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# English



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COMPLETE



**Berlitz**<sup>®</sup>

# English

**Instructor's Guide**

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COMPLETE

ISBN 978-1-64210-263-5



**Berlitz Languages, Inc.**  
**Princeton, NJ**  
**USA**

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USA

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W E L C O M E S Y O U T O

## English 5 *Complete*



**Berlitz English** is the fastest, the most practical, and the most enjoyable way to learn English.

To get the most of your English program, you should ...

- attend all your scheduled classes
- do all online and customized practice assignments
- review each unit after class
- preview each unit before class
- practice speaking English anytime you can
- visit English websites to learn more about unit topics
- read English magazines, books, and newspapers
- watch videos, movies, and TV programs in English
- try to speak and learn more English every day!

If there is anything we can do to make your learning more successful and enjoyable, please let us know. We'll do everything we can to help you reach your goals.

We wish you great success with your English studies!

The Berlitz Team

## Student Guide Features

**PRINT**

**UNIT 3**

**1** In this lesson you will ...  
**Introduce the company**

**Vocabulary & Expressions**

|                |                      |
|----------------|----------------------|
| leader         | the number one       |
| leading        | region               |
| privately held | in the region        |
| designer       | key (player)         |
| developer      | to head              |
| distributor    | to be                |
| retailer       | to divide (into)     |
| supplier       | organizational chart |
| fast-growing   | structure            |

**Grammar Items**

Modifying comparatives: a leading ... one of the biggest ... the most experienced ... the number one ... Word families: manufacturer, to manufacture, manufacturing etc. (extensions)

**WARM-UP**

Welcome to EMC Optics—the industry leader in optical equipment. EMC is a privately held company with stores in most major cities worldwide.

**My notes**

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Introduce the company - Unit 3 | 9

**DIGITAL**

**VOCABULARY & EXPRESSIONS**

What does your company do?

**service provider** **developer** **researcher** **exporter**  
**manufacturer** **importer** **retailer** **grower** **supplier**  
**distributor** **designer** **wholesaler**

**GRAMMAR**

A leading player in the industry

We are ...  
 a leading  
 a fast-growing  
 a leading  
 the number one  
 of the biggest  
 the most experienced

manufacturer of  
 exporter of  
 provider of  
 resellers in  
 distributors of  
 developers of

aircraft engines.  
 children's clothing.  
 HR software solutions.  
 new medical therapies.  
 frozen foods.  
 educational games

in the region.  
 in the world.  
 in the country.

**LISTENING** 1 Who's in charge?

**John Kilpatrick**

John Kilpatrick  
 VP R&D Lynn Baker  
 Jason Boyd  
 Dir. of Operations

Pierre LaBelle  
 Dir. of Operations Europe & Africa

Jeff Lowry  
 VP Production Simon Chu  
 Dir. of Operations

SERIES INTERNATIONAL EXECUTIVE MANAGEMENT TEAM

- 1** A **lesson-specific speaking goal** begins the lesson with a clear, achievable learning objective.
- 2** Each unit of instruction starts with a **summary** of key vocabulary and expressions and additional language that will be necessary to master the unit's speaking goal in a clear, concise manner.
- 3** Each activity in the unit is clearly labeled with the skill or language point being targeted, setting the perfect tone and encouraging focus for immediate success.
- 4** Listening activities offer opportunities to listen and respond to language in real-life contexts. Audio scripts for each listening activity are included.
- 5** Interactive activities can be completed directly in HTML versions, and all answers are recorded online for easy access on the go.

# Additional Features and Components



- 1** The **Student Materials Portal** provides access to online and downloadable Student Guides, and enables the student to monitor and track progress throughout the course.
- 2** **Online Practice**, also available via the Student Materials Portal, provides interactive review and exercises that can be accessed on mobile devices or online in order to practice any time, any place.
- 3** **Review Units** present an opportunity to review and practice skills in class, including speaking, listening, reading, and writing.
- 4** **Embedded and downloadable audio files** provide in-class and on-the-go listening practice, depending on the type of package selected.

|   | SPEAKING GOAL                             | PAGE | TOPICS  | GRAMMAR   |
|---|---|------|---|---|
| 1 | <b>Introduce yourself and others</b>      | 1    | Introductions; Greetings                                      | Possessive pronouns ( <i>review</i> )<br>Expressions for introducing yourself and others  |
| 2 | <b>Give basic details about yourself</b>  | 5    | Personal details; Levels of formality                         | Frequency adverbs and expressions. For example: <i>frequently, now and then, seldom, routinely, normally</i><br>Use of simple present vs. present progressive. For example: <i>I read the news every day. I'm reading this right now. Our book club is reading Moby Dick this month.</i><br><i>to live</i> vs. <i>to stay</i> |
| 3 | <b>Talk about family</b>                  | 10   | Families; Family relationships; Nuclear vs. extended families | Developing conversations with closed and open questions   |
| 4 | <b>Describe how you first met someone</b> | 14   | Family history; Family trees                                  | Simple past and past progressive with <i>when</i> or <i>while</i> . For example: <i>While I was working in London, I met Tamara.</i><br>Using <i>during</i> vs. <i>while</i> (extension activity)   |
| 5 | <b>Describe what people do</b>            | 20   | Occupations   | adjective + preposition + <i>-ing</i> . For example: <i>I'm not accustomed to speaking English all day.</i>   |
| 6 | <b>Say what companies do</b>              | 25   | Companies   | Modifying comparisons. For example: <i>a leading ..., the best known ..., the number one ...</i><br><i>one of the top ...</i><br>Expressions related to recommendations<br>Word families (extension activity)   |
| 7 | <b>Talk about free time activities</b>    | 29   | Leisure activities; Work-life balance                         | Verbs followed by gerunds. For example: <i>to quit, to practice</i><br>Verbs followed by infinitives. For example: <i>to agree, to expect</i><br>Verbs followed by gerunds and infinitives (no change in meaning). For example: <i>to begin, to continue</i>  |

| SPEAKING GOAL  | PAGE | TOPICS  | GRAMMAR  |
|--|------|---|--|
|  |      |   | Expressions for expressing enthusiasm<br>Verbs followed by gerunds and infinitives (with change in meaning). For example: <i>to forget, to stop (extension activity)</i>   |
| 8<br><b>Arrange to get together</b>                    | 35   | Social activities                             | Verbs not commonly used in progressive forms. For example: <i>to hear, to mean, to prefer, to want</i><br>Expressions for arranging to get together<br>Omission of subject (+ <i>to be</i> ). For example: <i>(It's) Nice to see you!</i><br>Simple vs. progressive forms: change in meaning ( <i>extension activity</i> ) |
| 9<br><b>Create an “About me” statement for a blog</b>  | 40   | Biographies; Blogs                            | Present perfect vs. present perfect progressive. For example: <i>I have been writing since 2001. I have written hundreds of articles.</i>  |
| 10<br><b>Review</b>                                    | 45   |   |  |
| 11<br><b>Describe accommodations</b>                   | 58   | Home;<br>Accommodations                       | Question form: <i>How + adjective + a + noun ...?</i> For example: <i>How big a place are they looking for?</i><br>Number-noun adjectives ( <i>extension activity</i> )  |
| 12<br><b>Make a visitor feel welcome</b>               | 64   | Entertaining visitors;<br>Gift-giving         | Describing location: <i>top, bottom, above, below, underneath, beneath</i><br>Expressions for offering to help   |
| 13<br><b>Make food suggestions and recommendations</b> | 68   | Food; Local cuisine                           | Uses of <i>shall</i> . For example: <i>Let's try the shrimp, shall we?</i><br><i>to suggest / to recommend + the / -ing</i> . For example: <i>I recommend the dumplings. I recommend trying both of them.</i>  |
| 14<br><b>Make a complaint (at a restaurant)</b>        | 73   | (Restaurant) Critiques and Criticism; Tipping | Prefixes <i>over-</i> and <i>under-</i> . For example: <i>over- / underestimated, over- / underwhelmed</i>   |

| SPEAKING GOAL | PAGE   | TOPICS | GRAMMAR   |
|---------------|--|--------|---|
|               |  |        | Expressions for making a (mild) complaint   |
| 15            | Describe a famous tourist destination                | 77     | Travel destinations<br>Passive voice: simple present and simple past ( <i>review</i> ). For example: <i>The Eiffel Tower is visited by over six million people a year. The Hoover Dam was built between 1931 and 1936.</i>  |
| 16            | Describe a planned trip                              | 82     | Trips; Travel<br>Future progressive. For example: <i>We will be going on vacation in June.</i><br>Expressions for describing plans  |
| 17            | Discuss pros and cons of living abroad               | 86     | Work / Study abroad;<br>Visas and permits<br>Expressing obligation, lack of obligation, or prohibition: <i>ought to, supposed to</i> , etc. For example: <i>You are supposed to get a student visa.</i>   |
| 18            | Suggest ways to deal with homesickness               | 90     | Culture shock; Feelings and emotions<br>Emphasizing information. For example: <i>What you need is someone to talk to.</i><br>Expressing empathy   |
| 19            | Send a thank-you note or message                     | 95     | Greeting cards, Thank-you notes<br>Expressing appreciation<br>Possessive + gerund. For example: <i>I appreciate your showing me around.</i>   |
| 20            | Review   | 101    |   |
| 21            | Describe and compare ways of keeping in touch online | 114    | Online communication;<br>Family members in different countries;<br>Virtual grandparents<br>Call-related phrasal verbs: <i>via, to call up, to hold on, signal, to (not) go through, to get through to</i><br>Condition and contrast: <i>if, unless, although, even though</i> . For example: <i>Unless I need to speak to you right away, I will send you an email. Although I have a social media account, I don't use it very much.</i> |
| 22            | Catch up with friends and family                     | 118    | Renewing and maintaining relationships<br><i>Still / not anymore.</i> For example: <i>I still live in Springfield, but I don't work for Sterling anymore.</i><br>Expressions for catching up  |

| SPEAKING GOAL   | PAGE | TOPICS                               | GRAMMAR   |
|---|------|--------------------------------------|---|
| 23<br><b>Describe and demonstrate features of an app</b>    | 124  | Apps; App stores                     | Reason and purpose: <i>because (of), so that, in order to, to</i> . For example: <i>I don't use that app because of the ads. I use this app to share documents with coworkers.</i>  |
| 24<br><b>Compare apps and devices</b>                       | 128  | Apps and devices                     | Comparatives, superlatives, and modifying adverbs. For example: <i>Is an e-reader cheaper than a tablet? What is the most highly recommended app?</i>   |
| 25<br><b>Ask for something you don't know the name of</b>   | 132  | Shopping; Getting assistance         | Defining relative clauses with <i>that</i> and <i>who</i> (subject form). For example: <i>A microwave is an appliance that cooks food quickly. A sales clerk is a person who help customers.</i><br>Use of past tense for politeness. For example: <i>What did you have in mind?</i><br>Words that mean <i>thing (extension activity)</i> |
| 26<br><b>Describe a shopping experience</b>                 | 138  | Shopping experiences                 | Relative clauses (object form). For example: <i>The people we spoke to were very helpful.</i>   |
| 27<br><b>Describe entertainment preferences</b>             | 143  | Entertainment                        | Agreeing with opinions: <i>so / too / (not) either / neither</i> . For example: <i>So do I. He doesn't either. Neither do we.</i>   |
| 28<br><b>Discuss what to see</b>                            | 148  | Movies; Plays; Dubbing vs. subtitles | Time expressions with present perfect: <i>already / (not) yet / still</i><br>Expressions for discussing options   |
| 29<br><b>Leave a comment or review on a company website</b> | 153  | Feedback, comments, and reviews      | Rephrasing angry messages<br>Sayings: <i>What goes around, comes around. You catch more flies with honey than vinegar. Think twice before you speak.</i>  |
| 30<br><b>Review</b>   | 157  |                                      |   |

| SPEAKING GOAL | PAGE   | TOPICS | GRAMMAR   |
|---------------|--|--------|---|
| 31            | Discuss food labels and labeling             | 170    | Food labels and nutrition; Consumer protection<br><br><i>Before / after / when + -ing.</i> For example: <i>Before leaving the store, you should check your receipt.</i>   |
| 32            | Ask for and give health or fitness advice    | 176    | Health; Diet; Fitness<br><br><i>Present unreal (2nd) conditional.</i> For example: <i>If I were you, I'd try exercising more.</i>   |
| 33            | Describe how to make travel arrangements     | 181    | Travel arrangements<br><br><i>Passive with modals.</i> For example: <i>Reservations can be made up to six months before you travel.</i>   |
| 34            | Discuss what to do in a crisis situation     | 185    | Travel problems and assistance<br><br><i>Question tags, negative and affirmative.</i> For example: <i>You spoke to the police, didn't you? They weren't hurt, were they?</i><br><i>Intonation in question tags (extension activity)</i>   |
| 35            | Discuss the reliability of news sources      | 191    | Sources of news<br><br><i>Reported speech.</i> For example: <i>The researcher said they had verified the results.</i>   |
| 36            | Relay and react to a news item               | 195    | News and current events<br><br><i>Past tense of modals: <i>should(n't) have / could(n't) have / must(n't) have / can't have.</i></i> For example: <i>The chart can't have been correct—the numbers didn't match.</i><br><i>Expressing surprise and disbelief.</i> For example: <i>I don't believe it!</i> |
| 37            | Describe major local holidays and traditions | 199    | Holidays and traditions<br><br><i>Non-defining relative clauses.</i> For example: <i>May Day, which is a holiday in many countries, is not celebrated in the US.</i>  |
| 38            | Plan a neighborhood party                    | 203    | Party planning; Neighbors<br><br><i>Use of <i>will</i> vs. <i>going to</i>.</i> For example: <i>I'm going to get the permits at lunchtime. You need help? I'll come right over.</i>   |

Uses of *to have*: *had better*, *to have a sale*, *to have difficulty*, *to have trouble*, *to have ... ready*, *to have time*, *to have (one's) hands full* (extension activity)

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**39****Create an opinion post for a social media site****208**

Opinions

Agreeing and disagreeing. For example: *I couldn't agree with you more.*

Voicing strong opinions. For example: *That's absolutely ridiculous!*

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**40****Review****212****Complete Audio Scripts****A-1**

In this lesson you will ...

# Introduce yourself and others

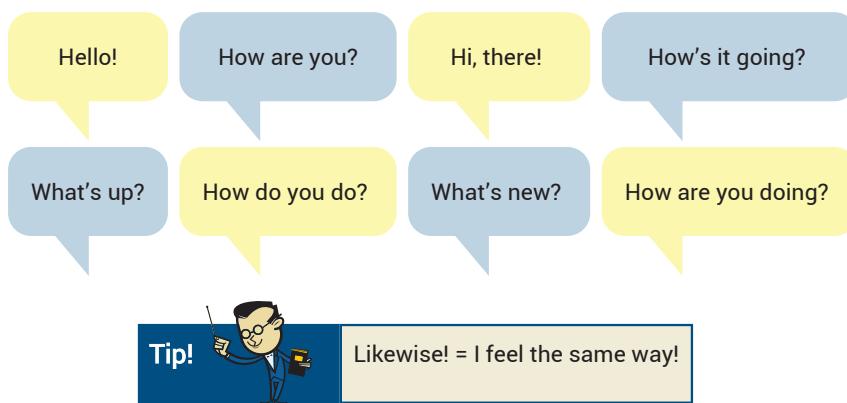
## Vocabulary & Expressions

|                           |                                      |
|---------------------------|--------------------------------------|
| What's up?                | spouse                               |
| to exchange emails        | cousin                               |
| to put a face to the name | relative                             |
| Nothing much.             | senior accountant                    |
| Same old, same old.       | old friend                           |
| Are you from around here? | junior ( <i>extension activity</i> ) |

## Language Focus

Possessive pronouns (*review*)  
Expressions for introducing yourself and others

## WARM-UP



## My notes

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## LISTENING



1 · 2 · 3 · 4

Nice to meet you!



A.

- 1  2  3  4



B.

- 1  2  3  4



C.

- 1  2  3  4



D.

- 1  2  3  4

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## GRAMMAR

Asami is a friend of mine

Asami is my friend.  
Is Peter your friend?  
Lucinda is Tom's coworker.  
Brad is Nadia's cousin.  
The Millers are our neighbors.  
We are clients of the P&J Law Firm.

She's a friend of mine.  
Is Peter a friend of yours?  
She's a coworker of Tom's / his.  
He's a cousin of Nadia's / hers.  
They are neighbors of ours.  
We are clients of theirs.

1. Do you know Simon?
2. Does Lisa know Jim?
3. Have you two met Mr. Sung?
4. Is that man their boss?
5. Is that woman Richard's wife?

Yes, I do. He's a \_\_\_\_\_ . (coworker)  
Yes. In fact, she's \_\_\_\_\_ . (relative)  
Of course. He's \_\_\_\_\_ . (neighbor)  
Actually, he's \_\_\_\_\_ . (client)  
No, she's just \_\_\_\_\_ . (friend)



## Useful Expressions

### Introducing yourself

I'm Paul Santos. I'm an old friend of Elena's.  
I'm Tom Evans. I live downstairs.  
I don't think we've met. I'm Alex. Alex Cooper.  
Allow me to introduce myself. I'm Christina Santos, your host this evening.

### Introducing others

Kevin, this is Liz. She's a friend of mine from school.  
Lucinda, this is Ms. Hollins from our Atlanta office.  
I'd like you to meet my neighbor, Sandra Wells.  
Allow me to introduce you to Charles Baxter, our new marketing director.

## PERFORMANCE

1. There is a new employee in your department. Introduce yourself to him or her.
2. You moved into a new apartment a few weeks ago. You see a neighbor waiting for the elevator. Introduce yourself.
3. You are at the supermarket with one of your relatives. You see a coworker. Greet your coworker and introduce your relative.
4. Your parents are visiting and a friend has come over. Introduce your friend to your parents.



### My notes

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EXTRA

## Culture Corner

### Addressing others

Some English-speaking cultures prefer to use first names rather than titles like *Mr.*, *Mrs.*, or *Ms.*, even when there is a difference in job titles or age. As we heard in the listening activity earlier, a CEO told a senior accountant: "call me Steve." Note that the person with a higher title is telling a junior employee to call him by his first name.

What about in your culture? Do you have different ways of introducing or addressing older people or people with different job titles? Do you use titles or first names when speaking to people at work? When can people call each other by their first names?

## ONLINE PRACTICE



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**English 5 Complete**

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In this lesson you will ...

# Give basic details about yourself

## Vocabulary & Expressions   Language Focus

temporary arrangement

I bet (= I'm sure)

in fact

No kidding!

to take a class

fortunately

to leave for (a place)

It pays the bills.

downside

upside

jet lag

to recover

Frequency adverbs and expressions. For example: *frequently, now and then, seldom, routinely, normally*

Use of simple present vs. present progressive. For example: *I read the news every day. I'm reading this right now. Our book club is reading Moby Dick this month.*

*to live* vs. *to stay*

## WARM-UP



You've just met someone for the first time and would like to get to know them better.

1. What could you ask them about?
2. What kind of information would you give about yourself?



### My notes

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## VOCABULARY & EXPRESSIONS

Tell me more about yourself

| Work | Home | Family | Interests | Other |
|------|------|--------|-----------|-------|
|------|------|--------|-----------|-------|

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Tip!



To avoid short Yes or No answers, ask questions that start with *Who*, *What*, *Where*, *When*, *How*, or *Why*.

## GRAMMAR

Do you travel frequently?

|                 | USUALLY                  | OFTEN                    | SOMETIMES                | RARELY                   |
|-----------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1. frequently   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. hardly ever  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. now and then | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. occasionally | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. regularly    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. routinely    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. seldom       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

## Where do you normally have lunch?

1. (*frequently*) \_\_\_\_\_
2. (*seldom*) \_\_\_\_\_
3. (*now and then*) \_\_\_\_\_
4. (*routinely*) \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_

## We don't go out much, but we're going out this evening

### SIMPLE PRESENT

*in general*

### PRESENT PROGRESSIVE

*at this moment (now)*

*in the future*

I go to work every day.

I'm going home now.

I'm going to Spain this summer.

Haan lives in Taiwan.

He's staying with us at the moment.

He's leaving in two weeks.

We work in New York.

We're meeting in the Chicago office.

We're flying home on Friday.

**EXTRA**

## Word Power



### ***to live vs. to stay***

We use **live** to talk about the place we normally call home. We use **stay** when we are guests.

Brad is from Miami, but he's in Boston now. He's going to New York next week.

He **lives** in Miami, but he's **staying** with his cousin's family in Boston.

When he goes to New York, he will **stay** in a hotel.

We use **living** to talk about a temporary arrangement.

Nelly moved to London recently.

She's **living** with some friends right now, but only until she can find an apartment.

**That sounds interesting!**

- What (1) \_\_\_\_\_, Sophie?
- Me? I'm a travel writer.
- That sounds interesting! I bet you (2) \_\_\_\_\_ frequently.
- Yeah, I do. I (3) \_\_\_\_\_ more time in hotels than in my own apartment. I don't really stay too long in one place. In fact, tomorrow I'm (4) \_\_\_\_\_ New Zealand for three weeks.
- Three weeks?!
- Well, fortunately, someone else (5) \_\_\_\_\_ my trip!
- No kidding! I wish I could travel more. We hardly ever (6) \_\_\_\_\_ anywhere.
- Well, being away from home has its downside, too. But what about you, Ben? What do you do?
- I (7) \_\_\_\_\_ the finance department of a large multinational. It's not very exciting work, but it (8) \_\_\_\_\_ the bills.
- And when you're not working?
- My wife and I like to dance. Right now, (9) \_\_\_\_\_ how to tango.
- That sounds like fun. How often (10) \_\_\_\_\_ classes?
- Just once a week for now. And you? What do you do when you're home?
- I just (11) \_\_\_\_\_, mostly—recovering from jet lag!

**My notes**

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## PERFORMANCE

Try to find out as much as you can about a classmate or your instructor. Share what you learn with the rest of the group.

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## ONLINE PRACTICE



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In this lesson you will ...

# Talk about family

## Vocabulary & Expressions

|                      |                             |
|----------------------|-----------------------------|
| siblings             | close-knit (family)         |
| only child           | to influence                |
| great-(grandparents) | to have an influence on     |
| niece                | closed question             |
| nephew               | open question               |
| step(child)          | to live under the same roof |
| (sister)-in-law      | nuclear family              |
| relationship         | extended family             |

## Language Focus

Developing conversations with closed and open questions

## WARM-UP



- Tim, who is everyone in this picture? I see you all the way on the right.
- Oh, that picture was taken at our last family reunion.
- Wow, everyone in the picture is part of your family?
- That's right. Those are my parents behind me, and my brothers and sisters, and all their children.
- What was it like growing up in such a big family?
- Noisy, very noisy. But now, it's the best thing in the world.



## My notes

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## VOCABULARY & EXPRESSIONS

### Who's who in your family?

My name is Annette. I have three (1) \_\_\_\_\_: two sisters and a brother. Nana and Pops are my (2) \_\_\_\_\_. They are my grandmother's parents. My father didn't have any brothers or sisters. He was an (3) \_\_\_\_\_. Dana is my brother's wife; she's my (4) \_\_\_\_\_. They have two children. Their daughter is my (5) \_\_\_\_\_ and their son is my (6) \_\_\_\_\_. My sister Anita recently got married again. Her husband's sons, Jake and Mike, are her (7) \_\_\_\_\_.

great-grandparents nephew niece only child siblings sister-in-law stepsons



one sister-in-law → two sisters-in-law  
great-grandparents' parents → great-great-grandparents

## LANGUAGE FOCUS

### Developing conversations with closed and open questions

**Closed questions** are questions that can be answered with *yes* or *no*, or a few words. They are often used at the beginning of a conversation to find out facts, or to get confirmation.

**Open questions** require longer answers and some thought. They are used to ask about feelings, opinions, and ideas. In a conversation, open questions often follow a closed question.

**Closed questions can begin with:** Are you ...? Do you ...? Where ...? When...? Which ...?

**Open questions can begin with:** Tell me about .... How do you feel about ...? What did you like best about ...? What was your reason for ...?

## Closed or open?

- |   | CLOSED                | OPEN                  |
|---|-----------------------|-----------------------|
| 1. Do you have any siblings?                    | <input type="radio"/> | <input type="radio"/> |
| 2. What was it like growing up in a big family? | <input type="radio"/> | <input type="radio"/> |
| 3. When did your grandparents come here?        | <input type="radio"/> | <input type="radio"/> |
| 4. Why did you decide to move here?             | <input type="radio"/> | <input type="radio"/> |
| 5. Where did you grow up?                       | <input type="radio"/> | <input type="radio"/> |
| 6. How do you feel about living in the city?    | <input type="radio"/> | <input type="radio"/> |
| 7. Are you a close-knit family?                 | <input type="radio"/> | <input type="radio"/> |
| 8. Who had the biggest influence on you?        | <input type="radio"/> | <input type="radio"/> |



## Culture Corner

### Nuclear vs. extended families

A **nuclear family** is made up of two parents and their children living under the same roof.

An **extended family** may include grandparents, aunts and uncles, and other relatives, who live nearby or in the same household.

1. In your culture now, is it more common for nuclear or extended families to live under the same roof?
2. How was it different or similar in the past?
3. What are some of the advantages of an extended family? a nuclear family?



### My notes

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## PERFORMANCE

### Tell me about your family

You would like to learn more about your partner's family. Think of at least three closed questions to ask and three additional open questions you could use to follow up on the closed questions.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

## ONLINE PRACTICE



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In this lesson you will ...

# Describe how you first met someone

## Vocabulary & Expressions

|                                    |  |
|------------------------------------|--|
| Time flies when you're having fun! | to be transferred                            |
| significant other                  | The rest is history.                         |
| romantic                           | family tree ( <i>extension activity</i> )    |
| to date someone                    | generation ( <i>extension activity</i> )     |
| to be seeing someone               | ancestor ( <i>extension activity</i> )       |
| to end up + <i>-ing</i>            | (family) roots ( <i>extension activity</i> ) |
| (military) base                    | to research ( <i>extension activity</i> )    |
| military                           |  |
| to be stationed somewhere          |  |

## Language Focus

Simple past and past progressive with *when* or *while*. For example: *While I was working in London, I met Tamara.*  
Using *during* vs. *while* (*extension activity*)

## WARM-UP



- How long have you two been together?
- For ten years, can you believe it? It seems like we met just yesterday.
- Well, they say time flies when you're having fun! How *did* you meet, by the way?
- That's actually a funny story ...
- Well, I want to hear it!



### My notes

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## LANGUAGE FOCUS

### What were you doing when you met?

I worked in London during the spring and summer of 2002. I met Tamara in May 2002.

While I **was working** in London, I **met** Tamara.

*or:* I **met** Tamara while I **was working** in London.

When I **met** Tamara, I **was working** in London.

*or:* I **was working** in London when I **met** Tamara.

- Sorry I'm late.
- No problem. While I was waiting, I checked my messages.
- Where's Ari?
- I don't know. When I saw him last, he was talking to Yen.

### She walked in while he was cooking

1. When we first \_\_\_\_\_, both of us \_\_\_\_\_ other people. (*meet, see*)
2. He \_\_\_\_\_ next to me while I \_\_\_\_\_ at the library. (*sit down, study*)
3. Mica \_\_\_\_\_ to fix a flat tire when Eric \_\_\_\_\_ to help her. (*try, stop*)
4. They \_\_\_\_\_ about nothing when he suddenly \_\_\_\_\_ her out to dinner. (*talk, ask*)
5. While Paul \_\_\_\_\_ the celebration details, his wife \_\_\_\_\_ the guest list. (*plan, see*)



### My notes

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**How did they meet?**

- How did your parents meet, Donna?
- That's a really romantic story, actually. The first time my parents met was when my father was stationed in Europe. He was at a music club where a friend of his was playing. It turns out that the friend was my mother's brother, so she was there, too. But she was young at the time and my father was seeing someone else. A few months later, he returned to the US. ...



- a. Donna's father rejoined the military and returned to Europe.
- b. Donna's father returned to the U.S. and left the military.
- c. Donna's father was stationed at a military base in Europe.
- d. Donna's father was transferred to another base 2,000 miles away.
- e. Donna's mother went to "visit" Donna's father.
- f. Donna's parents dated each other.
- g. Donna's parents got married.
- h. Donna's parents met at a music club where her mother's brother was playing.

**My notes**

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## PERFORMANCE

### That's an interesting story

Do you have an interesting story about a first meeting? This could be, for example,

- the first time you met your “significant other”
- how your parents, grandparents, or other relatives met
- your first meeting with a best friend
- a chance meeting with a famous person

Write some of the details below, then describe the meeting.

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### My notes

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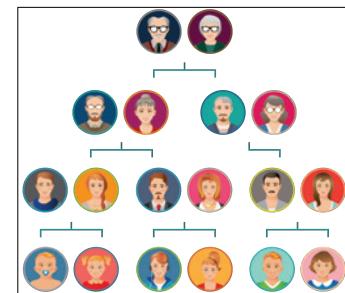
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**EXTRA****CONSOLIDATE & APPLY****Family history****Your ancestors**

1. How much do you know about your family's history?
  2. Where are your ancestors from?
  3. Are there any famous people in your family?
- 
- 
- 

**Your family tree**

1. Have you ever tried to research your family tree?
  2. How many generations back can you go?
  3. Is it important to know your family's roots?
- 
- 
- 





EXTRA

## Word Power

### Using *during* vs. *while*

**While** is followed by a clause (a subject and a verb).

She called **while** you were at lunch.

She called **while** you were eating lunch.

**During** is followed by a noun.

She called **during** your lunch break.

### *During* or *while*?

1. We both fell asleep \_\_\_\_\_ the movie.
2. Please feel to free stop me \_\_\_\_\_ I'm speaking.
3. \_\_\_\_\_ she was cleaning up, Lola found an old notebook.
4. \_\_\_\_\_ the football game, a dog ran onto the field.

## ONLINE PRACTICE



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In this lesson you will ...

# Describe what people do

## Vocabulary & Expressions

|                                  |                     |
|----------------------------------|---------------------|
| occupation                       | results             |
| researcher                       | situation           |
| scientist                        | involved in         |
| science                          | interested in       |
| to conduct                       | accustomed to       |
| to analyze ( <i>analyse UK</i> ) | excited about       |
| to gather                        | intern              |
| to deal with                     | public area         |
| to look after                    | public opinion poll |
| to take care of                  |                     |

## Grammar Item

adjective + preposition + *-ing*. For example: *I'm not accustomed to speaking English all day.*

## WARM UP



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## VOCABULARY & EXPRESSIONS

### What do you take care of?

1. \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_ figures / results
2. \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_ a problem / the situation
3. \_\_\_\_\_, \_\_\_\_\_ the children / your things
4. \_\_\_\_\_, \_\_\_\_\_ the house / the bills / the shopping
5. \_\_\_\_\_ research / tours / classes
6. \_\_\_\_\_ reports / meals / the budget
7. \_\_\_\_\_ others / customers

analyze assist conduct deal with explain gather look after prepare take care of

Tip!



**to take care of** has two meanings:

1. to look after: Doctors **take care of** sick people.
2. to deal with: I usually **take care of** small repairs at home.

## LANGUAGE FOCUS

### I am interested in working abroad

Leo is an HR manager. He is ...

**responsible**      **for**      **hiring** new employees.  
**involved**      **in**      **organizing** workshops.

Cassie works in accounting. She is ...

**in charge**      **of**      **analyzing** figures.  
**accustomed**      **to**      **working** with numbers.

I am ...

**good**      **at**      **dealing** with problems.  
**excited**      **about**      **starting** my new job.

## READING

### What do you do?



#### Pavel

I'm an intern at an IT company. They are sending me to London for six weeks as part of my training. I'm really excited \_\_\_\_\_ going. This will be the first time I've been to England and it will be a new experience for me. I'm not accustomed \_\_\_\_\_ speaking English all day, every day!

#### Teresa

Even as a child, I was never interested \_\_\_\_\_ working in an office. I work for the city, and my team and I are in charge \_\_\_\_\_ taking care of the parks and other public areas around the city. I am very satisfied with the work I do.



#### Keith

I work for a company that conducts public opinion polls. I'm responsible \_\_\_\_\_ analyzing the information we gather. I'm also involved \_\_\_\_\_ preparing reports and explaining results to our clients. I'm good \_\_\_\_\_ dealing with numbers, and I like my job very much.

about      at      for      in (x2)      of      to



### My notes

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## PERFORMANCE

Who's responsible for what?

### Role A

You work for a public opinion research company. This week, you are conducting a poll to learn more about who does what in busy, modern households. In addition to basic information about the household, add three to four more questions to ask.

1. Size of household: adults \_\_\_\_\_ children \_\_\_\_\_
2. Age: adults \_\_\_\_\_ children \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

Call your first household.



### My notes

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### **Role B**

You are at home, thinking about what you (and the other people in your household, if any) have to do this week. Make a list.

To do

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Who

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Your phone is ringing. Answer it.

### **ONLINE PRACTICE**



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In this lesson you will ...

# Say what companies do

## Vocabulary & Expressions

|                    |   |
|--------------------|---|
| soft drink         | best known                                    |
| image              | (in the) region                               |
| domestic (company) | to give a thumbs-up                           |
| grower             | wholeheartedly                                |
| producer           | hands down (the best)                         |
| distributor        | to steer clear of                             |
| developer          | You couldn't pay me to ...                    |
| wholesaler         | I wouldn't touch (them) with a ten-foot pole. |
| retailer           |   |

## Language Focus

Modifying comparisons. For example: *a leading ...*, *the best known ...*, *the number one ...*, *one of the top ...*

Expressions related to recommendations

Word families (*extension activity*)

## WARM-UP

What companies do you think of when you see these images?



soft drinks



internet



automobiles



clothing



## My notes

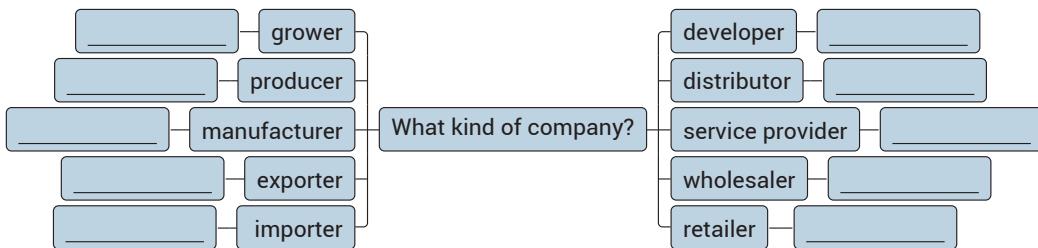
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## VOCABULARY & EXPRESSIONS

### Are they a wholesaler or a retailer?



## GRAMMAR

### One of the biggest companies in the region

|          |                    |                 |                   |                 |
|----------|--------------------|-----------------|-------------------|-----------------|
| It's     | a major            | manufacturer of | automobile parts. |                 |
| They are | a leading          | producer of     | educational games |                 |
|          | the best-known     | distributor of  | medical equipment |                 |
|          | the number one     | supplier of     |                   | in the country. |
| We are   | one of the biggest | providers of    | internet services | in the world.   |
|          | one of the top     |                 |                   |                 |

### What are the top companies in your country?

- \_\_\_\_\_ is a leading \_\_\_\_\_.
- \_\_\_\_\_ is the best-known \_\_\_\_\_.
- \_\_\_\_\_ is one of the most popular \_\_\_\_\_.
- \_\_\_\_\_.



## Word Power

Do you recommend them?

| Recommended                           | Not recommended                             |
|---------------------------------------|---|
| I give them a big thumbs-up.          | You should steer clear of them.             |
| I recommend them wholeheartedly.      | You couldn't pay me to use them.            |
| They are hands down the best company. | I wouldn't touch them with a ten-foot pole. |



## Useful Expressions

I'm looking for ... / I need ...  
What can you tell me about ...?  
Have you used / tried ... before?

Do you have any experience with ...?  
Are they any good?  
What do you suggest instead?

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## PERFORMANCE

### Role A

You have recently moved to a new country. Many of the company names and brands you see are new to you. Make a short list of two or three items or services you need, then ask a friend or coworker for suggestions or opinions.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

### **Role B**

A new acquaintance has recently moved to your country. Many of the company names and brands available in your country are new to him/her. Give your acquaintance some suggestions or share your opinions about the items or services you are asked about.

### **ONLINE PRACTICE**



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In this lesson you will ...

# Talk about free time activities

## Vocabulary & Expressions

|                                      |   |
|--------------------------------------|---|
| to stay in                           | to be crazy about   |
| to take up                           | I can't get enough of it!                                   |
| to finish                            | huge  |
| to practice ( <i>practise</i><br>UK) | If you can't beat 'em,<br>join 'em!                         |
| to agree                             | work-life   |
| to begin                             | balance ( <i>extension<br/>activity</i> )                   |
| to continue                          | All work and no play  |
| to be into                           | makes Jack a dull<br>boy. ( <i>extension<br/>activity</i> ) |
| to get into                          |   |
| fan                                  |   |

## Language Focus

|  |
|--|
| Verbs followed by gerunds. For example: <i>to quit, to practice</i>  |
| Verbs followed by infinitives. For example: <i>to agree, to expect</i>   |
| Verbs followed by gerunds and infinitives (no change in meaning). For example: <i>to begin, to continue</i>                              |
| Expressions for expressing enthusiasm  |
| Verbs followed by gerunds and infinitives (with change in meaning). For example: <i>to forget, to stop</i> ( <i>extension activity</i> ) |

## WARM-UP



## GRAMMAR

We enjoy going out on weekends, but sometimes we choose to stay home

### Verbs followed by gerunds

You should consider **taking up** a hobby.

Marco stopped **working** on the project.

I'll help you when I've finished **reading** this chapter.

Does your daughter practice **singing** every day?

### Verbs followed by infinitives

We didn't want to watch TV, so we decided **to go** for a walk instead.

The Mitchells agreed **to meet** us in front of the theater.

Oliver can't afford **to play** golf. It's an expensive hobby!

Hurry up! They expect us **to be** there by 7:30.

### Verbs followed by gerunds and infinitives, with no change in meaning

– When did Luis begin **collecting** antiques?

– He began **to collect** antiques ten years ago.

– Will Lily continue **working** after her baby is born?

– Yes, she'll continue **to work** part-time.

### More verbs followed by gerunds or infinitives

*Gerund:* to feel like, to dislike, to suggest, to recommend, to discuss, to finish

*Infinitive:* to choose, to learn, to promise, to plan, to prepare, to offer

*Gerund and infinitive:* to like, to love, to hate, to prefer, to start



practice (*n.*, *v.*)

practice (*n.*), practise (*v.*)

## Do we expect *to be* late or expect *being* late?

1. Can we afford \_\_\_\_  
a. playing after lunch.
2. My parents agreed \_\_\_\_  
b. coming to soccer practice?
3. At what age did you begin \_\_\_\_  
c. speaking in public more.
4. The children can continue \_\_\_\_  
d. working around 5:30.
5. What time do you expect \_\_\_\_  
e. to come over this weekend.
6. I'll finish \_\_\_\_  
f. to pay for piano lessons?
7. I need to practice \_\_\_\_  
g. to finish work today?
8. When did Steve stop \_\_\_\_  
h. to play the guitar?



## Word Power

### Ways to express enthusiasm

I think winter sports are great.  
George loves documentaries.  
Hiroko likes modern art a lot.  
Shari listens to music all day.

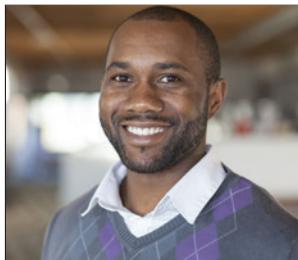
I'm **a big fan** of winter sports.  
George is **crazy about** documentaries.  
He's really **into** modern art.  
She **can't get enough of** music!

## LISTENING



7 • 8 • 9

### What do they like to do?



Cliff



Margo



Jenny

1. Cliff is into \_\_\_\_\_. He plays the \_\_\_\_\_ in a band.
2. He practices \_\_\_\_\_ days a week.
3. Margo is interested in watching \_\_\_\_\_.
4. She watches \_\_\_\_\_ and \_\_\_\_\_ games with her husband.
5. Jenny became fan of movies after going to a film \_\_\_\_\_ in Sydney.
6. She can see old movies from around the world at a small \_\_\_\_\_ in her town.

## PERFORMANCE

### What do you like to do on the weekend?

Find out what your classmate (or your instructor) likes to do in their free time in the evenings or on the weekend. Do they prefer to go out or stay home? Do they have any hobbies or special interests? If so, how did they get into that?

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### My notes

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**EXTRA**

## CONSOLIDATE & APPLY

### Work-life balance



### My notes

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## Did you forget to pay or forget paying?

*A few verbs can be followed by an infinitive or a gerund—and the meaning changes! Can you figure out the difference in meaning?*

Sometimes I **forget to pay** my bills. If that happens, I usually get a reminder message. Sometimes I **forget paying** my bills. In fact, one month I paid my phone bill twice!

I remembered **to pack** a towel. Here it is, in my bag.

I **remember packing** a towel, but now I don't know where it is.

Larry **tried to swim**, but he couldn't. He just went straight to the bottom of the pool.

Larry **tried swimming**, but he decided it wasn't the right sport for him.

I **stopped to buy** some milk on the way home.

I **stopped buying** milk because it upsets my stomach.

### ONLINE PRACTICE



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**English 5 Complete**

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In this lesson you will ...

# Arrange to get together

## Vocabulary & Expressions

|                     |                                     |
|---------------------|-------------------------------------|
| What are you up to? | to meet up                          |
| to get together     | afterwards                          |
| get-together        | to recognize ( <i>recognise</i> UK) |
| to arrange          | to doubt                            |
| (modern) art        | to appear                           |
| to hear from        | to mean                             |
| to mention          | to (not) care for                   |

## Language Focus

Verbs not commonly used in progressive forms.  
For example: *to hear, to mean, to prefer, to want*  
Expressions for arranging to get together  
Omission of subject (+ *to be*). For example: (*It's Nice to see you!*)  
Simple vs. progressive forms: change in meaning (*extension activity*)

## WARM-UP



- Hi, Tanya. It's Nina.
- Hey, Nina! What a surprise! I haven't heard from you in a while.
- Well, I wanted to arrange a get-together with you, Beth, Amy, and Mia. What are you up to after work today?
- Nothing much. I was thinking of just going home.
- I thought we might get together for coffee or something.
- Sounds like a good idea! What about after 5:30 p.m.?
- OK. Let me check with the others, and I'll call back to confirm the time and place.



## My notes

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Would you care to join me?



an art exhibit \_\_\_\_\_



a café \_\_\_\_\_



a friend's place \_\_\_\_\_

- Where did Mark and Lisa first meet? \_\_\_\_\_
- Why did Mark call Lisa? \_\_\_\_\_
- What day will they get together? \_\_\_\_\_
- What time are they planning to meet? \_\_\_\_\_
- What will they do afterwards? \_\_\_\_\_

## GRAMMAR

### Verbs not commonly used in progressive

- Henning **wants** to play tennis today.
- I don't **care** much for tennis.
- Zack **loves** trying new restaurants.
- He **mentioned** a new Thai restaurant.
- Do you **know** where Lara's place is?
- No, but I don't **think** it's anywhere near here.
- You **remember** how to do this, don't you?
- No, but I **see** the start button.

Other verbs not commonly used in the progressive: *to hear, to recognize, to like, to hate, to believe, to mean, to forget, to doubt, to appreciate, to understand, to prefer, to belong, to have, to own*



## Useful Expressions

### Let's get together!

Where should we meet up?  
What day is good for you?  
Would Sunday / 2:30 be all right?  
How about Friday / six o'clock?

Why don't we ...?  
Can we make it ..., instead?  
Sounds good / great!  
See you then / there!

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### FYI

#### (It's) Good to see you!

*In conversational English, we sometimes omit the pronoun and / or the verb to be at the beginning of sentences. Can you figure out which words are missing?*

1. \_\_\_\_ Sounds like a good idea.
2. \_\_\_\_ Nice to hear from you!
3. \_\_\_\_ See you later!
4. \_\_\_\_ You busy?



### My notes

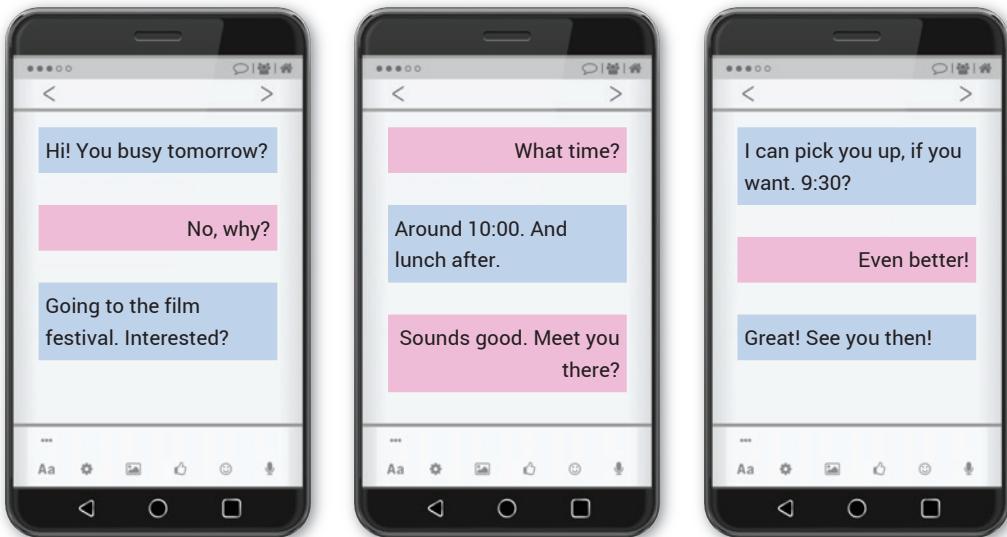
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## PERFORMANCE



### My notes

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EXTRA

## Word Power

### Simple vs. progressive forms: change in meaning

- |  |   |
|--|---|
| I <b>see</b> you got my message.             | The doctor <b>is seeing</b> a patient. (= <i>meeting with</i> )       |
| We <b>have</b> two new interns.              | We're <b>having</b> an office party on Friday. (= <i>organizing</i> ) |
| I <b>think</b> we've met before.             | We're <b>thinking</b> of moving to Houston. (= <i>considering</i> )   |
| " <b>OOO</b> " <b>means</b> "Out of office." | I've <b>been meaning</b> to call you. (= <i>planning</i> )            |

### ONLINE PRACTICE



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### English 5 Complete

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In this lesson you will ...

# Create an “About me” statement for a blog

## Vocabulary & Expressions

|   |                                    |
|---|------------------------------------|
| off the top of (one's) head                 | to be keen on                      |
| to take a look at ( <i>have a look at</i> ) | to have itchy feet                 |
| to keep in mind                             | backpack ( <i>n.</i> , <i>v.</i> ) |
| personality                                 | passion                            |
| to come through                             | to hang out (with)                 |
| to imagine                                  | to inspire                         |
| backstory                                   | to expand (one's) horizons         |
| goal  | breakthrough                       |
| directly                                    | to leave (its) mark                |
|   | culture                            |

## Grammar Item

Present perfect vs. present perfect progressive. For example: *I have been writing since 2001. I have written hundreds of articles.*

## WARM-UP



- What are you working on?
- The “About me” statement for my new website. Any suggestions?
- Not off the top of my head.
- I’m not sure how much information to give. What’s too much or too little?
- You could look at other websites. Let me take a look at it when you’re finished.

What would you include in the “About me” statement of a blog or website?

## VOCABULARY & EXPRESSIONS

### 5 + 1 Tips for writing an “About me” statement

1. Know your audience. \_\_\_\_\_  
a. Describe how you got into what you are writing about and where you are in life today.
2. Don’t just state facts. \_\_\_\_\_  
b. Imagine you are speaking directly to your readers instead of writing. Your personality should come through in your writing.
3. Say why you are writing. \_\_\_\_\_  
c. Keep in mind who you are writing for. Think about the appropriate language you want to use for your audience.
4. Tell your backstory. \_\_\_\_\_  
d. Readers want to learn about you, and what makes you interesting and different.
5. Write like you speak. \_\_\_\_\_  
e. What is your goal and what do you hope will happen?

+1 \_\_\_\_\_

## GRAMMAR

### John has been working on a new project, but he hasn’t completed it yet

Simon **has had** several jobs. Most recently, he was a chef at a French restaurant. He and his wife **have lived** all over the world. They **have been living** in Sydney since 2016. He **has eaten** at a lot of different restaurants. He **hasn’t been eating** well lately. He **has been looking** for a job for the past six weeks, but he **hasn’t found** one yet.

- How long have you been painting?  
– I’ve been painting for fifteen years.
- Have you taken any classes recently?  
– Yes, I have. I finished a class last week.



### My notes

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## READING

### Welcome to my blog!

My name is Sophie Dupree and I have been traveling ever since I can remember. It is my (1) \_\_\_\_\_ !

It all started when I was a child. Because of my father's job, we ended up living in many different countries, and my parents were always (2) \_\_\_\_\_ learning about a country's culture. Our family (3) \_\_\_\_\_ with the local people, tried the local cuisine, and traveled around the country. This experience has (4) \_\_\_\_\_ on how I see the world.

Later, when my parents decided to stop traveling and return to the US, I remember being very upset—I had (5) \_\_\_\_\_ and wanted to keep traveling. When I went to college, I (6) \_\_\_\_\_ around Europe by taking the train and bus, and I started a blog about student travel.

The real (7) \_\_\_\_\_ came when an online magazine noticed one of my articles and asked me to write for them. Now, many years later, I am still traveling around the world and writing. So far, I have visited over 80 countries (my goal is to see them all!). And I have been giving speeches about my travels all over the world for about eight years now. I love sharing my experiences and (8) \_\_\_\_\_ others to (9) \_\_\_\_\_ their horizons!

backpacked   breakthrough   expand   hung out   inspiring   itchy feet   keen on  
left its mark   passion



### My notes

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## PERFORMANCE

### What's the backstory?

#### Role A

You work for an online magazine. Today you are going to interview a popular local writer for a blog. The interview is about the writer himself/herself. Before you begin, write several questions you would like to ask.

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When you are ready, start your interview.



#### My notes

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### **Role B**

You are a writer for a popular blog. You write about a hobby or interest that is your passion. Your local blog is very popular. Today you are being interviewed by someone for an online magazine. The interview is about you: how you got into your hobby / interest, how long you've been doing it, what inspired you, and so on. Before the interview begins, write several key points you would like to mention.

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When you are ready, start your interview.

### **ONLINE PRACTICE**



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within this unit): Age Fotostock

**English 5 Complete**

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# Review

## OBJECTIVES LADDER



Now you can ...

- ✓ Create an “About me” statement for a blog
- ✓ Arrange to get together
- ✓ Talk about free time activities
- ✓ Say what companies do
- ✓ Describe what people do
- ✓ Describe how you first met someone
- ✓ Talk about family
- ✓ Give basic details about yourself
- ✓ Introduce yourself and others

## PRACTICE

### GOAL 01

#### Is he a friend of yours?

1. – Have you known Mr. Miller for a long time? (*a coworker*)  
– You mean Jack? Yes, I have. He's \_\_\_\_\_.
2. – Are you familiar with Citywide Bank? (*an old client*)  
– Yes, of course. I'm \_\_\_\_\_.
3. – I'm sorry. I thought you knew the Baileys. (*just acquaintances*)  
– No, not really. They're \_\_\_\_\_.
4. – Is Martin Tia's brother? (*a cousin*)  
– No, he's not. He's \_\_\_\_\_.
5. – I would like to meet Yasuko. Could you introduce me? (*a friend*)  
– I'm sorry! I thought she was \_\_\_\_\_.
6. – Hi. We just moved to the neighborhood. We are \_\_\_\_\_.  
(*neighbors*)  
– Welcome. It's great to meet you. Let us know if you have any questions about the area.



#### My notes

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## GOAL 02

### What do you do or what are you doing?

1. What \_\_\_\_ you usually \_\_\_\_ in the evening?  
a. do ... do      b. do ... doing      c. are ... doing
  
2. We're only here for a month, so we \_\_\_\_ at a hotel.  
a. stay      b. are staying      c. staying
  
3. I'm so tired! I think I \_\_\_\_ from jet lag.  
a. recovering      b. still recover      c. am still recovering
  
4. Huma and her mother are close. They \_\_\_\_ each other several times a week.  
a. call      b. are calling      c. called
  
5. Sadie is a hard worker. She \_\_\_\_ works nine to ten hours a day.  
a. frequently      b. hardly      c. seldom
  
6. Darren doesn't go out much. We only see him \_\_\_\_.  
a. routinely      b. now and then      c. frequently

## GOAL 03



11

### Do you have family there?

- \_\_\_\_\_ ?  
— We came here in 2015.
- \_\_\_\_\_ ?  
— Well, my great-grandparents are from here, but I'd never been here before. They told me stories when I was younger, and I wanted to see what it was like. I just loved it when I visited.
- Oh, wow. That's interesting. \_\_\_\_\_ ?
- Yes, I do. I met several cousins I didn't know I had here! \_\_\_\_\_ ?
- At first it was strange, because I didn't speak the language. But now I love it! This is a very beautiful country. \_\_\_\_\_ ?

## GOAL 04

### Did you eat or were you eating when the phone rang?

1. When I \_\_\_\_ home, my husband \_\_\_\_ dinner.  
a. got ... made      b. got ... was making      c. was getting ... was making
2. My parents \_\_\_\_ when they \_\_\_\_ in Thailand.  
a. met ... worked      b. met ... were working      c. were meeting ... worked
3. Abby and John \_\_\_\_ home when the storm \_\_\_\_.  
a. drove ... was beginning      b. were driving ... was beginning  
c. were driving ... began
4. \_\_\_\_ you \_\_\_\_ asleep while you \_\_\_\_ the movie?  
a. Did ... fall / were watching      b. Did ... fall / watched  
c. Were ... falling / watched
5. I was at my cousin's birthday party \_\_\_\_ I met Sara.  
a. while      b. as      c. when

## GOAL 05

### Are you worried about something?

1. Is Jun excited \_\_\_\_\_ starting his new job?
2. Have you ever been involved \_\_\_\_\_ conducting a survey?
3. Amanda isn't accustomed \_\_\_\_\_ living in the city.
4. Our family isn't interested \_\_\_\_\_ moving right now.
5. Who is responsible \_\_\_\_\_ taking care of repairs in your home?
6. Is Steve good \_\_\_\_\_ gathering and analyzing information?
7. I'm in charge \_\_\_\_\_ preparing orders for customers.



about    at    for    in    in    to    of

## GOAL 06

### They're the best in the world!

1. ATZ is a small but \_\_\_\_ producer of sports equipment in the region. People in the area are very familiar with it.
2. NCom is a \_\_\_\_ provider of internet services in the country.
3. Home Line is \_\_\_\_ furniture retailer in the area. It has more sales than any other furniture company in the area.
4. Our company is one of \_\_\_\_ employers in the region. We get thousands of candidates for one open job position.
5. There are a few, but Rock Radio is \_\_\_\_ radio stations in the country.

the top leading well-known one of the most popular the best-known

## GOAL 07

### Did they decide to stay or decide staying?

1. We agreed \_\_\_\_\_ (*meet*) in front of the museum.
2. Luca stopped \_\_\_\_\_ (*come*) to piano lessons because he was too busy.
3. I'm not sure we can afford \_\_\_\_\_ (*take*) another vacation this year.
4. If you want to expand your horizons, you should consider \_\_\_\_\_ (*learn*) a new language.
5. They finished \_\_\_\_\_ (*paint*) our house last weekend.
6. We expect our guests \_\_\_\_\_ (*arrive*) around seven.
7. Do you ever feel like \_\_\_\_\_ (*not answer*) the phone?

## GOAL 08

### I understand what you mean

1. Is that you, Phil? I \_\_\_\_\_  
almost didn't \_\_\_\_\_  
you without your  
glasses! a. recognize
2. The supermarket closes in ten minutes. I \_\_\_\_\_  
we'll get there in time. b. care for  
c. doubt
3. Sara \_\_\_\_\_ she was going on vacation next week, so she won't be in the office. d. see  
e. meant  
f. mentioned
4. I \_\_\_\_\_ your order arrived. Are you happy with it?
5. I don't really \_\_\_\_ fish. May I have chicken, instead?
6. I thought I explained this to you. That's not what I \_\_\_\_\_. Here, let me show you.



### My notes

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## GOAL 09

**Have you been reading the blog or have you read it?**

1. Chet \_\_\_ with computers for the last 13 years.  
a. worked      b. has been working  
c. has worked
  
2. What blogs have \_\_\_ you in the past?  
a. been inspired      b. inspired  
c. been inspiring
  
3. How long has Vicky \_\_\_ about collecting toys?  
a. written      b. been writing      c. wrote
  
4. Arlene \_\_\_ in six different countries so far.  
a. has been living      b. has lived      c. had lived
  
5. What have you \_\_\_ since you graduated from college?  
a. been doing      b. doing      c. done



## YOUR TURN!

## GOAL 01

**Could you tell me your name again?**

### Role A

You're meeting a person for the first time at a party. Ask the person's name and start a conversation.

You often have hard time remembering names. You forget this person's name several times during your conversation. You call the person by the wrong name at least once.

### **Role B**

You have just arrived at a party where you only know some of the guests. Introduce yourself to the person in front of you and start a conversation.

Try not to become upset if the person you're speaking to has a hard time remembering your name.

## **GOAL 02**

### **Welcome to the neighborhood!**

### **Role A**

You live in a nice, quiet neighborhood. Someone has moved in to the house next to you very recently, but you haven't met them yet. Go around and introduce yourself and try to find out as much as you can about your new neighbor.

### **Role B**

You just moved into a new house last week. You have been busy moving in and haven't met any of your neighbors yet.

Today you are at home, about to take a break. You have just made coffee and would like to sit down and relax.

Your doorbell rings. Answer it.

## **GOAL 03**

### **Who's your favorite relative?**

Tell a classmate about one of your favorite relatives. Who is that person and what is his or her relationship to you? What makes that person special to you? Explain why you look up to the person. Share one or two memories you have of that person.

## GOAL 04

### Guess who I met today!

#### Role A

You met someone famous today; in fact, you even got to talk to the person for a few minutes! You are really excited and want to tell your friend about it. Before calling, write some of the things you want to mention.

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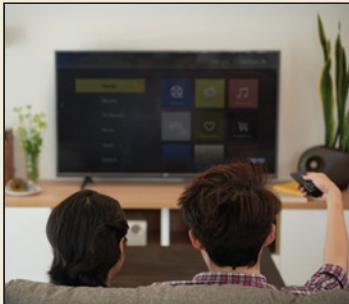
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When you are ready, call your friend.

#### Role B



You are sitting at home, watching TV. Suddenly, you see a news story about a famous person in town—and on TV you also see a friend of yours! You want to call your friend about this. Before that, write two or three questions you'd like to ask.

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Your phone is ringing. Answer it.

## GOAL 05

### What do you do?

Find out more about your partner. Ask about his/her hobbies, interests, job, or what he/she does in his/her free time. Ask questions using these terms:

good at  
deal with

involved in  
take care of

in charge of  
look after

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## GOAL 06

### Which companies have the most influence?

Together with your partner(s), come up with a list of what you think are the top three companies that have the most influence either in your country *or* in the world (you decide which you would like to discuss). Be prepared to share your list.

**Company 1:** \_\_\_\_\_

Kind of company: \_\_\_\_\_

What it does: \_\_\_\_\_

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**Company 2:** \_\_\_\_\_

Kind of company: \_\_\_\_\_

What it does: \_\_\_\_\_

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**Company 3:** \_\_\_\_\_

Kind of company: \_\_\_\_\_

What it does: \_\_\_\_\_

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## GOAL 07

I'd like to try something new

### Role A

You have been feeling a bit bored recently and are considering taking up a new hobby or sport. You want to talk to some friends about what they do in their free time—perhaps that will inspire you. You are meeting with a friend for coffee soon. Before that, write some questions you would like to ask about an activity of his/hers.

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When you are ready, get together with your friend.

### Role B

A friend of yours has been feeling a bit bored recently and is considering taking up a new hobby or sport. She/he has asked to meet you for coffee. You expect your friend will ask about what you do in your free time. Before you get together, think of one thing you'd like to suggest, and write some information to share.

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When you are ready, meet with your friend.

## GOAL 08

### What should we do?

#### Role A

You recently made a new friend, who has suggested that you do something together this weekend. Your friend will call to arrange a time and date.

You already plan to go dancing on Saturday night, but you are free the rest of the weekend. Although you don't have any plans for Sunday morning, you usually like to spend that time at home.

##### You like to:

- go to art exhibits
- go to concerts

##### You don't like to:

- go to the opera
- go to sports events

Your phone is ringing. Answer it.

#### Role B

You recently made a new friend. The two of you agreed to try to get together this weekend. You told your friend that you would call to arrange a date and time.

You are busy Saturday afternoon, but are free Saturday evening. You are also free all day on Sunday.

##### You like to:

- go to concerts and the opera
- go to sports events
- go out for breakfast on Sunday mornings

##### You don't like to:

- eat in expensive restaurants
- go to art exhibits
- go dancing

Call your friend and decide what you'd like to do together.



#### My notes

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## GOAL 09

Please complete your “About me” statement

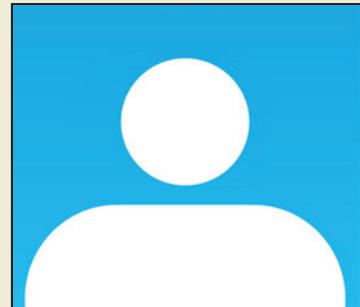
My name is \_\_\_\_\_ and my passion is \_\_\_\_\_

I have been \_\_\_\_\_  
for \_\_\_\_\_

So far, I have \_\_\_\_\_

I first got into \_\_\_\_\_ when I \_\_\_\_\_

When I'm not \_\_\_\_\_, I enjoy \_\_\_\_\_



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**English 5 Complete**

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In this lesson you will ...

# Describe accommodations

## Vocabulary & Expressions

|   |  |
|---|--|
| accommodations<br>( <i>accommodation UK</i> )       | open   |
| renter ( <i>tenant UK</i> )                         | spacious   |
| single-family<br>house ( <i>detached house UK</i> ) | filthy   |
| townhouse ( <i>terraced house UK</i> )              | spotless   |
| studio apartment ( <i>studio flat UK</i> )          | messy  |
| tidy  | cluttered  |
| cleanliness   | immaculate   |
| tidiness  | silent   |
| tiny  | deafening  |
| dim   | roommate   |
| well-lit  | campus   |
| cramped   | dorm   |
|   | bedsit ( <i>UK</i> )   |
|   | to leave ( <i>fly UK</i> ) the nest<br>( <i>extension activity</i> ) |

## Grammar Items

Question form: *How + adjective + a + noun ...?* For example: *How big a place are they looking for?*

Number-noun adjectives (*extension activity*)

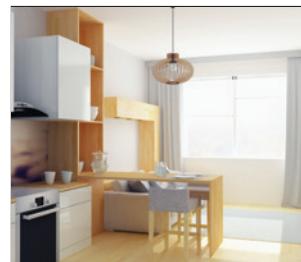
## WARM-UP



single-family house



townhouse



studio apartment



Tip!



accommodations  
single-family house  
townhouse  
studio apartment



accommodation  
detached house  
terraced house  
studio flat

## VOCABULARY & EXPRESSIONS

How would you describe your place?

|                    |         |   |           |   |          |   |            |
|--------------------|---------|---|-----------|---|----------|---|------------|
| <b>Size</b>        | tiny    | → | small     | → | large    | → | huge       |
| <b>Light</b>       | dark    | → | dim       | → | well-lit | → | bright     |
| <b>Space</b>       | cramped | → | crowded   | → | open     | → | spacious   |
| <b>Cleanliness</b> | filthy  | → | dirty     | → | clean    | → | spotless   |
| <b>Tidiness</b>    | messy   | → | cluttered | → | neat     | → | immaculate |
| <b>Noise</b>       | silent  | → | quiet     | → | loud     | → | deafening  |



My notes

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## LISTENING



12 • 13 • 14

What's your place like?



Missy

- bedsit    house  
 dorm    townhouse



James

- bedsit    house  
 dorm    townhouse



Robin and Brad

- bedsit    house  
 dorm    townhouse

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My notes

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## GRAMMAR

### How big a place is it?

They have a big house. How big?  
We need a large fridge. How large?  
There's a long line of people. How long?

How big a house do they have?  
How large a fridge do you need?  
How long a line of people is there?

1. A: My commute is too long.  
B: \_\_\_\_\_ do you have?
2. A: I'd like to find a bigger apartment.  
B: \_\_\_\_\_ are you looking for?
3. A: They are planning to increase our rent.  
B: \_\_\_\_\_ are they planning?
4. A: You can walk to the subway from there.  
B: \_\_\_\_\_ is it to the subway?
5. A: My apartment building is really noisy. I think I need to move.  
B: \_\_\_\_\_ is it?



### My notes

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## PERFORMANCE

### Role A

You have been renting an apartment with a friend, but your friend is getting married and will move out next month. You need to find a new roommate to help you pay the rent (half of \$1,600 per month). You posted the following ad on an apartment-renting site this morning:

#### Roommate needed

Bright, spacious, 2-bedroom apartment with a small, private garden. 690 sq. ft. living room, kitchen, bathroom. Located on a quiet street. 5-minute walk to nearest subway station. Nice neighborhood with a large park, lots of shops, restaurants, and local events on Sundays.

\$800 per month + monthly share of bills

To prepare for people calling you about the ad, write a few extra details about the apartment and / or the neighborhood.

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### Role B

For several months, you have been living in a bedsit, but you feel too cramped living there. Rents are very high, however, so you are considering sharing an apartment with someone. This morning, you saw the following ad on an apartment-renting site:

#### Roommate needed

Bright, spacious, 2-bedroom apartment with a small, private garden. 690 sq. ft. living room, kitchen, bathroom. Located on a quiet street. 5-minute walk to nearest subway station. Nice neighborhood with a large park, lots of shops, restaurants, and local events on Sundays.

\$800 per month + monthly share of bills

It looks interesting to you, but before you call to ask for more information, write a few questions you'd like to ask about the apartment and / or the neighborhood.

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**Tip!**



roommate, living room, subway



flatmate, lounge, underground

690 sq. ft. = 690 square feet  $\approx 76 \text{ m}^2$

**EXTRA**



## Word Power

### Number-noun adjectives

Numbers and nouns can be combined to create adjectives. For example:

- a car with four doors → a **four-door** car
- a contract that's good for two years → a **two-year** contract
- a building with ten stories → a **ten-story** building
- an apartment with three bedrooms → a **three-bedroom** apartment

### ONLINE PRACTICE



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**English 5 Complete**

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In this lesson you will ...

# Make a visitor feel welcome

## Vocabulary & Expressions

|                     |                                      |
|---------------------|--------------------------------------|
| to come over        | to give (someone) space              |
| to feel (un)welcome | shelf                                |
| Help yourself!      | no bother (= no trouble, no problem) |
| to declutter        | to handle                            |
| to stock up on      | Will do!                             |
| overzealous         |                                      |
| treat               |                                      |

## Language Focus

Describing location: *top, bottom, above, below, underneath, beneath*  
Expressions for offering to help

## WARM-UP

Welcome! Thank you for coming over!

Glad you could make it!

Come on in!

Let me take your coat.

Can I get you something to drink?

Would you care for something to eat?

Feel free to help yourself.

Let me show you around.

Make yourself at home!



## My notes

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## READING

### What makes guests feel welcome?

- Declutter before they arrive.
- Stock up on a few things they like.
- Show or tell them where things are.
- Include your guests: let them help out.
- Avoid overzealous tidying up.
- Tell them the WiFi password.
- Give them space.
- Put some flowers or treats in their room.

\_\_\_\_\_

\_\_\_\_\_

## LANGUAGE FOCUS

### It's in the cupboard above the sink



You'd like a glass? Sure. They're in the cupboard **above** the sink.

The fruit bowl is right **below** the microwave.

We keep the trash can here, **underneath / beneath** the sink.

The plants are in the **middle** of the dining table.

Cereal is on the **top** shelf, tea and coffee are on the **bottom** shelf.

If you need more salt, it's in the drawer, **right next to** the oven.



EXTRA

## Useful Expressions

### Offering to help

- Shall I give you a hand with that / with something?
- Sure, if it's no bother.
- No bother at all. I'm happy to help.
- Here ... Let me help you with that.
- Thank you very much. I really appreciate it.
- Would you like me to do that for you?
- That's all right, I can handle it. But thanks, anyway.
- Let me know if there's anything I can help you with.
- Will do!

## PERFORMANCE

A friend is coming to stay with you for a couple of days and will arrive soon. This is his/her first time visiting your home. When your visitor arrives:

- welcome him/her
- make him/her feel at home
- show or say where the most important things are

Write a few things to help you prepare for the visit.

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**EXTRA**



## Culture Corner

### **Gift-giving**

- Which of these would be appropriate gifts for a visitor to give a host in your culture?
- Which would be inappropriate?
- What do people typically give?



flowers



chocolates or candy



wine or beer



jewelry

### **ONLINE PRACTICE**



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In this lesson you will ...

# Make food suggestions and recommendations

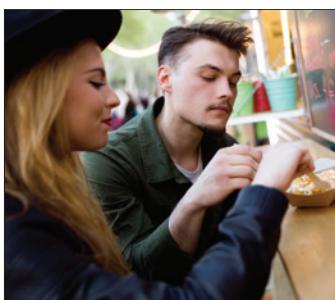
## Vocabulary & Expressions

|                        |                             |
|------------------------|-----------------------------|
| food truck             | lime                        |
| street food            | beef                        |
| to grab a quick bite   | ground (meat)               |
| fine dining restaurant | wrap (n., v.)               |
| dumplings              | garlic                      |
| sour cream             | to marinate                 |
| corn on the cob        | room temperature            |
| portion                | ingredient                  |
| slice (n., v.)         | foodie (extension activity) |

## Language Focus

Uses of *shall*. For example: *Let's try the shrimp, shall we?*  
to suggest / to recommend + the / -ing. For example: *I recommend the dumplings. I recommend trying both of them.*

## WARM-UP



- So, what do you want to eat?
- I have no idea. I'd like to try something different.
- Do you like street food?
- Street food?
- You know, food trucks parked on the street. There is a line of them on Center Avenue, and they sell everything you can think of. I go there quite often to grab a quick bite.
- Sounds great! We can grab something and eat in the park.

## GRAMMAR

Shall I order for you?

### TO ASK/OFFER POLITELY

What **shall** we do this evening?  
**Shall** I make dinner for us?

### TO CONFIRM AGREEMENT

I'll make the reservation, **shall** I?  
Let's wait a little longer, **shall** we?

### TO EXPRESS FUTURE

I can't make it. I **shall** be away then.  
Was it the right decision? We **shall** see.

### TO SOUND FORMAL IN WRITING

Payment **shall** be made within ten days.  
We **shall** arrange for someone to meet you.

- Where shall we go for dinner?
- Well, this is my first time in Copenhagen, so I'd like to try some Danish food.
- Of course. I know a really good place nearby.
- Have you ever been to a fine dining restaurant before?
- I've read about them on blogs, but I've never been to one.
- You should try one while you're visiting this time. Shall I arrange it for you?
- That would be great! Thank you.

### Your turn!

1. Would you like me to ask for an English menu?

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2. What time should I pick you up?

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3. Let's just order a pizza, OK?

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4. Memberships must be canceled before the end of the month.

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5. Unfortunately, we won't be able to attend.

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Tip!



The negative form of *shall*



*shall not*

*shall not* (or rarely, *shan't*)

## LISTENING



15 • 16 • 17

## What is it?



1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

|                    | BULGOGI | PIEROGI | CEVICHE |
|--------------------|---------|---------|---------|
| NATIONALITY        |         |         |         |
| MAIN INGREDIENTS   | _____   | _____   | _____   |
|                    | _____   | _____   | _____   |
|                    | _____   | _____   | _____   |
|                    | _____   | _____   | _____   |
| HOW IT IS PREPARED |         |         |         |
| SERVED WITH        | _____   | _____   | _____   |
|                    | _____   | _____   | _____   |
|                    | _____   | _____   | _____   |
|                    | _____   | _____   | _____   |

## LANGUAGE FOCUS

What do you recommend?

| APPETIZERS | SOUPS | MAIN COURSE DISHES | SIDE DISHES | DESSERTS | BEVERAGES / DRINKS |
|------------|-------|--------------------|-------------|----------|--------------------|
|            |       |                    |             |          |                    |
|            |       |                    |             |          |                    |
|            |       |                    |             |          |                    |
|            |       |                    |             |          |                    |

I recommend the crab pasta. It's fantastic.

I wouldn't recommend ordering any soup because we're going to have dessert!

I suggest letting me order for you.



### My notes

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## PERFORMANCE

You are taking a visitor from another country or region out to lunch. You are at a restaurant that serves local dishes. You have your menus, but your visitor doesn't know what to order. Describe the ingredients of the dishes and make some suggestions or recommendations.



## ONLINE PRACTICE



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In this lesson you will ...

# Make a complaint (at a restaurant)

## Vocabulary & Expressions

|                                    |                               |
|------------------------------------|-------------------------------|
| It's worth the wait.               | pricey                        |
| to live up to (one's) expectations | (It's) no wonder unacceptable |
| décor                              | to get (one's) act together   |
| drab                               | to estimate                   |
| It has seen better days.           | overrated                     |
| to whisper                         | overwhelmed                   |
| atmosphere                         | underwhelmed                  |
| attentive                          | I'm afraid ...                |
| horrible                           | not quite                     |
| to mix up                          |                               |

## Language Focus

Prefixes *over-* and *under-*. For example:  
*over- / underestimated, over- / underwhelmed*

Expressions for making a (mild) complaint

## WARM-UP



- You went to that new Indian place last night, didn't you? How was it? Did it live up to your expectations?
- Well, the food was fantastic, but the service wasn't the best. I don't think they were expecting to become so popular so fast. It was really crowded.
- Do you think we should give it a try?
- Yeah, I think so. It may take longer than usual to get your meal, but the food is worth the wait.

## VOCABULARY & EXPRESSIONS

### What's the complaint?



Kevin  
Boston, USA

★☆☆☆☆

This restaurant has definitely seen (1) \_\_\_\_\_. It advertises itself as a "traditional" restaurant, but in fact, it is just (2) \_\_\_\_\_ and old-fashioned. The (3) \_\_\_\_\_ (and the menu) is straight out of the 70s. It's (4) \_\_\_\_\_ that there were hardly any guests. In addition to us, there were just three other people; the place was so quiet, we felt we had to whisper. The waitress made us feel she was doing us a favor by taking our order. Very cold and unwelcoming. We won't be going there again.

★★☆☆☆



Lea  
Ottawa,  
Canada

We have been coming to this place for years and up till now, every visit has been just perfect: nice atmosphere, fabulous food, and (5) \_\_\_\_\_ staff. Last night, however, the service was (6) \_\_\_\_\_. Every time a server came to our table, it was a different one. The result, of course, was a (7) \_\_\_\_\_ order. When our glasses were empty, no one came to fill them. Later, when we asked to see the menu again, we didn't get it. So, we didn't order any more food or drink; we even decided to skip dessert and coffee. Sorry, guys. For a (8) \_\_\_\_\_ restaurant like yours, this kind of service is (9) \_\_\_\_\_. We'll come back when you get your act together.

attentive better days décor drab horrible mixed-up no wonder  
pricey unacceptable

## LANGUAGE FOCUS

### I think we may have overpaid

The restaurant was **understaffed**. They were **overwhelmed** by the number of guests.

The fish was **undercooked** and the vegetables were **overcooked**. Very disappointing.

The place was pricier than I expected. I **underestimated** how much it would cost.

At lunchtime it can get **overcrowded**. You definitely need to make a reservation.

The restaurant is definitely **overrated**. It didn't live up to my expectations at all.

### **over-or under-?**

1. The food, service, and atmosphere weren't great. Not what you'd expect from a fine dining restaurant. We were completely \_\_\_\_\_ whelmed.
2. You paid how much for coffee? I think you were \_\_\_\_\_ charged.
3. I think the place is \_\_\_\_\_ rated. Their food is fantastic and the prices are very reasonable, but not many people know about it or go there.
4. They \_\_\_\_\_ estimated how many people would be at the party. There is too much food left over.
5. Waiters are \_\_\_\_\_ paid, so don't worry too much about \_\_\_\_\_ tipping. They make most of their money from tips.



## Useful Expressions

### Making a (mild) complaint

#### Say what the problem is:

I'm sorry, but we have a problem with ...

It seems we still haven't ...

I'm afraid that I'm not quite happy with ...

#### Request some action:

We would appreciate it if you could ...

Would it be possible for you to ...?

Could you ...?

### Your turn!

1. Your table is right next to the very busy kitchen. It is too noisy.
2. You asked for iced tea because you thought it didn't have any sugar. It is too sweet.
3. You ordered dessert twenty minutes ago. You're still waiting.
4. \_\_\_\_\_

## PERFORMANCE

### I don't like to complain, but ...

#### Role A

You are a customer at Bradley's Restaurant. This restaurant was recommended to you by a coworker who said the food and service was fantastic. You have just finished your meal. You enjoyed the food, but you found that the service was not good at all.

The problems included the following: You waited fifteen minutes to receive a menu. You waited another fifteen minutes for the waiter to take your order. You waited almost an hour for the food to arrive, and when your food finally came, the waiter mixed up your order.

You have decided to complain about the poor service. You have told your waiter that you would like to speak to the manager. The manager is walking over to your table now.

## Role B

You are the manager of Bradley's Restaurant. It's a nice restaurant. You think service is very important, but the restaurant has been extremely busy tonight. Two of your waiters are new, and things have not gone as they usually do.

One of your new waiters has told you that the customer at Table 6 would like to speak with you. Go to Table 6 and speak to the customer.

If the customer is unhappy with the service, consider offering something on the house or another way to make the customer happier.

**EXTRA**

## Culture Corner



### Tipping

In many countries, it is part of the culture to give tips at a restaurant. In the US, for example, people are expected to tip 15–18% of the restaurant bill—and more, if the service is excellent.

In some countries, customers are not expected to tip servers; instead, an extra charge for service is added to the check. In other countries, customers are not asked to tip at all.

What's the tipping culture in your country?



## ONLINE PRACTICE



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In this lesson you will ...

# Describe a famous tourist destination

## Vocabulary & Expressions

|                              |  |
|------------------------------|--|
| colossal                     | to assemble ( <i>= to put together</i> )     |
| massive                      | to measure                                   |
| immense                      | ferry  |
| stunning                     | to climb                                     |
| exquisite                    | crown  |
| breathtaking                 | torch  |
| awesome                      | pedestal                                     |
| ancient                      | brick ( <i>extension activity</i> )          |
| to restrict                  | stone ( <i>extension activity</i> )          |
| access                       | marble ( <i>extension activity</i> )         |
| sculpture                    | steel ( <i>extension activity</i> )          |
| harbor ( <i>harbour UK</i> ) | iron ( <i>extension activity</i> )           |
| to dedicate (a statue)       | scavenger hunt ( <i>extension activity</i> ) |
| copper                       |  |

## Grammar Item

Passive voice: simple present and simple past (*review*). For example: *The Eiffel Tower is visited by over six million people a year.* *The Hoover Dam was built between 1931 and 1936.*

## WARM-UP



When you travel, do you like to visit famous sights?



Do you like to go to crowded areas?



Do you like to go to quiet and less famous places?

## VOCABULARY & EXPRESSIONS

It's not just big, it's huge!

| It's very huge ...             | It's extremely beautiful ...          | It's really unbelievable ...     |
|--------------------------------|---------------------------------------|----------------------------------|
| colossal<br>massive<br>immense | stunning<br>exquisite<br>breathtaking | incredible<br>amazing<br>awesome |

## GRAMMAR

When was it built?

Over six million people a year visit the Eiffel Tower.

→ The Eiffel Tower **is visited** by over six million people a year.

The authorities do not allow tourists to enter the Lascaux caves.

→ Tourists **are not allowed** to enter the Lascaux caves.

They built the Hoover Dam between 1931 and 1936.

→ The Hoover Dam **was built** between 1931 and 1936.

A tour guide showed us the city.

→ The city **was shown** to us by a tour guide.

→ We **were shown** the city by a tour guide.



### My notes

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## Your turn!

1. They restrict access to the Stonehenge.

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2. They reopened the Brandenburg Gate in December 1989.

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3. A team of fifty workers maintains the Golden Gate Bridge.

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4. Hiram Bingham discovered Machu Picchu in 1911.

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Stonehenge



Brandenburg Gate



Golden Gate Bridge



Machu Picchu

## LISTENING



18

### Can you give me more information?

The Statue of Liberty is a (1) \_\_\_\_\_ sculpture on Liberty Island in New York Harbor. It (2) \_\_\_\_\_ to the people of the United States by the people of France, and was dedicated in October (3) \_\_\_\_\_.

The statue is made of (4) \_\_\_\_\_. It was built in France and then shipped in pieces to the US, where it was (5) \_\_\_\_\_. The statue itself measures 151 feet (46 m), but with its pedestal, from ground level to torch, it is (6) \_\_\_\_\_ (93 m) tall.



The Statue of Liberty is visited by over (7) \_\_\_\_\_ people a year. Visitors can only (8) \_\_\_\_\_ Liberty Island and the statue by taking a ferry. Ferry tickets include access to the island, but not the actual statue. Visitors who want access to the pedestal or to climb to the crown of the statue (9) \_\_\_\_\_ tickets before their visit. Tickets for climbing to the crown of the statue are often reserved (10) \_\_\_\_\_ ahead of time.

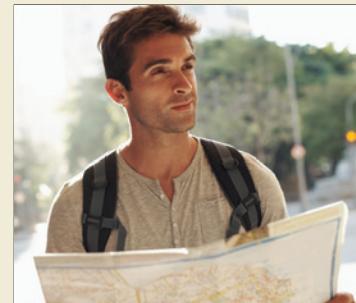
## PERFORMANCE

### You should go see it!

Choose one of the situations below.

1. Describe one famous sight in your country or city that you recommend tourists or visitors see.
2. Describe a famous sight that you have visited as a tourist.

Give as much information as you can. How big is it? What does it look like? What makes it special? What other interesting information can you give?



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### My notes

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**EXTRA**

## Word Power

**What's it made of?**

1. wood: \_\_\_\_\_
2. stone: \_\_\_\_\_
3. brick: \_\_\_\_\_
4. marble: \_\_\_\_\_
5. steel: \_\_\_\_\_
6. iron: \_\_\_\_\_
7. gold: \_\_\_\_\_
8. glass: \_\_\_\_\_

## ONLINE PRACTICE



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In this lesson you will ...

# Describe a planned trip

## Vocabulary & Expressions

|                 |   |
|-----------------|---|
| risky           | to explore                                    |
| Oh, wow.        | to set out (for)                              |
| bridge          | traditional                                   |
| square          | nightlife                                     |
| monument        | capital city                                  |
| architecture    | tentative                                     |
| arched doorway  | to toy with (an) idea                         |
| zoo             | to be torn between ... and ...                |
| enclosed (park) | a toss-up                                     |
| ruins           | to opt to                                     |
| along the way   | go-to (website) ( <i>extension activity</i> ) |

## Language Focus

Future progressive. For example: *We will be going on vacation in June.*

Expressions for describing plans

## WARM-UP



- You're going on vacation in a few weeks, aren't you?
- Yes. We've decided to go to Mexico. The hotel is already booked.
- And the flight?
- Not yet. I'm hoping to get a good last-minute deal.
- Oh, wow. Isn't that risky?
- Well, when flights don't fill up, airlines sometimes sell empty seats for less. I think we'll be OK.
- I hope so! Have a great trip!



## My notes

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## GRAMMAR

### Eileen will be going on a cruise in December

I'm not flying to Tokyo this Tuesday. I **will be flying** to Tokyo next Tuesday.

They aren't traveling now. They **will be traveling** this summer.

Brad isn't coming to the get-together this month. He **won't be coming** next month, either.

Sue is visiting her sister in New York right now. She **will be visiting** her again in two weeks.

- Will you be around tomorrow morning?
- No, I won't. I'll be sitting on the train to Montreal.
- You're going on vacation soon, aren't you?
- Yes, this time next week, we will be on a beach in the Bahamas.

## LISTENING



19

### Welcome to Ireland!

- \_\_\_ Clonmacnoise
  - \_\_\_ dinner at a Galway Bay restaurant
  - \_\_\_ Dublin nightlife
  - \_\_\_ Galway City Museum
  - \_\_\_ Locke's Distillery
  - \_\_\_ Merrion Square
  - \_\_\_ Phoenix Park
  - \_\_\_ Garden of Remembrance
  - \_\_\_ Ha'penny Bridge
  - \_\_\_ traditional Irish breakfast
- 
- 
- 
- 





## Useful Expressions

### More ways to talk about plans

|                             |  |
|-----------------------------|--|
| NOT SURE AT ALL             | We're considering ...<br>I'm toying with the idea of ...                 |
| DECIDING BETWEEN TWO THINGS | I'm torn between ... and ...<br>It's a toss-up between ... and ...       |
| SOMEWHAT SURE               | It looks like we'll be ...<br>We're not 100% sure yet, but we may be ... |
| SURE                        | We've decided to ...<br>We've opted (not) to ...                         |

## PERFORMANCE

Choose one of the situations.

1. Plan a one-day itinerary to one of your favorite cities for a visitor and tell him/her about it.
2. Describe a trip you will take later this year.

Think about these questions and write some details to help you plan. What is the place? What are some famous sights? What are some things to do in the city? Are there any interesting foods or things to try?

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**EXTRA****CONSOLIDATE & APPLY**

What will he be doing?

|                      |  |
|----------------------|--|
| <b>18</b> Monday     | <b>21</b> Thursday   |
| 6:45 Train to Boston | 12:30 meet with<br>Jim Blake   |
| <b>19</b> Tuesday    | <b>22</b> Friday   |
| write sales report   | 4:00 speak to Doug's teacher   |
| <b>20</b> Wednesday  | <b>23</b> Saturday <b>24</b> Sunday  |
| 7am. go swimming!!   | 8pm. dinner<br>with<br>Tom & Anne<br><br>"Cats" Goodman<br>Theater,<br>345 W. 43rd St. |

**ONLINE PRACTICE**

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In this lesson you will ...

# Discuss pros and cons of living abroad

## Vocabulary & Expressions

|                                   |                                  |
|-----------------------------------|----------------------------------|
| pro                               | to apply (for)                   |
| con                               | application                      |
| once-in-a-lifetime opportunity    | document                         |
| to experience                     | visa                             |
| career                            | embassy                          |
| personal growth                   | consulate                        |
| bureaucracy                       | to process                       |
| culture shock                     | to obtain                        |
| support ( <i>n.</i> , <i>v.</i> ) | valid (for)                      |
| to lack                           | permit ( <i>n.</i> , <i>v.</i> ) |
| a lack of (something)             | residence (permit)               |
| red tape                          | to renew                         |

## Grammar Item

Expressing obligation, lack of obligation, or prohibition: *ought to*, *supposed to*, etc. For example: *You are supposed to get a student visa.*

## WARM-UP



- Guess what! I've been offered a temporary position in Madrid!
- Really? For how long?
- For a couple of years, at least.
- That's a long time! Aren't you worried about being away from your friends and family?
- Sure, but this could be a once-in-a-lifetime opportunity. I'll meet new people and experience another culture.
- Well, I'll miss you, that's for sure.
- Oh, come on, we can stay in touch online. And of course, you can come visit me any time.

## VOCABULARY & EXPRESSIONS

### Pro or con?

lack of support  
**local foods**  
personal growth  
**bureaucracy**  
different culture  
career development  
**new language**  
culture shock

| PRO             | CON         |
|-----------------|-------------|
| personal growth | bureaucracy |
|                 |             |
|                 |             |
|                 |             |
|                 |             |

## READING

### Is there a lot of red tape?

There is (7) \_\_\_\_\_ involved in living abroad. You can't just move to another country and live there! Depending on where you are from and where you are going, you may need to (2) \_\_\_\_\_ for a work or student visa. You can do this in your home country at the (3) \_\_\_\_\_ or consulate of the country you want to move to. It can take several months to (4) \_\_\_\_\_ a visa application.

Once you have your visa (usually a document or stamp in your passport that allows you into a country) and you make your move to the new country, you may need to (5)

\_\_\_\_\_ work and/or residence (6) \_\_\_\_\_. This allows you to work or live in the country. If you are working, the company you are working for will apply for the work permit. If you have to apply for a residence permit, you may have to (7) \_\_\_\_\_ a long list of things (for example, your rental agreement, work permit, and work contract). Permits are (8) \_\_\_\_\_ for a fixed amount of time but can usually be (9) \_\_\_\_\_ for longer.



apply embassy obtain permits process red tape renewed submit valid

## GRAMMAR

### You'll need to get a visa

You **must** have a passport for the flight.  
Students **have to** apply for a visa.  
We **need to** submit an application.

They **should** offer you language classes.  
They **ought to** provide accommodations.  
They **are supposed to** reply within 30 days.

You **don't have to** attend club meetings.  
We **don't need to** have a car.

You **mustn't** forget to renew your permit.  
Students **are not supposed to** work.

- Should I fill out this application?
- Yes, but you mustn't take it with you.

- When do we have to apply?
- You should apply as soon as possible.

## PERFORMANCE

### Should I stay or should I go?

#### Role A

You are considering moving abroad to a country you have never been to. You haven't decided yet, and have asked a good friend over to discuss your idea. Before your friend arrives, write the pros and cons.

##### PROS

##### CONS

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### **Role B**

A good friend of yours is considering moving abroad to a country he/she has never been to. Your friend has asked you over to discuss the idea. Before you meet with your friend, write the pros and cons.

**PROS**

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**CONS**

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### **ONLINE PRACTICE**



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In this lesson you will ...

# Suggest ways to deal with homesickness

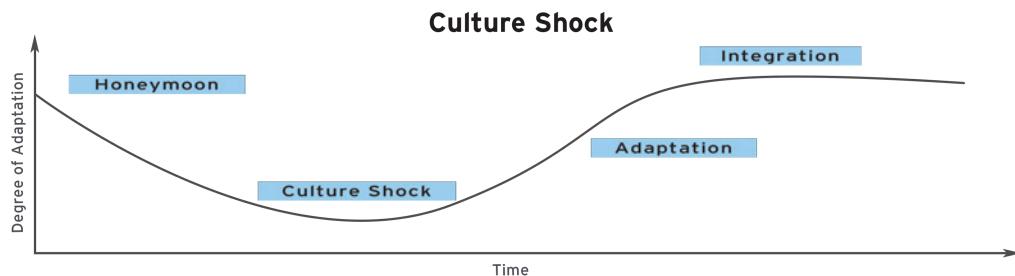
## Vocabulary & Expressions

|                         |              |
|-------------------------|--------------|
| homesick                | down         |
| homesickness            | miserable    |
| honeymoon phase         | depressed    |
| frustrated              | fed up       |
| adaptation              | community    |
| to function             | journal      |
| integration             | positive     |
| cheerful                | to reflect   |
| content ( <i>adj.</i> ) | comfort food |
| thrilled                | basic        |
| overjoyed               | mistake      |
| over the moon           | alone        |
| ecstatic                | empathy      |
| blue (= sad)            |              |

## Language Focus

Emphasizing information. For example:  
*What you need is someone to talk to.*  
Expressing empathy

## WARM-UP



At this phase, people ...

1. \_\_\_\_\_ : begin to accept and understand the new culture
2. \_\_\_\_\_ : can function fully and feel at home in the new country
3. \_\_\_\_\_ : feel angry or frustrated; they are unhappy with the country and / or its culture
4. \_\_\_\_\_ : feel excited and happy, and love their new environment

## VOCABULARY & EXPRESSIONS

### How do you feel?



**VERY HAPPY:**  
overjoyed  
thrilled  
ecstatic  
over the moon



**HAPPY:**  
pleased  
content  
cheerful  
glad



**UNHAPPY:**  
sad  
blue  
dissatisfied  
down in the dumps



**VERY UNHAPPY:**  
upset  
miserable  
depressed  
fed up

## GRAMMAR

### What you need is some time off

You need someone to talk to.  
You should learn the language.  
You need to explore the city.  
I suggest trying local foods.

→  
→  
→  
→

**What you need is** someone to talk to.  
**What you should do is** learn the language.  
**What you need to do is** explore the city.  
**What I suggest is** trying local foods.

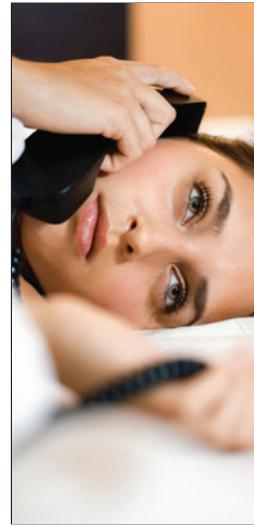
- I'm feeling a bit down because my roommate's away and I'm alone at home.
- Well, then, what you should do is come out with us tonight.
- That sounds like fun! Thanks.

- I'm worried about getting my visa in time for my trip. I sent the application weeks ago, but I haven't heard anything.
- I think what you should do is call them first thing in the morning and find out what's taking so long. OK?

## READING

### Ten tips for dealing with homesickness

1. \_\_\_\_\_, even if it is a few basic words. Don't worry about making mistakes.
2. \_\_\_\_\_. Join a club or community organization. This will help you meet new people.
3. \_\_\_\_\_. Explore local art and culture.
4. \_\_\_\_\_. Go running, hiking, or swimming. Keeping healthy will help you feel better.
5. \_\_\_\_\_. Write down and reflect on your positive and negative experiences.
6. \_\_\_\_\_ with family and friends at home. It will help you feel supported.
7. \_\_\_\_\_ to do at home. Eat comfort foods. Listen to your favorite music.
8. \_\_\_\_\_ with friends. Enjoy a meal together. Tell them how you feel.
9. \_\_\_\_\_ when you need it. Don't try to do everything alone.
10. \_\_\_\_\_.



### Useful Expressions

#### Expressing empathy

- I'm here if you need to talk.
- It must be difficult for you.
- I know how hard it can be.
- Let me know if there's anything I can do to help.
- I'm sorry to hear you've been feeling down.



## PERFORMANCE

### Role A

You are working / studying in another country for a year. You have been there for a couple months so far, and although you went through a honeymoon phase when you arrived, you now feel really homesick. Going home for a visit is not possible at this time. You started to write in a journal to reflect on your situation. Start writing about how you feel and why.

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A friend has stopped by. Greet him/her.



### My notes

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### **Role B**

You have a new friend who is working / studying in your country for a year. When he/she arrived a couple of months ago, your friend went through a honeymoon phase. Recently, however, your friend has looked quite depressed. Go visit your friend, and try to find out what's wrong and if there's anything you can do to help. Before that, think of two or three things that might help make your friend feel better.

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### **ONLINE PRACTICE**



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**English 5 Complete**

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In this lesson you will ...

# Send a thank-you note or message

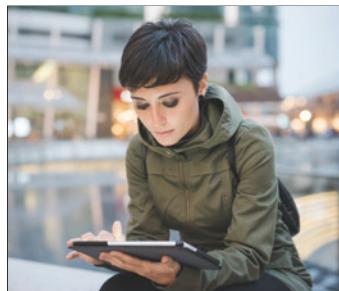
## Vocabulary & Expressions

|                              |   |
|------------------------------|---|
| to express appreciation      | exhausted   |
| thoughtful                   | HR manager  |
| It is the least I can do.    | to go out of one's way<br><i>(extension activity)</i> |
| It was the least I could do. | to bend over backwards<br><i>(extension activity)</i> |
| hospitality                  | to go the extra mile<br><i>(extension activity)</i>   |
| kind (= nice)                |   |
| grateful                     |   |
| pet                          |   |

## Language Focus

Expressing appreciation  
Possessive + gerund. For example: *I appreciate your showing me around.*

## WARM-UP



- What are you doing, Robin?
- I'm writing a message to Alicia. I wanted to thank her for helping me with conducting the recent survey.
- That's very thoughtful of you!
- Well, it's the least I can do.
- I'm sure she'll appreciate it.

Do you ever write thank-you cards or messages? When do you write them?



### My notes

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## Useful Expressions

### Expressing appreciation

- We'd like to thank you for your hospitality during our visit.
- It was my pleasure. Think nothing of it.
  
- It was very kind of you to show me around. I really appreciate it.
- You're very welcome. Any time.
  
- Thank you again for dinner. I had a lovely evening.
- I'm glad you had a nice time. I enjoyed it, too.
  
- I appreciate your making all the arrangements for my trip.
- It was the least I could do.
  
- I'm very grateful for all your help while I was here. I can't thank you enough.
- Don't mention it. I was happy to help.
  
- Thanks for inviting us to your housewarming party.
- Not at all. We were pleased you could come.

### LISTENING



20 • 21 • 22

### Why are they expressing appreciation?



A.



B.



C.

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## GRAMMAR

### I appreciate your showing me around

Ben left. That upset several people.

→ **Ben's leaving** upset several people.

I sat in this seat. Do you mind?

→ Do you mind **my sitting** here?

Her parents called. She doesn't remember that.

→ She doesn't remember **their calling**.

You showed me around. I appreciate that.

→ I appreciate **your showing** me around.

– Would you mind my asking you some questions about your organization?

– Not at all. What would you like to know?

– I appreciate your taking care of the chores this afternoon.

– Any time. In fact, I quite enjoy it.



### My notes

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## PERFORMANCE

### Thanks for everything

Think of a situation where someone was extremely helpful or kind. Write them a thank-you message.

SUBJECT Thank you

✉️ 🖊️ 📁 🗑️ 🏷️ 🔎 ⚙️ ⋮

Dear \_\_\_\_\_,

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Best regards,

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**EXTRA**

## Word Power

**They were more than helpful**

They went out of their way  
went the extra mile  
bent over backwards to help us.



## My notes

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**EXTRA**

**CONSOLIDATE & APPLY**

**A thank-you card**



Dear Ralf and Susanna,

Thank you so much for your hospitality during my visit to Hannover.

I truly appreciate your letting me stay with you and your taking the time to show me around the city and the university. It's such a stunning place—I hope my application will be accepted!

I look forward to seeing you again soon.

Best wishes,

Marina

**ONLINE PRACTICE**



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# Review

## OBJECTIVES LADDER



### Now you can ...

- ✓ Send a thank-you note or message
- ✓ Suggest ways to deal with homesickness
- ✓ Discuss pros and cons of living abroad
- ✓ Describe a planned trip
- ✓ Describe a famous tourist destination
- ✓ Make a complaint (at a restaurant)
- ✓ Make food suggestions and recommendations
- ✓ Make a visitor feel welcome
- ✓ Describe accommodations

## PRACTICE

### GOAL 11

#### How big an apartment do you have?

1. It's just a short walk to the station from here.  
→ Just how \_\_\_\_\_ is it?
2. This accommodation isn't going to be big enough.  
→ How \_\_\_\_\_ do you need?!
3. They'd like to find a cleaner apartment.  
→ How \_\_\_\_\_ are they looking for?
4. You may have to wait a long time.  
→ How \_\_\_\_\_ should I expect?
5. This is going to be a difficult problem to solve.  
→ How \_\_\_\_\_ is it?
6. I want a studio apartment that is bright.  
→ How \_\_\_\_\_ do you want?



#### My notes

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## GOAL 12

Where do you keep the cups?



1. The microwave is \_\_\_\_\_ coffee maker.
2. There are pillows \_\_\_\_\_ sofa.
3. There is a small rug \_\_\_\_\_ the side table.
4. There is a large plant \_\_\_\_\_ the window.
5. There is large dining table \_\_\_\_\_ the living room.

above    in the middle of    right next to    on the top of    underneath

## GOAL 13

1. If you'd like a really sweet dessert, I \_\_\_\_\_ chocolate cake here.  
a. am suggesting    b. recommend    c. recommend the
2. I \_\_\_\_\_ the soup here. It's always too salty.  
a. shall order    b. recommend trying    c. wouldn't recommend ordering
3. They don't have an English menu, I'm afraid. \_\_\_\_\_ I order for you?  
a. Shall    b. Will    c. Would you like
4. Let's stop for some coffee, \_\_\_\_\_? I know a terrific place nearby.  
a. shall I    b. shall we    c. shan't we
5. I \_\_\_\_\_ the marinated beef wrapped in lettuce. It's delicious!  
a. suggest trying    b. recommended trying    c. suggest having tried

## GOAL 14

23 • 24 • 25 • 26



### Are they understaffed?

1. The man was \_\_\_\_ by the menu.  
 overwhelmed       underwhelmed
2. The man \_\_\_\_ how long it would take to get to the restaurant.  
 overestimated       underestimated
3. They left because the restaurant was \_\_\_\_.  
 overcrowded       overstuffed
4. They sent the food back because it was \_\_\_\_.  
 overcooked       undercooked

## GOAL 15

### When was it built?

1. Do you know when they built the Sydney Opera House?  
→ Do you know \_\_\_\_\_?
2. They conduct tours of the palace every day.  
→ Tours \_\_\_\_\_.
3. The embassy processes visas.  
→ Visas \_\_\_\_\_.
4. You are not allowed to take photos.  
→ Taking photos \_\_\_\_\_.
5. Christopher Wren designed many buildings in London.  
→ Many buildings \_\_\_\_\_.
6. Michelangelo made the sculpture *David* from marble.  
→ The sculpture *David* \_\_\_\_\_.



## GOAL 16

### Have you made your plans?

1. We aren't sure yet where we're going, but we \_\_\_\_\_ driving across the US.  
a. tentative      b. are toying with the idea of      c. have decided
  
2. At the moment, it's \_\_\_\_\_ the beach and the mountains.  
a. a toss-up between      b. looks like we're going to      c. set out for
  
3. I've booked my vacation. I \_\_\_\_\_ on the 31st of May.  
a. am considering leaving      b. torn between leaving      c. will be leaving
  
4. I \_\_\_\_\_ take just my backpack instead of a suitcase. I wanted to be able to get around easily.  
a. am torn between      b. opted to      c. toss up



### My notes

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## GOAL 17

### What do they have to do?

1. If you live in another country, you \_\_\_\_\_ learn the language, but it helps!  
a. has to  
b. don't have to
2. Barbara won't be in this afternoon. She \_\_\_\_\_ go to the embassy.  
c. must  
d. mustn't
3. You \_\_\_\_\_ apply for a visa if you are planning to work or study in the US.  
e. needs  
f. ought to
4. Do you think we \_\_\_\_\_ ask for a document showing that we applied?  
g. supposed to
5. You \_\_\_\_\_ forget to renew your passport before you go!  
h. were supposed to
6. They were \_\_\_\_\_ call us back, but they didn't.  
i. expected to
7. He \_\_\_\_\_ to apply for a residence permit if he wants to stay.  
j. has to



**What's the matter?****Laura**

1. Laura is feeling \_\_\_\_\_.
2. She feels that way because she \_\_\_\_\_.
3. Matt says that what she should do is \_\_\_\_\_.
4. Matt also suggested \_\_\_\_\_.

**Evan**

5. Evan is feeling \_\_\_\_\_.
6. He has to leave the country in five days if he \_\_\_\_\_.
7. Evan has no idea \_\_\_\_\_.
8. His coworker said what they can do is \_\_\_\_\_.

**We really appreciate your doing that**

1. I'd like to stay with you for a few days. Would you mind?  
→ Would you mind \_\_\_\_\_  
for a few days?
2. You took care of my travel arrangements. I appreciate that.  
→ I appreciate \_\_\_\_\_  
my travel arrangements.
3. Did they send the application? I don't remember that.  
→ I don't \_\_\_\_\_  
the application.
4. Mark took the time to meet with us. We really appreciated that.  
→ We really appreciate \_\_\_\_\_.
5. We are sitting here. Do you mind?  
→ Do you mind \_\_\_\_\_ ?
6. Ana really went out of her way to show us hospitality. We are grateful.  
→ We are grateful \_\_\_\_\_  
us hospitality.

## YOUR TURN!

### GOAL 11

#### Compare accommodations

Think about the place where you live now and compare it with a place you lived earlier. This could be, for example, your childhood home, a dorm room, or your first apartment. What is your current place like now? What about your old place? Is your new place better or not? What changed?

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### GOAL 12

#### Visitors are coming!

A visitor is coming to stay with you for a week. With your partner, make a list of things you can or should do to make your visitor feel welcome during his/her stay. When writing your list, think of things you can do to your home as well as other ways you can show hospitality.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_



#### My notes

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## GOAL 13

### What's your favorite food?

Ask your partner what kinds of traditional dishes from other countries he/she likes. Does your partner have a favorite dish? What is it? What is it made with? How is it prepared?



## GOAL 14

### I'm afraid there's something wrong

#### Role A

You're having dinner at a seafood restaurant where you ordered the "fish of the day." The fish doesn't taste the way you expected, but you have continued eating. You thought the spices were making the fish taste different.

You have almost finished your meal, and are starting to feel sick. Call the waiter and explain how you're feeling.

#### Role B

You are a waiter at a seafood restaurant. Earlier this evening, one of the restaurant's customers felt sick while eating the "fish of the day." The restaurant manager said the fish was fresh, and it wasn't the reason for the person feeling sick.

Now another customer in your restaurant is calling you to his/her table. You notice that this person is looking a little sick, as well. You remember that someone at the table ordered the same fish. Go speak to the customer.

## GOAL 15

### Planning a vacation

#### Role A

You are planning to take a vacation in five or six months. You haven't decided where to go yet. You'd like to go someplace unusual, where there are stunning sights.

One of your coworkers travels a lot and visits very interesting places. You see this coworker during your lunch break. Walk up to him/her and ask for some advice on travel destinations.

#### Role B

You love to travel and have visited many exciting places. You have just returned from a trip to Guatemala, where you visited the ancient Mayan temples of Tikal and explored the rainforest of the country.

Right now, you're on your lunch break. One of your coworkers is coming toward your table. Invite him/her to join you.

## GOAL 16

### An anniversary cruise

#### Role A



Your parents will be celebrating their 50th anniversary in six months, and you'd like to send them on a cruise as a gift.

You are going to visit a travel agency to get some information, and see if all the details can be arranged for your parents.

Go to the travel agency and find out about package tours for your parents. If you find one you like, ask about where the cruise will be going, what passengers will be

doing during the cruise, where it will be stopping, and so on.

### **Role B**

You work for a travel agency specializing in cruises. You have wonderful packages for adults. Right now, you have several trips that adults can take in Europe or Asia. You also have trips to the Caribbean. You like to recommend packages after getting more information about the people traveling. You usually ask whether they'd prefer to visit famous sights or go to places that are less crowded. You have been in business for seventeen years.

Someone has just walked into your office. Greet him/her.

### **GOAL 17**

#### **Where would you go?**

You've been given an once-in-a-lifetime opportunity to live for six months in any country you'd like. You will receive enough money to spend on things you'd like while you are there.

1. What country would you choose, and why?

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2. How would you prepare for your trip?

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3. What do you hope to learn or experience while you are there?

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#### **My notes**

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## GOAL 18

### Were you ever homesick?

Ask your partner if he/she has ever felt homesick. Try to find details about:

1. When: \_\_\_\_\_
2. Where: \_\_\_\_\_
3. Why: \_\_\_\_\_
4. How it was dealt with: \_\_\_\_\_

Other details:

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### My notes

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## GOAL 19

Some friends recently got together and had a party for you (you decide what you were celebrating). You are now sharing some of the photos from the party on your favorite social networking site. Write a thank-you message to your friends.



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In this lesson you will ...

# Describe and compare ways of keeping in touch online

## Vocabulary & Expressions

|                     |                                |
|---------------------|--------------------------------|
| snail mail          | to get through                 |
| social media        | long-distance call             |
| instantly           | roaming charge                 |
| instant message     | to cost an arm and a leg       |
| via                 | to ping                        |
| to call up          | chat ( <i>n.</i> , <i>v.</i> ) |
| to hold on          | in real time                   |
| signal              | private message (PM)           |
| to (not) go through |                                |

## Language Focus

Call-related phrasal verbs: *to call up, to hold on, to (not) go through, to get through to*  
 Condition and contrast: *if, unless, although, even though*. For example: *Unless I need to speak to you right away, I will send you an email. Although I have a social media account, I don't use it very much.*

## WARM-UP

How do you stay in touch with friends and family?

Which of these methods of communication do you use?



snail mail



email



text message



instant message (IM)



social media



online call

## VOCABULARY & EXPRESSIONS

### My message didn't go through

1. John is calling again. Someone should answer the phone. Would you like me to \_\_\_\_\_?
2. I sent you a text message, but for some reason it didn't \_\_\_\_\_. You never replied.
3. I think my mom just \_\_\_\_\_ on me. I hope she'll \_\_\_\_\_.
4. The signal here is really bad. You may have trouble \_\_\_\_\_.
5. You haven't spoken to Briana in ages. Why don't you \_\_\_\_\_?
6. Can you \_\_\_\_\_ a minute? There's someone at the door.
7. They \_\_\_\_\_ ten minutes ago. I wish they'd hurry up.

call back call her up getting through go through hold on hung up pick it up  
put me on hold



### FYI

#### Say it right!

With phrasal verbs, the particle is always stressed.

I'll hang **up** and call **back**.

Can you hold **on** a moment?

## GRAMMAR

### I don't call unless something is urgent

#### CONDITION

If I need to speak to you right away,

If I don't need to speak to you right away,

Unless I need to speak to you right away,

I will call.

I will send you an email.

I will send you an email.

#### CONTRAST

Although I have a social media account,

Even though I don't share photos of myself,

I don't use it very much.

I like to look at other people's photos.

## **If, unless, or although / even though?**

1. Zeke was able to email the application \_\_\_\_\_ the signal was bad.
2. I use social media \_\_\_\_\_ I want to share an interesting article with a lot of people.
3. Our children aren't allowed to download files \_\_\_\_\_ we know they're safe.
4. \_\_\_\_\_ you want a birthday message to be special, send a card via snail mail.
5. \_\_\_\_\_ I need to be formal with my communication, I just send instant messages nowadays.
6. \_\_\_\_\_ we don't meet very often, my friends and I try to stay in touch.

## **READING**

### **How do they like to keep in touch?**



Adam

I travel a lot and making online calls is just the easiest for me! I'm old enough to remember the days when making long-distance calls cost an arm and a leg. With my old cell phone, calling was expensive because of roaming charges. If I wanted to make an online call, I had to use my big computer. Now I can use my tablet to make calls, and since more and more places have WiFi, most of the calls are free!



Bea

My favorite way to stay in touch is via social media because I can reach a lot of my friends at the same time. If I want to get in touch with one person, I send them a text message or a private message. For my family and relatives, we have a group chat just for ourselves.



Charlie

My friends live all over the world, that's why I like instant messaging. Years ago, we sent each other emails, but you know how that is. You read it and then forget to answer. Or you answer weeks later. Now, if I see a friend online, I just ping them and we can have a chat in real time. It's fast and it's almost like we're in the same town and not countries apart!



### **My notes**

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## PERFORMANCE

**Survey:** Which of the following communication methods do you use?

- snail mail
- email
- phone calls
- text messages
- \_\_\_\_\_

- online calls
- video calls
- social media
- instant messages
- \_\_\_\_\_

Which do you prefer? Why?

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## ONLINE PRACTICE



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In this lesson you will ...

# Catch up with friends and family

## Vocabulary & Expressions

|                          |  |
|--------------------------|--|
| to catch up with/on      | to lose touch                                |
| (What a) small world!    | Long time no see!                            |
| to run into (someone)    | former                                       |
| to trade (= exchange)    | headphones                                   |
| to check (something) out | to settle ( <i>extension activity</i> )      |
| as a matter of fact      | virtual family ( <i>extension activity</i> ) |
| to run late              |  |
| to be in touch           |  |

## Language Focus

*Still / not anymore.* For example: *I still live in Springfield, but I don't work for Sterling anymore.*

Expressions for catching up

## WARM-UP

These people are all catching up with someone they haven't seen in a long time.

What do you think they will talk about?



### My notes

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**What a small world!**

1. Where does Jack live now?

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2. Why is he in New York?

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3. Why can't he have dinner with Brian and Susan?

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4. Why does he have to go?

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5. What did Jack and Brian trade?

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6. When will they get together?

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**They don't live here anymore**

Harry has lived in Springfield his whole life. He hasn't moved.

- He **still** **lives** in Springfield.
- In fact, he **is still** in the same house.

Marcie was a student from 2012 to 2016. Now she's a pharmacist.

- She **doesn't** go to college **anymore**.
- She **isn't** a student **anymore**.

- Do you still see Ari?
- Yes, I do. In fact, I saw him just last week.

- Are you in touch with Bora anymore?
- Unfortunately, no. We lost touch years ago.

## Do you still do that?

|                         | still                 | not<br>anymore        |
|-------------------------|-----------------------|-----------------------|
| 1. Interest:            | <input type="radio"/> | <input type="radio"/> |
| 2. Hobby / Sport:       | <input type="radio"/> | <input type="radio"/> |
| 3. Job:                 | <input type="radio"/> | <input type="radio"/> |
| 4. Places you've lived: | <input type="radio"/> | <input type="radio"/> |
| 5.                      | <input type="radio"/> | <input type="radio"/> |



## Useful Expressions

### Catching up with people we haven't seen recently

I haven't seen you in a while!  
It's wonderful to see you again.  
How have you been?  
Are you still working at ...?  
Do you still live in ...?  
Are you still in touch with ...?  
We should get together some time.

Long time no see!  
You look great!  
How's it going?  
How are things at ...?  
So, what's new in ...?  
How's ... doing these days?  
Do you have time for a chat later?



## My notes

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## PERFORMANCE

### Role A

You have just been going through your contact list on your favorite social media site. While doing that, you see that an old friend of yours is online. This friend moved abroad some years ago, and you haven't been in touch since. You'd like to catch up with him/her.

You pinged your friend:

Hi! Are you there? We haven't talked in a long time and I just wanted to catch up with you. Do you have time to chat?

And you got the following messages back:

Hi! I was just thinking about you! I'd love to chat. Video? Let me just put my headphones on.

OK! Call when you're ready!

Call your friend.



### My notes

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## Role B

Some years ago, you moved abroad. Since then, you've lost touch with some of your old friends at home, although many of them are still on your contact list on your favorite social media site. You'd love to catch up with them, but they are rarely online at the same time as you.

Someone has just pinged you. It's one of your old friends! Here's the message:

Hi! Are you there? We haven't talked in a long time and I just wanted to catch up with you. Do you have time to chat?

And so you sent a message back:

Hi! I was just thinking about you! I'd love to chat. Video? Let me just put my headphones on.

OK! Call when you're ready!

Your friend is calling you. Pick up!



### My notes

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EXTRA

## Culture Corner

### Virtual families

In many places, people go abroad to work and end up settling in the countries they have moved to. They may never return to their home countries to live. These people have what are sometimes called **virtual families** because they keep in touch with their relatives at home online.

Is this a familiar situation in your country? How do people at home feel about communicating with their nuclear or extended family members online? How do you think this affects family relationships?



### ONLINE PRACTICE



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In this lesson you will ...

# Describe and demonstrate features of an app

## Vocabulary & Expressions

|                             |                             |
|-----------------------------|-----------------------------|
| app                         | (It) lets (you) ...         |
| to demonstrate              | version                     |
| feature                     | to turn ... into (= change) |
| utility                     | to edit                     |
| tool                        | to track                    |
| navigation tool             | progress                    |
| productive                  | to master                   |
| reference                   | flashcard                   |
| productivity                | leaderboard                 |
| category                    | badge                       |
| (It) makes it (easy) to ... | Voila!                      |
| (It) allows (you) to ...    |                             |

## Language Focus

Reason and purpose: *because (of), so that, in order to, to*. For example: *I don't use that app because of the ads. I use this app to share documents with coworkers.*

## WARM-UP



- You sure have a lot of apps on your phone! Do you use them all?
- Of course not. But I've got some favorites I use all the time—like this one, here.
- Hmm. I've never heard of it before. What does it do?
- Well, let me show you ...

## VOCABULARY & EXPRESSIONS

### What's at the app store?

- |   |  |
|---|--|
| <input type="checkbox"/> Books            | <input type="checkbox"/> Music             |
| <input type="checkbox"/> Business         | <input type="checkbox"/> Navigation        |
| <input type="checkbox"/> Education        | <input type="checkbox"/> Photo & Video     |
| <input type="checkbox"/> Entertainment    | <input type="checkbox"/> Productivity      |
| <input type="checkbox"/> Food & Drink     | <input type="checkbox"/> Reference         |
| <input type="checkbox"/> Games            | <input type="checkbox"/> Shopping          |
| <input type="checkbox"/> Health & Fitness | <input type="checkbox"/> Social Networking |
| <input type="checkbox"/> Kids             | <input type="checkbox"/> Sports            |
| <input type="checkbox"/> Lifestyle        | <input type="checkbox"/> Travel            |
| <input type="checkbox"/> Magazines & News | <input type="checkbox"/> Utilities         |
| <input type="checkbox"/> Medical          | <input type="checkbox"/> Weather           |



1. \_\_\_\_\_ makes it easier to \_\_\_\_\_.
2. \_\_\_\_\_ allows me to \_\_\_\_\_.
3. \_\_\_\_\_ lets me \_\_\_\_\_.

## GRAMMAR

### I use it to remind me of birthdays

#### REASON

I stopped using the app **because** there were too many ads.  
I stopped using the app **because of** the ads.

#### PURPOSE

I bought the productivity app **so that** I could be more efficient.  
My brother uses an app **to** make music videos.  
**In order to** get the latest version, visit the app store.

- Why did you pay for this reference app?
- It has some really great features that other apps don't have. It allows you to write notes when you look something up, and it saves your notes to your phone or tablet.
- What do you use it for?
- I use it to look up words, information, facts, research, etc.

## Your turn!

1. I have \_\_\_\_\_ on my phone because \_\_\_\_\_.
2. I use \_\_\_\_\_ so that I \_\_\_\_\_.
3. Try using \_\_\_\_\_ if you want an app to \_\_\_\_\_.
4. Use \_\_\_\_\_ in order to \_\_\_\_\_.
5. I stopped using \_\_\_\_\_ because of \_\_\_\_\_.

## LISTENING



30 • 31

### What does it do?

1. In order to use the app, you have to \_\_\_\_\_  
a. create an account.
2. To make a word list, \_\_\_\_\_  
b. progress for each activity.
3. The app allows you to \_\_\_\_\_  
c. share your list with other people or keep it private.
4. This app makes it fun \_\_\_\_\_  
d. tap on "+ List" at the top.
5. The app tracks your \_\_\_\_\_  
e. to find and use other people's lists.
6. If you get a high score on a game, \_\_\_\_\_  
f. to learn new words.
7. The search feature allows you \_\_\_\_\_  
g. you will earn a badge.



### My notes

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## PERFORMANCE

Demonstrate your favorite app.

- What's it called?
- What category is the app in?
- What does it do?
- What are some of its features?
- What do you use it for?
- How does it work?
- Why do you like it better than other apps in the same category?



## ONLINE PRACTICE



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In this lesson you will ...

# Compare apps and devices

## Vocabulary & Expressions

|              |                                       |
|--------------|---------------------------------------|
| e-reader     | practical                             |
| keyboard     | to pause                              |
| monitor      | to hang ( <i>e.g., on a wall</i> )    |
| mouse        | out there (= <i>available</i> )       |
| (phone) case | affordable                            |
| durable      | highly recommended                    |
| long-lasting | reasonably priced                     |
| fragile      | synonym ( <i>extension activity</i> ) |
| built-in     | antonym ( <i>extension activity</i> ) |
| lightweight  |                                       |
| wireless     |                                       |

## Grammar Item

Comparatives, superlatives, and modifying adverbs. For example: *Is an e-reader cheaper than a tablet? What is the most highly recommended app?*

## WARM-UP



e-reader



tablet and smartphone



printer and laptop



monitor, keyboard, PC, and mouse



## My notes

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## VOCABULARY & EXPRESSIONS

### Is it durable?

1. My phone case is made of steel. It's extremely \_\_\_\_\_ but not very \_\_\_\_\_.
2. Almost all laptops nowadays have a \_\_\_\_\_ camera and a \_\_\_\_\_ battery.
3. We bought a \_\_\_\_\_ keyboard so we could use it with our tablet via WiFi.
4. I worry that my smartphone is more \_\_\_\_\_ than my old cell phone. After all, the touchscreen is made of glass!
5. I love my printer because I can print from any device in my home without having to move it. That's very \_\_\_\_\_ and \_\_\_\_\_!

built-in convenient durable fragile lightweight long-lasting practical wireless

### LISTENING



32 • 33 • 34

### What are they talking about?

#### A

- |                 |  |                                   |                                       |
|-----------------|--|-----------------------------------|---------------------------------------|
| Conversation 1: | <input type="radio"/> an e-reader      | <input type="radio"/> a tablet    | <input type="radio"/> a PC            |
| Conversation 2: | <input type="radio"/> a navigation app | <input type="radio"/> a music app | <input type="radio"/> a mouse         |
| Conversation 3: | <input type="radio"/> a monitor        | <input type="radio"/> a printer   | <input type="radio"/> a flatscreen TV |

#### B

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_



### My notes

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## GRAMMAR

### It's the most widely available product

#### ADJECTIVES

|            |                             |                             |
|------------|-----------------------------|-----------------------------|
| good       | better than                 | the best                    |
| bad        | worse than                  | the worst                   |
| cheap      | cheaper than                | the cheapest                |
| affordable | more / less affordable than | the most / least affordable |

#### ADVERBS

|            |                             |                             |
|------------|-----------------------------|-----------------------------|
| well       | better than                 | the best                    |
| badly      | worse than                  | the worst                   |
| frequently | more / less frequently than | the most / least frequently |

#### MODIFYING ADVERBS

|            |                 |                                |
|------------|-----------------|--------------------------------|
| reasonably | more reasonably | the most reasonably (priced)   |
| highly     | less highly     | the least highly (recommended) |

## PERFORMANCE

### How do they compare?

Choose one of the following to compare:

1. similar devices or apps offered by different companies
2. different models of a device offered by one company
3. an older version of a device or app with a newer version

| Device / App Name | Features |
|-------------------|----------|
| 1. _____          | _____    |
| 2. _____          | _____    |



EXTRA

## Word Power

## Synonyms and antonyms

|                      | Synonym | Antonym  |
|----------------------|---------|----------|
| a. long-lasting      | d _____ | f _____  |
| b. useful            | p _____ | us _____ |
| c. often             | f _____ | r _____  |
| d. reasonably priced | a _____ | e _____  |
| e. stop (briefly)    | p _____ | c _____  |
| f. light             | l _____ | h _____  |

1. You've had that phone case for four years! It must be extremely \_\_\_\_\_.
2. We \_\_\_\_\_ come to this restaurant because it's always crowded and busy.
3. This app doesn't do anything and it's always stopping! It's completely \_\_\_\_\_.
4. My suitcase is quite \_\_\_\_\_. I can carry it around very easily.
5. – Do you mind if we \_\_\_\_\_ here? – No problem. We'll continue in five minutes.
6. The new hotel is really \_\_\_\_\_. We have all our clients stay there because it is affordable.

## ONLINE PRACTICE



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In this lesson you will ...

# Ask for something you don't know the name of

## Vocabulary & Expressions    Language Focus

item  
to have in mind  
object  
to weigh  
(bathroom) scale  
to fill  
selection (= range)  
What's the word I'm looking for?  
My mind has gone blank.  
to talk around  
fancy

Defining relative clauses with *that* and *who* (subject form). For example: *A microwave is an appliance that cooks food quickly.* *A sales clerk is a person who help customers.*

Use of past tense for politeness. For example: *What did you have in mind?*

Words that mean *thing* (extension activity)

## WARM-UP



- Can I help you?
- I hope so. I'm painting my living room, and it's going very slowly. I need that thing that makes painting go faster. Oh, what's it called?
- I'm not sure. There are a lot of painting items.
- It's that thing you put paint on and you move it up and down on the wall
- You mean a roller?
- Hmm ... I think so! Can you show me?
- Sure. If you'll just follow me ... Is this what you had in mind?
- That's it! That's exactly what I wanted! Thank you!

## GRAMMAR

### I need a thing that holds papers together

A toothbrush is an object. It helps people keep their teeth clean.

→ A toothbrush is an object **that** helps people keep their teeth clean.

A doctor is a person. He helps you with your health problems.

→ A doctor is a person **who** helps you with your health problems.

Pavel is a doctor. He examined my mother after the car crash.

→ Pavel is the doctor **who** examined my mother after the car crash.

- Can you give me the bowl?
- Sure. Here you are.
- No, not this kind of bowl. I want the kind that can hold lots of fruit.
- Oh, you want something like this?
- Yes, that's it. Thanks.

- Did you call Lily Chao back?
- Is she the woman who called about insurance?
- That's the one. She wants to set up an appointment to see us.
- Oh, all right. Give me her number.



### My notes

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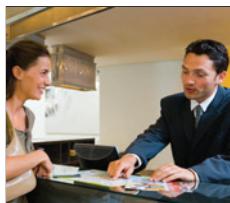
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**LISTENING**

35 • 36 • 37

**What word are they looking for?****Conversation 1** food scale**Conversation 2** bellman**Conversation 3** ballpoint pen bathroom scale concierge fountain pen**Tip!**

ballpoint pen



biro

**My notes**

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## Useful Expressions

Using past tense for politeness: Is this what you were looking for?

What do you have in mind?

→ What **did** you have in mind?

Is this what you have in mind?

→ Is this what you **had** in mind?

What kind of ... are you looking for?

→ What kind of ... **were** you looking for?

I want to ask you a few questions.

→ I **wanted** to ask you a few questions.

### Your turn!

1. Do you need some assistance? \_\_\_\_\_ ?
2. How much do you want to spend? \_\_\_\_\_ ?
3. How do you want to pay? \_\_\_\_\_ ?
4. I have a question about my bill. \_\_\_\_\_ .
5. I want to thank you for your help. \_\_\_\_\_ .
6. Which model are you interested in? \_\_\_\_\_ ?

## PERFORMANCE

### Role A

You are looking for some items, and you know the names of some of the items. Describe the objects you don't have the names for to see if your partner knows what they are called.



\_\_\_\_\_



\_\_\_\_\_



\_\_\_\_\_



\_\_\_\_\_

## Role B

You are looking for some items, and you know the names of some of the items. Describe the objects you don't have the names for to see if your partner knows what they are called.



## My notes

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EXTRA

## Word Power

### Words that mean "thing"

THE *THING* FAMILY ...

thing

thingamajig

thingamamob

thingy

... AND THEIR COUSINS

gadget

gizmo

whatchamacallit

doodad

- What's that doodad?
- This thingy? My garage-door opener.
- What is this thingamajig for?
- It's for opening the battery on my smartphone.

### ONLINE PRACTICE



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In this lesson you will ...

# Describe a shopping experience

## Vocabulary & Expressions

|                          |   |
|--------------------------|---|
| It's not me.             | (triple) scoop  |
| defect                   | to give (something) a try                             |
| defective                | annoyed   |
| missing (part)           | ordeal  |
| hole                     | dirt cheap ( <i>extension activity</i> )              |
| undertrained             | It was a steal! ( <i>extension activity</i> )         |
| line ( <i>queue UK</i> ) | bargain ( <i>extension activity</i> )                 |
| to change (one's) mind   | rip-off ( <i>extension activity</i> )                 |
| to subscribe             | to pay through the nose ( <i>extension activity</i> ) |
| coupon                   |   |
| (cash) register          |   |
| cone                     |   |

## Grammar Item

Relative clauses (object form). For example: *The people we spoke to were very helpful.*

## WARM-UP

What comes to mind when you think of ...



a good shopping experience?



a bad shopping experience?

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## VOCABULARY & EXPRESSIONS

### Is there a problem?

#### The item isn't right for me

It's the wrong size / color.  
It's not me / my style.  
I changed my mind.  
It's too big / small.  
It's too loose / tight.

#### The item is defective

It's broken / damaged.  
It doesn't work.  
A part / piece is missing.  
There's a hole in it.  
The item is stained.

#### There are staff issues

I couldn't find anyone.  
They were unhelpful.  
They were impolite.  
They are undertrained.  
The line was too long.

## GRAMMAR

### The person I spoke to was very helpful

The item was on sale. I bought it.

→ The item      **that**      I bought was on sale.  
                      **which**  
                      **Ø**

The person was very helpful. I spoke to her earlier.

→ The person      **that**      I spoke to earlier was very helpful.  
                      **whom**  
                      **Ø**

**Tip!**



In spoken English, object relative pronouns are usually omitted. When they are used, *that* is more common than *which* or *whom*.



## PERFORMANCE

Describe the best or the worst shopping or customer experience you have ever had.

- ## 1. What was the situation?

2. Were you satisfied? dissatisfied? pleased? disappointed? How did you feel?

- #### 4 Have you gone back since then?



## My notes

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EXTRA

## Word Power

### Expressions related to price

#### A GOOD PRICE

What a bargain.  
It was a steal.  
It was dirt cheap.

vs.

#### MUCH TOO EXPENSIVE

What a rip-off.  
It cost an arm and a leg  
We paid through the nose.

## ONLINE PRACTICE



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In this lesson you will ...

# Describe entertainment preferences

## Vocabulary & Expressions

|                       |                           |
|-----------------------|---------------------------|
| preference            | comedian                  |
| option                | I think so, too.          |
| circus                | I don't think so, either. |
| (theater) performance | sensational               |
| 3-D movie             | out of this world         |
| magic (show)          | fair                      |
| puppet (show)         | lousy                     |
| tragedy               | dreadful                  |
| sci-fi                | a waste of time           |
| stand-up comedy       |                           |

## Language Focus

Agreeing with opinions: *so / too / (not) either / neither*. For example: *So do I. He doesn't either. Neither do we.*

## WARM-UP



theater performance / play



rock concert



ballet



3-D movie



classical music concert / orchestra



circus



puppet show



magic show

## VOCABULARY & EXPRESSIONS

### What kinds of entertainment do you like?

| CONCERTS                           | PLAYS / THEATER                  | MOVIES                           | OTHER PERFORMANCES                       |
|------------------------------------|----------------------------------|----------------------------------|--|
| <input type="checkbox"/> classical | <input type="checkbox"/> drama   | <input type="checkbox"/> action  | <input type="checkbox"/> ballet          |
| <input type="checkbox"/> folk      | <input type="checkbox"/> comedy  | <input type="checkbox"/> comedy  | <input type="checkbox"/> circus          |
| <input type="checkbox"/> jazz      | <input type="checkbox"/> tragedy | <input type="checkbox"/> horror  | <input type="checkbox"/> magic show      |
| <input type="checkbox"/> pop       | <input type="checkbox"/> musical | <input type="checkbox"/> sci-fi  | <input type="checkbox"/> puppet show     |
| <input type="checkbox"/> rock      | <input type="checkbox"/> opera   | <input type="checkbox"/> romance | <input type="checkbox"/> stand-up comedy |
| <input type="checkbox"/> _____     | <input type="checkbox"/> _____   | <input type="checkbox"/> _____   | <input type="checkbox"/> _____           |
| <input type="checkbox"/> _____     | <input type="checkbox"/> _____   | <input type="checkbox"/> _____   | <input type="checkbox"/> _____           |

## GRAMMAR

### Did you like it? So did I.

- I see a lot of movies.
- So do I. / I do, too. / Me too.\*
  
- We're going to a concert on Saturday.
- So are we. / We are, too.
  
- My children love the circus.
- They do? Mine don't. They hate it.
  
- I didn't like the ending of the play.
- We didn't either. / Neither did we.
  
- I'm not much of a theater fan.
- Neither am I. / I'm not either. / Me neither.\*
  
- I didn't like the show very much.
- You didn't? I thought it was great!

- I haven't seen the latest play at the Palace Theater. Have you?
- No, I haven't, either ... but I'd like to.
- So would I. How about we go together?
- Sounds like a good idea!
- Great! Let's do it!

- I wasn't able to get tickets to next month's rock concert.
- Me neither. And I stood in line for hours! I thought they had thousands of tickets.
- I thought so, too. I tried booking online soon after they were available ... with no luck.



**Tip!**

Although *Me too* and *Me neither* are grammatically incorrect, they are often used in everyday spoken English.

### I've never seen that

1. A: I've never seen an opera.

B: \_\_\_\_\_.

2. A: We love old movies.

B: \_\_\_\_\_.

3. A: We don't like country music very much.

B: \_\_\_\_\_.

4. A: I am crazy about stand-up comedy.

B: \_\_\_\_\_.

### VOCABULARY & EXPRESSIONS

#### How was the performance?

| GREAT! ★★★★☆      | SO-SO ★☆☆       | TERRIBLE! ☆     |
|-------------------|-----------------|-----------------|
| fantastic         | fair            | lousy           |
| sensational       | all right       | dreadful        |
| out of this world | nothing special | a waste of time |
|                   |                 |                 |
| brilliant         | bog standard    | rubbish         |

- How was the performance last night?
- It was out of this world!
- That good, huh?
- You must go see it. It is sensational!
- How was the show on Saturday?
- It was dreadful!
- That bad, huh?
- A complete waste of time and money.

# PERFORMANCE

Find out what kinds of entertainment your classmates or teacher prefer.

1. How often do they go out to see performances or movies?

2. What are their favorites?

3. Are there any kinds of music, movies, plays, other performances they don't like?

4. Have they seen anything recently? How was it?

*When you ask, don't forget to comment using So do I. / Neither do I. / I do, too / Me too., etc.*



## My notes

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EXTRA

## Culture Corner

### Entertainment and culture

Some kinds of entertainment are from specific countries or regions. For example: taiko drummers (Japan), operette (Austria), Bollywood films (India), or Mariachi bands (Mexico).

- What kinds of entertainment are from your country or culture?
- What kinds of entertainment are popular in your country?



### ONLINE PRACTICE



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In this lesson you will ...

# Discuss what to see

## Vocabulary & Expressions

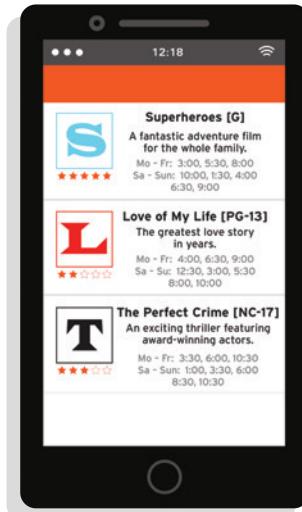
|                                    |                                      |
|------------------------------------|--------------------------------------|
| superhero                          | tragic                               |
| crime                              | dramatic                             |
| rating                             | fast-paced                           |
| award-winning (actor)              | gripping                             |
| to feature                         | from opposite sides of the track     |
| factor                             | whodunit                             |
| rated (G / PG / PG-13 / R / NC-17) | fainthearted                         |
| film                               | subtitled                            |
| all-star cast                      | struggle ( <i>n.</i> , <i>v.</i> )   |
| supporting (role)                  | war                                  |
| filmmaker                          | dead                                 |
| renowned                           | murder                               |
| masterpiece                        | feel-good (film)                     |
| to fall in love                    | dubbed ( <i>extension activity</i> ) |

## Language Focus

Time expressions with present perfect:  
*already / (not) yet / still*

Expressions for discussing options

## WARM-UP



- You feel like going to see a movie?
- What, tonight?
- Sure, why not?
- What's on?
- Let me check ... Well, at the Odeon, there's *Love of My Life*, *Superheroes*, and *The Perfect Crime*.
- Not *The Perfect Crime*. I've heard it's not that great, and it's NC-17. It might be really inappropriate.
- Yeah, I see that ... it's only got three stars. What about *Superheroes* then? That's got a five-star rating.
- What time is it playing?
- It's on at 5:30 and at 8:00.
- Let's go to the earlier show. I have to get up early tomorrow.



Tip!



movie



film

## GRAMMAR

### Have you seen it yet?

We saw *The Winding Road* last month.

→

We have **already** seen it.

Paula will ask her friend to go to the concert.

→

She hasn't asked him **yet**.

I planned to buy my tickets last week, but I didn't.

→

I **still** haven't bought them.

### The Bennetts' to do list

#### TO DO LIST

- Arrange time to meet with the Simpsons
- Buy theater tickets
- Make restaurant reservations
- Pick up suit and dress at dry cleaner's!!!!
- Wash car

1. The Bennetts arranged to meet with the Simpsons at 5:00 p.m. on Friday.

→ \_\_\_\_\_

2. Mr. Bennett plans to call the restaurant to make reservations later today.

→ \_\_\_\_\_

3. Mr. Bennett bought theater tickets last week.

→ \_\_\_\_\_

4. Mrs. Bennett has asked her husband *three* times to go to the dry cleaner's.

→ \_\_\_\_\_

5. The Bennetts' car is clean.

→ \_\_\_\_\_

## READING

### What's it about?

|                                       |  |
|---------------------------------------|--|
| <b>Ties that Bind [PG]</b><br>★★★★★   | This documentary by award-winning Italian filmmaker Marcello Freni tells the story of a family's struggle to stay together during war. Dramatic, gripping, and tragic. A masterpiece, but not a film for the fainthearted. Subtitled.                  |
| <b>Nina and Me [PG-13]</b><br>★★★★★   | The story of two students from opposite sides of the track who fall in love. Miriam Frey, who won an award for her supporting role in <i>For You</i> , is impressive as the main character Nina. Light and funny, this is the perfect romantic comedy. |
| <b>Murder in the Sky [R]</b><br>★★★★☆ | In this fast-paced <i>whodunit</i> based on Belinda Franklin's best-selling novel, Percy Billings finds a passenger dead in his seat shortly after takeoff. An all-star cast of characters keeps you guessing right up to the end.                     |



### Useful Expressions

#### Discussing options

- This movie has an all-star cast.
- Yes, but the other one has better reviews.
- This film is subtitled. Is that a problem?
- I'd prefer one that isn't.
- This is the feel-good film of the year.
- I'd prefer to see the new thriller.
- This film sounds tragic.
- I think I'd rather see something funny.
- The movie is sold out.
- Well, what can we do instead?
- Which is better, the earlier or the later show?
- Let's go to the earlier one.

## PERFORMANCE

### What should we see?

You and a friend would like to go see a movie, but you haven't decided which one yet.

With your friend, look back at the movie descriptions we read earlier or check online for movies playing at local theaters.

Together, discuss your choices and choose a movie to go to.



#### My notes

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EXTRA

## Culture Corner

### Subtitled or dubbed?

1. Do you enjoy watching films from other countries?
2. In your country, are films in other languages usually subtitled or dubbed?
3. What do you prefer?
4. What are the advantages of each?



### ONLINE PRACTICE



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In this lesson you will ...

# Leave a comment or review on a company website

## Vocabulary & Expressions

|  |  |
|--|--|
| comment  | netiquette                                   |
| tone   | to interact                                  |
| to shout   | favorable ( <i>favourable</i> UK) impression |
| exclamation point<br>( <i>exclamation mark</i> UK) | offensive                                    |
| font   | to insult                                    |
| all caps   | hostile                                      |
| smiley face  | on the receiving end                         |
| emoticon   | permanent                                    |
| bold   | flame  |
| italics  | flaming                                      |
| rule   | fight  |
| to behave  | to soften                                    |

## Language Focus

Rephrasing angry messages

Sayings: *What goes around, comes around. You catch more flies with honey than vinegar. Think twice before you speak.*

## WARM-UP

Hi, there! I want to say how very happy I was at your store today! The cashier gave me 25% off even though I didn't have a coupon! That was so cool!!! Thanx! :-)

**WHAT A CRAZY EXPERIENCE!** YOUR "FISH OF THE DAY" ALMOST KILLED ME! AND THE INCOMPETENT MANAGER TRIED TO "APOLOGIZE" BY SAYING THE FISH WAS FRESH THAT MORNING!!! UNBELIEVABLE!!

I am writing to say how very delighted I was with the service I was given by your sales clerks when I was at your store last week. I really appreciated how competent the staff is.

I was at one of your ice cream stores today and was surprised to learn that I could not buy a triple scoop because the store only sells single and double scoops. Why don't you offer triple scoops!? I'd suggest you change this. After all, a triple scoop is not such an unusual request, is it?



## Netiquette tips

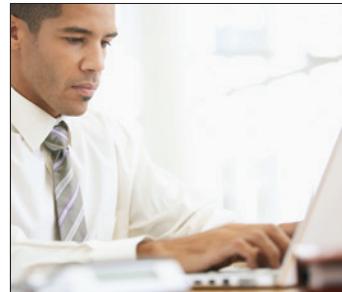
### Part 1

1. *Netiquette* is the following two words put together:

\_\_\_\_\_ and \_\_\_\_\_.

2. Netiquette is about \_\_\_\_\_ online.

3. Netiquette is for people who work, plan to work, or who want to maintain \_\_\_\_\_. In other words, basically \_\_\_\_\_



### Part 2

1. Start an email with a \_\_\_\_\_, such as *Dear Ms. Watson*.

2. End an email with your \_\_\_\_\_ name.

3. To emphasize, use \_\_\_\_\_ instead of ALL CAPS or **bold**; it is less \_\_\_\_\_.

4. If you are angry, \_\_\_\_\_ your message. Look it over when you have \_\_\_\_\_.

5. Use emoticons carefully. And don't \_\_\_\_\_ even if you are friends with the person.

6. Avoid \_\_\_\_\_: sending insulting or hostile comments or messages.

7. If you're unsure about a message, ask yourself how you would feel if you were \_\_\_\_\_.

## VOCABULARY & EXPRESSIONS

### Rephrasing angry messages

| Angry message                                    | Softened message  |
|--|---|
| You <b>failed</b> to deliver my order on time.   | My order arrived later than I expected.                             |
| The service we received is <b>unacceptable</b> . | We are used to getting better service from you. What happened?      |
| Your staff is completely <b>incompetent</b> .    | It seems some of your staff might benefit from additional training. |
| Your new product is really <b>lousy</b> !        | I've tried your new product and, I must say, I prefer the old one.  |

## Your turn!

1. Our room was filthy!

→ \_\_\_\_\_

2. Your menu must be from the 70s!

→ \_\_\_\_\_

3. You're planning to rebuild the bridge during tourist season? What a stupid idea!

→ \_\_\_\_\_

4. You clearly don't care about your customers. I was on hold forever and no one picked up.

→ \_\_\_\_\_

5. \_\_\_\_\_

→ \_\_\_\_\_



## Word Power

### English sayings and Netiquette

- What goes around, comes around.
- You catch more flies with honey than with vinegar.
- Think twice before you speak.

How could these English sayings apply to online communication?

Do you have similar sayings in your language?



## My notes

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## PERFORMANCE

When you were either extremely pleased or extremely upset about a product or service? What kind of comment (3–4 sentences) would you leave on the company's website or social media site? What does your partner think about your comment? How can you edit it—if needed?

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## ONLINE PRACTICE



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# Review

## OBJECTIVES LADDER



Now you can ...

- ✓ Leave a comment or review on a company website
- ✓ Discuss what to see
- ✓ Describe entertainment preferences
- ✓ Describe a shopping experience
- ✓ Ask for something you don't know the name of
- ✓ Compare apps and devices
- ✓ Describe and demonstrate features of an app
- ✓ Catch up with friends and family
- ✓ Describe and compare ways of keeping in touch online

## PRACTICE

### GOAL 21

#### Just ping me!

1. I don't make long-distance calls \_\_\_\_\_ I have access to WiFi.  
a. although    b. if    c. unless
2. Elena says she tried to call but couldn't \_\_\_\_\_.  
a. get through    b. go through    c. hold on
3. \_\_\_\_\_ we call each other every week, it's not the same as being near each other.  
a. Although    b. If    c. Unless
4. Can you \_\_\_\_\_ a minute? I think there's someone at my door.  
a. call back    b. get back to me    c. hold on
5. \_\_\_\_\_ you need to reach me quickly, just ping me. I'm almost always online.  
a. Although    b. If    c. Unless
6. The only thing we send \_\_\_\_\_ snail mail these days is greeting cards.  
a. in    b. via    c. with

### GOAL 22



44

#### How's everything?

1. Alex and Maria see each other every day.
2. Alex is still working for the same company as before
3. He works for a publishing company.
4. Maria would like to catch up with him another time.

True False



## GOAL 23

### Why did you choose that app?

Rephrase the sentences using **in order to**, **so that**, **because**, or **because of**.

1. I needed help choosing the right paint color for our living room. That's why I downloaded the PaintPro app.

→ \_\_\_\_\_

2. If you want to use their service, you have to create an account with them.

→ \_\_\_\_\_

3. There was an app update recently. Now the badges don't show up while you're playing the game.

→ \_\_\_\_\_

4. With the SpendThrift app, I can track my savings and spending.

→ \_\_\_\_\_

5. I paid for this productivity app. I need to be more efficient.

→ \_\_\_\_\_



### My notes

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## GOAL 24

### Is it better than the old one?

1. After comparing several different tablets, Harry bought the one that was \_\_\_\_\_ priced.
  - a. more reasonable
  - b. the more reasonably
  - c. the most reasonably
  
2. Our new TV has much \_\_\_\_\_ sound than our old one. We're thrilled with it!
  - a. better
  - b. more better
  - c. the best
  
3. I order from them because they deliver \_\_\_\_\_ than other companies I've tried.
  - a. quickly
  - b. more quickly
  - c. the quickest
  
4. Do you think people communicate \_\_\_\_\_ by phone than they used to?
  - a. least frequently
  - b. less frequent
  - c. less frequently
  
5. The Zieglers didn't have enough money, so they bought something \_\_\_\_\_.
  - a. cheaply
  - b. more affordable
  - c. less affordable
  
6. I bought a laptop instead of a computer because it is \_\_\_\_\_.
  - a. conveniently
  - b. most convenient
  - c. more convenient



## GOAL 25

### Can you tell me what that is?

1. A scanner is a device \_\_\_\_\_.
  - a. that allows you to save documents as images.
  
2. An interior designer is a person \_\_\_\_\_.
  - b. that lets you play recorded music.
  
3. A cassette player is an object \_\_\_\_\_.
  - c. that allows other devices to connect using WiFi.
  
4. Martina is the woman \_\_\_\_\_.
  - d. who helped us when we first arrived.
  
5. A router is a device \_\_\_\_\_.
  - e. who helps you decorate your home.

## GOAL 26

### Who's that man you were talking to?

1. The item / isn't available / you asked about

→ \_\_\_\_\_.

2. The phone number / is not in service / is on their website / that

→ \_\_\_\_\_.

3. The sales clerk / I met / was competent / whom

→ \_\_\_\_\_.

4. The information / was wrong / they sent us / which

→ \_\_\_\_\_.

5. The woman / works at the embassy / you saw me speaking to earlier / who

→ \_\_\_\_\_.

6. The tablet / Lin purchased / that / was defective

→ \_\_\_\_\_.

## GOAL 27

### Do you like that, too?

1. – I'm crazy about stand-up comedy.

– I \_\_\_\_\_.

2. – We sometimes go to concerts on weekends.

– \_\_\_\_\_ we.

3. – I liked the circus when I was a kid.

– \_\_\_\_\_ I.

4. – I haven't seen many plays.

– I \_\_\_\_\_.

5. – We couldn't get tickets for the ballet.

– \_\_\_\_\_ we.

6. – I'm not a fan of the opera.

– \_\_\_\_\_ I.



**Do you think I'd like it?**

1. Rosalie and her husband are both \_\_\_\_\_ fans.      opera      theater
2. Nancy considers herself more of a \_\_\_\_\_ person.      concert      movie
3. Rosalie and her husband \_\_\_\_\_ seen *Noises Off*.      have already      still haven't
4. *Noises Off* is most likely a \_\_\_\_\_.      comedy      tragedy
5. Rosalie thinks Nancy hasn't seen a good performance \_\_\_\_\_. still      yet

**Watch your online tone!**

1. Using ALL CAPS and **bold** to write are like \_\_\_\_\_ at a person.
2. Consider how the person on the \_\_\_\_\_ of your comments might feel.
3. Being hostile is not a good way to make a \_\_\_\_\_ impression.
4. Some websites delete \_\_\_\_\_ comments that might hurt other people.
5. Why do some people \_\_\_\_\_ differently online than they do in person?
6. How often do you \_\_\_\_\_ with people that you are friends with online?

behave    favorable    interact    offensive    receiving end    shouting

**My notes**

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## YOUR TURN!

### GOAL 21

#### Keep in touch!

With your classmates, discuss the questions below. Add one more question of your own.

1. How has communicating with friends and family changed over the years?
2. Is it easier? better? cheaper?
3. How do you prefer to stay in touch with your friends and family?
4. How often do you get together either in person or online?
5. \_\_\_\_\_

### GOAL 22

#### It's been a long time!

It is five years from now. You and your classmates have not met since you finished your English course. Today you will be meeting for lunch to catch up with each other.

Before you get together, write two or three things that have "happened" to you since then.

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Think of three questions you can ask.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

## GOAL 23

### How does this work?

#### Role A

You are a grandparent. You have a smartphone and can use it to make phone calls, send text messages, and check things online, but you've never used any apps.

Recently, however, one of your grandchildren has informed you that he / she is going study abroad for a year, and you would like to be able to call him / her from time to time. You know there are apps for making online calls, but you've never used one. You've asked your grandchild to come over to show you how it works. Before he / she arrives, write three or four questions to ask.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

#### Role B

You are a student and soon you will be going abroad for a year to study in another country. One of your grandparents has told you he / she would like to call you from time to time while you are away.

This grandparent has a smartphone and can use it to make phone calls, send text messages, and check things online, but he / she has never used any apps for making online calls. You have agreed to go over and show your grandparent how it works.

Before you meet with your grandparent, write three or four key points you want to explain.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

## GOAL 24

Is it useful?

### Role A



Ask a classmate about the most useful app or device he / she has.

What is it? What is it for? Why did he / she get it? How did it live up to his / her expectations?

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### Role B

Ask a classmate about the most *useless* app or device he / she has ever used.

What was it? What was it supposed to do? Why didn't it live up to his / her expectations?

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## GOAL 25

### Oh, you mean a ...!

Write two or three common devices or objects you are sure your partner knows the name of (but don't tell him / her what you've written). Then, describe your items so your partner can guess what they are.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

## GOAL 26

### I think there's a mistake

#### Role A

| Style First    |              |        |
|----------------|--------------|--------|
| 11 August      |              |        |
| Salesperson EK |              |        |
| item #         | description  | price  |
| 1027465        | belt         | 12.00  |
| 1028948        | men's shirt  | 34.00  |
| 1028948        | men's shirt  | 34.00  |
| 1050729        | men's jacket | 90.00  |
|                | Subtotal     | 170.00 |

You are a customer at a clothing store. You're buying four items: two shirts, a jacket, and a belt. The price of the jacket is \$90, but it was marked as a sale item -20% off. The sales clerk has just given you the receipt for your purchases.

Check the receipt to make sure it's correct.

#### Role B

You work as a sales clerk at Style First, a downtown clothing store. You've had a difficult day because sale items in the store were mixed up.

Yesterday, one of the clerks marked several items as sale items by mistake. You've tried to tell customers about this before they make their purchases, but you have missed a few. Several customers have become upset or angry when they realized the items they bought were not on sale.

The store will be closing in twenty minutes.

## GOAL 27

### Best and worst performances ever

#### Role A

Ask your classmate (or instructor) about the best performance he or she has ever seen. What was it? Where and when did he / she see it? What made it so sensational?

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#### Role B

Ask your classmate (or instructor) about the worst performance he or she has ever seen. What was it? Where and when did he / she see it? What made it so dreadful?

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#### My notes

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## GOAL 28

### Movie night

You and your friends plan to get together for a movie night this weekend. Make a list of four or five films you would like to see. Feel free to include films you've already seen, but like so much you'd like to see them again.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

Now, get together with your friends and decide which three films to watch.



### My notes

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## GOAL 29

### Still waiting for your answer!

*Improve the tone of this message.*

What's going on?!

You said you would send me an answer to my question—two weeks ago!! I am STILL waiting. This is the third time you've done this and it makes me **furious** every time! Why do you tell me you're going to call or write and then not do it?

Your service is lousy!

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In this lesson you will ...

# Discuss food labels and labeling

## Vocabulary & Expressions

|                         |                       |
|-------------------------|-----------------------|
| label (n., v.)          | protein               |
| labeling (laws)         | sodium                |
| substance               | preservative          |
| to spoil                | cholesterol           |
| to break something down | health-conscious      |
| unit                    | price-conscious       |
| unit pricing            | to comparison shop    |
| calorie                 | prepackaged           |
| carbohydrate            | You are what you eat. |

## Grammar Item

*Before / after / when + -ing.* For example:  
*Before leaving the store, you should check your receipt.*

## WARM-UP



Do you look at labels  
when you shop for food?



What kind of information  
do you look for?



### My notes

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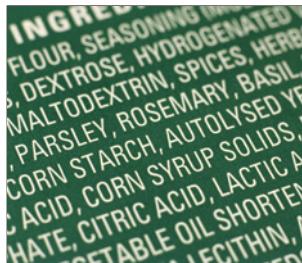
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## VOCABULARY & EXPRESSIONS

### What's on the label?



nutrition facts label



ingredients label



unit price label

### What does it mean?

- |                          |  |
|--------------------------|--|
| 1. calories (kcal) _____ | a. a substance found in salt                                   |
| 2. carbohydrates _____   | b. a substance found in meat, milk products, eggs, beans, etc. |
| 3. protein _____         | c. a substance that helps prevent spoiling                     |
| 4. sodium _____          | d. sugar and substances that can be broken down into sugar     |
| 5. preservative _____    | e. the amount of energy a food provides                        |
| 6. cholesterol _____     | f. a fatty substance that can cause health problems            |



### My notes

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## GRAMMAR

### Do you make a list before shopping?

I always make a list. Then I go shopping.

- **Before** going shopping, I always make a list.
- I always make a list **before** going shopping.

You pay. You should receive a receipt after that.

- **After** paying, you should receive a receipt.
- You should receive a receipt **after** paying.

Stan compares products. He checks unit prices labels then.

- **When** comparing products, Stan checks the unit pricing labels.
- Stan checks the unit pricing labels **when** comparing products.

### Your turn!

1. I usually check the ingredients list before I choose a product.

→ \_\_\_\_\_

2. You should put meat products in the fridge after you buy them.

→ \_\_\_\_\_

3. People buy more when they are hungry.

→ \_\_\_\_\_

4. \_\_\_\_\_

5. \_\_\_\_\_



### My notes

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**LISTENING****46 • 47 • 48 • 49****Do you read food labels?**

Customer 1

 Yes    No

Customer 2

 Yes    No

Customer 3

 Yes    No

Customer 4

 Yes    No

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**My notes**

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## PERFORMANCE

## **Breakfast cereal or breakfast bar?**

## Role A

Below is the nutrition information for a package of six breakfast bars that sell for \$6.17 (= \$1.03 per bar). Your partner has similar information for a package of breakfast cereal. The breakfast bar is made from the same type of cereal, and they are both produced by the same company.

Compare the information for the breakfast bars with the information for the cereal.

|                             |       |
|-----------------------------|-------|
| <b>Nutrition Facts</b>      |       |
| Serving Size:               | 1 bar |
| Servings Per Container:     | 6     |
| <br>                        |       |
| <b>Calories:</b>            | 160   |
| Calories from Fat:          | 40    |
| <br>                        |       |
| <b>Total Fat:</b>           | 4g    |
| <b>Cholesterol:</b>         | 0mg   |
| <b>Sodium:</b>              | 90mg  |
| <b>Potassium:</b>           | 130mg |
| <b>Total Carbohydrates:</b> | 28g   |
| Fiber:                      | 1g    |
| Sugars:                     | 16g   |
| <b>Protein:</b>             | 4g    |



## My notes

## Role B

Below is the nutrition information for a package of breakfast cereal that sells for \$3.64 (= \$0.30 per serving; \$0.40 per serving with skim milk). Your partner has similar information for a package of breakfast bars. The breakfast bars are made from the same type of cereal, and they are both produced by the same company.

Compare the information for the breakfast cereal with the information for the breakfast bars.

|  |  |   |
|--|--|---|
| <b>Nutrition Facts</b><br>Serving Size:<br>Servings Per Container:   | $\frac{3}{4}$ cup (27g)<br>about 12                    |   |
|  | cereal only  | cereal with $\frac{1}{2}$ cup<br>skim (0% fat) milk     |
| <b>Calories:</b><br>Calories from Fat:   | 110<br>15  | 150<br>15   |
| <b>Total Fat:</b><br><b>Cholesterol:</b><br><b>Sodium:</b><br><b>Potassium:</b><br><b>Total Carbohydrates:</b><br>Fiber:<br>Sugars:<br><b>Protein:</b> | 1.5g<br>0mg<br>160mg<br>115mg<br>22g<br>2g<br>9g<br>2g | 1.5g<br>0mg<br>220mg<br>320mg<br>28g<br>2g<br>15g<br>7g |

## ONLINE PRACTICE



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**English 5 Complete**

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In this lesson you will ...

# Ask for and give health or fitness advice

## Vocabulary & Expressions

|               |                     |
|---------------|---------------------|
| doughnut      | to vary             |
| to blame      | gradually           |
| fad diet      | to put on weight    |
| yo-yo effect  | to keep weight off  |
| proportion    | to cut down on      |
| balanced diet | to work out         |
| (whole) grain | workout             |
| alternative   | secret (ingredient) |
| to substitute | low-carb diet       |
| variety       |                     |

## Grammar Item

Present unreal (2nd) conditional. For example: *If I were you, I'd try exercising more.*

## WARM-UP



- How's the new job going, Stan?
- Great, but I've gained five pounds since I've been here.
- How come? Are you so busy that you can't find time to exercise?
- No, it's not that.
- What then?
- I probably shouldn't, but I blame it on the doughnuts we have at all our meetings!



Tip!

1 lb. ≈ .45 kg  
doughnut = donut

## GRAMMAR

### If I were you, I'd stop eating the doughnuts

I don't have enough time. I don't exercise every day.

→ If I **had** enough time, I **would exercise** every day.

Stan eats a lot of doughnuts. He's gaining weight.

→ If he **didn't eat** so many doughnuts, he **wouldn't be** gaining weight.



What **would** you **do** if you **were** in my situation?

If I **were** you, I **would try to avoid** the doughnuts.

If Jake **were** here, he'd **give** us some suggestions.

- I just read about a new diet. I can lose 15 pounds in a week!
- You must be kidding! If I were you, I'd check with a doctor first.
- I guess you're right.

- Do you think I should take yoga class?
- If you did, I'd take it, too.
- Would you?
- Sure! I've always wanted to try yoga, just not by myself.



### My notes

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## READING

### What's a healthy diet?

Many of us are familiar with the “yo-yo” effect of fad diets. We lose weight only to gain it all back after stopping the diet. The key to achieving and maintaining a healthy weight and getting the nutrition we need is not to *go on* a diet, but to *have a* balanced diet. So what is the advice on balanced diets?

1. \_\_\_\_\_ Think of your meals on a normal dinner plate: half of the plate should be fruit and vegetables, about one quarter should be grains, and a quarter proteins. Think about what you eat in a day: the proportions should be the same. Are you eating too much of one type of food and not enough of another?
2. \_\_\_\_\_ Keep your meals interesting. Rather than eating the same old fruits and vegetables, try out something new. Vary your proteins. Instead of steaks or other red meats, try eggs, fish, chicken, and beans.
3. \_\_\_\_\_ Use nutrition labels and ingredients lists to help you choose foods and beverages with less cholesterol, salt, and added sugar. Make half the grains you eat whole grains.
4. \_\_\_\_\_ Don't try to change your entire diet all at once. If you take an item out from your diet, substitute in a healthier alternative. Start with small changes and build up to healthier eating styles.



Make changes gradually   Increase variety   Improve nutrition   Control portions

## EXTRA

### LISTENING 50

### What's your secret?

1. Brenda wants to \_\_\_\_\_.  
 go on a diet       start exercising
2. Michelle suggested she \_\_\_\_ fad diets.  
 try       forget
3. A well-balanced diet \_\_\_\_ dessert.  
 can include       never includes
4. The “secret ingredient” in Michelle’s diet is \_\_\_\_\_.  
 fish       working out
5. Michelle is usually \_\_\_\_ after she exercises.  
 hungrier       less hungry

## PERFORMANCE

Choose one of the situations.

1. Give advice to a friend about how to maintain a healthy weight.
2. Make a list of ways schools can help improve the health of kids.

Think of at least three pieces of advice or three suggestions.

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### My notes

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EXTRA

FYI

### Think again before eating that doughnut!

If nothing else changes in your daily routine, eating 3,500 extra calories of food in a day could cause you to gain a pound (.45 kg) of weight. 3,500 calories seems like a lot, but there are many foods that have a lot of calories. For example, doughnuts can contain anywhere between 200 and 400 calories. One cup of ice cream can be as much as 400 calories. One piece of fried chicken can be 320 calories. You add this up with the other foods you eat, and that's a lot of calories.

Think about just taking one or two of the unhealthy foods out in a day. It might help!

### ONLINE PRACTICE



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In this lesson you will ...

# Describe how to make travel arrangements

## Vocabulary & Expressions

|                    |  |
|--------------------|--|
| boutique hotel     | to turn to   |
| stylish            | in advance   |
| destination        | deciding factor                                    |
| the only way to go | mode (of transportation /<br><i>transport UK</i> ) |
| time-consuming     | on the road  |
| variable           | to stick to (a budget)                             |
| layover            | to come down to                                    |
| corporate rate     | to enter into the equation                         |
| absurd             | to catch (a flight)                                |

## Grammar Item

Passive with modals. For example:  
*Reservations can be made up to six months before you travel.*

## WARM-UP



- Have you made all your plans for your trip to Lisbon yet, Henry?
- No, not all. I've booked my flight, but I haven't decided where to stay yet. Any suggestions?
- When I was there, I stayed at this beautiful little boutique hotel right in the center of the city. I forgot the name, but I'll ping it to you later.
- Great! Thanks so much.



### FYI

**Boutique hotels** are small, stylish hotels with about 10 to 100 rooms. They are typically located in popular destinations.

## LISTENING



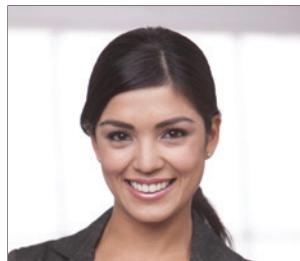
51 • 52 • 53

How do you make travel arrangements?



Thomas

- online
- travel agent



Elena

- online
- travel agent



Jeffrey

- online
- travel agent

## GRAMMAR

Can last-minute reservations be changed?

|     |   |                      |         |   |                             |
|-----|---|----------------------|---------|---|-----------------------------|
| You | can<br>may<br>should<br>ought to<br>have to<br>must | book tickets online. | Tickets | can<br>may<br>should<br>ought to<br>have to<br>must | be<br><b>booked</b> online. |
|-----|---|----------------------|---------|---|-----------------------------|

Should we print our tickets in advance?  
They had to cancel the trip.  
They couldn't confirm our reservation.

→ **Should** our tickets **be printed** in advance?  
→ The trip **had to be canceled**.  
→ Our reservation **couldn't be confirmed**.

## Your turn!

1. You ought to book accommodations in advance.

→ \_\_\_\_\_

2. You can keep your tickets on your phone.

→ \_\_\_\_\_

3. They should send you a confirmation number immediately.

→ \_\_\_\_\_

4. You must make payments with a credit card.

→ \_\_\_\_\_

5. They may not include meals in the price.

→ \_\_\_\_\_

6. They had to provide some missing information.

→ \_\_\_\_\_

## VOCABULARY & EXPRESSIONS

### What are your deciding factors?

| Travel  | Accommodations                                  |
|---|---|
| <input type="checkbox"/> Mode of transportation | <input type="checkbox"/> Type of accommodations |
| <input type="checkbox"/> Ticket price           | <input type="checkbox"/> Room rate              |
| <input type="checkbox"/> Departure time         | <input type="checkbox"/> Amenities              |
| <input type="checkbox"/> Travel time            | <input type="checkbox"/> Location               |
| Other: _____                                    | Other: _____                                    |

The deciding factor for me is travel time. I like to spend as little time as possible on the road, including the time it takes to get to and from airports and going through airport procedures.

Sometimes it ends up being quicker to take the train!

For us, the final decision almost always comes down to price. We have a limited budget and we have to stick to it, even if it means sitting in an airport for a few hours to catch a cheaper flight.

There are times when cost doesn't even enter into the equation. If I've got to be somewhere fast, because of an emergency, then I'm on the next flight out, no matter what it costs.

## PERFORMANCE

### A special training

You have to travel for a special three-day training with groups from several other countries. The training will take place in the capital city of a nearby country three weeks from now. The training itself will be Wednesday through Friday, but you have the option of staying over the weekend, as well.

Your company has provided you with a budget for an economy-class plane ticket, three nights at a fairly nice (four-star) hotel, and three reasonably-priced meals a day for each of you. You have to make your own travel arrangements.

You need to decide when to leave, how to get there, where to stay, and when to return. If you want to stay over the weekend, you will have to find a cheaper mode of transportation and / or less expensive accommodations.



## ONLINE PRACTICE



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In this lesson you will ...

# Discuss what to do in a crisis situation

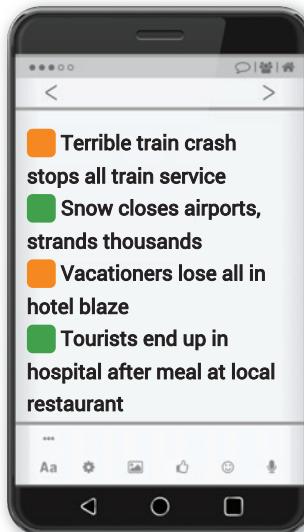
## Vocabulary & Expressions

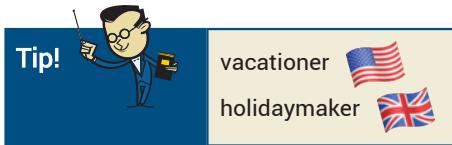
|  |                     |
|--|---------------------|
| vacationer<br>( <i>holidaymaker UK</i> ) | to be overbooked    |
| to be stranded                           | alert ( <i>n.</i> ) |
| blaze                                    | condition           |
| extreme (weather)                        | stable              |
| to break down                            | especially          |
| breakdown                                | contact information |
| political unrest                         | assault             |

## Language Focus

Question tags, negative and affirmative. For example: *You spoke to the police, didn't you? They weren't hurt, were they?*  
Intonation in question tags (*extension activity*)

## WARM-UP





## VOCABULARY & EXPRESSIONS

What could go wrong?

| Transportation            | Valuables              | Health                | Destination                         | Other                             |
|---------------------------|------------------------|-----------------------|-------------------------------------|-----------------------------------|
| cancellation<br>breakdown | lost passport<br>theft | stomachache<br>injury | extreme weather<br>political unrest | rejected visa<br>hotel overbooked |
| _____                     | _____                  | _____                 | _____                               | _____                             |
| _____                     | _____                  | _____                 | _____                               | _____                             |



**My notes**

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## READING

### What should we do?

- Tell someone your travel plans before you go. If there is a problem, get in touch with your family and / or friends ASAP. This is especially true if there is a major crisis or (1) \_\_\_\_\_.
- Subscribe to your country's traveler (2) \_\_\_\_\_ service and check for updates regularly. Store the local embassy or consulate's contact information, plus local emergency service numbers, on your phone.
- Carry money in different forms (cash, debit card, credit card), but do not keep them together in one place. If you run out of money or your money is stolen, you will need to get in touch with someone who can either send you cash or deposit money into your account.
- If you get sick or injured, get medical (3) \_\_\_\_\_ immediately. Call the emergency number and get to *any* hospital. You can transfer to another one when your condition is (4) \_\_\_\_\_.
- If you are the (5) \_\_\_\_\_ of theft or (6) \_\_\_\_\_, go to the police and report it. Even if the police say there is nothing they can do, you will need the police report for your insurance company.
- If your passport is lost or stolen, contact the nearest embassy. They will be able to provide you with a new passport or a (7) \_\_\_\_\_ one.



alert      assault      assistance      incident      stable      temporary      victim



### My notes

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## GRAMMAR

### You spoke to the police, didn't you?

#### NEGATIVE TAGS

I am confirmed for this flight, aren't I?\*  
This is the train to Vienna, isn't it?  
They had insurance, didn't they?  
You will help us, won't you?  
You've contacted my family, haven't you?

→ we expect a Yes answer

Yes, you are.  
Yes, it is.  
Yes, they did.  
Yes, I will.  
Yes, we have.

#### AFFIRMATIVE TAGS

You can't give us any money, can you?  
They aren't going to keep us here, are they?  
There weren't any problems, were there?  
Alison hasn't called, has she?

→ we expect a No answer

No, we can't.  
No, they aren't.  
No, there weren't.  
No, she hasn't.

### Your turn!

1. Am I allowed to go now? (Yes, you are.)

→ \_\_\_\_\_ ?

2. Was there a problem with your passport? (No, there wasn't.)

→ \_\_\_\_\_ ?

3. Have you contacted your family? (Yes, I have.)

→ \_\_\_\_\_ ?

4. Will he have to sleep at the airport? (No, he won't.)

→ \_\_\_\_\_ ?

5. Did you contact the embassy? (Yes, we did.)

→ \_\_\_\_\_ ?

6. Were they lost on the road? (No, they weren't.)

→ \_\_\_\_\_ ?

## PERFORMANCE

### Role A

Your best friend is traveling alone in a country with political unrest. This is the first time he / she has traveled without another person, and you are a little worried about the situation. You have been thinking about what you and your friend should do if there is a crisis. Write your thoughts down:

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Your phone is ringing. Answer it.

### Role B

At the moment, you are traveling alone for a few weeks in a country with political unrest. This is the first time you have traveled anywhere alone. Everything was going great until a couple of hours ago. Unfortunately, you were involved in a serious incident. You have no idea what you should do and you call your emergency contact, your best friend, for help. Before you do that, write some of the details of the incident (you decide what it was):

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When you are ready, call your friend.



EXTRA

## Word Power

### Intonation in question tags

Question tags, as we saw in an earlier activity, are often used to confirm information we're not completely sure of. In this case, we use a ***rising intonation*** on the tags. When we already know the answer—and we are just asking for agreement—we use ***falling intonation***. Compare:

Janet's leaving early today, isn't she? (*I think she is, but I'm not sure.*)

Janet's leaving early today, isn't she? (*I know she is.*)

### ONLINE PRACTICE



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In this lesson you will ...

# Discuss the reliability of news sources

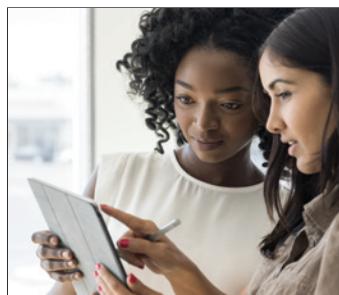
## Vocabulary & Expressions

|                         |   |
|-------------------------|---|
| reliability             | to sensationalize<br>( <i>sensationalise UK</i> ) |
| fake news               | sensationalist                                    |
| news source             | emotional   |
| print media             | credible  |
| digital media           | bias ( <i>n., v.</i> )                            |
| content ( <i>n.</i> )   | biased  |
| to name                 | to verify   |
| to match                | verifiable  |
| both sides (of a story) | parody ( <i>extension activity</i> )              |

## Grammar Item

Reported speech. For example: *The researcher said they had verified the results.*

## WARM-UP



- I just read an article about how there may be no more school breaks! That means we'd have to go to school all year long.
- What?! Are you sure?
- It says so right here. Look!
- You don't actually believe this news source, do you? Most of this stuff is fake news.



### My notes

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## VOCABULARY & EXPRESSIONS

Where do you get your news?



### News sources

Digital media

Social media

Print media

TV / Radio

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## READING

What makes a news source reliable?

1.  Articles are based on facts.
2.  Images are used to bias readers.
3.  Data and information is verifiable.
4.  Headlines don't match the content.
5.  Articles try to present both sides of a story.
6.  Sensationalist or emotional language is used.
7.  Sources of information are named and credible.

+1



## GRAMMAR

### They said it was a true story

"I **get** most of my news online."

Ben said he **got** most of his news online.

"We **are looking into** the situation."

They said they **were looking into** the situation.

"I **saw** a report about it on TV."

Lisa said she **had seen** a report about it on TV.

"We **haven't verified** the data."

The reporter said they **hadn't verified** the data.

"It **will be** very hot today."

They said it **would be** very hot today.

- I read an interesting article last night. It said that all the countries in the world were going to use the same currency.
- Really? That's impossible! Which currency?
- Most likely gold, so everyone should try to buy gold right now. I don't have any gold, but my friend said he knows how to get a good deal on it.
- Um ... that article doesn't sound reliable. It sounds like fake news.

### Your turn!

1. I don't read stories without a date or a writer's name.

→ Sam said \_\_\_\_\_.

2. The photo was taken from an older story.

→ A commenter said \_\_\_\_\_.

3. There have been many studies about it.

→ The article said \_\_\_\_\_.

4. I will send you a copy of the article.

→ My friend said she \_\_\_\_\_.

5. We are planning to block fake news.

→ The news organization said it \_\_\_\_\_.

## PERFORMANCE

Look back at the list of news sources we created earlier. With your partners, choose three or four sources, and rate how reliable they are.

Which are the most / least reliable? Why?

5 = very reliable, 1 = not reliable at all

1. \_\_\_\_\_ :  1  2  3  4  5

Why? \_\_\_\_\_



2. \_\_\_\_\_ :  1  2  3  4  5

Why? \_\_\_\_\_

3. \_\_\_\_\_ :  1  2  3  4  5

Why? \_\_\_\_\_

4. \_\_\_\_\_ :  1  2  3  4  5

Why? \_\_\_\_\_

## ONLINE PRACTICE



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In this lesson you will ...

# Relay and react to a news item

## Vocabulary & Expressions

|  |  |
|--|--|
| warning                                | to close down  |
| to flatten                             | What a shame.  |
| every single (house)                   | engaged (to be married)                              |
| Those poor people!                     | honeymoon  |
| in time                                | to feed  |
| embarrassing                           | vet  |
| embarrassed                            | to wander  |
| microphone                             | microchip  |
| to crash ( <i>e.g., stock market</i> ) | Bad news travels fast. ( <i>extension activity</i> ) |
| correct                                |  |
| wage                                   |  |

## Language Focus

Past tense of modals: *should(n't) have / could(n't) have / must(n't) have / can't have*. For example: *The chart can't have been correct—the numbers didn't match.*

Expressing surprise and disbelief. For example: *I don't believe it!*

## WARM-UP



- Did you hear about the tornado?
- I saw the headlines and photos online. I can't believe how big it was!
- In one area, every single house was flattened.
- Those poor people! Did they know it was coming?
- They had a thirty-minute warning. Can you imagine—*thirty* minutes! I mean people left their homes in time, but what can you do in thirty minutes?



### My notes

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## GRAMMAR

### They shouldn't have done that!

A construction company cut down twenty trees in the park. They didn't have a permit. They **shouldn't have cut down** the trees. They **should have had** a permit.

The president said some embarrassing things. His microphone was still on and everyone heard him.

He **mustn't have realized** his microphone was on. He **must have been** embarrassed afterwards.

Some people lost all their retirement savings when the stock market crashed. They **could have invested** in something safer. They **couldn't have known** the market would crash.

The numbers in the article and the chart showed two completely different results. The chart **can't have been** correct—the numbers didn't match.

### Your turn!

1. The students hate the new school lunch menu. School workers \_\_\_\_\_ tried it before introducing it.
2. The thief \_\_\_\_\_ come through a window. They were all closed when the family got home.
3. The earthquake was terrible, but it \_\_\_\_\_ been a lot worse. We were very lucky.
4. There was a huge traffic jam this morning. There \_\_\_\_\_ been an accident.

can't have   could have   must have   should have



### My notes

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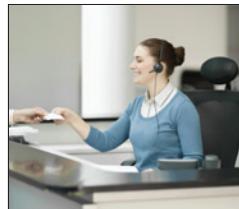
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## Good news or bad news?



1. University students

 good  bad

2. Lucy

 good  bad

3. The restaurant

 good  bad

4. The dog

 good  bad

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## EXTRA

## Useful Expressions

## Expressing surprise and disbelief

|           |                          |
|-----------|--------------------------|
| Are you?  | I don't believe it!      |
| Did they? | That can't be!           |
| Is she?   | No kidding!              |
| Really?   | You're joking!           |
| What?     | Are you serious?         |
| No way!   | Are you sure about that? |



## PERFORMANCE

Think of a news item you think would interest a friend or acquaintance of yours.

1. What was the story about?
2. Where did you hear or read about it?
3. What are the most important details?

Be ready to share the news.

## ONLINE PRACTICE



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In this lesson you will ...

# Describe major local holidays and traditions

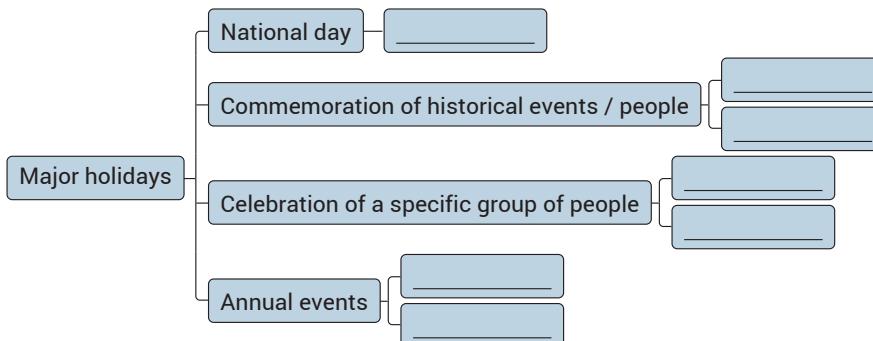
## Vocabulary & Expressions

|                       |                       |
|-----------------------|-----------------------|
| to commemorate        | to establish          |
| commemoration         | settlement            |
| historical            | flag-raising ceremony |
| specific              | soldier               |
| fireworks             | battle                |
| flag                  | victory               |
| parade                | to (propose a) toast  |
| to display            | wealthy               |
| costume               | wealth                |
| folk (music)          |                       |
| present ( <i>n.</i> ) |                       |

## Grammar Item

Non-defining relative clauses. For example: *May Day, which is a holiday in many countries, is not celebrated in the US.*

## WARM-UP



## VOCABULARY & EXPRESSIONS

What's part of the celebration?



special foods



parades



get-togethers



folk dance, music,  
costumes



fireworks



presents



flags



speeches



My notes

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### How do they celebrate?

1. \_\_\_\_\_ is celebrated on \_\_\_\_\_.  
It commemorates the day in 1788 when the British \_\_\_\_\_.  
Nowadays, it's more \_\_\_\_\_.  
It is celebrated with \_\_\_\_\_.
  
2. Cinco de Mayo means \_\_\_\_\_ in English.  
It commemorates Mexico's victory \_\_\_\_\_ in the Battle of Puebla \_\_\_\_\_.  
It is not a national holiday, but in Puebla there is a big parade, and thousands of people dress in costumes as \_\_\_\_\_.  
One of the special foods for Cinco de Mayo is *mole poblano*, \_\_\_\_\_,  
usually served with chicken.
  
3. \_\_\_\_\_ celebrations in Italy are similar to celebrations in other places in the world.  
At midnight, they \_\_\_\_\_.  
In most parts of the country, they eat *cotechino e lenticchie*, a kind of sausage cooked with lentils—which is supposed to \_\_\_\_\_  
in the New Year.  
The more you eat, \_\_\_\_\_ !

### GRAMMAR

#### What are we commemorating?

Thanksgiving in the US is a traditional holiday. It is on the fourth Thursday of November.

→ Thanksgiving in the US, **which is on the fourth Thursday of November**, is a traditional holiday.

Nelson Mandela is commemorated internationally on July 18th. He was South Africa's first black president.

→ Nelson Mandela, **who was South Africa's first black president**, is commemorated internationally on July 18th.

The king's birthday is nationally celebrated in June. His real birthday is in March.

→ The king, **whose real birthday is in March**, has a national birthday celebration in June.

## Your turn!

1. My friend Brenda will be performing at the celebration. She is a folk dancer.

→ \_\_\_\_\_

2. Halloween is a holiday for wearing costumes. It is on October 31.

→ \_\_\_\_\_

3. Frank Romano has been hired to plan the fireworks. His family has been in the business for generations.

→ \_\_\_\_\_

## PERFORMANCE

A new friend of yours, who moved to your country not too long ago, would like to know more about local holidays and traditions. Choose one of the following to tell your friend about:

1. the next major holiday on the calendar
2. the biggest holiday in the country or in your area
3. your favorite holiday



## ONLINE PRACTICE



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In this lesson you will ...

# Plan a neighborhood party

## Vocabulary & Expressions

|                      |                                 |
|----------------------|---------------------------------|
| block party          | promotion (= <i>publicity</i> ) |
| potluck              | barbecue                        |
| a sense of belonging | snack                           |
| connection(s)        | finger food                     |
| to network           | rain date                       |
| community spirit     | barricade                       |
| the basics           | to volunteer                    |
| theme party          | talent                          |
| name tag             | flyer                           |
| to promote           |                                 |

## Language Focus

Use of *will* vs. *going to*. For example: *I'm going to get the permits at lunchtime. You need help? I'll come right over.*

Uses of *to have*: *had better*, *to have a sale*, *to have difficulty*, *to have trouble*, *to have ... ready*, *to have time*, *to have (one's) hands full* (extension activity)

## WARM-UP

- What are you doing this weekend?
- We're going to the block party.
- A block party? What's that?
- It's a party for everyone who lives in the neighborhood. The people organizing it thought it would be a good way for people to get to know each other better.
- That sounds like a great idea. I hardly know any of my neighbors.
- They've been planning it for months, and it sounds like it will be a lot of fun.
- Can I come, too? I've never been to such a party.
- I don't see why not. But it's potluck, so you'll have to bring some food to share.



## VOCABULARY & EXPRESSIONS

### Reasons to have a neighborhood party

To meet people—it's good to know who lives in the neighborhood

To make connections and network with other community members

To learn the history of the neighborhood

To increase your sense of belonging

To build community spirit

To start a neighborhood tradition

To make new friends

To have fun

## GRAMMAR

### They will come or they are going to come?

WE USE **WILL** (BUT NOT **TO BE GOING TO**) TO TALK ABOUT SOMETHING WE ...

- ▶ have just decided to do.
- ▶ hope or expect will / won't happen.
- ▶ are willing to do or volunteer to do.
- ▶ plan to do.

You need help? I'll **come** right over.  
I hope it **won't** rain.  
I'll ask about permits if you want.  
We'll talk about that some other time.

WE USE **TO BE GOING TO** (BUT NOT **WILL**) TO TALK ABOUT SOMETHING WE ...

- ▶ have already planned to do.
- ▶ predict what will happen in the very near future.

I'm **going to** get the permits at lunchtime.  
The rain stopped, and the sun is coming out. It's **going to** be a beautiful day.



**Careful!** These sentences *don't* mean the same thing:

- I'll call you. (*Someday / Maybe I will call you.*)
- I'll call you at 1:30. (*I am making an arrangement to call at a certain time.*)
- I am going to call you. (*This is my plan—you should expect my call.*)

## READING

### Planning a party

It is early spring. You have already spoken to many of your neighbors and most of them seem interested in having a neighborhood party sometime in the summer. Today, you are meeting with several people who have volunteered to help organize the event. You will discuss the basics of the party, such as:

**What?**                    **For example:**

1. \_\_\_\_ : theme, dinner, picnic, barbecue, dance, \_\_\_\_\_
2. \_\_\_\_ : holiday weekend, day, evening, rain date, \_\_\_\_\_
3. \_\_\_\_ : indoors or outdoors, street, park, community room, \_\_\_\_\_
4. \_\_\_\_ : potluck, snacks, water and sodas, finger food, \_\_\_\_\_
5. \_\_\_\_ : local talent, kids' activities, fireworks, \_\_\_\_\_
6. \_\_\_\_ : barricades, tables, paper plates, name tags, \_\_\_\_\_
7. \_\_\_\_ : invitations, flyers, local media, \_\_\_\_\_

- a. date and time   b. entertainment and activities   c. equipment and supplies  
d. food and drink   e. kind of party   f. location   g. promotion



### My notes

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## PERFORMANCE

### Promote your party!

You are helping to promote your neighborhood party. Use the ideas you discussed earlier to create either:

1. **An invitation** you will send or give to your neighbors about a month before the party. It should give details about the party and ask people to sign up as volunteers (e.g., to provide entertainment, to be on the clean-up team). It should also give the basics of the party (where, when, kind of party, food and drinks, etc).
2. **A flyer** to put up around the neighborhood or in people's mailboxes about a week before the party. It should give the basics of the party (where, when, kind of party, food and drinks, etc).



### My notes

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EXTRA

## Word Power

### Uses of *to have*

- The party is less than two weeks away. You (1) \_\_\_\_ start working on those flyers!
- Don't worry. I'll (2) \_\_\_\_ by Sunday evening.
- Well, if you (3) \_\_\_\_ them, just let me know. I'll help.
  
- Would you like to go to Shopway with me? They're (4) \_\_\_\_.
- I'd love to, but I (5) \_\_\_\_ at the moment. Maybe tomorrow?
  
- I'm (6) \_\_\_\_ writing the invitation. Could you (7) \_\_\_\_ what I've got so far?
- I'm afraid I don't (8) \_\_\_\_ right now. Maybe Joanne can help you.
- I've already asked. She's busy, too.

- a. had better
- b. have a look at
- c. having a sale
- d. having difficulty
- e. have them ready
- f. have time
- g. have trouble with
- h. have my hands full

## ONLINE PRACTICE



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In this lesson you will ...

# Create an opinion post for a social media site

## Vocabulary & Expressions

|                                |            |
|--------------------------------|------------|
| to put (one's) two cents in    | pointless  |
| a big deal                     | sensible   |
| I tend to (agree) ...          | worthwhile |
| I wouldn't go <i>that</i> far. | beneficial |
| You can say that again!        | incredibly |
| to voice (one's) opinion       | to admire  |
| ridiculous                     | admirable  |
| utterly                        | truly      |
| absolutely                     | QR code    |
| totally                        | to scan    |
| shocking                       | to exist   |
| outrageous                     | existing   |

## Language Focus

Agreeing and disagreeing. For example: *I couldn't agree with you more.*

Voicing strong opinions. For example: *That's absolutely ridiculous!*

## WARM-UP



- Did you see Marina's post?
- I sure did. Sounds like she's not too happy about the plans for the new shopping mall in her area.
- She's not the only one. Over two hundred people have put in their two cents, too.
- Put in their two cents?
- You know—gave their opinion ... in the comments.
- Really? It must be a pretty big deal, then.

## LANGUAGE FOCUS

### Don't you agree?

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> I couldn't agree with you more.         | <input type="checkbox"/> You can't be serious!     | <input type="checkbox"/> I absolutely agree.     |
| <input type="checkbox"/> I tend to agree with you, but ...       | <input type="checkbox"/> How can you say that?     | <input type="checkbox"/> Maybe you're right.     |
| <input type="checkbox"/> I don't know if I'd go <i>that</i> far. | <input type="checkbox"/> That may be true, but ... | <input type="checkbox"/> You can say that again! |

- I think the school day is too short. High school kids should have classes for longer than eight hours a day.
- I absolutely agree. They would learn more and get used to life in the real world.
- That may be true, but with the internet now, maybe there are some things they don't need to learn.
- How can you say that? Kids already spend too much time in school. After all, they should be able to enjoy life, too!

### What's your opinion?

- |                   |                   |             |         |         |
|-------------------|-------------------|-------------|---------|---------|
| • vacation time   | • travel security | • your city | • _____ | • _____ |
| • sales tax / VAT | • transportation  | • education | • _____ | • _____ |

1. I think \_\_\_\_\_.
2. I don't think \_\_\_\_\_.
3. I feel \_\_\_\_\_.
4. I don't feel \_\_\_\_\_.
5. In my opinion, \_\_\_\_\_.



### My notes

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## VOCABULARY & EXPRESSIONS

### Voicing strong opinions



### LISTENING 61

#### Did you see this?

- Did you see this, Martin? There is talk of replacing food information labels with QR codes.
- That's (1) \_\_\_\_\_ thing I've ever heard! First of all, not everyone (2) \_\_\_\_\_, and second, some people don't even (3) \_\_\_\_\_, or if they do, they don't have an app on their phone (4) \_\_\_\_\_.
- I (5) \_\_\_\_\_. And not only that, but can you imagine having to scan every item you want to buy? It (6) \_\_\_\_\_! I mean, I can see putting QR codes next to the existing labels. That (7) \_\_\_\_\_ and could even (8) \_\_\_\_\_. People could learn more about their food once they get it home. But as a replacement? No one is going to take the time to scan each item to learn about what is in the food they are buying. People just don't have that kind of time.



## PERFORMANCE

Choose one of the topics from the list of topics from the **What's your opinion?** activity, or choose a new topic. Think of details about your opinion on the topic. You want to share your opinion on your favorite social media site. Write a three- to five-sentence draft of your post below.

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## ONLINE PRACTICE



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# Review

## OBJECTIVES LADDER



Now you can ...

- ✓ Create an opinion post for a social media site
- ✓ Plan a neighborhood party
- ✓ Describe major local holidays and traditions
- ✓ Relay and react to a news item
- ✓ Discuss the reliability of news sources
- ✓ Discuss what to do in a crisis situation
- ✓ Describe how to make travel arrangements
- ✓ Ask for and give health or fitness advice
- ✓ Discuss food labels and labeling

## PRACTICE

### GOAL 31

#### What do you do when shopping for food?

1. Silas is allergic to nuts, so he reads \_\_\_\_\_
  - a. before leaving the store.
2. We're very price-conscious so we \_\_\_\_\_
  - b. comparison shop and check for sale items.
3. You should put foods that spoil easily in the fridge \_\_\_\_\_
  - c. for calories when buying prepackaged foods.
4. It's a good idea to look at your receipt \_\_\_\_\_
  - d. right after getting home from the store.
5. I'm on a diet, so I check the nutrition facts label \_\_\_\_\_
  - e. the ingredients label when grocery shopping.



### GOAL 32

#### What would you do if ...?

1. Irma doesn't live close to her office. She can't walk to work.  
→ But if she lived close to her office, \_\_\_\_\_.
2. I put on weight after going on the fad diet.  
→ If I were you, I \_\_\_\_\_.
3. We eat a lot of desserts. It's hard to keep weight off.  
→ But if you \_\_\_\_\_, you \_\_\_\_\_.
4. Rob doesn't exercise much. He's out of shape.  
→ He \_\_\_\_\_ if \_\_\_\_\_.
5. The gym is closed today. We can't go there to work out.  
→ If the gym \_\_\_\_\_, we \_\_\_\_\_.
6. Stan ate four doughnuts. He feels sick.  
→ If I were Stan, \_\_\_\_\_.

## GOAL 33

### Can that be done?

1. Passport information \_\_\_\_\_ when you book overseas flights.  
a. must provide    b. must provided  
c. must be provided
  
2. I'm really sorry, but your reservation \_\_\_\_\_ at this point.  
a. can be changed    b. can't be change  
c. can't be changed
  
3. Just to be safe, you \_\_\_\_\_ a copy of your ticket before you go to the airport.  
a. should print out    b. should be print out    c. should be printed out
  
4. A decision \_\_\_\_\_ made now. You can save the options you like and book later.  
a. mustn't be    b. doesn't have to be    c. didn't have to be
  
5. I looked through all my text messages, but I \_\_\_\_\_ my confirmation code.  
a. couldn't find    b. could be found    c. couldn't be found



### My notes

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## GOAL 34

### You did that, didn't you?

1. They managed to get another flight, \_\_\_\_\_?  
a. didn't they    b. don't they  
c. hadn't they
  
2. I'm overbooked on the flight, \_\_\_\_\_?  
a. am I    b. amn't I    c. aren't I
  
3. They won't make us leave, \_\_\_\_\_?  
a. won't they    b. will they    c. will we
  
4. She has called the consulate, \_\_\_\_\_?  
a. has she    b. hasn't she    c. didn't she
  
5. They can't give us a room for the night, \_\_\_\_\_?  
a. can they    b. could they    c. can't they
  
6. The Chens are stranded because of extreme weather, \_\_\_\_\_?  
a. aren't they    b. are they    c. they are



## GOAL 35



62 • 63 • 64 • 65

### What did they say?

1. Mr. Simpson said he \_\_\_\_\_.
2. Nancy said she and her husband \_\_\_\_\_.
3. Richard said the police \_\_\_\_\_.
4. The hotel manager said they \_\_\_\_\_.

## GOAL 36

### Do you think he could have forgotten?

1. I think I \_\_\_\_\_ eaten all that cake. Now I feel sick.
2. Lewis \_\_\_\_\_ forgotten about our meeting. I reminded him of it just this morning!
3. Thank you so much for all your help! I \_\_\_\_\_ done this without you.
4. They fell into the river? They \_\_\_\_\_ seen the sign that the bridge was unsafe.
5. They said they wanted how much?! That's impossible. You \_\_\_\_\_ misunderstood them.
6. Where's George? It's not like him to be late. He \_\_\_\_\_ been here by now.
7. You know, you didn't have to clean up after the party by yourself. You \_\_\_\_\_ asked for help.

can't have   could've   couldn't have   must not have   must have   should've  
shouldn't have

## GOAL 37

### Which, who, or whose?

1. James Thornbull will be commemorated next month. He was one of the founders of our town.  
→ \_\_\_\_\_.
2. The Khans have invited us to visit them. Their daughter stayed with us last summer.  
→ \_\_\_\_\_.
3. Earth Day is on April 22. It is celebrated all over the world.  
→ \_\_\_\_\_.
4. Cinco de Mayo is on May 5. It is celebrated in Mexico.  
→ \_\_\_\_\_.

## GOAL 38

### Are you going to study this weekend?

1. They \_\_\_\_\_ send us the permit when it's ready.
2. We \_\_\_\_\_ have a party next weekend. Would you like to come?
3. No one volunteered to put up the flyers? I \_\_\_\_\_ do it!
4. You've worked really hard organizing this block party. I hope our neighbors \_\_\_\_\_ come.
5. These prizes look great! The kids \_\_\_\_\_ love them!
6. You need someone to make the invitations? I \_\_\_\_\_ do it. I'm pretty good with computers.



## GOAL 39

### Do you agree or disagree?

- I think kids don't get enough exercise these days.
- You can (1) \_\_\_\_\_!
- In fact, I think they should have gym classes five days a week.
- Well, I don't know if I'd (2) \_\_\_\_\_!
  
- With all the things you have to do for security these days, traveling is a lot less fun than it used to be.
- That (3) \_\_\_\_\_, but it's to keep us safe.
- Remember last year? They took away my \$200 perfume. I'm thinking of staying home this summer.
- You can't (4) \_\_\_\_\_! Maybe you should just leave your perfume at home!
  
- I think living in the city is much better than living in the countryside.
- I (5) \_\_\_\_\_, but there's less pollution in the countryside.
- Maybe (6) \_\_\_\_\_.

be serious may be true go *that* far say that again tend to agree you're right

## YOUR TURN!

### GOAL 31

#### What do you look for in the food you buy?

What are your three top deciding factors when shopping for food? Why?

When you've completed your list, compare it with a classmate's.

| Deciding factor                         | Reason |
|---|--------|
| <input type="checkbox"/> taste / flavor |        |
| <input type="checkbox"/> nutrition      |        |
| <input type="checkbox"/> ingredients    |        |
| <input type="checkbox"/> price          |        |
| <input type="checkbox"/> quantity       |        |
| <input type="checkbox"/> _____          |        |
| <input type="checkbox"/> _____          |        |

### GOAL 32

#### Tips for a healthier lifestyle

Most of us have probably seen articles about how the proportion of people (of all ages) who lead unhealthy lifestyles is increasing. Alone or with a partner, come up with a list of small changes that people can make to improve their eating habits and / or the amount of exercise they get. Be ready to share your ideas.

| Eating habits | Exercise |
|---------------|----------|
| _____         | _____    |
| _____         | _____    |
| _____         | _____    |
| _____         | _____    |

## GOAL 33

You should try booking online!

### Role A

You are planning to go on a vacation soon. You have always made your travel arrangements through a travel agency. In fact, you have been going to the same travel agent for over ten years.

You know that better deals can be found online, but you've never tried it yourself. A friend of yours has been telling you for years to try booking online. You are meeting with this friend today, and you're sure the topic will come up. Before getting together with your friend, make a list of reasons why you feel booking through an agency is better than booking online.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

### Role B

A friend of yours is planning to go on a vacation soon. She / He has always made travel arrangements through a travel agency. In fact, your friend has been going to the same travel agent for over ten years.

You know that your friend could get much better deals by booking online. For years, you have been telling your friend that she / he should try it. You will be meeting with this friend today, and you're sure the topic will come up again. Before getting together with your friend, make a list of reasons why you feel booking online is better than going through a travel agency.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

## GOAL 34

I was robbed!

### Role A

You are on vacation. Last night someone broke into your hotel room and stole your phone, wallet, and passport. That means you have no money and no way to contact your family for assistance. You are very upset.

You are at the consulate for your country. Find out what they can do to help you.

### Role B

You work at the consulate. People who are on vacation come to you when personal items have been stolen. Here is what you can and cannot do:

- You cannot give money to anyone.
- You cannot arrange transportation home.
- You can contact family members.
- You do not handle reports of theft (except passports). Theft should be reported to the police.
- You can provide a list of reliable translators and lawyers.
- Stolen passports can be replaced with a temporary one or a new one. There is a fee for this and you need a police report.

An upset person walks up to you. Ask how you can assist him / her.

## GOAL 35

Can you recommend a good source of news?

A friend who is living abroad would like to keep up with the news in your country and has asked you to recommend a credible and reliable news source.

Which source would you recommend and why?

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Compare your recommendation with those of your classmates.

## GOAL 36

### What's in the news?

- Think of the news stories you have seen, heard, or read in the last couple of days.
- Choose one that you think your classmates would be interested in.
- Write some of the most important details about the story.
- Then tell the rest of the class about it.



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### My notes

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## GOAL 37

### Have your holiday traditions changed?

Think back to your childhood and how your family celebrated a major holiday.

1. What were your family's traditions?
2. Do you still keep some of those traditions?
3. Have you created some new traditions of your own?
4. How are your traditions different from those of your childhood?



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### My notes

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## GOAL 38

You really should come to the party

### Role A

Your neighborhood is having a block party this weekend, but one of your neighbors, who moved in only a few weeks ago, has told you he / she doesn't want to go. You think it would be a really good idea for your neighbor to attend the party. You are planning to stop by today to try to get him / her to go. Before that, write some reasons why going to the party would be beneficial to your new neighbor.

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When you are ready, go ring your neighbor's doorbell.

### Role B

Your neighborhood is having a block party this weekend. You only moved to the area a few weeks ago, and since you don't really know anyone, you aren't planning to go. One of your neighbors, however, has been trying to get you to attend. This neighbor will be stopping by later today. Before he / she comes, write some reasons why you don't want to go to the party.

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Your doorbell is ringing. Answer it.

## GOAL 39

In my opinion...

### Role A

Think about a situation or a news item which, when you heard about it, you thought was **ridiculous, outrageous, shocking, or pointless**.

Take a moment to write the details you remember, then tell your partner about it.

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### Role B

Think about an activity, event, or decision which, when you heard about it, you thought was **sensible, beneficial, worthwhile, or admirable**.

Take a moment to write the details you remember, then tell your partner about it.

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**Unit 1. Introduce yourself and others**

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**1**

- Hello. I don't think we've met. My name's Alex. Alex Cooper.
- Sandra. Sandra Wells.
- So, Sandra. Are you enjoying the party?
- It's all right. I don't know too many people here, though.
- Is Peter a friend of yours?
- Not really. We're neighbors. I live in the apartment upstairs. What about you? How do you know Peter?
- Peter is an old friend of mine. We went to school together.
- Oh, really? Where did you two go to college?

**2**

- Hello there, Janice. Nice to see you again!
- Good to see you too, Tom! How are things in Seattle?
- Oh, pretty good. And in Atlanta?
- Not bad. We're opening a new office next month.
- Really? That's great. By the way, have you met Lucinda Jackson? She joined our team a couple months ago.
- I think we exchanged emails once or twice.
- Well, let me introduce you. Lucinda, I'd like to introduce you to Janice. Lucinda, this is Janice Hollins. She works in our Atlanta office.
- Nice to meet you, Janice. It's good to finally put a face to the name!
- Likewise! So, how do you like working...

**3**

- Hi, Nadia! How's it going?
- Hi, Tina! I'm OK. What's new?
- Nothing much. Same old, same old. And who is this?
- Oh, I'm sorry! You two don't know each other. Tina Taylor, this is my cousin, Brad Benson. He's staying with us for a couple of weeks.
- Nice to meet you, Brad. You're the first relative of Tina's I've met. Are you from around here?
- No, I live in Florida. I'm just here visiting.
- Lucky you! I'd love to live in Florida where it's warm!

**4**

- Steve, I'd like to introduce David Simmons, our senior accountant. Dave, this is Stephen Carson, our new CEO.
- It's a pleasure to meet you, Mr. Carson.
- Good to meet you, too, Dave. And please, call me Steve.

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**Unit 2. Give basic details about yourself**

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**5**

- What do you do, Sophie?
- Me? I'm a travel writer.
- That sounds interesting. I bet you travel a *lot*.
- Yeah, I do. I spend more time in hotels than in my own apartment. In fact, tomorrow I'm leaving for New Zealand for three weeks.
- Three weeks?!
- Well, fortunately, someone else is paying for my trip!

- No kidding! I wish I could travel more. We hardly ever go anywhere.
- Well, being away from home has its downside, too. But what about you, Ben? What do you do?
- I work in the finance department of a large multinational. It's not very exciting work, but it pays the bills.
- And when you're not working?
- My wife and I like to dance. Right now, we're learning how to tango.
- Sounds like fun. How often do you take classes?
- Just once a week for now. And you? What do you do when you're home?
- I just sleep, mostly—recovering from jet lag!

## Unit 4. Describe how you first met someone

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- How did your parents meet, Donna?
- That's a really romantic story, actually. The first time my parents met was when my father was stationed in Europe. He was at a music club where a friend of his was playing. It turns out that the friend was my mother's brother, so she was there, too. But she was young at the time, and my father was seeing someone else. A few months later, he returned to the US.
- But they met again?
- They did. After my father returned to the US, he left the military, but then joined again a few years later. And would you believe it? They ended up sending him back to the same place!
- So, they started dating then?
- No, they were dating when he was in the US, but my mother's parents—my grandparents—weren't very happy about the relationship. When my father was then transferred to another base 2,000 miles away, they thought that was the end.
- But it wasn't?
- No. My mother decided to "visit" my father. She and a friend took a train all the way to where my father was stationed. When they got there, my mother told her friend she wasn't going back.
- I bet her friend was upset.
- Well, wouldn't you be? The poor girl had to go home alone. Apparently, she never talked to my mother again.
- But your parents ...?
- Six months later, they got married. And as they say, the rest is history. They've been together for over fifty years now.
- Wow, that really *is* a romantic story.

## Unit 7. Talk about free time activities

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7

I'm really into music. I play the trumpet in a jazz band. I practice pretty much every day—three or four days a week with the group and the other days I practice on my own. I also go out quite a lot to clubs to hear what other groups are playing. You could say that if I'm not playing, I'm listening to others play.

8

I watch a lot of sports. I didn't always like to watch sports, but now I'm crazy about it. I first got interested because my husband watches sports on TV almost

every weekend. You know the saying, if you can't beat 'em, join 'em. So, we started to watch football and basketball games together. Now I'm as big a fan as he is!

**9**

I'm a big fan of movies. It all started a few years ago when a friend and I went to a film festival in Sydney. I couldn't believe how many great movies I saw from other countries—the kinds that you never see in most movie theaters. I had no idea what I was missing. Since then, I've discovered a small art movie theater in town that shows old movies from around the world. I go there at least three times a month.

### **Unit 8. Arrange to get together**

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**10**

- Hi, Lisa. This is Mark. Do you remember me? We met at Barbara's place last Friday.
- Hi, Mark! Of course. It was a great party. Nice to hear from you. What's up?
- Well, you mentioned you like modern art and there's a van Gogh exhibit at the National Gallery this month. I'm planning to go this weekend. Would you care to join me?
- Sure, I'd love to. Thank you for thinking of me. When?
- Are you free on Sunday? We could meet there before lunch and then go out to eat afterwards.
- Sounds great! What time would you like to meet up?
- Around 10:30 or 11:00?
- Let's make it 11:00. And I know of a terrific café near there ...

### **Unit 10. Review**

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**11**

- When did you move here?
- We moved here in 2015.
- Why did you decide to come here?
- Well, my great-grandparents are from here, but I'd never been here before. They told me stories when I was younger, and I wanted to see what it was like. I just loved it when I visited.
- Oh, wow. That's interesting. Do you have any other relatives here?
- Yes, I do. I met several cousins I didn't know I had!
- How do you feel about living here?
- At first it was strange, because I didn't speak the language. But now I love it! This is a very beautiful country.

### **Unit 11. Describe accommodations**

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**12**

I live with a roommate in a dorm on campus. Our room is a little cramped, but there's space for two beds, two desks, and two closets. We even have a small fridge, which we share. Our room is fairly messy most of the time, since neither of us is really neat. On weekends, the place can get very loud with all the other students, and at times, the music is deafening. If I have to study, I go to the library.

**13**

At the moment, I live in a bedsit in an old Victorian house in London. It's not just small, it's tiny! There's just one window, so it's fairly dark most of the time. My bedsit has its own small kitchen, but it doesn't have a bathroom—I share that with other people. I keep my room clean, but the bathroom?! Sometimes it's filthy! I hope I can move soon.

**14**

We've just bought a new three-story townhouse. We only moved in a few weeks ago, so everything is still spotless. It has huge windows and is bright and spacious. I really love how the entire place is ours, so we don't have to worry about our neighbors downstairs or upstairs. Sometimes, we can hear the street traffic, but it's usually very quiet.

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### Unit 13. Make food suggestions and recommendations

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**15**

Although it's not 100% clear where *ceviche* comes from, people often think of Peru when they hear the name of the dish. The Peruvian *ceviche* is made with pieces of raw fish, marinated for several hours in fresh lime or bitter orange juice, along with sliced onions, hot chili peppers, salt, and pepper. It is sometimes served at room temperature with corn on the cob. Because the fish is not cooked, it must be prepared and eaten fresh.

**16**

*Bulgogi* is one of the national dishes of South Korea. The word *bulgogi* means "fire meat." It is made from thin slices of beef. The beef is then marinated and grilled. Garlic, onions, and green peppers are often grilled with the meat. It may be served with a side of lettuce, which is used to wrap small portions of the *bulgogi*. These lettuce wraps are held in the hand and are eaten in one bite.

**17**

*Pierogis* are stuffed Polish dumplings. They are usually semi-circular in shape, and they are stuffed with potatoes, sauerkraut, ground meat, or cheese. *Pierogis* are first boiled, and then fried in butter or baked. They are often served with melted butter or sour cream, and they may be served with fried onions, bacon, or mushrooms.

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### Unit 15. Describe a famous tourist destination

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**18**

The Statue of Liberty is a colossal sculpture on Liberty Island in New York Harbor. It was given to the people of the United States by the people of France, and was dedicated in October 1886.

The statue is made of copper. It was built in France and then shipped in pieces to the US, where it was assembled. The statue itself measures 151 feet (46 m), but with its pedestal, from ground level to torch, it is 305 feet (93 m) tall.

The Statue of Liberty is visited by over three million people a year. Visitors can only access Liberty Island and the statue by taking a ferry. Ferry tickets include access to the island, but not the actual statue. Visitors who want access to the pedestal or to climb to the crown of the statue must reserve tickets before their visit. Tickets for climbing to the crown of the statue are often reserved six months ahead of time.

## **Unit 16. Describe a planned trip**

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**19**

Hello, everyone, and welcome to Dublin! My name is Colleen, and I will be your guide on your five-day tour of Ireland. I'd like to take a moment to go over our itinerary.

This afternoon we will be going on a bus tour of the city, starting at Merrion Square, which is known for its architecture and its colorful arched doorways. We will follow the River Liffey and O'Connell Street, and along the way see the Ha'penny Bridge and the Garden of Remembrance. We will continue our journey in Phoenix Park, the largest enclosed public park in any capital city in Europe, and it's also home to the Dublin Zoo. From there, we will return to our hotel for dinner. The evening is free for you to explore and enjoy the nightlife of Dublin. On day two, we will begin our day with a traditional Irish breakfast before setting out for Galway. Along the way, we will be stopping at Locke's Distillery (one of Ireland's oldest and smallest whiskey distilleries), and the ruins of Clonmacnoise monastery with its incredible stone monuments. Arriving in Galway, we will visit the award-winning Galway City Museum, with its exhibitions of Galway life and sea science. From there, we will check into our accommodations and enjoy a meal at a Galway Bay restaurant. On day three ...

## **Unit 19. Send a thank-you note or message**

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**20**

– Thanks for taking us around to look at houses, George. I bet you're as exhausted as we are!  
– It was my pleasure. If you need anything else, just let me know.

**21**

– It was very kind of you to look after our pets while we were away, Mrs. Baxter. We really appreciate it.  
– Think nothing of it. After all, what are neighbours for?  
– Well, I hope we can return the favour sometime.

**22**

– Mike, thank you so much for recommending me to your HR manager. She called me yesterday and invited me in for an interview.  
– It was the least I could do, Tina. I hope you get the job.

## **Unit 20. Review**

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**23**

There are just too many things to choose from on this menu. I don't know *what* to order.

**24**

Hmm. We got here a lot faster than I thought we would. I guess we can have a cup of coffee while we're waiting for our table.

**25**

We have to wait how long? Ugh! Forget it! Let's go to the restaurant across the street. It's not as busy.

**26**

I don't think our chicken should be pink on the inside like this. We'd like to send it back.

**27**

- You're looking pretty down, Laura. What's wrong?
- The holidays are coming up and this is the first time I won't be home to celebrate with my family.
- That sounds tough. Maybe what you should do is arrange a video call when everyone's together. You can also come over to our place and celebrate with us.
- That's not a bad idea. And thank you for the invitation. I'd be thrilled to join you!

**28**

- Evan's looking miserable. Any idea what's wrong with him?
- He got a letter from the immigration office. They say he needs a new visa, and if he doesn't get one in five days he has to leave the country.
- What?! There must be some mistake.
- Evan has no idea what to do. I know he'd be glad to get some help.
- Well, what we can do first is call them up and find out what the problem is.

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**Unit 22. Catch up with friends and family**

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**29**

- Jack! Jack Hampton!
- What...! Brian? I don't believe it! Small world!
- I thought I recognized you! What are you doing in New York? The last I heard you were living in California.
- That's right. We moved to LA three years ago. But the company is thinking of opening an office here and they sent me to check things out.
- Jack, I don't think you've ever met my wife, Susan. Susan, I'd like you to meet Jack Hampton, an old roommate of mine from college.
- How do you do, Susan?
- Hello, Jack. It's nice to meet you. I've heard a lot about you.
- Uh-oh! Remember, Susan, those were student days!
- Don't worry. I've heard nothing but good things, really. Are you having dinner ...?
- Yes, I am ... with a client. As a matter of fact, I'm running late. I'm sure he's inside waiting for me. Listen, Brian, we've got to get together. You know, to trade stories and catch up on what's been happening. How about lunch tomorrow?
- Sounds good. Here, let me give you my card. Give me a call at the office tomorrow morning and we'll arrange a time to meet.
- Fine, here, I'll give you mine, too. I'm staying at the Warwick Hotel. Susan, it's been a real pleasure. Well, I've gotta run. I'll be in touch, though.
- Nice meeting you, Jack.
- Wow, it was great running into him. We had some great times together!

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**Unit 23. Describe and demonstrate features of an app**

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**30**

- Let me show you this great app I found. It lets you create word lists and it turns them into all kinds of quizzes and games. I use it to help me with my English, but you could use it for anything, really.
- Sounds interesting. How does it work?

**31**

- Well, first things first, you need to create an account. Once you've done that, you can start creating your own word list. See, you tap here on "+ List" at the top to make a new word list. The first thing you need to do is to give your list a name.
- OK. And I see here you can change who can see it and who can edit it.
- That's right. You can make it public, share it with just friends, or keep it private. Then, you start entering the words or terms you want to learn, and for each one, either a definition or an example. Let me just add a few items ... If you look here, you'll see you can also add pictures or speak to record words instead of typing.
- So, you can listen and learn, too.
- Right. Now that we've got a list, let's see what the app does with it. We tap on "create" here at the bottom and voila! Here's how we can practice the words! The flashcards work like traditional paper flashcards. You get a photo and the word, or a definition and the word. Next is the writing activity. This allows you to practice the words by looking at photos and then typing the words out.
- And does the app tell you what you got right and wrong?
- It tracks your progress.
- That's good. So you know when you've mastered a list.
- That's right. My favorite part is the games.
- I like games!
- Well, then you'll probably like these. The app makes different kinds of games from your word list. If you earn a high score on the games, you earn a badge and you get your name on the leaderboard.
- What fun! And are there other word lists you can use, or just the ones you make?
- There are *thousands* of public lists. All you have to do is type a word in the search.
- This is really cool! I'm going to put it on my phone right now. Thanks for telling me about it!

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**Unit 24. Compare apps and devices**

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**32**

- How do you like it?
- It's great! I took it with me on my last trip. I had to prepare a presentation, so I was able to work on it while I was waiting to board my flight. It's really lightweight and easy to carry.
- Did you have any problems with the battery?
- None at all. It's long-lasting. I can use it for up to ten hours.

**33**

- Do you use it a lot?
- Not really. I got it so I could use it while I'm driving, but it doesn't work too well. It pauses a lot, so I've actually missed a turn or a street. It's happened quite often. Very disappointing.
- Maybe you should try another one. I'm sure there are better ones out there.
- We'll see.

**34**

- So, do you like it?
- Like it? I love it! The picture quality is amazing and the color is fantastic! It's so thin, we were able to hang it on the wall—saves a lot of space. I almost feel like I'm at the movies!

- Well, you certainly waited long enough to get a new one. Welcome to the 21st century!

## **Unit 25. Ask for something you don't know the name of**

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**35**

- I need an object that shows you how much something weighs.
- Ah! You mean a scale. What kind of scale were you looking for?
- I'm sorry. I don't understand.
- I mean, do you want to weigh food with it? luggage?
- No, I want to weigh myself!
- Oh! Then what you want is a bathroom scale! Let me show you where they are.

**36**

- My brother finally got a job in LA. He's working in a hotel.
- Really? That's great! What's he doing?
- Hmm ... he told me his title ... now what's the word? My mind has gone blank. You know ... the person who helps hotel guests.
- With their luggage? You mean a bellman?
- No, that's not it. He's the one at reception who gives guests information about what's happening in town, makes reservations for them ... that kind of thing. It's a French-sounding word.
- Oh ... he's a concierge!
- That's the word I was looking for! He's a concierge.

**37**

- Good morning. How can I help you?
- I'd like to buy a pen.
- Well, we do have rather a lot of pens. What kind of pen were you looking for?
- Not an everyday pen. This will be a gift. Oh, what is it ... it's a pen that can be filled. It's a little fancy.
- You mean a fountain pen, perhaps?
- Yes, that's it. I'd like to see your fountain pens, please.
- Wonderful. We have a very fine selection of fountain pens.

## **Unit 26. Describe a shopping experience**

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**38**

I went to a department store the other day to buy a dress. When I got to the cash register to pay for it, the sales clerk asked me if I had a coupon. She said it would give me an extra 25% off. I didn't have one, but she had one by the register. She entered the coupon number and my dress cost me 25% less! I thought it was really nice of her.

**39**

Last summer, I went to an ice cream place. I wanted to buy a triple-scoop of ice cream. The employee told me they only served single and double scoops. So I said, "OK, just put three scoops on one cone, and I'll pay for one single scoop and one double." But no, he couldn't do that. He said there were no triple scoops allowed. So, he put two scoops on one cone and one scoop on another. I took the single scoop out of the cone and put it on top of the double scoop and gave the empty cone to my dog. I was so annoyed.

**40**

I subscribe to a couple of magazines and last week, I called one of them to let them know I was changing my address. What an ordeal! First of all, you never get a person right away any more. You have to go through a very long message. Press one for this, two for that, and then you get put on hold for ten minutes. When someone finally did pick up, I was told I had the wrong department, so they transferred me. The phone rang and rang, but no one answered and there was no way to leave a message. I was so upset I hung up. I won't be renewing my subscription.

**41**

I went to a furniture store this weekend to buy a new sofa. I was looking around when one of the sales clerks came up to me and asked me if I needed help. I was glad she did because I was confused—there were too many choices! She helped me choose the perfect sofa. She also told me that the store offers a free decorating service. A professional comes to your house and gives you some ideas for organizing and decorating. Of course, the suggestions include items from their store, but still, it sounds like a nice service. After the sofa's delivered, I think I'll give it a try.

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**Unit 29. Leave a comment or review on a company website**

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**42**

- Here with us today is communications expert Alan Clark, who will be talking about netiquette. Welcome to our program, Alan.
- I'm glad to be here. Thank you for inviting me.
- So, let's start with the term, what exactly is *netiquette*?
- Well, the word itself is the two words, *internet* and *etiquette*, put together. And just as we have rules for how to behave when we're with others, netiquette is a set of rules about how to interact with others online.
- Considering some of the messages I've seen online, we could use a bit more of that!
- Yes! Unfortunately, what a lot of people forget is that when we send an email or write a comment, the writing is *permanent*—and we don't know *who* might see it in the future.
- Good point.
- Yes, and anyone who is working, or who plans to work, or who would like to maintain a favorable impression, should keep that in mind.
- That's basically everyone, then, isn't it?
- Pretty much.
- So, what are some of the things we should remember when communicating online?

**43**

- So, what are some of the things we should remember when communicating online?
- Well, when writing an email, always start with a greeting, such as *Dear Ms. Watson* or *Dear Sirs*. And end the message with your first and last name, since that may not be clear from an email address.
- That's for emails specifically, right? Not comments?
- Right, because comments and replies happen in the same space and are often public. When writing an email, however, we probably want some kind of personal

reply. Wouldn't you rather get an email starting with *Dear Rachel* or *Dear Ms. Wallace* than *Dear customer*?

– Yes, of course.

– The next point I think everyone knows: Try not to use all caps or bold. In writing, these are basically the same as shouting. If you want to emphasize something, it's much better to use italics because they are less offensive. And if you are angry or upset when writing, it's best not to send anything until you've calmed down and had a chance to think about what you wrote.

– What about smiley faces and emoticons?

– Using smiley faces and emoticons depends mostly on your relationship with the person you are writing to. If you don't know the person well, I wouldn't use them. Even if you are friends with the person, don't use them too much! And in comments, I'd steer clear of angry or offensive emoticons. You're just inviting flaming.

– *Flaming*?

– If you read comments, I'm sure you've seen it. *Flaming* is when people send hostile or insulting messages to each other. Basically, an online fight.

– I didn't even know there was a term for that! Any last piece of advice?

– Just one. If you're not sure about a message you've written, ask yourself how you would feel if you were the person on the receiving end of your message. If the answer is, *Not good*, then edit before sending.

– That sounds like excellent advice. Thank you very much, Alan, for joining us today.

## Unit 30. Review

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**44**

– Maria! It's good to see you again!

– It's nice to see you, too, Alex.

– So, how have you been?

– Pretty good. How's everything with you?

– Great! I started a new job last week.

– Congratulations! Where are you working?

– At a publishing company. I have to tell you how I got the job. It's quite a story!

– I'd love to hear it. Why don't we grab a cup of coffee and catch up?

**45**

– What do you do for fun on the weekend, Rosalie?

– We usually go out. My husband and I, I mean. We sometimes get tickets for a concert or a play. We both love theater.

– Really? I haven't seen very many plays. I guess I'm more of a movie person.

– Maybe it just takes the right play to see how great theater can be. In fact, *Noises Off* at the Wilma is out of this world. The actors are sensational.

– Do you think I'd like it?

– You'd love it, Nancy! It's incredibly funny.

– OK, you've convinced me. You said it's called ...

– *Noises Off*—at the Wilma.

– Got it. Thanks. I'll let you know how I like it.

## **Unit 31. Discuss food labels and labeling**

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**46**

Do I read food labels? Always! In fact, that's why my husband doesn't like shopping with me—he says I take too long. But I'm quite health-conscious, and I want to buy what's best for my family. Reading the labels may take more time, but to me it's worth it. I've been surprised a couple of times by the amount of added sugar, salt, and other substances that they put in some foods. After all, we are what we eat, right?

**47**

Do I find food labeling useful? Yes, I do! I'm on a special diet because I'm a professional runner, so I need to know how much salt, fat, and cholesterol is in the food I eat. Before choosing to buy something, I always check the label first.

**48**

We buy mostly fresh produce rather than prepackaged products, so I don't read actual food labels too often. But we are on a budget, and I like to comparison shop, so I do check the unit pricing. This lets me figure out what the best deal is. It only takes a few more minutes to check, so why not?

**49**

Food labels? I only check the ingredients lists when I shop. I just make sure there isn't too much sodium or cholesterol. Other than that, I don't really care what's in there. If it tastes good, I eat it. I can always exercise later.

## **Unit 32. Ask for and give health or fitness advice**

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**50**

- I need your advice, Michelle. I'd like to go on a diet to lose some weight, but there are so many fad diets out there—all-protein diets, all-carbohydrate diets, low-carb diets, fruit diets, soup diets ...
- I know, Brenda. I've tried a couple myself. But when I stopped dieting, I just put the weight back on. If I were you, I'd forget about those diets, and try something else.
- Like what?
- Start eating a well-balanced diet with everything—including desserts. Not too many, of course. Lots of fruit and vegetables, lots of protein, but not too much fat—and watch the carbs.
- That sounds great, but that's how I eat now. How do you cut down the calories and lose weight when you're already eating right?
- The secret ingredient in my diet is exercise. I find the only way I can keep the weight off is to work out an hour every day.
- But doesn't exercise make you hungrier?
- Actually, no. Just the opposite. After a good workout, I usually eat much less. That's why I try to exercise an hour or two before dinner.

## **Unit 33. Describe how to make travel arrangements**

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**51**

I always make my own travel arrangements, whether for business or for pleasure. I book online using one of the more popular travel sites. The prices I get are almost always lower than those I would get through a travel agent or directly with the airline or hotel. I like comparison shopping and choosing the

best price. Sure, it takes a bit of time, but if you want the best deal, it's the only way to go, really.

**52**

I get help from a travel agent. I tried doing it myself online once, but it was just too time-consuming to compare different offers for different airlines and hotels on different sites. There are just too many variables. I remember being on one site that listed over twenty pages of flights for one trip, including absurd things like going through another city with a twenty-hour layover. Never again. It's just more convenient and a better use of my time to just call an agency, tell them where I want to go and when, and then let them tell me what my options are.

**53**

How do I make travel arrangements? It depends. If I'm going on a business trip, then my company arranges my travel for me. We have a contract with a travel agency, and they give us a corporate rate. If I'm traveling for pleasure, then I usually book online. I like to travel by train. If I'm flying, I book directly through the airline. I prefer booking directly because if there's a problem, I know who to turn to.

### **Unit 36. Relay and react to a news item**

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**54**

- Did you see this? Forty percent of university students say they want to leave the country and work abroad when they graduate.
- You're joking.
- I wish I were. According to the survey that was done, most of them say they don't plan to come back. Their number one reason for leaving is the low wages here at home.
- That's a disaster.

**55**

- Where's Lucy? I haven't seen her these past couple of days.
- Haven't you heard? She's on her honeymoon.
- She got married?! I didn't even know she was engaged!
- We were all quite surprised to hear the news, too.
- Well, if you speak to her, give her my congratulations.

**56**

- Have you heard the latest? Mario's is closing down!
- Oh, no. Really? Mario's is our favorite restaurant!
- It's one of our favorites, too. I guess the competition was too much for them.
- I'm sorry to hear that. What a shame.

**57**

- I saw a really nice story today about a guy who found a dog wandering around downtown. The poor thing looked really thin and hungry. So, he took it home, fed it and gave it a bath, and ...
- How did he know it didn't belong to someone?
- From its condition, I guess. Anyway, he took the dog to the vet to have it checked—and the vet found the dog had a microchip. They contacted the family and found out the dog had been missing for almost a year!
- That's unbelievable!
- The family lives almost 200 miles away, and were here on vacation last year. That's when the dog ran off—and although they tried to find him, they couldn't. They had to go home without him.

- How sad!
- Can you imagine? The family was ecstatic when they heard their dog had been found. The whole family flew here to get their dog.
- Now that's what I'd call a great happy ending!

## Unit 37. Describe major local holidays and traditions

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**58**

Our national day, Australia Day, is celebrated on January 26. It's a big national holiday which commemorates the day the British established the first permanent settlement here in 1788. Nowadays, though, it's more a celebration of Australia and its people. There are lots of activities on the day: parades, fireworks, flag-raising ceremonies, concerts, sporting events—a little bit of everything, really.

**59**

Cinco de Mayo—the fifth of May in English—commemorates Mexico's victory over the French in the Battle of Puebla in 1862. Although it is not a national holiday, in Puebla, where the battle took place, there is a huge parade. Thousands of locals dress in costumes as French and Mexican soldiers. There's lots of food, dancing, and music. One of the special foods for Cinco de Mayo is *mole poblano*—a thick chocolate sauce with green chilies, usually served with chicken.

**60**

I think New Year's Eve in Italy is probably similar to other places in the world. At midnight, we propose toasts, we hug and kiss each other, and we have a lot of fireworks. In most parts of the country, we also eat *cotechino e lenticchie*, which is a kind of sausage cooked with lentils. It's supposed to bring wealth in the New Year. The more you eat, the richer you will be!

## Unit 39. Create an opinion post for a social media site

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**61**

- Did you see this, Martin? There is talk of replacing food information labels with QR codes.
- That's the most ridiculous thing I've ever heard! First of all, not everyone has a smartphone, and second, some people don't even know what they are, or if they do, they don't have an app on their phone to scan them.
- I absolutely agree. And not only that, but can you imagine having to scan every item you want to buy? It would take hours! I mean, I can see putting QR codes next to the existing labels. That seems sensible and could even be beneficial. People could learn more about their food once they get it home. But as a replacement? No one is going to take the time to scan each item to learn about what is in the food they are buying. People just don't have that kind of time.

## Unit 40. Review

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**62**

- Do you get all your news online?
- No. I still subscribe to the morning newspaper.

**63**

- I'm afraid I have some bad news.
- Really? What is it?
- We won't be able to make it to your party.

**64**

- Thank you very much. Goodbye.
- Who was that?
- It was the police. They found my wallet.

**65**

- I'd like to change rooms, if possible.
- I'm afraid we don't have any other rooms available.