

# UNIT 1 LANGUAGE SUMMARY

## Adjectives

### Describing annoying things

awkward  
clumsy  
complex  
frustrating  
infuriating  
time-consuming  
tricky

## Verbs

### Facing challenges

accept  
adapt  
be a step forward  
be capable of  
be frightened of  
can't take  
cope with  
get a grip  
get through  
resist  
survive  
tackle  
underestimate  
welcome

## Describing annoying things

be a waste of time  
be hard to operate  
drive crazy  
lose patience  
get on nerves

## Insider English

It looks like the server is down.  
My Wi-Fi is down again!

## Glossary

amateur  
binge-watch  
craft  
DIY (do-it-yourself)  
preserve  
revive

## Talking about how we deal with change

I'm always looking for an excuse to avoid change, and I'll do anything to keep my life simple.

We often talk negatively about the future, don't we?

We tend to fear change.

When we're feeling scared, we underestimate our ability to cope with things.

## Talking about past difficulties

We didn't use to have any privacy.

I never used to have enough coins.

I'd drive my brother crazy.

It got on my nerves to have to get up and change the channel all the time.

## Discussing issues and agreeing strongly

When it comes to technology, you can rely on the server to be unreliable.

That's so true!

You can say that again.

I couldn't agree more.

Looking at the big picture, I think email isn't that bad.

Generally speaking, you could be right ..., but

Overall, if I had to choose ...

Have it your way!

## Writing an opinion essay

### Organizing information with paragraphs

1st paragraph: Introduce the topic and state your opinion.

2nd paragraph: Use a topic sentence to introduce your example and give the main idea of the paragraph; describe the example.

3rd paragraph: (same as second paragraph)

4th paragraph: Restate your opinion but with different words than before.

## Useful phrases

It was very awkward.

It was hard to operate.

It used to drive ... crazy.

It was really tricky.

It was a step forward from ...

We shouldn't underestimate ...

It helped to cope with ...

It was a waste of time.

It used to be so time-consuming.

Generally speaking ...

Looking at the big picture ...

Overall ...

When it came to ...

## UNIT 2 LANGUAGE SUMMARY

### Adjectives

#### The natural world

adaptable  
endangered  
poisonous

### Nouns

#### Space and ocean exploration

atmosphere  
exploration  
investigation  
resources  
satellite  
species  
surface

#### The natural world

animal life  
creature  
environment  
form of life  
habitat  
origin  
plant life  
pond  
sea life  
survivor  
territory  
volcano

### Verbs

#### Space and ocean exploration

come across  
launch  
monitor  
observe  
preserve  
use up

### Insider English

You don't need to worry about Rachel.  
She is a really tough cookie!

### Glossary

fossil  
head straight for  
microbe  
mammal

### Talking about exploration and research

I would definitely prefer to explore space rather than study the ocean.

We can learn more from research into space exploration than most people realize.

Space exploration just isn't useful enough to justify the cost.

It's less important to fix future problems than (it is) to fix current ones.

There are fewer benefits to space exploration.

### Talking about life forms in different environments

Nicaragua's Masaya Volcano is one of the most active volcanoes in Central America.

Yet in and around these holes, various forms of sea life exist. The tiniest and most common are microbes.

Rats are the most adaptable mammal (that) we know of.

It's an absolutely awful place to live.

They become very hard and appear to be dead.

The final "tough cookie" has few limits to its territory.

### Exchanging important information

#### Asking for information

Is there any danger of really bad weather?

What exactly do you mean by "the worst"?

Is there a risk of snow?

What sort of coat would you recommend taking?

#### Providing information

The most important thing to consider is that mountain weather is unpredictable.

First and foremost, you need a good waterproof coat.

One thing to keep in mind is that you don't want a thick coat.

Another thing to consider is the kind of T-shirt you wear.

### Writing a description of an area

#### Using numerical words and phrases

Drumheller is a town of about 8,000 people in southern Alberta.

It's 138 kilometers northeast of Calgary.

The record highest (temperature) was 40.6°C, but the normal temperature range is -18° to 26°C.

Almost 500,000 tourists arrive every year.

The museum has one of the world's largest collections of dinosaur fossils, including more than 200 complete skeletons.

The hoodoos are natural towers of rock, up to 6 meters high.

### Useful phrases

I've been to ...

I've been ... before.

I've gone ... in the past.

I went ... once.

It felt absolutely ...

It made me feel extremely ...

It was the ... of my life.

The environment was ...

## UNIT 3 LANGUAGE SUMMARY

### Adjectives

#### Describing strong feelings

bizarre  
creepy  
disgusting  
fabulous  
impressive  
irritating  
satisfying  
stunning  
tense  
uneasy  
weird

### Verbs

#### Describing personality

attract attention  
be an extrovert  
be an introvert  
be reserved  
be the life of the party  
enjoy the company of  
feel left out  
interact with people  
show off  
socialize  
speak softly  
speak up

### Insider English

Gross!  
That's gross!  
Mushrooms are gross.

### Glossary

cookware  
database  
deadline  
intern  
stereotype

### Talking about personality types

It's Saturday morning, when we discuss my choice of the week. Cain, whose work explores the character of introverts, feels that American society often prefers extroverts. An extrovert is someone who easily attracts attention. These are the two stereotypes accepted by most people. But there's a third personality type, which Quiet Revolution explores.

### Talking about things you love or hate

I'm just sitting here, thinking about the strange things I love and hate.  
A crow flying slowly across the sky looks stunning.  
Some people like to stand on beaches, watching sunsets.  
... as a child living in New York City, I took it a lot with my mom.

### Making and responding to requests

Is there any chance you could ... ?  
I don't mean to be rude, but ...  
Would you be willing to ... ?  
I'd be happy to help out.  
Do you think it would be possible (for you) to ... ?  
I don't know how much I'd be able to ...  
Sorry, but I wouldn't be comfortable [-ing verb] ...  
Yes, I can probably manage that.

### Writing a personal statement for a job application

#### Composing and evaluating a personal statement

Make sure your personal statement is:

**Concise:** Keep it short. Avoid unnecessary words that add no meaning. Avoid overusing the word "I." Vary the sentence structure. Put the information in one paragraph.

**Relevant:** Write about who you are and what you can do. Emphasize only skills and talents relevant to the job. Avoid common expressions such as "good at working on a team" or "a dedicated and enthusiastic worker." Say how you can contribute to the organization. Briefly mention your career goals.

**Accurate:** Check your punctuation (avoid exclamation points), spelling, and grammar.

### Useful phrases

This question revealed that ...  
Our question about ... shows someone who ... would be a good employee.  
We thought this question would ... , but it didn't.  
We could improve this question by ...

# UNIT 4 LANGUAGE SUMMARY

## Adjectives

### Assessing ideas

constructive  
destructive  
unreasonable  
valid

## Nouns

### Assessing ideas

aspect  
consequence  
strength  
weakness

## Verbs

### Professional relationships

act as  
assist  
build a relationship  
build trust  
contribute  
demonstrate  
enable (sb) to  
keep an eye on  
oversee  
steer (sb) away from  
take on  
turn to

## Assessing ideas

assess  
draw attention to  
point out  
think through  
weigh the pros and cons

## Insider English

be/get stuck with

## Talking about your support team in life

... who play such important roles in our lives that it would be hard to manage without them.  
They can even steer you away from trouble.  
The Long Timer has known you for so long that you've built total trust.  
They only need to look at you to know what you're thinking.

## Making decisions

Everyone's excited and congratulating themselves on how great it's going to be.  
I've been on a red team myself, and it wasn't much fun.  
You've seen for yourself that they need to be valid points.  
The other team can't do that by itself.  
Zack Sanchez is here to present another idea.  
The other team can't do that by itself.  
That's a job for others to do.  
Teams are used to supporting one another, not criticizing each other.

## Discussing advantages and disadvantages

The main benefit is (that) ...  
A/Another plus is (that) ...  
The downside is (that) ...  
One/The tricky issue is (that) ...  
It gives the company/us/you/me the advantage of [-ing verb] ...  
I'd be / I'm concerned (that) ...  
The upside is (that) ...  
One/Another potential problem is (that) ...

## Writing a summary

### Summarizing main points

Keep your summary short (about 1/4 of a page in length).  
Use one paragraph.  
Use your own words. Don't rewrite the original text.  
Mention the title and author of the text. State the main topic.  
Briefly describe the author's main points.  
After each main point, include the most relevant details or examples.  
Don't add your own opinions. The summary should be based on information from the article.

## Useful phrases

The main benefit is ...  
Another plus / potential problem is ...  
The downside/upside is ...  
I'd be concerned that ...

# UNIT 5 LANGUAGE SUMMARY

## Nouns

### Dealing with emotions

anxiety level  
breathing technique

## Verbs

### Dealing with emotions

be conscious of  
be in control of  
be rational  
be scared to death  
calm down  
cure (an illness)  
overcome my fear  
panic (about sth)  
regain control  
try a therapy

## Willingness and unwillingness

be against  
be anxious to  
be dying to  
be eager to  
be more than happy to  
be passionate about  
be prepared to  
be reluctant to  
be unwilling to  
have no desire to  
have no intention of  
hesitate to

## Insider English

be in for

## Glossary

barrier  
face time  
gesture  
isolation  
millennial

## Discussing how new technology can help people

Whenever I get on a plane, I'm scared to death.  
When you're in a VR environment, your mind can't tell what's real or not.  
I may even take flying lessons if the therapy continues to work so well.

## Discussing the future of communication

Millennials will be eager to work for a virtual company as long as the technology is good.  
That may be true, but only if we're talking about future workers.  
It could be the next big thing, providing companies invest more in technology.  
Even if the tech is amazing, face time is important.  
You can't really connect with your team unless you're all in a room together.

## Considering and contrasting ideas

At the same time, ...  
I don't have a clue ...  
I guarantee (that) ...  
It's a well-known fact (that) ...  
On the contrary, ...  
That said, ...  
Who knows ...  
You can bet (that) ...

## Writing an online comment with examples

### Stating opinion and giving examples

Make an opening statement. Give your opinion: for, against, or mixed feelings.  
Support your opinion with examples. For each example, give some background, describe what happened, and add a comment.  
Make a closing statement. Give your opinion again but in different words.

## Useful phrases

It's a well-known fact that ...  
At the same time, we need ...  
You can bet that ...  
As long as ... , we can ...  
That will work providing (that) ...  
If ... , we'll ...  
Who will be in control of ...

# UNIT 6 LANGUAGE SUMMARY

## Verbs

### Talking about fame

catch sb's attention  
do a/the broadcast  
get hits  
get publicity  
have a good/bad reputation  
have (never) heard of sth  
make an appearance  
make sth entertaining  
make headlines  
praise sb  
raise awareness (of sth)  
seek fame

## Reporting verbs

announce  
argue  
boast  
claim  
confirm  
deny  
estimate  
have doubts about  
hope to  
insist  
propose  
swear

## Insider English

Then it hit me.  
Suddenly, it hit her.

## Glossary

trade (n, v)

## Describing unexpected fame

The 26-year-old from Vancouver had been trading things online for a year before he finally got offered a two-story, three-bedroom, 1920s farmhouse.

Not many people had heard of the small town of Kipling before the story caught people's attention.

The mayor, Pat Jackson, was trying to promote tourism and decided to make the offer of the house.

## Talking about unexpected situations

"It will be delayed by about 30 minutes." / They estimated (that) it would be delayed by about 30 minutes.

"There could be an even longer wait." / They announced (that) there could be an even longer wait.

"You won't have to wait much longer." / They said (that) we wouldn't have to wait much longer.

"I can make it." / She ... insisted she could make it.

"I might be late." / I wish she'd said (that) she might be late.

## Making assumptions

### Making assumptions

You/It must have been ...

I suppose ...

I assume ...

### Contradicting assumptions

Not at all.

Not in the least.

Absolutely not.

### Clarifying assumptions

Up to a point.

To an extent.

In a way.

## Writing an interesting story

### Making a story interesting by varying sentence length

I planned it all out very carefully: Drive to Las Vegas on Friday (six hours), and then drive to Salt Lake City (four hours) the next morning. We'd drive the whole ten hours back on Sunday. And the plan worked!

The place was packed, but no one was seated, which was weird. I hadn't expected to see them until after the ceremony. Then it hit me.

## Useful phrases

You can catch the listeners' attention by ...

I suppose you can ...

It's entertaining to ...

This website said that ...

Another website claimed that ...

# UNIT 7 LANGUAGE SUMMARY

## Verbs

### Positive experiences

be a good influence on  
be an honor  
be beneficial  
be of use  
be worthwhile  
devote my life to  
get satisfaction out of  
make a contribution  
make a difference  
reassure sb  
take pleasure in  
value sth

## Making purchases

be foolish  
be practical  
convince sb (to do sth)  
encourage sb (to do sth)  
have appeal  
have potential  
look ridiculous  
make financial sense  
not be worth the money  
purchase sth  
regret a/the purchase  
urge sb (to do sth)

## Insider English

You bet.

## Glossary

anticipation

## Discussing worthwhile experiences

It's common to dream about driving a fire truck.  
I had people to help me.  
They have someone to talk to.  
It can be scary being in the hospital.  
It's rewarding to spend time reassuring patients.

## Talking about purchases

My friend encouraged me to buy this expensive treadmill.  
My husband ... urged me not to buy it.  
Does anyone want to buy it?  
I ... planned to use it for business trips.

## Bargaining for a purchase

### Negotiating a price

So, how much are you asking for ... ?  
That's a little on the high side. Can you go any lower?  
I'm sorry, but I can't accept that.  
Would you be willing to accept ... ?  
Sorry, but no deal.  
\$ ... is the best I can do.  
Sorry, but I don't think it's worth that much.  
I'll throw ... in for free.  
That's my final offer.  
That sounds fair enough.  
I think I can accept that.  
You've got a deal.

## Writing a for-and-against essay

### Organizing an essay that presents opposite points of view

Recently, there have been ...  
Let us consider some arguments in favor of ...  
To begin with, ...  
For example, ... Another advantage is that ... For instance, ...  
On the other hand, ... First, ... Another disadvantage is ...  
For example, ... In addition, ...  
Overall, I believe that ... Even though ...

## Useful phrases

You can catch the listeners' attention by ...  
I suppose you can ...  
It's entertaining to ...  
This website said that ...  
Another website claimed that ...

# UNIT 8 LANGUAGE SUMMARY

## Adverbs

### Talking about progress

as expected  
at my own pace  
effectively  
efficiently  
little by little  
on my own time  
smoothly  
steadily  
successfully  
thoroughly  
with difficulty  
with ease

## Verbs

### Describing neatness and messiness

arrange sth neatly  
be all jumbled up  
be disorganized  
be organized  
be tangled up  
fold sth  
hang sth up  
leave sth all over the place  
line sth up  
put sth away  
put sth in alphabetical order  
put sth in a pile

## Insider English

You should talk.

## Glossary

consumer affairs  
faulty  
sloppy

### Talking about neatness and messiness

We were supposed to meet some friends at seven.  
We were about to leave the house, but she couldn't find her keys.  
Her keys were bound to be in the house somewhere.  
We were forced to go room by room looking for them.  
They're sure to be neatly placed side by side on the floor.

### Talking about side projects

It won't cause you stress but will give you a real sense of satisfaction.  
Eventually I'm going to edit it.  
I'm not showing it to them until it's done.  
In a couple of years, I'll be looking for a job.  
This video is going to be a useful example of my skills as a filmmaker.  
If things go smoothly, I might start my own video production business one day.

### Suggesting and showing interest in ideas

One/Another thing you/we can do is ...  
That's such a terrific / an awesome idea.  
What a fabulous idea!  
... always goes over well.  
I bet everyone loved / will love that!  
It never hurts to ...  
That's always worth considering.  
... is a good way to approach it.

### Writing a complaint letter

#### Avoiding run-on sentences and sentence fragments

In formal writing, avoid sentences that go on and on (run-on sentences) as well as sentence fragments (incomplete sentences).

#### Useful phrases

If you do this, you're bound to / sure to ...  
You're going to ...  
You might ...  
You'll be + verb + -ing ...



# UNIT 9 LANGUAGE SUMMARY

## Nouns and noun phrases

### Luck and choice

chance encounter  
coincidence  
deliberate decision  
determination  
fate  
life-changing experience  
lucky break  
path

## Verbs

### Luck and choice

be fortunate  
be in the right place at the right time  
(not) believe my luck  
wind up

## Commenting on mistakes

be a bad move  
be a dumb thing to do  
be a silly mistake  
be incompetent (at)  
be in too much of a hurry  
be unfortunate  
be your own fault  
find yourself in an awkward situation  
kick yourself  
learn sth the hard way  
not watch what you're doing  
see the funny side of sth

## Insider English

A I was really scared.  
B I bet! OR I bet you were!  
A She's so happy.  
B I bet! OR I bet she is!

## Talking about how your life might be different

If I could find her, I'd thank her.  
If my brother hadn't broken my finger, I wouldn't be an X-ray technician today.  
If you hadn't met that X-ray tech, you might have learned about radiology some other way.  
If you were a banker now, you'd still be happy.

## Talking about mistakes

I wish (that) I wasn't studying psychology.  
I wish I could study art instead.  
If only you'd been there to stop me!  
If only I had a three-year-old brother.

## Reassuring someone about a problem

### Giving reassurance

You're not the only one who's done that.  
We all make mistakes.  
That's the way it goes.  
What are you worrying about?  
It's no use crying over spilled milk.  
It's not that bad.  
It could have been worse.  
It'll turn out all right.  
No one is perfect.

## Writing an article giving tips

### Using parallel structures when listing items

It's best to let someone finish their point before making a comment or asking a question.  
Don't change the topic or start talking about yourself.  
Watch a speaker's body language, such as eye contact, hand gestures, and posture.  
Do they seem excited, angry, or worried?  
It's best just to tell someone you understand or reassure them instead of telling them what you think.

## Useful phrases

You were really fortunate!  
It sounds like you were in the right place at the right time.  
You're not the only one who ...  
That's the way it goes.  
Was it luck or a deliberate decision?

# UNIT 10 LANGUAGE SUMMARY

## Nouns

### Describing characteristics

build  
characteristic  
feature  
female  
gender  
individual  
likeness  
look  
look-alike  
male  
match  
similarity

## Describing research

analysis  
assessment  
calculation  
demonstration  
examination  
identification  
survey

## Verbs

### Describing research

analyze  
assess  
calculate  
demonstrate  
examine  
identify  
survey

## Insider English

lose track of time

## Glossary

progression

## Talking about people's characteristics

I wondered about the possibility of discovering a few of mine.  
I was really interested in learning more.  
I haven't succeeded in learning more about Michal.

## Talking about customer research

It allows them to identify your needs.  
... two different products to prevent insects from biting ...

## Giving your impressions

I have a funny feeling (that) ...  
I get the impression (that) ...  
From what I can see, ...  
I have a hunch (that) ...  
Judging by the description, ...  
My gut feeling is (that) ...  
What strikes me (about ...) is (that) ...  
As far as I can tell, ...

## Writing a professional profile

### Using professional language

Don't use slang (= very informal language).  
Avoid words like *kind of*, *probably*, and *maybe*. Use language that makes you sound confident.  
Don't be negative. Be positive and polite.

## Useful phrases

I get the impression that ...  
Judging by the people I know, ...  
Judging by what I've heard, ...  
As far as I can tell, ...  
My assessment is (that) ...  
This will allow first-time employees to ...  
This will help them ...  
This will enable them to ...

# UNIT 11 LANGUAGE SUMMARY

## Adjectives

### Describing consumer goods

authentic  
counterfeit  
deadly  
fake  
fireproof  
genuine  
illegal  
imperfect  
inferior  
legal  
original  
second-rate  
sophisticated

## Degrees of truth

accurate  
biased  
controversial  
dishonest  
exaggerated  
false  
inaccurate  
misleading  
suspicious  
trustworthy

## Nouns

### Degrees of truth

hoax  
misinformation  
rumor  
urban legend  
white lie

### Insider English

the best / greatest thing since sliced bread

### Glossary

the galaxy

## Talking about fake goods

Counterfeit soccer jerseys were recently discovered by the U.S. government while they were being shipped to Texas.  
They're not always made of safe materials.  
Nobody is going to be helped by fake medicine.  
It's unlikely that counterfeiting will be stopped.  
The original products are being sold for over \$1,000.  
We forget that somebody's creative ideas have been stolen.

## Talking about untrue information

Misleading photos shouldn't be posted.  
This kind of misinformation has to be stopped.  
All online articles need to be checked.  
I didn't expect to be laughed at.  
The video seems to be made on a computer.

## Expressing belief and disbelief

### Expressing belief

... , believe it or not.  
I'm absolutely positive (that) ...

### Expressing disbelief

Yeah, right!  
Tell me another one.  
I find that hard to believe.  
There's no truth in it/that.

### Expressing some belief

Maybe there's some truth in it.  
It's/That's partly true.

## Writing a persuasive essay

### Using persuasive language

A persuasive essay usually has three or four paragraphs:

**Introduction:** Gives your position on the topic.

**Body (one or two paragraphs):** Support your position with facts and examples. May also give the opposite position and say why it is not true.

**Conclusion:** Restates your position and main points. A strong concluding statement makes your reader agree with you.

### Useful persuasive language:

Give your opinion (I firmly believe that ... , I strongly believe that ... , I feel that ...)  
Give facts (According to ... , Research shows that ...)  
Give personal examples (When I used/tried ... , One time I ...)  
Give the opposite position (Although some will say that ... , Although many people ... , While it's true that ...)

### Useful phrases

... , believe it or not.  
I find that hard to believe.  
It's partly true.  
Maybe there's some truth in it.  
Tell me another one!

# UNIT 12 LANGUAGE SUMMARY

## Adjectives

### Skill and performance

analytical  
artistic  
athletic  
competent  
determined  
gifted  
imaginative  
intellectual  
logical  
musical  
skilled  
talented  
technical  
trained

## Verbs

### Describing emotional impact

be a (real) downer  
brighten up sth  
capture sb's imagination  
do sb good  
get sb down  
leave a lasting impression on sb  
make sb's day  
put sb's mind at rest  
raise sb's spirits  
ruin sb's day  
stress sb out  
take sb's mind off sth

## Insider English

by / through word of mouth

## Glossary

encore  
headlining act  
steadier  
unload

## Talking about talent

You have to practice something for 10,000 hours to become truly good at it.

But it's not necessarily true.

So he didn't play especially well at first.

Drawing never came particularly easily to me.

## Discussing how to make life better

Listen to a great piece of music while getting dressed.

Have a cup of coffee and a cookie in the afternoon.

Change my desktop wallpaper to a beautiful work of art.

Stick an inspirational quote or a great piece of advice on the fridge.

A little bit of kindness can really make someone's day.

## Describing ambition

### Describing ambitions

My dream scenario would be to ...

My ultimate goal is to ...

I'm determined to ...

### Expressing optimism

I'm confident (that) ...

There's no harm in trying.

I see no reason why I can't ...

### Expressing caution

I realize things might not go as planned.

There's no guarantee (that) ...

I can't say for certain (that) ...

## Writing a review of a performance

### Showing reason and result

The show was a huge success because of / due to the talented musicians.

The lighting and special effects were terrific, so the behind-the-scenes crew clearly did a great job.

It all helped to make the concert feel spectacular.

Everyone was disappointed when the show was over, and they shouted for more. Consequently / Therefore / As a result, Sanz performed an encore, which really made our day.

## Useful phrases

I'm determined to ...

I'm fairly talented at ...

I'm more analytical / artistic ...

My ultimate goal is to ...