

Getting Things Done

PREVIEW

- 1 Offer a solution.
- 2 Discuss how long a service will take.
- 3 Evaluate the quality of service.
- 4 Plan an event.

Are you a **PROCRASTINATOR**?

Take the survey.

- 1 At the beginning of every week, you _____.
 - ☐ a. always make to-do lists for your calendar
 - ☒ b. sometimes make to-do lists, but you often forget
 - ☐ c. don't bother with planning and just let things happen
- 2 When you need to buy someone a gift, you _____.
 - ☐ a. get something right away
 - ☒ b. buy something a few days before you have to give it
 - ☐ c. pick something up on the day you have to give it
- 3 When you have something that's broken, you _____.
 - ☐ a. immediately take it in to be repaired
 - ☒ b. wait for a convenient time to take it in
 - ☐ c. never get around to taking it in
- 4 When you have a lot of things you need to do, you do _____.
 - ☒ a. the hardest things first
 - ☐ b. the easiest things first
 - ☐ c. anything but what you need to do
- 5 When you need to get something done in a short amount of time, you _____.
 - ☐ a. feel motivated to work even harder
 - ☒ b. feel a little nervous, but you get to work
 - ☐ c. have a hard time doing it
- 6 You ____ feel bad when there are things you haven't gotten done yet.
 - ☒ a. always
 - ☐ b. sometimes
 - ☐ c. rarely

Your results

If you answered "c" four or more times:

You are a classic procrastinator! You tend to put things off.

If you answered "b" four or more times:

You are a bit of a procrastinator, but you try to get things done on time.

If you answered "a" four or more times:

You are organized and self-motivated. You never put off what you can get done now.



A PAIR WORK Compare responses on the survey with a partner. Does your score accurately describe the kind of person you are? Explain, using examples.

B DISCUSSION Based on the survey questions, what is a procrastinator? What do you think it means to be an "organized and self-motivated" person? What do you think are the advantages of being that kind of person?

C **PHOTO STORY** Read and listen to some customers placing orders at a copy shop.



Manager: What can I do for you today, Ms. Krauss?

Customer 1: I need to have these documents copied a.s.a.p.* Do you think you could make 300 copies by 11:00?

Manager: I'm afraid that might be difficult. I've got a lot of orders to complete this morning.

Customer 1: Sorry. I know this is last minute. But it's really urgent.

Manager: Well, you're a good customer. I'll get someone to take care of it right away.

Customer 1: Thanks a million. You're a lifesaver!



Manager: Excuse me . . . Hello. Happy Copy.

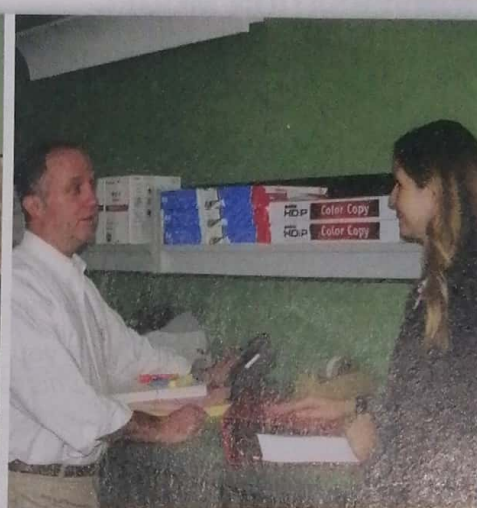
Customer 2: Hi, Sam. Ken Li here.

Manager: Hi, Mr. Li. How can I help you today?

Customer 2: Well, I'm going through my to-do list, and I just realized I need to have fifty 30-page sales binders made up for our meeting next week. Any chance I could have them first thing tomorrow morning?

Manager: Tomorrow morning? No sweat. Can you bring the documents in before noon?

Customer 2: Absolutely. I owe you one, Sam!



Manager: Sorry to keep you waiting, Ms. Krauss.

Customer 1: Well, I see you've got a lot on your plate today. I won't keep you any longer.

Manager: Don't worry, Ms. Krauss. Your order will be ready on time.

Customer 1: Should I give you a call later?

Manager: No need for that. Come in at 11:00, and I'll have your documents ready.

Customer 1: Thanks, Sam.

*a.s.a.p. = as soon as possible

D FOCUS ON LANGUAGE Find an underlined expression in the Photo Story you might use for each of these situations. (Two of the expressions can be used for the same situation.)

- 1 You need something a.s.a.p.
- 2 You can see that someone is really busy.
- 3 There isn't a lot of time to do something.
- 4 You want to assure someone that a request is no problem for you.
- 5 You want to express gratitude for a favor.
- 6 You don't want to take too much of someone's time.

SPEAKING

Based on the survey on page 26, how would you describe each character in the Photo Story? Complete the chart and then compare opinions with your classmates. Which character are you the most like?

	Procrastinator?	Organized?	Explain
Sam	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Went hard to complete order
Ms. Krauss	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Left every thing yet to be done
Mr. Li	<input type="checkbox"/>	<input checked="" type="checkbox"/>	because go a little to do

CONVERSATION MODEL

A ▶ 2:03 Read and listen to someone asking for a favor.

A: Do you think I could borrow your car this afternoon?
Mine's at the repair shop, and I need to pick up my mom at the airport.

B: Gee, I'm sorry, but I'm going to need it. I have a doctor's appointment.

A: No problem. I'll think of something.

B: Hey. I have an idea. Maybe you could get Jack to lend you his car.

A: Good idea. I'll go ask him.

▶ 2:05 Ways to indicate acceptance

No problem.
I understand.
No worries.
Don't worry about it.

B ▶ 2:04 RHYTHM AND INTONATION Listen again and repeat.
Then practice the Conversation Model with a partner.

notes 6 dic exam 10:00 am

GRAMMAR The causative

Use the causative to express the idea that one person persuades or "causes" another person to do something.
Use get + an object and an infinitive.

	object	infinitive
I'll get	the waiter	to correct the check.
They got	him	to pay for dinner.
Did she get	her friends	to give money to the school?

You can also use have + an object and a base form as a causative. It expresses the idea that one person directs another to do something.

	object	base form
I'll have	my assistant	call your office.
We had	them	bring breakfast to our room.

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- Causative make to indicate obligation
- Let to indicate permission
- Causative have: common errors

modal verb = simple form "get"

A GRAMMAR PRACTICE Complete each sentence with the causative get.

- P.S. 1 (give) Why don't you get your assistant to give them a ride to the meeting?
 MV 2 (buy) I might be able to get my brother to buy us tickets to the game.
 MV 3 (pick up) Could you get your friends to pick up some things for the party?
 MV 4 (make) You should get someone to make hotel reservations for us.
 P.S. 5 (wash) Why don't you get your kids to wash the dishes after dinner?
 MV 6 (lend) I'm sure you can get the restaurant to lend you a tie.

B Now rewrite each sentence from Exercise A, using have.

- 1 Why don't you have your assistant give them a ride?
 2 I might be able to have my brother buy us tickets to the game.
 3 Could you have your friends pick up some things for the party?
 4 You should have someone make hotel reservations for us.
 5 Why don't you have your kids wash the dishes after dinner?
 6 I'm sure you can have the restaurant lend you a tie.

C GRAMMAR PRACTICE Choose the correct forms in these sentences with the causatives get and have.

- 1 I'll have someone at the front desk (recommend / to recommend) a restaurant.
- 2 Will your friend get someone (go / to go) shopping for her?
- 3 Did you have the salesclerk (find / to find) you a larger size?
- 4 I'm going to get someone (clean / to clean) up this room.
- 5 They should have the waiter (bring / to bring) them the check.

D  **2:08 LISTEN TO ACTIVATE GRAMMAR** Listen to the conversations.

Complete each statement, using the causative get.

- 1 She's going to get the assistant to go to the post office.
- 2 They're going to get Susan to pay for the meal.
- 3 At the party, they tried to get him to sing for everyone.
- 4 He might try to get his parents to lend him some money.
- 5 She's going to get her husband to pick up the kids.
- 6 They get someone to take their picture.

matricula mayor @ open ... (en vacaciones)

NOW YOU CAN

Offer a solution

GRAMMAR The passive causative

The passive causative focuses on the object rather than the subject of the sentence. Use a form of have + an object and a past participle.

We had	object	past participle
They plan to have	our picture	taken after the meeting. (We had someone take it.)
Can she have	the offices	painted next week. (They'll have someone paint them.)
	her X-rays	sent this morning? (Can she have someone send them?)

Remember: In the passive voice, a by phrase is used when the information is important.

We had the office painted last week. It looks great. (no by phrase)

We're having the office painted by Royal Painting Services. They're the best!

GRAMMAR BOOSTER

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- The passive causative: the by phrase

A FIND THE GRAMMAR Look at the Photo Story on page 27. Find and underline two examples of the passive causative with have.

B GRAMMAR PRACTICE Write statements and questions, using the passive causative with have.

1 I'd like to make an appointment to / my teeth / clean.

2 could I / these two sweaters / gift-wrap?

3 where can I / my car / wash / in this neighborhood?

4 I need to / my luggage / bring / to my room.

5 yesterday / he / his hair / cut / very short.

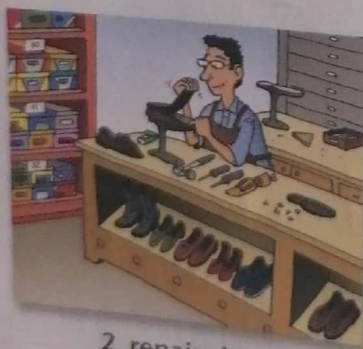
6 we need to / these photos / upload / a.s.a.p.

VOCABULARY Services

A ▶ 2:07 Read and listen. Then listen again and repeat.



1 dry-clean a suit



2 repair shoes



3 frame a picture



4 deliver a package



5 lengthen / shorten a skirt



6 print a sign



B VOCABULARY / GRAMMAR PRACTICE Name other things you can get the services on page 30 for. Use the passive causative.

“ You can also get sweaters or pants dry-cleaned. ”

C ▶ 2:08 LISTEN TO ACTIVATE VOCABULARY AND GRAMMAR Listen to the conversations.

Complete each statement with the item and the service. Use passive causatives.

- 1 She needs to have her *pants lengthened*
- 2 He needs to have the *copies of the audit report*
- 3 She's thinking about having a *picture frame*
- 4 He needs to have his *suitcase dry-cleaned*
- 5 She has to have her *car tires repaired*
- 6 He needs to have a *package picked up* this morning.
- 7 He wants to have his new *leather jacket*

CONVERSATION MODEL

A ▶ 2:09 Read and listen to someone requesting express service.



How can I help you?

They say, "The customer is always right." That may not be completely true, but a smart business treats customers as though they are. Whether you work for a business or have your own, remember this secret: customers don't really buy services and products; they buy solutions and relationships. Here's how to keep them coming back:

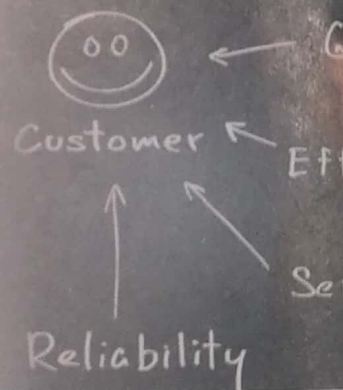
Don't procrastinate! Make sure you get things done on time. Don't waste your customers' valuable time by making them wait for service. Giving customers what they want now is key to your success, and it should be at the top of your to-do list. The business that gets the job done efficiently and fast is the one that customers will come back to.

Be really reliable. If you say you are going to do something, do it. If a problem keeps you from doing it, apologize and promise to find a solution. However, avoid making promises you won't be able to keep. Treat customers right by being honest, and they will recommend you to their colleagues, friends, and family.

Stand by your products and services. The good workmanship and attention that go into your high quality product, excellent service, or reasonable prices will be appreciated. No one wants a product that falls apart or doesn't work. If that happens, take responsibility and arrange to repair it or replace it.

Be extremely friendly and courteous as well as a good listener. Be sure your customers feel respected and heard. Pay attention to complaints as well as praise.

Always try to be helpful. Sometimes it's difficult to answer a customer's question or fulfill a request. Instead of "I don't know," say, "I may not have the answer right now, but I'll find out." Instead of "I don't have time right now," say, "I'll get back to you as soon as I can." A "can-do" attitude, even under stress, assures customers that you work with them professionally and that you are honest and willing to help. Above all, make your customers feel important and valued. Always thank them for their business.



A INFER POINT OF VIEW Complete each statement, according to the point of view expressed in the Reading Text.

- If you waste your customers' time, they come back.
a will **b won't**
- If you don't do what you say you will do, your customers think you are reliable.
a will **b won't**
- If you aren't courteous to your customers, they complain.
a will b won't
- If your customers don't feel valued, they feel important.
a will **b won't**
- If you don't have a "can-do" attitude, your customers think you're willing to help.
a will **b won't**

B ACTIVATE LANGUAGE FROM A TEXT

Find and underline these words in the Reading on page 32. Complete the descriptions, using the words.

reliable reasonable workmanship helpful professional

- 1 I find Portello's prices really reasonable compared to other places. I've shopped around, and I can't find another service with such low prices.
- 2 What I like about Link Copy Services is that they're so helpful. Even if the job is a bit unusual, they're willing to try.
- 3 Jamco Design is extremely professional. You never have to worry about their doing anything less than an excellent job.
- 4 Dom's Auto Repair is incredibly reliable. If they promise to have a job ready in an hour, you can be sure that they will.
- 5 The workmanship at J&N is amazing. Their products are all hand-made, and they last for years.

PRONUNCIATION *Emphatic stress to express enthusiasm*

▶ 2.12 Read and listen. Then listen again and repeat. Finally, read each statement on your own, using emphatic stress.

- 1 They're **REALLY** reliable.
- 2 They're in**CREDI**bly helpful.
- 3 They're ex**TREME**ly professional.
- 4 They're **SO** reasonable.

BEFORE YOU LISTEN

A 2:13 VOCABULARY • Planning and running an event

Read and listen. Then listen again and repeat.



1 send out the announcements



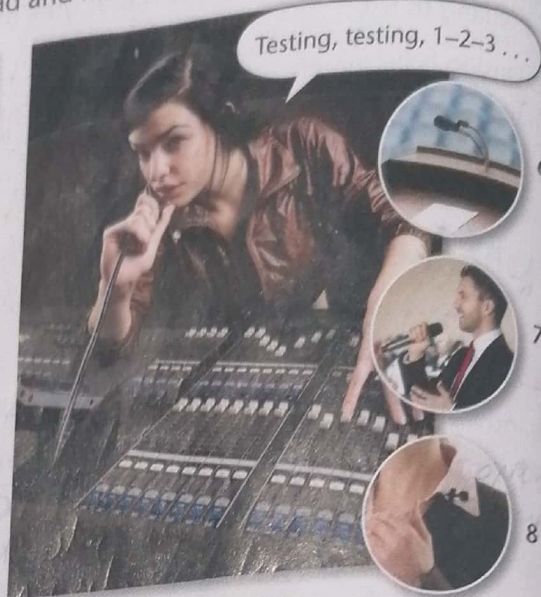
2 set up the room



3 set up the projector

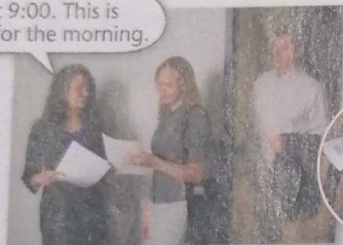


4 put up the signs



5 check the sound system

We'll start at 9:00. This is the agenda for the morning.



9 hand out the agenda



10 a handout



11 introduce the speaker / the guest

12 a podium

B PAIR WORK Which of the activities in the Vocabulary have you done yourself or seen someone do? Which activities would you volunteer to do?

LISTENING COMPREHENSION

A 2:14 LISTEN TO CONFIRM Listen to the conversations and check the items and equipment they mention.

- | | | | | | |
|--|---------------------------------|---|---|---|----------------------------------|
| <input type="checkbox"/> agendas | <input type="checkbox"/> coffee | <input checked="" type="checkbox"/> hand-held mikes | <input checked="" type="checkbox"/> lapel mikes | <input type="checkbox"/> projectors | <input type="checkbox"/> snacks |
| <input type="checkbox"/> announcements | <input type="checkbox"/> desks | <input checked="" type="checkbox"/> handouts | <input checked="" type="checkbox"/> podiums | <input checked="" type="checkbox"/> signs | <input type="checkbox"/> tickets |

B 2:15 LISTEN FOR MAIN IDEAS Listen again. Use the Vocabulary and the causative to complete the statements

Conversation 1

1 Brian's going to get his brothers to send out the announcements before the event.

2 Brian will also try to get one person to put up the signs the morning of the event.

Conversation 2

3 Myra's going to get her brothers to set up the room in each room, and they'll make sure there's a choice of mikes for each speaker.

4 She's also going to get them to set up the projector in each room.

Conversation 3

5 Lester's going to get people to set up the room with enough chairs for 30 to 40 people.

6 He's also going to get people to set up the room things and get someone to introduce the speaker at the podium and introduce each speaker.

✓ get have let others parties

A ▶ 2:16 Listen to each conversation. Then complete the statements, using the passive causative with have. Listen again if necessary.

Example: He'd like to have his shoes repaired by tomorrow morning

- 1 She'd like to have her dress dry-cleaned by Friday
- 2 He needs to have his pants shortened by Wednesday
- 3 He'd like to have a sign painted
- 4 She'd like to have a picture framed

B Complete each question or request, using the passive causative have.

- 1 (can I / my sweaters / dry-clean) Can I have my sweaters dry-cleaned by tomorrow?
- 2 (I'd like / this skirt / lengthen) I'd like to have this skirt lengthened.
- 3 (where can I / these pants / shorten) Where can I have these pants shortened?
- 4 (could you / this document / copy) Could you have this document copied for me?
- 5 (where did she / her painting / frame) Where did she have her painting framed?
- 6 (how much did he pay / his camera / repair) How much did he pay to have his camera repaired?
- 7 (we'd like / some handouts / print) We'd like to have some handouts printed.
- 8 (can I / this package / deliver) Can I have this package delivered by Friday?

C Complete each causative statement in your own way, using the correct form of get. Remember to use the infinitive form of a verb.

- 1 After dinner last night, we got the server to bring the check.
- 2 Last week, we got our teacher to let us leave early.
- 3 When I was young, my friends always got me to play football.
- 4 When you arrive, you should get the hotel to make an appointment.
- 5 Don't forget to get the doctor to return.
- 6 I can never get my friends to come with me.

WRITING

Do you think being a procrastinator is a serious problem? Explain your views by giving examples from personal experience.

Some possible examples

- getting things repaired
- having things cleaned
- paying bills
- making plans for a vacation
- keeping in touch with people

WRITING BOOSTER p. 148

- Supporting an opinion with personal examples
- Guidance for this writing exercise

For additional language practice ...

TOP NOTCH POP • Lyrics p. 154

"I'll Get Back to You"

DIGITAL SONG

DIGITAL KARAOKE

UNIT 2 Lesson 2

Expressing possibility with maybe

Maybe most frequently occurs at the beginning of a sentence.
Maybe he'll need an X-ray. (= He may need an X-ray.)

Be careful! Don't confuse maybe and may be.

She may be a doctor.
NOT She maybe a doctor.
Maybe she's a doctor.
NOT May be she's a doctor.

On a separate sheet of paper, rewrite each sentence with maybe.

- 1 His doctor may use herbal therapy.
- 2 Conventional medicine may be the best choice.
- 3 The doctor may want to take a blood test.

- 4 She may prefer to wait until tomorrow.
- 5 They may be afraid to see a dentist.

UNIT 3 Lesson 1

Causative make to indicate obligation

The causative **make** is used to express the idea that one person forces another to do something. Use a form of **make** + an object and the base form of a verb.

	object	base form	
They make	their kids	finish	their homework before dinner.
She made	him	sign	the form.

A Complete the statements and questions, using the causative **make**. Use the correct form of **make**.

- 1 Yesterday, make (Nick's mother / make / apologize / him) for his mistake.
- 2 make (you / be going to / make / tell / your friends) the truth?
- 3 make (our teacher / might / make / turn off / us) our phones.
- 4 make (we / should / make / pay / your sister) for dinner?
- 5 make (no one / not can / make / come / Gail) to the meeting if she doesn't want to.
- 6 If you go to that restaurant, make (they / will / your husband / make / wear) a tie.
- 7 The movie was awful! make (we / can / make / give / the theater) our money back?

Let to indicate permission

Use an object and the base form of a verb with **let**.

object base form
She **let** her sister **wear** her favorite skirt.

Be careful!

Don't say: She let her sister ~~to wear~~ her favorite skirt.
Don't use an infinitive after **let**.

Let has the same meaning as **permit**. Use **let** to indicate that permission is being given to do something.

My boss **let** me **take** the day off.
I don't **let** my children **stay** out after 9:00 P.M.

B On a separate sheet of paper, rewrite each sentence, using **let**.

- 1 Don't permit your younger brother to open the oven door.
- 2 You should permit your little sister to go to the store with you.
- 3 We don't permit our daughter to eat a lot of candy.
- 4 I wouldn't permit my youngest son to go to the mall alone.
- 5 Will you permit your children to see that movie?
- 6 You should permit them to make their own decision.
- 7 We always permit him to stay out late.

Don't let your younger brother to open the oven door
You should let your little sister to go to the store with you
We don't let our daughter to eat a lot of candy
I wouldn't let my youngest son to go to the mall alone
Will you let your children to see that movie
You should let them to make their own decision
We always let him to stay out late

Be careful! Don't confuse the simple past tense causative have with the past perfect auxiliary have.
 I had them call me before 10:00. (They called me.)
 I had called them before 10:00. (I called them.)

C Who did what? Read each sentence. Complete each statement. Follow the example.

We had them fix the car before our trip.
 We had fixed the car before our trip.

1 Janet had already called her mother.

Janet had her mother call the train station.

2 Mark had his friends help him with moving.

Mark had helped his friends with moving.

3 My father had signed the check for his boss.

My father had his boss sign the check.

4 Mr. Gates had them open the bank early.

Mr. Gates had opened the bank early.

They fixed the car.

We fixed the car.

Janet called her mother.

Janet called her mother.

Mark helped his friends.

Mark helped his friends.

My father signed the check.

My father signed the check.

Mr. Gates opened the bank.

Mr. Gates opened the bank.

UNIT 3 Lesson 2

The passive causative: the by phrase

Use a by phrase to add specific or important information. If knowing who performed the action is not important, you don't need to include a by phrase.

I had my dress shortened by someone at the shop next to the train station. (not necessary)

I had my luggage delivered to my room by someone at the hotel front desk. (specific information)

On a separate sheet of paper, use the cues to write advice about services, using You should and the passive causative get or have. Use a by phrase if the information is specific or important.

shoe / repair / Mr. B / at the Boot Stop

You should get your shoes repaired by Mr. B at the Boot Stop.

1 picture / frame / Lydia / at Austin Custom Framing

2 hair / cut / one of the great hairdressers / at the Curl Up Hair Salon

3 photos / print / someone / at the mall

4 a suit / make / Luigi / at Top Notch Tailors

5 sweaters / dry-clean / someone / at Midtown Dry Cleaners

UNIT 4 Lesson 1

Verbs that can be followed by noun clauses with that

The following verbs often have noun clauses as their direct objects. Notice that each verb expresses a kind of "mental activity." In each case, it is optional to include that.

She agrees
thinks
believes
feels
(that) the students should work harder.

I assume
suppose
doubt
guess
(that) they made reservations.

We hear
see
understand
hope
(that) the government has a new plan.

He forgot
noticed
realized
remembered
knew
(that) the stores weren't open.

They decided
discovered
dreamed
hoped
learned
(that) everyone could pass the test.