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Have a Go at English.

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Целью настоящего пособия является развитие навыков устного и письменного общения в различных повседневных ситуациях. В пособии используется современный языковой, лингвострановедческий и культурологический материал. Акцент делается на использование американского варианта английского языка.

Пособие предназначено для студентов II курса языковых вузов и факультетов, изучающих английский язык как профессиональную дисциплину.

Издание третье, исправленное и дополненное.

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INTRODUCTION

HAVE A GO AT ENGLISH is a two-level course in English as a Foreign Language (EFL) for young adults and adults. The course covers the four skills of listening, speaking, reading and writing, as well as building vocabulary. Particular emphasis is placed on listening and speaking. The primary goal of the course is to teach the ability to communicate according to the situation, purpose and role of the participants. The language used in *HAVE A GO AT ENGLISH* is mainly American English, however the course reflects the fact that English is the major language of international communication and is not limited to any one country, region or culture.

The course has a graded **grammar** syllabus that contains the essential grammar, tenses and structures needed for an intermediate level of English proficiency.

The course deals with **topics** that are of interest to learners. Information is presented so that it can serve as a basis for cross-cultural comparison and that both students and the teacher will find stimulating and enjoyable.

Speaking skills are a central focus of *HAVE A GO AT ENGLISH*. Many elements in the syllabus (grammar, topics, functions, listening, vocabulary) provide solid support for oral communication. Speaking activities in the course focus on the ability to use communication strategies and a variety of idiomatic expressions. The course presents essential conversational functions which develop the students' communicative skills and enable them to participate in simple communication on a wide variety of topics.

The course treats **reading** as an important way of developing receptive language and vocabulary.

Writing activities in *HAVE A GO AT ENGLISH* focus on various forms of writing: descriptions, narratives, as well as 'opinion', 'for-n-against' and 'problem solution' papers.

UNIT 4 **ADVANCED TECHNOLOGIES**

PART A OUR PAST AND OUR FUTURE

1. **CONVERSATION** History “Buff”

A. Listen and practice.

Emma: Look. Here’s a quiz on events of the twentieth century.

Steve: Oh, let me give it a try. I’m good at history.

Emma: All right. First question: When did World War I begin?

Steve: I think it began in 1917.

Emma: OK. And how long has United Nations been in existence?

Steve: Oh, since Kennedy became president in 1961.

Emma: Hmm. Next question: How long was the Berlin Wall up?

Steve: Well, they built it right after World War II, and it came down in 1989, so it was up for 44 years. Uh, how am I doing so far?

Emma: Not very well. None of your answers is correct!

B. Do you know the correct answers to the three questions in part A?

Listen to the rest of the conversation. What are the correct answers?

2. **STRUCTURE** Referring To Time in The Past

Referring to a point of time in the past.	
<i>When did World War II take place?</i>	During the 1940s. In the 1940s. Over 50 years ago .
Referring to a period of time in the past.	
<i>How long was the Berlin Wall up?</i>	From 1961 to 1989. For 28 years.
Referring to a point of time in the past that continues into the present.	
<i>How long has the United Nations been in existence?</i>	Since 1945. Since World War II ended. For about the last 55 years. For over 50 years.

A. Complete these statements with words from the grammar box.

1. Rock'n' roll led the transformation of popular music _____ the 1950s.
Rock music has been popular around the world _____ more than 40 years.
2. The Beatles were a well-known English band _____ the 1960s. They sang together _____ 1960 _____ 1970. They were together _____ ten years.
3. One of the Beatles, singer and composer Paul McCartney, was knighted by Queen Elizabeth _____ 1997.
4. The exploration of the outer space began _____ 1957 with the launch of the satellite *Sputnik* by the Soviet Union.
5. The Apollo project in the U.S. sent astronauts to the moon _____ more than three years - _____ 1969 _____ 1972.
6. No human has landed on the moon _____ the Apollo project ended _____ 1972.

B. Write two true and two false statements about world events.

Example:

A: *Rock music has been popular since the 1940s.*

B: *That's false. It became popular during the 1950s.*

3. WORD POWER Historic Events

A. Match each event with the best example.

- | <i>Event</i> | <i>Example</i> |
|------------------|--|
| 1. achievement | a. The cellular telephone was developed in Sweden in 1979. |
| 2. assassination | b. A huge unexplained explosion occurred above Siberia in 1908. |
| 3. catastrophe | c. Sir Hilary and Sherpa Norgay climbed Mount Everest in 1953. |
| 4. discovery | d. Martin Luther King, Jr. was shot and killed in 1968. |
| 5. invention | e. A vaccine was found to prevent polio in 1954. |
| 6. mystery | f. The space shuttle <i>Challenger</i> exploded after takeoff in 1986. |

4. **CONVERSATION** Computers Are Taking Over...

A. Listen and practice.

Kathy: Have you heard about the new computer they are coming out with?
It'll be able to recognize any voice command, so you won't ever need to use the keyboard.

John: Yeah, and soon everyone will be using computers that fit into the palm of our hand.

Kathy: Within 20 years, I bet all our news and information will be coming through computers.

John: By then, maybe even newspapers will have disappeared!

Kathy: Wow! Computers are going to take over our lives one of these days.

John: Yeah! Isn't it great!

B. Listen to the rest of the conversation. Write down two other ways the world might be affected by computers.

5. **STRUCTURE** Describing The Future

Present continuous, "will", or "be going to" for future events or situations

They're **coming** out with a new computer.

It'll **be able** to recognize any voice command. You **won't** need to use a keyboard.

Computers **are going** to take over our lives one of these days

Future continuous for ongoing actions in the future.

Soon everyone **will be using** computers that fit into the palm of your hand.

All our news **will be coming** through computers.

Future perfect for actions that will be completed by a certain time in the future.

Within 20 years, they **will have found** a way for us to get all our news through computers.

By then, maybe even newspapers **will have disappeared**.

A. Complete these statements. More than one answer is possible.

1. Soon they _____ computers that can translate perfectly from one language to another. (sell)
2. In ten years, flights from New York to Tokyo _____ more than two hours. (not take)
3. Within 50 years, many people _____ on the moon. (live)
4. In less than a century, global warming _____ most of the polar ice caps and many coastal cities _____. (melt/disappear)
5. By the middle of the twenty-first century, scientists _____ a way to prevent aging. (discover)
6. Maybe in the future, scientists _____ a way for us to transmit our thoughts to one another. (find)

B. Do you agree with the statements in Exercise A ? Why? If you don't, what do you think will happen?

Example:

A: *I don't believe they will soon be selling computers that can translate perfectly.*

B: *I don't either. The technology is just too advanced.*

C: *Yes, but they already have computers that can translate fairly well.*

6. READING The 1990s: Decade of Depression

The predictions in the text come from a book, which was written in 1990.

Were they right? Which of the predictions do you think might still come true or probably will not come true?

1. The depressed '90s

The 1990s will be a period of depression, affecting the whole world. Many large corporations will be wiped out and millions of jobs will be lost. Prices will fall and taxes will rise sharply.

2. City violence

Large cities will become so violent that they will be very unpleasant to live in. As a result, people who can afford it will move out of the city altogether and settle in smaller towns.

3. Legalized drugs

During the depression of the 1930s, the ban on alcohol was lifted in the USA. In the same way, the ban on illegal drugs will be lifted during the depression of the 1990s, in an attempt to control violent crime and raise money.

4. The changing world map

The 1990s will be a profitable time for map-makers. We will see the break-up not just of the Soviet Union, but of India, Canada, China, Yugoslavia, Ethiopia and other countries.

5. Nuclear terrorism

Governments will find it more and more difficult to fight terrorism. Terrorist groups will become more powerful and more dangerous. They will manage to obtain nuclear and chemical weapons, and won't be afraid to use them.

6. The rise of religion

During the 1990s, people in many countries will turn more and more to religion. Religion – particularly Islam, but other religions as well – will become increasingly important in world politics.

7. LISTENING A Perfect Future?

Listen to people discussing changes that will affect these areas in the next 50 years. Write two changes for each topic.

Area	Future changes
1. work	
2. transportation	
3. education	
4. health	

8. **READING** The House That Thinks For Itself

A. Read the first part of this report, and answer the questions.

1. *What is the function of the computer console in the Ozakis' kitchen?*
2. *What reasons does Mrs Ozaki give for liking an automated house?*

Home automation is big business in Japan. The Ozakis had a dream house which was built a few months ago. In the kitchen, they have put in a 128-button computer console that allows them to control every light switch in the house, start the bath or shower running at precisely the temperature that they choose, lock all the doors open and shut automatically as they approach. If they are out, they can call up and check that they have locked all the doors and if somebody breaks in, the security system will get in touch with them and the police. Smoke and fire alarms, gas leak sensors and panic buttons are also wired in. Mrs. Ozaki says home automation has great advantages.

“Automation has changed our lives. We don't have to waste our energy. The more rooms you have, the more convenient it is. You can operate everything from one spot.”

Does it make you lazy? “I think it's convenient. That's a bit different from being lazy. Even with home automation you can't do everything lying down.”

However fantastic the house may seem, the fact is that Japanese scientists are already setting up systems that make the Ozakis' home seem old-fashioned by comparison, and if all goes well, by the end of this century they will have developed not only a thinking house but intelligent home appliances as well.

FOCUS ON VOCABULARY

Replace the words in *italics* with the correct form of a phrasal verb from the text

1. The thieves *entered without permission*
2. They can *telephone* the computer and order it to lock the doors.
3. The couple *installed* a computer.
4. The system can *contact* the police.
5. Scientists are *establishing* new systems.

B.  LISTENING Intelligent House

1. Listen to the second part of the report, and answer the questions.

- a. How long has Dr Nakamura been working on his thinking house?
- b. When will he have completed the first three?
- c. How will the house be controlled?
- d. Give two examples of what his house will be able to do.
- e. When will Japanese companies have perfected and marketed:
an intelligent washing machine?
a super-bed?

2. Listen to the second half of the tape again, and write down the characteristics of the ‘intelligent’ washing machine, television and bed.

C. Imagine you are a group of scientists working on home automation.

Make a list of your ideas for home automation appliances. Then decide on :

- a. the most useful thing you can imagine in the future;
- b. the most useless invention you can imagine

9. BRAIN QUEST Are You Good at History?

I think

Slipped my mind

No idea

I guess

I'm not sure

Not a clue

As far as I know

Not off the top of my head

Ask me another

Just crossed my mind

It's on the tip of my tongue

It doesn't ring a bell

A. Test Your Knowledge

1. Was Julius Caesar emperor of *Athens, Rome, or Constantinople?*

2. What did Thomas Edison invent in 1879:

the television, the telephone, or the light bulb?

3. In which year did Mexico gain its independence? *1721, 1821, or 1921*
4. Where were the 1992 Olympics held? *Los Angeles, Barcelona, or Tokyo*
5. When did World War I start? *1898, 1911, or 1914*
6. Who sculpted the famous statue of David?
Leonardo da Vinci, August Bartoldi, or Michelangelo
7. What was the name of the first space shuttle launched by the United States?
Columbia, Voyager, or Challenger
8. When were the first CDs put on the market? *1962, 1973, 1983*
9. What was the actress Marilyn Monroe's real name?
Norma Jean Baker, Mary Lou Dreyer, or Billy Jean Monkton
10. Was Cleopatra the queen of *Rome, Egypt, or Greece*

B. Test Your Knowledge

1. When did the Wright brothers make their first airplane flight? *1903, 1923, 1933*
2. Who was the first American woman in space? *Stella Quin, Sally Ride, or Sylvia Warren?*
3. When did Walt Disney make his first cartoon movie? *1920, 1938, or 1947*
4. In which century did the composer Mozart live? *the 17th, 18th, 19th*
5. Who was the novel *Frankenstein* written by? *Jane Austen, Jon Keats, or Mary Shelly?*
6. Who discovered penicillin? *Alexander Fleming, Mary Curie, or Albert Einstein*
7. When was the first Volkswagen Bug car built? *during the 1920s, the 1930s, or the 1940s*
8. Who used the first magnetic compass? *the Americans, the Chinese, or the Dutch*
9. When did the British return Hong Kong to China? *1995, 1996, or 1997*
10. Was the theory of relativity created by *Albert Einstein, Charles Darwin, or Isaac Newton?*

PART B INVENTIONS AND GADGETS

1. WORD POWER What's a Hamburger?

A.  Listen to the descriptions. Can you do better?

B. Match the words and the descriptions? (There is one word too many)

bill	cup	cupboard	dancing	office	microphone
bus	hotel	hairbrush	window	trees	perfume
crash	soap	envelope	ice cream	wrist	suitcase
boat	salt	station	rabbit	sing	sleep

1. Something that makes you cool in hot weather.
2. The thing that joins your hand to your arm.
3. A thing that is useful when you travel.
4. A liquid that makes you smell nice.
5. Stuff (that) you put on food.
6. A thing (that) you tidy your hair with.
7. Something (that) you put a letter in.
8. A thing (that) you speak into.
9. Stuff for washing with.
10. A thing for drinking out of.
11. A place where you can stay overnight.
12. A place where you go to catch a train.
13. A room that has a desk, typewriter, telephone etc.
14. A way of moving to music.
15. A big vehicle with seats.
16. A kind of box on the wall: you keep things in it.
17. You can travel across water in it.
18. Very big plants; birds and animals live in them.

19. You have to pay it.
20. When you do this, it may sound nice.
21. It can happen if you drive too fast.
22. You do it at night when you are tired.
23. You can see through it.

C. Match the descriptions with the names of the objects.

- | | |
|---------------|--|
| 1. disk | a. A tool that's used to make holes in hard materials |
| 2. drill | b. Something you buy to remind you of a place you've visited. |
| 3. map | c. A piece of paper you can use to prove that you've bought something. |
| 4. diaper | d. Something you put on babies to keep them dry. |
| 5. plug | e. Something sharp that is used for shaving. |
| 6. razor | f. A drawing that shows you where different places are. |
| 7. receipt | g. A small round object that stops the water going out of a basin or bath. |
| 8. souvenir | h. Something you use to fix a number of pieces of paper together. |
| 9. typewriter | i. A thing you use to store computer programs and word-processing files |
| 10. stapler | j. A machine you use for typing. |

D. Describe one of the things in the list below using useful expressions in the box. The other students will try to decide which thing you are taking about.

something (that)...	a thing that you wear when ...
a thing (that)...	you can ... it
a thing that has ...	you do it ...
stuff that .../stuff for ...	it happens when you ...
liquid that/for ...	you use it when you ...
a kind of/sort of ...	something that you use to .../for ...ing
a thing with ...	

- | | | |
|-----------------------|------------------------|---------------------|
| 1. a windscreen wiper | 8. a microwave oven | 15. a crutch |
| 2. a rake | 9. a camcorder | 16. an axe |
| 3. a pine apple | 10. a magnifying glass | 17. pliers |
| 4. a compass | 11. an i Pod | 18. a lawn mower |
| 5. a flash drive | 12. a hammer | 19. vending machine |
| 6. washing up liquid | 13. a shovel | 20. a dictionary |
| 7. binoculars | 14. insecticide | 21. a printer |

2. **DISCUSSION** Everyday Objects

Why do people often use these “inventions”? Why do you think they’ve been successful? What everyday objects in your household are the most useful?

microwave oven	buttons	matches
aluminum foil	paper clips	folders

Example:

People need a quick and easy way to cook food, so /that is why the microwave oven has been so successful.

3. **DISCUSSION** Making Life Better

A. Why do inventors invent new products?

- | | |
|------------------------------------|--------------------------------|
| 1. to make business more efficient | 4. to save lives |
| 2. to make daily life easier | 5. to make life more enjoyable |
| 3. to help protect people’s health | 6. to protect the environment. |

B. Why do you think these things were invented? Use the reasons in

Exercise A or others of your own.

air bags for cars	lie detectors	overnight delivery services
fax machines	life preservers	the Walkman
handheld computers	jet engines	virtual reality
dishwasher	cordless phone	potato peeler

Example: *Air bags for cars were invented in order to save lives. Without them more people would be injured in car accidents.*

4. WORD POWER Useful Things

A. Match the names of the inventions with their definitions. There are two extra definitions. Try to guess which items they describe.

- | | | |
|----------------------|--------------|-------------------|
| 1. remote control | 4. treadmill | 7. photocopier |
| 2. answering machine | 5. camcorder | 8. food processor |
| 3. microwave oven | 6. mouse | 9. _____ |
| | | 10. _____ |

___ You use it to cook things very quickly.

___ You use it to point to parts of a computer screen.

___ You use it to send a letter or picture to someone very quickly.

___ You use it to clean plates, dishes, glasses, knives, and forks.

___ You use it to help you remember vacations and special occasions

___ You use it to take messages when you are away from home.

___ You use it to control your TV, VCR, or stereo.

___ You use it to slice, chop, and blend things

___ You use it to duplicate documents.

___ You use it to keep in good shape.

B. Discuss these questions.

1. Which of the items in ex. A have the greatest influence on your life?
2. Which items do you hardly use?
3. How would your life be different if the items hadn't been invented?

Example:

I use my cell phone every day. I need to ...

I think an answering machine is very necessary.

I'd miss important information without it.

5.  **LISTENING Great Ideas?**

A. You will hear part of a TV show. Complete the chart.

<u>Product</u>	<u>Function</u>	<u>One important feature</u>	<u>Price</u>
1. Pencorder			
2. Safe-T-Man			
3. TV Remote Control Locator			

B. Discuss these questions using expressions in the box.

<p>... sounds useful. I'd like to have one of those because...</p> <p>...wouldn't be very useful because ...</p> <p>... I'm very pleased/I'm very disappointed with the ... that I bought because ...</p>

Which product sound very useful to you? not very useful?

What have you bought in the past few months that you're extremely pleased with?

Why?

What have you bought that you're very disappointed with? Why?

6. **LISTENING Important Inventions**

A. First read the articles about inventors and try to guess the missing words. Then listen and check your answers.

Yoshiro Nakamats – floppy disks

Dr. Yoshiro Nakamata _____ the first floppy disk in 1950. Nakamats, an _____ at Tokyo University in Japan, holds 2,900 other patents, including one for _____ club designs. IBM, a computer company, bought the sales license for the disks. They _____ Nakamats' design and started selling floppy disks in 1970.

Mary Anderson – a windshield wiper

The windshield wiper was invented in 1903 by Mary Anderson, a woman from Alabama, U.S.A. While Anderson was _____ a street car during a trip to New York City, she noticed that the driver often had to get out to wipe _____ from the windshield. She quickly drew an idea for a _____ Windshield wiper in her sketchbook. Later she tried to sell her _____ to a Canadian company, but the company decided that the invention wouldn't be _____. Anderson gave up on trying to sell her _____ and never made any money from it.

George de Mestral – Velcro™

One day in the 1950s George de Mestral was _____ in his native Switzerland, when he noticed some _____ seeds sticking to his jacket. He looked at them under a microscope and saw that the _____ were covered with tiny hooks, which _____ themselves to the fabric of his clothing. This gave him the idea for Velcro™. The first Velcro™ was made by _____ in France and took a long time to make. Today _____ use Velcro™ to prevent objects from _____ around when they are traveling in space.

B. Answer these questions. Which inventor ...?

1. made no money from his/her invention
2. invented over 2,000 things
3. was inspired on a country walk
4. was inspired in the winter
5. made an agreement with IBM

C. Which invention do you think was the most significant? Why?

I think that... was the most significant because ...

... is probably a more important invention that ... because

7. WORD POWER A Piece of Equipment

A. Study the words and the examples.

1. device – a small piece of equipment, especially advanced electronic equipment, that is used for preventing mistakes or accidents, measuring amounts of something, or well-designed tool that is very useful and helpful.

*Some cars are fitted with a safety **device** which won't let the car start unless passengers are wearing seat belts.*

*State-of-the-art running shoes have a special **device** which makes it possible for the wearer to pump more air into the soles.*

2. gadget – a small cleverly designed piece of equipment that does a useful job which you would usually do by hand or rather unusual tool that is not necessary but it is useful because it allows you to do something more easily.

*It's a handy little **gadget** that you use for taking corks out of champagne bottles.*

*This clever little **gadget** enables you to slice hard boiled eggs perfectly every time.*

3. appliance – a machine, usually one that is electrical, that is used for doing jobs in the home, such as washing clothes or cooking food.

*Most homes now have numerous domestic **appliances**, from dishwashers to microwave ovens.*

4. tool – a simple piece of equipment that you hold in your hand and use to do a particular job/piece of equipment or a skill that is useful for doing your job

*He couldn't finish repairing the engine because he didn't have the right **tool**.*

*Television is an important **tool** for the modern teacher.*

B. Complete the sentences, using the words in the box.

device

appliance

tool

gadget

1. A sales assistant was demonstrating several kitchen gadgets to a small crowd of shoppers.
2. An EEG is a _____ that records electrical activity in the brain.
3. Sheila got home to find the plumber under the kitchen sink, surrounded by _____ and bits of piping.
4. The FBI had planted listening _____ inside Monroe's apartment.
5. When sharpening _____, always wear protective goggles.
6. Use a plug strip for _____ that can be switched off when not in use.
7. The shop is now selling a new wooden _____, designed for pain relief, that you roll around the shoulder and back.
8. The Internet has been an effective _____ for advertising.
9. Many of the labor-saving _____ which we all take for granted today did not exist before the war.
10. To make it easier to return any unwanted purchases, save the original packaging, especially for electronics and household _____.
11. A good _____ kit should contain pliers, screwdrivers, and wire-cutters.
12. Her kitchen was full of all the latest household _____ – electric can-openers, talking timers etc.
13. I don't have the right _____ to start fiddling around with the engine.
14. The company makes _____ to detect carbon monoxide.
15. He showed her several electronic _____, such as a watch that you can use as a phone.
16. There's plenty of space for all the usual kitchen _____.
17. Using the computer environment as our _____ we can process and reshape all kinds of information swiftly and perfectly.
18. The machine has a safety _____, which switches the power off if there is a problem.

8. **READING** **Inventions**

You are going to read some information about inventions. For questions 1-14 choose from the inventions (A-E). Some of the inventions may be chosen more than once. Which invention(s) might be useful for :

- | | |
|---|----------------|
| someone who wishes to improve their skill in a particular sport? | 0 <u> D </u> |
| someone who doesn't like to spend time cooking? | 1 _____ |
| someone who keeps a clean and tidy home? | 2 _____ |
| someone who is security conscious? | 3 _____ |
| someone who is concerned about their appearance? | 4 _____ |
| someone who has a cat or a dog? | 5 _____ |
| someone who likes outdoor activities but doesn't have much free time? | 6 _____ |
| someone who is worried about food-poisoning? | 7 _____ |
| someone who likes to hold dinner parties? | 8 _____ |
| someone who travels a lot? | 9 _____ |
| someone who drinks a lot of tea? | 10 _____ |
| someone who likes long-lasting products? | 11 ___ 12 ___ |
| someone who has a garden? | 13 ___ 14 ___ |

a. THE HIDEAWAY SAFE ON A COATHANGER

Stowaway is a great new security idea – a fully portable travel safe that doubles as a coathanger. Put your valuables inside, lock it firmly to the wardrobe rail , then hang up your coat or jacket on it. Its main purpose is hidden by the clothes, but if a thief should take a closer look, he'll find *Stowaway* is securely locked in place. Ideal for use in hotels, sports changing rooms and at home too. There is plenty of space for your passports, tickets, money, check book and several items of jewellery. Two keys supplied. **Stowaway \$ 24.99.**

b. NEW ONE-STEP TOOTH WHITENING SYSTEM

Developed by an American dentist and made in Britain, *Dental White* is the effective way to whiten stained and discolored teeth. Unlike other products, the effect is achieved in one simple process. The system comes with applicator trays for upper and lower teeth; when heated the trays mold to the exact shape of your teeth. Now squeeze a thin line of Whitening Gel into the tray and ‘bite’ into it.

The results can be dramatic, especially with yellow tea-stains. Complies with European safety standards. **Dental White (250g kit) \$9.99.**

c. THE CLEANEST SWEEP OF ALL

Now you only need one broom to cope with every cleaning chore, indoors or out – carpets, vinyl and wood floors, patios, the garden and the driveway. Incredibly, the *Wonder Broom* will sweep, clean and rake them all. Made of durable rubber and fibres that are completely washable, it will even remove the finest particles like pet hair, salt and sugar – but won’t damage furniture or surfaces. You can use it as a mop on tiles, windows and on the car, yet it’s also perfect for raking outdoors. And in normal use, it will last a lifetime. This really is a cleaning revolution! Guaranteed for 10 years. **Wonder Broom \$16.99.**

d. A GOLF DRIVING RANGE IN YOUR BACK GARDEN

The ingenious golf trainer lets you work on your game wherever you’ve got a room to swing a club – and no more broken windows, lost balls or trips to the driving range! It consists of a regulation size ball suspended from a hardened steel arm with a virtually unbreakable nylon cord. When you drive the ball, its rotation around the arm precisely indicates the direction of the shot, helping you correct your aim. Every golfer should have one! The **Golf Swing Trainer** comes with a lifetime guarantee. **\$ 37.50.**

e. MICROMIX STIRS WHILE IT COOKS

This beautifully simple British invention stirs food while it cooks in the microwave. Perfect for dishes like scrambled eggs, sauces, porridge or custard. The *Micromix* stirring action not only keeps the food at the right consistency but also eliminates health concerns over uneven heating. Better still, it prevents ‘hot-spots’, which reduces the likelihood of boiling over and means you don’t need to cover the dish! Why not get on with something else while the Micromix does the stirring for you? Fits all microwave ovens with a turntable. **Micromix \$ 6.99.**

FOCUS ON VOCABULARY

1. Fill in the appropriate word(s) from the list. Use the word(s) only once.

durable	the finest	to stir
scrambled	to comply with	to cope with
to indicate	to take	the effect
lifetime	to last	to whiten
to reduce	to eliminate	

- 1. _____ the likelihood of sth
- 2. _____ a closer look
- 3. _____ stained teeth
- 4. _____ is achieved
- 5. _____ safety standards
- 6. _____ every cleaning chore
- 7. _____ rubber
- 8. to remove _____ particles
- 9. _____ a lifetime
- 10. _____ the direction of the shot
- 11. a _____ guarantee
- 12. _____ food
- 13. _____ eggs
- 14. _____ health concerns

2. Fill in the gaps with the correct word(s) from the list below:

molded, ingenious, suspended from, portable, raked, to swing
--

1. Many businessmen have _____ computers so that they can use them wherever they go. (*easily carried*)
2. The gardener has _____ all the leaves off the lawn. (*removed*)
3. The plan to steal the diamonds was so _____ that the thieves were never caught. (*very clever*)
4. She was able _____ the bat and hit every ball we threw to her. (*to move forward and back*)
5. The crystal chandelier which was _____ the ceiling was exceedingly beautiful. (*hanging from*)
6. The silk dress _____ perfectly to her body. (*fitted*)

3. The following paragraphs describe useful inventions. Fill in the missing words then decide what invention is described and write the words in the space provided.

1. _____ 2. _____ 3. _____

a. durable, transmit, made

This machine is used to copy and 1) _____ documents, so that they are received in exactly the same form as they are sent. It is 2) _____ of 3) _____ plastic and is essential for the modern-day office. What is it?

b. laser, industry, digital

This invention has revolutionized the music 1) _____ providing a clearer sound than ever before. It works using a (n) 2) _____ system in conjunction with a(n) 3) _____ and it is a reliable alternative to vinyl. What is it?

c. microchips, carried, composed

This invention is designed to be easily 1) _____ and is a perfect choice for business people who are always on the move. It is 2) _____ of a plastic cover which contains thousands of 3) _____ compressed into a very small place. What is it?

9.  LISTENING This Thing Is Useless!

A. People have problems with these machines. Listen and put the words in the right order.

_____ a sewing machine _____ a camera _____ a blender
 _____ a vacuum cleaner _____ a printer _____ a washing machine

B. Listen again. What is the problem with each machine? Circle the correct answer.

- | | |
|--|---|
| <p>1. a. She needs more film
 b. The batteries are dead
 c. It's too dirty.</p> | <p>4. a. She used the wrong paper size.
 b. She put in too much paper.
 c. She didn't use enough paper.</p> |
| <p>2. a. He put in too much soap.
 b. He put in too much clothing.
 c. He put in too much money.</p> | <p>5. a. the dress is the wrong color.
 b. The needle is too big.
 c. The needle is too small.</p> |
| <p>3. a. There's no dust bag.
 b. The dust bag is empty.
 c. The dust bag is full.</p> | <p>6. a. She put in too much sugar.
 b. She put in too much fruit.
 c. She put in too much ice.</p> |

10.  LISTENING Take Care of It

A. People are talking about machines and appliances. Listen and match the products on the left with the features on the right.

1. flat screen TV _____	a. You can adjust it with remote controller.
2. laptop computer _____	b. You can fit it in a small apartment.
3. air conditioner _____	c. You don't have to rinse anything.
4. clothes dryer _____	d. It weighs only one and a half kilos.
5. dishwasher _____	e. You can run it for an hour without adding gas.
6. lawn mower _____	f. You can hang it on the wall.

B. Listen again. Are these statements false or true? Check \checkmark the correct answer.

	True	False
1. You shouldn't put it near a window	<input type="checkbox"/>	<input type="checkbox"/>
2. You shouldn't keep it in the case when you carry it.	<input type="checkbox"/>	<input type="checkbox"/>
3. You shouldn't open the windows when you use it.	<input type="checkbox"/>	<input type="checkbox"/>
4. You shouldn't touch the lint filter.	<input type="checkbox"/>	<input type="checkbox"/>
5. You shouldn't put any soap in it.	<input type="checkbox"/>	<input type="checkbox"/>
6. You shouldn't put your hand under the machine.	<input type="checkbox"/>	<input type="checkbox"/>

11.  CONVERSATION Which You Can't Live Without?

Listen to Dave and Louise, a young newly – married couple, talking about some household equipment.

Interviewer: Have you got a lot of gadgets in the house?

Dave: Yes, far too many. And none of them are much use.

Louise: Oh, that's not true. What about my electric toothbrush?

I certainly wouldn't want to live without that.

Dave: Oh, yeah, OK, that is a good one, yes.

Louise: I mean it's wonderful now. When I go to the dentist she says 'Your teeth are so much better, so much cleaner,' and I say, 'I know it's the electric toothbrush you see.'

Dave: I agree. The electric toothbrush is good.

Louise: And there's another thing that's proved useful, and that's the food processor.

Dave: You reckon?

Louise: Yes. It saves so much time, especially when it comes to soups. You can do them in no time at all, just throw everything in, press the button and woof, it's all done in a second.

Dave: I wish you'd use it more often to make pancakes, though.

Louise: What's stopping you from using it to make pancakes? Anyway, talking of favorite gadgets, what about you and your video recorder?

Dave: Well, yeah, I have to say that's one of the best inventions ever. I don't know how I managed without it.

Louise: Dave's always watching old videos.

Dave: Yes, I have to admit, though, that it is an awful waste of time, very dangerous. I've got all these films and football matches piled on shelves...

Louise: ... that you feel you've got to watch.

Dave: Yeah, I know. It's a bit of a time waster, but I like it.

Interviewer: So is there any gadget you don't like?

Louise: Yes, come to think of it, the juice extractor.

Dave: Yeah, what a useless present that was! It makes nice fruit juice, but what a palaver, all those bits you have to take apart and clean, and all you have is a thimbleful of juice. It's more trouble than it's worth, isn't it?

Louise: We never use it now. Do you remember the time when I forgot to clean it and all the fruit skins went bad inside.

Dave: Oh, yes, I do ...

PART C SCIENCE AND TECHNOLOGY

1. *READING* Virtual Reality

Read the text and answer the questions.

1. What are the possible uses of VR in a) hospitals, b) schools, c) police training schools?
2. What are some of the disadvantages of VR? (practical, moral/ethical)
3. Do you think VR an important invention or not?
4. What sort of 'exotic fantasy trip' would you most like to go on?

A WHOLE NEW WORLD THAT IS ONLY A TOUCH AWAY.

Not long ago computers were considered an amazing invention. Today they form part of our everyday lives. The latest thing today is Virtual Reality. A Virtual Reality (VR) system can transport the user to exotic locations such as the cockpit of a space module, a beach in Hawaii or the inside of the human body.

The word which comes closest to describing Virtual Reality is 'simulator'. VR technology resembles the flight simulators that are used to train pilots. With flight simulation, an airplane cockpit is mounted onto a platform which moves with the motions of a simulated airplane. VR is also a simulator, but instead of looking at a flat, two-dimensional screen and operating a lever, the person who experiences VR is surrounded by a 3-D (three-dimensional) computer-generated representation, and is able to move around in a simulated world, seeing it from different angles.

The VR system is still in the early stages of its development. At the moment it is necessary to put a large, clumsy-looking high-tech helmet on your head to see the simulated world, and you have to wear a special glove to manipulate the objects you see there. Lenses and two miniature display screens inside the helmet create the illusion that the screen surrounds you on every side. You can 'look behind' computer-generated objects, pick them up and examine them, walk around and see things from a different angle. This complex visual model changes every time you move

according to a program in a powerful computer, to which the helmet and glove are linked by cables.

Already today VR is used in medicine to improve X-rays by allowing radiographers to see a three-dimensional view of the body. It is also used in police training schools. By using VR, Scottish police can train police drivers in emergency response driving: high speed driver-training is done safely in a simulated car.

Developers of VR say its potential is powerful. In schools students could explore the Great Pyramid, or an Aztec temple or study molecules from inside; in hospitals, surgeons could plan operations by first ‘traveling’ through the brain, heart or lungs without damaging the body.

But of course there are dangers as well as benefits. In the wrong hands VR can be used for power fantasies and pornography. Fortunately, perhaps it will be sometime before the ‘virtual world’ can truly mimic the real one.

2. *READING* Hype or Hyper-reality?

Read the following article and choose the most suitable heading below for each numbered paragraphs.

1. How real can you get? / Who invented VR
2. The problem of simulated flying. / The early days of VR.
3. The Japanese VR revolution. / Some practical applications.
4. The long-term effects. / VR and drug abuse.
5. Enthusiastic response from psychologists! / Losing touch with reality.

Virtual reality will connect your senses up to a computer – and take you to the realms of dreams. Discover how virtual reality will revolutionize your world. Looking for a new thrill? Perhaps you’d like to meet Madonna or Harrison Ford: wander the marbled halls of a palace that was destroyed a thousand years ago; go climbing up Olympus Mons on Mars, the Solar System’s highest mountain. Virtual reality (VR) promises to make it possible.

1._____ It aims to be more than just ‘like’ being there. It is claimed that it will be impossible to tell the difference. Indeed, the boundaries between real and virtual are already breaking down, thanks to technological improvements such as touch-sensitive body suits, and 3-D surround sound. The hope is that one day we will be able to do ‘virtually’ the things we cannot do in real life – because in VR we won’t be bound by boring restrictions like the law of physics.

2._____ Current VR technology grew out of developments in the flight-simulator industry. The skills needed to fly a plane are incredibly complicated, and the ability to land at different airports requires careful practice. The dangers of practicing in real airplanes have been avoided for a long time by building an artificial cockpit with controls linked to a simulation of real plane. Pilots in the simulator see and feel nothing but the artificial world and have direct control over it.

3._____ Today’s still quite limited technology is now quietly being used for all kinds of projects – planning telecommunications systems, designing drug molecules, and, in Japan, a scheme has been already been successfully developed to use VR in furniture showrooms so customers can plan the layout of new kitchens. The plan is to integrate this with a complete computerized system – so the virtual kitchen designed by the customer goes through an automated process until delivery to the home.

4._____ Iain Brown, a psychologist from Glasgow University, is worried that virtual reality will be extremely addictive. He has studied children whose dependence on computer games makes them behave like drug addicts. They spend all their money on arcade games and sometimes turn to crime to pay for their habit.

5._____ Some psychologists think computers can be addictive because they are so predictable. Real life is often hard to control, but a computer will always do exactly what you tell it to. For some, to sit in front of a screen is to be secure. Brown worries that people who spend a lot of time in simplified, virtual worlds might not develop many of the skills they need to deal with uncertainties of real life. But VR enthusiasts prefer to talk of the exciting possibilities like becoming a musical instrument or a robotic insect on Neptune.

3. READING Advantages and Disadvantages of the Internet

A. Read the following article.

Ten years ago, the Internet was practically unheard of by most people. Today, the Internet is one of the most powerful tools throughout the world. The Internet is a collection of various services and resources. According to Russ Brock, a director and consultant at the Center for Innovation and Inquiry, the Internet's main components are E-mail and the World Wide Web. There is a lot more to the Internet than E-mail, search engines, celerity web sites, up-to-the-second sports scores, and chat rooms full of discussions. The Net also ranks as one of today's best business tools - if it is used adroitly. Almost all households contain the Internet; however, before people connect to the Internet, they need to be aware of its disadvantages and advantages.

Many fear the Internet because of its disadvantages. They claim to not use the Internet because they are afraid of the possible consequences or are simply not interested. Today's technological society must realize, it is up to them to protect themselves on the Internet. Half of U.S. adults, or 94 million Americans, are online.

Children using the Internet has become a big concern. Most parents do not realize the dangers involved when their children log onto the Internet. When children talk to others online, they do not realize they could actually be talking to a harmful person. Whether surfing the Web, reading newsgroups, or using email, children can be exposed to extremely inappropriate material.

Musicians are also concerned with disadvantages to the Net such as, accessibility and freedom. They are upset because the Internet provides their music online at no charge to consumers. File-sharing services, such as Napster, provides copyrighted songs to all Internet users. The main concern is - the music is free! Musicians feel they are not getting paid for their work.

Another major disadvantage of the Internet is privacy. Electronic messages sent over the Internet can be easily snooped and tracked. As people surf the Internet, they are constantly giving information to web sites. People should become aware that the collection, selling, or sharing of the information they provide online increases the chances that their information will fall into the wrong hands. Consequently, they will become a victim of identity theft, one of the worst privacy violations with potentially devastating financial consequences. In other words, the most common Internet crimes are frauds and con games.

Today, not only are humans getting viruses, but computers are also. Computers are mainly getting these viruses from the Internet; yet, viruses may also be transmitted through floppy disks. However, people should mainly be concerned about receiving viruses from the Internet. Some of these dangerous viruses destroy the computer entire hard drive, meaning that the user can no longer access the computer.

Despite all of the terrible disadvantages of the Internet, there are numerous advantages. In fact, the advantages out weigh the disadvantages. Elderly people benefit the most from the Internet; a great deal of elders are shut in their homes due to health problems.

The most common thing the Internet is used for is research. Children and students are among the top people who use the Internet for research. Today, it is almost required that students use the Internet for research. Thirty percent of teachers give assignments requiring research from the Internet. The Internet has become one of the biggest sources for research. Almost everyday, research on medical issues becomes easier to locate. Web sites are available for people to research diseases and talk to doctors online.

Entertainment is another popular reason why many people surf the Internet. Downloading games, going into chat rooms, or just surfing the Web are some of the uses people have discovered. There are numerous games that may be downloaded from the Internet at no charge. Chat rooms are popular because users can meet new and interesting people. In fact, the Internet has been used by people to find life long partners. When people surf the Web, there are numerous things that can be found.

Another popular thing to do on the Internet is to check out the news. Almost all local news can be obtained through the Internet. Up to date sports scores are probably the most popular looked at news. Sports scores are updated on the Internet as soon as the game ends. Weather is also a popular source to look up on the Internet. Using the Internet to get the weather allows people to view weather all over the world.

Shopping online has also become a huge success and is considered a great advantage of the Internet. No matter what people are shopping for, it can be found on the Internet. People do not even have to leave their homes. Clothing is probably one of the most bought items online. People can even go grocery shopping online using such sites as Priceline.com. Just one click of the mouse on the items they want to purchase and the items are delivered to their front door.

In conclusion, today's society is in the middle of a technological boom. People can either choose to take advantage of this era, or simply let it pass them by. The Internet is a very powerful tool. It has many advantages; however, people need to be extremely aware of the disadvantages as well.

B. Fill in the table below with the advantages and the disadvantages.

Advantages	Disadvantages
1.	1.
2.	2.
3.	3.
4.	4.
5.	5.

4. DISCUSSION To Have or not to Have – That Is a Question!

Look at the notes and the useful expressions below, then talk about the advantages and disadvantages of having a computer.

although	despite	not only ... but also	in addition	however
besides	moreover	furthermore	on the other hand	also

Example:

*Computers make your life easier. **However**, they can make you unsociable.*

Advantages

- make life easier
- learn a lot
- gain work skills
- fast accurate work
- helps keep accounts
- access to a lot of information

Disadvantages

- bad for your eyes
- make you unsociable
- access to offensive information
- expensive to buy
- invasion of privacy
- games to keep you from school

PART E DIALOGS FOR EVERYDAY USE

Talking English

1. TEN THOUSAND ...

1. - I forgot my watch. What time is it?
2. - It's about half past nine.
1. - Do you think I'll have time to go to the drugstore before it closes.
2. - I don't know. What time does it close?
1. - I think at ten o'clock.
2. - Can you make it in half an hour?
1. - I don't know. I've got to change my clothes first.
2. - Why don't you just go as you are? Nobody important is going to see you.
1. - That's what you think. The last time I went like this, about ten thousand people I know saw me.
2. - Ten thousand?
1. - Well, at least two or three.

2. ON THE BLINK

- 1 My washing machine went on the blink this morning, so I have to go to the Laundromat this afternoon to do the washing.
2. – The same thing happened to my dishwasher last week. That's when I got my husband to pitch in and help with the dishes.
Well, I don't think mine would leave work just to help me wash clothes.
2. – Have you called a repairman yet?
1. – I called the Home Service center this morning after it happened.
They're supposed to be pretty good, aren't they?
2. – They're good, but they're expensive. What I like about them is that they Usually come out the same day you call them.
1. – That's certainly worth something. You know how we are! We can't live without all our modern conveniences!



Say It With Us

1. PACKING

Jim and Maggie are getting ready for their trip to Moscow.

Jim, Maggie: Hallo, Robert

Robert: Hallo, you two. I've brought the car round. We can start packing right away.

Jim: Everything's waiting for you in the hall.

Robert: Good. You two can be bringing the things out, while I put them away in the boot.

Jim: Here's the first item: our tent.

Maggie: And here's our spirit-cooker.

Robert: You won't be needing that, I've already packed mine. We'll be wanting a kettle, though. Have you got one?

Maggie: Jim's just bringing it. Oh, look out, Jim. You nearly dropped the spit.

Robert: The spit?

Jim: Is this thing a spit? I wondered what it was for.

Maggie: It's a special clockwork-spit to roast meat or potatoes on. Nice gadget, isn't it? I saw it in Brummidge's yesterday and couldn't resist buying it.

Jim: But Maggie, we won't be cooking elaborate meals on our trip. It'll probably be quicker to eat in a restaurant than to start shopping for food in a strange language.

Maggie: All the same, I think we should take it. After the first week you'll be longing for a nice grilled chop.

Robert: And what's this strange contraption?

Maggie: Oh, that's a special cooler to keep butter in. I think it's so unpleasant to eat runny butter, don't you?

Robert: Well, but does it have to be so large? We'll be running out of space soon to put things in.

Jim: And what's more we'll be spending all our time loading and unloading the car. We should keep things down to a minimum.

Maggie: You'd be the first to grumble if your butter was rancid. Here you are.

I'll put the cooker in this bucket, that'll save some room.

Jim: What do we need a bucket for?

Maggie: We've got to have something to keep water in, haven't we?

Robert: We can use the kettle. Look here, is this object another one of your gadgets?

Maggie: Yes, that's a foot pump to pump our rubber mattresses up with. It'll save us a great deal of trouble.

Robert: Oh well, maybe that's not such a bad idea. But what's Jim bringing out now?

Maggie: That's our collapsible card-table. I thought we ought to have a proper table to eat off.

Robert: Now this I really draw the line at, Maggie. You'll be asking me to pack a couple of beds and gas-stove next.

Maggie: What are you doing, Jim?

Jim: Robert's quite right, Maggie. I'm going to take this table and the bucket and the butter-cooler right back to where they came from.

Robert: We'll let you keep your spit as a special concession.

Maggie: All I can say is you'll be wishing we'd brought the table when you have ants crawling all over your food.

2. A PAIR OF SOCKS

Robert is out shopping. He calls at a men's outfitter's to buy a pair of socks.

Salesman: Good morning, sir. What can we do for you?

Robert: Good morning. Er... I just wanted a pair of socks.

Salesman: Certainly, sir. I think I may say we have a very fine selection. These nylon ones, for instance. They're Italian; only came in this morning.

Robert: Well... I didn't want anything fancy. Just ordinary woolen socks, you know. I'm going on a short walking-tour, so I thought something warm.....

Salesman: Walking—tour, sir? Then if you don't mind my saying so, you'll certainly need some of these quick-drying wool-and-nylon socks. They wash beautifully and dry in no time at all. Five and eleven a pair. How many shall I wrap up for you?

Robert: Er... just one pair will do. Those green ones.

Salesman: If you're going on holiday, sir, perhaps you'll be interested in this

new line of trousers? Very popular, they are. You'll find them invaluable when you're out in bad weather.

Robert: Are they crease-resistant?

Salesman: They're crease-resistant, water-repellent and fade proof. You'll have to have a pair if you're going on holiday, sir. Only forty-nine and six — a real bargain!

Robert: Er... Well, perhaps...

Salesman: The blue ones? Very good, sir, I'll just measure you: waist thirty, inside-leg thirty-one. Very good, sir.

Robert: But I've only got a five-pound note. Can you change?

Salesman: Oh, that'll be no trouble. I'll just have it sent up to the cashier's department. It won't take a moment. Take a seat, sir, while you're waiting. Ha-ha, sir, I see you're looking at that yellow cashmere pullover. The last one, that is, and it happens to be your size, sir. You'll need something to keep you warm on a walking—tour. You'll feel a different man when you put it on.

Robert: It certainly looks nice and warm. But won't it get dirty rather quickly?

Salesman: Well, of course, sir, all light colors show the dirt. But you'll find this washes like a dream. Just use a spoonful of our special washing-powder. Two and six a packet. I wrap up a couple of packets with the pullover.

Robert: But won't it shrink?

Salesman: Shrink, sir? We've sold dozens of these pullovers and haven't had a single complaint. If it shrinks, sir, we'll give you your money back.

Robert: All right. I'll take it. You can wrap up everything in one parcel.

Salesman: Let me see: socks, trousers, pullover. Here we are, sir.
Here's your parcel.

Robert: And my change?

Salesman: Change, sir? I'm afraid there's some mistake. Here's the bill, sir. Eight pounds, sixteen shillings and four pence. Another three pounds, sixteen shillings and four pence to come.

UNIT 5 ASKING FAVORS

PART A COULD YOU DO ME A FAVOR?

1. DISCUSSION Unpleasant Requests

A. Which of these favors bothers you most? Which bothers you least?

1. Could you lend me some money?
2. Can you take care of my pet while I'm away?
3. Will you let me see your class notes?
4. Would you drive me to the airport?
5. Can I borrow your hairbrush?
6. Is it OK if I use your car?
7. I wonder if I could stay overnight at your place?
8. Would you help me move into a new apartment?
9. Can I use your computer? I have to type a paper.
10. I've just finished this ten-page paper. Could you check it for me, please?
11. Would you mind if I used your phone to make a long-distance call to Nigeria?
12. I was wondering if you'd mind carrying these suitcases for me.
13. Could you possibly move your car?
14. Would you mind if I asked you a personal question?

B. What would you say in each situation? Use phrases below.

Accepting		Declining
<i>Yes, of course</i>	<i>That's OK, I guess</i>	<i>Sorry, but...</i>
<i>Fine, no problem</i>	<i>Go right ahead</i>	<i>I'd like to, but...</i>
<i>Sure</i>	<i>Not at all</i>	<i>Sorry but I don't think I can</i>
<i>All right</i>	<i>No, of course not</i>	

2. CONVERSATION Would It Be OK if I...

A. Listen and practice.

Jack: Hi Rod. This is Jack.

Rod: Oh, hi, Jack. What's up?

Jack: I'm going to my best friend's wedding this weekend. I'd love to videotape it. Would you mind if I borrowed your video camera?

Rod: Um, yeah. That's OK, I guess. I don't think I'll need it for anything.

Jack: Thanks a million.

Rod: Sure. Have you used a video camera before? It's pretty easy.

Jack: Yeah, a couple of times. Would it be OK if I picked it up on Friday night?

Rod: Fine. No problem.

B. Listen to two more telephone calls Jack makes. What else does he want to borrow from them? Do they agree to lend them to him?

3. STRUCTURE Requests

Less formal

Can I borrow your pencil?

Could you please lend me a suit?

Is it OK if I use your phone?

Do you mind if I use your CD player?

Would it be OK if I used your fax machine?

Would you mind if I borrowed your video camera?

Would you mind letting me borrow your laptop?

I wonder if I could borrow \$100.

More formal

I was wondering if you'd mind lending me your car.

A. Make requests using these cues.

1. You want to borrow someone's underwater camera for a diving trip to Florida.

A: Would you mind _____?

B: Sure, that's fine. But please be careful with it.

2. You want to use someone's desk.

A: Is it OK _____?

B: Of course. Go right ahead!

3. You need a ride to the airport tomorrow.

A: _____?

B: I'd be glad to. What time?

4. You need help moving on Saturday.

A: _____?

B: Gee, I'm sorry. I'm busy this whole weekend.

5. You want to borrow someone's mountain bike.

A: _____

B: I'm sorry. I'd like to, but the tire is flat.

B. Make these requests more formal. Then practice making your requests with a partner. Accept or decline each request.

1. Lend me a couple of dollars for an espresso.
2. Take this book for the library for me.
3. Lend me your black jacket for my date.
4. I'd like to borrow your Elton John CD.
5. Can I look at that newspaper when you've finished reading it?
6. Will you change the US dollars for me?
7. Show how to use chopsticks, please.
8. Speak a little louder, please.
9. Can you turn the radio down please?
10. Say that again, please.
11. Give me a hand with the luggage.

4. STRUCTURE Polite Requests

A. ...with “you” as a subject

<i>Can you...</i>	<i>Certainly</i>
<i>Could you...</i>	<i>Yes, of course</i>
<i>Will you...</i>	<i>Sure</i>
<i>Would you...</i>	<i>No, of course not</i>
<i>Would you mind...</i>	<i>Not at all</i>
<i>Do you think you could...</i>	<i>No problem</i>
<i>I wonder if you could...</i>	<i>I'd be glad to.</i>

Take turns asking and answering polite requests.

1. You want to ask someone to show you how to use the camera.
2. You want to ask a flight attendant to help you fill a form
3. You want your friend to lend you his camera for the weekend.
4. You want a salesclerk to change a \$5 note for you.
5. You are at a gas station. You want the attendant to check the oil.
6. You want a stranger in an airport to keep an eye on your luggage.
7. You want (...) to tape something on the VCR.
8. You want your teacher to check your essay.
9. You want (...) to take a message while you are away.
10. You want your teacher to reschedule the class.

B. ...with “I” as a subject

<i>Can I...</i>	<i>Sure.</i>
<i>Could I...</i>	<i>That's OK I guess.</i>
<i>May I...</i>	<i>Certainly.</i>
<i>Is it OK if I...</i>	<i>Fine, no problem.</i>
<i>Is it all right if I...</i>	<i>Go right ahead.</i>
<i>Do you mind if I</i>	<i>No, of course not.</i>
<i>Would you mind if I...</i>	<i>Not at all.</i>
<i>I wonder if I could...</i>	<i>That would be fine.</i>

Take turns asking and answering polite requests.

1. You want to leave class early. You are speaking to your instructor.
2. You are at your friend's apartment. You want to use the phone.
3. You want to borrow a pen from your friend.
4. The music is a bit soft and you want to turn the volume up.
5. You are at your friend's house and you want to make yourself a cup of tea.
6. You want to come a bit later than you and your friend arranged to meet.
7. You're in class. You're hot. The window is closed.
8. You want to leave a message.
9. You want to turn on the air conditioner.

5. PRACTICE Situations

Make polite requests in the following situations.

1. Your plane leaves at six. You want your friend to take you to the airport.
2. You are sitting at your friend's house. A bowl of fruit is sitting on the table.
You want an apple.
3. You're in a car. Your friend's driving. You want her to stop at the next mailbox so you can mail a letter.
4. You're trying to study. Your roommate is playing his music tastes very loudly, and this is bothering you.
5. You call your friend. Someone else answers and tells you that he's out
You want to leave a message.
6. You want your pen. You can't reach it, but your friend can. You want her to hand it to you.
7. You are at a restaurant. You want some more coffee.
8. You're at you friend's house. You want to help her set the table.
9. You are a teacher. You want your student to shut the door.
10. You want to make a phone call. You're in a store and have to use a pay phone, but you don't have any change. Ask clerk for a change.
11. You call the airport. You want to know what time Flight 62 arrives.
12. You want to see a program on a different channel. Your friend has a remote controller in his hands.

6. CONVERSATION Short of Money

Complete the conversation with the words and expressions in the box.

Then listen to the recording and check your answers.

<i>the thing is</i>	<i>a lot</i>	<i>That's very nice of you</i>
<i>Could you do me a favor</i>	<i>Could you lend me \$10</i>	
<i>That's all right</i>	<i>short of money</i>	

Paul: Hey, John.

John: Yeah?

Paul: _____

John: Sure. What is it?

Paul: Well, _____, I'm _____ until Friday.
_____, do you think?

John: Yes, OK.

Paul: _____, John. Thanks _____

John: _____.

7. CONVERSATION We've Got a Problem

Listen and practice.

Annie: Excuse me. I'm sorry to trouble you. We've got a problem.

Mr Oliver: Oh, yes? What's the matter?

Annie: Well, you see, it's like this. We're cycling, and we haven't got anywhere to sleep tonight.

Mr Oliver: I see. Have you tried the Crown Hotel?

Annie: Yes, but it's much too expensive. So we wondered if we could sleep in your barn?

Mr Oliver: Yes, all right. I don't mind. You don't smoke, do you?

Annie: Oh, no. Neither of us do. Well, thank you very much.

Mr Oliver: Not at all. Would you like to come into the house for a wash?

Annie: Oh, that's very kind of you.

Mr Oliver: This way.

8. CONVERSATION I Can't Manage That Much

Read the dialog and fill in the blanks with the words below.

a. <i>since</i>	e. <i>wondering</i>	i. <i>going</i>
b. <i>as</i>	f. <i>let</i>	j. <i>see</i>
c. <i>do</i>	g. <i>short</i>	k. <i>honest</i>
d. <i>depends</i>	h. <i>hope</i>	l. <i>lend</i>

- A:** By the way, do you think you could 1) _____ me a favor?
- B:** Sure. What is it?
- A:** Well, I was 2) _____ if you could put me up for a few days.
- B:** Put you up for a few days? Uh...
- A:** I know it might be awkward. It is just that I'm really stuck. I was 3) _____ to stay with another friend but her boyfriend's just moved in and oh...
- B:** The problem is that my apartment is really small. There's hardly enough room for one person.
- A:** That's okay with me. 4) _____ I said, it'll only be for a few days.
- B:** Well, to be 5) _____ with you, this is really bad time. I've got exams next week and I'm going to be cramming night and day.
- A:** Oh, I 6) _____. Well, I just thought I'd see if it was possible. I can always call Cindy. I'm sure she can put me up.
- B:** I 7) _____ you understand. Uh... if there's anything else I can do, just let me know.
- A:** Well, 8) _____ you mention it ... there is one more thing.
- B:** Oh? What's that?
- A:** Do you think you could 9) _____ me some money?
- B:** Well, that 10) _____ on how much you need.
- A:** \$100.
- B:** \$100! I'm really sorry, but I don't think I can manage that much. I'm a little 11) _____ of cash myself right now. I could 12) _____ have \$10 or \$15, I suppose.
- A:** That would be great! I'll be right over to get it.

9. PRACTICE Formal or Informal

A. Study the examples (1-5) below. Then put each of them into one of these two broad categories formal or informal.

1. a. Do me a favor, will you?
b. I was wondering if you could do me a favor.
2. a. Would it be possible for me to use your phone for a minute?
b. All right if I use your phone for a minute?
3. a. Look at the time! The banks are closed and I'm out of money.
Can you lend me some until tomorrow?
b. I just remembered that I forgot to go to the bank this morning.
Do you think you could possibly lend me \$20 until I can get to the bank tomorrow?
4. a. I'm just going to the supermarket. OK to leave the baby with you for a while?
b. I'm really sorry to bother you, but could you look after my son for half an hour while I go to the supermarket?
5. a. I realize it's an imposition, I know how busy you are. But would you mind watering my plants while I'm away next week? I would be really grateful if you could.
b. Sorry to ask, but can you stop by and water my plants while I'm in sunny Acapulco? I'll bring you a souvenir if you do.

10. PRACTICE Asking Favors

Ask someone these favors in a formal or informal style. Ask them:

1. if you could use their car.
2. to help you with your homework
3. to translate a letter for you.
4. if a friend can stay at your place for a few days.
5. to let you use their typewriter
6. if you can borrow their VCR for the weekend.

11.  LISTENING Thanks a Million

A. Listen to three telephone conversations Write down what each caller requests. Does the other person agree to the request? Check (\checkmark) Yes or No

	Request	Yes	No
1. Tina			
2. Mike			
3. Phil			

B. Role play Use the chart to act out each conversation.

12. WORD POWER Collocations

A. Find three words or phrases that are usually paired with each verb.

(More than one answer is possible.)

an accusation	an excuse	a gift	permission	a reason
an apology	an explanation	an invitation	a phone call	a request
a compliment	a favor	an offer	a problem	yourself

deny _____

offer _____

receive _____

refuse _____

return _____

B. Which of the words or phrases can be paired with the following verbs?

reject _____

accept _____

decline _____

C. *Pair work* Choose one of the collocations from parts A and B and take turns asking questions with them.

Example:

A: *Do you usually return a compliment?*

B: *Oh, sure. If someone compliments me on my hair, I try to make a nice comment about her hair too.*

13. *DISCUSSION* Staying with American Family

Decide what you would say in the following situations.

1. You would like an extra pillow on your bed.
2. You ask a ten-year-old in the family to post your letters.
3. You don't like coffee. Ask for tea without milk for breakfast.
4. You forget your keys. When you arrive home the house is empty. You go next door and ask to use the telephone to phone your host at work.
5. You'd like your teacher to sign an application form for a student travel card.
6. You want to borrow a dollar from a friend for a cup of coffee.
7. You want a classmate to give you a ride home after classes.
8. You want to turn down your roommate's radio.
9. You want to borrow your friend's car for the weekend.
10. You want someone to tell you how to get to the subway.

PART B PASS IT ON

1. CONVERSATION Leaving a Message

A. Listen and practice.

Amy: Hello?

Jeff: Hello. May I speak to Sophia, please?

Amy: I'm sorry she isn't in right now. Would you like to leave a message?

Jeff: Yes, please. This is Jeff. Would you tell her that Tony is having a party on Saturday?

Amy: Uh-huh.

Jeff: And would you ask her if she'd like to go with me?

Amy: All right Peter. I'll give her the message.

Jeff: No, this is Jeff, not Peter.

Amy: Oh, I'm sorry.

Jeff: By the way, who's Peter?

B. Listen to Amy talking to Sophia. Who's Peter?

Is Sophia going to the party with Jeff?

2. STRUCTURE Indirect Requests

<i>Statements</i>	<i>Indirect requests with that</i>
Sue, Tony is having a party	Could you tell Sue that Tony is having a party?
<i>Imperatives</i>	<i>Indirect request with infinitive</i>
Sophia, call me at five	Would you ask Sophia to call me at five?
Jeff, don't be late	Can you tell Jeff not to be late?
<i>Yes/No questions</i>	<i>Indirect requests with whether or if</i>
Sophia, are you free on Friday?	Can you ask Sophia if she is free on Friday?
Sophia, do you have my number?	Could you ask her if she has my number?
Amy, will you be at the party?	Please ask Amy whether she'll be at the party

<i>Wh-questions</i>	<i>Indirect requests</i>
Jeff, when does the party start?	Can you ask Jeff when the party starts?
Amy, when should I pick you up?	Could you ask Amy when I should pick her up?
Tony, what should we bring?	Would you ask Tony what we should bring?

Rewrite these sentences as indirect requests. In other words ask a friend to deliver the message for you.

1. Jeff, can you drive us to Tony's party?
2. Sophia are you going to the party with Peter or with Jeff?
3. Tony, how many of my friends can I bring to your party?
4. Amy, when is Sophia going to get home tonight?
5. Anne, please return the book I lent you.
6. Dan, don't call me before 8:00 a.m.
7. Vera, Anne is at the library.
8. Jennifer, what time do you want us to meet you?

3. PRACTICE Pass It On

A. Write 5 indirect requests for your partner to pass on to classmates.

Example: Would you ask Jin if she could lend me \$100?

B. Ask your partner to pass on your requests. Go around the class and make your partner's requests. Then go back and tell your partner how the person responded.

Example:

A: Would you ask Jin Sook if she could lend me \$100?

B: No problem. ... Jin, could you lend Peter \$100?

C: I'm sorry, but I can't! Could you tell Peter I'm broke?

B: Peter, Jin says that she is broke.

PART C DIALOGS FOR EVERYDAY USE

Talking English

1. TRAVELER'S CHECKS

- 1.- Hey! What's the rush?
- 2.- The bank closes in half an hour and I need to cash a check.
- 1.- I can lend you some money.
- 2.- I need to cash a check because I'm going on a trip this weekend.
Actually I want to buy some traveler's checks.
- 1.- Hmm. Can I help in any way?
- 2.- You can drive me to the bank if you want to. My car is out of gas.
- 1.- Yeah. Glad to. Let's go.
- 2.- Wait just a minute. I have to get my checkbook out of the desk.

2. NO TROUBLE

- 1.- Can I help you with those packages?
- 2.- Huh? Why, yes. I could use some help. That's very kind of you.
- 1.- No trouble at all. Are you parked nearby?
- 2.- Right over there. The white station wagon.
- 1.- Where do you want me to put these?
- 2.- In the back will be fine. Just let me open the tailgate.
- 1.- It looks as if you are having Christmas early at your house.
- 2.- No. It's my twin girls' birthday, so I had to buy presents for two!

3. MAILING LETTERS

- 1.- Do you mind if we stop by the post office? I have to mail these letters and I don't have any stamps.
- 2.- Oh, I have some. We don't need to go all the way to the post office.
- 1.- That *would* save time. Can you let me have two airmail stamps and one regular one?
- 2.- Here you are. Are you sure that's enough?
- 1.- Yes, that's fine. Now all we have to do is find a mailbox.

Say It With Us

1. JIM HAS A COLD

Jim is lying down on a settee by the sitting-room fire. He is not very ill but very irritable.

Maggie: How are you feeling, Jim? Any better?

Jim: No, I'm afraid the cold's getting worse, Maggie. I think you'd better ring aunt Emily and tell her we won't be able to make it tomorrow.

Maggie: It's interesting how you always manage to be ill when it comes to visiting relatives.

Jim: That's quite unfair, Maggie. I haven't had a cold for ages.

Maggie: I remember quite well. The last time you had one was when we were invited to uncle Gilbert's.

Jim: I really am feeling rotten. Have you bought me any lemons?

Maggie: No, I couldn't get any. But I brought you some grapes instead. Here you are, try some.

Jim: Mm... The ones you bought last week were much sweeter. They were purple. You know I like those better.

Maggie: Well, I'll buy you some purple ones this afternoon. In the meantime you'll have to make do with those green ones. Or perhaps you'd like an orange instead?

Jim: I ate the last one while you were out.

Maggie: You don't seem to have lost your appetite, Jim. Oh, but look here. You haven't had any of your medicine today. You'd better take some right away.

Jim: I had a spoonful this morning and it doesn't seem to have done me any good.

Maggie: Well, you'd better have another one now. It says one spoonful every

three hours. Here you are.

Jim: (*spills his medicine*).

Maggie: Oh, dear, you've spilt it all over the pillow-case. Now I'll have to get you another one and I don't think the clean ones have come back from the laundry yet. What a trial you are, Jim.

Jim: Well, just stop fussing, Maggie. I'd be quite all right if I just had some peace. You go into the kitchen and get me some lunch.

Maggie: All right.

Jim: (*calls out*) Maggie!

Maggie: What is it?

Jim: Did you bring any books from the library?

Maggie: Just some detective stories for myself. Here they are.

Jim: Oh, I've read that one and that one as well. You'd better just give me the newspaper.

Maggie: Well, I'll be getting back to the kitchen then.

Jim: (*calls out again*) Maggie, Maggie!

Maggie: What is it this time?

Jim: Can you get me some more pillows from the bedroom? This one isn't really high enough. (*telephone rings*) Well, go and answer it and see who it is... Who is it, Maggie? If it's Dickson, ask him to come round for a game of chess.

Maggie: No, it wasn't Dickson. It was aunt Emily. She's just bought a television-set and she wanted me to tell you they were televising the cup – final tomorrow afternoon. Of course, I said you had a bad cold and that you should really stay in bed...

Jim: What! Ring her up again right away and tell her I'm much better. In fact, I think I'll get up for lunch. I'm sure I'll be quite all right by tomorrow.

UNIT 6 TRAVEL BROADENS THE MIND

PART A A PERFECT HOLIDAY DESTINATION

1. *QUESTIONNAIRE* Are You a Thrill-Seeker?

Choose the alternative that best describes your likes or dislikes.

1. a. I sometimes like to do things that are a little frightening. _____
b. Sensible people avoid dangerous activities. _____
c. I love being terrified! _____

2. a. I enter cold water gradually, giving myself time to get used to it. _____
b. It's fun to dive or jump right into the ocean or a cold pool. _____
c. I won't go in the water unless it's very warm. _____

3. a. When I go on holiday, I want a decent room and a bed at least. _____
b. I like going camping and doing without the conveniences of everyday life. _____
c. I expect a bit of luxury on holiday. _____

4. a. My friends are pretty crazy. _____
b. I prefer calm, conventional people. _____
c. I like having a mix of friends of all different types. _____

5. a. I think it would be really exciting to do a parachute jump. _____
b. Jumping out of a plane, with or without a parachute, is crazy. _____
c. I'd consider doing a parachute jump if I had proper training. _____

6. a. I think it would be fun to be hypnotized. _____
b. I wouldn't mind being hypnotized by a professional. _____
c. I would hate to be in the power of a hypnotist. _____

7. a. People who ride motorbikes must have some kind of unconscious desire to hurt themselves. _____
b. Riding a motorbike at high speed is one of the most exciting things you can do. _____
c. Motorbikes are just another means of transport. _____

2. WORD POWER Types of Holiday

A. Put the words in the box into the appropriate spaces.

winter sports	safari	adventure
self-catering	cruise	package tour
special interest	weekend break	home stay

1. relaxing _____ holiday with old-fashioned hospitality on a family farm
2. a month's _____ holiday lost in the Amazon rain forest
3. a fortnight's _____ holiday for the family in a rented Swiss chalet
4. a ten-day _____ to Thailand, including flights, deluxe hotels and visits to the Sukhothai national park and the pagodas at Ayutthaya
5. a two-week _____ in the Baltic sea aboard the luxury liner Argenta
6. a(n) _____ holiday skiing on the slopes of the Pyrenees
7. a(n) _____ in Amsterdam to visit the Rijksmuseum and be back in time for **on** Monday.
8. a stay in Mombasa combined with a(n) _____ in the famous Tsavo game park
9. a(n) _____ holiday, excavating Aztec temples or learning English in London.

B. Join the phrases in the two sections a-g and 1-7

- a. a city break in Moscow
- b. a three-week expedition to Greenland
- c. a five-day stay in purpose-built chalet
- d. two weeks on an ocean liner
- e. a month's holiday in a mobile home
- f. a bed-and-breakfast stay
- g. a trip to Disney World

1. to study the geology, flora and fauna
2. in a caravan park in sunny Biarritz
3. at one of the Center Parks holiday villages in Britain, France or Holland
4. with two nights at the Metropol hotel and tickets for the Bolshoi
5. including a three-day stopover in Tahiti
6. with free accommodation in a condo in Orlando
7. in a comfortable guest house near The Black Forest

C. Look at this list of types of holiday. Match each with the appropriate phrase from a publicity brochure.

- | | | | |
|--------------|--------------------|--------------------|------------------|
| a. adventure | d. driving/touring | g. backpacking | j. self-catering |
| b. camping | e. farm stay | h. package/beach | k. skiing |
| c. cruise | f. fly-drive | i. safari/wildlife | l. trekking |

1. Sun, sea, and sand – and all you pack is your suitcase.
2. A floating five-star hotel.
3. Route maps provided.
4. Escape the crowds-go where the mood takes you.
5. A unique game-viewing experience.
6. Tents available for hire.
7. Discover a world of excitement
8. Your car will be waiting at the airport.
9. Each suite has basic cooking facilities and a fridge.
10. Breathtaking views from snow-capped Himalayas.
11. Sun glistening on the white Alpine slopes.
12. Experience the working life of the countryside.

D. How would you describe the holiday in exercise B and C? Choose from the list in the box below and justify your choice.

frightening	relaxing	for the family
exhausting	cultural	once-in-a-lifetime
entertaining	romantic	adventurous

E. Write the words from the box along a line like the one below, going from the cheapest to the most expensive.

a bit pricey	reasonable	dear	exorbitant	prohibitive
at rock – bottom prices	economical	costly	free of charge	

cheap

expensive

F. Work with a partner and discuss these questions.

- a. Where would you consider it free of charge / reasonable / exorbitant to go for a holiday?
- b. What kind of tourist activities in your area are free of charge?
- c. What are the disadvantages of holidays at rock-bottom prices?

3. WORD POWER Transport

A. How many different ways can you think of travel by sea, air or land?

Example: by sea, submarine, canoe, motorboat, etc.


B. Put the words in the box into categories according to whether they relate to ships, trains, planes, cars or buses.

check in	the fast lane	a guard	Customs	a lifeboat	a compartment
a lay-by	a seatbelt	a single	a ferry	life-belt	a parking meter
a fare	a cabin	a stop	a flight	a yacht	a departure lounge
a ticket	a deck	take off	a track	a cruise	Duty Free


C. Complete the following table.

	car	bicycle	train	motorbike	plane	bus
get into/out of	+	-				
get on/off						
drive						
ride						
catch/miss						

4. PHRASAL VERBS AND IDIOMS Getting Away

A.  You are going to hear four people talking about their holiday and the importance of holidays in their lives. Make notes below.

	Last holiday	Importance of holidays
Jean		
Andy		
Susan		
Sheila		

B.  Listen to the sentences with the multi-word verbs in A. Then match the verbs in 'A' with the definitions in 'B'.

A

1. to take off
2. to pick someone up
3. to drop someone off
4. to get away
5. to check out
6. to set off
7. to get back
8. to touch down
9. to look around
10. to stop off

B

- a. to leave a hotel after paying the bill
- b. to break one's journey for a short time
- c. leave the ground and begin flying
- d. to walk round a place in order to see what it is like
- e. to have a holiday
- f. to drive so. where they want to go and leave them there
- g. to begin a journey
- h. to collect someone by car or coach
- i. to land after a flight
- j. to arrive back at the place you started from

C.  Listen and respond to the prompts.

PRACTICE

1. You are on holiday in Rhodes. Your travel representative leaves you a note giving details of an excursion to the nearby island of Symi. Fill in the missing words opposite.

Trip to the island of Symi

Hi there!

The arrangements for tomorrow's trip to the island of Symi are as follows: The coach will _____ us _____ (a) at 7.00 a.m. outside the post office – so remember to set your alarm clock! It will take us to Rhodes harbor and then we'll catch the ferry to the island of Symi. When we get there, another coach will _____ us _____ (b) and take us to the main town. We will have about two hours to _____ (c) the shops and have lunch. At 3.00 p.m. we'll _____ (d) for the village of Pixos. At 5.00 we'll catch the ferry again and we'll _____ (e) to Rhodes harbor at about 7.00. Another coach will _____ us _____ (f) and we'll _____ (g) somewhere for a meal on the way back. The coach will _____ us _____ (h) at the post office around 10.00, so you'll probably _____ (i) to your apartment about 10.15.

See you tomorrow. *Julia*

2. Fill in the gaps below. Then listen to Sheila again to check your answers.

- | | |
|-------------------------------------|-------------------------------------|
| a. to look forward _____ doing sth. | e. to succeed _____ sth. |
| b. to suffer _____ sth. | f. to be disappointed _____ sth. |
| c. to complain _____ sth _____ so. | g. to be (dis)satisfied _____ sth. |
| d. to insist _____ sth | f. to be angry _____ sth. _____ so. |

3. What do you think the following expressions mean?

How would you say the same thing in your own language?

- It's just a stone's throw away.
- Travel broadens the mind.
- To get away from it all

4. Ask and answer questions about the holiday below.

Student A

You have booked a holiday in Lindos on the island of Rhodes. Phone up the travel agent to check the details. Use the verbs below.

Student B

You work in a travel agency. A customer calls to check his/her travel details. Use the information and the verbs below

take off	get to
drop off	stop off
pick up	check in/out
get back	

take off	stop off
pick up	drop off
look round	touch down
check in/out	get back

Island: Rhodes / Holiday resort: Lindos.

ISLAND: RHODES Holiday resort: LINDOS

Journey details

1. *what time plane depart?*

Flight departs Heathrow Saturday 08.00

2. *direct flight to Rhodes?*

Plane arrives in Athens at 13.00. It stops on the way for 24 hours (sightseeing time)

3. *when arrive Rhodes?*

Plane departs again on Sunday at 16.00.
Plane lands in Rhodes at 16.45.

4. *journey to hotel?*

Passengers collected by coach at 17.15.
Coach leaves them at hotel in Lindos at 18.30.
Must register at hotel before 21.00

5. *hotel booking arrangements*

Return journey details

6. *return journey details?*

Must leave hotel by 11.00
Coach collects passengers at 12.00
Plane leaves 16.00

7. *when collect tickets?*

Plane lands Heathrow 17.00
Office open: Monday – Sunday 9.00 – 6.00

5. READING Adventure Holidays

ALGERIA

Trek through the Saharan wilderness on a camel accompanied by blue-robed Tuareg guides deep into the heart of nowhere. You will discover a world of silent beauty and infinite horizons. Holyday on the beach will never be the same again. Getting there: Explore Worldwide (01252 319448)

AUSTRALIA

On walkabout safaris in the Kakadu National Park you learn how the Aborigines live off the land and see their 20,000-year-old rock paintings. Even more famously, Kakadu is the place to see crocodiles, some of which grow up to 9 meters long. Getting here: Austravel (0171 734 7755)

BORNEO

Travel through the jungles of Borneo by boat and visit the gigantic Mulu caves. Then put on your boots for a two-day climb up Mount Kinabalu, followed by a train ride through mountainous forests, then relax at the coast with some excellent snorkeling. Getting there: Explore Worldwide (01252 319448)

BRAZIL

The 150,000 square miles of Pantanal swampland is the world's largest wetland sanctuary, home to 600 species of birds including enormous flocks of parrots. It is the best place in the Americas for safari. Getting there: Cox and Kings (0171 834 7472)

GREENLAND

For a tough and exciting challenge, try hiking along the mountainous east coast of Greenland. Most people walk in the direction, following tracks across the tundra and staying overnight in huts, then flying back by helicopter. Getting there: High Places (01748 822333).

PERU

In Peru you can encounter almost every climate in the world. It has a desert coastline, fertile valleys and a vast area of tropical rainforest. As well as this, there are glaciers and snowy mountain peaks that rise to over 6,700 metres. Despite this wealth of natural beauty, the country is best known for a man-made sight: Machu Picchu, the "Lost City of the Incas". High up in the Andes, it is entirely hidden from the valley below and its existence was forgotten until 85 years ago. Getting there: Explore Worldwide (01252 319448)

THAILAND

'Backroads' is 12-years-old US company specializing in cycling trips. Each day you cycle anything from 10 to 60 miles while your luggage is transported by van. The Thailand trip costs about 800 pounds for nine days, including meals, good accommodation, elephant-riding and foot treks, but excluding airfares.

Getting there: Backroads (0171 435 1403)

6. READING Holiday Brochures

JERSEY

The largest of the group, Jersey lies 1000 miles from Weymouth on England's south coast. Despite its small area – about 45 square miles – there are some 500 miles of roads suitable for motoring and it's easy to hire a car. The scenery varies from magnificent cliffs on the north coast to sandy beaches on the south, with lush valleys in between. St Helier is Jersey's capital, and has plenty of shops and entertainment in its charming narrow streets. See 16th-century Elizabeth Castle in St Aubin's Bay, reached by a narrow causeway or by ferry at high tide. Near the village of Gorey you'll find Mont Orgueil Castle with its tableaux and museum, while the village itself boasts a pottery centre where you can see craftsmen at work. Sporting enthusiasts are well catered for – golf, motor – racing, surfing and underwater swimming are among the many pursuits you can follow – or simply relax on one of the clean, golden beaches hiding among rocky headlands.

WINTER IN BRITAIN

This is the season for visits to the theatre, opera, concerts and ballet, or for discovering the treasures of the hundreds of museums and galleries through-out the country. Soccer is in full swing and there's rugby, too, with thrilling international matches at the famous grounds of Twickenham in London, Cardiff Arms Park in Wales and Murrayfield in Scotland. If you prefer four-legged sport, it's the steeplechase season, with meetings at major racecourses in all areas of Britain. If you're energetic and like to take part in sports, Scotland is the place for you at this

time of year, as centers such as Aviemore have excellent facilities for winter sports and year-round holiday entertainment. If you prefer a more relaxed way of life, you can eat out by cozy candlelight, or have a few drinks beside a roaring log fire in a country pub.

LONDON'S ATTRACTIONS

London has plenty to offer during the winter months, especially in the way of entertainment – and the shops act like a magnet with their array of presents for the Christmas shopper, followed by bargains galore in the January sales. But it's not only London that offers value shopping – most of our suburban and provincial centers have just as much to offer the eager shopper. Even if you're based in London, you don't have to spend all your time there – and that goes for all the year round, too. Take a train or coach and see what else Britain has to offer; there are many excursions, even in winter, and among the great country houses which keep their stately front doors open throughout the year are Longleat and Woburn Abbey. Hire a car and drive out into the beauty of the winter landscape – the scenery is still beautiful – and people will have more time to chat to you at this time of year.

7. DISCUSSION Away From It All

A. Here is a part of travel article. Fill the gaps with words from the box.

souvenirs	sightseeing	visit	coast	beach
specialties	market	excursion	local	

ST. GEORGE'S GRENADA

On Tuesday morning we arrived at the port of St. George's, Grenada's capital city. Most people decided to join the _____ round the island, which included a _____ to a spice plantation and Carib's Leap, the cliffs where, in the 17th century, the last of the Carib Indians are said to have jumped to their death rather than become slaves. Some of the group, including myself, preferred to look around

St. George's itself. We spent a fascinating morning in the _____, where you could buy all kinds of _____ produce: fruit, spices, straw hats and rugs (popular as _____) and a bewildering variety of fish. For lunch, we ate crab soup and turtle steaks (both local _____), drank rum punch, which was a bit strong for my taste. Later on, we went _____, we saw the cathedral, the 18th century Fort Rupert (now the headquarters of the Grenada police force) and, surprisingly, a zoo, before rejoining the rest of the party for an early evening barbecue on a sandy _____ a few kilometers along the _____. Then a last stroll along the harbor, and back to the ship.

8.  LISTENING Places to Visit

Read the following points, then listen to the dialog between a travel agent and a customer who wants to go to the Sunnyside self-catering apartments near Terremolinos. Underline the points mentioned in the dialog.

- 1. Dates of holiday _____
- 2. Number of people going on holiday _____
- 3. Prices of holiday _____
- 4. Type of transport _____
- 5. Weather details _____
- 6. Method of payment _____
- 7. Clothes required for holiday _____
- 8. Name and address of customer _____
- 9. Equipment required for holiday _____
- 10. Type of food available _____

9. PHRASAL VERBS AND IDIOMS Turn of a Phrase

A. Read the first part of a letter, and match the words in bold to the definitions on the right.

Sydney, 1th January

Dear Mike,

Well, here we are at last, although there were times when I really didn't think we'd make it. So far this has been the worst holiday of our lives. Still, I suppose **we'll**

1) get by somehow!

On Friday we **2) set off** for the airport with plenty of time to spare, but our troubles started almost at once. There had just been sort of bomb scare at the airport and the traffic was **3) held up** for hours while the police searched every single car entering the airport complex.

When we eventually got to the Terminal Three, there were thousands of people **4) queuing up** to check in for their flights. There was nothing we could do except wait patiently with everyone else. Anyway, at last we reached the head of the line, only to be told at the check-in desk that we were in the wrong queue!

By the time this problem was **5) sorted out**, passengers for our flight had been already boarding. We hurried through immigration and **6) got on** the plane as they were closing the doors. Then – would you believe it? – there was some technical problem with the plane and we didn't **7) take off** for another four hours!

Of course, since we'd already boarded, we couldn't **8) get off** the plane again. We just sat there, bored out of our minds, while the stewardesses **9) brought round** drinks and food. At this stage I honestly felt like **10) giving up** and going home.

- | | |
|---|---|
| a. _____ stand in line, waiting for sth | f. _____ disembark from a plane/train/etc |
| b. _____ distribute sth to each person | g. _____ stop doing/trying to do sth |
| c. _____ leave home at the start of a journey | h. _____ resolve a problem |
| d. _____ cope, although with difficulty | i. _____ delay sth |
| e. _____ board a plane/train/etc. | j. _____ (<i>airplane</i>) leave the ground |

1. Replace each word/phrase in bold with a suitable expression from the list.

bring round get by give up set off sort out

- a. You arrived very early this morning. What time did you **leave** home?
- b. Many people who start a diet soon **quit** because they do not see immediate results.
- c. Waiters **distributed** glasses of champagne so that we could toast the bride and groom.
- d. He can **manage** on his salary, but he never has any extra money for entertainment.
- e. We've **resolved** the problem with your check, so you can cash it tomorrow.

2. Fill in each gap with a suitable phrasal verb from the list.

get off get on hold up queue up take off

- a. The exam was _____ for an hour by a fire alarm.
- b. I had to _____ for two hours to get into the cinema.
- c. We _____ the plane while the luggage was being put on board.
- d. The plane _____ at 9.30 and landed two hours later.
- e. After three hours on the bus, I was glad to _____ and stretch my legs.

B. Read the second part of the letter in Ex.1 and match the words in bold to the definitions below.

Anyway, after we'd been in the air for several hours and everything was **1) going along** nicely, we were told we would have to **2) stop over** in Siberia – another problem with the plane! We spent the whole time in the airport, and it was freezing. We were asked to **3) line up** just to get a bowl of hot soup.

Eventually we arrived in Sydney. I was expecting the worst, of course, but our luck seemed to have changed. We **4) sailed through** customs, **5) got into** a taxi and **6) headed for** our hotel.

I could've cried when we got there. When we tried to **7) book in**, it **8) turned out** the hotel had given our room to somebody else by mistake. To make matters

worse, every other hotel in the area was **9) booked up**. We finally found a tiny room with no shower.

We **10) checked out** as soon as we woke up, and went looking for a hotel with vacancies. We found a nice one in the end, so let's hope our troubles are over and the holiday turns out to be enjoyable.

- | | |
|--|--|
| a. _____ be full (<i>i.e. no more vacancies</i>) | f. _____ stay swh briefly during one's journey |
| b. _____ happen | g. _____ go toward |
| c. _____ make progress, develop | h. _____ enter a vehicle |
| d. _____ pay the bill when leaving a hotel | i. _____ pass/go through sth easily |
| e. _____ register at a hotel | j. _____ stand in a line |

3. Replace each word/phrase in bold with a suitable expression from the list.

book up	check out	get into	sail through	stop over
---------	-----------	----------	--------------	-----------

- Sally **easily passed** the Music Academy's entrance exam.
- The film star tore her skirt as she was **entering** the limousine.
- We had to **spend a night** in Singapore on our way to Peking.
- We paid our bill, **left the hotel** and took a taxi to the airport.
- I'm afraid that we are unable to offer you a room because the hotel is **full**.

4. Fill in each gap with a word from the list.

along	booked	heading	lined	turned
-------	--------	---------	-------	--------

- As soon as we had _____ in, the porter took our bags upstairs.
- Yes, everything's fine, thank you. The new course I'm doing is going _____ nicely.
- We were _____ for Shrewsbury, but we got lost in Gloucester.
- At first we thought she was all right, but it _____ out she was badly hurt.
- The soldiers were _____ up in readiness for the General's inspection.

10. LISTENING Booking a Holiday

A. Listen to this conversation, which takes place in a travel agency.

The customers want to travel to somewhere hot for a beach holiday in November. Which of these places do they choose – The Gambia, Spain, Tenerife, Lanzarote, La Gomera, or France? What is wrong with the places they don't choose?

B. Listen again and complete this enquiry form.

Resort	Playa Blanca			
Hotel				
Room	single	Twin	balcony	sea view
Meal-plan	self-catering	bed & breakfast	half-board	full-board
Airport	from _____		to _____	
	Departure on _____		Dep: 09.35 Arr: _____	
	Return on _____		Dep: _____ Arr: _____	
Client name	1		2	
Contact ph. n.				
Booking reference				

C. Listen to the conversation again and fill in the blanks.

- A. Hello, can I help you?
- C. Yes, we're looking for a holiday in November, somewhere hot – you know, near a beach and all that, but not too far away if possible.
- A. OK, well, what about going to the Canaries? They are warm throughout the year and they are interesting.
- C. Yes, we thought that. In fact, we saw that ad here for Tenerife – Playa de las Americas. It seemed very _____.
- A. OK, I'll check _____ for you... No, I'm sorry they have all gone. It was a special offer. There's plenty more choice in the Canaries, though. But, I wonder, have you thought of going to the Gambia? It's very reasonably priced and you are guaranteed sun.

- C. Yes, but it's a long flight, isn't it?
- A. It is a _____ flight, you are right. OK, let's stay with the Canaries. What type of accommodation are you looking for? Something with a bit of life or something more relaxing?
- C. We want somewhere quiet but with some _____ – restaurants and things like that.
- A. How about La Gomera? It's a small island, very quiet but with things going on and very pretty. The only problem is that there are no _____ flights, so you have to get a _____ from Tenerife .
- C. Mmm. We've only got a week so we need somewhere with a direct flight.
- A. You could try Lanzarote. There are some very peaceful parts. I think you'd like it. We often recommend Playa Blanca – there's a great hotel there called the Lanzarote Princess. All the usual facilities, near the beach, but very _____ and built. Here's a picture – it's fairly cheap as well, as you can see.
- C. Sounds good.
- A. I'll check availability for you... Would you want a twin room with a balcony?
- C. Yes.
- A. Bed and breakfast or _____?
- C. Er.. I'm not sure.
- A. If I were you, I'd choose B&B, then you can eat out in the restaurants at night. That way you'll see a bit of the local life.
- C. OK, bed and breakfast.
- A. I'm sorry, did you say you wanted a balcony?
- C. Yes, we did.
- A. OK. There's availability on the 14th of November. Flight from Gatwick at 9.35 arriving 13. 30 local time. Returning on the 21st of November, departing Lanzarote 15.00 and arriving at Gatwick at 19.00.
- C. That's good – no night flights.
- A. Do you want to _____ it?
- C. Can we think about it?
- A. Of course. I can put a 24-hour _____ on your reservation, and you can let me know tomorrow.

- C. Yes that's a good idea. We're not committed then, are we?
- A. No, you're not. You can make your mind up in your own time. Can I just take some details? What name is it?
- C. John and Amanda Hollins.
- A. That's H-O-L-L-I-N-S?
- C. Right.
- A. And a day time phone number?
- C. 340 0838.
- A. OK. What I'll do is hold this 24 hours. If you could phone us tomorrow and tell us if you want to confirm the _____ we'll take some more detail then. I'll just give you the booking _____. It's 17583.
- C. 17583. Great, thanks. I'll call you tomorrow. Thanks for your help.
- A. You're welcome. Goodbye.

D. Complete the table with the examples from the conversation.

Suggestion	Add information	Add further comment
1. What about going to Canaries?	They are warm throughout the year	and they're very interesting.
2.		
3.		
4.		
5.		
6.		

11. ROLE PLAY Going on Holiday

Student A: You are a travel agent. Customers come to you with particular holiday requests. Try to sell them a holiday that suits their needs.

Student B: You are a customer. Look through the ads below and choose the holiday which suits you. Refer to **File 1** and **2** for holiday ads.

12. *QUEST* Cities of the World

Which cities do these sentences describe?

1. This city, which lies in the northeast, was the country's busiest port from 1500 to 1815. _____
2. This is the city that hosted the summer Olympics in 1988. _____
3. This city, which was the country's capital from 794 until 1868, has around 2000 temples and shrines. _____
4. People often visit this city in February or March for the famous Mardi Gras Festival. _____
5. This city, which is built on two levels, is famous for spicy food and lively music that trace their origins to Africa. _____
6. Visitors to this city love the French Quarter, which is known for its music clubs, bars, and restaurants. _____
7. In this city, food lovers should try the spicy cabbage dish called kimchi, which is served as a side dish with almost every meal. _____
8. In this city, tiny shops on picturesque streets sell traditional sweets made from beans. _____

13. *LISTENING* What Do You Like About the City?

Listen to Deborah and Todd talking about two of the cities in Ex. 14.

Which city is each person talking about? What are some interesting features of each city?

	City	Features
Deborah		
Todd		

14. *STRUCTURE* Defining And Non-Defining Relative Clauses

A defining relative clause defines or gives essential information about a noun.

New Orleans is a city **where people go to celebrate Mardi Gras.**

Salvador is famous for food and music **that trace their origins to Africa.**

A non-defining relative clause gives optional information about a noun.

Seoul, **which hosted the 1988 Summer Olympics,** is well known for its shopping.

There are many temples and shrines in Kyoto, **which used to be the capital of Japan.**

A. Underline the relative clauses in the sentences, and indicate if they are defining (D) or non-defining (ND). Add punctuation where required.

- ND 1. Brasilia, which is the capital of Brazil, is less than 50 years old.
_____ 2. Montreal is a city where both French and English are spoken.
_____ 3. Bangkok which is the capital of Thailand has many beautiful temples.
_____ 4. Bogota is city that is surrounded by mountains.
_____ 5. Mexico City which has a population of around 20 000 000 is the largest urban area in the Americas.
_____ 6. Pusan is a busy city that is located in the southern Korea.

**B. Here is some additional information about the cities on page 69
Join these sentences with non-defining relative clauses.**

1. Salvador was founded in 1549. It has excellent examples of seventeenth-and eighteenth-century colonial architecture.
2. The carnival in Salvador is a popular Brazilian festival. It runs for several days.
3. People often visit Kyoto in April. They can see the beautiful cherry blossoms in April.
4. Kyoto has more than 60 museums. It is a major cultural center of Japan.

5. New Orleans is located on the Mississippi River. It is well known for its steamboat cruises.
6. A favorite destination of jazz lovers is New Orleans. New Orleans made an important contribution to the development of jazz in the late nineteenth century.
7. Seoul is well known for its shopping areas. Everything from antique pottery to custom-made clothing can be found there.
8. The month of January is very cold in Seoul. It has an average daily temperature between -9 °C and 0 °C.

15.  LISTENING What Is the City Like?

A. Listen to Jose and Vicky talking about the same city. What do they like about it?

	What they like	Comments
Jose		
Vicky		

B. Would you like to visit that city? Why not?

16. DISCUSSION Contrasting Lifestyles

A. What's important when choosing a city to live in? Rank these items from 1 to 5 (1 = the most important)

___ *cost of living* ___ *crime rate* ___ *jobs* ___ *nightlife* ___ *weather*

B. Read the description of these two cities. Use the categories in Ex. A.

1.

If you are looking for an exciting place with lots of street life, consider moving to this city, where the streets are filled all day, bars and nightclubs are open until 4:a.m., and the buses and subways run all night. Most evenings you can choose from among many concerts and plays or visit one of the many museums that have late hours There are lots of jobs for newcomers to the city, and the average salary is around \$2,500 per month And don't forget to budget for air-conditioning. The heat and humidity can be quite high in the summer

2.

If you want a large apartment in a picturesque little spot in the mountains, move to this town, where you can find a place for just \$800 a month, and average monthly salaries are around \$2,000The weather is great, too, with temperatures ranging from a low of 55 F to a high of 75F in the summer – not warm enough to want to go to the nearest beach, located 200 miles away.

Transportation in town can be difficult, as there is no subway, and buses run infrequently. You'll need a car not only for work and shopping, but also to get to museums and concerts, all over 60 miles away.....

C. Add these sentences to the description in Exercise B where gaps are indicated by (.....).

1. On the other hand, the beach is only hour's train ride from the city!
2. And even though you'll feel safe on the streets at almost any hour, there's not much action, and you'll probably prefer to curl up in front of the TV.
3. But be careful – in spite of all the late-night activity in the streets, the crime rate is high.
4. Unemployment, however, is quite high these days.
5. Just the same, you'll need more than that to find a nice apartment – two-bedroom apartment costs on the average \$2,000 per month.

D. Discuss these questions about the two cities in Exercise B.

1. In which city would you have the best chance of succeeding at a career?
2. Which city is better for a single person? for raising a family?
3. Which city has the best recreational activities?

17. STRUCTURE Connecting Contrasting Ideas

In spite of/ Despite the activity in the streets the crime is high.

Even though/Although the streets are safe, you'll prefer to spend evenings at home.

Monthly salaries are around \$2,000. **However**, unemployment is quite high.

The average salary is \$2,500 per month. **Just the same/Nevertheless**, housing is expensive.

The heat and humidity are high. **On the other hand**, the beach is only an hour away.

A. Complete the sentences with your own information and opinions.

1. There are (many/few) job opportunities in my town. Nevertheless, ...
2. My city has (many/few) concerts. However, ...
3. I'd prefer living in a city located (in the mountains/on the seashore), even though...
4. My city (offers/doesn't offer) many different cultural activities. On the other hand, ...
5. I feel that the crime rate in my city is (high/average/low). However, ...
6. The (winter/summer) weather in my town is very pleasant. Nevertheless, ...
7. There (is/isn't) a lot of open space in my town. However, ...
8. I would really enjoy living in (a big city/a small town), in spite of ...

B. Compare the sentences you wrote in Exercise A.

How are they different?

Example:


A: *There are a few job opportunities in my town. Nevertheless, I want to stay here.*

B: *Why do you want to stay?*

A: *Because all my friends and family live here.*

PART B SUCCESSFUL WRITING

DESCRIBING PLACES/BUILDINGS

1.  Look at the table below, then listen to the cassette and tick the information mentioned. Finally, use the table to describe the city.

Name:	Brussels	<input type="checkbox"/>	Buenos Aires	<input type="checkbox"/>	Bonn	<input type="checkbox"/>
Location:	Argentina	<input type="checkbox"/>	Africa	<input type="checkbox"/>	Antarctica	<input type="checkbox"/>
	centre of the country	<input type="checkbox"/>	south-east coast	<input type="checkbox"/>	north-east coast	<input type="checkbox"/>
Things to see and do:	Plaza de Mayo	<input type="checkbox"/>	National Gallery	<input type="checkbox"/>	History	<input type="checkbox"/>
	Cathedral	<input type="checkbox"/>	Spanish Tower	<input type="checkbox"/>	Museum Casa Rosada	<input type="checkbox"/>
Shopping:	antiques fair	<input type="checkbox"/>	big market	<input type="checkbox"/>	superstore	<input type="checkbox"/>
Nightlife:	dance halls	<input type="checkbox"/>	cinemas	<input type="checkbox"/>	variety of restaurants	<input type="checkbox"/>
Comments:	better in August	<input type="checkbox"/>	recommend it	<input type="checkbox"/>	too noisy	<input type="checkbox"/>

General Outline

Introduction	name, location and/or reason for choosing it
Main Body <i>Paragraph 1-3</i>	main aspects in detail (Place: things to see/do, shopping, nightlife, restaurants, etc. Building: historical facts, exterior, interior)
Conclusion	comments/feelings and/or recommendation

PHRASES OF LOCATION

- is situated/is located ...
- in (the) south/east/west/south-east/ north-west/etc (of)...
- on the south/east/west/north/etc coast of...
- in the center/heart/middle of...

2. a) Match the words/phrases in the list to the headings that follow. Can you add any ideas of your own?

museum, boutique, nightclub, ancient theatre, open-air market, zoo, cafe, bazaar, temple, art gallery, restaurant, music hall, palace, botanical gardens, fair, theatre, souvenir shop, monument, statue, antique shop, shopping centre, amusement arcade, multi-screen cinema, funfair

Things to do _____

Shopping _____

Nightlife _____

b) Use the vocabulary from part a) and the phrases below to talk about your town.

- The most fascinating/lively/interesting/etc part of the city is...
- The town centre has ...
- The most famous attraction is...
- The nightlife in ... is exciting, with...
- There is plenty of...
- The town is well-known for its...

Example: *The most interesting part of the city is the open-air market.*

The most famous attraction is the botanical gardens.

3.

a) Read the article and label the paragraphs with the correct headings.

<i>comments/recommendation</i>	<i>nightlife</i>	<i>things to see and do</i>
<i>name, location, reason for choosing it</i>		<i>shopping</i>

An Ideal Seaside Resort

Para 1 _____

Brighton is a large town on the south-east coast of England. Located only an hour from London, it is a **charming** seaside resort and the perfect destination for a **peaceful** weekend.

Para 2 _____

Brighton has several tourist attractions which are worth visiting. Among these is the Royal Pavilion, a **beautiful** Indian-style palace which was built in the early nineteenth century. Brighton's most **famous** attraction is the lively Palace Pier, with its fantastic funfair and amusement arcades. Both young and old can have fun while admiring the spectacular view of Brighton's seafront.

Para 3 _____

There are plenty of places to go shopping in Brighton. The town centre has a large **modern** shopping centre. There are also **narrow** lanes full of lovely antique shops that are always bustling with tourists.

Para 4 _____

The nightlife in Brighton is **exciting**. There are a lot of music and dance clubs which are extremely **popular** with younger people. The area is also well-known for its fashionable restaurants, which offer a variety of **international** cuisines.

Para 5 _____

Brighton is a town that has something to offer everyone. Whether you want to spend your time shopping and seeing the sights, or simply relaxing and enjoying the fresh sea air, Brighton is the ideal choice for a few days away from the city.

b) Underline the topic sentences in the main body paragraphs. Suggest other appropriate topic sentences.

- c) Read the article in 5a) again and match the adjectives in bold with their opposites in the list below. Then, make sentences using them.

unknown, local, wide, old-fashioned, ugly, boring, unattractive, unpopular, hectic

LINKING STRUCTURES

- You should visit the old part of the city. It is full of ancient temples.

*You should visit the old part of the city, **which** is full of ancient temples.*

- Young children will enjoy the local funfair. They can go on exciting rides and eat tasty toffee-apples there.

*Young children will enjoy the local funfair, **where** they can go on exciting rides and eat tasty toffee-apples.*

- Charlie's Lobster House is one of the most popular restaurants in the area. It has delicious lobster dishes.

***With** its delicious lobster dishes, Charlie's Lobster **House** is one of the most popular restaurants in the area.*

- Ranega Airport is on the east coast of the island. It is one of the most modern airports in the country.

***Situated** on the east coast of the island, Ranega Airport is one of the most modern airports in the country.*

4. Use the words in brackets to join the sentences below.

1. Sydney is a large and interesting city. It offers visitors a wide variety of sights to see and things to do. (**which**)
2. It is full of exotic restaurants. You can enjoy a meal there. (**where**)
3. Sydney is on the south-east coast of Australia. It has one of the busiest harbors in the country. (**located**)
4. Sydney is an ideal place for a holiday. It has a wonderful blend of cultures and friendly people. (**with**)

5.  Look at the table below, then listen to the cassette and tick (✓) correct information.

Name:	Buckingham Palace	<input type="checkbox"/>	Windsor Castle	<input type="checkbox"/>
Location:	outside London	<input type="checkbox"/>	in central London	<input type="checkbox"/>
Historical Facts:	built in the 18 th century	<input type="checkbox"/>	built in the 8 th century	<input type="checkbox"/>
	official home since 1850	<input type="checkbox"/>	official home since 1520	<input type="checkbox"/>
Exterior:	Made of marble	<input type="checkbox"/>	made of iron	<input type="checkbox"/>
	small windows	<input type="checkbox"/>	large windows	<input type="checkbox"/>
	huge balcony	<input type="checkbox"/>	narrow balcony	<input type="checkbox"/>
	garden with pool	<input type="checkbox"/>	garden with lake	<input type="checkbox"/>
Interior:	100 rooms	<input type="checkbox"/>	600 rooms	<input type="checkbox"/>
	red carpets	<input type="checkbox"/>	red ceilings	<input type="checkbox"/>
	priceless photographs	<input type="checkbox"/>	priceless paintings	<input type="checkbox"/>
Comment:	not to be missed	<input type="checkbox"/>	not worth long queues	<input type="checkbox"/>

6. Read the topic sentences, then use the information in the table to write appropriate supporting sentences

1. In fact the palace doesn't have a very long history as the home of the Royal Family.
2. From the outside the palace is certainly impressive.
3. The interior, which can now be seen by the public, is luxuriously decorated.

DESCRIBING BUILDINGS

Introduction	name, location and/or reason for choosing it
Main Body	
<i>Paragraph 1</i>	historical facts (when/where/why it was built, etc.)
<i>Paragraph 2</i>	exterior (what it is made of, appearance, grounds/gardens, etc.)
<i>Paragraph 3</i>	interior (rooms, furniture, pictures, etc.)
Conclusion	comments /feelings and/or recommendation)

PART C CULTURE CLASH

1. DISCUSSION Different Customs

Canada & the U.S.	Indonesia	Korea	Muslim countries	Samoa	Thailand
Don't arrive early if you're invited to someone's home.	Never point to anything with your foot.	Don't pass something to an older person or superior with only one hand.	Don't eat with your left hand.	Don't eat when you're walking in public.	Never touch anyone except child on the hand.

Talk about these questions.

- Does your culture follow any of these customs?
- Why do you think people have these customs?
- What other interesting customs do you know?
- What customs should a visitor to your country know about?

2. CONVERSATION Living Abroad

Listen and practice.

Marta: Guess what! I just got invited to my teacher's house for dinner!

Karen: Oh, how nice.

Marta: Yes, but what do you do when you're invited to someone's house here?

Karen: Well, it's the custom to bring a small gift.

Marta: Really? Like what?

Karen: Oh, maybe some flowers or dessert.

Marta: And is it all right to bring a friend along?

Karen: Well, if you want to bring someone, you're expected to call first and ask if it's O.K.

3. **STRUCTURE** Expectations

When you visit someone,	you're supposed to bring a small gift.
	you aren't supposed to arrive early.
If you want to bring someone	you're expected to call first and to check.
	it's the custom to check with the host.
	it's not acceptable to arrive without calling first.

A. Match information in columns A and B to make sentences about customs in the United States and Canada.

A

1. When you meet someone for a first time
2. If you've been to a friend's home for dinner,
3. When you want to smoke in public,
4. When you go out on date,
5. If the service in a restaurant is very bad,
6. If you plan to visit someone at home,

B

- a. you are supposed to call first.
- b. you aren't expected to leave a tip.
- c. you aren't supposed to hug or kiss them
- d. you are expected to ask the people near
- e. it's the custom to call and thank them.
- f. it's acceptable to share the expenses

B. How are the customs in part A different in your country?

C. Complete these sentences with information about your country or country you know well. Then compare with a partner.

1. In _____, if people invite you to their home, _____
2. When you go out with your friends for dinner, _____
3. If a friend gets engaged to be married, _____
4. When a relative has a birthday, _____
5. If a friend is in the hospital, _____
6. When someone is going to have a baby, _____

4. **LISTENING Unique Customs**

Listen to three people describing unique customs. Complete the chart.

	Where	Custom	Feelings
Alice			
Mark			
Susan			

5. **READING Culture Check.**

A. Check the statements that are true in your country.

Socializing

1. People often kiss friends on the cheek when they meet.
2. It's O.K. to ask people how much money they earn.
3. It's common to introduce yourself to new neighbors and give them a small gift.
4. People always arrive on time when they're invited to someone's home.
5. It's O.K. to bring a friend or family member when you're invited to a party at someone's home.
6. It's O.K. to ask for a second helping when eating at friend's house.
7. It's O.K. to drop by a friend's house without calling first.
8. When friends have dinner out together, each person pays his or her share of the check.

Out in the public

9. It's O.K. to blow your nose in public.
10. It's all right to chew gum while talking to someone.
11. It's common to bargain when you buy things in stores.
12. If you want to smoke around other people, you should always ask if it's O.K.

At work and school

13. In an office, people usually prefer to be called by their first name.
14. In high schools, it's common to call a teacher by his or her first name.
15. Students always stand up when the teacher enters the classroom.

Dating and marriage

17. Parents always decide who their children will marry.
18. Teenagers go out on dates a lot.
19. A man usually gives a woman a gift when they go out on date.
20. Young people usually live with their parents after they get married.

6. READING The Average American

A. Read this information about the U.S.

Age: 32.7 years old

Sex: Female

Education: High school graduate

Employment: Works for a manufacturing company as a clerical worker

Housing: Pays a monthly mortgage of \$737 for a three-bedroom home

Expenses: Owes \$2,317 on credit cards; spent \$375 on gifts last year

Possessions: Owns a car, two TVs, one VCR, two telephones

Everyday habits: TV watching (28 hours 13 minutes last week), driving, (2 hours yesterday), reading the newspaper

Hobbies: Spectator sports, comedy movies, eating out

Health: Exercises twice a week, doesn't smoke, isn't worried about her weight

Favorite meal: Green salad, vegetable soup, steak, potatoes, broccoli

Beliefs: Religious, environmentalist, doesn't believe in ghosts

Source: "This is Your Life, Generally Speaking", by Anne Cronin, The New York Times

Complete the sentences about your country.

1. In contrast to the average American, people in my country don't usually _____ .
2. People in my country like to _____, except that we don't do it as often as Americans do.
3. Unlike the average American, people in my country _____ .
4. While many Americans _____, people in my country _____.

7. STRUCTURE Showing Contrast and Exception

Use **while**, **unlike** and **in contrast** to present contrasting information.

While many Americans drive every day, people in my country use public transportation.

Unlike the average Americans, people in my country don't use credit cards very often.

In contrast to the average Americans, people in my country don't usually eat out.

Use **except that** and **except for** to show an exception.

I'm very similar to the average American **except** (that) I don't have a car.

People in my country don't eat out **except** (for) special occasions.

Here's some information about American customs. How different are the customs in your country?

1. If people study foreign language, it is often Spanish.

Example: While Americans often study Spanish as a foreign language, people in my country study English.

2. If two friends meet on the street, they usually shake hands.

3. If two people get married, the bride's parents pay for most of the wedding.

4. If friends go out to eat together, they usually split the bill.

5. If someone wants to visit a friend, he or she normally calls first.

8. DISCUSSION Typical or Not?

A. Read these statements made by some Americans.

Jim:	I'm not a very good cook, so I eat out at least three times a week. Maybe I should take a cooking class.
Tammy:	I exercise four times a week, am very careful about what I eat, and can't tolerate cigarette smoke at all.
Alicia:	I think we have a responsibility to take care of the earth. I often go hiking and like to spend time outdoors.
Marcos:	I watch TV every day after work. I have a stressful job, and I find that watching TV helps me relax.

B. Which of the people in Ex. A are you similar to? different from?

Example: I'm very similar to Tammy except that I only exercise once or twice a week.

Unlike Jun, I always cook at home. I hate restaurant food!

9. STRUCTURE Infinitive and Gerund Phrases

It + be + adjective + infinitive phrase is often used to comment on behavior.

It's impolite to ask about other people's personal business.

It's boring to hear her stories about famous people.

These sentences can be restated with gerund phrases.

Asking about other people's personal business **is impolite**.

Hearing her stories about famous people **is boring**.

A. Use these adjectives to complete the sentences about typical or appropriate behavior. Decide if you need *not* in front of each adjective.

acceptable appropriate customary important polite

1. It's not polite to talk in a foreign language in front of people who don't understand it.
2. It's _____ to address a teacher by his or her first name.
3. In Japan it's _____ to take off shoes when entering a home.
4. It's _____ to ask someone his or her salary.
5. Arriving 30 minutes late to a dinner party is _____.
6. It's _____ to ask a lot of questions to keep a conversation going.
7. Asking someone's age is _____.

B. What is typical or appropriate in your country?

shake hands when you meet a friend

Example: It's appropriate to shake hands.../Shaking hands...

1. kiss a female friend on the cheek when you see her
2. stand very close to people when you talk to them
3. use your hands a lot when you talk
4. ask people about their families
5. ask people how much they earn
6. ask people about their social plans
7. interrupt someone who's talking

10. *DISCUSSION* Customs and Traditions

Read this list of customs in Canada and the U.S. Are they the same or different in your country?

	Same	Different
1. People are usually punctual for appointments. In fact, most people arrive slightly early.	<input type="checkbox"/>	<input type="checkbox"/>
2. Business meetings are friendly, but even so, there isn't much socializing beforehand.	<input type="checkbox"/>	<input type="checkbox"/>
3. Lunch is usually a fairly light meal, that doesn't last long.	<input type="checkbox"/>	<input type="checkbox"/>
4. Both men and women shake hands when they meet.	<input type="checkbox"/>	<input type="checkbox"/>
5. It's common to ask people you meet what kind of work they do.	<input type="checkbox"/>	<input type="checkbox"/>
6. Many people eat dinner early in the evening, around 6:00 p.m.	<input type="checkbox"/>	<input type="checkbox"/>
7. People generally talk quite a bit while they are eating dinner.	<input type="checkbox"/>	<input type="checkbox"/>
8. It's not uncommon for couples to display affection in public.	<input type="checkbox"/>	<input type="checkbox"/>
9. When invited to someone's home, you are not necessary expected to bring a gift. Even so, something small, such as flowers or dessert, is always appreciated.	<input type="checkbox"/>	<input type="checkbox"/>
10. Most people open gifts as long as they received them.	<input type="checkbox"/>	<input type="checkbox"/>

11. *LISTENING* International Etiquette

Different countries and cultures have different ways of behaving.

Which of these things would be socially unacceptable in your country?

- a. wearing shorts in religious buildings
- b. wearing outdoor shoes in a religious building
- c. topless bathing
- d. crossing your legs in public
- e. pointing with your finger
- f. blowing your nose in public
- g. kissing someone you are introduced to for the first time.(man-man)
- h. kissing someone you are introduced to for the first time.(woman-woman)
- i. using your left hand to eat with
- j. asking for more food at a dinner party if you're still hungry
- k. leaving food on your plate at a dinner party

A. Do you know any countries where these things would be unacceptable?

B. You are going to listen to part of a welcome talk to a group of passengers on around-the-world cruise. Among the countries they will be visiting are Spain, Egypt and the Middle East, India, Singapore, Thailand, and Japan. **Which kinds of behavior in the list in exercise A do you think will be acceptable or unacceptable in these countries.**

C. Listen to the cassette and fill in the table below. Where information is given, write (√) for acceptable and (X) for unacceptable.

	Spain	Egypt and the Middle East	India	Singapore	Thailand	Japan
a. wearing shorts						
b. wearing shoes						
c. topless bathing						
d. crossing legs						
e. pointing						
f. blowing nose						
g. kissing (men)						
h. kissing (women)						
i. using left hand to eat						
j. asking for more food						
k. leaving food						

E. Think about point discussed on the cassette – religious buildings, greeting and introduction, appropriate dress, posture and body language, eating and drinking.

Include information about other areas such as bargaining, tipping, queuing, attitudes to women, behavior in business meetings, and so on. **Use expressions like:**

It's a good idea (not) to.....

Never .../Always...

Make sure you (don't) ...

Take care you (don't)...

If possible , visitors should/shouldn't...

Be careful (not) to...

12.  LISTENING What Went Wrong

Listen to Cindy, Scott, and Kate talking about their travel experiences. What happened during each one? What went wrong?

	What happened	What went wrong
Cindy		
Scott		
Kate		

13. READING Culture Shock

A. Here are some texts containing tips for visitors to five different parts of the world. Which text do you think is about?

Britain _____ Singapore _____ West Africa _____
Spain _____ Thailand _____

1. _____

- ◆ Don't be surprised if people you don't know well ask you how much you earn or how much your car cost. This is quite normal.
- ◆ If you're invited for meal, people will always offer you a second helping. You should always say 'No', so as not to appear greedy. This will be understood, and your host will give you more anyway. If you really don't want anymore, cover your plate with your hand.

- ◆ It's polite to leave some food on your plate at the end of a meal – if you eat everything, it's a sign that you want more.
- ◆ Don't drop litter – even cigarette ends. It will be noticed, and you'll be fined. You can also be fined if you fail to flush the toilet in a restaurant or other public place.
- ◆ In general, it is considered insulting to give tips, and many places have signs saying 'No tipping'

2. _____

- ◆ Greetings can go on for some time – 'How are you? How's business? How's the family?'... Your answer should always be 'Fine', even if you are not. If there's gap in the conversation, this is usually filled with more greetings.
- ◆ Holding hands is common, even between strangers. Don't be surprised if someone showing you the way down the streets leads you by the hand.
- ◆ In general, the left hand is used for 'unclean' activities, so use the right hand for giving things to people, handing food, etc.
- ◆ People younger than you will avoid looking you straight in the eye. This is not rude – on the contrary, it's a sign of respect.
- ◆ Hissing is a common way of attracting a person's attention, and is not rude. It's quite normal to hiss to call a waiter to your table.

3. _____

- ◆ People regard their homes as very private places, so if you're asked out to a meal it'll probably be to a restaurant rather than to the person's house or flat.
- ◆ It's common to see young children eating in restaurants with their parents, even quite late at night.
- ◆ Evening activity starts late. Restaurants start to fill up around 10 o' clock, and nightlife can carry on till four or five in the morning – or even later.
- ◆ Kissing (on both cheeks) is common form of greeting between women, and between women and men. It's unusual between men, except when greeting a member of the family or a close friend.
- ◆ If it's your birthday, you're expected to invite friends or colleagues for a drink or a meal. You're the host, so you're expected to pay.

4. _____

- ◆ Kissing is not common as a form of greeting unless you know someone well. It is especially unusual between men, who usually shake hands or just say 'Hello' without touching. People usually kiss on one cheek only.
- ◆ Unless you know someone well, it's impolite to ask them how much they earn, or how much they paid for something.
- ◆ In shops and at bus stops, go to the back of the queue and wait. If you 'jump the queue', other people will angrily tell you to wait for your turn.
- ◆ Punctuality is important. If you arrange to meet someone, try not to be more than a few minutes late.
- ◆ On trains, especially underground trains, people tend to sit in silence and read. If you try to start a conversation with a person next to you, don't be surprised if you don't get much of a response.

5. _____


- ◆ The head is considered the most spiritual part of the body, and the feet the dirtiest part, and it is very impolite to point your foot at someone, especially at their head. So don't sit with one leg crossed over the other, and never put your feet up on a chair or a desk.
- ◆ It is also rude to point at someone, do it by nodding your head. If you want to call a waiter, do it with your palm down, moving your fingers towards you.
- ◆ It's quite normal to visit people at home without being invited. If you do, take a small gift with you.
- ◆ If you give someone a gift, they will usually thank you for it and put it aside without opening it. Don't be offended – it's bad manners to open a present in front of the person who has given it.

B. According to the texts, where is it either *polite* or *impolite* to

- a. leave food on your plate?
- b. visit someone without an invitation?
- c. touch food with your left hand?
- d. ask someone how much they earn?
- e. look your boss straight in the eye?
- f. open a present immediately?
- g. arrive on time?

C. Imagine yourself in one of the five places. Which customs would you find it

- easy to get used to?
- difficult to get used to?

D.  You will hear someone talking about something that happened to him in the Sudan. The story is in three parts.

Part 1

- What was he doing?
- How many people were there?
- What did they start doing?
- What do you think the speaker did next?

Part 2

- What did everyone eat?
- Why do you think they didn't eat the tomatoes?

Part 3

- Why didn't they eat the tomatoes?

14. *READING* Tips For Communicating With People From Other Countries

You may never completely overcome linguistic and cultural barriers or totally erase ethnocentric tendencies, but you can communicate effectively with people from other cultures if you work at it. Here are some tips for handling intercultural business communication more effectively.

LEARNING ABOUT A CULTURE

The best way to prepare yourself to do business with people from another culture is to study their culture in advance. If you plan to live in another country or to do business there repeatedly, learn the language. The same holds true if you must work closely with a subculture that has its own language, such as Vietnamese-Americans or Hispanic-Americans. Even if you end up doing business with foreigners in your own language, you show respect by making an effort to learn their language. In addition, you will learn something about the culture and its customs in the process. If you don't have time or opportunity to actually learn a new language, at least learn a few words.

You should also read books and articles about the culture and talk to people who have dealt with its members, preferably people who have done business with them. Concentrate on learning something about their history, religion, politics, and customs. Find out about the countries' subcultures, especially its business subculture. Does the business world have its own rules and protocol? Who makes decisions? How are negotiations usually conducted? Is gift-giving expected? What is the etiquette for exchanging business cards? What is the appropriate attire for attending a business meeting? Seasoned business travelers suggest the following:

- In Spain let a handshake last five to seven strokes; pulling away too soon may be interpreted as a sign of rejection. In France, however, the preferred handshake is a single stroke.
- Never give a gift of liquor in Arab countries.

- In England never stick pens or other objects in your front suit pockets; doing so is considered gauche.
- In Pakistan don't be surprised when businesspeople excuse themselves in the midst of the meeting to conduct prayers. Muslims pray five times a day.
- Allow plenty of time to get to know the people you're dealing with in Africa. They're suspicious of people who are in a hurry. If you concentrate solely on the task at hand, Africans will distrust you and avoid doing business with you.
- In Arab countries never turn down food or drink; it's an insult to refuse hospitality of any kind. But don't be too quick to accept, either. A ritual refusal ("I don't want to put you to any trouble" or "I don't want to be a bother") is expected before you finally accept.
- Stress the longevity of your company when dealing with the Germans, Dutch and Swiss. If your company has been around for a while, the founding date should be printed on your business cards.

These are just a few examples of the variations in customs that make intercultural business so interesting.

BODY LANGUAGE

Gestures help us clarify confusing messages, so differences in body language are a major source of misunderstanding. We may also make the mistake of assuming that a foreigner who speaks our language has also mastered the body language of our culture. It therefore pays to learn some basic differences in the ways people supplement their words with body movement. Take the signal for no. People in United States and Canada shake their heads back and forth; the Japanese move their right hands; Sicilians raise their chins. Or take eye contact. US and Canadian business people read each other through eye contact and assume that a person who won't meet their gaze is evasive and dishonest. But in many parts of Latin America, keeping your

eyes lowered is a sign of respect. It's also a sign of respect among many Afro-Americans, a fact that some schoolteachers failed to learn. When they scold their students saying, "Look at me when I'm talking to you," they only create confusion for Afro-American children.

Sometimes people from different cultures misread an intentional signal, and sometimes they overlook the signal entirely or assume that a meaningless gesture is significant. For example, an Arab man indicates a romantic interest in a woman by running a hand backward across his hair; most Westerners would dismiss this gesture as meaningless. On the other hand, an Egyptian might mistakenly assume that a Westerner exposing the sole of his or her shoe is offering a grave insult.

SOCIAL BEHAVIOR AND MANNERS

What is polite in one country may be considered rude in another. In Arab countries, for example, it is impolite to take gifts to a man's wife but acceptable to take gifts to his children. In Germany giving a woman red rose is considered a romantic invitation, inappropriate if you are trying to establish a business relationship with her. In India you might be invited to visit someone's home "any time". Being reluctant to make an unexpected visit, you might wait to get a more definite invitation. But your failure to take the Indian literally is an insult, a sign that you do not care to develop the friendship.

Rules of etiquette may be formal or informal. Formal rules are the specifically taught "rights" and "wrongs" of how to behave in common situations, such as table manners at meals. Members of a culture can put into words the formal rule being violated. Informal social rules are much more difficult to identify and are usually learned by watching how people behave and then imitating that behavior. Informal rules govern how males and females are supposed to behave, how and when people may touch each other, when it is appropriate to use a person's first name, and so on. Violations of these rules cause a great deal of discomfort to the members of the culture, but they cannot usually verbalize what is that bothers them.

PART D DIALOGS FOR EVERYDAY USE

Talking English

1. A CHANGE FROM THE MUNDANE

- 1- What shall we do today?
- 2- Did you have something special in mind?
- 1- No. Not really. I just thought that it might be fun to do something we've never done before.
- 2- Well, are you feeling adventuresome? Do you want to do something dangerously exciting?
- 1- It doesn't have to be dangerous or exciting- just something different. I need a change. I feel like I'm in a rut.
- 2- I know the feeling. Usually I get it every spring. I feel I have to get away from it all, you know, seek new horizons, new beginnings...
- 1- I thought that was spring fever! What I'm talking about is a change, change from the humdrum, the mundane.
- 2- Sounds like the same thing to me! You've just got spring fever in the fall!
- 1- Well, anyway, can we discuss what we're going to do today? May be we'll come up with some kind of a terrific idea.
- 2- Okay by me.

2. THE FARMER'S ALMANAC

- 1- My uncle says that this is going to be a very hot summer.
- 2- Really? How does he know?
- 1- Oh. He believes in the Farmer's Almanac. He's always referring to it for the information about the future weather, what's going to happen to crops and that sort of thing.
- 2- Um. My grandfather was always quoting the Almanac too. He put great store in it.
- 1- I've often wondered though just how accurate the weather predictions were. I never did check on it.
- 2- I did once or twice. If I remember correctly it was about 50% right., but there was an amazingly high percentage of correct information about the weather and crops.
- 1- I wish the Almanac could help me in a personal matter. I have to make an important decision soon, and I just don't know where to start

Say It With Us

1. JIM AND MAGGIE DISCUSS THEIR SUMMER HOLIDAYS

Maggie thinks it is high time to make some plans for the summer holidays. She would like to go abroad but Jim is afraid they will not be able to afford it.

Maggie: I've been thinking about the summer holidays, Jim. I should like 'to go somewhere really interesting' this year.

Jim: Aren't we going down to East Bourne as usual?

Maggie: Jim! If you make me go there just once more, I'll walk out on you.

Jim: Have you any better ideas, then?

Maggie: I was passing by Jane's travel agency this morning, so I collected some leaflets. If you're not too busy, perhaps we can have a look at them now.

Jim: I'll look at anything, but what about the money? Even if we don't have any special expenses this term, there won't be much left over for a holiday abroad.

Maggie: If only you were an engineer, Jim, instead of a teacher, we wouldn't always be worrying about money.

Jim: Ah, but if I weren't a schoolmaster, I wouldn't have such long holidays to go abroad in.

Maggie: But if you were an engineer, your firm might send you abroad.

Jim: And you would have to stay at home. You wouldn't like that at all.

Maggie: Well, no, I wouldn't. But look, here's an interesting one: two weeks in the Austrian Alps. "Glorious mountain scenery and every home comfort", it says.

Jim: But it always rains in the mountains in July, Maggie. And if it rains, the whole holiday will be spoilt.

Maggie: Here's a better one then: "Sunshine cruise round the Balearic Islands" only £ 55. If we saved a little harder we could just manage, couldn't we?

Jim: Well, if I took on an extra evening class, we might.

Maggie: And I could ask Mr. Smithers to give me some typing to take home. If we worked hard, we could earn quite enough between us, couldn't we?

Jim: Well, I suppose we could.

Maggie: Oh, how lovely, Jim! Nothing to do all day except lie in the sun and

get a gorgeous tan. I must ring up Jane right away, and ask her to book it for us first thing tomorrow morning.

Jim: Mmm... Maggie, just a minute. I'm afraid you didn't look at the leaflet very carefully. "£ 55 special reduced off-season price" it says. I expect it'll be much more at the height of the season.

Maggie: Oh, Jim. And I was so looking forward to our cruise! But suppose we saved really hard, perhaps we could just...

Jim: No, we couldn't. It's not worth it.

Maggie: But I'm not going to East Bourne, that's final.

2. MORE ABOUT THE HOLIDAYS

Maggie and Jim are again talking about their holiday plans. Maggie has a new suggestion to make.

Maggie: You haven't forgotten about our holiday, have you, Jim?

Jim: No, of course not, dear.

Maggie: And you still want us to go abroad, don't you?

Jim: I suppose so.

Maggie: Well then, I met Jane today and she came up with a perfectly terrific idea. Robert is going to sell his scooter and buy a second-hand car and she wants to know whether we'll join them on a tour of the Continent. It is a marvelous idea, isn't it?

Jim: I daresay it is.

Maggie: They were thinking of driving to Moscow, via Poland. If we share the cost of petrol between the four of us, it won't be too expensive, will it?

Jim: I shouldn't think so.

Maggie: Besides, we can take tents and camp. They've opened camping-sites in the Soviet Union this year, haven't they?

Jim: Now you mention it, I believe they have.

Maggie: We'll be able to get visas and things quite easily, won't we?

Jim: I should think so.

Maggie: We'll have a wonderful time. And after all, it is very important to get to know other countries, isn't it?

Jim: I suppose it is.

Maggie: We must stop in Warsaw on the way. You remember that film on TV showing the tremendous rebuilding they've done there since the war. That should be worth seeing, shouldn't it?

Jim: I expect so.

Maggie: Jim! You're being very lukewarm about the whole thing. Do try and show a bit more enthusiasm. You want to go abroad this summer, don't you?

Jim: Well, I do, Maggie, but I wish you'd make up your mind. First it was the Balearic Islands, then a cruise round the Norwegian fjords, then camping in Corsica, and now you come up with this idea about Moscow. I expect you only want to go there so that you can book a trip to the moon.

Maggie: Jim, don't you think you're being unfair? After all, I'm only doing my best to fix up an interesting holiday for us, and I really think this latest idea is the best one of all.

Jim: Well, it's not so bad, I suppose. You'd better invite Robert and Jane round one day, so that we can talk the whole thing over with them.

Maggie: Oh, that's an idea! Jim, I'll ask them for Sunday.

Jim: And you won't change your mind again, will you Maggie?

Maggie: Well... I don't suppose so. But you never know.

3. PLANS FOR SUNDAY

Jane and Robert are talking about the Polish girl they met at the station. They want to take her out on Sunday and show her some interesting places.

Jane: Are you going to be free this Sunday, Robert?

Robert: It all depends on Mason. I owe him a Sunday. He'll let me know when he gets back from Liverpool this evening.

Jane: If you're not working, let's take this Polish girl out for the day. She'll be going back next week, so it's our last chance.

Robert: Good idea. Where shall we take her?

Jane: I thought we might drive down to Canterbury.

Robert: Oh, Lord, are you going to drag me round the cathedral again, Jane? I expect we'll be spending our honeymoon doing a tour of English cathedrals. In any case we should take her somewhere unusual. She'll have seen all the normal tourist attractions.

Jane: I know. Shall we take her to Windsor on a river steamer?
She'll enjoy going round the state apartments.

Robert: What an enthusiast you are for ancient monuments. Well, when does the steamer leave?

Jane: Pass me the timetable over there, will you? Here you are.
One leaves at eight and the other at three thirty.

Robert: One's too early and the other's too late. Besides, we won't get tickets at such short notice.

Jane: Will you try on your way to the office, tomorrow?

Robert: I will if I must, although I won't be going that way tomorrow. But tell me, Jane, do you really think she'll enjoy four hours on a crowded boat?

Jane: Think of something better then.

Robert: Well now, I think she'll want to see something of how ordinary people live, for a change. I suggest we take her round the East End and the docks and then drive out to Epping. We'll invite ourselves to tea with Jim and Maggie.

Jane: Oh, Robert, how dull. Tea with Jim and Maggie is a good idea, but you'll have to think of something more exciting if you want me to come along. Suppose we take her round some of those old Essex villages?

Robert: But she'll have had enough of that kind of sightseeing. We must show her that England doesn't consist entirely of cathedrals and half-timbered cottages. What about our industry, what about science and technology...

Jane: There's no stopping you, Robert, when you get on your hobby-horse.

Robert: Well, of course, there is one other solution.

Jane: What's that?

Robert: Why not ring up Mrs. Daniszewska and ask her where she'd like to go.

Jane: What a sensible idea. Will you ring her, or shall I?

Robert: You can. But when you do, don't start telling her about all the cathedrals you want to show her.

Jane: All right, I won't. But when we meet on Sunday, I'll make sure we don't end up at a coal-mine.

UNIT 7 THE ART OF COMPLAINING

PART A LET'S DO SOMETHING ABOUT IT

1. *DISCUSSION* Businesses Under Attack

The types of businesses receiving the most complaints

Mail-order companies	Long-distance phone companies
Car dealers	Home improvement services
Landlords	Banks and insurance companies
Travel services	Car-repair garages

Have you ever complained about any of these types of businesses?

What are three other businesses or things people often complain about?

Have you ever wanted to complain about something, but didn't? What was it?

2. *CONVERSATION* What's Wrong With It?

Listen and practice.

Clerk Can I help you?

Helen: Yes, I'd like to return this jacket.

Clerk: Is there something the matter with it?

Helen: Yes. I didn't notice when I bought it, but there are a few problems.

First, it has a tear in the lining.

Clerk: Hmm. Actually, it's torn in several places

Helen: And some of the buttons are very loose. This one came off, in fact.

And there's a stain on the collar.

Clerk: I'm really sorry about this. Would you like to exchange it for another one?

Helen: Well, to be honest, I don't think this jacket is very well made. I'd rather get a refund.

Clerk: I understand. Do you have the receipt?

3. **STRUCTURE** Describing Problems

With past participles as adjectives	With nouns
The jacket lining is torn .	It has a tear in it / There's a hole in it.
The collar of the jacket is stained .	It has a stain on the collar.
The car is damaged in the back.	It has some damage in the back.
The furniture is scratched .	There are a lot of scratches on it.
The glass is cracked .	There's a crack in it.
The pipe is leaking	It has a leak in it

A. Write sentences in two different ways using forms of the word in parentheses.

1. This tablecloth isn't very clean. Look, it _____ (stain)
2. Let's ask for another water pitcher. This one _____ (leak)
3. The chairs look pretty worn. The wood _____ too. (scratch)
4. The waiter needs a new shirt. The one he's wearing _____ (tear)
5. I'm sorry. Could you bring me another glass? This one _____ (chip)

B. Describe two problems with each thing, using past participle, verb, or noun forms of the words below or other words of your own.

Example:

A: *The vase is chipped.*

B: *Yes. And it has a crack on the side.*

vase	a pair of sunglasses	<i>break</i>	<i>leak</i>
pen	a carpet	<i>burn</i>	<i>loose</i>
a shirt	a glass	<i>chip</i>	<i>scratch</i>
a pair of	pipe	<i>crack</i>	<i>stain</i>
jeans	windscreen wipers	<i>dent</i>	<i>tear</i>
a CD	dishwasher	<i>damage</i>	

4. **LISTENING** Fair Exchange?

Listen to three customers returning items they purchased. Complete the chart.

Item	Problem	Will the store exchange it?

5. **ROLE PLAY** What's the Problem?

Student A: You are returning an item to a store. Decide what the item is and explain why you are returning it.

Student B: You are a salesperson. A customer is returning an item to the store. Ask these questions:

What exactly is the problem?

Can you show it to me?

When did you buy the item?

Was it like this when you bought it?

Do you have the receipt?

Would you like a refund or a store credit?

6. **DISCUSSION** I Want to Return This

Read these complaints. What is each person complaining about?

1. "The first time I wore them, one of the heels came off."
2. "When I washed it, it shrunk so much that I couldn't wear it."
3. "When I tried to install the software, the whole thing crashed."
4. "I read the instructions, but I still didn't understand how to use it, so I couldn't take any pictures at my brother's wedding."
5. "When I took it out of the box, I noticed a big crack in it. It won't hold water like that."

7. WORD POWER Advice for Consumers

A. Can you match these words with their definitions?

- | | |
|--------------|---|
| 1. bargain | a. reduction in the usual price of something |
| 2. bill | b. something on sale for a lower price than its true value |
| 3. credit | c. a promise that sth. bought will be repaired or replaced if defective |
| 4. deposit | d. money paid as part of the full price when you've agreed to buy sth. |
| 5. discount | e. a piece of paper showing money owed for something bought |
| 6. guarantee | f. a piece of paper showing that something has been paid for |
| 7. receipt | g. money returned to you when you return goods to a store |
| 8. refund | h. a way of paying for goods or services at a later time |

B. Have you had any consumer complaints lately?

What did you do about them?

8. DISCUSSION A Word To the Wise

A. Read this common-sense advice about how to prevent consumer problems. Can you add more items to the list?

1. Examine things carefully when you are still in the store
2. Buy from a reputable store
3. Find out what the return policy is.
4. Ask how clothing should be washed.
5. Make sure there is a guarantee
6. Do comparison shopping.

B. Tell about the time when you had a problem with something you bought. Would the advice in Exercise A have helped you?

Example:

A: *I bought an expensive suitcase, and the first time I used it, one of the wheels came off.*

B: *Did you take it back to the store?*

A: *Yes, but they told me I couldn't return it because I had bought it on sale.*

I should have found out what the return policy was ...

9. STRUCTURE ‘Need’ with Passive Infinitive and Gerunds

Need + <i>passive infinitive</i>	Need + <i>gerund</i>
The refrigerator needs to be fixed.	It needs fixing.
The temperature control needs to be checked.	It needs checking.

A. What needs to be done in your apartment?

Example: The walls need to be painted or the walls need painting

- | | |
|-------------------------|-----------------------------|
| 1. the walls (paint) | 4. the door (repair) |
| 2. the carpet (shampoo) | 5. the lamp shade (replace) |
| 3. the windows (wash) | 6. the wastebasket (empty) |

B. Think of five improvements you would like to make in your home.

Which improvements will you most likely make? Which won't you make?

Example:

"First of all, the carpet in the living room needs to be replaced. I can't afford it right now, though, so I'll probably do that next year...."

10. WORD POWER Appliances

A. Find a suitable sentence in column B to describe a problem with each appliance in column A.

A

- air conditioner
- central heating
- electric blanket
- food processor
- iron
- stove
- telephone
- washing machine

B

- The water won't drain, and my clothes are left soaking.
- I put it on high, but it doesn't cool down the room.
- I sometimes smell gas even when I'm not cooking.
- I turn it on, but it doesn't heat up.
- You can't get a dial tone.
- It gets too hot and burns my clothes.
- My apartment is freezing cold in the morning.
- The blades are dull, so it doesn't chop vegetables very well.

11. CONVERSATION Tenants' Problems

A. Listen and practice.

Ms. Lock Hello?

Mr. Burr: Hello, Ms. Lock. This is Jack Burr.

Ms. Lock Uh, Mr. Burr ... in Apartment 205?

Mr. Burr: No, in Apartment 305.

Ms. Lock Oh, yes. What can I do for you? Does your refrigerator need fixing again?

Mr. Burr: No, it's the oven this time.

Ms. Lock Oh, so what's wrong with it?

Mr. Burr: Well, I think the temperature control needs to be checked. Everything I try to cook gets burned.

Ms. Lock Really? OK, I'll have someone look at it right away.

Mr. Burr: Thanks a lot, Ms. Lock.

Ms. Lock: Uh, by the way, Mr. Burr, are you sure it's the oven and not your cooking?

B. Listen to another tenant calling Ms. Lock. What's the tenant's problem?

12. LISTENING Repair Jobs

Listen to three repair people talking about their jobs. Complete the chart.

	What does this person repair?	What is the typical problem?
1. Joe		
2. Louise		
3. Sam		

13. CONVERSATION Fortune Teller

A. Listen and practice

Ken: You know I've always wanted to have my fortune told.

Lisa: Really? Do you know where I can get it done?

Ken: I'm not sure. But maybe there are some fortune-tellers listed in the phone book. Let's take a look.

Lisa: Here's one. You could have your palm read by Madam Zara for \$70.

Ken: That's really expensive.

Lisa: What about this one? You can get your fortune told over the phone for only \$3.75 a minute.

Ken: That's reasonable. Come on. Try it with me!

B. Listen to the phone conversation. What does the fortune teller say about Ken's future?

14. STRUCTURE Have / Get Something Done

ACTIVE	
Do	you know where I can have someone tell my fortune? You can have Madam Zara read your palm. You can get someone to tell your fortune over the phone.

PASSIVE	
Do	you know where I can have my fortune told ? You can have your palm read by Madam Zara. You can get your fortune told over the phone.

Take turns asking and answering the questions.

I want to . . .

1. have someone read my horoscope
2. get a professional photographer to take my photo
3. have someone trace my family history
4. get someone to check my fitness level
5. have someone train my dog

Example:

A: *Do you know where I can get my horoscope read?*

B: *You could have it read by my mother. She's an astrologer.*

15.  LISTENING I Need to Have It Done

Listen to people talk about things they want to have done. Check \checkmark the correct information about each person and complete the chart.

	Anne	Eric	Dawn	Why do they need to have it done?
have some shopping done				
get a party planned				
have a swimming pool built				

16.  LISTENING Apartment Problems

A. A person is talking about problems with an apartment.

Circle the correct problem.

1. a. the window is stained
b. the door is stained
c. the pipe is leaking
2. a. the carpet is worn out
b. the landlord is awful
c. the cupboard is stained
3. a. the sofa is broken
b. the lamp is broken
c. the switch isn't working
4. a. the door doesn't open easily
b. the door is loose
c. the door is lost
5. a. the upholstery is really worn out
b. the sofa isn't very comfortable
c. it makes noise when you sit down
6. a. the screen is too small
b. it doesn't make any sound
c. the reception is very bad

B. Listen again and circle the right answer.

1. a. It really needs cleaning. 4. a. It needs repairing.
b. It really needs painting. b. It needs replacing.
c. It really needs replacing. c. It needs losing.
2. a. We need to have the
landlord get a new one. 5. a. The landlord needs to recover.
b. We need to mend it. b. The sofa needs mending.
c. We have to get the
landlord to shampoo it. c. The sofa needs to be replaced.
3. a. It needs to be broken. 6. a. The screen needs enlarging.
b. It needs to be fixed. b. A new aerial has to be adjusted.
c. It needs to be cleaned. c. We need a new apartment.

17. DISCUSSION Different Places, Different Ways

Are these services available in your country? For those that aren't, do you think they would be a good idea?

Can you . . . ?

- have a meal served on a commuter bus
- get a suit or dress made on the street
- get free medical advice over the telephone
- do grocery shopping by television
- get your dog walked by a professional dog walker
- have a medical checkup in a shopping mall
- buy clothing from a vending machine
- have library books delivered to your home
- buy groceries at a gas station
- have a marriage ceremony performed in your home

Example:

A: *Can you have a meal served on a commuter bus?*

B: *I don't think so, but it sounds like a good idea. What do you think they would serve?*

18. READING Consumer Affairs

Dear Annabel,

My new car has a problem; Every few hundred miles, more oil needs to be added. I think this means something is broken. Each time I take the car into the dealer, though, the service people insist that nothing needs fixing. What can I do?

-Broken Down In Detroit

Dear Broken Down,

I don't know much about cars, but I can diagnose your problem: You are dealing with an unresponsive business. Fortunately there are many things you can do:

1.

For starters, complain to the business, in person or by phone. Explain the problem in a way that is firm but not rude. If you don't seem to be getting anywhere, give up - for the moment. Find out who you talking to and who you should talk to next, Make notes of what's been said.

2.

Next, complain in writing to the person whose name you were given or to someone in the business's customer-service department. To make your written complaint effective, type it, state the facts fully but briefly and enclose copies of relevant documents like receipts and warranties. If you still don't get a satisfactory response, send your letter to the business's legal department or president.

3.

If no one within the company has helped you, it's time to take your complaint to people outside the company. Check your phone book for the members of the Better Business Bureau and local consumer groups. Find out whether your local newspaper or radio station has a consumer hotline.

This might sound like a lot of work, but it's worth it. As a consumer, you have certain rights. Stand up for them!

Annabell.

PART B CONSUMER COMPLAINTS

1. CONVERSATION It Doesn't Work

A. Here is a dialog with most of the words missing. See if you can guess what is missing and listen to the recording to check your guesses.

Assistant: _____, madam. _____ help _____?

Customer: _____ manager, _____

Assistant: Furniture, madam? Second floor.

Customer: _____ Manager.

Assistant: _____ furniture.

Customer: _____. But _____ manager, _____?

Assistant: Well, _____ busy _____. _____ appointment?

Customer: No, _____. _____ complaint.

Assistant: A complaint. _____. Well, I'll just see if she's free.

B. Make up a short conversation, which includes a misunderstanding and an apology. You can use one of these sentences if you like:

1. I thought you said Thursday.
2. I thought you said goodbye
3. I thought you said five pence.
4. I thought you said five o'clock.
5. I thought you said steak.
6. I thought you were talking to me.

2. CONVERSATION I Have a Complaint

A. Read the dialog and do the tasks.

- Manager:** Good afternoon, madam. I understand you have a complaint.
- Customer:** Yes I've got a problem with this hair-dryer.
- Manager:** I'm sorry to hear that. What's the trouble?
- Customer:** Well first of all, I ordered it two months ago and it only arrived yesterday.
- Manager:** Oh, dear. That's very strange.
- Customer:** Well, it's probably because you addressed it to Mr. Paul Jones at 29 Cannon Street. I'm Mrs. Paula Jones and my address is 39 Cannon Street.
- Manager:** Well, I'm really sorry about that, madam. We do ...
- Customer:** And secondly, I'm afraid it's useless. It doesn't work.
- Manager:** Doesn't work?
- Customer:** No. It doesn't work. It doesn't dry my hair. When I switch it on, it just goes 'bzzzzz', But it doesn't get hot at all.
- Manager:** Well, I really am very sorry about this, madam. I do apologize. We'll be happy to replace the dryer for you. Or we'll give you a refund instead, if you prefer.
- Customer:** And thirdly, ...

B. Match each word in italics in column A with the closest meaning in the column B.

A

1. I *ordered it* two months ago...
2. *That's very strange.*
3. ...*addressed it to* ...
4. I'm afraid *it's useless.*
5. It doesn't *work.*
6. ...*to replace the dryer* ...
7. ... we'll *give you a refund* ...
8. ... give you a refund *instead,*

B

- a. wrote on it the name and address of
- b. take this and give you money
- c. take this and give you another
- d. no one can use it
- e. in place of my other suggestion
- f. I'm surprised
- g. do what it should do
- h. asked you to send it

3.  **LISTENING Shopping Problems**

A. Customers are describing a problem. Circle the correct answer.

- | | | | |
|----|-----------------------------|----|-------------------------------|
| 1. | a. He needs a bigger size. | 4. | a. The band is too big. |
| | b. He needs a smaller size. | | b. The band is broken. |
| 2. | a. The shoes are too small. | 5. | a. The shirt has shrunk. |
| | b. The shoes are damaged. | | b. The buttons have come off. |
| 3. | a. The lock is missing. | 6. | a. The back doesn't close. |
| | b. The lock isn't working. | | b. The shutter is broken. |

B. Listen again. Are these statements true or false? Check \checkmark the correct answer.

- | | True | False |
|--|--------------------------|--------------------------|
| 1. The clerk asks the customer to come back tomorrow. | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. The clerk asks for the receipt. | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. The customer has to bring the briefcase back in a few days. | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. The customer should call the clerk by tonight. | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. The clerk asks the customer to fill out a form. | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. The customer needs to show the clerk the guarantee. | <input type="checkbox"/> | <input type="checkbox"/> |

4.  **LISTENING You Should Have Checked**

You are going to hear a conversation between a shop assistant and someone making a complaint. Fill in the missing words.

1. I see. _____matter?
2. But you should _____bought it.
3. That's ridiculous. But anyway _____thing.

4. Well, you know it's _____ for ten hours.
5. Look, it says here _____
6. We've certainly never _____ before.
7. We, I suppose _____ model.
8. Well, if I _____ receipt.

5. CONVERSATION I'd Be Grateful If...

A. Listen and practice.

At table 12:

- Customer:** Excuse me.
- Waiter:** Yes, madam?
- Customer:** I'm afraid *I can't eat this steak. I asked for a medium steak and this is rare. In fact, it's almost raw. Could you change it for me, please?*
- Waiter:** Yes, certainly. I'm sorry about that. *I'll take it back to the kitchen.*
- Customer:** Thank you

At table 4:

- Customer:** Excuse me.
- Waiter:** Yes, sir?
- Customer:** *It's very draughty here next to the door. I'd be grateful if you could find us another table.*
- Waiter:** *We're very busy today.*
- Customer:** *Couldn't we move to one of the tables in the corner?*
- Waiter:** I'm afraid *those are all reserved, sir.*
- Customer:** Well, I'm sorry but we really can't *sit here*. Would you mind *finding out if there are any other tables free?*
- Waiter:** Yes, I'll go and ask right away.

B. Read the complaints below and think of possible requests. Then act out conversations in Ex. A replacing italicized phrases with new complaints, requests and apologies.

Complaints	Requests
1. The steak is overdone and cold.	
2. There is no ice in mineral water.	
3. The waiter brought meat instead of vegetable.	
4. The table cloth is dirty	

6.  LISTENING I Am Extremely Annoyed

A. Listen to the conversation between a guest and a receptionist.

- a. Make a list of the things the guest is complaining about.
- b. What does she want to do?
- c. What is the outcome?

B. Listen to the second conversation. What is the outcome this time?

C. Listen to both conversations again. What does the receptionist offer to do in the second conversation?

7. DISCUSSION Responding to Complaints

A. Look at this example of responding to a complaint and complete the chart.

Complaint	Apology	Action
The room is filthy!	I'm terribly sorry.	I'll send someone up to clean it

Complaint	Apology	Action
1. This soup is disgusting!		
2. I 'm sorry to trouble you, but I don't have any towels.		
3. It's really noisy. Can't you do something about it?		
4. The central heating is not working.		
5. Look. Our sheets haven't been changed.		
6. Sorry, but I ordered tea not coffee		
7. I can't seem to get the shower to work		

B. Choose one of these areas of complaint and act out the conversation:

dirty room	bad/slow service	noisy room
no bathroom	bed too small	rude staff

Student A:	You are the receptionist. Try to calm the guest down
Your tactics are:	to get the guest to say exactly what the problem is to 'buy' time to offer something that is acceptable and possible

Student B:	You are the guest. You are extremely angry.
Think about	what exactly is wrong; what you expected what you want to happen.

8.  LISTENING Unpleasant Holiday Experiences

Listen to three people complaining about their holidays and check (✓) the complaints they make.

Sunnyside self-catering apartments	broken cooker _____
	dirty sheets _____
	dirty fridge _____
	noisy disco _____
The Chester Hotel	tiny room _____
	no TV _____
	awful food _____
	rude unfriendly staff _____
Kingsbrooke campsite	huge hole in a tent _____
	no hot water _____
	shop understocked _____
	lots of mosquitoes _____

9.  LISTENING Disastrous Time

A. Listen to a woman speaking about a disastrous time she had when she stayed in a hotel. What things went wrong during her stay?

B. Listen again. Are these statements true or false?

	True	False
1. The woman had seen an advertisement for the hotel in a shop window.	<input type="checkbox"/>	<input type="checkbox"/>
2. The couple went to the hotel to celebrate a birthday.	<input type="checkbox"/>	<input type="checkbox"/>
3. The man at the front desk had probably been arguing.	<input type="checkbox"/>	<input type="checkbox"/>
4. They were given the key to room 106.	<input type="checkbox"/>	<input type="checkbox"/>
5. The woman complained about the size of the bathroom.	<input type="checkbox"/>	<input type="checkbox"/>
6. They didn't complain in the restaurant.	<input type="checkbox"/>	<input type="checkbox"/>
7. They didn't sleep very well because they heard a screaming noise.	<input type="checkbox"/>	<input type="checkbox"/>
8. They quite enjoyed the breakfast.	<input type="checkbox"/>	<input type="checkbox"/>
9. They went to another hotel after checking out.	<input type="checkbox"/>	<input type="checkbox"/>
10. The murder took place in room 107.	<input type="checkbox"/>	<input type="checkbox"/>

10. *DISCUSSION* Dealing With Complaints

A. Discuss how you would handle the following people complaining in your hotel.

1. A drunk customer in the hotel restaurant complaining loudly about the slow service.
2. A guest who can't speak your language very well, complaining about the size of his/her room. (you think).
3. An extremely rude and angry guest complaining about his/her bill when checking out.
4. A dinner guest, who is part of a large and important wedding party, complaining about the quality of the food.
5. An elderly gentleman complaining about how many stairs he has to walk up to get to his room.
6. A foreign visitor to your country complaining about the weather.
7. A hotel guest complaining about the condition of the room.
8. A client complaining about package tour he/she bought from you.

B. Act out the following situations.

1. You have just had a disgusting meal at an expensive restaurant. When you tried to complain, the waiter was rude to you. You have asked to speak to the manager.
2. You are in a restaurant and your hamburger is dry and overdone. Complain to the manager.
3. You have just made your order at a restaurant. But the waiter brought you the wrong dish. Besides, the mineral water arrived late. Complain to the manager.
4. You bought a new coat from a local shop. Soon after, you discovered that there is a tear under one of the arms and that two of the buttons have fallen off. Take it back to the shop.

5. You bought a board game from a shop. You gave it to a friend as a present. But some of the pieces and cards are missing. Take it back to the shop.
6. You recently bought a pair of jeans but the zip wouldn't open. When you tried to unstuck the zip it broke. You take the jeans back to the shop to complain.
7. You recently bought mascara. But it made your eyes water and caused you to suffer from allergy. Take it back to the shop and complain to the manager.
8. You bought a sweater from a shop. But the first time you washed it (in cool water according to the instructions on the label) it no longer fit. When you removed it from the machine the garment was stretched out of shape.
9. You have just arrived at a hotel on holiday. Your room is not how it was described in the brochure. For example, there is no view of the sea. Your room overlooks the rear car park and it is noisy. And there is no bath, only a shower. Complain to the receptionist.
10. You are staying at the hotel and dissatisfied with the service. You find that the room has not been cleaned and the sheets on the bed do not appear to have been changed since the last guest. Besides, the faucet is leaking. Complain to the receptionist.
11. You have just been on a package tour to India. The food was poor and lacking in variety and the air conditioning in the bus was ineffective. The hotel was a 30 minute's walk from the beach. Complain to the travel agent you bought a tour from.
12. You have just had a weekend break in Paris. The flight was delayed. Besides, it was supposed to be nonstop flight, but you stopped off in Prague. Complain the travel agent you bought a trip from.

PART C SUCCESSFUL WRITING

LETTERS OF COMPLAINT

1.  Listen to the tape and fill in the missing information.

Complaints	Justification (I have been told that...)
1. I stayed in a huge multi-story_____	I would be staying in a family-run _____house
2. The resort was_____with tourists.	The resort was _____and unspoiled.
3. The beach was a_____bus ride away.	The beach was a _____walk away.

General Outline

Introduction	reason for writing
Main Body <i>Paragraph 1-3</i>	complaint(s) and justification(s)
Conclusion	suggested actions to be taken, closing remarks, full name

2. Match the complaints with the justification using appropriate linking words.

however	but	nonetheless	nevertheless	although
even though	despite/in spite of (the fact that)			

Complaints

1. My two-year-old daughter cut herself on the toy. _____
2. When we received the bill we realized we had been charged the full price. _____
3. The top rack of the dish-washer has broken. _____

4. You still keep delivering equipment to the wrong address. _____
5. I received a letter saying my license has expired. _____
6. The shirt's bright red color has turned pink. _____
7. I had to share a bathroom with other guests. _____
8. The batteries died after a few hours. _____
9. The knife became blunt after only a month's use. _____
10. My watch stopped after I swam with it on. _____
11. The hotel was an hour's drive from the beach. _____
12. The mascara made my eyes water. _____
13. Our wooden floors have become dull. _____
14. The goods we ordered have not been received yet. _____

Justification

- a. I sent you a check to renew it a month ago.
- b. The label on the packet claims they are long-lasting.
- c. I informed you of my change of business address.
- d. You said it was guaranteed to stay sharp for five years.
- e. I booked a room with a private bathroom.
- f. We were told it was within walking distance.
- g. I have only used it three times.
- h. You claim it is safe for children over 18 months.
- i. The manufacturer claims it is hypoallergenic.
- j. The label states that it can be washed at high temperatures without color fading.
- k. The package label states it is water-proof.
- l. We were told there would be a twenty percent discount if we ordered before June.
- m. We were told that they wouldn't lose their shine.
- n. They were shipped a month ago.

3. Read the letter and underline the correct linking words in brackets.

Dear Ms. Brown,

I'm writing to complain about a water-proof jacket I purchased from your shop last week.

(However / Although) the jacket was supposed to be completely water-proof, I got soaked the first time I wore it in wet weather.

(Furthermore / But) when I tried to take the jacket off, the zip wouldn't open and when I tried to get it unstuck, the jacket tore. I sent the jacket back to your shop after having been assured by one of the assistants that I would be sent a refund.

(However/ In addition), I still haven't received one.

As a regular customer of yours, I feel disappointed with the way I have been treated and hope that steps will be taken to rectify the situation.

I trust this matter will receive your immediate attention.

Yours sincerely,

John Wells.

USEFUL LANGUAGE

Mild Complaints	
Opening Remarks	I'm writing to complain about/regarding/because of.... I'm writing to draw your attention to.... I'm writing to you in connection with....
Closing Remarks	I hope/ assume you will replace... I trust the situation will improve. I hope the matter will be resolved.

Strong Complaints	
Opening Remarks	I want to express my strong dissatisfaction with.... I feel I must protest / complain about....
Closing Remarks	I insist you replace the item at once. I demand a full refund. I hope that I will not be forced to take further actions.

4. Read the letter and state the topic of each paragraph. Is it a mild or strong letter of complaint? Then fill in the table below with the complaints and the justification.

Dear Sir/Madam,

I want to express my strong dissatisfaction with the service I received during a visit to your restaurant on December, 12.

Firstly, I have booked a table for my wife and myself for 8.30, but it was 9 o'clock before we were seated. Such a delay seems to be inexcusable.

Then, in spite of the fact that I had repeated our order to check that the waiter had heard me correctly, he proceeded to bring us the wrong starters. Such careless service should not be tolerated in a restaurant which charges such high prices.

To make matters worse, the chocolate gateau we were served for desserts was quite stale. The menu claimed, though, that all desserts were freshly prepared that day.

My wife and I will not be dining in your restaurant again; however as manager, you would be wise to guard against such appalling treatment of your customers in future.

Yours faithfully,

Larry Green

Complaints	Justification

5. Write the following letters of complaints in the appropriate style using 120-180 words.

1. You are a regular customer of a local restaurant. The last time you ate there, however you felt that the standards had dropped slightly.
2. You have recently bought a cassette player but it doesn't work properly.
3. You have just returned from a trip. However you were dissatisfied with the service you received at the hotel where you were staying.
4. You recently traveled by coach and were disappointed with the service provided by the staff, and the delays you encountered.
5. You have recently made a purchase from your local department store. However, when you arrived home you found a fault with it.
6. You stayed at a holiday resort recommended by your travel agent. However you didn't enjoy your stay due to a number of difficulties.
7. A month ago you ordered some skiing equipment from a sports shop and paid by a credit card. Although you asked for it to be sent by courier, you have received nothing. You urgently need this equipment.
8. You have just come back from a package holiday where you were disappointed by the lack of facilities and poor service.
9. You recently bought an air conditioner, which had been advertised on television. On receiving it, you discovered that it was nothing like the product shown in the advertisement.
10. The hotel receptionist forgot to place your wake-up call-you overslept, missed your flight and had to pay for another ticket. Write a letter.

PART D DIALOGS FOR EVERYDAY USE

Talking English

1. HAVING THINGS DONE

- 1 - Excuse me. I wonder if you can help me.
- 2 - Sure. What is it?
- 1 - I want to have my hair cut, but I can't find a barber shop
- 2 - I know where one is. Come on, I'll show you.

2. THAT'S THE CATCH

- 1 - What time is it?
- 2 - About half past two.
- 1 - What time does the mail arrive?
- 2 - Normally around three o'clock.
- 1 - That's too bad. I wanted to have the mailman pick up this letter.
- 2 - How important is it?
- 1 - Very. It's the payment on my car, and I'm already a week late.
- 2 - Well, the only thing to do is to drive to the post office.
- 1 - That's the catch. My car broke down this morning.
- 2 - No problem. I'll drive you.

FILE 1

ROLE PLAY. Going on Holiday

<p>GRAPE-PICKING 3 weeks or 3 months. Stay as long as you like in the South of France for the price of your air fare. Join us as a volunteer. PROJECT K 60, Ashley Street, London, W.C.I.</p>	<p>HOLIDAY IN SCOTLAND Golfing, pony trekking, sailing, shooting, fishing, bird watching or relaxing. The Lake Hotel is the ideal centre whatever your interests. Prices from £65 a week. Lake Hotel. Inverness.</p>	<p>SWEDISH SUMMER CAMP Looking for something different? Under 35? Then join us at a Swedish Summer Camp. Live next to a lake, surrounded b forests. Do what you like — swim and dance under the midnight sun. 2 weeks from £120. SWEDISH SUMMER P0 Box 2, Hastings.</p>
<p>MEXICO & GUATEMALA 3-week adventure tour through Mexico and Guatemala. See ancient monuments, tropical beaches, native markets; Brochure from: NEW WORLD TOURS P0 Box 5</p>	<p>GRAND CRUISES The glorious Mediterranean! Choose a cruise with a difference. Fourteen warm and fun-filled days in the Eastern Mediterranean. Ten exciting ports of call in six countries. Fares from £1500. Book early to avoid disappointment. EASTERN CRUISES 12 Coventry Street. London, W.I.</p>	<p>HOLIDAY ON THE CANALS THIS YEAR AND SEE A DIFFERENT SIDE OF ENGLAND Our boats cruise on the beautiful inland waterways of Britain between Oxford. Chester. Warwick, Llangollen and Stratford-on-Avon. Single and double cabins. Good food. 7 days, £ 100 inclusive. Send for brochure to: CANAL CRUISES I.TD P0 Box 84</p>
<p>PAINTING HOLIDAY For the last 30 years we have organized painting holidays in beautiful Snowdonia. Small groups, farmhouse accommodation, first-class tuition. Prices from £70. Write to: G. Price-Davies. The Ha Vain. Bangor, N. Vales.</p>	<p>GET-UP-AND-GO HOLIDAYS If you are 18—33 and are looking for excitement. why not join one of our small mixed minibus holidays and explore France, Spain. Italy. Germany, Austria. Two or three weeks from £85 FREEDOM HOLIDAYS Box No. 457</p>	<p>SEASIDE BUNGALOWS Devon & Cornwall Choice of 5 holiday villages, each with free heated pool, licensed club, shop, entertainment. etc. Most bungalows 1 - 3 bedrooms. bathroom. wc., cooker. fridge, FREE TV! From £60 a week. PAMELA STOREY Dept 77 Ilfracombe, Devon</p>

FILE 2

ADVERTISEMENTS

- **SPEND THE HOLIDAYS IN WEATHER-PERFECT SAN DIEGO.**

At the Rancho Bernardo Inn, one of the country's fine resorts. Our complete 12-day holiday schedule is extraordinary. For the children, we offer a 12-hour per day camp full of games, tennis and golf lessons, movies, crafts and an abundance of activities. (Camp activities are complimentary, however, there is a charge for meals) For adults, a daily schedule with as many or as few delights as you desire. All for our usual 3 day/ 2 night package price of \$266 per person based on double occupancy, including a fine room, 2 meals daily and unlimited tennis (12 courts) and golf (45 holes). Let us make your holiday a celebration.

(800) 542 -6096; Outside California (800) 854-1065. Rancho Bernardo Inn

- **STAY & SKY FREE.**

Get away to Tahoe and enjoy comfortable and convenient on-site accommodations, acres of skiing (if nature doesn't cover it snowmaking does), 65 kilometers of cross-country trails, restaurants, shops, sleigh rides, child care, ski rentals and lessons all on-site.

Call to reserve now 800-533-6787, or write for your free color brochure. Two nights minimum, based on Village Lodge Room, double occupancy, two tickets per day, per room.

Offer valid daily from Nov. 29 - Dec. 24 and March 21 – closing, and Sun-Thurs on selected weeks throughout the season.

Northstar at Tahoe. RO. Box 129, Truckee, California.

- **BED & BREAKFAST PUERTO VALLARTA.**

Stay in a lovely bed and breakfast unit just minutes from the beach or downtown Puerto Vallarta. Total privacy complete with pool and colorful gardens. Daily maid service. Terrific family getaway or great for groups. Why pay hotel prices when you can have your own bed & breakfast unit in a private villa. For information or free color brochure call (619) 273-5025 Puerto Vallarta.

- **WHITEWATER Grand Canyon Raft Trips.**

We are **THE** source, representing 14 different outfitters with 3-18 day expeditions on the Colorado River through the Grand Canyon. Our **FREE** service offers the widest availability of trip dates and options. Oar, paddle, or motor powered rafts; full and partial Canyon trips; Las Vegas and Flagstaff departures; individuals and groups. Make your dream adventure a reality with one toll-free call. Other rivers, too – we do it all! RIVER TRAVEL CENTER

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208 Per Person, Inclusive Double Occupancy. 3 day/ 2 night package. Discover the spectacular 40-acre Scottsdale Plaza Resort. Come to swim, play golf, tennis, racquetball, croquet. Or just enjoy! Package includes deluxe accommodations, welcome cocktail, continental breakfast daily, health club privileges, taxes and gratuities. Patio or Villa Suite upgrade - \$45 per night, inclusive. Good January 1 – April 30/91. Save 20% through Dec. 31/90.

- **HAWAII.**

Uncrowded, the way it used to be.

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FILE 3

CONVERSATION TOOLS

1. Starting stories/news

Did I ever tell you about...?

Did you hear about (what happened to) ...?

Did you see the latest news on TV last night?

I don't believe I did

Was it on TV

No, what?

No, I missed it.

2. Surprising news

Guess what!

You may not/won't believe it, but..

You'd better sit down!

Do you know what!

I've got news for you.

3. Showing interest

How interesting

What happened then?

How did it happen?

What did you do then?

How did you feel then?

Why did you do that?

4. Encouraging conversation

Right/OK

Yes?

And?

Really?

And then?

Did you/are you/is he?...

5. Being sympathetic

Oh no!

What a pity

Poor you

That's too bad

How awful/terrible/terrifying!

You must have felt terrible

6. Asking to expand

What makes you think so?

What makes you say that?

What do you mean?

7. Summarizing

So ...

So you mean...

I hope/I suppose...

In short...

8. Interrupting

Excuse me for interrupting

Can I say something here?

Can I ask a question?

10. Returning to the topic

In any case..

Anyway...

Coming back to what I was saying...

12. Finishing the story

To cut a long story short

So, in the end

So, in short

All in all

9. Changing topic

Talking of.../Speaking of...

That reminds me, ...(of)

By the way.../Before I forget...

11. Agreement

Exactly

Definitely

I'll say

TAPESCRIPTS

UNIT 4. **ADVANCED TECHNOLOGIES.**

PART A. OUR PAST AND OUR FUTURE.

1. History “Buff”. B. (p. 4)

Steve: So what are the correct answers, then?

Emma: Well, World War I began in 1914 and ended in 1918.

Steve: Oh, that’s right.

Emma: And the United Nations was formally established in 1945, following the end of World War II

Steve: And the Berlin Wall?

Emma: Well, it did come down in 1989, but it wasn’t built until 1961; so it was up for 28 years.

Steve: Did I say I was good at history? Um, I meant geography.

4. Computers Are Taking Over... B. (p. 6)

Kathy: You know what else I think? In a few years, you won’t need to go to a university campus to get a university degree.

John: How will you do it?

Kathy: They’ll have found a way for you to take all your courses on the computer over the Internet. When you want to talk to a professor, you’ll just tap into his or her web site and find out anything you need to know.

John: That would be great. No need to get up in the morning for early classes! And I bet libraries will probably disappear, too.

Kathy: What’ll you do when you need something to read?

John: Everything will be on CD-ROM , and you’ll be able to access everything you want from your home over the computer. There will be no need to have huge buildings full of books. No need to waste all that paper.

Kathy: Gee, I don’t like the sound of that. There’s nothing better than curling up with a book. I can’t quite picture “curling up” with a computer!

7. A Perfect Future? A. (p. 8)

Work

Woman 1: Work? In the future? Well, I think unemployment is going to keep getting worse.

Man 1: I agree. As companies get more efficient and more computerized, they're finding ways of using less staff.

Woman 1: So I guess people will find it hard to get a good job unless they have excellent qualifications.

Man 1: Mmm, yeah. I think that's probably true. But I also think that because of computers more and more people will be working at home instead of going into an office.

Woman 1: Wow, I'd really love that. Can you imagine – spending most of your work week in the comfort of your own home?

Man 1: Personally, I would get so much more done. And with e-mail, faxes, and conference calls you can still keep in touch with everyone you need to.

Woman 1: Well, I'd certainly enjoy it, but I don't know if I'd get more done or not. I'm afraid I might just turn on the TV and zone out!

Transportation

Woman 2: As far as transportation is concerned, I think there're going to be huge changes in the way people use cars. They'll probably have made laws about what kind of car you can own and when you can use it.

Man 2: And I bet it'll be impossible for people to use cars whenever they like. There'll be just too many of them on the roads.

Woman 2: Exactly. People will have to rely on other modes of transportation – especially trains.

Man 2: Why do you say that?

Woman 2: Well, we won't be able to use cars, and airports take up too much space. With the supply of land for airports shrinking around the world, there are going to be fewer airports and fewer plane flights. That leaves trains.

Man 2: Huh. So do you think there will be more efficient train systems between cities?

Woman 2: Sure. There may even be trains going under the oceans to connect the major continents.

Man 2: Under the oceans? Get out of here! I get nervous enough flying on a plane.

Education

Woman 3: How do you think that education is going to change in the future?

Man 3: I think kids are going to have to stay in school until they're older – maybe until they're 20 or 21.

Woman 3: Why?

Man 3: Well, one reason is that there simple won't be enough jobs for everyone, so it will be necessary to keep kids in school longer.

Woman 3: Hmm. I think that they will have found a way for us to learn without teaches. There will be computer learning programs that can instruct you much more quickly than a teaches, and they'll also make learning much more fun.

Man 3: Are you saying that our teachers weren't any fun?

Woman 3: Well.. Ok. Maybe some of them were fun.

Health

Woman 4: Every day you hear about some new medical breakthrough on the news.

Man 4: Yeah. Who knows what they'll have done in the next 50 years?

Woman 4: I hope that in next 50 years new drugs will have been discovered that will enable people to stop smoking permanently, or to lose weight permanently – without dieting!

Man 4: And hopefully they will have found cures for many of the diseases that are around today, so people will live longer.

Woman 4: How much longer do you think?

Man 4: I bet that within the next 50 years, most people will live to be over 100.

8. The House That Thinks For Itself.

B. Intelligent House (p. 10)

Part 1

Interviewer: Home automation is big business in Japan. By the end of this century it will be worth at least 4 billion pounds a year in Japan alone. So what can we hope to see?

Earlier this week *Streetwise* spoke to Dr. Nakamura, an expert on home automation

Dr. Well; I have been working on a thinking house for 5 years now. I've completed the

Nakamura: initial plans and if all goes well, we will have built and completed three in the Tokyo area by the year 2000.

Interviewer: What will the houses be like?

Dr. Well, from the outside they will look like ordinary houses, but each house be

Nakamura: governed by 1000 computers, sensors and electronic switches.

Interviewer: What will they do?

Dr. Well, basically they will control the house for the owner. For example, the

Nakamura: windows will open and close themselves depending on the weather. When it gets dark, the curtains will close automatically and the lights will come on and if you decide to play the drums late at night, the central computer will shut all the doors and windows to avoid disturbing the neighbors. They'll also have other features like an intelligent kitchen, which will show how to cook and measure the ingredients and a central cleaning system that sucks up the dust as soon as it lands. We are still working on the design. But I expect we'll have thought off most things by the time we finish

Part 2

Interviewer: I'm sure Dr. Nakamura will. Naturally, the intelligent house requires a new generation of home appliances. And a group of Japanese companies hope that by the end of the century they will have perfected and put on the market intelligent home appliances, which crudely imitate human thinking. For example, they already have a prototype of an intelligent washing machine, which adjusts the temperature, length and soapiness of the wash depending on the fabrics and how dirty it thinks the laundry is. And if all goes well it won't be long before we can buy a television set that raises or lowers its volume when it senses the viewer moving from or towards the set. The revolution goes beyond convenience. And in 5 years time the same group of companies will have introduced the intelligent superbed with sensors which will monitor your heart rate, weight, body temperature and blood pressure. Another sensor will perform analyses and tell you if anything is wrong. And in 10 years time they will have perfected a system to transmit all this information to a computer in a medical center for further analysis. If a success of other Japanese products is anything to go by, home automation will affect us all in the near future. Or will it? I'd rather like being in control.

PART B. INVENTIONS AND GADGETS.

1. What's a Hamburger? A. (p.12)

1. What's a frying-pan? - A frying pan is a utensil used to cook on a stove, It's a type of a pot, made out of sometimes cast iron, and it's usually about an inch and a half in depth, and about eight to twelve inches in diameter, and has a long handle, that, usually doesn't get hot, so that you can hold onto it, and you use it to put some oil in, and fry different types foods and vegetable and meats.

2. What's a bus? - A bus is a form of motorized transport. You probably see a lot of them, a lot of cars, lorries and busses around, they're big metal things with wheels on that make a rumbling noise, and a bus is a rather big one full of lots of people.

3. What's a suitcase? - It's something you use to carry clothes, and other personal items when you go on a trip.

4. What's air? - Air is something that is all around us, that we can't see, but which we need to live in, and consists of a lot of different things in it, hydrogen, oxygen, lots of different things depending on where you are.

5. What's flu? - The flu is something that you get that gives you symptoms of fever, headache, sometimes nausea, which is a sick feeling in your stomach, and it usually incapacitates you for a few days.

6. What are pajamas? - Pajamas are most uncomfortable forms of clothing that some people wear, but I haven't worn them for years, consisting of trousers and a shirt, for going to sleep in. Unfortunately they usually twist around and get very uncomfortable, and a lot of people don't need them days.

5. Great Ideas? (p.16)

1. Pencorder.

Stan: Thank you, thank you, ladies and gentlemen. And welcome to "Great Ideas," the show where we find out about some really incredible products. But, first, let's say hello to our old friend, Bob Landon!

Audience: Hi, Bob!

Bob: Hi, Stan.

Stan: Hey, that's a nice pen you have there.

Bob: Yes, it is, isn't it? But it's not just a pen. It's a Pencorder.

Stan: A what?

Bob: It's called a Pencorder. It's a pen and a voice recorder. (Hmm.) Here, let me show you what I mean. Now, I'm going to press this red button at the top of the pen. (OK.) Now, you tell us the phone number that viewers have to call to order a product from "Great Ideas."

Stan: All right. Sure - it's 1-800-555-1234.

Bob: OK, now listen.

Stan: It's 1-800-555-1234. Wow, it recorded my voice!

Bob: Right. Now, every time I have to remember a phone number, or an address, I just record it on my Pencorder. (Hmm.) It records up to twenty seconds of messages. And if I want to write something down, the Pencorder also works as a pen.

Stan: Wow, Bob, what a *great idea*. Hey, just one more question, Bob. (Mm-hmm.) How much is the Pencorder?

Bob: Well, usually the Pencorder is twenty-nine ninety-five. But today, it's on sale for nineteen ninety-five.

Stan: That's incredible!

2. Safe-T-Man.

Stan: Thank you, thank you, ladies and gentlemen. And now, here's Melissa!

Audience: Hi, Melissa!

Stan: Hi, Melissa. Do you have another *great idea* for us?

Melissa: Yes, I do, Stan.

Stan: Good, good! But first of all, ah...can you tell me: Who's that guy sitting over there by the window?

Melissa: Oh, he's my Safe-T-Man.

Stan: Your safety man?

Melissa: Safe-T-Man. (Mm-hmm.) He may look human, but he's not. He's an artificial man. He weighs less than ten pounds.

Stan: And just what does he do?

Melissa: He just sits there and keeps me safe. You know, I live alone, and my neighborhood isn't very safe.

Stan: Mm-hmm.

Melissa: Well, burglars will go away when they see my Safe-T-Man sitting by the window. (Oh.) They'll think that someone is with me. When I'm home alone, I'll feel safe.

Stan: That certainly is a *great idea!*

Melissa: Mmm. He's available in three styles: light skin with blonde hair, light skin with gray hair, and dark skin with dark hair.

Stan: Fantastic!

Melissa: Uh-huh. And he comes with two sets of clothes: a jogging suit and a business suit.

Stan: So tell us, Melissa. How much is this amazing product?

Melissa: Well, you can get Safe-T-Man for just ninety-nine ninety-five by calling the number that is on your television screen now.

Stan: That's an incredibly low price for such a *great idea*, Melissa.

Melissa: It sure is.

3. TV Remote Control Locator.

Stan: Well, thank you very much, ladies and gentlemen. Thank you, indeed. Oh, now it's time for me to watch my favorite show on TV. But...oh...wait a minute. Oh, no,...I can't find the remote control.

Audience: Hi, Ken!

Ken: Need a little help, Stan?

Stan: Oh, yeah. Hi, Ken. I sure do. You can help me find the remote control.

Ken: Well, I can't. But the TV Remote Control Locator can. (What?) It finds your remote control for you.

Stan: It does?

Ken: Yes, it does. Press that red button on the TV.

Stan: OK. Here goes.

Ken: Hear that sound?

Stan: Yeah, yeah, it-it's coming from under the couch.

Ken: Well, take a look.

Stan: Oh, yeah, here it is. Here's the remote control. Thanks, Ken.

Ken: Hey, don't thank me, Stan. Thank the TV Remote Control Locator.

Stan: Ha! What a *great idea* (Isn't it?) I'm always losing my remote control.

Ken: Well, you won't anymore. The TV Remote Control Locator has a seventy-five-foot range, (Wow!) and it works through walls, windows, and luckily, furniture cushions.

Stan: Luckily for me, right? That's amazing. What does it cost?

Ken: Well, Stan, the TV Remote Control Locator is only twenty-four ninety-five. That's right, only twenty-four ninety-five.

Stan: Wow, that is sure a *great idea*, isn't it, folks? Thanks a lot, Ken.

Ken: Hey, anytime.

9. This Thing Is Useless! (p.24)

1

A: That's funny. It isn't working. I keep pushing the button, but it won't take any pictures.

B: Maybe you need more film.

A: No, that's not it. I put in a new roll of film this morning.

B: What about the batteries?

A: Hmm. I guess they're pretty old.

B: That's the problem. The batteries are dead.

A: That must be it.

B: You should replace them.

2.

A: This machine didn't clean my clothes very well. I had to wash everything twice.

B: Really? Did you put a lot of clothes in there?

A: Yeah. I filled it to the top.

B: Oh, that's the problem. You put in too much clothing.

A: Really?

B: Yeah. Do you see this line on the inside of the machine?
You shouldn't fill it above that line.

3.

A: This thing is useless. I've done the living room floor twice, but it still isn't clean.

B: Have you checked the dust bag?

A: The dust bag?

B: Yes, everything it picks up goes into the dust bag inside. Here, let me check.

You see, that's the problem. The dust bag is full.

A: Yeah. You're right.

B: You should replace the bag with a new one.

4.

A: I think this machine is jammed. It won't print any of my documents.

B: Let me take a look at it. Yes, it is jammed. The paper is stuck inside it.

A: How did that happen?

B: Let's see. Ah! Here's the problem. You used the wrong paper size.

A: Oh. Sorry.

B: Don't worry about it. But you should use the right paper size next time.

5.

A: Hey, what are you sewing?

B: I'm making a dress for the party. Oh no, look! It's all jammed up.

A: You know what the problem is? This needle is too small for your fabric.

B: Yeah. I guess you're right.

A: You should use a bigger needle.

6.

A: This should make a great fruit drink. I love making these in the summer.

Uh-oh. That doesn't sound right. What happened?

B: Did you put in a lot of ice?

A: Yeah, I guess I did.

B: That's the problem. You put in too much ice, so the blades can't move.

A: Oh.

B: You should use less ice next time.

A

10. Take Care of It. (p. 24)

1.

This flat screen TV works great if you take care of it properly. The image is sharp and the color is perfect. It's really convenient because you can hang it on the wall—not like those old clunky TVs that were so big and boxy and took up half of the living room. Direct sunlight is not good for it, so you shouldn't put it near a window.

2.

This is the latest model of laptop computer. Feel how light it is. It weighs only one and a half kilos. It's amazing, isn't it? Now, it's pretty strong, but you still need to be careful with it. It comes with a nice protective case, so you should keep it inside the case when you carry it. You wouldn't want to drop it. That could damage the screen.

3.

You'll like this air conditioner a lot. You can adjust the temperature and the fan speed very easily, using this remote control. You should close all the doors and windows when you use it. It's amazing how many people forget to do this and then wonder why it's not cooling their house.

4.

This is the best dryer we have. It holds up to 3 kilos, but it's not too big, so you can fit it in small apartment. Now, you should always clean the lint filter before you use it. It's very easy to clean. All you need to do is pull out the filter, empty it out, and then put it back in again. It's really important to do it every time you use it. If you don't, the dryer might get too hot and burn your clothes.

5.

This will get your dishes nice and clean. It's very powerful, so you don't have to rinse anything before you wash it. That's the best feature. Now, remember, you shouldn't put too much soap into it. If you use too much soap, your dishes will come out sticky.

6.

You'll enjoy using this lawn mower. It has a big gas tank, so you can usually run it for about an hour without adding gas. You just have to be careful about one thing. You shouldn't put your hand under the machine. That blade is very sharp, and you could really hurt yourself.

UNIT 5. ASKING FAVORS.

PART A. COULD YOU DO ME A FAVOR?

2. Would It Be OK if I... B. (p.38)

1.

Andy: [phone rings] Hello.

Jack: Hi, Andy. This is Jack.

Andy: Oh, hi, Jack.

Jack: I was wondering if you could do me a favor.

Andy: That depends.

Jack: Well, I have to go to a wedding this weekend. Would it be OK if I borrowed your navy blue suit?

Andy: Oh, sure. No problem.

Jack: Thanks a lot. I'll come by and pick it up tonight.

Andy: That's fine.

2.

Rose: [phone rings] Rose Rizzo.

Jack: Hi, Rose. This is Jack.

Rose: Oh, hello. How are you?

Jack: Pretty good, thanks. Listen, the reason I'm calling is I have a really big favor to ask you.

Rose: Yes?

Jack: Remember I told you about that friend of mine who's getting married to a woman he met in Barcelona?

Rose: Yeah. I remember. And?

Jack: Well, the wedding's this Saturday afternoon, and it's out in the country – about an hour's drive from here – and I was wondering if I could borrow your car for the afternoon to get there.

Rose: Gee, Jack, I'd really love to help you out, but I'm going to be needing my car all weekend. I've got a friend coming in from out of town, and I promised to show her the sights.

Jack: Oh, Ok. I understand. Anyway, how are things? I haven't seen you for ages.

Rose: Oh, pretty good.

11. Thanks a Million. A. (p. 45)

1. Tina

Robert: [phone rings] Hello?

Tina: Hi, Robert. This is Tina.

Robert: Hi, Tina. What's up?

Tina: Well, actually, I was wondering if you'd mind lending me your camera for a few days. I want to take some photos of my new apartment to send to my folks.

Robert: Sure. You can borrow it.

Tina: Oh, thanks a million.

2. Mike

Mike: Hi, Sandy. This is Mike.

Sandy: Oh, hi. How are things with you?

Mike: Pretty good. Listen, I was wondering if I could use your video game system over the weekend.

Sandy: You mean my Sony Play Station?

Mike: Yeah. My sister's asked me to take care of my niece and nephew over the weekend – they're six and eight – and I thought it would be a great way to keep them busy.

Sandy: That's a good idea – kids that age love video games – but, well, I have news: My machine isn't working. I've been meaning to take it in to get fixed, but I haven't gotten around to it.

Mike: Oh, too bad.

Sandy: But you know, you can always rent one. Most video stores have machines to rent. You just have to leave a deposit.

Mike: Oh, perfect. I'll do that. Thanks, Sandy

3. Phil

Phil: Hi, Greg. It's Phil.

Greg: Hi. What's up?

Phil: Not much, I was wondering if I could ask you for a favor.

Greg: Hmm...maybe. Try me!

Phil: Well, I have to go out of town for a few days next week.

Greg: Uh-huh.

Phil: Could I leave Polly with you while I'm gone?

Greg: Polly? Who's Polly?

Phil: You know – Polly, my bird.

Greg: Oh, yeah. I forgot. Your bird. I don't know, Phil. I really don't like birds very much. They're messy, and they make a lot of noise, and...

Phil: No, not Polly. She's really a great bird. She's really clean and very quiet. She won't bother you – I promise.

Greg: Oh, all right. I'll do it.

Phil: Thanks. I really appreciate it. I'll bring her over on Tuesday night.

Greg: Ok. But you owe me one!

PART B. Pass It On

1. Leaving a Message. B. (p. 47)

Sophia: [Key in door, door opens and shuts] Hi! I'm home!

Amy: Oh, hi.

Sophia: Did anyone call?

Amy: Uh-huh. Your old friend Peter called a few hours ago. He's going to be in town on Saturday and wants to get together with you Saturday night. He said to call him.

Sophia: Oh, super! I haven't seen Peter in almost a year. Any other calls?

Amy: Uh, yeah. Jeff called. He wants to know if you want to go to Tony's party with him.

Sophia: Oh. When is Tony's party?

Amy: On Saturday...

Sophia: Oh, perfect. That's the same night I'm going to get together with Peter, so I have an excuse not to go. Even if I weren't going out with Peter, I wouldn't go anywhere with Jeff. Oh, he's such a pain!

Amy: Oh, he didn't sound so bad. He sounded kind of sweet.

Sophia: Yeah, yeah, I guess he is. It's just that I don't want to go out with him – and he just doesn't seem to get the message. Do me a favor, Amy: If he calls again, could you just tell him I'm not home?

Amy: Hmm. Ok.

UNIT 6. TRAVEL BROADENS THE MIND

PART A. A PERFECT HOLIDAY DESTINATION.

4. Getting Away (p. 56)

1. I: Interviewer J: Jean

I: Hello. I work for Sun Tour holidays and I'm interviewing people about their last holiday. Would you mind answering a few questions for our survey?

J: No, not at all.

I: Thank you. Firstly, could you tell me about your travel arrangements? Did you experience any difficulties in reaching your destination?

J: Well, our plane didn't *take off* on time. It was delayed five hours, so we didn't get to Cyprus until three in the morning and we were very tired when we got there. But there was a coach at the airport waiting to *pick us up* and it *dropped us off* at the hotel in time for breakfast, so that was all right.

I: And how was the hotel?

J: Well, we were a little disappointed with the room. It didn't have a balcony and it *looked out onto* some rather ugly, noisy streets, but the beach was just *a stone's throw away* - it only took us a couple of minutes to get there.

I: And how important are holidays to you?

J: Oh, we always look forward to going on holiday. We always make sure we *get away* at least once a year.

2. I: Interviewer A: Andy

I: Could you tell me first about your travel arrangements? Did you have any problems with them?

A: We had no problems flying out, but coming back was awful. We *checked out* of the hotel early Saturday morning and *set off* for the airport by taxi. We were supposed to *get back* to London in the afternoon, but our plane didn't *touch down* until Sunday at four in the morning, so we were absolutely worn out when we got home.

I: Oh, and why was there such a delay?

A: Technical difficulties, they said. Something wrong with the engine

I: And apart from that, how was the rest of the holiday?

A: Oh, it was great. I took up windsurfing and I want to go back and do it again next year.

I: And how important are holidays to you?

A: I think they're important. You need a change, you need to see somewhere different.

Travel broadens the mind, doesn't it?

3. I: Interviewer S: Susan

I: And what was your last holiday like?

S: Marvelous, absolutely marvelous. We went to Rome and we met up with some very nice people from Manchester. We *looked round* the city together and saw all the sights - the Coliseum and St. Peter's .. And on the way back to England we *stopped off* in Paris and spent a couple of days there. We had a marvelous time.

I: And how important are holidays to you?

S: Oh, it's good to *get away from it all* and forget all your worries and problems, even if it's only for a few days.

4. I: Interviewer S: Sheila

I: So could you tell me about your last holiday?

S: It was a complete disaster, and it was a pity, because I was really looking forward *to* it. The plane didn't *take off* on time - it was delayed six hours! The flight was awful - I suffered *from* air-sickness all the way. My hotel room was small and dirty. I complained *about it to* the manager and I insisted *on* having a different room, and I even succeeded *in* getting one, but it was just the same!

I: Goodness, it sounds terrible.

S: I was really disappointed with the beach - it was ugly and miles from the hotel. No, the whole thing was a complete disaster. In the end I couldn't wait to *get back* home.

I: So you weren't at all satisfied with your holiday?

S: No, I wasn't. I'd never go back there again!

I: And how important are holidays to you?

S: Very. I love visiting beautiful places. That's why I was so angry *about* the holiday and *with* the man who booked it for me.

I: Yes, I'm sure you were. Which company did you book your holiday with?

S: Sun Tour Holidays.

I: Oh ...

8. Places to visit (p. 62)

Mrs Cohen: Good morning. I'm interested in taking my family to the Sunnyside self-catering apartments in Torremolinos.

Travel Agent: I see. Now, when would you like to go?

Mrs Cohen: Oh, in June, the first two weeks of June. How much would that cost?

Travel Agent: For the whole family?

Mrs Cohen: Yes, that's two adults and two children.

Travel Agent: How old are the children?

Mrs Cohen: They're eight and five.

Travel Agent: Well, it's £ 230 each for the adults and children under twelve pay £130, so that's ... £720 altogether.

Mrs Cohen: What does that include?

Travel Agent: That, madam, includes flights, accommodation, transfers to and from resort, the services of our resort representative and, of course. holiday insurance.

Mrs Cohen: Hmm, that sounds very reasonable. May I book now and pay by credit card?

Travel Agent: Of course, madam. Just give me your full address and names, and I'll issue the flight tickets and accommodation vouchers immediately.

Mrs Cohen: Thank you. My address is 7 Lincoln Avenue, London NW8. My name is Mary Cohen, my husband's name is Sammy, and our children's are Ben and Holly.

Travel Agent: Here is your travel wallet. You will be flying from Gatwick Airport on June 1st at 9 o'clock. Please be at the airport two hours in advance for check-in procedures. From there our staff will take care of you.

Mrs Cohen: Well, you've been very kind and helpful.

Travel Agent: All part of the service, madam. Have a pleasant holiday and thank you for traveling with us.

13. What Do You Like About the City? (p. 69)

Andy: Well, this is Andy Wong, and we're just about at the end of another episode of "Where in the World ... ?" But before we sign off, I'd like to tell you a little about tomorrow's program. Tomorrow we'll have a very interesting report on two very exciting cities that I'm sure you won't want to miss. Our reporters in the field, Deborah and Todd, are standing by to fill us in on the details, Deborah! Can you hear me?

Deborah: Yes, Andy, loud and clear!

Andy: Well, where are you?

Deborah: You know I can't tell you that, Andy! You have to watch tomorrow's program to get the answer.

Andy: Oh, right,.. that's right. Well, tell us about the place anyway.

Deborah: OK. This city is a very exciting place to visit. First of all, it is one of the ten largest metropolitan areas in the world. It is a very cosmopolitan city with a strong identity of its own. And the local food is unique. I really am enjoying the restaurants that serve barbecued beef, which is grilled right at your table. But I must warn you, much of the food is extremely spicy, so come prepared. Do you like spicy food, Andy?

Andy: Love it!

Deborah: Well, you should come on over, then! Andy, this city is very old. It was founded in the fourteenth century and is divided by the Han River. The city has a striking combination of modern and ancient architecture. In fact, most of the traditional architecture is located on the northern side of the river - where I am now. With its efficient subway system, it's very easy to get around and see the sights.

Andy: Great, Deborah. Thanks so much for...

Deborah: Oh, wait, Andy! One more thing I forgot to mention! The shopping - the street vendors here sell everything from shoes to electronics to furniture - all at discounted prices! Oops, have I said too much?

Andy: No, no, not at all. Sounds like you're having a fantastic time. We're looking forward to hearing your full report tomorrow, and finding out just where in the world you are right now! Before we run out of time, though, let me turn it over to Todd. Todd? Are you there?

Todd: I sure am. Hello, everyone. Well, my city is very old. It was founded in fifteen forty-nine by the Portuguese. It is now the third largest city in the country, with about two million inhabitants. It's quite fascinating. Believe it or not, it's built into a cliff, and it overlooks a beautiful bay. It's actually on two levels. To get to the upper level you can take an elevator. From there you have a wonderful view of the bay. And if you enjoy swimming, there are beautiful beaches.

Andy: Well, Todd, I guess we know where you've been the last few days! On the beach!

Todd: Well, not exactly, Andy. There's so much to see and do here. By the way, this city also has a strong African influence: you can see it in the music, food, and dance styles of the region.

Andy: Mm-hmm. What do people like to do there?

Todd: Many people enjoy watching a special kind of dance that's a mixture of dancing and fighting with an African origin, For those of you who enjoy nightlife, this city can't be beat. It has several different street festivals during the year, each one like a mini-carnival of its own.

Andy: Great! Thanks a lot, Todd. Well, that certainly has given our listeners plenty to think about, but I'm sorry to say we're out of time. That's it, folks. This is Andy Wong reminding you to tune in tomorrow for the next installment of our travel show, "Where in the World ... ?" Good night, everybody!

15. What Is the City Like? (p. 71)

Interviewer: Hi, guys

Jose /Vicki: Hi.

Interviewer: Thanks for agreeing to meet me here on such short notice.

Jose: No problem.

Interviewer: Well, listen, as I said to you on the phone, I'm doing a story for the campus newspaper. I'm interviewing foreign students to get their impressions of our city. Um,..this should only take about ten minutes or so. Let's see...Uh, do you mind if I tape-record our interview?

Vicki: Oh no, not at all,

Interviewer: OK, then. Jose, why don't we start with you. What do you think of San Francisco? How do you like it here so far?

Jose: It's OK. I guess.

Interviewer: Oh, you don't sound very enthusiastic,

Jose: No, no, I like it. It's just that I've been so busy studying. I haven't had much time to explore the city.

Interviewer: Oh, that's too bad.

Jose: Yeah. And when I have the time, well, it's so cloudy and foggy here - especially in the summer. I never thought I'd be wearing a sweater in July.

Interviewer: Well, this is Northern California. Hey, maybe you should move south. I hear Los Angeles is warmer. Vicki?

Vicki: Oh, I love it here. I think this is a beautiful city. The rolling hills, the views of the bay - it's very romantic.

Interviewer: Yeah. So how do you guys spend your free time?

Jose: Well, I'm studying architecture and am somewhat of a photographer....

Interviewer: Really?

Jose: Oh, I'm just an amateur. Anyway, I.. I'm always taking pictures of the buildings in this city. You know, the Victorians, the modern skyscrapers downtown, MoMA,...

Interviewer: MoMA, You mean, the Museum of Modern Art?

Jose: Right. There's such a variety of buildings in this city. The architecture is really great. I also have taken pictures of other structures, like the Golden Gate Bridge - it looks totally different when the weather changes.

Interviewer: Wow! That's interesting, Ah, well, Vicki, it's your turn. What do you like to do?

Vicki: I like to explore the different neighborhoods. Yesterday I went to the Italian Neighborhood, North Beach, to buy some pastries and have a cup of espresso. Today I'm going down to the Mission District to get a burrito for lunch.

Interviewer: Hey, sounds like you like to eat

Vicki: Yes. Actually, I like the Mission a lot. It's a Hispanic neighborhood. We don't have anything like that where I come from.

Interviewer: Uh, well, that's about it. Any final comments?

Jose: No, not really.

Vicki: I'd just like to say that it is a great place to leave. It's small enough to get around easily, but big enough to offer all the advantages of a large city. I'm glad that I got a chance to study here.

PART B. SUCCESSFUL WRITING.

1. (p. 74)

Tom: Hello, Amy - I haven't seen you for a while! What've you been up to?

Amy: Actually, I've just got back from Buenos Aires.

Tom: Buenos Aires—mm — that's in Argentina, isn't it?

Amy: Yes, it's the capital. It's on the north-east coast, in a really beautiful part of the country, near the Rio de la Plata.

Tom: Oh, lucky you! So, mm ... is there much to see there? What are the main tourist attractions like?

Amy: Oh, there's loads to see and do. The day after I arrived, I went on an organized tour of the city. We started in the Plaza de Mayo, where most of the main sights are. We went into the Metropolitan Cathedral first... that was really magnificent ... anyway, then we went across the square to watch the changing of the guard outside the Casa Rosada.

Tom: Casa Rosada, eh? What's that, then?

Amy: Well, it's Spanish for "pink house" - it's where the President lives

Tom: It's not really pink, though, is it?

Amy: Yes, it /s, honest! Actually, it's a really beautiful building.

Tom: So, did you go inside this, mm, Casa Rosada?

Amy: Well, we went into the Visitor's Museum, but we weren't allowed into the house itself.

Tom: And did you do any shopping while you were there?

Amy: Of course! There are loads of markets and fairs to go to in Buenos Aires — like the antiques fair on Sundays ...

Tom: Antiques?

Amy: Mm-hmm ... and a really big market at San Telmo, which was great for bargains. I bought some really nice presents there.

Tom: Oh, where's *my* present then?

Amy: Oh ... well... I just bought things for my family, you know ...

Tom: It's okay, I'm only joking! So tell me about the evenings—was there much to do, or were you exhausted after all your other activities?

Amy: Well, I must say it was good just relaxing a bit in the early evening. We went to the cinema once or twice, but most nights we'd sit in the square, drinking coffee and watching the world go by. Afterwards we usually had dinner somewhere nearby—there were hundreds of restaurants to choose from.

Tom: Did you like the Argentinean food?

Amy: Yeah, it was delicious. There's a big variety, too. We even went to a Russian restaurant one evening — you can find almost any kind of food you want in Buenos Aires. It's amazing!

Tom: It sounds like you had a really nice time there.

Amy: Oh, I did — I really enjoyed myself. I'm really glad I went there. If you ever have the opportunity to visit the city, I'd definitely recommend it.

5. (p.78)

Presenter:

For our first program on historic British buildings, what could be more suitable than Buckingham Palace, the home of the royal family? Buckingham Palace is located in central London, close to Hyde Park, and it's a building which is sure to impress you.

The Palace was built in the eighteenth century, but has had many buildings added to it since then. It didn't actually become the royal family's official home until 1850.

The front part of the building is made of grey marble and is on four levels. It has very large windows, and a huge balcony at the front, where the royal family greet the crowds on special occasions. There is a magnificent garden with a small lake at the back of the palace, surrounded by high walls and tall iron railings.

The interior of Buckingham Palace can now be seen by the public and is luxuriously decorated. Altogether, the palace has 600 rooms, and three miles of red carpets cover the floors. The rooms are large and spacious and are filled with valuable antiques, as well as priceless paintings that have been passed down through generations of kings and queens of England.

All in all, Buckingham Palace is a really fascinating building that should certainly not be missed by any visitor to London.

PART C. CULTURE CLASH

4. Unique Customs (p. 81)

1. Alice:

One thing that I never really got used to when I was traveling in Asia was the way people make noise when they drink soup. I think it's because they want to show that they're really enjoying their food so they make a loud slurping noise. It bothered me. I guess it's because my parents spent years when I was a kid telling me not to make noise while I was eating.

2. Mark

Mark: When I lived in Spain, I was surprised at how late people eat in the evening. When you're invited to dinner, you are asked to come around nine o'clock and you usually don't start dinner until ten. And people stay terribly late – sometimes until two in the morning or even later. I found it difficult. How does one get up and go to work or school the next day after eating and drinking until three in the morning?

3. Susan

Susan: I lived in the Middle East for a while, and I went out, I had to obey the local custom of wearing something over my head and wearing a dress that covered my whole body. At first, I found it a real nuisance, but after a while, I got used to it and even started to like it. You feel really secure, and also you don't have to worry about what to wear all the time.

11. International etiquette (P. 85)

... OK everyone. On a round-the-world cruise you're obviously going to visit a lot of different countries and experience a lot of different cultures, and I just wanted to say a few words about what we call international etiquette - being aware of the appropriate way to behave socially, in public. We'll give you specific advice when you're going on particular shore excursions, but I thought a few general words of advice now wouldn't go amiss.

Really, it's all about respect. I'm sure a lot of you already know about visiting churches, mosques, and other religious buildings. It's important to wear appropriate clothes and cover up bare skin. Men should always wear shirts. Shorts are not a good idea for women - women should in general avoid showing bare shoulders, arms, or legs, and in mosques and temples you'll need to cover your head too. In fact, when we're in Egypt, the Middle East, and Asia you'll also need to take off your shoes before you enter any religious building - outdoor shoes are seen as carrying all the impurities of the world.

I wonder if any of you know about some other customs. For example, when we get to the Far East, from Singapore onwards, you should be particularly careful about your posture. The soles of your feet, for example, are considered to be the dirtiest part of your body, and you should never point your foot at someone - so crossing your legs in public is not a good idea when we're in

Singapore and Thailand. Also, avoid pointing, certainly at people, but also at objects. In Japan and other Far Eastern countries, blowing your nose in public is also not really acceptable.

When it comes to greeting people in different countries there are a lot of differences. You'll find Egyptian and Middle Eastern men kissing each other. The Spanish and many southern Europeans also kiss each other on the cheeks - though not normally the men. In Japan they'll bow - and the extent of the bow depends on the respect due to that person. But for you, probably the safest way to greet someone, certainly outside Asia, is just with a firm handshake. Although you must make sure it's your right hand: in a lot of countries, particularly African and Middle Eastern countries, the left hand is regarded as unclean, so you shouldn't give things to people, pass food, and so on, with your left hand.

Food and eating habits is probably the most interesting area of international etiquette, but you'll be eating in international restaurants most of the time - although I hope you can all handle chopsticks! You probably won't get invited to anyone's home on this trip but if you ever do, make sure you check out the way to behave first. There's lots of potential for unintentionally causing offence. For example, in Singapore you should always say no to a second helping of food (you'll probably get some anyway!), and it's polite to leave some food on your plate at the end, whereas in somewhere like Russia that would probably offend your host!

Well, perhaps that's enough on international etiquette for the moment. You'll find a lot more information in your welcome packs, and I'd like to suggest you have a good look at the section on tipping and bargaining in particular. Now I'll hand over to Julia who's going to tell you about the entertainment program on board...

12. What Went Wrong. (p. 87)

Cindy:

You'll probably be surprised to hear what I did! I was on a business trip... .The flight was a long one, and when I arrived at my destination, I was eager to get my bags and get to my hotel to relax. Well, you know, they always tell you to be careful to get the right bag, but I was in a hurry. You can guess what happened: My black suitcase looked just like every other one, so I picked up someone else's. I didn't realize my mistake until I got to the hotel. Well, I immediately called the airport, and fortunately it all worked out. I had to go back to the airport, though, to pick up my suitcase and return the other one. And of course, I also had to apologize!

Scott:

This is kind of a funny story. I was in Toronto and had a layover between flights. I'd arrived at about six P.M., and my flight out wasn't until about eight thirty. Well, my flight was delayed ... and delayed. It got really crowded at the departure gate. I was getting tired, and there were so many people around -I hate crowds - so I went to sit away from the departure gate to escape the crowds. I was reading my newspaper, feeling drowsy, and then ... the next thing I know, I woke up

and there's no one around! The crowd is gone! I'd fallen asleep and missed my flight! They must have made lots of announcements, and I missed them all! Boy, did I feel stupid. I had to stay in Toronto overnight and catch a flight out the next morning.

Kate:

Let's see, my travel experience was a truly frustrating one. I was going on a short vacation to the beach. We had a long holiday weekend, so it was going to be a short trip. You know, fly out on a Friday night and come back on a Sunday afternoon kind of thing. Well, when I got to the airport and checked in at the counter, there was a problem with my ticket. It turned out the travel agent had printed the wrong date on my ticket! My ticket was for a flight at the same time, but on the following day! I couldn't believe it!

I didn't want to leave the next day because my trip was already such a short one. Why should I have to cut my vacation short when it wasn't even my fault? I complained to everyone at the counter, including a manager. But there was nothing they could do. I had to go standby on that flight. In the end, I was very lucky that they had an extra seat on the plane. So I got to enjoy the beach after all. Now you can bet that I always double-check my tickets to make sure all the information is printed correctly!

13. Culture Shock.

D. (p. 90)

I was traveling in the Sudan by train and the journey I had to make was going to last 48 hours and about an hour into the journey someone in my compartment, I think there were another seven people in the compartment, someone spread a large cloth on the floor and people began to bring out food. No-one had a knife, so people were breaking up food and placing it on the cloth...

..... I realized this was the thing to do so all I had was three or four tomatoes. So I broke up my tomatoes and put them on the cloth and then we all started to eat the food. And there was bread and beans and lamb and many different things and people were eating and I noticed that no-one was eating my tomatoes. So I encouraged them to eat and everyone smiled very politely but wouldn't actually take any. And slowly the food disappeared and disappeared and my tomatoes were left. So at the end of the meal there was nothing left except my tomatoes. And I felt slightly uneasy about this, I didn't know why...

..... I thought probably it was because I was a foreigner and perhaps the Sudanese people didn't want to take a foreigner's food from them. So in fact I ate the tomatoes myself. It was only some time later that I realized that in fact the reason that people hadn't eaten my tomatoes was because I had broken up the tomatoes with both hands.

UNIT 4 THE ART OF COMPLAINING

PART A. LET'S DO SOMETHING ABOUT IT.

4. Fair Exchange? (p.101)

1.

Clerk: Can I help you?

Man 1: Yes, I bought this briefcase here last week, but there's something wrong with the lock. I can't get it to close properly.

Clerk: Let me see. (Clerk opens and closes briefcase lock) Yes, I see what you mean. The lock seems to be jammed or something. No problem. I'll get you another one. Sorry about that.

2.

Woman: Hi.

Clerk: Yes?

Woman: I wonder if you could take a look at these shoes I bought here. They're pretty new, but they seem to be falling apart.

Clerk: Hmm. Let me see. Yes, this doesn't look right. The stitching is coming out. How long did you say you've had them?

Woman: Only about a month. Here's the receipt.

Clerk: Hmm...yes. Well, let me exchange these for you. I'm sorry for the inconvenience.

3.

Man 2: Excuse me.

Clerk: Yes, how can I help you?

Man 2: You see this shirt? I bought it here a few weeks ago, but the first time I washed it, the color changed: It went from bright red to light pink.

Clerk: How did you wash it?

Man 2: Well, I just tossed it into the washing machine with my other clothes.

Clerk: What temperature did you use?

Man 2: I usually wash my clothes in hot water, so I guess hot.

Clerk: Well, did you check the washing instructions?

Man 2: Um...maybe not.

Clerk: Well, you see here on this label? It says, "Wash in cold water only".

Man 2: Uhm-hmm.

Clerk: So I'm really sorry, but since you didn't follow the washing instructions, I can't really do anything for you.

11. Tenants' Problems. B. (p.104)

- Ms. Lock:** (Phone rings) Hello?
- Mrs. Harris:** Hello. Is this manager?
- Ms. Lock:** Yes, this is Ms. Lock.
- Mrs. Harris:** This is Mrs. Harris in Apartment 216.
- Ms. Lock:** Yes. How can I help you, Mrs. Harris?
- Mrs. Harris:** I'm having a problem.
- Ms. Lock:** What sort of problem?
- Mrs. Harris:** With the electricity.
- Ms. Lock:** What sort of problem with the electricity?
- Mrs. Harris:** Well, I don't seem to have any.
- Ms. Lock:** I see. Do you mean for the lights or is it the appliances, too?
- Mrs. Harris:** Let me check ... (Refrigerator door opens)
No, the refrigerator is OK, so it must be just the lights.
- Ms. Lock:** I guess something must be wrong with the fuse box. I'll come up and have a look at it right away.
- Mrs. Harris:** Thanks so much.

12. Repair Jobs. (p.104)

1. Joe

Joe: I work in the watch repair center at a large department store. I repair all kinds of watches, but nowadays, most of them are pretty easy to fix because they all run on batteries. The most common problem is they need a new battery. Since that only takes a minute or to fix, I always have plenty of time to tell my watch jokes – like this one: What time is it when an elephant sits on your watch? Time to buy a new watch! And here's another one: What time is it when the big hand...

2. Louse

Louse: I repair luggage – mostly suitcases. People spend a lot of money on luggage, and often all it takes is one flight for a suitcase to get damaged. The most typical problem, I guess, is the wheels. I fix the wheels on about 20 suitcases a week. It's not surprising, really, with the way those baggage handlers at the airport throw around people's luggage. You'd think they were playing ball, the way they throw suitcases around here and there...

3. Sam

Sam: I repair household appliances. The most frequent calls I get are from people who are having trouble with the garbage – disposal system in their kitchen.

Usually the thing gets jammed because the people have put too much food into it at one time or something metal or plastic has fallen down into it. It's usually pretty easy to fix a garbage disposal, but every once in a while, you run into situations that aren't exactly typical. One time, a little girl had put her Barbie doll down into the disposal – she thought Barbie would enjoy the ride. She couldn't get the doll back out again, and she was afraid to tell her mother what she'd done. So when the mother went to use the disposal, it made a horrible noise and died – and so did Barbie.

13. Fortune Teller B. (p. 105)

Fortune-Teller: Fortune-Tellers International. This is Madame Ines. Let me tell you what the future will bring. What's your sign?

Ken: I'm a Leo.

Fortune-Teller: Hmm... let's see. Well, this is going to be an interesting week for you.

Ken: Why is that?

Fortune-Teller: It seems that you're waiting to hear about something important, and you should have good news toward the end of the week.

Ken: Hmm...I wonder what that's about.

Fortune-Teller: But your situation at work or at school will become more difficult in the coming days. You may find things boring for a while, but you should be patient.

Ken: Ok.

Fortune-Teller: Now, on the personal side, you will have some lively and interesting discussions with the one you know well. Pay attention to this friend's advice because it will turn out to be good for you in the long run.

Ken: Ok. That doesn't sound too bad.

Fortune-Teller: If you would like to hear more, I'll need your credit card number, please.

Ken: Oh. It's 8997-9670072...

15. I Need to Have It Done. (p.106)

1. Anne

Anne: I think I really need to call in a professional to help me plan it. I mean, I'm expecting as many as 75 people, so I'll really need help. That way I can make sure I have the right kind of food – and enough of it – and I can have help fixing up the house and arranging for the music and that kind of thing. And since the mayor and her husband are coming, along with lots of other VIPs, it's going to be really important for everything to go smoothly and to be well organized.

2.Eric

Eric: I think I'll have a pretty good-sized one built, maybe about 25 meters – but narrow, just so I can do laps. It will probably cost a fortune, but my parents are going to help with the cost. And anyway, I really need to have it done so that I can train for the national championships next summer.

3.Dawn

Dawn: Once I start taking this night course on top of my full-time job, I just won't have time to spend doing chores and going to the supermarket and all that. So I'm going to start using this service about once a week. From what I hear, it's very easy: I just call them up and give them a list of everything I need to have done. And the person who does it checks out prices in different stores and hunts down bargains, so I'll probably save money in the long run.

16. Apartment Problems (p.106)

1.

Well, to start with, look at the wall underneath the window. Water must have come in sometime and stained it. It really needs painting.

2.

And this carpet is awful. It's old and stained, and the color's horrible. We've got to ask the landlord for a new one.

3.

I think that switch is broken—the one for the lamp next to the sofa. Try it. It doesn't work.

4.

Look! This door is falling off! It's so loose! It really needs to be fixed.

5.

This sofa needs recovering, doesn't it? I mean, it's really worn thin. I wonder if we can get the landlord to recover it. There's nothing wrong with it apart from that.

6.

I think the TV needs fixing, too. The reception is very bad, so I guess we'd have to put up a bigger antenna. Say, do we really want this apartment?

PART B. CONSUMER COMPLAINTS.

3. Shopping Problems (p.111)

1.

A: A: Can I exchange this shirt, please?

B: What's the problem?

A: I asked for a size 44, but this is a size 34.

B: Let me see if I can find one in the right size. Just a moment. I'm sorry, sir. We are completely out of your size. Could you come back next week? We'll have some more in then.

A: Um. Okay.

2.

A: I'd like to exchange these shoes, please.

B: Oh, are they the wrong size?

A: No, I just bought these and I noticed that the heels are coming off. Look.

B: I see what you mean. Do you have your receipt?

A: Let me see. Oh, it looks like I forgot it. Does it matter?

B: Yes. Could you bring us your receipt?

3.

A: Excuse me, I bought this briefcase here a few months ago. Look. Here's my receipt.

B: Yes?

A: The problem is, I can't get the lock to work.

B: Strange. Let's have a look. You're right. No problem. It comes with a two-year guarantee, so we'll repair it for you. But could you leave the briefcase with us for a few days?

A: Sure. No problem.

4.

A: Excuse me, I'd like to exchange this watch. I just bought it a few weeks ago, but look at this!

B: What seems to be the problem?

A: It's the band. It's already broken.

B: Oh. That's not good. Let me see if I can get you another one. I'm sorry. We are completely sold out of that style. I can order one for you, or do you want to exchange it for a different watch?

A: Well, I really like this style.

B: Tell you what. Call me here tomorrow. By then, I'll know, when I can get you a new one.

A: Okay. Thanks. I'll call you tomorrow.

5.

A: Excuse me. I'd like to return this shirt.

B: Is there a problem with it?

A: Yes. See the sleeves? Believe it or not, this used to be a long-sleeved shirt.

B: Really.

A: Yes, I washed it once, and look at the sleeves. Now they're much too short.

B: I see what you mean. I'll get you another one. Could you just fill out this form for me, please?

A: Oh, sure. And here's my receipt.

6.

A: There's something wrong with this camera I bought here a few months ago.

B: What's the problem with it?

A: The back doesn't shut properly. See? It pops open when you try to shut it.

B: That's strange. I've never seen that problem before. We'll certainly repair it for you at no charge.
But I do need one thing. Could you show me the guarantee that came with the camera?

A: Yes, here it is.

B: Thanks.

4. You Should Have Checked (p.111)

SA: Yes, can I help you?

C: Yes, I hope so. You see I bought this walkman here last week, and I'm afraid
it hasn't really matched up to what I was told about it.

SA: I see. What exactly is the matter?

C: Well, first of all, can you see there's this large scratch across the front of it.?

SA: But you should have noticed that when you have bought it

C: But it was in the box and all sealed up.

SA: Well, I'm sorry but it really your responsibility to check goods when you buy them.
How are we to know that it wasn't you who made the scratch?

C: That's ridiculous. But anyway, it's not the most important thing.

SA: Yes...?

C: Well, it's not supposed to need new batteries for ten hours, well it definitely does.

SA: Can I ask what batteries you have been using?

C: Surely that shouldn't make any difference?

SA: I think you'll find you'll have no problems if you use the batteries that we sell here.

C: But these are twice as expensive as the batteries I normally buy.

SA: But you will find they are worth it because you get so much more playing time out of them.

C: But the whole point was supposed to be that I could buy ordinary batteries...oh, never mind. But look, I really am not happy about this other thing.

SA: And what's that?

C: Look, it says here that the noise from it should be undetectable by other people.

SA: Yes, that's right

C: But people *can* hear it and it's really embarrassing on the bus and the underground. People keep giving me funny looks.

SA: Well, I'm sorry, but it must be the way you are wearing the earphones. We've certainly never had any complaints like this before.

C: Look, I know how to put earphones in my ears, thank you very much. But what I want to know is what you are going to do about all this.

SA: Well, I suppose we could exchange it for another model if you really aren't happy with it

C: No, I certainly am not.

SA: Well, if I could just have a receipt...

C: Ah yes, well, there is a slight problem about the receipt.

6. I am Extremely Annoyed. (p.113)

1. R – Receptionist G- Guest

R: Good evening. Can I help you?

G: Well, I hope you can. I'm in room 607 and frankly, it's disgusting. I'm extremely annoyed.

R: Oh, dear. What exactly is the problem?

G: Everything. For a start, the room is ridiculously small. I specifically requested a large room.

R: I see. Is there anything else?

G: Yes, there is! It's absolutely filthy. Yesterday, when I arrived, it was dirty, and it's quite obvious that it hasn't been cleaned for days - the bath's got dirty marks all over it and there's dust everywhere.

R: Well, that's strange: they should have cleaned it this morning and yesterday.
Are you sure?

G: Of course I'm sure! I know dirt when I see it! And another thing: the sheets haven't been changed.

R: Oh, dear. I'll send room service up with some clean sheets, and I'll make sure the room is cleaned first thing tomorrow morning.

G: Tomorrow! I'm afraid that's not good enough. I want it cleaned now, immediately, do you hear?

R: Well, I'm terribly sorry, but that's not possible. The cleaning staff have all finished now. You should have complained earlier.

G: What? This is totally unacceptable! If you can't clean my room then I want to move.

R: I'm awfully sorry, but we're fully booked.

R: I don't believe this. I demand to see the manager.

2.

R: Good evening. Can I help you?

G: Well, I hope you can. I'm in room 607 and frankly, it's disgusting. I'm extremely annoyed.

R: OK. Mrs Jenkins, isn't it?

G: Yes.

R: NOW, what exactly is wrong?

G: Well, for a start, the room is very small — I requested a large room.

R: Actually, room 607 is one of our larger rooms.

G: Is it? Well, I'm bitterly disappointed, I'm afraid. Also, it's very dirty: the bath hasn't been cleaned and the sheets haven't been changed.

R: Oh, I'm terribly sorry, Mrs Jenkins. It must be most upsetting for you. I'm quite sure there's been some mistake. I'll send someone up immediately to look at it.

G: Well, really I'd like to move room now.

R: I understand. We are very busy, but I'll see what I can do. Why don't you wait in the lounge bar while I sort this out. I'll arrange for a complimentary drink for you.

G: Well, OK, then.

R: I really am most sorry, Mrs Jenkins, for the inconvenience you've suffered

8. Unpleasant Holiday Experiences (p.115)

Male

That's the last time we try a self-catering holiday. On arrival we found the kitchen area **in** the main bedroom. The cooking unit was at the foot of the bed and when we turned it on we discovered that it was broken. The fridge was dirty and even contained a bottle of curdled milk. To make matters worse, we couldn't sleep as there was a noisy disco directly opposite our room which stayed open until the early hours of the morning.

Female

Well, it wasn't what we expected – I mean, it was supposed to be five-star and we certainly paid for a five-star hotel! The room was tiny and the food was absolutely awful. The other problem was the staff – they were really **rude** and unfriendly. For example, when I tipped one of the porters for bringing up the luggage, he actually said, "Is that all?" I mean, can you believe it?

Male

I was so disappointed when I got there. All I wanted was a quiet relaxing holiday and Kingsbrooke sounded perfect. It wasn't though. The tent had a huge hole in its side and the wind howled through every night, eventually blowing it over. When we found the shower block we were shocked that there was **no** hot water. It's not pleasant showering in freezing cold water. Besides, the shop was understocked; it was sold out of everything except two tins of baked beans, and the sell-by date on those had passed a month before.

9. Disastrous Time (p.115)

Woman: I must tell you about this one hotel we stayed in, about three years ago.

Friend: Where?

Woman: Well, it was just a little place in the country. We went for our anniversary — thought it would be relaxing and romantic. We'd seen it advertised in a magazine and it looked really quiet and peaceful.

Friend: And wasn't it?

Woman: Well, not exactly, no! For a start, when we arrived on the Friday evening, there was no one at the desk, so we rang the bell and waited, but nobody came. Then we heard voices in the back room, shouting and getting louder and louder, so we rang the bell again and eventually this little red-faced man popped out and shouted, 'Yes? What do you want?'

Friend: Ha ha.

Woman: Well, we were a bit taken aback, but we explained we had a reservation and he calmed down and we checked in. He told us the room number — 106...

Friend: You've got a good memory!

Woman: Well, there's a reason.

Friend: Oh.

Woman: Anyway, he gave us the key and off we went, only to find that the key didn't fit the door. It turned out that he'd given us the right key but the wrong room - we should have been in room 107.

Friend: And was the room OK?

Woman: Yes, it was fine — the bathroom was a bit small, but OK. There were no towels, though. I went down to ask for some and he just said, 'You want towels? You didn't bring one?' I was furious! Anyway, he apologized and brought us some.

Friend: Ha ha ha. Sounds awful.

Woman: Well, it doesn't end there! It went from bad to worse. Dinner was a disaster. The service was appalling. The waiter was drunk and could barely stand upright, let alone carry the food. He dropped my soup all over the floor. And the food was vile -tasteless and overcooked.

Friend: Did you complain?

Woman: We were sick of complaining! It was more trouble than it was worth. We just left and walked along the river to the local pub, which was lovely. But then we went back to the hotel to spend the night.

Friend: Oh no! What happened then?

Woman: We got back and went to bed. So far so good. But then after about ten minutes a horrible screaming noise started. We didn't know what it was. It sounded like someone being murdered, but we came to the conclusion it must be to do with the water pipes. Well, whatever it was, it went on all night and we hardly slept at all. By the morning we'd had enough. There was no way we were going to spend another minute there. We got our things together, had breakfast, which was surprisingly good, and asked for the bill. He got all upset and asked why we were leaving, at which point we complained about everything. He got really annoyed and said we'd have to pay for the second night because we'd made a

reservation. Well, he eventually backed down after we threatened to write to the local tourist board and the local newspapers, but he still tried to charge us for some newspapers we never had.

Friend: Did you go to another hotel?

Woman: Oh no, we just gave up and went home. Our weekend was already ruined. But anyway, the final chapter in the horrible saga happened about a month later. I was reading the paper and I came across a story about a murder in a country hotel. Guess which hotel?

Friend: No!

Woman: Yes! There were photos of it plastered all over the paper. The hotel owner had killed his wife after a blazing row and hidden the body in one of the bedrooms. But a guest was given the wrong key by mistake and found the body by chance.

Friend: Oh no, that's horrible!

Woman: And worst of all: guess which room the body was hidden in.

Friend: Oh, not yours. I don't believe it.

Woman: Yes, number 107!

PART C. SUCCESSFUL WRITING.

1. (p. 118)

A: Good morning Janice. Has the post arrived yet?

B: Er... yes Mr. Greenway, it has, but...

A: Ah, good. Let's have a look then. "Dear Mr. Greenway, I want to express my extreme dissatisfaction with the Caribbean holiday I booked with your agency. I just got back and I have to say it was the worst holiday I have ever had. To begin with I found myself staying in a huge multi-storey hotel although I had been told that I would be staying in a family-run guest house. What is more, the resort was crowded with tourists but I had been told that it was quiet and unspoiled. Finally, I had to take a long bus ride every day to get to the beach. However, the brochure said that the beach was only a ten-minute walk away. I demand that I should be given a full refund, or I will be forced to take legal action. Mrs. Joy Brown." "Oh dear. Don't tell me that the other letters are also going to be from angry customers?"

B: I'm afraid they are, sir...

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