

# UNIT 9

## Language focus

### 1 Relative clauses

Complete the text with *who*, *that*, *which*, or *where*.

## Broken Windows

People \_\_\_\_\_<sup>1</sup> like breaking windows are more likely to target buildings \_\_\_\_\_<sup>2</sup> already have broken windows. This theory, \_\_\_\_\_<sup>3</sup> is sometimes referred to as the 'Broken Window' theory, was devised by James Q. Wilson and George L. Kelling, \_\_\_\_\_<sup>4</sup> analysed the patterns of crime in the USA. Their claim was that a building \_\_\_\_\_<sup>5</sup> is regularly maintained is less likely to be damaged than a building \_\_\_\_\_<sup>6</sup> is left abandoned. The same is true of a sidewalk or pavement. People \_\_\_\_\_<sup>7</sup> dump rubbish illegally are more likely to do so \_\_\_\_\_<sup>8</sup> there is already some litter or rubbish lying around. A sidewalk \_\_\_\_\_<sup>9</sup> is cleaned up every day is less likely to be used as a dumping ground. It is also less likely that small-scale problems will escalate into criminal activity. A building \_\_\_\_\_<sup>10</sup> has been repaired is less likely to be the target of squatting, drug abuse, arson, and other crimes.



The theory, \_\_\_\_\_<sup>11</sup> was developed into a book called *Fixing Broken Windows: Restoring Order and Reducing Crime in Our Communities* by George Kelling and Catherine Coles, has been an influence on law enforcement in the USA, in particular in New York, \_\_\_\_\_<sup>12</sup> it was extended to other areas of low-level criminal behaviour such as avoiding subway fares and public drinking. Rudy Guiliani, \_\_\_\_\_<sup>13</sup> was mayor of New York from 1994 to 2001, claimed that the approach was a significant factor in crime reduction during this period.

## 2 Relative clauses and quantifiers

Complete the sentences using a quantifier, *of*, and *which* or *whom*, e.g. 'all of which'.

all      many      both      neither

- 1 There are two basic approaches to law and order in the USA, \_\_\_\_\_ has been totally successful.
- 2 New Yorkers, \_\_\_\_\_ are law abiding citizens, want the approach to law and order to be fair and effective.
- 3 Boston and San Francisco, \_\_\_\_\_ take a 'soft' approach to crime, also have falling crime rates.
- 4 Rudi Guiliani and Willie Brown, \_\_\_\_\_ were mayors, took a different approach.
- 5 Fare dodgers, public drinkers, and 'squeegee men' (people who wipe car windscreens at the traffic lights), \_\_\_\_\_ are petty criminals, were targeted by the 'broken window' approach.
- 6 Murder, robbery, and violent crime, \_\_\_\_\_ fell in San Francisco during the 1990s, are still a significant problem.

## 3 I wish .../If only ...

Correct the mistakes in italics.

- 1 I wish I *would have* more free time.
- 2 If only I *read* the timetable, I wouldn't have missed the train.
- 3 I wish I *wouldn't have* eaten all that chocolate. Now I feel quite ill.
- 4 I wish I *wouldn't go* to the presentation. It's going to be really boring.
- 5 If only I *learn* a few phrases, I could *enjoy* my trip a lot more.
- 6 I wish I *can* speak Chinese.
- 7 I could have got there earlier, if only I *get up* a bit earlier.
- 8 If only I *study* harder when I was at school, I could *get* a good job.

### Wordpower

## 1 Verbs of permission and prohibition

- 1 Rewrite these sentences using the prompts.
  - 1 We weren't allowed to go in by the authorities.  
The authorities (permit) ...
  - 2 They didn't permit her to cross the border.  
She (prevent) ...
  - 3 They told us we could not go there again.  
We (ban) ...
  - 4 They limited the number of people given work permits to 20,000.  
The number of people (restrict) ...
  - 5 The use of any unregistered pain killers was outlawed by the government.  
The government (make illegal) ...
  - 6 The ministry decided to permit the growing of GM crops.  
The growing of GM crops (allow) ...
  - 7 They let children drink in moderation.  
The children (permit) ...

- 2 Match the topic with the place. Make a sentence using this pattern:  
(Topic) should be allowed/permitted/ banned/made illegal in (place).

Topic	Place
Vending machines	in supermarkets
Four-wheel drive vehicles	in public places
Cigarette smoking	in airports
Drinking alcohol	online
Bicycles	on country paths
Cannabis	in cars
Gambling	in cities
Excessive packaging	in schools
Taking photographs	in pubs
The use of mobile phones	for medical purposes



## ② Verbs + infinitive, verbs + *ing*

- 1 Complete the table with a tick in the appropriate box.

verb	<i>to + infinitive</i>	<i>from + ing</i>
allow		
force		
ban		
get		
prevent		
enable		
encourage		
manage		

- 2 Finish the sentences by adding *to* or *from* and the correct form of the verb in brackets.

- The government allowed people \_\_\_\_\_ (manufacture) chewing gum.
- Trees were planted to help prevent a drought \_\_\_\_\_ (happen).
- Lew Kuan Yew enabled his country \_\_\_\_\_ (transform) from a Third World country to a First World country.
- People were banned \_\_\_\_\_ (drop) litter in public places.
- Since the mid-60s Singapore has managed \_\_\_\_\_ (improve) its GNP so that it now ranks sixth in the world.

## Structuring emails

- 1 Look at the two emails and fill in the table. What would you put as the 'Subject' in each email?

## Email 1

Hi Leo  
 It was good to talk things through yesterday.  
 I've just had an email from Japan about the promotional schedule.  
 Can you give me a ring when you get back to your desk?  
 Thanks  
 Caroline

Dear All  
 John has asked me to contact you all to ensure that we have current info packs on your new products.  
 Please click on the link for an example of what is required:  
<http://www.product/data.com>.  
 Don't worry about sourcing publicity material. I can do this myself although if you could let me know if there is/isn't any publicity, that would be extremely helpful.  
 If you have any questions about any of this, don't hesitate to contact me.  
 Best wishes  
 Aya

	Part of email	Email 1	Email 2
1	Subject		
2	Greeting	Hi Leo	
3	Opening / Previous communication		
4	Background information		
5	Reason for writing		
6	Action point/s		
7	Closing		

- 2 In which part of an email do we use these sentences and phrases?

- |   |   |
|---|---|
| a All the best  | i Thanks for calling yesterday.   |
| b It's been ages since I was in touch.                | j I am writing to invite you to a special event next month.               |
| c Could you let me know ...?                          | k Speak to you soon.  |
| d This is to let you know ...                         | l Good talking with you just now.   |
| e It was great to catch up at last week's conference. | m Perhaps we can discuss this in a conference call ...                    |
| f With best regards                                   | n Here is the information you requested.                                  |
| g I am writing because the OU is ...                  | o I would be grateful ...   |
| h It was good to hear from you.                       | p Please do let me know if you need more information about the programme. |

## 1 Cultural misunderstandings



9.1 Listen to Nicola and James discussing some of the cultural problems involved in business. Mark the sentences true or false.

- 1 The British and Americans always say what they mean, both in social and business contexts.
- 2 The Japanese find it difficult to say 'no' directly.
- 3 Misunderstandings happen even at the very highest levels.
- 4 The Italians in the Milan company have problems understanding their Indian colleagues because the way the two different nationalities pronounce English is different.
- 5 The Indians don't like Italian food.
- 6 The Indians have some difficulty during the interviewing process because their face-saving culture does not encourage them to answer certain questions.

## 2 Appreciation and disapproval

9.2 Complete the gaps with the phrases below. Then listen and check your answers.

As you say, he seemed perfectly OK about it.	No problem.
To be honest,	Thanks for
It's been a pleasure working with you.	They're just like that.
You're not kidding.	

- A So, what did you think of the food?
- B \_\_\_\_\_<sup>1</sup> I didn't think much of it.
- A No, same here. In fact, I thought the service was very poor. But anyway, I just wanted to say \_\_\_\_\_<sup>2</sup> everything you've done over the last few months.
- B You're welcome. Oh, look. Here comes Mustapha.
- A I was thanking Kim for all her hard work. Thanks to you too, Mustapha. You've both really helped me to get through these last few days.
- \_\_\_\_\_<sup>3</sup>
- C \_\_\_\_\_<sup>4</sup> It's been difficult though, hasn't it?
- A \_\_\_\_\_<sup>5</sup> But I think we got through OK. Did you pick up on any dissatisfaction? I was a bit worried that the customer might not be happy with the end product, but he seemed OK when I spoke to him earlier.
- B I'm sure he did. \_\_\_\_\_<sup>6</sup>
- C Well, actually, he was a bit unhappy. I think he might be planning to get some money back off us. You know he was most upset that the software hadn't been installed properly and his computer kept on crashing.
- A Well, why didn't he say something at the time, or when we spoke just now?
- C Some people don't. \_\_\_\_\_<sup>7</sup> It's a cultural thing ...



- 3 A friend is going to be visiting your country for the first time for academic or business purposes. Write them an email giving them cultural advice. Choose at least two of the following to write about:

- greetings
- punctuality
- small talk
- relationships