lasagne, please.

Server: Do you want Parmesan cheese on that?

Alicia: Yes, please.

Simon: Spaghetti Bolognese for me. No Parmesan.

Server: Coming right up.



1 Nook at Conversation A. Make two conversations with this information. Conversation 1:

12:15 p.m. / meeting at 1:45 p.m. Would you like some lunch? What sort of food ...? Chinese place downtown.

### Conversation 2:

1 p.m. / begin work at 2:15 p.m. How about some lunch? What do you feel like? Mexican restaurant / across the street.

### 1.70 Conversation C

Cashier: Are those together?

Simon: Yes.

Cashier: That's twenty-five dollars and eighty-seven cents.

Alicia: Let me pay ...

Simon: No. This is on Pacific Rim Cruises.

Alicia: You're sure?

Simon: Of course, I insist.

Alicia: OK. Then let me pay next time ...

Cashier: Hey! There's a line at the counter! Make up your

Simon: Sorry. There you go.



\$12.00

TODAY'S SPECIALS CHICKEN ENCHILADAS VEGETABLE TORTILLAS ALL SERVED WITH GUACAMOLE SAUCE, REFRIED BEANS, GREEN SALAD



PENNE PASTA WITH TOMATO SAUCE PIZZA MARINARA (SEAFOOD) SIDE SALAD ROLL AND BUTTER, BEVERAGE \$11.98

2 Cook at Conversation B, and make more conversations using the menus.

Culture File 24 Paying

3 Who's going to pay? Look at Conversation C. Make conversations in groups of three using the Language Bank.

### LANGUAGE BANK

Let me pay.

I'll pay.

This is on me.

This is on the company.

No, I'll get it.

# 25 Dealing with problems



2.02 Conversation A

Pearl Li is working at the Front Desk at the Columbia Towers Hotel.

Man: Excuse me! Pearl: Yes, sir?

Man: I want to check out. I'm in a hurry. I have a plane to

Pearl: OK, the cashier's desk is right over there. I'll tell her

you're in a hurry.

2.03 Conversation B

Pearl: Front Desk. This is Pearl speaking.

Phone: I need someone in Room 652 immediately! The shower is running, and it won't stop! There's water all over the floor!

Pearl: Don't worry, sir. I'll send an engineer right away.

2.04 Conversation C

Carlos: Maintenance. Carlos speaking.

Pearl: This is Pearl Li. Carlos, will you go up to Room 652

right now? It's urgent. Carlos: What's the problem? Pearl: The shower won't stop.

Carlos: I'm on my way.

2.05 Conversation D

Pearl: Front Desk. This is Pearl.

Phone: This is Room 552. Will you send someone quickly? There's water coming through the ceiling! Pearl: All right. I'll deal with it, ma'am. Front Desk. This ...

Phone: I'm in Room 452, and there's water ...



- 1 Look through the conversations, and highlight the offers of help. Then circle the requests.
- 2 Student 1: You're a guest at the hotel. You're calling the Front Desk. Request help in these situations:
  - a The toilet won't work.
  - **b** There are no towels in your room.
  - c You want someone to take your bags to the lobby.
  - d You're in a hurry. You want the hotel to prepare your bill now, before you come down to the

Student 2: You're the Front Desk Clerk, Decide who to send. Use this list:

room maid / bell captain / engineer / cashier

- 3 Imagine that you are the Front Desk Clerk. Offer help in these situations:
  - I'm checking out after lunch. I don't want Housekeeping to make up my room.
  - My room's very cold. I can't turn off the air conditioning.
  - The TV isn't working.

Culture File 25 Hotel facilities



# **26** Arrangements

2.06 Conversation A

Jack Hudson is making some phone calls.

Pierre: SaveCash Supermarkets. Pierre speaking.

Jack: Hi, Pierre. This is Jack Hudson. Absolutely Arizona

Mineral Waters.

Pierre: Ah, Jack. Yes, how are you?

Jack: I'm fine. I'm in town for a couple of days. Can I

come and see you?

Pierre: OK. I'm pretty busy at the moment. Can you make

it Friday afternoon?

Jack: Friday afternoon? I'll be there. What time?

Pierre: Anytime after four.

Jack: OK. Does 4:15 suit you?

Pierre: Yes, that's OK. I'll see you then.

2.07 🥌 Conversation B

Agent: All Canada Airlines. Can I help you?

Jack: Yes. I need a flight from Vancouver to Phoenix on

Friday. Do you have any seats?

Agent: Let me see. Yes, I have one on the 5:30 flight.

Jack: Five thirty! What's the check-in time?

Agent: One hour Economy. Thirty minutes Business

Class. Will you take that?

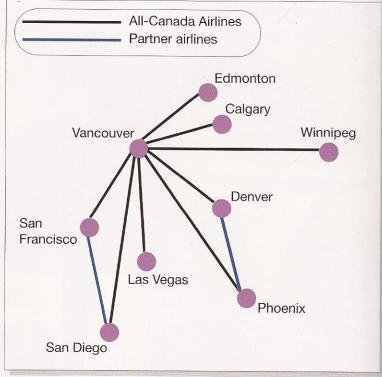
Jack: No. I won't get to the airport in time. When will the next flight leave?

**Agent:** There won't be another direct flight on Friday. There'll be one on Saturday at the same time.

Jack: Fine. I'll take it.

Agent: Just let me check. Oh, I'm sorry, that flight's full.





1 Cook at Conversation A. Make a conversation with this information:
Alicia Romero / Sagebrush Marketing

In town for two weeks.
Is Saturday morning OK?

Is Saturday morning OK? Not before eleven.

Eleven thirty?

2 <u>Underline</u> 'II, will, and won't in Conversation B. Make a conversation with this information:

Vancouver to Denver / Saturday lunch 1:45 flight

90 minutes Economy / 60 minutes Coach No other direct flight on Saturday or Sunday Next flight – Monday at 6:45 a.m.

- 3 2.08 Listen to the agent describing a different route. Find answers to these questions:
  - a When will the flight leave Vancouver?
  - **b** What will the last check-in time be?
  - c Where will it stop?
  - d What time will it arrive there?
  - e When will the next flight leave?
  - f What time will it arrive in Phoenix?
- 4 COMMUNICATION ACTIVITIES

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

Culture File 26 Air travel: hubs and spokes

# 27 Meeting people



Cecilia Grant is introducing Josie to her new *Pacific Rim Voyager* co-workers.

# 2.09 Gonversation A

Cecilia: Josie, I want you to meet Kenji Nakamura. He's the Sports Manager. Kenji, this is Josie, who's in charge of excursions.

Kenji: How do you do, Josie. Josie: How do you do. Kenji: Oh, so you're British.

Josie: That's right.

Kenji: Well, it's good to meet you, Josie.

Josie: And you, Kenji.

Kenji: Everyone calls me Ken.

Josie: OK ... Ken.

# 2.10 🦠 Conversation B

Cecilia: And this is Britanny Harding. Britanny works in

your department. She's a tour guide.

Josie: How do you do, Britanny. I'm Josie Campbell.

Britanny: Pleased to meet you, Josie.

Josie: I'm looking forward to working together.

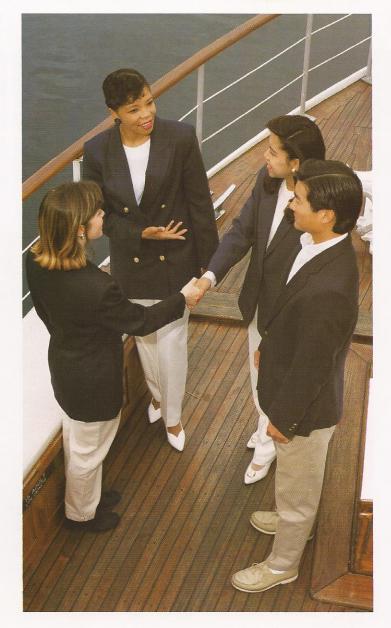
Britanny: Me too.

# 2.11 Sonversation C

Cecilia: Captain Carlsson? May I introduce Josie Campbell, our new Excursions Manager? Carlsson: I'm glad to meet you, Ms. Campbell. Josie: And I'm glad to meet you, Captain Carlsson. Carlsson: Aren't you from the Pacific Rim Traveler? Josie: That's right.

Carlsson: Well, I hope you enjoy working with us.

Josie: Thank you, sir.



- 1 Look at Conversations A to C. Josie meets three people. One has a similar job, one is her superior, and one has a junior job. Answer the questions:
  - a Who has a similar job?
  - b Who has a junior job?
  - c Who is her superior?
  - d Does it change the introductions?
  - e When do they use first names?
- 2 <u>Underline</u> the expressions that are about working together in the future.

Culture File 27 Friendly names, titles

Write down your name and job title.
Exchange it with a partner. Go around the room introducing your partner to other people. Don't forget to shake hands! You can use these phrases:

### LANGUAGE BANK

This is ..., and this is ...

I want you to meet ... / I'd like you to meet ... I want to introduce ... / I'd like to introduce ... Can I introduce ...? / May I introduce ...?



# 28 About yourself

# 2.12 Conversation A

All the entertainment staff are on their way to a restaurant by taxi. Ken is sharing a cab with Josie.

**Kenji:** OK, Josie. I know you're British, but that's all! Tell me about yourself.

Josie: Mmm, right. Well, I was on the *Pacific Rim Traveler* for two years ... I was a tour guide. And ... uh, I live in Vancouver, and, uh ... what do you want to know?

Kenji: What were you before you were a tour guide?

Josie: Before? I was a reservations clerk with Cunard in Europe, and before that I was a student. I was in college for three years. I have a degree in tourism.

# 2.13 Conversation B

Josie: Come on! It's your turn!

Kenji: Me? I was a pro tennis player before this job.

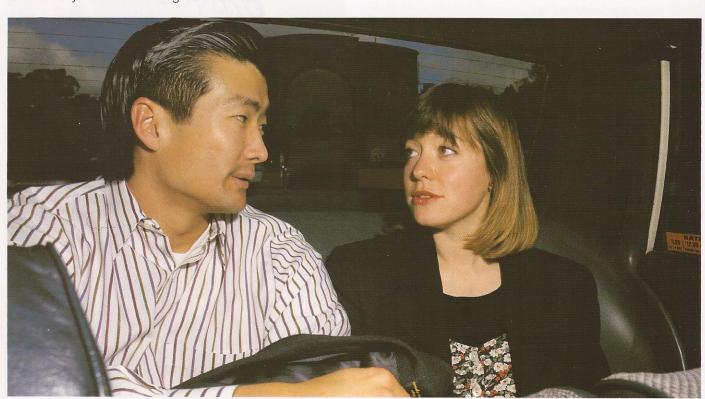
Josie: You were a professional?

**Kenji:** Oh, yeah. I was good, pretty good. But I wasn't fantastic. Then I was a sports coach last year, and this year I'm the Sports Manager.

**Josie:** Were you in matches with any of the stars? **Kenji:** Some. I was in a lot of tournaments at home.

Josie: Where's home?

**Kenji:** San Francisco's my home town. I was born there. My parents still live there.



# 1 Look at Conversation A. Ask and answer:

- a Where was Josie born?
- **b** How long was Josie on the Pacific Rim Traveler?
- c What was her job?
- d What was she before that?
- e Where was she a reservations clerk?
- f How long was she in college?
- g Does she have any qualifications?

## 2 Look at Conversation B. Ask and answer:

- a Where was Ken born?
- **b** What was he before he was a sports coach?
- c Was he an amateur or was he a professional?
- d Was he good? Was he fantastic?
- e What was his job last year?
- **f** Was he in matches with any famous tennis players?

### 3 COMMUNICATION ACTIVITIES

Student 1 - Go to Communication Activity H Student 2 - Go to Communication Activity U

# 4 Interview a partner. Ask these questions:

Where were you born?
Where were you at school / college?
Do you have any qualifications?
What was your first job?
How long were you in that job?
What was your next / last job?

# 5 Change partners. Ask your new partner about their first partner, e.g.

Where was (she) at school? What was (his) first job?

Culture File 28 Degrees

# 29 Phone systems



How easy is it to get through to people in companies?

1 DIRECT LINE

カナナカ

departments have their own

separate phone lines. With

In some companies,

When you get through to the company, you hear a recorded menu. Listen to the example. 2.14

**2 TOUCH-TONE PHONES** 

T → RECORDED MENU→ T

**3 VIA THE SWITCHBOARD** 

→→ TSWITCHBOARD → T

Sometimes the switchboard puts you through to a

secretary or personal

assistant first.

**4 VIA THE SWITCHBOARD** 

AND SECRETARY

→ TSWITCHBOARD → SECRETARY → T

When you get through to the operator, you ask for the name, the extension, or the name and extension you require.

others, you can dial the company's number, then press the pound sign (#) followed by the extension number you require.

# Questionnaire

- 1 Would you prefer your own direct line at work? Why? Why not?
- Do you always want to speak to people who call you?
- 3 When do you use an answering machine?
  - a when you're out
  - b when you don't want to be disturbed
  - c all the time
- 4 Do you always tell the truth to callers? (e.g. Do you ask someone else to say you're out when actually you're in?)
- 5 Someone has information for you. It's important, but it isn't very urgent. Would you prefer them to:
  - a phone you immediately? b fax?
  - c use e-mail?
- d write a letter?
- Do you agree or disagree with these statements:
  - a Phone calls often disturb me when I'm busy.
  - b I always stop what I'm doing when the phone rings.
- 1 Interview a partner and complete the questionnaire.
- 2 2.15 Edgar is calling Simon. Listen to Part 1 of Edgar's phone call, and complete the sentences.

Edgar: I want \_\_\_\_\_ speak \_\_\_\_\_ Simon Chang, \_\_\_\_. Operator: \_\_\_\_ may I \_\_\_\_ who's calling?

Edgar: Yes. \_\_\_\_\_ is Edgar Young \_\_\_ \_ AmCan Travel.

Operator: Thank you, Mr. Young. Please \_\_\_

- 3 2.16 Listen to Part 2. Answer the questions:
  - a What's Simon doing?
  - b Does he want to speak with Edgar?
  - c What are Simon's instructions to the secretary?
  - **d** What does the secretary ask the operator to do?

- 4 2.17 Listen to Part 3. Complete the sentences:
  - a I'm he's in a meeting. Can I take a \_\_\_\_?
  - **b** Can't you \_\_\_\_ him?
  - **c** I'm \_\_\_\_ not.
  - d Do you want \_\_\_\_ to call \_\_\_\_ back?

### Ask and answer:

Who says the above lines? Where is Edgar? Does Simon know this?

5 Write three things you want to do in the next week, and three things you want other people to do for you. Ask about your partner's list.

Culture File 29 Phone systems



## **30** Polite inquiries

2.18 Gonversation A

Simon Chang's boss, Mr. Dawson, is meeting Alicia Romero for the first time. They are in Mr. Dawson's office at Pacific Rim Cruises in Vancouver.

Mr. Dawson: Ah, you must be Ms. Romero. How do you do. I'm Phil Dawson.

Alicia: Glad to meet you. Please call me Alicia.

Mr. Dawson: Thanks, Alicia. Call me Phil. Did you have a good flight?

Alicia: Yes, I did. It was fine.

Mr. Dawson: Was the plane on time? Alicia: Yes, it was right on time.

2.19 6 Conversation B

Mr. Dawson: I'm sorry I wasn't here this morning. I was on one of our ships. Did you have lunch?

Alicia: Yes, I had lunch with Simon. Mr. Dawson: Where did you go?

Alicia: We went to an Italian place near the office. Mr. Dawson: Yes, I know it. Was everything OK?

Alicia: Yes, thanks. It was very good.

**Mr. Dawson:** Did you have their pizza? They do great pizza.

Alicia: No, I didn't. I had the lasagne. It was OK.

Mr. Dawson: Try the pizza next time! Well, Simon's going to look after you during your visit. If you have any questions, you can ask me anytime.



- 1 Mr. Dawson asks several questions. He doesn't ask because he needs information. He's trying to be polite and friendly. <u>Underline</u> his questions.
- 2 Ask and answer:
  - a Did Alicia have a good flight?
  - b Was it on time?
  - c Did she have lunch with Mr. Dawson?
  - d Who did she have lunch with?
  - e Did she have pizza?
  - f What did she have?

- 3 Look at Conversations A and B, and <u>underline</u> all the sentences which contain a past tense.
- 4 Ask a partner these questions:

What did you have for breakfast? When did you have lunch?

Where did you go for lunch? What did you have for lunch?

Did you go out last weekend?

Where did you go?

Did you have a vacation last year?

Where did you go?

Culture File 30 Friendly questions

# **31** Laundry



2.20 Sonversation A

Morning. Edgar Young is at his hotel.

**Edgar:** Morning. I have some laundry in Room 213. **Valet:** 213? Did you put a laundry list in the bag?

Edgar: Yes, I did.

Valet: OK. Somebody will be right up. Leave the bag

behind the door.

NAME:....

A	
Guantitu	
San Diego	

DATE: ....

articles left in clothing.

ROOM NO: .....

#### LAUNDRY LIST

Check service	require	d:						
Regular (next day 7 p.m.)								
☐ Same-day service (Pick up by 8 a.m., return by 7 p.m.)								
Overnight (add 50%)								
MEN'S no. of items WOMEN'S no. of items								
Shirts	\$6.00		Blouse	\$6,00				
T-shirts	\$4.50		Dress	\$7.00				
Undershorts	\$3.00		Skirt	\$6.00				
Pants	\$6.75		Nightgown	\$5.25				
Pajamas	\$6.50		Slacks	\$6.75				
Shorts	\$4.00		Underwear	\$3.00				
Sweatshirts	\$6.00		Pantyhose	\$2.50				
Socks	\$2.50		Robe	\$6.50				
Other	1		Other					
TOTALS			TOTALS					
Special instructions:								
If the list is not completed our count must be accepted. In case of loss or damage, liability is limited to ten times the price charged.								

#### 1 Look at Conversation B. Then ask and answer:

a When did Edgar call the valet service?

We are not responsible for shrinkage, color fastness, zippers, or

Guest signature: .....

- **b** Was this too early or too late?
- c What's the last time for same-day service?
- d Did he put a list in the bag?
- e Where did he leave the bag?

Culture File 31 Clothes

2 Look at the laundry list. Check (✓) the items of clothing you wear BELOW the waist. Underline items you wear ABOVE the waist. Circle items you wear above AND below the waist.

2.21 Sonversation B

Evening. Edgar's back in his room.

Rita: Housekeeping. Rita speaking. Edgar: Ah, right. Where's my laundry?

Rita: Sorry, who is this?

Edgar: My name's Young, Room 213.

Rita: And you have a problem with your laundry?

Edgar: Yes, I do! I left it in my room for same-day service.

And it isn't back.

Rita: Did you tell the valet that it was in your room?

Edgar: Yes, I did.

Rita: When did you call them? Edgar: I called them at eight fifteen.

Rita: You were too late. The last time for same-day service is eight o'clock, Mr. Young. I'm sorry, but you'll

get it tomorrow.



- 3 The fifteen items you sent to the laundry this morning aren't back. You didn't put your name and room number on the bag. You're calling housekeeping. They ask: "What was in the bag?" Tell them. e.g. There were three shirts and ...
- 4 Make a list of the things you took on your last vacation or business trip. Compare your list with a partner, e.g.

How many (pairs of shoes) did you take? Did you take too many shoes? Did you wear everything / forget anything?



# 32 Directory assistance

Country	Emergency Services	Directory Assistance	International Access Code	International Directory
U.S.A. / Canada	911	1 + area code + 555 - 1212	011 + country code	00
U.K.	999, 111	11 88 88	00 + country code	153
My country				

Calling another country from the U.S.A. and Canada Imagine you want to call British Computers plc. The number on their stationery is 020 8123-4567 The first "0" is the access code from inside the U.K. Delete it.

#### You press:

International Access Code	+	Country code (UK)	+	Area code (London) or cell phone	+	Number
011		44		020 7 / 8 <b>or</b> 07790		123 4567



#### Country codes:

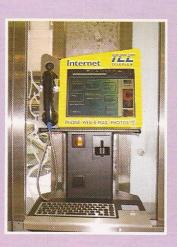
		bendamines fractionalist

	Italy	39	

#### Area codes:

Here are some area codes

Berlin		





### 1 Complete the table with the numbers from your country:

- Write down five imaginary telephone numbers for cities listed under area codes. Ask your partner to tell you how to call them: from the U.S.A. or Canada
- 3 Listen to Jack Hudson. He's getting two numbers from directory assistance. Write the numbers down.

2.22 First number: \_\_\_\_\_

2.23 Second number: \_\_\_\_

from your country

Culture File 32 Emergency codes

### 4 Which of these services can you get from telephones in your country?

- directory assistance
- text messages
- a weather forecast
- Web link
- sports results
- · video phone
- toll-free numbers
- · Web e-mail

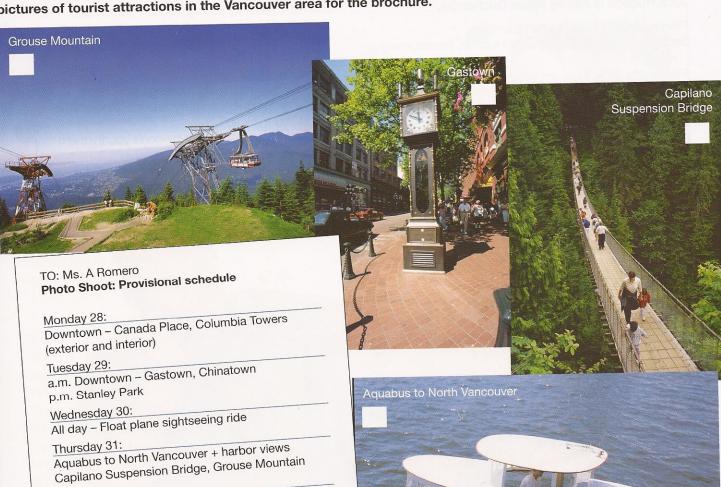
#### 5 Compare with your country. Ask and answer:

- What prefixes do these numbers have?
   \*cell phones
  - \*toll-free numbers
  - \*premium rate numbers
- Is directory assistance free?
- Are there more cell phones, pay phones, phone card phones, or credit card phones?
   Which do you prefer? Why?

### 33 Attractions



Alicia and Simon are planning next week's schedule. Alicia is going to take pictures of tourist attractions in the Vancouver area for the brochure.



1 Ask and answer about the schedule, e.g. When are they going to be in Chinatown? What are they going to do on Thursday?

Saturday 2: FREE

Sunday 3:

2 2.24-27 Listen to Simon describing some of the attractions. Number the photographs above.

Extra day – in case of bad weather on other days

9:00 Canada Place - ship arrives at 10:00 a.m.

- 3 Now read the Transcripts. <u>Underline</u> the things Alicia can photograph.
- 4 Describe three attractions in your area using the words from the Language Bank. Imagine you're telling a visitor from abroad.

### LANGUAGE BANK

This is a bridge / mountain / river / area of the city / park / historic building / square.

There are great views.

You can see ... / ride ... / go on ...

It's good for children / adults / older people.

It's famous / popular because ...

I like it because ...

I often / sometimes / occasionally go there.

Culture File 33 Attractions



# 34 Suggestions

2.28 Gonversation A

Jack Hudson is calling Pierre Duchamps.

Pierre: Hello? Pierre Duchamps.

Jack: Hello, Pierre. This is Jack Hudson. I'm returning

your call.

Pierre: Ah, Jack. How are you? Jack: Sorry to disturb you at home.

Pierre: That's all right.

Jack: I'm not interrupting your meal, am I?

Pierre: Uh ... No, not at all. Jack: Are you sure?

Pierre: Yes, I'm sure. It's OK.

2.29 Conversation B

Pierre: Thanks for calling back. I had an idea.

Jack: Yes?

Pierre: This is just a suggestion. Why don't you call

Pacific Rim Cruises? Jack: Pacific Rim. Why?

Pierre: They have a big catering department. You should tell them about Absolutely Arizona Mineral Water.

Jack: You think so?

Pierre: Yes, you should. Why don't you try them

tomorrow?

Jack: Why not? OK, I will. Thanks for the idea. Pierre: You're welcome. I'll see you tomorrow.



1 Characteristics A. Make conversations using these words:

LANGUAGE BANK Apologizing for disturbing someone	Returning a call
Sorry to disturb you (at home / at lunch).  Am I interrupting anything? I'm not interrupting (you), am I?  Are you busy right now?	I'm returning your call. I'm calling you back. I had a message to call you. You tried to call me earlier.

Culture File 34 Outside office hours

2 Student A wants to buy a present for someone. Student B gives advice.

A: I want a gift for my (son). B: How old is he?

A: (He)'s six B: Why don't you get (him) a bike

A: That's a good idea.

You can talk about these people:

nephew (12) niece (8) uncle (50) aunt (45) brother (23) sister (18) wife (35) boyfriend (20)

3 Your partner wants to be fitter and healthier.

Give strong suggestions and advice, e.g. Suggestions / advice Replies

Why don't you (play a sport)? You should (drink more water). I don't know ... I suggest (you go on a diet).

(1) OK. That's a good idea. I will.

(X) I'm not sure about that.

What about (going to a gym)? I don't think I will.

### 35 The menu



The entertainment staff from the Pacific Rim Voyager is in the Panama Hat restaurant.

		nado Island, San Diego, Ca.	7
		MENU	
Starters		Desserts	
New England clam chowder	\$6.50	Florida Key lime pie	\$7.95
Spinach and bacon salad	\$5.95	California strawberries	\$5.00
Melon with genuine Italian Parma ham	\$6.25	Mom's apple pie, with Oregon apples	\$5.25
talian tomato and mozzarella cheese salad with basil	\$7.45	Parameter	
Entrées		Beverages  Ask for our extensive wine list – we than 100 wines by the both	
Grilled Hawaiian tuna steak with fresh emon sauce	\$21.95	Mineral water	\$2.50
Seafood selection – deep fried fish, shrimp	\$18.50	Arrowhead, Clearly Canadian, San Pellegrino	
Charcoal-grilled 16 oz. beef steak, Texas barbecue sauce	\$22.00	House white Washington State Chardonnay	\$8.75 a glass
Chef's salad (turkey, ham, egg, Swiss cheese)	\$15.95	House red California Zinfandel	\$8.75 a glass
Stir-fried market vegetables with  Japanese noodles (vegetarian)	\$14.75	House rosé California Blush	\$8.75 a glass

#### 1 Read through the menu.

- **a** List the names of countries and American states that you see.
- **b** How many methods of cooking are there on the menu? List them.
- 2 Read through the menu again. Make three lists. Meat dishes; Fish dishes; Vegetarian dishes
- 3 Listen to the waiter. He's describing one of the dishes.

Wh	nich d	of these fo	ods	does the	waiter	mentior	1
		انه میزال		aninaah		latturas	1

basil	ketchup	pepper		lemons	
salt	eggplant	shrimp		tomato	
garlic	notatoes	zucchini	in	onion	

What color are the foods on the list? e.g. *Spinach is dark green.* 

Do waiters talk this much in your country? Do they tell you their names?

4 2.31-33 Listen to three people giving their orders. Note what they order and the phrases they use when they make requests.

Cecilia:		
Kenji:		
Josie:		

5 Role-play a waiter and a customer. Order a meal from the menu.

			/ June		
CL	ılture	File	35	Food	words



### 36 At the table

2.35 Conversation B

Cecilia: That's for me.

Kenji: It's not mine.

Waiter: Hi ... Who ordered the melon?

Josie: That's mine. Thank you very much.

Did anybody order the clam chowder?

Waiter: And whose is the tomato and mozzarella?

Waiter: You're welcome. And the clam chowder?

Waiter: Pardon me ... whose is the clam chowder?

2.34 Conversation A

The party from the ship is waiting for their first course at the Panama Hat restaurant.

Cecilia: Can you pass me the bread, Josie? Josie: There you go. And the butter?

Cecilia: No, thanks.

Josie: Ken?

Kenji: Yes, please. Mm. It's warm. That's good.

Aren't you having any bread, Josie?



1 \took at Conversation A, and make more conversations using the Language Bank.

#### LANGUAGE BANK

Could you pass (me) the bread? Sure. Can you pass (him) the bread? There you go. May I have the bread? Here it is. bread / butter / salt / pepper / water / ice

2 \took at Conversation B and the menu entrées from Unit 35. Make a conversation with a waiter who has these items for your party of five: two of the same items for John and Anna one item for Peter one item for Diana the wrong item for you

3 Complete the sentences with reflexive pronouns (see Grammar File 5).

a Don't worry. I can help \_ b Anna, please help\_ c Come on everybody! You can all help \_ d Tell Maria to help \_\_\_\_\_ to wine. e Good. We can all help to soup. f Ask him to help \_\_\_\_\_ to vegetables.

4 Ask a partner about restaurants.

Do you offer to pass people food? Do you ask people to pass you food? Do you offer people food from your plate? Do you talk about business during the meal? When do you talk about business in a restaurant? Do you invite people to enjoy their meal? How? Do you have a special word for toasting?

Culture File 36 Starting a meal, toasting

### 37 Interests



## 2.37 Ken and Josie are talking during the meal at the Panama Hat in San Diego.

Josie: Tell me, Ken, what do you like doing in your free time?

**Kenji:** What free time? We don't have much free time in this iob!

Josie: Oh, come on! I mean, do you like playing tennis? Kenji: Well, yes. It's my job, but I enjoy playing tennis outside work, too. What about you?

Josie: I like doing aerobics, and I like dancing, and I love swimming!

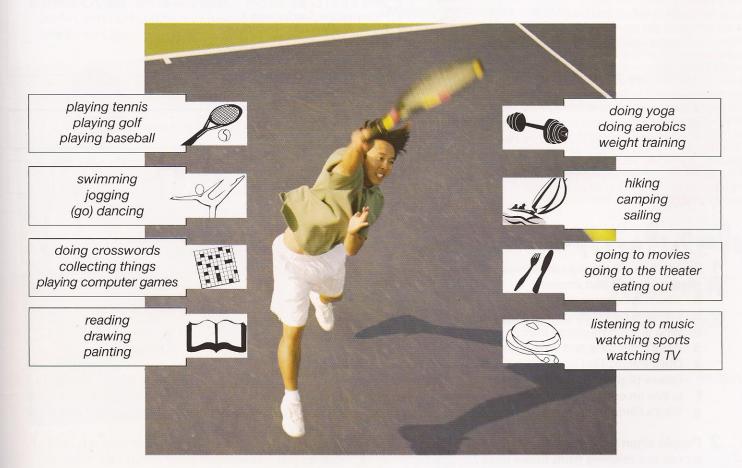
Kenji: And tennis?

Josie: I like playing, but I'm not very good at tennis. I love watching it, though.

Kenji: I can give you some lessons, if you like.

Josie: Really? That's very kind of you.

Kenji: No problem.



- 1 Which of these things do you like doing? Check (✓) them. Which of these things do you really dislike doing? Put a cross (X).
- 2 Match these titles to the eight boxes. out in the country / going out for entertainment / artistic activities / the beautiful body / competitive sport / passive activities / getting fit / intellectual activities
- Ask a partner about the boxes, e.g. How many checks do you have? How many crosses do you have? Do you like (jogging)? How often do you (jog)? Are you good at (swimming)?

# 4 Change partners and ask about their previous partner, e.g.

Does she like (doing crosswords)? How often does she (do crosswords)? Is he good at (swimming)?

#### 5 Look at your partner's checks and crosses. Ask and answer:

Are they an indoor person or an outdoor person? Do they like doing things alone or with others? Do they like competition when they do exercise? Do they like active things (doing things) or passive things (watching things)?

Culture File 37 Sports

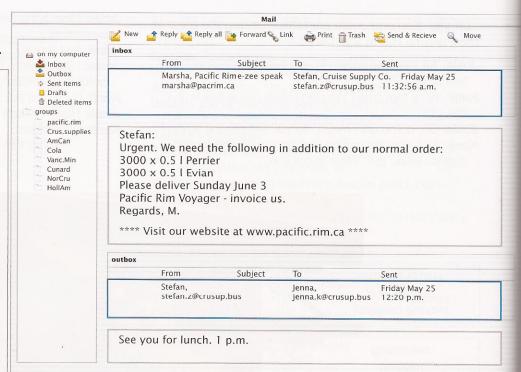


### 38 e-mail

Read e-mail etiquette and the message which Pacific Rim Cruises sent to Cruise Supply Co.

#### E-MAIL ETIQUETTE

- TYPING IN CAPITALS IS LIKE SHOUTING. Don't do it.
- sum people dont bother abowt punctuation capitals or spelin wen theyre riting emails this is hard to reed i dont like it
- Keep messages short, simple, and clear.
   Short messages get more replies.
- Never send rude messages by e-mail. Some companies insist on reading e-mails from and to their employees.
- If you're downloading a large file, send a short message first to warn the person.
- Not everyone has broadband. Animations, large color photos of your face or funny pictures use time and computer memory.
   The other person doesn't want to wait five minutes to see your picture.
- Use a virus checker. Check that you're not sending or receiving infected files. Delete unexpected attachments immediately.



- 1 Stefan has a business message and a personal message. Ask and answer:
  - a Which is he receiving?
  - **b** Which is he sending?
  - c Who is each message from?
  - d What's the date and time of each message?
  - e Does Pacific Rim normally buy goods from the Cruise Supply Company?
  - f Is this an extra order, or is it the main order?
  - g Who's Stefan meeting for lunch? When?
- 2 People often leave out words in e-mail. What words are missing from these lines?

Please deliver Sunday June 3
Pacific Rim Voyager - invoice us
Please call Sunday
Deliver items Tuesday
Will meet August

See you restaurant 6 p.m.

3 Match the abbreviations to their meanings.

FAO I'm kidding / happy
: - ( I regret (= I'm sorry)
LOL for the attention of
re reference (with reference to)

RGT I'm sad / unhappy about (this) BTW information

INFO estimated time of arrival ETA laughing out loud (at a joke)

: - ) By the way ...

#### e-mail QUESTIONNAIRE

- 1 Which methods can you use to order goods?

  ☐ letter ☐ fax ☐ phone ☐ e-mail
- 2 Do you use credit cards on the Net? Why? / Why not?
- 3 If you use phone, fax or e-mail, do you also send a hard copy (a letter)? Why?
- 4 How do you use e-mail?
  - on a network inside your company
  - for messages to friends
  - to speak to strangers on the Internet
  - to contact other companies
- 5 How do you connect to the Net?
  - □ broadband connection □ dial-up via a modem
  - ☐ from a cell phone ☐ from work
- ☐ at an Internet café / shop
- III WOIK
- ☐ from a public / college
  - library
- 4 Interview a partner, and complete the questionnaire.

Culture File 38 The Internet

### 39 Sales talk



2.38 Conversation A

Jack Hudson is at the offices of Pacific Rim Cruises. It's Friday, May 25th.

Marsha: Hold on, there's someone at the door. Come in!

Jack: Good morning. Ms. Irving?

Marsha: Yes, I'm Marsha Irving. Uh, do you have an

appointment?

Jack: Jack Hudson? Absolutely Arizona Mineral Waters?

This is my card.

Marsha: Oh, yes. You're very early ... excuse me ... Stefan, can I call you back? I have a visitor. OK. In about twenty minutes.



#### 1 Find the expressions where ...

- a Jack tries to sell the mineral water.
- **b** Marsha says she isn't interested.

#### 2 Ask and answer about these products:

e.g. Where is Evian produced?

It's produced and bottled in France.

Perrier / San Pelligrino / Clearly Canadian

Where are Cadillac cars made? Toyota / Renault / Fiat / Jaguar

Where is oil produced? wine / Hershey's chocolate / beer

Then list some well-known brand names. What do they make?

Where are they made?

#### 2.39 Conversation B

Jack: I just want you to try this.

Marsha: Pardon me?

Jack: I want you to try a glass of Absolutely Arizona ...

before I say anything.

Marsha: OK. Mm. Yes, it's all right.

**Jack:** All right? This is the best mineral water in North America. It's produced and bottled in Arizona, and ...

Marsha: Did you say 'Arizona'?

Jack: Yes, ma'am. I did.

Marsha: But Arizona's one of the driest states ... it's

desert, isn't it?

Jack: It's not all desert. This comes from high in the

mountains.

Marsha: But our passengers want well-known brand names. Perrier, Evian.

Jack: I can give you a very special deal ... We have a lot of Absolutely Arizona here in Vancouver. We can deliver immediately. You can try it out on your next cruise.

Marsha: I'm sorry, Mr. Hudson. You're wasting your time. You see, I just placed an order for our next cruise. Sorry.

16 fl. oz.



Please recycle this container.

Bottled at source at Arid Creek, Arizona

#### 3 Ask and answer:

Which is the ...

- a biggest country in North America?
- b biggest city in the U.S.A.?
- c best cola drink in your opinion?
- d coldest state in the U.S.A.?
- e hottest state in the U.S.A.?
- f wettest state in the U.S.A.?
- 4 Listen to Marsha's phone call. Continue by role-playing Marsha's conversation with Jack.

#### **5 COMMUNICATION ACTIVITIES**

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

Culture File 39 Brand names



# **40** Flightseeing

2.41 Mil's Wednesday May 30th. Alicia is talking to Simon about her flightseeing trip.

"I took some great pictures! It was a fantastic trip. There were only four of us, and we went on a small float plane. We took off from Vancouver Harbor and flew for about forty minutes. We flew right over the mountains, and then we landed on a small lake high up in the mountains. You can't get there on foot. Well, you can, but it's a two-day hike and climb. You can only get there easily by float plane. The plane taxied across the lake, and we got down onto a small beach. Our pilot had a picnic lunch in the

plane, and he gave us sandwiches and drinks. It was so quiet, and the air was so clean! The pilot had a spray can of bear deterrent because there are bears in the mountains, but we didn't see any. We stayed there for about an hour. We took off and circled around the lake three times ... we weren't high enough to get over the mountain the first time. Finally, we made it over the mountain and flew back here ... and landed on the harbor. We have to put these pictures in our brochure!"



#### 1 Find the past of these verbs:

take off / fly / have / stay / take / go / land / get / make / circle / give / taxi

Which are regular? Which are irregular? Which can you use to talk about airplanes?

#### 2 Ask and answer:

- a Where did they take off from / land?
- b How long was the flight?
- c How did the plane get to the beach?
- d What did the pilot give them?
- e How many bears did they see?
- How long did they stay there?
- g What did the pilot do on take off?

#### 3 Ask a partner about their last vacation using the Language Bank.

Where were you? What did you do? How did you travel? Who was with you? Where did you go? What did you see?

#### LANGUAGE BANK

mountain	hill	museum	valley
theater	river	bridge	lake
park	island	harbor	desert
building	ocean	beach	forest

Culture File 40 Flightseeing

### 41 Let's make a deal



2.42 Sonversation A

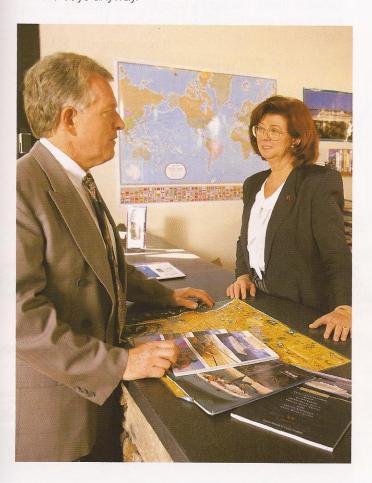
It's Thursday May 31st. Edgar Young is meeting Cathy Lowe at SouthCal Tours.

Edgar: Thank you for seeing me, Ms. Lowe.

Cathy: Yes. I'm sorry I couldn't meet with you last week.
I was out of town for a few days. I hope it wasn't inconvenient.

Edgar: No problem. I decided to stay in San Diego a few

more days anyway.



#### 2.43 Gonversation B

Cathy: Well, what can I do for you?

Edgar: It's about your brochure for next year.
You have Pacific Rim Cruises in your brochure.

Cathy: That's right.

Edgar: AmCan Travel represents Albion-America, and we have Alaska cruises also. In fact, we have more ships, and we carry more passengers. We're cheaper and bigger. We also offer a greater commission to travel agents.

Cathy: Yes, I know Albion-America.

Edgar: Look, let's make a deal. We can offer five percent

more than Pacific Rim, and ...

Cathy: But we're very happy with Pacific Rim. I'm sorry,

but we're not interested.

#### 2.44 Sonversation C

Edgar: There's something else, too. We like your brochure very much indeed.

Cathy: Thank you.

Edgar: You have a great photographer.

Cathy: Alicia Romero from Sagebrush Marketing.

She's the best.

Edgar: Yes. Alicia Romero. We'd like her to do our new

brochure. Do vou know her?

Cathy: I'm sorry, Mr. Young. I hear Alicia's in Vancouver right now. She's taking photographs for Pacific Rim

Cruises.

Edgar: What? I don't believe it! You mean, she's in

Vancouver and I'm down here?

Cathy: That's right. Sorry.

1 Look at Conversation A. Cathy didn't meet him last week because she was out of town for a few days. What does she say?

Apologize in these situations:

You didn't finish the work. You had a dental appointment. You didn't get to the meeting on time. You couldn't find a parking space.

2 Look at Conversation B. What comparisons does Edgar make between Pacific Rim and Albion-America?

Culture File 41 Business comparisons

# 3 Listen to Cathy saying these things. Does she sound positive (✓) or negative (✗) about them?

- a Yes, I know Albion-America.
- **b** Albion-America was in our brochure last year.
- c We do a lot of business with Pacific Rim.
- **d** Pacific Rim is a very modern company.
- e Albion-America has larger ships, that's true.
- **f** We had a lot of passenger comments about Albion-America.

#### 4 COMMUNICATION ACTIVITIES

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



# 42 At the airport

2.46 Conversation A

Edgar Young is at Los Angeles International.

Announcement: ... and Flight CA 489 to Vancouver is

now leaving.

Edgar: Excuse me ...

Man: Hey, bud. Stand in line like everyone else!

Edgar: But my flight's leaving ... Man: Aw, right. Go ahead.

Edgar: Thank you.

2.47 Mary Conversation B

Check-in Clerk: May I have your ticket, sir?

Edgar: There you go.

Clerk: I'm sorry. This is a Coach Class ticket. This is the

Business Class check-in. Edgar: But my flight's just leaving.

Clerk: Flight CA 489 to Vancouver? Yes, I think you're

too late.

Edgar: Oh, no! I have to be on it.

Clerk: Just a moment. Yes, you're OK. I can check you

Edgar: Thank goodness for that. Clerk: Do you have any baggage?

Edgar: Yes. Two pieces.

Clerk: Did you pack the bags yourself?

Edgar: Yes, I did.

Clerk: Have they been with you at all times?

Edgar: Yes, they have.

Clerk: Has anyone given you anything to carry on?

Edgar: No, they haven't.

Clerk: Fine. Put them on the scales.

2.48 Conversation C

Edgar: I'd like an aisle seat, please.

Clerk: There are none left.

Edgar: Then I'd like a window seat.

Clerk: Sorry. The flight's nearly full. There's a party of Sumo wrestlers going to Vancouver. I only have a

middle seat. OK?

Edgar: It's not between two Sumo wrestlers, is it? Clerk: Yes, it is. We tried to leave some empty seats between them. The flight's boarding now at Gate 35. Here's your boarding pass. Please hurry. Have a good

flight.



#### 1 Look at Conversation A. Ask and answer:

- a Why is the man angry with Edgar?
- **b** Where do people stand in line in your country?
- c Do people push into lines?
- d Do other people get angry?
- 2 Look at the three boarding passes. Complete the table.
- 3 Role-play conversations at check-in, using the boarding cards for information.

Culture File 42 Standing in line

Airline	American Airlines	Thai Airways	Go
From To Flight number Seat number Departure time Gate number Smoking or			
non-smoking			

# 43 Checking out



2.49 Conversation A

Alicia is leaving the Columbia Towers Hotel.

Alicia: I'm checking out today. Here are my keys.

Pearl: Oh, really? We'll miss you. Did you enjoy your stay

Alicia: Yes, I did. Very much.

Pearl: That's good. Where are you going now? Alicia: I'm going on an Alaska cruise. I'm going to

take some pictures.

Pearl: Alaska? I'm sure you'll enjoy it.

#### 2.50 Conversation B

Pearl: Did you have anything from the minibar last night?

Alicia: Yes. A small mineral water.

Pearl: Fine. I'll just print out your check. It won't take long.



1 Role-play Conversation A replacing the highlighted words, e.g.

leaving / Here's my key card. / Was everything all right? / Yes, it was. Thanks. / to Toronto / do some sightseeing

2 Role-play Conversation B replacing the highlighted words, e.g.

three small whiskeys / half a bottle of champagne / two mineral waters / a bar of chocolate / a pack of peanuts / It'll only take a moment.

Culture File 43 Minibars

2.51 Conversation C

Pearl: Do you want to just check this over?

Alicia: Thanks. Yes, everything's fine.

Pearl: We have a record of your Visa card. Do you want

to charge everything to Visa?

Alicia: Please.

Pearl: OK. Sign here. And here's a copy for your records.

We hope you'll stay with us again.

Alicia: I will. And thank you for all your help.

Pearl: You're very welcome ... er, did you complete your

Guest Comments form?

Alicia: Oh, yes. There you go. Well, goodbye.

Pearl: Goodbye. Have a good trip.

# San Diego

#### MINIBAR LIST

DATE: Please enter the number of items consumed and hand this Edgar Young NAME: list to the cashier on departure

ROOM NO: .....

PRICE NUMBER PRICE NUMBER Champagne (1/2 btl) \$29.75 ...... Cola, Sprite, Fanta \$3.95 ....... Vodka \$8.59 Perrier, Evian (25 cl) \$4.50 ....... Wine (white, red) \$15.99 ..... Orange, Apple juice \$4.50 ....... \$6.00 ...... \$9.95 Assorted nuts Beer Whiskey \$8.95 Abs. Arizona (50cl) \$3.15 ....... Gin, Brandy, Rum \$8.95 Chocolate bar \$3.50 ...... COLUMN TOTAL: COLUMN TOTAL: Guest signature .....

3 Role-play Conversation C replacing the highlighted words, e.g.

American Express / Do you want to put it all on your card? / Please come back and stay with us again. / Thanks for everything.

4 COMMUNICATION ACTIVITIES

Student 1 - Go to Communication Activity K Student 2 - Go to Communication Activity X

5 Complete the minibar list for yourself for a weekend (or for Edgar Young). Interview a partner. What did they have from the minibar? Be careful with a / an / some.



### 44 Your cabin

2.52 Sunday, June 3. Alicia is on board the Pacific Rim Voyager at Canada Place. Maria, her Cabin Steward, is showing her to her cabin.

Maria: Right this way, Ms. Romero. This is your cabin.

Alicia: Thank you. It looks great.

Maria: This is the bathroom. You have a bathtub with a

shower overhead.

Alicia: Fine.

Maria: And in the sitting area you have a TV.

Alicia: I won't have much time for TV. I'm here to work.

Maria: You mean, you aren't on vacation?

Alicia: Unfortunately not. I'm taking photographs for a

travel brochure.

Maria: Oh, that's a pity.

Alicia: I'm looking forward to it. This is my first cruise.

Maria: Well, I hope you enjoy it.



2 Look at the picture. What facilities does Alicia's cabin have? Check (/) the boxes: □ queen-size bed □ staircase

□ balcony

□ coffee table

☐ sitting area

□ sofa

■ writing desk ■ walk-in closet ☐ dining table

□ shower

DVD player

armchairs picture window D TV □ Internet link 2.53 Look at the TV services card. Listen to Maria describing the facilities on the TV. Maria is right, the card is wrong. Correct the card.

Culture File 44 Traveling by sea

# 45 Making friends



2.54 Conversation A

Alicia is speaking to Josie on the cruise.

Josie: Hey, Alicia! Good to see you.

Alicia: Hello, er ...

Josie: Josie Campbell ... We met yesterday in Cecilia's office ... We talked about photos of the excursions ...

Alicia: Of course. You're the Excursions Manager.

Josie: That's right. Can I get you a drink?

Alicia: Please. A mineral water.

Josie: Are you sure? They have this new mineral water, Absolutely Arizona. I don't like it very much. It tastes

Alicia: OK. A club soda, then.

2.55 Conversation B

Josie: Is this your first trip to Alaska?

Alicia: Yes, it is. This is my first cruise, in fact.

Josie: What do you think of it so far? Alicia: It's wonderful. It's a beautiful ship.

Josie: So you're enjoying yourself?

Alicia: Yes, but it feels a bit strange. I'm not really a passenger, and I'm not one of the ship's crew either. Josie: OK, let me introduce you to some of the crew,

then. Ken's over there. He's the Sports Manager.

Come and meet him ...



2.56 Alicia doesn't remember Josie at first. Listen to Josie's statements (in green) - they sound like questions. Imagine Jack is speaking to someone who doesn't remember him. Try saying these sentences with question intonation:

I'm Jack Hudson.

I'm from Phoenix.

I sell mineral water.

The brand's Absolutely Arizona.

We met last year.

We met at your office.

We had coffee.

I dropped my cup on your carpet.

Write a text about yourself. Introduce yourself to other students. You met them last year, but they can't remember you. Remind them who you are.

2 Conversation B. Josie asks about the trip to begin the conversation. Which of these topics is good for beginning a conversation?

the weather

food or drink

a trip

a hotel / hotel room

politics

the news

Think of a question for each of them and practice conversations.

3 Ask and answer, changing the words in parentheses:

What does (your soup) taste like?

What does (a piece of music) sound like?

How do (you) feel?

What does (fresh coffee) smell like?

What does (a famous place) look like?



### **46** Souvenirs

2.57 Conversation A

The cruise ship is in Skagway, Alaska. Alicia Romero is shopping for souvenirs.

Assistant: Are you finding everything OK? Alicia: I'm OK, thanks. I'm just looking.

Assistant: Well, take your time. Please ask me if you

need any information. Alicia: I will. Thank you.

2.58 Conversation B

Alicia: These blankets are really beautiful.

Assistant: Yes, they are. They're all genuine Native American designs, made of pure wool, and they're made right here in Alaska.

Alicia: I need some throws for my apartment ... but I need more than one.

Assistant: How many do you need?

Alicia: Two, maybe three.

Assistant: Well, they're \$95.00 each, but I can give you a

special price on three.

Alicia: Really? A discount? How much?

Assistant: \$250.00 for the three. That's my best price. Alicia: Hmm. I don't have much space in my cabin. Assistant: We can ship them anywhere in the United

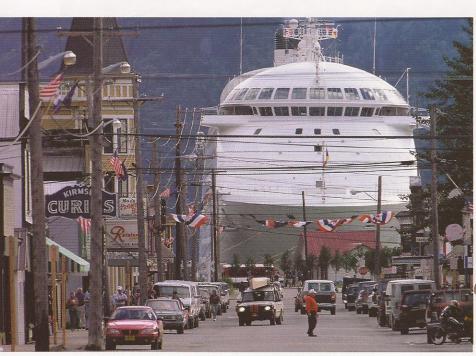
States.

Alicia: San Diego?

Assistant: Sure. That's no problem.

Alicia: They're really nice ... but I don't know. Assistant: We won't charge you for shipping.

Alicia: OK. It's a deal. Do you take American Express?





1 You are looking for presents for friends and relations. Look at the pictures. Then ask and answer e.g.

What would your sister like? My sister would like a hat.

2 COMMUNICATION ACTIVITIES

Student 1 - Go to Communication Activity L Student 2 - Go to Communication Activity Y 3 Ask and answer:

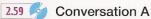
- · Do stores in your country generally have fixed prices, or can you bargain?
- What kind of stores can you bargain in?
- Which things can you bargain for?
- Can you get a discount for cash payments?
- Do stores charge you for shipping?
- Do you buy things mail order from catalogs?
- Are they cheaper or more expensive?

Culture File 46 Bargaining

### 47 Good news



FIRE CTATION #2



Ken is in the gym on the Pacific Rim Voyager.

Syreeta: Ken? There's a phone call for you.

Kenji: Not now, Syreeta. I'm going to take a shower.

Syreeta: Uh, Ken ... it's important.

Kenji: Ask them to call back in twenty minutes.

Syreeta: Ken ... it's Michael Perez.

Kenji: Perez? The V.P. in charge of Operations? What

does he want?

Syreeta: Nothing bad, I hope!

#### 2.60 S Conversation B

Kenji: Mr. Perez? This is Ken Nakamura speaking ...
Sorry, Mr. Perez, I was coaching some passengers ...
Yes, I know Paul O'Connell. He's the Entertainment
Director on the Pacific Rim Explorer ... Oh, dear. I'm
sorry to hear that. How is he? ... Good, it's not
serious then ... Oh, I see. Six months? ... Yes, we're
going to be in Vancouver on Sunday ... Sorry, can
you say that again? ... Well, thank you. Thank you
very much ... Yes, sure, I'll take it ... Uh, who's going
to tell Cecilia Grant? ... Right. She knows already ...
Yes, Syreeta will be great ... Yes, I'll tell her right now
... Goodbye, sir.

**Syreeta:** Fascinating. What was that all about? **Kenji:** Syreeta, I have some good news for you ... and for me!

#### LANGUAGE BANK

Not now I'm just going to Not at the moment take a shower. I have to Later finish something. I need to I can't stop now speak to someone first. I want to get some information first. them / her Ask to call back / me in 20 minutes. to call / try again Tell him / the caller half an hour. twelve thirty at four o'clock.

- 1 Cook at Conversation A. Use the Language Bank, and practice the conversation replacing the highlighted expressions.
- 2 Look at Conversation B. Listen to Ken's conversation again. Can you guess what Michael Perez is saying? Think about it, and write down some ideas. Then role-play the conversation.
- 3 2.61 Listen to Ken's conversation. This time you can hear Michael Perez too. Compare the conversation with your guesses.

- 4 Answer these questions:
  - a What happened to Paul O'Connell?
  - **b** How long is he going to be away from work?
  - c What was Paul's job?
  - d When is Ken going to be in Vancouver?
  - e What's Ken's new job?
  - f What's Syreeta's new job?
- 5 Role-play Syreeta and Ken. Give Syreeta the good news.

Culture File 47 Reacting to bad news



# 48 Goodbye

2.62 Conversation A

The ship is back in Vancouver. It's the end of the cruise.

Alicia: Well, goodbye, Josie. And thanks for everything.

Josie: Goodbye. It was nice meeting you.

Alicia: Don't forget. You have my address. Call me next

time you're in San Diego.

Josie: I will. And call me if you're ever in Vancouver.

Alicia: OK. Goodbye, then. Josie: Goodbye. Take care.

2.63 🧭 Conversation B

Cecilia: Ken, I want to thank you for all your hard work. Kenji: Thank you, Cecilia. I'm sorry that I'm leaving. It was good working with you.

Cecilia: Thanks. It's quite a surprise, but it's a good

promotion for you. You deserve it. Kenji: It was a surprise for me, too. Cecilia: You'll be great. Enjoy the job. Kenji: And thanks again for suggesting me.

2.64 Conversation C

Josie: So, you're moving to the Pacific Rim Explorer. Good luck.

Kenji: Thanks. Er ... I'm going to miss you, Josie.

Josie: And I'll miss you. Keep in touch. Kenji: Sure. I'll call you ... if that's OK.

Josie: Yes, I'll look forward to it. Uh, goodbye then.

Kenji: Goodbye.

LANGUAGE BANK

Thanks before goodbyes:

Thanks Thank you Thank you very much

I want to thank you I'd like to thank you

everything. (all) your help.

(all) your hard work.

(all) your kindness.

(all) your assistance.

Adding something after goodbye:

Take care. Keep in touch. Look after yourself. Keep in contact. Enjoy (the job). Call me.



- 1 Role-play conversations using the expressions in the Language Bank.
  - Alicia saying goodbye to Cecilia.
  - Ken saying goodbye to Alicia.
  - A passenger saying goodbye to another passenger after a shipboard romance!
- 2 2.65 What's going to happen to everyone? Listen to some possibilities. Can you continue the story?

3 COMMUNICATION ACTIVITIES

So, do you prefer a happy ending or an unhappy ending to the story?

Student 1 - Go to Communication Activity M Student 2 - Go to Communication Activity Z

Culture File 48 Goodbyes

### **Transcripts**

#### 1 On board

1.05

Check-in Clerk: There's your boarding pass, Mrs. Castellano. Flight AA 251 to Boston. Seat 15E. The flight departs from Gate 9 at 3 p.m., but please be at the gate by two thirty for boarding.

1.06

Voice: Good afternoon. CrossGlobe Airways flight CG 185 to Vancouver is now ready for boarding. We are boarding the airplane in sections. Please have your boarding passes on hand. Passengers with small children and passengers with difficulties can board the airplane now ... next, all those passengers in rows 39 through 56 ... next, all those passengers between rows 20 and 38 ... next, Business Class passengers seated in rows 6 through 19. Finally, First Class passengers in rows one through five.

#### 3 Landing card

1.12

Video recording: This is your I-94 Arrival and Departure Form. Please complete it in ink and in block capitals. Section 1: write your family name - don't forget the block capitals. Section 2 is for your first or "given" name. In section 3, write your birth date. First the day, then the month, and finally the year. Section 4 is for your country of citizenship. Section 5 is sex male or female. In section 6, put your passport number, then in 7, your airline and flight number. This is on your boarding pass, for example British Airways Flight 177 - write BA 177. For American Airlines Flight 210, write AA 210. In 8, write the country where you are living now, and in section 9, the city where you boarded this flight. For section 10, look at your visa in your passport. Write the city where the visa was issued, and in section 11 the date of your visa. Again, write day, then month, then year. Section 12 is your first address in the United States - put the number and street here. In section 13, write the city and the state. Put your I-94 Arrival Record in your passport, and hand it to Immigration Control in the United States. Thank you for listening

#### 4 Welcome to the U.S.A.

1.15

Please step this way, sir. Step right up to the yellow line, but please stand behind it. Now please go ahead, sir. Go to Booth fifteen, and please show your passport. Then please take your bags and proceed to Customs Control.

#### 5 Baggage in hall

1.17

Alaska has a blue flag with eight stars. The stars are "The Big Dipper" and point to the North Star.

British Columbia is a Canadian province. The flag has the British Union Flag, which is red, white and blue. There is a yellow crown in the middle. At the bottom there is a yellow sun, and blue waves for the Pacific Ocean. Washington state has a green flag. In the middle is a picture of the first President, George Washington. There's a yellow circle around the picture.

Oregon has a dark blue flag. It has a yellow badge and yellow letters, with the date 1859. Nevada has a blue flag with a yellow badge in the top corner.

California has a red and white flag, with a picture of a red star and a brown bear on green grass.

Arizona has a red, yellow and blue flag. There's a red star in the middle.

#### 7 Hotel check-in

1.23

Edgar: Does it have a king-size bed?
Reception Clerk: Uh, no. No, it doesn't. It has a single bed.

Edgar: And does it have a bath?

Reception Clerk: A bath? No, it doesn't.

But it has a shower. A small shower.

Edgar: I guess it has a TV.

Reception Clerk: Oh, yes. All our rooms have TVs. It has a TV. A small TV.

Edgar: With cable?

Reception Clerk: Sorry. No cable. Edgar: Do you have in-room movies? Reception Clerk: Yes, sir. We have six channels of movies.

Edgar: And a room safe. Does it have a room safe?

Reception Clerk: No, it doesn't. But you can leave your valuables here at reception. You can put them in a safety deposit box.

Edgar: I guess there's an Internet connection?

Reception Clerk: Well ... yes, you can connect your laptop to the phone line.

Edgar: But there's no high speed Internet connection?

Reception Clerk: Well, no.

Edgar: I need a drink. Does it have a minibar?

Reception Clerk: Uh, no. No minibar. You can buy drinks from vending machines in the hallway. There's an ice machine in the hallway too. It's right outside your room. You have the ice machine and the vending machine on one side of your room and the elevator on the other. It's very convenient.

Edgar: And the kitchen is under my room?

Reception Clerk: That's right. And the video games arcade is right across the hall!

Edgar: It's not a quiet room, then.

Reception Clerk: Quiet? No, it's not quiet. You're right under the hotel night-club.

Edgar: There's a night-club above my room?

Reception Clerk: Yes, sir, with a discothed But the discothed

discotheque. But the discotheque closes at 3 a.m. It's quiet after that. Well, until the kitchen starts breakfast at 5:30.

Edgar: I see.

Reception Clerk: But it's the only room we have.

Edgar: OK. I'll take it.

Reception Clerk: OK. Room 213. Can you just complete this registration card for me?

#### 9 Breakfast buffet

1.29

Edgar: (Ouch! That's hot ... where's a fork?

Ow! That's hot too. Ah, yes. Sausages ...
one, two sausages ... two fried eggs, and
hash browns. Yes. A lot of hash browns.

Any French toast? Oh, yes. There it is. Two
... no, three, four pieces of French toast,
it's the same price. There isn't any bacon!)
Excuse me, do you have any bacon?

Server: Bacon? No, sorry. There isn't any left

Edgar: OK. (Mm, some scrambled eggs and ham, then. Forget the cholesterol!)

1.30

Edgar: Excuse me, is there any maple syrup for the French toast?

Server: Sure. It's right there in front of you. Edgar: OK. ... (Hmm. A lot of maple syrup. Ooh, that's too much! Oh, it's OK. Actually, I'll just take it with me. Some milk for my coffee, that's great. Hmm. Breakfast rolls or English muffins? I don't know. Aw, an English muffin with jam. That's fine.) Excuse me, is there any salt and pepper?

Server: There you go.

Edgar: OK thanks. (Is this enough food? I can always go back later ...)

#### 12 Concierge desk

1.37

Peter: Good morning, sir. Can I help you? Man: Yes. I want to get a ticket for the concert at the Queen Elizabeth Theatre tonight.

Peter: The Montreal Symphony?

Man: That's right. Do you think it's possible?

Peter: I can call TicketMaster for you. How many do you want?

Man: Just the one.

Peter: Just a moment ... Hello, this is the concierge at the Columbia Towers. Do you have a ticket for the Montreal Symphony tonight? OK ... can you hold it for me? Thanks. Yes, that's OK, sir. I can send a bellman, or you can collect it at TicketMaster.

Man: I can collect it. Where's TicketMaster?

Peter: They have a booth in the Pacific

Centre Mall. It's right across the street. Go
out of the hotel, walk past the Stock

Exchange, and take a left into the mall. Go
up one level. TicketMaster's on that level.

You can follow the signs.

1.38

Peter: Good morning, sir, madam. Can I help you?

**Woman:** Please. We're going to the Marine Building. Can you direct us?

Peter: Sure. It's about a ten-minute walk. Go out the hotel entrance, and turn left onto Dunsmuir Street. Go left along Dunsmuir for three blocks. At Burrard take a right, and walk a couple of blocks toward the waterfront. The Marine Building's on the left hand side ... here. You can take the map with you.

Woman: Thank you.

1.39

Woman: Excuse me! Peter: Yes, ma'am.

Woman: I'm looking for a good souvenir

Peter: The hotel shop has souvenirs; it's right over there.

Woman: It's too expensive!

Peter: Well, there are souvenir shops in the Pacific Centre and on Robson Street, or you can go to Gastown. There are a lot of good souvenir shops down there. I recommend Gastown. It's the old part of the city.

Woman: OK. How do I get there?

Peter: Well, it's a ten to fifteen-minute walk
... You can ...

Woman: Fifteen minutes! No way. Where can I take a cab?

Peter: You can find one right outside the hotel entrance.

Woman: Thanks

16 Itineraries

1.49

Josie: What are we doing on June 1st?
Cecilia: Uh, we're going to Eureka in the morning, then cruising the Pacific in the afternoon. Why?

Josie: Well, it's my birthday, that's all.
Cecilia: Your birthday? Then your
employment record's wrong ... Look, I
have it here ...

Josie: No, it's right.

Cecilia: But it says your birthday's in January ... January 6th. I remember because my sister's birthday is January 7th.

Josie: Ah! Sorry ... yes. My mistake ... 1/6/81 is British style, 1st June 1981. In America 1/6/81 is January 6th ... Cecilia: Of course! You put day-month-year ...
Josie: And you put month-day-year ... I
always make a mistake with that!

Cecilia: June 1st? OK, Josie, we're going to have a party for you on Friday ...

**18** Connections

1.53

Call 1, Part 1:

Edgar: Try again ... 9-321-7844.

Message: Thank you for calling ... SouthCal

Edgar: Good morning ...

**Message:** ... Your call is in a call-waiting system. Your call is important to us. Please hold until one of our telephone operators is free ...

Edgar: Come on!

Message: Thank you for holding. Your call is in a call-waiting system. Your call is important to us. Please hold until one of our telephone operators is free ...

Edgar: Oh, no, I don't have all day! Message: Thank you for holding. Your call is

Edgar: Finally!

Operator: Pardon me?

1.54

Call 1, Part 2:

Operator: SouthCal Tours. Thank you for waiting. This is Michael speaking. How may I help you?

Edgar: May I speak to Ms. Lowe, please? Operator: Please bear with me. I'm

connecting you. Edgar: Thank you.

1.55

Call 1, Part 3:

Answering machine: Welcome to the Sprint voice mailbox of Cathy Lowe. I'm not at my desk right now. Please leave your name and number after the tone, and I'll call you back. Thank you for calling.

Edgar: Ah, yes. Right. Good morning, Ms. Lowe. How are you? I'm in San Diego for a few days, for business, and I want to meet with you about your travel brochure for next year. Right now I'm staying at the Quantity Inn downtown, near Balboa Park, and I ... Oh, no! That's the end of the message. My name! She doesn't have my name! OK, I can call again this afternoon ...

1.56

Call 2:

Edgar: Right. 9, then 715-0291.

Message: This is Sunburst Travel. If you are calling from a touch-tone phone, press 5 for reservations; press 3 for recorded information; press 7 if you want a

brochure. For other inquiries press 0, or hold the line for an operator.

Edgar: Is this a touch-tone phone? I guess so, press 0.

Operator: Sunburst Travel. Can I help you? Edgar: Right! Can I speak to Steve Cantor, please?

Operator: Mr. Cantor isn't in the office today.

Do you want his assistant?

Edgar: No, I can call tomorrow. Thanks anyway.

Operator: You're welcome.

19 Fast food

1.58

Server: Hello again.

Jack: An ice cream, please.

**Server:** Would you like vanilla, chocolate or a swirl?

Jack: A swirl.

**Server:** There you go. Two forty-eight with the tax.

Jack: OK.

**Server:** Hmm. I can't make change for a hundred. Do you have anything smaller?

**Jack:** Uh, not really. I want to change the hundred.

**Server:** Sorry. Uh, there was thirteen dollars change from the burger.

Jack: Oh, yeah. Well, I guess I have the exact amount. That's two, and twenty-five, thirty-five, forty-five ... and three cents.

Server: Thanks.

23 Your company

1.67

Alicia: So, Simon. What's your job here? Simon: I'm Mr. Dawson's assistant.

Alicia: Who's Mr. Dawson?

**Simon:** He's the Publicity Manager. You're going to meet him this afternoon.

Alicia: Right. What do you do exactly?

Simon: I'm responsible for brochures – our own brochures and brochures from marketing companies – like Sagebrush

Marketing.

Alicia: So, Mr. Dawson's your boss?

Simon: Not exactly. He's just the head of my department. You see, Mr. Dawson reports to the Marketing Director, Mr. Burgess. Mr. Burgess is in charge of marketing, publicity, and sales.

Alicia: Do you do any work on the ships?

Simon: No, not really. The company has two divisions, sales and operators. Each division has a vee-pee – sorry, a Vice President. For example, Mr. Burgess reports to the Vice President in charge of sales ... Her name's Ms. Ivanov. All the ships' captains report to Mr. Perez who's responsible for all operations.

Alicia: So, Ms. Ivanov's the big boss then!

Simon: Uh, yes ... for me, she's the big boss. Of course she has a boss, too. That's Patricia Brooke, the Chief Executive Officer. And I guess above her there's Sven Hansen, the company President.

Alicia: Wow! It sounds complicated. Simon: It is. Believe me, it is!

#### **26** Arrangements

2.08

Jack: OK, forget direct flights. Can I transfer through another airport?

**Agent:** Yes ... you can go via Denver. That flight won't leave Vancouver until six fifty-five.

Jack: When's the last check-in for Economy Class?

Agent: Six o'clock will be OK. Jack: When will I get to Denver?

**Agent:** Nine twenty Mountain Time. It's an hour ahead of Vancouver.

Jack: Uh huh, and when will the Phoenix flight leave?

Agent: Five after ten. But don't worry, you'll make it

Jack: So, what time will I get to Phoenix?

Agent: By the time you get to Phoenix, it'll
be ten after midnight. Do you want to take
that flight?

Jack: OK ... Sure, that's fine.

#### 29 Phone systems

#### 2.14

If you know the extension number you require, you can key it in after the tone. (Beep).

If you are calling from a touch-tone phone, you can choose one of the following options. For sales, press 1. For accounts, press 2. For customer service, press 3. For all other inquiries press 0, or hold for an operator.

#### 2.15

Part 1:

**Operator:** Thank you for calling Pacific Rim Cruises. This is Stephanie speaking. How may I help you?

Edgar: I want to speak to Simon Chang, please.

Operator: And may I say who's calling? Edgar: Yes. This is Edgar Young of AmCan Travel.

Operator: Thank you, Mr. Young. Please hold.

#### 2.16

Part 2:

Secretary: This is Simon Chang's phone.

Operator: There's a Mr. Young from AmCan
Travel on the line.

**Secretary:** Simon's in a meeting. Hold on. Simon?

Simon: Yes?

**Secretary:** Edgar Young's on the line. Do you want to speak with him?

**Simon:** No! Tell him I'm in a meeting, and tell him that I'll call him later.

**Secretary:** Hello? Put him through on my extension.

Operator: OK.

#### 2.17

Part 3:

Operator: I'm putting you through now.

Edgar: Thank you.

**Secretary:** This is Mr. Chang's assistant. How may I help you?

Edgar: Can I speak to Simon, please? Secretary: I'm afraid he's in a meeting, Mr. Young. Can I take a message?

Edgar: It's important. Can't you interrupt

Secretary: I'm afraid not, Mr. Young. Do you want him to call you back?

Edgar: I guess so.

Secretary: Does he have your number?
Edgar: Yes, he does. Thank you.
Edgar: Oh, no! He has my number in
Vancouver. He doesn't know that I'm in
San Diego!

#### 32 Directory assistance

2.22

Jack: Pierre Duchamps ... he lives in Vancouver, so it's a local area code. OK. Just 555-1212.

Operator: Directory assistance. Which city?

Jack: Vancouver.

Operator: What name?

Jack: Duchamps, P.

Operator: Address:

Jack: I don't know ... It's over in North Vancouver somewhere.

**Recording:** The number you require is 411-9008.

#### 2.23

Jack: I don't have Darlene's number either. Ah, well. Directory assistance again. Phoenix – that's 1, 602, then 555-1212.

Operator: Directory assistance. Which city?

Jack: Scottsdale.

Operator: What name?

Jack: Kennedy, Darlene. North Highland

**Recording:** The number you require is 732-1190.

#### 33 Attractions

#### 2.24

Description 1:

**Simon:** This is pretty difficult to get a picture of. The postcards usually have views from the bottom of the canyon – the canyon is

seventy meters deep. Or you can take people walking across from one end. That's easy.

2.25

#### Description 2:

Simon: Everyone takes the same shot of this. The clock in the middle. You need a lot of people in the shot, and you could take shots of street cafés or boutiques as well. This is where the city started.

#### 2.26

Description 3:

Simon: We need to ride this anyway, on our way across the harbor to Capilano and Grouse Mountain. Anyway, while we're on board we can get some great shots of the waterfront and of North Vancouver. I think it's a good picture on its own. You don't get these everywhere!

#### 2.27

Description 4:

Simon: The views are fantastic on a sunny day. You're 1,200 meters up at the top. There's a chairlift up there – in the winter they use it for the ski run, in summer it's just a sightseeing ride.

#### 35 The menu

2.30

Waiter: Hi there. My name's Ivan, and I'm your server for today. Do you want more time to look at the menu? No? OK, now our chef this evening is Jean-Paul, and everything on the menu is really great. Maybe I can give you my personal recommendation? Is that OK, folks? Well, I love everything on the menu, but tonight the grilled tuna steak is fantastic. This is deep-sea Bluefin tuna from unpolluted Pacific Ocean waters around Hawaii. It's grilled with a little genuine Italian extravirgin olive oil, fresh basil and garlic, then a fresh lemon sauce - when I say fresh, I mean the sauce and the lemons are fresh - the lemons were picked from the tree this morning - the sauce is drizzled over the tuna. That comes with a vegetable selection; we have zucchini, eggplant, and tomato this evening ...

#### 2.31

Cecilia

Waiter: OK, ma'am. Are you ready to order? Cecilia: Sure. I'll have the melon with Parma ham, followed by the beef steak.

Waiter: How do you want the steak?

Cecilia: Mm, well done.

Waiter: OK. What do you want with that?

Cecilia: The salad.

Waiter: Do you want a dressing on that? Cecilia: Yes. Uh, oil and vinegar.

Waiter: And for dessert? Do you want to order now or later?

Cecilia: Now. Uh ... the strawberries, please. Waiter: OK. Thank you.

2.32

Kenji

Waiter: Are you ready to order, sir?

**Kenji:** Thanks. I'd like the spinach and bacon salad ... Does that have a dressing?

Waiter: Yes, it does. It has an extra-virgin olive oil dressing with lime, garlic and fresh herbs.

**Kenji:** That's fine. And, uh, I'd like the tuna. It sounds great. With baked potato.

Waiter: Thank you. Would you like to order dessert now?

Kenji: No. I'll choose dessert later. Thank you.

Waiter: You're welcome.

2.33

Josie

Waiter: And for you, ma'am?

Josie: Mm, I'll try the tomato and mozzarella salad for starters, uh, then the stir-fried vegetables, please.

Waiter: That comes on its own. Is that OK? Josie: Yes, that's fine. Oh, and I'd like a Key lime pie, please. Thanks.

Waiter: OK.

39 Sales talk

2.40

Marsha: Excuse me Mr. Hudson ... my phone. Yes? Marsha speaking?

**Stefan:** Hello, Marsha. This is Stefan from Cruise Supplies Company.

Marsha: Stefan! Hello. I was going to call you back.

**Stefan:** I know. But there's a problem with your order.

Marsha: A problem? What kind of a problem?

Stefan: We have the Perrier. But we don't have three thousand extra bottles of Evian. We're going to get some next week ...

Marsha: Next week? I need them for the Pacific Rim Voyager on Sunday, June 3rd.

Stefan: We'll have them on Monday the 4th. Marsha: Monday's too late! I need them on

Sunday.

Stefan: I'm very sorry, Marsha. There's nothing I can do.

Marsha: OK, thanks for calling. Stefan: OK. Bye ... and sorry again.

Marsha: Uh, Mr. Hudson? Jack: Yes?

Marsha: Do you have three thousand bottles of Absolutely Arizona here in Vancouver?

41 Let's make a deal

2.45

- a Yes, I know Albion-America.
- **b** Albion-America was in our brochure last vear.
- c We do a lot of business with Pacific Rim.
- d Pacific Rim is a very modern company.
- e Albion-America has larger ships, that's
- **f** We had a lot of passenger comments about Albion-America.

44 Your cabin

2.53

Maria: OK, here's the TV. And here's the remote control. You can get the on-board information service on channel 1. It has a guide to the ship and information about excursions. Channel 2 is video movies. That operates 24 hours a day. And channel 3 is entertainment ... cartoons, sitcoms, that kind of thing. From 6 a.m. to 6 p.m., it's kids' programs. Channels 4 through 7 are satellite channels. Channel 4 is CNN News, then 5 is the sports channel - baseball and athletics, you know what I mean. Then 6 is satellite entertainment, and 7 is new movies. You can get information on your charge account on channel 8 ...

Alicia: That's OK. Pacific Rim Cruises are picking up my tab!

Maria: Really? That's great. Then Channel 9 has children's video games. You can access various games.

Alicia: I don't think that one's for me!

Maria: Yeah. I don't like video games either.

45 Making friends

2.56

Josie Campbell?

We met yesterday in Cecilia's office? We talked about photos of the excursions? I'm British?

We talked for an hour? You told me all about your family? And your boyfriend?

I bought you a drink?

47 Good news

2.61

Kenji: Mr. Perez? This is Ken Nakamura speaking.

Mr. Perez: Where were you?

**Kenji:** Sorry, Mr. Perez. I was coaching some passengers.

Mr. Perez: Do you know Mr. O'Connell?
Kenji: Yes, I know Paul O'Connell. He's the
Entertainment Director on the Pacific Rim
Explorer.

Mr. Perez: Well, he had a bad accident. He fell over on a glacier.

Kenji: Oh, dear. I'm sorry to hear that. How is he?

**Mr. Perez:** He's coming out of the hospital next week.

Kenji: Good, it's not serious then.

**Mr. Perez:** He broke his leg badly. He's going to be away from work for six months.

Kenii: Oh. I see. Six months?

**Mr. Perez:** That's right. You're going to be in Vancouver on Sunday, aren't you?

**Kenji:** Yes, we're going to be in Vancouver on Sunday.

Mr. Perez: Well, I want you to be the new Entertainment Director on the *Pacific Rim Explorer*.

Kenji: Sorry, can you say that again?
Mr. Perez: I want you to be the new

Entertainment Director on the Pacific Rim Explorer.

**Kenji:** Well, thank you. Thank you very much.

Mr. Perez: So you'll take the job?

Kenji: Yes, sure, I'll take it. Mr. Perez: Good. Very good:

Kenji: Uh, who's going to tell Cecilia Grant?

Mr. Perez: I called her this morning. Kenji: Right. She knows already.

**Mr. Perez:** And Syreeta Martin will take your job as Sports Manager on the *Voyager*. Is that OK?

Kenji: Yes, Syreeta will be great.
Mr. Perez: Can you tell her?
Kenji: Yes, I'll tell her right now.
Mr. Perez: Goodbye, Mr. Nakamura.

Kenji: Goodbye, sir.

48 Goodbye

2.65

Will Josie and Ken meet again?
Will Ken be successful in his new job?
Will Alicia ever return to Vancouver?
Will Alicia see Simon Chang before she flies back to San Diego?

Will Pacific Rim Cruises buy more Absolutely Arizona mineral water?

Will Jack Hudson ever return to Canada? Why did Edgar Young fly up to Anchorage? Will Edgar Young finally meet with Alicia? Will Alicia take pictures for AmCan Travel?

# Communication Activities

# COMMUNICATION ACTIVITY A Unit 3 Student 1

1 You are an Immigration Officer in Britain. Student 2 is a visitor. Ask questions and complete the landing card with your partner's information, e.g.

What's your family name?
What's your date of birth?
What's your occupation / job?
What's your address on arrival in the U.K.?

2 You are a visitor to Canada. Student 2 is a Canadian Immigration Officer. Help Student 2 fill out the Canadian landing card by answering their questions.

Please complete clearly Veuillez remplir lisibleme Family name	<b>y in BLO</b> ent en LE	CK CAPIT TTRES M	F <b>ALS</b> Por fa AJUSCULE	avor completar S Bitte deutlic	claramente h in DRÜCk	en MAYU (SCHRIFT	SCULAS ausfüllen
Nom de famile Apellidos							
Familienname Forenames Prenoms Nombre(s) de Pila						Sex Sexe Sexo	(M,F)
Vornamen Date of birth Date de naissance Fecha de nacimiento Geburtsdatum	Day	Month	Year	Lieu de n	e of birth naissance	eschlecht	
Nationality Nationalite Nacionalidad				. Oc	cupation rofession Profession Benuf		
Staatsangehörigkeit  Address in United  Adresse en Ro  Direccion en el F	yaume U Reino Unio	ini do			perur		
Adresse im Vereinigten	Konigrei	ÇII					
Signature Firma Unterschrift		**********		EN			
For official use	e/Reserve				für den Dien		
	7 -16 □		CODE	NAT		PO	

## COMMUNICATION ACTIVITY B Unit 6 Student 1

You have the meaning of the words highlighted in blue. Your partner has the meaning of the words highlighted in pink. Explain your words to your partner.

shuttle bus - a bus that leaves at regular times and goes between two locations.

every 30 minutes - the buses leave at 9:00, 9:30, 10:00, 10:30, etc.

meter – taxi cabs have a meter. The meter shows the cost – e.g. \$1.20 per kilometer.

heavy traffic – at some times of day, there are a lot of cars, buses, motorcycles and trucks (traffic). The traffic is heavy.

flat rate - the price is always the same. It's "fixed". There are no extras.

# COMMUNICATION ACTIVITY C Unit 7 Student 1

Interview Student 2 and complete this registration card with his / her details.



Vancouver, B.C.

Guest Registration Card

3220

Poom number

Noon number.	Table 2 and 1 and
Family name:	
First name(s):	
Home address:	
Street:	
City:	
Zip code:	
Nationality:	
Passport number:	
Company name:	
Company address:	
Car license number:	
Date of arrival:	
Date of departure:	
Method of payment:	
	☐ On account ☐ American Express
	☐ MasterCard ☐ Diner's Club
	☐ Visa ☐ By check ☐ Cash
Signature:	
Date:	

#### COMMUNICATION ACTIVITY D Unit 16 Student 1

- 1 You are a travel agent. Answer Student 2's questions about the Alaska tour, below.
- 2 Your partner is a travel agent. You are asking about a seven-night cruise to the Pacific Northwest which includes stops at Alert Bay, Victoria, Seattle, Tacoma and Eureka, e.g.

When are we going?

What date

do we arrive in / leave Tacoma?

Where

day time

#### SEVEN NIGHTS ALASKA TOUR

Vancouver - Skagway - Haines - Juneau - Ketchikan - Vancouver

day	cruise	arrive / depart
Sunday	Vancouver, B.C.	Board from 4:00 p.m.
Monday	Cruising the inside passage	is and energy, there are a
Tuesday	At sea viewing glaciers	la gillettant tolling
Wednesday	Skagway, Alaska	8:00 a.m. / 3:00 p.m.
	Haines, Alaska	6:00 p.m. / 10:30 p.m.
Thursday	Juneau, Alaska	7:00 a.m. / 6:00 p.m.
Friday	Ketchikan, Alaska	
	Cruising Misty Fjord	8:00 a.m. / 3:00 p.m.
Saturday	At sea	gwill Richt fin
Sunday	Vancouver, B.C.	Arrive 10:00 a.m.
	Sunday Monday Tuesday Wednesday Thursday Friday Saturday	Sunday Vancouver, B.C.  Monday Cruising the inside passage Tuesday At sea viewing glaciers Wednesday Skagway, Alaska Haines, Alaska Thursday Juneau, Alaska Friday Ketchikan, Alaska Cruising Misty Fjord Saturday At sea

### COMMUNICATION ACTIVITY E Unit 19 Student 1

- 1 Ask your partner questions. Complete the prices on this menu.
- 2 Answer Student 2's questions.

### The Delta Chick Inn

Delta Fried Chicken Leg
Delta Fried Chicken Breast \$6.99
Chicken Caesar Salad
Delta Pasta with Chicken \$5.39

Portion of fries - regular
- large \$1.99
- extra large \_\_\_\_

#### Sodas

Delta Cola, Delta Lime

regular - 12 oz \$0.99 large - 20 oz \_\_\_\_\_ extra large - 32 oz \$1.59

Colombian Coffee
English Breakfast Tea \$1.49

## COMMUNICATION ACTIVITY F Unit 22 Student 1

- 1 Answer Student 2's questions about this daily routine:
- 2 Ask Student 2 about the daily routine they have, e.g. Whose routine is it? What does she first do?
- 3 Find a time when Ken and Laura can meet.

# PACIFIC RIM CRUISES

#### THE PACIFIC RIM VOYAGER

Worksheet: Ken Nakamura, Sports Manager

7 a.m. Meet with sports organizers

8 a.m. Open swimming pool

9 a.m. Check passenger reservations for sports activities

1 p.m. Lunch

2 p.m. Help with sports activities

7 p.m. Dinner

8 p.m. Close swimming pool

9 p.m. Take reservations for the next day

#### **COMMUNICATION ACTIVITY G** Unit 26 Student 1

- 1 You are a traveler in Vancouver. Student 2 is a travel agent. You want to get to St. Louis on Thursday night. Ask for information.
- 2 You are a travel agent. Student 2 is asking you about flights from Vancouver to San Diego. You have this information:

#### TO SAN DIEGO: THURSDAY

Direct flight: American Airlines No other direct flights

Evening: Air Canada to Los Angeles

18:30 DEPART: Vancouver ARRIVE: Los Angeles International

Transfer to: SkyWest to San Diego

DEPART: Los Angeles International 21:30 ARRIVE: San Diego 22:15

#### **COMMUNICATION ACTIVITY H Unit 28 Student 1**

1 Answer Student 2's questions about Edgar Young. You have this information about him:

2 Student 2 has information about Alicia Romero. Ask questions about her, e.g.

Where was she born? What was her last job? How long was she ...?

#### **Edgar Young**



Born: Tampa, Florida

Education: Master's degree in Business Administration

Assistant Manager - Delta Airlines, Atlanta, 3 years) Work history:

Travel Agency Manager - Chicago, 5 years Representative - AmCan Travel, Chicago, 2 years Manager - AmCan Travel, Seattle office, 6 years

Sales Director, AmCan Travel, Vancouver Now:

#### COMMUNICATION ACTIVITY I **Unit 39 Student 1**

- 1 You are a sales representative. Tell Student 2 about this suntan lotion:
- 2 Listen to Student 2 try to sell you a product.
- 3 Will you buy Student 2's product? Why / why not?

### SUNTAN LOTION Made in Alaska!

- Amazing Alaska is sold in one liter bottles, and costs \$2.95 a bottle.
- It's the cheapest suntan lotion.
- Alaska is the coldest state in the U.S.A., but the sun is very bright in the summer.
- Sunburn is very dangerous.
- Amazing Alaska stops sunburn.
- Oil is produced in Alaska.
- Amazing Alaska is made from oil.



#### COMMUNICATION ACTIVITY J **Unit 41 Student 1**

Ask questions about Albion-America and complete the table.

Then compare Albion-America and Pacific Rim Cruises, e.g. Albion-America has more ships. Pacific Rim Cruises has fewer ships.

	Pacific Rim Cruises	Albion-America
number of ships	3	
average age of ships	5 years	
average number of cabins per ship	275	
passengers last year	62,500	
cabins with balconies	240 on each ship	
restaurants per ship	three	
cinemas per ship	one	
video channels on TV	eight	
swimming pools per ship	one	
average vacation cost for 7 days	\$3,450	

#### **COMMUNICATION ACTIVITY K** Unit 43 Student 1

You are the manager of the Quantity Inn Hotel in San Diego. There are two "Guest Comments" forms in every room. Mr. Edgar Young checked out last week, and he gave the reception clerk a blank Guest Comments form he completed one, but took it with him by mistake. You have a blank form. You are calling Mr. Young and asking about his stay.

	UEST COMMENT www.minutes to co it with reception		te this form. ail it to us.		
RECEPTION	Excell	ent	Good	F.:	
Was your check-in fast? Was your check-out fast? Were our reception clerks friendly?			2100	Fair	Po
YOUR BEDROOM Was your room clean? Was it comfortable?		+	MONE AT		
'Ya' 'You 'like the furniture?					
TELEPHONE SERVICE Were our operators friendly and polite? Was the service fast?					
ROOM SERVICE Was the service fast? Did you like our menu? Was the food good?					
QUANTITY RESTAURANT? What did you think of the quality of food? What was the service like? Did you like our menu?					
HOUSEKEEPING What was our laundry service like? Did the room maid clean your room well?		T G E			
EMPLOYEES Oo any of our staff deserve special thanks?	Name				
ND FINALLY /as this your first stay at a Quantity Inn? /ould you like to stay with us again?					
RSONAL DETAILS me: Room no:					
ink you for helping us. anda Hapsburg, General Manager, intity Inn Hotels Core	Date	s of st	tay:		

\* Try to negotiate a discount. \* You want several of each item. Look at the pictures in Unit 46. Use the following information to help you bargain. Role-play a dialog in the store. You are the customer, Student 2 is the sales assistant.

 $^{st}$  Each item will go to a different address. \* Ask about shipping charges.

#### I insbute 84 finU COMMUNICATION ACTIVITY M

1 Read the ending to the dialog.

England. a tour guide. He shows American tourists around Edgar Young lost his job at AmCan Travel. He's now Vancouver, where Pearl Li is now General Manager. best hotels, even at the Columbia Towers in North America. Now Jack can afford to stay at the lt's now the number-three selling mineral water in Absolutely Arizona Mineral Waters was very popular. Stars of the Year, is a best-selling book.

for herself. Her most recent series of pictures, Movie Advertising Pictures of The Year". Alicia now works good friends. Alicia's brochure won a prize for "Best there on vacation in December. Simon and Alicia are Alicia returned to San Diego. Simon Chang went March. Cecilia Grant was Josie's Maid of Honor. Pacific Rim Explorer. Josie and Ken were married in other every day. In September, Josie moved to the After the cruise, Josie and Ken telephoned each Happy ending: One year later

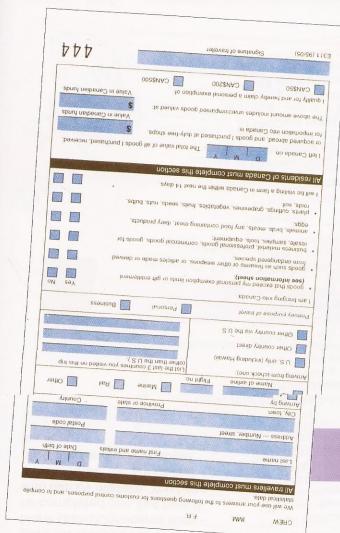
appropriate. Discuss both endings, and decide on the most

#### Unit 3 Student 2 **COMMUNICATION ACTIVITY N**

What's the purpose of your visit? Where are you arriving from? What's your middle initial? What's your first name? card with your partner's information, e.g. is a visitor. Ask questions and complete the landing 2 You are an Immigration Officer in Canada. Student 1 landing card by answering their questions.

nhimmyration Officer. Help Student it ifill out the British 1 You are a visitor to Britain. Student 1 is a British

2 Student 2 has an unhappy ending to the dialog.



# COMMUNICATION ACTIVITY O Unit 6 Student 2

You have the meaning of the words highlighted in pink. Your partner has the meaning of the words highlighted in blue. Explain your words to your partner.

major downtown hotels - the big, important hotels in the center of the city.

party - a group of people who are traveling together.

limousine – a large luxury vehicle (a car or a van or a small bus).
A limousine doesn't have a meter.

transfer - to change from one bus or plane to a different bus or plane.

#### COMMUNICATION ACTIVITY P Unit 7 Student 2

Interview Student 1, and complete this registration card with his / her details.

Cuantity San Diego	REGISTRATION
Room: Title/Military rank (Mr./Mrs./Ms./Other) Family name: First name: Middle initial:	
Address: Street: City: Zip: Home telephone:	
Business name: Business address:  Business telephone: Business fax:	
Car license plate: Arrived: Departed: Payment by:	
iignature: Date (Month/Day/Year):[	☐ Visa ☐ American Express ☐ MasterCard ☐ Quantity Inn Card ☐ Other ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

#### COMMUNICATION ACTIVITY Q Unit 16 Student 2

1 Your partner is a travel agent. You are asking about a seven-night cruise to Alaska which includes stops at Skagway, Haines, Juneau and Ketchikan, e.g.

When

are we going?

What

do we arrive in / leave Skagway?

Where

date day time

and a management of the self-

2 You are a travel agent. Answer Student 1's questions about the Pacific Northwest cruise, below.

#### SEVEN NIGHTS PACIFIC NORTHWEST CRUISE

Vancouver - Alert Bay - Victoria - Seattle - Tacoma - Eureka - Vancouver

date	day	cruise	arrive / depart	
6/10	Sunday	Vancouver, B.C.	Board from 4:00 p.m.	
6/11	Monday	Alert Bay, B.C.	9:00 a.m. / 1:00 p.m.	
6/12	Tuesday	Victoria, B.C.	8:00 a.m. / 6:00 p.m.	
6/13	Wednesday	Seattle, Washington	8:00 a.m. / 5:30 p.m.	
6/14	Thursday	Cruising Puget Sound		
		Tacoma, Washington	4:00 p.m. / 9:00 p.m.	
6/15	Friday	Eureka, California	1:00 p.m. / 6:00 p.m.	
6/16	Saturday	Cruising the Pacific	Tallia and the same of the sam	
6/17	Sunday	Vancouver, B.C.	Arrive 11:00 a.m.	

### **COMMUNICATION ACTIVITY R Unit 19 Student 2**

- 1 Answer Student 1's questions.
- 2 Ask your partner questions. Complete the prices on this menu.

### The Delta Chick Inn

Delta Fried Chic	\$4.99	
Delta Fried Chic Chicken Caesa		\$6.99
Delta Pasta with	n Chicken	
Portion of fries	- regular	\$1.29
	- large	
	- extra large	\$2.99
Sodas		
Delta Cola, Delt	a Lime	
regular	- 12 oz	
large	- 20 oz	\$1.39
extra large	- 32 oz	
Colombian Coff	fee	\$1.49
English Breakfa	st Tea	

#### **COMMUNICATION ACTIVITY S** Unit 22 Student 2

- 1 Ask Student 1 about the daily routine they have, e.g. Whose routine is it? What does he first do?
- 2 Answer Student 1's questions about this daily routine.
- 3 Find a time when Laura and Ken can meet.

### PACIFIC RIM CRUISES

### THE PACIFIC RIM VOYAGER

Worksheet: Laura Patterson, Health Club Manager

7 a.m. Meet with Health Club personnel

8 a.m. Open club

9 a.m. Check passenger reservations for massages, trainers, saunas, etc.

11 a.m. Take aerobics class

1 p.m. Lunch

2 p.m. Work on Health Club reception desk

5 p.m. Take aerobics class

6 p.m. Dinner

9 p.m. Close Health Club

#### **COMMUNICATION ACTIVITY T** Unit 26 Student 2

- 1 You are a travel agent. Student 1 is asking you about flights from Vancouver to St. Louis. You have this information:
- 2 You are a traveler in Vancouver, Student 1 is a travel agent. You want to get to San Diego on Thursday night. Ask for information.

#### ST. LOUIS: THURSDAY

Direct flight: Delta, 14:15 No other direct flights

Evening: Continental to Chicago DEPART: Vancouver 16:15 Pacific time ARRIVE: Chicago 21:00 Central time (Chicago is 2 hours ahead of Vancouver.)

Transfer to: Continental to St. Louis

DEPART: Chicago 21:40 ARRIVE: St. Louis 23:25

#### COMMUNICATION ACTIVITY U Unit 28 Student 2

1 Student 2 has information about Edgar Young. Ask questions about him, e.g. Where was he born? What was his last job?

2 Answer Student 1's questions about Alicia Romero. You have this information about her:

#### Alicia Romero

How long was he ...?

Born: San Diego, California School: San Diego, California

USC (University of Southern California), San Diego, 4 years

Degree in Art (majoring in Photography)

Experience: Photographic Assistant, Kiddie Portraits, Del Mar, 4 weeks

Photographic Assistant, San Diego Sun newspaper, 2 years

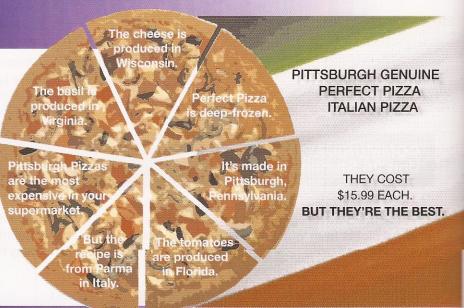
Official photographer, Janet Jackson U.S. Tour, 3 months

Now: Photographer, Sagebrush Marketing

#### COMMUNICATION ACTIVITY V Unit 39 Student 2

College:

- 1 Listen to Student 1 try to sell you a product.
- 2 Will you buy Student 1's product? Why / why not?
- 3 You are a sales representative. Tell Student 1 about this pizza product:



### COMMUNICATION ACTIVITY W Unit 41 Student 2

Ask questions about Pacific Rim and complete the table.

Then compare Albion-America and Pacific Rim Cruises, e.g. Albion-America has more ships. Pacific Rim Cruises has fewer ships.

	Albion-America	Pacific Rim Cruises
number of ships	7	
average age of ships	20 years	
average number of cabins per ship	850	
passengers last year	238,000	
cabins with balconies	60 on each ship	
restaurants per ship	two	
cinemas per ship	none	
video channels on TV	three	
swimming pools per ship	two	
average vacation cost for 7 days	\$2,750	

# **COMMUNICATION ACTIVITY X Unit 43 Student 2**

You are going to role-play Edgar Young. There are two "Guest Comments" forms in every room at the Quantity Inn Hotel in San Diego. You checked out last week, and you gave the reception clerk a blank Guest Comments form - you completed one, but took it with you by mistake. You have the completed form. The hotel manager is calling you and asking about your stay. Answer using your completed form.



#### **GUEST COMMENTS**

Please take a few minutes to complete this form. You may leave it with reception or mail it to us.

Excellent	Good	Fair	Poor
nary odli	V	~	V
~	V		V
	ets dr	eta fa ave	~
			**
~		~	~
		burs. I	7
No! I COMP	Name		
	UNFORTUNATELY, NO. CERTAINLY NOT.		
	Dates of stay	1. May 23ad to .	June 1st
	Name No! I come Rude. You D.  Unfortunat. Certainly	Name	Name

#### **COMMUNICATION ACTIVITY Y** Unit 46 Student 2

Role-play a dialog in the store. You are the sales assistant. Student 1 is the customer. Look at the pictures in Unit 46.

Here is some information about the items on sale. Read it before you bargain with the customer!

#### A wooden carving of a bear

Retail price: \$195 / Cost: \$95 Shipping: (U.S. / Canada) approximately \$12.50 each

#### Pure wool blankets

Retail price: \$95 / Cost: \$50 (they're on sale because you have a lot of them.) Shipping: (U.S. / Canada) about \$20 each (they're heavy!)

#### Baseball cap

Retail price: \$10.99 / Cost: \$2 Shipping: not possible unless shipped with other items.

#### Photographs in frames

Retail: \$39.99 / Cost: pictures 75¢, frame \$3.99 (you put them together in the shop.) Shipping: \$6 (there is glass in the frames.)

#### **COMMUNICATION ACTIVITY Z** Unit 48 Student 2

1 Read the ending to the dialog.

Unhappy ending: One year later After the cruise, Josie and Ken never saw each other again. Ken was only interested in his job. Josie was tired of cruise ships, and she returned to Britain. Alicia returned to San Diego. Edgar Young became the Chief Executive Officer of AmCan Travel and moved to San Diego. Alicia worked for him and had several arguments with him. She left his company in January. She now takes pictures of tourists in Las Vegas for \$1.95 a picture. She never saw Simon Chang again.

Simon left Pacific Rim Cruises in April, at the same time that the Columbia Towers Hotel fired Pearl Li because she was rude to an important customer (Edgar Young). Simon now works for AmCan Travel. He hates Edgar Young. Jack Hudson doesn't work for Absolutely Arizona anymore. After the salmonella outbreak on the Pacific Rim Voyager in August, Absolutely Arizona went bust. Jack is unemployed.

2 Student 1 has a happy ending to the dialog. Discuss both endings, and decide on the most appropriate.

### Grammar Files

#### **GRAMMAR FILE 1: indefinite articles**

#### a / an

Use **a** before the sound of consonants (b/c/d/f/g/h/j/k/l/m/n/p/q/r/s/t/v/w/x/y/z): **a** book / **a** computer / **a** disk / **a** flight / **a** good grade / **a** jeans shop.

Use **an** before the sound of vowels (a/e/i/o/u): **an** Apple computer / **an** exit / **an** idea / **an** operating system / **an** umbrella

The indefinite article agrees with the next word, not with the next noun:

an open book / a long inquiry / a few oranges / an easy exercise

Remember:

Some consonants are silent, or the sound is a vowel sound:

an honest answer / 30 miles an hour / an MD / an HD computer disc / an x-ray

(consonant capital letters with a vowel sound are F, H, L, M, N, R, S, X)  $\,$ 

Often  ${\bf u}$  /  ${\bf e}{\bf u}$  have a  ${\bf y}$  consonant sound at the beginning of a word:

a university / a United Airlines ticket / a U.S. Senator / a European diplomat / a Euro

We use a / an for jobs and categories:

She's **an** engineer. not She's engineer. He's **an** officer.

Are you **a** student? A turkey is **a** bird.

A guitar is a musical instrument.

#### GRAMMAR FILE 2: definite articles / demonstratives

#### definite articles

Give me a blue pen.

(There are several pens. Three are blue. Give me any of the blue pens.)

Give me the blue pen.

(There is only one blue pen. Give it to me.)

It's on the second floor.

Cecilia Grant is **the** manager of the department. Where's **the** restroom?

We always say:

the sun / the Earth / the ocean the police / the air force

We usually say:

play the guitar / play the piano (but play guitar is becoming more frequent)

the for places

We do not use the for most place names:

Costa Rica is in Central America.
Los Angeles is a city in California.
Their office is on Highland Avenue.
They have an office downtown.
The flight leaves from Kennedy Airport.
Union Street Station is right over there.
San Diego zoo is famous.

We use the for:

1 the names of oceans, rivers, important buildings, hotels, restaurants, boats etc.:

The Pacific Ocean / The Panama Canal /
The Colorado River / The CN Tower /

The Smithsonian Museum /

The Ten Movie Theater / The Four Seasons Hotel /

The Panama Hat Restaurant /
The Pacific Rim Voyager

**2** the official names of some countries / states – especially with *of*:

The United States of America /

The United Kingdom / The Province of Ontario /

The State of Oregon

3 other place / company names with of:

The Bank of America / The coast of Texas /

The west of Canada

4 plural names of countries and places:

The Philippines / The Netherlands / The Rocky Mountains / The Aleutian Islands / The South Pole

demonstratives

this, that, these and those are demonstratives.

singular plural

near (here) this these far (there) that those

**Grammar Files Index:** indefinite articles – 1, definite articles / demonstratives – 2, *to be* – 3, have – 4, pronouns / possessive adjectives – 5, imperatives – 6, adjectives – 7, adverbs – 8, quantity – 9, present continuous – 10, likes and dislikes – 11, present simple – 12, was and were – 13, past simple – 14, *going to* future – 15, '// future – 16, comparison – 17, location and movement – 18, modals – 19, irregular verbs, past tense – 20

#### GRAMMAR FILE 3: to be

1	am 'm 'm not am not	busy. here. tired. a student.	Am Is Isn't	he she it	busy? here? tired? a student?
He She It	is 's isn't 's not	American.	Are Aren't	you we they	American?
We You They	u 're	Yes,	you we they he she it	am. are. is.	

No,	ı	'm not.	
	you we they	aren't.	
	he she it	isn't.	

Infinitive: to be Present participle: being Past participle: been

Note: for past tense, see was and were, Grammar File 13.

#### **GRAMMAR FILE 4: have**

I You We They He She It	have have go 've got don't h haven't has has got doesn't hasn't o	ave got t	a car. some money. a pen. two brothers.
Do Don't Does Doesn't	l you we they he she it	have	a car? any money? a pen? any brothers?
or			
Have Haven't	you we they	got	a car? any money? a pen? any brothers?
Hasn't	she it		

Yes,	you we they he it	do.	No,	you we they he it	don't. do not. doesn't.
or					
Yes,	you we they	have.	No,	you we they	haven't.
	he it	has.		he it	hasn't.

have / have got have / has / don't have / doesn't have / Do you have ...? / Does she have ...? is more common in American English. have got / has got / haven't got / hasn't got / Have you got ...? / Has he got ...? is more common in British English.

Note: But both forms are used and understood in both the U.S.A. and in Britain.

In the U.S.A. have got / has got / haven't got, etc. is common, but many people think it isn't "good English" and prefer have / don't have.

In Britain have / don't have is becoming more popular (because of American TV and movies). Some people think it "sounds more polite." But have got / haven't got is the normal everyday form.

If you ask questions with Have you got ...? / Has she got ...?, answer with Yes, I have / No, I haven't. If you ask questions with Do you have ...? / Does he have ...?, answer with Yes, I do / No, I don't.

In the U.S.A. you can hear mixed examples. Understand them, but don't imitate them: Have you got the time? Yes, I do. It's 12:30. In spoken American and British English, Have you got ...? often sounds like You got ...?

Grammar Files Index: indefinite articles – 1, definite articles / demonstratives – 2, to be – 3, have – 4, pronouns / possessive adjectives – 5, imperatives – 6, adjectives – 7, adverbs – 8, quantity – 9, present continuous – 10,

#### **GRAMMAR FILE 5: pronouns / possessive adjectives**

subject	object	possessive	reflexive
pronoun	pronoun	pronoun	pronoun
1	me	my	myself
you	you	your	yourself
he	him	his	himself
she	her	her	herself
it	it	its	itself
we	us	our	ourselves
you	you	your	yourselves
they	them	their	themselves

#### 1 subject pronoun

I don't like her. / **She** doesn't like me. / **We**'re working hard.

#### 2 object pronoun

Give it to me. / Look at them. / He's talking to her.

#### 3 possessive adjective

It's **his** book. / **My** uncle lives in L.A. / **Our** class is small.

#### 4 reflexive pronoun

Help yourselves to salad. / Get yourself a plate.

#### 5 indefinite pronouns

affirmative	negative	question
someone	no one / not anyone	anyone?
somebody	nobody / not anybody	anybody?
somewhere	nowhere / not anywhere	anywhere?
something	nothing / not anything	anything?

There's **someone** at the door. Who is it? Is there **anything** in the fridge? I'm really hungry. It's a small town **somewhere** near Seattle.

#### **GRAMMAR FILE 6: imperatives**

We use the imperative to give instructions, to give orders, to make offers, suggestions and requests.

The imperative is the same as the infinitive without *to*:

Come here.

Listen.

Look at this.

Press this button.

Take a right.

Give me that book.

Enjoy your meal.

the negative

Don't talk.

Don't worry.

Don't press that button.

Don't turn left, turn right.

signs use do not DO NOT PARK HERE

DO NOT STOP

the verb to be

Be careful.

Be quiet.

Don't be stupid.

#### emphatic uses

We can emphasize an imperative

with **do**: Please, sit down.

(stronger) Please, do sit down.

Be quiet.

(stronger) Do be quiet!

Close that door.

(stronger) Do close that door!

#### **GRAMMAR FILE 7: adjectives**

Adjectives come before the noun:

It's a big ship.

an old woman

old people

He's a **tall** guy with glasses. Can I have the **blue** pen,

Adjectives do not change their endings:

an old car / an old man /

an old book / some old books /

please?

to be + adjective

They're American.

It's **cold**.

I'm tired.

Are you busy?

verbs of perception + adjective

I feel hot.

You look tired.

They seem happy.

We feel great.

It tastes strange.

He sounds interesting.

She looks Spanish.

They smell wonderful.

likes and dislikes – 11, present simple – 12, was and were – 13, past simple – 14, going to future – 15, 'll future – 16, comparison – 17, location and movement – 18, modals – 19, irregular verbs, past tense – 20

#### **GRAMMAR FILE 8: adverbs**

#### frequency adverbs

#### 1 position with the present simple

1	always	get up early.
You	usually	take a train to work.
We	generally	
They	often	
He	sometimes	gets up early.
She	hardly ever	takes a train to work.
lt	never	

#### 2 with negatives

I don't **often** go there. She doesn't **usually** arrive late for work.

#### 3 position with to be

1	am 'm	always usually	busy. here.
He She It	is 's	generally often sometimes	tired.
We You They	are 're	hardly ever never	

#### 4 questions

How **often** do you do that?

Do you **ever** (drink hot chocolate)?

Do you **usually** (wear that tie to work)?

#### adverbs

Ken's a **good** tennis player. He plays tennis **well**. **good** is an adjective (it answers the question "What kind of **player** is he?")

well is an adverb (it answers the question "How does he play?")

We use an **adverb of manner** to tell us more about a verb: She's running **quickly**.

**quickly** is an adverb of manner (it answers the question "How fast is she running?")

We use an adverb as a modifier for an adjective:

It's a **very** interesting book. That's a **pretty** good answer.

Most adverbs of manner have the regular ending -ly:

adjective	quick	slow	careful	angry	nice	bad
adverb	quickly	slowly	carefully	angrily	nicely	badly

Some adverbs of manner are irregular:

adjective	good	fast	hard	
adverb	well	fast	hard	

Some adverbs have a **regular form** and an **irregular form**. Examples are **really** / **real** and **slowly** / **slow** In written English, use the regular form:

It's a **really** difficult question. The car goes **slowly**. In everyday spoken English, the irregular form is common: It's a **real** good burger bar. That car goes **slow**.

#### **GRAMMAR FILE 9: quantity**

#### 1 uncountable nouns and countable nouns

English nouns are in two groups.

uncountable nouns: water, gas, cheese, butter, oil, time, energy, space, baggage, money

**countable nouns:** books, cars, kilobytes, liters of water, minutes, hours, kilowatts

#### Uncountable nouns take a singular verb:

There **is** some water. There **wasn't** any wine. There **isn't** any time. How much milk **is** there?

#### Countable nouns take a plural verb:

There **are** some bread rolls.
There **weren't** any cookies.
There **aren't** any glasses.
How many people **are** there at the party?

Note: We can't count water, cheese, or time, but we can count liters or gallons (of water), bottles (of water), pounds or kilos (of cheese), packs (of cheese), minutes, hours, and seconds.

working now.

#### 2 some / any

#### affirmative

some There is **some** water. / There are **some** glasses. **negative** 

no / not ... any There's **no** water. / There is**n't any** water.

There are **no** glasses. / There are**n't any** glasses.

#### question

any Is there any water? Are there any glasses?

#### 3 how much? / how many?

We use How much for uncountables:

**How much** water is there?

We use *How many* for countables:

How many glasses are there?

We also use How much for prices:

**How much** is that bottled water? It's 99¢ a bottle. **How much** are those glasses? They're \$3.50 each.

#### 4 a lot of / lots of / a little / a few

We use a **lot of** or **lots of** for countable and uncountable nouns:

There's **a lot of** water. / There's **lots of** water. There are **a lot of** glasses. / There are **lots of** glasses.

We use a little for uncountables:

There's (only) a little water.

We use a few for countables:

There are (only) a few glasses.

#### **GRAMMAR FILE 10: present continuous**

am

He She It We You They	'm not am not is 's isn't 's not is not are 're aren't 're not are not	WOLKING	right now. at the moment. at this time.
Am Is Isn't Are Aren't	l he she it you we they	working	now? right now? at the moment? at this time?

1	am.
you we they	are.
he she it	is.
you we they	'm not. aren't.
he she it	isn't.
	you we they he she it

#### 1 questions

What are you doing? Where is he going? Who is she talking to? When is it coming? Why am I feeling tired?

# 2 present continuous + object I'm eating ice cream. We're watching a show on TV. He's driving a new car. They're playing golf.

#### 3 present continuous future

We use the present continuous for future plans and appointments:

I'm meeting with them tomorrow.
She's going to the bank on Tuesday.
We're seeing our friends

this evening at 8:30. He isn't **visiting** us next week.

What are you doing tomorrow / on Saturday / next summer?

#### **GRAMMAR FILE 11: likes and dislikes**

1	like	tea.
You	enjoy	football.
We	don't like	swimming.
They	don't enjoy	work.
Не	likes	opera.
She	enjoys	
lt	doesn't like	
	doesn't enjoy	

Do Don't	you we they	like enjoy	tea? football? swimming? work?
Does Doesn't	he she it		opera?

#### 1 like doing

You

We

We say "I like swimming." NOT Hike swim. / Hike to swim.

Yes,	l you we they	do.
	he she it	does.
No,	l you we they	don't. do not.
	he	doesn't.

#### 2 other verbs for likes and dislikes

love hate like dislike

every day.

in the morning.

at 7 o'clock.

she

These verbs are usually in the **present simple** form, not the **present continuous**.

does not.

We do not say: I am liking ... or I am hating ...

#### 3 similar verbs

These are examples of verbs which are also usually in the **present simple** form, not the **present continuous**:

want need understand think know hope

# 4 *enjoy* can be in the **present simple** or **present continuous**:

Habit: Do you enjoy TV programs

about crime?

Now: Are you **enjoying** the movie?

**5** We usually use the -ing form after **enjoy** and the infinitive **want**.

#### **GRAMMAR FILE 12: present simple**

go to work

take a shower

don't go to work

He She	goes to w takes a sl doesn't g		early.
Do Don't	I go to work you take a show we they he		every day? in the morning? at 7 o'clock? early?
Dogen't	cha		

Yes,	1	do.	No,	1	don't.
	you			you	do not.
	we			we	
	they			they	
	he	does.		she	doesn't.
	she			she	does not.
	it			it	

#### 1 Questions

What **do** you do? Where **do** they live? When **does** he start work? Who **does** she know?

#### 2 present simple time words

I finish work at 6 o'clock / 7:30.
I don't work on Sundays / Tuesdays.
We don't work in the evening / morning.
It doesn't snow in summer / July.
She drives to the city every day.
They often play tennis.

#### GRAMMAR FILE 13: was and were

#### was and were are the past simple of to be:

was and	was and were are the past simple of to be:				
I He She It We You They	was wasn't were weren't	late there	yesterday. at 9 o'clock. last week. last month. last Monday. in 1995.		
Was Wasn't Were Weren'	she it you	late there	yesterday? at 9 o'clock? last week? last month? last Monday? in 1995?		
Yes,	l he she it you we they	was.	No,	I he she it you we they	wasn't. weren't.

#### 1 questions

When **were** you in America? What time **was** your flight? Who **were** you with?

#### 2 past continuous

See present continuous Grammar File 10. **was / were** + present participle:

I was waiting for a bus. She was wearing a blue jacket. We were living in France (when it happened). They were watching TV (when the phone rang). What were you doing? Where was she staying?

#### **GRAMMAR FILE 14: past simple**

I You He She It We They	had didn't	have	a good a bad a long a boring a tiring	fligl trip jou driv ride	rney. /e.
Did	you we they he she it	have	a good a bad a long a borin a tiring	trip jou	ırney? ve?
Yes,	l she	did.	No,	l she	didn't.

#### 1 regular verbs

Regular verbs end with **-ed** in the affirmative past simple. Look at the spelling:

-ed	-d	-y -ied
walk / walked	like / liked	hurry / hurried
want / wanted	love / loved	worry / worried
need / needed	inquire / inquired	supply / supplied

#### 2 irregular verbs

Many common verbs are irregular. Examples:

buy / bought	go / went	say / said	
come / came	have / had	see / saw	
do / did	know / knew	take / took	
fly / flew	meet / met	write / wrote	

#### **GRAMMAR FILE 15: going to future**

He She It We You They	am 'm not am not is 's isn't 's not is not are 're aren't 're not are not	going to	be there do it see you	tomorrow. at 3:30. on Thursday. in August. next week. next month. next winter. next year. in 2008.
Am Are Aren't Is Isn't	l you we they he she it	going to	be there do it see you	tomorrow? at 3:30? on Thursday? in August? next week? next month? next winter? next year? in 2008?

Yes, I am. No, you are. we they he is. she it	No,	1	'm not.		
	we	are.		you we they	aren't.
	she	is.		he she it	isn't.

#### Questions

What are you **going** to do? Where is she **going** to go? Who is he **going** to meet? When are they **going** to meet?

#### GRAMMAR FILE 16: 'II future

I He She It We You They	'll will won't will not	be there do it see you		tomorrow. at 9 o'clock. next week. next month. next year. next Friday. in 2003.	
Will Won't	l he she it you we they	be there do it see you		at 9 next next next	orrow? o'clock? week? month? year? Friday? 03?
Yes,	you we they he she it	will.	No,	I you we they he she it	won't.

#### 1 non-future meanings

The 'II future is often used for "non-future" meanings:

offers: I'll get you a drink.
deciding: I'll have that one.
requests: Will you open the door?

promises: I'll send the information by e-mail.

#### 2 shall

In British English you use **shall** for first person questions (I and we):

suggestions: Shall we have something to eat?

offers: Shall I get you a drink?

You cannot use will in these examples.

In very formal British and American English **shall** can be used for affirmatives also.

In British English, there is also the negative form **shan't**. In American English this is always **shall not**.

**Shall** is used for legal documents and orders in both Britain and America. The meaning is stronger than **will**, it really means **must**:

All soldiers shall have short hair.

The President shall report to Congress.

See also the famous American Civil Rights song "We **Shall** Overcome." and the gospel song "We **Shall** Not Be Moved."

#### **GRAMMAR FILE 17: comparison**

	adjective	comparative	superlative
shorter adjectives	fast	faster	the fastest
	slow	slower	the slowest
	big	bigger	the biggest
	happy	happier	the happiest
irregular	good	better	the best
	bad	worse	the worst
long adjective (+)	important	more important	the most important
	expensive	more expensive	the most expensive
long adjectives (-)	important	less important	the least important
	expensive	less expensive	the least expensive

#### 1 comparatives

Don't forget than:

This one is bigger **than** that one. The blue one is less expensive **than** the green one.

She's better at tennis than he is.

#### 2 superlatives

Old grammar books say: comparatives for two things, superlatives for three or more things:

There are two of them. They are both good, but this one is **better**. There are (six) of them. They are all good, but this one's **the best**. This is useful, but not accurate. Don't think about the number of things, but whether you're **comparing**, or **selecting** one thing from a group as

the best (worst, fastest etc.).

**Comparing:** She's **taller** than all the other students in her class.

**Selecting:** Anna's the **tallest**. / She's the tallest person I know.

You can select from a group of two (as well as three or more):

Look at your book and my book. My book's the oldest.

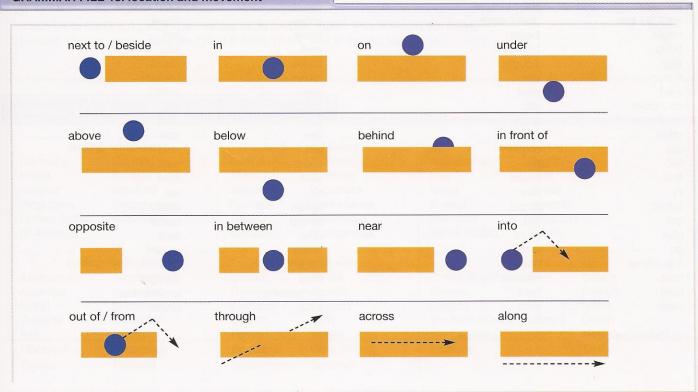
Remember! When you are comparing with **than**, you must use the comparative.

Look at your book and my book. My book's **older than** your book.

#### 3 comparatives: (not) as ... as ...

I'm **as** tall **as** my father. My book isn't **as** new **as** your book. It's not **as** difficult **as** it looks.

#### **GRAMMAR FILE 18: location and movement**



#### **GRAMMAR FILE 19: modals**

1	can	be there	right now.
He	can't	do it	every day.
She	should	see you	tomorrow.
It	shouldn't		at 9 o'clock.
We	would		next year.
You	wouldn't		next Friday.
They	may		in 2006.
	might		
	might not		
	must		
	mustn't		

Can	1	be there	right now?
Shou	ıld he	do it	every day?
Woul	d she	see you	tomorrow?
Migh	t it		at 9 o'clock?
Must	you		next year?
	we		next Friday?
	they		in 2006?

Yes,	S. Paris	can.	
103,			
	he	should.	
	she	would.	
	it	might.	
	you	must.	
	we		
	they		

No.		can't.
	he	shouldn't.
	she	wouldn't.
	it	might not.
	you	mustn't.
	we	needn't.
	they	

can / cannot for ability and
permission:

I can swim. / He can't dance. / Can I leave?

should for advice and obligation:
You should always back up
your work on disc.
You shouldn't drive so fast!

would for requests and offers:

I'd like a cup of coffee, please.

Would you like my address?

*might* and *may* for possibility and permission:

May I help you?
May I leave the room?
It may rain tomorrow.
I might be in Phoenix in July.

**must / mustn't** for very strong obligation:

You **must** be here by 9 o'clock.

You **mustn't** smoke in public places in California.

needn't when there is no obligation: You needn't finish that work now. You can do it tomorrow.

#### GRAMMAR FILE 20: irregular verbs, past tense

present	past simple	present	past simple
am / is / are	was / were	know	knew
begin	began	leave	left
bring	brought	lose	lost
buy	bought	make	made
come	came	mean	meant
cost	cost	pay	paid
do / does	did	put	put
drink	drank	say	said
drive	drove	see	saw
eat	ate	sell	sold
fall	fell	send	sent
find	found	shut	shut
fly	flew	sit	sat
forget	forgot	speak	spoke
get	got	spend	spent
give	gave	take	took
go	went	teach	taught
has / have	had	tell	told ,
hear	heard	think	thought
hold	held	understand	understood
keep	kept	write	wrote

# Vocabulary Files

#### **Vocabulary File 1 Numbers**

1 – one	11 – eleven	21 – twenty-one	40 – forty	1,000 - one thousand
2 – two	12 – twelve	22 – twenty-two	50 – fifty	10,000 - ten thousand
3 – three	13 – thirteen	23 – twenty-three	60 - sixty	100,000 - one hundred thousand
4 – four	14 – fourteen	24 - twenty-four	70 - seventy	1,000,000 – one million
5 – five	15 – fifteen	25 - twenty-five	80 – eighty	
6 - six	16 – sixteen	26 - twenty-six	90 – ninety	
7 - seven	17 - seventeen	27 - twenty-seven	100 – one hundred	d / a hundred
8 - eight	18 – eighteen	28 - twenty-eight	101 - one hundred	d (and) one
9 – nine	19 – nineteen	29 – twenty-nine	122 – one hundred	d (and) twenty-two
10 - ten	20 - twenty	30 - thirty	659 - six hundred	(and) fifty-nine

## Vocabulary File 2 Days and dates

Days of the week	Months of	the year	Years	
Monday	January	July	1996 – nineteen ninety-six	
Tuesday	February	August	1900 - nineteen hundred	
Wednesday	March	September	1905 - nineteen hundred an	d five / nineteen "oh" five
Thursday	April	October	2000 - two thousand	
Friday	May	November	2001 - two thousand (and) of	one / twenty "oh" one
Saturday	June	December	2067 – twenty sixty-seven	
Sunday				
Ordinal numbers	for dates			
1st - first	7th - seventh	13th - thirteenth	19th – nineteenth	25th – twenty-fifth
2nd - second	8th - eighth	14th - fourteenth	20th - twentieth	26th – twenty-sixth
3rd - third	9th - ninth	15th - fifteenth	21st - twenty-first	27th - twenty-seventh
4th – fourth	10th - tenth	16th - sixteenth	22nd - twenty-second	28th – twenty-eighth
5th – fifth	11th - eleventh	17th - seventeenth	23rd – twenty-third	29th – twenty-ninth
6th - sixth	12th – twelfth	18th - eighteenth	24th - twenty-fourth	30th – thirtieth
		are MONTH-DAY-YEAR MONTH-YEAR. This is	. This is March 5th 2004. the 3rd May 2004.	

#### Vocabulary File 3 Countries and nationalities

endin	g with <i>-an</i>	endin	g with -ese	end	ding in <i>-i</i>	
Germany	German	Burma	Burmese	Afghanistan	Afghani	
Korea	Korean	China	Chinese	Iraq	Iraqi	
Mexico	Mexican	Japan	Japanese	Israel	Israeli	
Singapore	Singaporean	Portugal	Portuguese	Kuwait	Kuwaiti	
United States	American	Taiwan	Taiwanese	Pakistan	Pakistar	ni
of America		Vietnam	Vietnamese	Saudi Arabia	Saudi	
endin	g with <i>–ian</i>	endir	ng with <i>–ish</i>		others	
Argentina	Argentinian	Britain	British	Czech Republic		Czech
Australia	Australian	Denmark	Danish	France		French
Brazil	Brazilian	England	English	Greece		Greek
Canada	Canadian	Ireland	Irish	the Netherlands	(Holland)	Dutch
Italy	Italian	Poland	Polish	New Zealand		New Zealand(er)
Malaysia	Malaysian	Scotland	Scottish	Thailand		Thai
Russia	Russian	Spain	Spanish			

Fahrenheit temperatures are often used. still used for distances and road signs. In conversation, Since 1995 all shops must use metric weights. But miles are time. Petrol (U.S. - gasoline) is sold in litres. and stopped teaching Imperial measurements at the same began teaching metric measurements in the early 1970s use non-metric ("Imperial") weights and measures. Schools Britain is changing to the metric system. Older people still

= 1016.04 kilograms

= 0.454 kilograms

= 2.205 pounds

"litre", "metre," etc. In this section we are using the international spellings:

Canada and Australia use the metric system. Road signs for "meter" and "liter." Americans write metric measures, they use different spelling The U.S.A. does not use the metric system. When

Celsius (or Centigrade). Gasoline is sold in litres. Temperatures are in degrees are in kilometres. Weights are in grams / kilograms.

punod auo one kilogram Weights

not eno

:snoitsmixorqqA

= 25.4 millimetres / 2.54 centimetres = 0.394 inches

There are 12 inches in one foot, three feet in one yard. one inch

= 0.914 metres

= 1.094 yards

səlim 4123.0 =

sentemolish e03.1 =

You can think of 5 kilometres = 3 miles Approximations:

one centimetre

one kilometre

one yard

one metre

əlim əno

rength

You can think of 30 cm = 1 foot You can think of one metre = 1 yard

#### **Temperature**

Celsius.

temperatures in Fahrenheit, but TV weather forecasts are in In Britain you can hear people talk about weather Canada and Britain officially use the Celsius system. The U.S.U ses the Fahrenheit system in conversation. scientific measurements. The Celsius (or Centigrade) system is used everywhere for

> You can think of 1 ton = 1 tonne (metric) You can think of one pound = half a kilo

> > You can think of 1 kilo = 2 pounds

425°F	220°C	cooking temperature in an oven
212°F	100°C	water boils
4∘9.86	37°C	the temperature of the human body
4∘98	30°C	a hot day for the beach
72°F	22°C	pleasant office temperature
4∘69	12°C	a mild day
46°F	J <sub>o</sub> C	a cool day, wear a coat
35°F	O <sub>0</sub> C	water freezes (becomes ice)
∃ <sub>°</sub>	O.	

### Capacity (e.g. gasoline, water)

Britain now officially does not use Imperial measures. milk and alcohol are often sold in quarts. Remember that eight pints in a gallon. Two pints are a quart. In the U.S.A. "Imperial pint" if we want to note the difference. There are "U.S. gallon" and "Imperial gallon" and "and" bns "ollsg. S.U" different measurements for a pint and a gallon. We say There is a problem here. The U.S.A. and Britain have

one Imperial gallon	89.1 943.4 =
one U.S. gallon	= 3.785 litres
one Imperial pint	= 0.568 litres
Juiq .2.U ano	89.473 litres
one litre	= 2.1 U.S. pints / 1.76 Imperial pints

You can think of two gallons = 8 (U.S.A.) or 9 (U.K.) litres. You can think of two pints = 1 litre You can think of one quart = 1 litre Approximations (for U.S. and Imperial systems):

#### Vocabulary File 5 Money

U.S.A.		Canada European Union		United Kingdom	
One dollar = 100	0 cents	One dollar = 100 cents	One euro = 100 cent	One pound = 100 pence	
Coins: 1¢ (cent), 5¢ (nickel),10¢ (dime), 25¢ (quarter), \$1 (dollar)		Coins: 1¢ (cent), 5¢ (nickel),10¢ (dime), 25¢ (quarter), \$1 (loonie), \$2 (toonie)	Coins: 1c, 2c, 5c, 10c, 20c, 50c, €1, €2	Coins: 1p, 5p, 10p, 20p, 50p, £1, £2 (one "pee," five "pee")	
Bills: \$1, \$5, \$10, \$20, \$50, \$100 (\$2 uncommon)		Bills: \$5, \$10, \$20, \$50, \$100	Notes: €5, €10, €20, €50, €100, €200	Notes: £5, £10, £20, £50	
\$1.25 \$125 £1.25 \$2.39 £2.39 \$1.50 / £1.50	one hundi one pound two dollar two pound	twenty-five red (and) twenty-five dollars d twenty-five s thirty-nine cents ds thirty-nine r fifty, one pound fifty			

#### Vocabulary File 6 Colors



#### Vocabulary File 7 Time

The 24-hour clock is not often used in the U.S.A.	Timetables / appointments:
Use:1:00 a.m. (01:00) / 1:00 p.m. (13:00)	12:00 - twelve or noon
3:00 a.m. (03:00) / 3:00 p.m. (15:00)	12:10 - twelve ten
	12:15 - twelve fifteen
It is used for the military and ships:	12:30 – twelve thirty
01:00 "oh" one hundred hours	12:45 - twelve forty-five
05:00 "oh" five hundred hours	12:57 - twelve fifty-seven

In Britain, the 24-hour clock is used by airlines, railways and other timetables. (You can also use a.m. / p.m. in conversation)

Many U.S. timetables say "p" or "a" rather than "p.m." or "a.m." 3:00p, 11:30a

Conve	rsation:	12:25	twelve twenty-five; twenty-five after / past twelve
12:00	twelve o'clock or noon	12:30	twelve thirty; half past twelve
12:05	twelve "oh" five; five after / five past twelve	12:35	twelve thirty-five; twenty-five to / of one
12:04	twelve "oh" four; four minutes after / past twelve	12:40	twelve forty; twenty to / of one
12:57	three minutes to / of one; twelve fifty-seven	12:45	twelve forty-five; (a) quarter to / of one
12:10	twelve ten; ten after / past twelve	12:50	twelve fifty; ten to / of one
12:15	twelve fifteen; (a) quarter after / past twelve	12:55	twelve fifty-five; five to /of one
12:20	twelve twenty; twenty after / past twelve	01:00	one o'clock

# Culture Files

#### Culture File 1, Unit 1

#### On an airplane

There are different **classes** on long-distance flights. Boeing 747 Jumbo Jets and other wide-bodied jets have a row of ten seats across in **Coach Class**. This is called **Economy Class** outside North America. Then there is **Business Class** with seven or eight seats in a row, and **First Class** with four seats in a row. First class sometimes has sleeper

#### seats.

Seats have a row number (e.g. 28) and A is on the right side (you are looking towards the back of the plane). There is no seat "I", because it looks like "1" – one. You can have a window seat (A, K), a middle seat (B, E, F, J) or an aisle seat (C, D, G, H).

#### Culture File 2, Unit 2

#### In-flight meals

On long-haul flights, there is meal service. On short-haul flights there is often just a snack or a sandwich. Most airlines offer a choice of meat, fish or vegetarian meals. The most popular meat is chicken. You can order special meals in advance. Many airlines offer vegetarian (no meat), non-dairy (no milk or cheese), children's, Kosher (for Jewish passengers) or Halal (for Muslim passengers).

#### Culture File 3, Unit 3

#### Asking questions

A good way to start a conversation is to ask questions. You can ask if someone is on vacation or on business. Then you can ask about nationality and home town. Here are some examples:

Are you here on business?
Are you on vacation?
Are you here on business or pleasure?
Are you (Australian)?
Where are you from? / Where do you come from?
Where do you live? / Where do you work?

#### Culture File 4, Unit 4

#### **Origins**

Most Americans are very proud of their origins. They will often tell you about their family origins.

So you may meet African-Americans, Irish-Americans, Italian-Americans, Greek-Americans, Polish-Americans, Vietnamese-Americans, Chinese-Americans, Korean-Americans or Japanese-Americans.

#### Culture File 5, Unit 5

#### States and provinces

The United States has fifty states, and the District of Columbia including the city of Washington. Each state has its own government - a Governor, two Senators and several Members of Congress. Each state has a state capital city, but it isn't always the biggest city. For example, Sacramento is the capital of California.

Canada has ten provinces, and three territories (Northwest Territories; Yukon Territory and Nunavut.) Each province has its own provincial government too. In both countries there is also a federal government for national law and policies.

#### Culture File 6, Unit 6

#### Transportation from airports

Always check with airport information. There is often a cheap bus or train to the city center. But if you have a lot of bags, don't forget that you will also need a taxi from the bus station or train station to your hotel. In North America, limousines have a fixed rate, not a meter. You can't stop a

limousine in the street, or at a taxi stand. You need a reservation from the limo desk. Never, in any country, travel in an unlicensed taxi. Never accept rides from strangers. Ask in advance *How far is it?* and *How much does it cost?* / What's the approximate fare?

#### Culture File 7, Unit 7

#### Hotel reservations

You can make a reservation at a hotel by phoning in advance. Sometimes you can book a hotel room over the Internet. You reserve the room with your credit card

number. If you don't arrive, the hotel can charge your credit card. But you can cancel the reservation, often 3 or 4 hours before you arrive, or before a certain time (e.g. 7:00 p.m. or 8:00 p.m. on the day of arrival.)

#### Culture File 8, Unit 8

#### **Appointments**

Every country has habits about time-keeping for appointments. In the U.S.A., and the U.K., try to be on time. In business meetings, it is bad to be late. If your meeting is at eleven, it will be five or ten past eleven

before it begins, but the visitor should always be on time or even 5 minutes early. But try not to arrive too early. Between 10 and 5 minutes before the meeting is fine. Arriving more than 10 minutes early is embarrassing for your host.

#### Culture File 9, Unit 9

#### Hotel breakfasts

Large hotels usually have a **Buffet breakfast** at a fixed price. It's an "all you can eat" breakfast. That means you can go back again and again if you want more food and there's no extra cost. Hotels also offer a **Room service breakfast**. You can usually find an order card on the back of your door.

At a buffet breakfast, the waiter usually serves you with hot drinks, then you go to the buffet and choose. In international hotels, breakfast buffets are nearly the same all over the world. They have things that are popular in different countries. People like to try different foreign food, but not usually at breakfast time.

#### Culture File 10, Unit 10

#### Language in Canada

Canada is a bilingual country. English and French are the official languages. Notices, money and food packets are in both languages. The majority of the country is English speaking, but in the province of Quebec, people speak French. The chief city there is Montreal.

#### **Titles**

When people speak English, they don't always translate titles from French (Monsieur, Madame), Spanish (Señor, Señora), Italian (Signor, Signora) or German (Herr, Frau).

#### Culture File 11, Unit 11

#### Home towns

Your home town is usually the town you were born in. If you moved to a different town when you were very young, you may think of the second town as your "home town." North Americans think of their "home town" or

"home state" / "province" even if they live somewhere else. A person in New York who was born in Dallas and has lived in New York for 30 years, will usually say "I'm from Dallas, "Exas." "or" "I'live in New York, but my nome town is Dallas."

#### Culture File 12, Unit 12

#### Spelling

Some words are spelled differently in American English and British English. In Canada you can often find examples of both spellings.

American spelling: British spelling:

center centre theater theatre color colour In the U.S.A. you can also find examples of both spellings, for example the large chains of multiplex film "theaters" nearly all use the "theatre" spelling, e.g. AMC Theatres, Universal Cineplex Theatres.

#### Culture File 13, Unit 13

#### Phone pads

Hotel phones often have single buttons for hotel services. When you are listening to phone information you will need to understand:

- \* Star / Star Key / Star sign
- # Hash Key / Pound sign

The symbol # means "number" or "pound sign." The British call it the hash key.

When you arrive at a hotel, read the phone booklet. Check if there is a voice mail system. You can often record a personal greeting and get messages using this system. You will need to follow the instructions and use the keys on the key pad.

#### Culture File 14, Unit 14

#### Tips, taxis

In North America and Britain, you usually tip taxi drivers. In Britain the tip is about 10% of the fare. In North America 12% to 15% (or more). You can say "Keep the change." if

you don't have the correct sum of money. Or you can say "Give me (ten dollars) change.," if you have a bigger bill. (American English – bill. British English – note, banknote.

#### Culture File 15, Unit 15

#### Introductions

In formal situations, say *How do you do?*. This isn't a question, but a greeting. The normal answer is *How do you do?*. You can also just reply *Good / Pleased to meet you*.

Use title + family names e.g. Mr. Smith, until someone invites you to use first names, *Please call me Daniel*. English-speakers use first names quickly.

Address men as *Mr.* Address women as *Ms.*, *Mrs.* or *Miss.* If you don't know whether a woman is married or not, use *Ms.* Many women prefer this in business situations.

You can use Dr. + family name for both men and woman who have a doctorate or medical degree. e.g. Dr. Freud. (See Culture File 28)

#### Culture File 16, Unit 16

#### **Dates**

When you write dates in numbers, the American style is (month – day – year):

So, in the U.S.A. and Canada, 5/12 is May 12th.\* The international style is (day – month – year): So, in Britain, Australia and in most other countries in the world, 5/12 is December 5th.

\* On U.S. immigration cards, they ask you to write the date in the **international** style (day - month - year).

You can write December 5 or December 5th. You usually say December the fifth & May the twelfth. In the U.S.A. you can also say December fifth.

#### Culture File 17, Unit 17

#### Welcoming

When a visitor arrives in your office, what do you do? In English-speaking countries, the receptionist greets visitors politely and offers them a seat. They tell them how long they are going to wait (*Mrs. Smith is in a meeting. She'll be with you soon / in ten minutes*). If the wait is long, they may offer you a drink. Many offices have magazines and the day's newspaper for visitors.

#### Hot drinks

Half 'n' half is half milk and half cream. It's available in most American cafés and restaurants.

**Sweet 'n' low** is artificial sweetener, not sugar. There are other kinds of sweetener, but you will find pink packs of Sweet 'n' low in most American cafés.

Note 'n' - the abbreviation for and. Compare rock 'n' roll.

#### Culture File 18, Unit 18

#### Phone phrases

Most phone operators use standard phrases. Some of these phrases are unusual pieces of language, but you hear them very often. An example is *Please bear with me* which means *Please be patient with me*. It's a very old-fashioned and formal piece of English, but in recent years it has

increased in use. Many companies use standard phrases when they are asking people to wait. Other examples: Please hold ...

Trying to connect you ...
Thank you for waiting ...
I'm putting you on hold ...

#### Culture File 19, Unit 19

#### Taxes

In the U.S.A. and Canada, stores and restaurants show prices <u>before</u> tax. They then add the tax at the cash register. Every U.S. state and Canadian province adds tax, and this changes. It's usually between 6% and 8%.

In the United Kingdom stores and restaurants show prices after tax. The price you pay is the price you see. But tax (VAT or Value Added Tax) is higher than in North America. It changes, but at the time of writing is 17.5% in the U.K.

#### Culture File 20, Unit 20

#### Traveler's checks

Traveler's checks (UK – spelled traveller's cheques) were invented by Thomas Cook in the 19th century. You can buy them at banks or money exchanges. In the U.S.A. you can use U.S. dollar traveler's checks like cash and stores will

give change in cash. They're "cash with a signature." If you lose the check, the company gives you back the value. *American Express* has the British spelling "cheques" on them. In general, traveler's checks are less popular because most stores accept credit cards.

#### Culture File 21, Unit 21

#### Topics of conversation

People use **neutral** topics in small talk. Don't ask personal questions (*Are you married? Do you have any children?*) at the beginning. Don't ask questions about things people

may have strong opinions about. Politics is not a good topic for starting a conversation, but the weather is. Your journey is also an excellent topic, as is a polite question about hotels. Your home town is a neutral topic too.

#### Culture File 22, Unit 22

#### Routines

Office hours and factory hours are a little different in North America and Britain.

American workers usually begin work a little earlier and finish a little earlier.

In hotter countries, businesses sometimes have a two or three hour lunch break then work later in the evening. Nowadays many offices operate flexi-time. Everybody has to be at work for 8 hours and in the office between (e.g.) 10 and 3, but they can choose whether they want to work earlier or later than this.

#### Culture File 23, Unit 23

#### Companies, titles

Corporations are large companies.

American companies usually have Inc. (incorporated) in their names – Pacific Rim Inc.

Corporations have a President and some VPs (Vice-Presidents). Then a director is in charge of a department – Sales Director, Administration Director.

A British company is a plc (public limited company) or Ltd (limited company) – Pacific Rim (UK) plc, Pacific Rim Ltd. The boss is usually called the Managing Director.

#### Culture File 24, Unit 24

#### Paying

Who pays in a business situation? It's usually the host, not the visitor. Note that Alicia offers to pay, and Simon makes it clear that the company is paying, not him. Business entertaining is less common than it was ten years ago. (In Britain, companies cannot ask for money back from tax for entertaining.) In Britain and North America, lunch breaks are short and people don't usually offer alcohol at lunchtime.

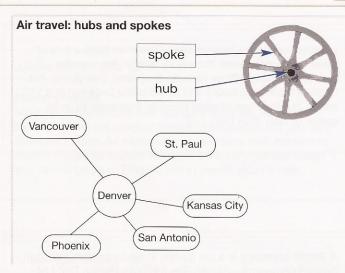
#### Culture File 25, Unit 25

#### Hotel facilities

The front desk can deal with most problems. Most large hotels have touch-keys for the major departments – Housekeeping, Maintenance, Valet Service, Room Service,

Bell Captain, Concierge, Reservations etc. If you cannot get an immediate answer, call the front desk. See Unit 13 page 19 in this Student Book.

#### Culture File 26, Unit 26



Airlines operate on a system of hubs and spokes – see the diagram of the wheel. For example if you want to fly from San Antonio to St. Paul, there may be no direct flights. So you fly to a hub (e.g. Denver) then fly from the hub along the spoke to St. Paul.

Major hubs include Atlanta, Washington, Boston, Atlanta, St. Louis, Denver, Los Angeles and Chicago. In Europe, major hubs include London, Paris, Amsterdam and Frankfurt.

International flights usually arrive at hubs. You have to go through immigration and customs at the airport where you first arrive. It can take a long time, so remember this if you have a connecting flight to a "spoke" airport. If you are flying via the U.S.A. to another destination, you may still have to go through U.S. immigration.

#### Culture File 27, Unit 27

#### Friendly names, titles

Generally, English speakers use first names very quickly. Some people prefer "diminutives" or friendly forms - Ken, not Kenji, Sue not Susan, Dave not David. Most are easy to guess. Some are harder - William becomes Bill. There are often several possible diminutives - William can also be Billy, Will or Willy.

Some people have "nicknames." Men have these more often than women. e.g. Michael Finch might be "Finchy" to his friends, Daniel T. Hapsburg might be "D.T." to his friends, and Josh Hutcheson might be "Hutch." You can't guess these. Only use nicknames if the person invites you to.

Americans use *sir* and *ma'am – madam* more often than the British. Few job titles are used before names, but Captain (military, U.S. police, ships, airplanes) is one of them. Others are Doctor and Professor.

#### Culture File 28, Unit 28

#### Degrees

When you have a degree, you put letters after your name. You will often see this on business cards or business letters. The first degree is a bachelor's degree, then come higher degrees: a Master's degree, then a Doctorate. Degrees are usually divided into Arts and Sciences. Some universities offer a degree in Soc.Sc. – social science. These are some common ones:

B.A. - Bachelor of Arts, B.Sc. - Bachelor of Science,

M.A. - Master of Arts, M.Sc. - Master of Science,

M.B.A. - Master of Business Administration,

Ph.D / D.Phil - Doctor of Philosophy,

D.Sc. - Doctor of Science, M.D. - Doctor of Medicine.

#### Culture File 29, Unit 29

#### Phone systems

Inside an organization, you talk about **internal lines** (within the company) and **outside lines**. On many phone systems you key a number (often 9) for outside lines. Many companies have **call barring**. A **bar** stops the phone

accessing certain outside numbers – international lines, premium rate advertising lines etc. Many companies have similar barring on Internet links, to stop employees accessing games, chat lines, etc.

#### Culture File 30, Unit 30

#### Friendly questions

Because Mr. Dawson is the manager, he sees Alicia and he wants her to feel relaxed and "at home" while she's working with them. So he asks about her lunch and whether her flight was OK. This is polite and friendly. Simon is going to

be responsible for her, but note that he invites her to ask him questions at anytime during her visit. The conversation is short, but polite and friendly. It's important for senior people in a company to extend a welcome to visitors.

#### Culture File 31, Unit 31

#### Clothes

There are several vocabulary differences between British and American English. Don't worry, because both forms are understood almost everywhere. For example, books say "pants" is American and "trousers" is English. But you can see both **pants** and **trousers** in American stores. There's no real difference, but **trousers** are often less casual. One rule is: If you can wash them, they're pants. If you dry-clean them, they're trousers. In Britain **pants** usually means **underpants** (U.S. - shorts, undershorts).

# American pants

undershorts vest undershirt

#### British American trousers slacks pants pantyhose

waistcoat

vest

slacks pantyhose robe pajamas

#### British trousers tights dressing gown pyjamas

#### Culture File 32, Unit 32

#### **Emergency codes**

What is the emergency code in your country? In North America it's 911. In Europe it's 112. In Japan it's 110 for police and 119 for fire or ambulance. In China it's 110 for police and 120 for ambulance. In the UK it was always 999 for all emergencies, but now you can use 112 or 999. There's also a special 888 number for non-emergency police calls.

Countries didn't choose "111" because it's easy to phone it by mistake. "9" is the first number in both America and the UK because on old dial phones, it was difficult to dial 9 by mistake. Cell phones are a problem for the emergency services because it's easy for one number to get pressed several times in your pocket or purse. For this reason, countries are changing from numbers like 999 or 111.

#### Culture File 33, Unit 33

#### Attractions

Visitors to your area will often want to know about local attractions. They are a good topic of conversation. In North America, it is common to invite visitors to see local

attractions on weekends or after work. Major attractions in every country often have guidebooks in several languages. Pick up English guidebooks for your local attractions and practice your reading!

#### Culture File 34, Unit 34

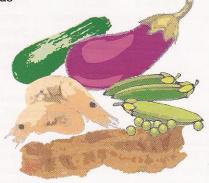
#### Outside office hours

In North America, co-workers meet socially outside the office. People may phone or talk about business outside office hours. When you call someone at home, always ask if you are interrupting them or disturbing them, especially around mealtimes. If someone phones you and you're having a meal, say so and offer to phone them back later.

Note Pierre gives a typical response, "Not at all" when in fact Jack is disturbing his dinner. Because this is an automatic polite response, people will often ask twice if they are disturbing you. Jack does this. He asks, "Are you sure?" The second time, you can say "Well, actually ... can I call you back in (10 minutes)?"

#### Culture File 35, Unit 35

#### Food words



Some food has different names in British and American English. Americans say *zucchini* from Italian. The British say *courgette* from French. Americans use the old name *eggplant*. In British English, *aubergine* from French has replaced it. Italian and French words are often used on menus. Small peas are often called *petits pois* from French, and the British call *snow peas* by the French name *mangetout* (= eat everything).

In America, they talk about *bacon* (a strip with lines of fat in it) and *Canadian bacon* (with no lines of fat). In the UK, they talk about *streaky bacon* (with lines of fat in it) and *back bacon* (with no lines of fat). The Americans say *shrimp*. The British have the same word, but say *prawn* more frequently.

#### Culture File 36, Unit 36

#### Starting a meal

Many visitors from other countries complain that English does not have an everyday formula for starting a meal. In fact, the French bon appétit is sometimes used because of this. In the U.S.A. people, especially waiters, often say Enjoy! This annoys some people who think it is bad English. Normally the verb to enjoy has an object: Enjoy it. or Enjoy this. or Enjoy your lunch. But Enjoy your meal is perfectly correct, and you hear it more and more in America and Britain.

**Toasting** (with a drink) is formal in North America and Britain, and is less frequent than in other countries. In a very formal situation, people might say *To your health*, or *To your very good health* as a toast. In a pub or bar, there are informal expressions like *Cheers*. The best advice is to say the word or phrase in your own language, then you needn't worry about the correct degree of formality. English speakers will find your toast interesting and repeat it.

#### Culture File 37, Unit 37

#### Sports

The most popular team sports in the U.S.A. are football (U.K.: American football), baseball and basketball. Soccer (U.K.: football) is becoming more popular. In the U.K., the most popular team sports are football (U.S.: soccer) and

cricket. The U.K., Ireland, Australia, New Zealand and South Africa all play rugby football too, and there is also Australian Rules football. In Canada, hockey (U.K.: ice hockey) is a very popular sport.

#### Culture File 38, Unit 38

#### The Internet

There are many Web sites for English language learners and their teachers. Onestopenglish.com has many free resources available for students and teachers. Try to access the site in your free time.

#### Culture File 39, Unit 39

#### **Brand names**

Brand names are useful for instant communication. Perhaps you don't know the word for lemon-lime soda but you do know Seven-Up or Sprite. Perhaps you don't know personal stereo but you know Walkman. No one in America asks for an adhesive bandage. They ask for a Band-aid. Companies are careful about their brand names because if they are used too often, they become the general word.

This happened to aspirin, which was once a Bayer brand name. Companies will insist that the brand name has capital letters, and sometimes ask for (tm) (trade mark) to be put after the name. Some brand names have become verbs: I hoovered the floor yesterday instead of I vacuumed the floor yesterday is common in Britain. In the early days of photocopying, people said Have you xeroxed it yet? because at that time Xerox was the only photocopier.

#### Culture File 40, Unit 40

#### **Flightseeing**

Flightseeing (it sounds like *sightseeing*) is popular both in British Columbia and in Alaska. They use small floatplanes, and in Alaska they also use helicopters. In many areas there are no roads and small planes are the best means of transportation. There are thousands of lakes which they can

use as airstrips. In fact, the capital of Alaska, Juneau, has no roads in or out. You can only get there by sea or by plane. Inside the city, there are roads, and they bring in cars by sea. The longest road is 12 miles from one side to the other.

#### Culture File 41, Unit 41

#### **Business comparisons**

It's always better to say what is good about your product, rather than to compare it with another product. Edgar makes a mistake here. He's also too direct and too quick! He says that they give a bigger discount to travel agents. That is insulting to Marsha because it suggests that she is only interested in money, not in customer satisfaction.

#### Culture File 42, Unit 42

#### Standing in line

In the U.S.A. and Britain people don't push ahead in lines. It is considered rude. At post offices and banks there is often just one line for several tellers. People wait in line and the first person goes to the first free teller. The British word for standing in line is "queuing." *Teller* means *clerk*.

Other countries joke about people standing in line in Britain and the U.S.A., but in most countries people stand in line for airport check-in.

#### Culture File 43, Unit 43

#### **Minibars**

Some hotels operate minibars on a trust system. They refill daily and on your last day you tell them what you had. Some hotels have automatic minibars, which charge you as

soon as you remove (or just pick up) a bottle. You have to be careful of these. Also check what is "free" and what is "not free." Chocolate bars and nuts will be charged (at a very high price too).

#### Culture File 44, Unit 44

#### Traveling by sea

There are often different names for the same thing. Look at the table for special vocabulary:

In a hotel	On the sea	On a plane
floor	deck	deck
room	cabin	cabin
staff, employees	crew	crew
kitchen	galley	galley
manager	Captain	Captain
waiter	steward	flight attendant / steward

#### Culture File 45, Unit 45

#### Question intonation

People use a question intonation for statements to check that others are listening. They also use it to check that people remember. This intonation pattern is now very common. Some say it started becoming popular in California in the 1970s and 1980s, others say it comes from Australia. Now you hear it in every English-speaking country.

#### Culture File 46, Unit 46

#### Bargaining

Generally, North America is a fixed price culture rather than a bargaining culture, but prices may vary a lot from store to store. In souvenir shops there is sometimes room for bargaining, especially with a quantity or with higher-priced items (like crystals or craft items where no one knows the fixed price). However, in some bargaining cultures the seller

will multiply the price they want and the buyer will offer a tiny price before they agree. In some countries the seller might ask \$100 and the buyer offer \$5 before they agree on \$30. Bargaining is never this extreme in North America or Britain. A small discount is the best you can expect. Sometimes you can get a discount when you pay in cash.

#### Culture File 47, Unit 47

#### Reacting to bad news

Things to say when reacting to bad news: (Notice that Ken reacts to bad news by saying he's sorry.)

I'm sorry.

I'm sorry to hear that.

I'm very / terribly sorry to hear that.

Then immediately follow with a polite enquiry:

How is he?

Is he alright?

You can then end with a hope / wish.

Give him my best wishes.

I hope he's better soon.

#### Culture File 48, Unit 48

#### Goodbyes

Things to do when you say goodbye:

- Thank someone for past help (Thank you for everything.)
- Mention a possible future meeting (I hope to see you again.)
- Mention a definite future meeting (I'll see you at the Atlanta Conference.)
- Give wishes to other people you've met (Remember me to Jack, Thank Anna for me.)
- Use a polite formula (Look after yourself, Take care.)

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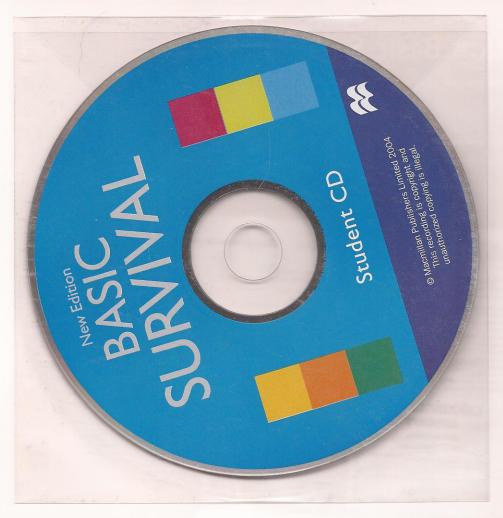
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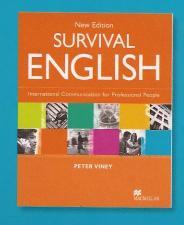
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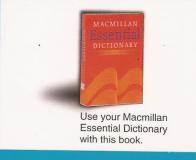
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