

Getting Things Done

Preview

GOALS

After Unit 3, you will be able to:

- 1 Get someone else to do something.
- 2 Request express service.
- 3 Evaluate the quality of service.
- 4 Plan a meeting or social event.

Are you a PROCRASTINATOR?

Take the survey.**1 At the beginning of every week, you ____.**

- a. always make to-do lists for your calendar
- b. sometimes make to-do lists, but you often forget
- c. don't bother with planning and just let things happen

2 When you need to buy someone a gift, you ____.

- a. get something right away
- b. buy something a few days before you have to give it
- c. pick something up on the day you have to give it

3 When you have something that's broken, you ____.

- a. immediately take it in to be repaired
- b. wait for a convenient time to take it in
- c. never get around to taking it in

4 When you have a lot of things you need to do, you do ____.

- a. the hardest things first
- b. the easiest things first
- c. anything but what you need to do

5 When you need to get something done in a short amount of time, you ____.

- a. feel motivated to work even harder
- b. feel a little nervous, but you get to work
- c. have a hard time doing it

6 You ____ feel bad when there are things you haven't gotten done yet.

- a. always
- b. sometimes
- c. rarely

Your results**If you answered "c" four or more times:**

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

If you answered "b" four or more times:

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

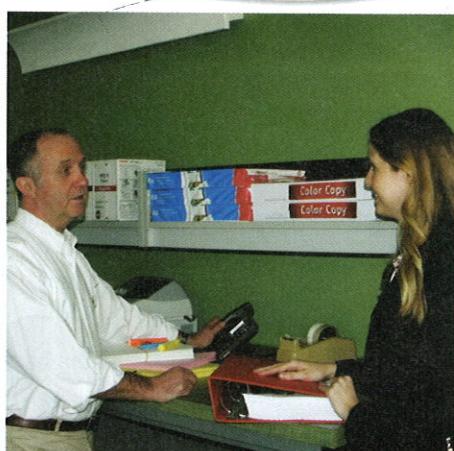
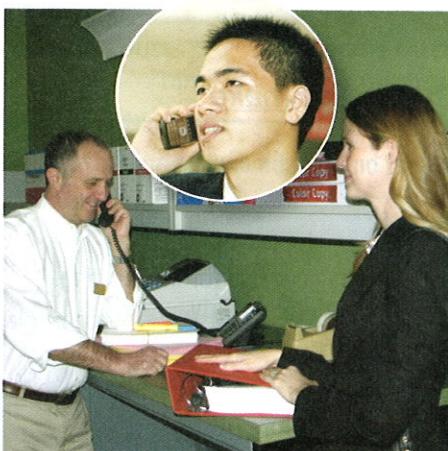
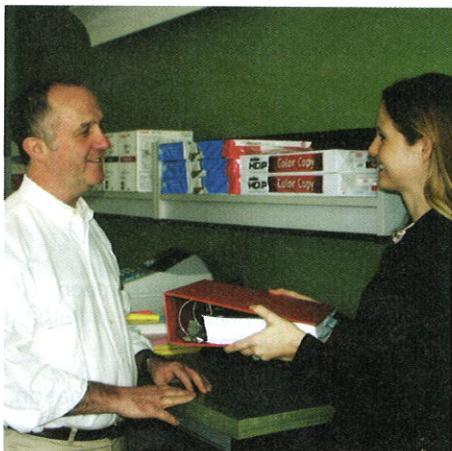
If you answered "a" four or more times:

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

Source: adapted from www.blogthings.com.

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

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

 **Photo story** Read and listen to some customers placing orders at a copy shop.


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

Customer 1: I need to get these documents copied a.s.a.p.* Think I could get 300 copies done by 11:00?

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

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

Manager: Well, you're a good customer. Let me see what I can do.

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

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

Customer 2: Hi, Sam. Ken Li here.

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

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

Manager: Tomorrow morning? No sweat. Can you get the documents to me before noon?

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

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

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

Manager: Don't worry, Ms. Krauss. We'll get your order done on time.

Customer 1: Should I give you a call later?

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

Customer 1: Thanks, Sam.

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

Customer 2: Chinese speaker

D Paraphrase Say each of the following statements from the Photo Story in your own way.

- 1 "... this is last minute."
- 2 "... it's really urgent."
- 3 "You're a lifesaver!"
- 4 "No sweat."
- 5 "I owe you one!"
- 6 "... you've got a lot on your plate ..."
- 7 "I won't keep you any longer."

E Discussion Based on the survey on page 26, how would you describe each character in the Photo Story? Complete the chart. Then compare charts with your classmates.

	Procrastinator?	Organized?	Explain
Ms. Krauss	<input type="checkbox"/>	<input type="checkbox"/>	
Sam	<input type="checkbox"/>	<input type="checkbox"/>	
Mr. Li	<input type="checkbox"/>	<input type="checkbox"/>	

GRAMMAR

Causatives get, have, and make

Use a causative to express the idea that one person causes another to do something.

Get: Use an object and an infinitive.

object	infinitive
I got the company	to agree to a new date for the meeting.
They got the students	to clean up after the party.

Have: Use an object and the base form of a verb.

object	base form
I had my assistant	plan the meeting.
They had the bellman	bring the guests' bags to their rooms.

Make: Use an object and the base form of a verb.

object	base form
I made my brother	help me finish the job.
They made him	sign the form.

Causatives: meaning

- The causative get implies that someone convinced another person to do something.
- The causative have implies that instructions were given.
- The causative make implies an obligation.

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- Let to indicate permission
- Causative have: common errors

Grammar practice Complete each sentence with a causative.

- (have / call) Why don't you your assistant them?
- (get / do) I'll never be able to my brother the laundry.
- (have / clean) Why didn't you your friends up after the party?
- (get / give) You should the hotel you your money back.
- (make / wash) Why don't you your brother the dishes?
- (get / sign) I'm sure we can the teacher these forms.

VOCABULARY**Some ways to help out another person**

2:03

A Read and listen. Then listen again and repeat.

My car's at the repair shop. Could you possibly **give me a ride** to work?



give [someone] a ride

I need to use the men's room. Could you **keep an eye on** my things till I get back?



keep an eye on [something or someone]

Excuse me. Would you mind **lending** me your pen?



lend [someone] [something]

I can't play soccer this afternoon. You're a good player. Do you think you could **fill in for** me?



fill in for [someone]

I'm too busy to go out for lunch. Do you think you could **pick up** a sandwich for me?



pick up [something or someone]

B Complete each sentence with one of the verb phrases from the Vocabulary.

- 1 The meeting doesn't end until 5:00. Do you think you could my kids from school at 4:00?
- 2 Janus usually answers the phones but he's out sick today. Could you possibly him?
- 3 Oops. I'm completely out of cash! Do you think you could me some money for lunch?

- 4 I have to make an important phone call. Could you my daughter for about ten minutes?
- 5 Doris is catching a flight at 9:00. Do you think you might be able to her to the airport?

CONVERSATION MODEL

2:04

A Read and listen to someone asking for a favor.

A: Martin, I wonder if you could do me a favor.

B: Sure. What do you need?

A: My car's at the repair shop and I need to pick it up at 3:00. Do you think you could give me a ride?

B: I would, but I have a doctor's appointment at 2:00.

A: Oh, that's OK. I understand.

B: Maybe you could get Jack to take you.

A: Good idea.

2:06

Ways to indicate acceptance

I understand.

No problem.

Don't worry about it.

2:05

B **Rhythm and intonation** Listen again and repeat. Then practice the Conversation Model with a partner.



NOW YOU CAN Get someone else to do something

A Review the Vocabulary. On a separate sheet of paper, write a list of three requests for a favor.

B **Pair work** Change the Conversation Model to create a new conversation. Use one of the favors from your list. Your partner gives a reason for turning down your request and suggests getting someone else to do it. Then change roles.

A:, I wonder if you could do me a favor.

B: What do you need?

A: Do you think you could?

B: I would, but

A: Oh, that's OK.

B: Maybe you could get

A:



I wonder if you could do me a favor ...

Reasons to turn down a request

- I'm running late for an appointment.
- I have a meeting in an hour.
- I'm expecting an important phone call.
- Your own reason: _____

Don't stop! Make other suggestions.
What about ____?
Why don't you ask ____?

C **Change partners** Try to get someone else to do you a favor.

VOCABULARY

Services

2:07

A Read and listen. Then listen again and repeat.

1 dry-clean a suit



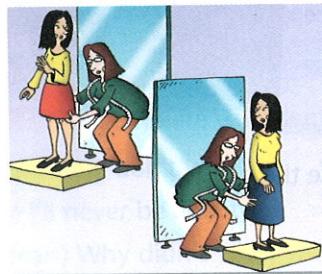
2 repair shoes



3 frame a picture



4 deliver a package



5 lengthen / shorten a skirt



6 print a sign



7 copy a report

B Pair work Name other things you can get these services for.

You can also dry-clean sweaters or pants.

GRAMMAR

The passive causative

Use a form of **have** or **get** with an object and a past participle to talk about arranging services. There is no difference in meaning between **have** and **get**.

	object	past participle
I had	my suits	dry-cleaned .
They're having	the office	painted tomorrow.
She can get	her sandals	repaired in an hour.

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

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

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

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• The passive causative: the **by** phrase

A Grammar practice Write questions using the passive causative. Write three questions with **have** and three with **get**.

1 Would it be possible to / these pictures / frame?

.....

2 Could I / these sandals / repair / here?

.....

3 Where can I / this bowl / gift wrap?

.....

4 Can I / these shirts / dry-clean / by tomorrow?

.....

5 Is it possible to / my hair / cut / at 3:00 / by Georgina?

.....

6 Would you / these photos / print / before 6:00?

.....

B **Listening comprehension** Listen to the conversations. Complete each statement with the item and the service. Use passive causatives.

- 1 She needs to get her
- 2 He wants to get his
- 3 She's thinking about having a
- 4 He needs to have his

CONVERSATION MODEL

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

- A: Do you think I could get this jacket dry-cleaned by tomorrow?
 B: Tomorrow? That might be difficult.
 A: I'm sorry, but it's pretty urgent. My friend is getting married this weekend.
 B: Well, I'll see what I can do. But it won't be ready until after 4:00.
 A: I really appreciate it. Thanks!

B **2:10** **Rhythm and intonation** Listen again and repeat. Then practice the Conversation Model with a partner.



NOW YOU CAN Request express service

A Pair work Change the Conversation Model. Use the ideas to request an express service and give a reason for why it's urgent. Then change roles.

- A: Do you think I could by?
 B:? That might be difficult.
 A: I'm sorry, but it's pretty urgent.
 B: Well, I'll see what I can do. But it won't be ready until
 A:!

Ideas for express services

- frame a [photo / painting / drawing / diploma]
- dry-clean a [suit / dress / sweater]
- lengthen or shorten a [dress / skirt / pants]

Ideas for why it's urgent

- Someone is coming to visit.
- You're going on [a vacation / a business trip].
- There's going to be [a party / a meeting].
- Your own idea: _____

Don't stop!

- Say you need to have the service completed earlier.
- Ask how much it will cost.



Be sure to recycle this language.

I owe you one!
 Thanks a million.
 You're a lifesaver!

I know this is last minute.
 I won't keep you any longer.



B Change partners Request other express services.

BEFORE YOU READ

Warm-up Have you or someone you know ever had something custom-made—for example, something to wear or something for your home? If so, how was the quality of workmanship?

READING

2:11

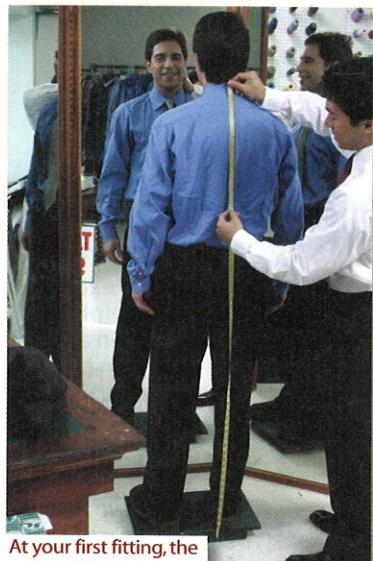


The Tailors of Hong Kong

The famous Hong Kong 24-hour suit is a thing of the past, but tailors there are still reliable: You can trust them if they say they'll have your clothes custom-made in just a few days.

Today, prices are quite reasonable—not as low as they used to be, but they're often about what you'd pay for a ready-made garment back home. The difference, of course, is that a tailor-made garment should fit you perfectly. Most tailors are extremely professional. The workmanship and quality of the better established shops rival even those of London's Savile Row—but at less than half the price!

Tailors in Hong Kong are very helpful and are willing to make almost any garment you want. Most offer a wide range of fabrics from which to choose, from cotton and linen to very fine wools, cashmere, and silk.



At your first fitting, the tailor will take your measurements.

You should allow three to five days to have a garment custom-made, with at least two or three fittings. You will pay a deposit of about 50% up front. But if you are not satisfied with the finished product, you don't have to accept it. Your only expense will be the deposit.

With more than 2,500 tailoring establishments in Hong Kong, it shouldn't be any problem finding one. Some of the most famous are located in hotel arcades and shopping complexes, but the more upscale the location, the higher the prices.

Once you've had something custom-made and your tailor has your measurements, you will more than likely be able to order additional clothing online, even after you've returned home!

Tailors will make almost any garment you want—suits, evening gowns, wedding dresses, leather jackets, and shirts.



Source: Information from *Frommer's Hong Kong*

A Identify supporting details Check the statements that are true, according to the article. Find information in the Reading to support your answers.

- 1 You used to be able to get a suit made in one day in Hong Kong.
- 2 Having a suit custom-made in Hong Kong is always less expensive than buying one at home.
- 3 If you buy a garment on Savile Row in London, you will pay about twice as much as you would pay for one custom-made in Hong Kong.
- 4 If you are not satisfied with the finished garment, you can refuse to accept it and pay only 50% of the total cost.
- 5 If you want to pay a lower price for a custom-made garment, go to an upscale hotel shopping arcade.

B Activate language from a text Find these adjectives in the Reading on page 32. Complete the descriptions, using the adjectives.

reliable reasonable helpful professional

- 1 I find Portello's to be really compared to other places. I've shopped around and I can't find another service with such low prices.
- 2 What I like about Link Copy Services is that they're so Even if the job is a bit unusual, they're willing to try.

- 3 Jamco Design is extremely You never have to worry about their doing anything less than an excellent job.
- 4 Dom's Auto Repair is incredibly If they promise to have a job ready in an hour, you can be sure that they will.

On your ActiveBook Self-Study Disc:
Extra Reading Comprehension Questions

PRONUNCIATION

Emphatic stress to express enthusiasm

2:12

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

- 1 They're **REALy** reliable.
- 2 They're **inCREDibly** helpful.
- 3 They're **exTREMe**ly professional.
- 4 They're **SO** reasonable.

NOW YOU CAN Evaluate the quality of service

A Frame your ideas Complete the chart with services you or someone you know uses. Write the name of the business and list the reasons why you use that business. Then compare charts with a partner.

Reasons for choosing a business

- speed
- reliability
- price
- workmanship
- location
- efficiency
- professionalism
- other: _____

Service	Name of business	Reason
laundry / dry cleaning		
repairs		
tailoring		
delivery		
haircuts		
copying		
other: _____		

B Discussion Recommend local businesses from your chart. Explain why you or other people use them. Use the active and passive causatives.

“ I always get my clothes dry-cleaned at Quick Clean. They're near my home and their prices are reasonable. ”

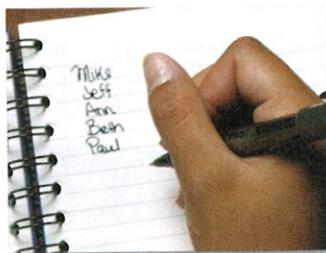
“ I rarely have my shoes repaired. But I hear that Al's Shoes is fast and reliable. ”



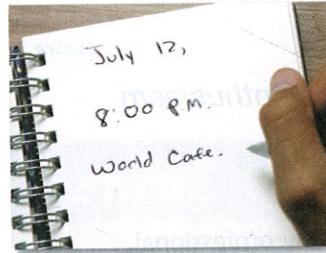
BEFORE YOU LISTEN

2:13

- A** **Vocabulary** • *Planning an event* Read and listen. Then listen again and repeat.



make a list of attendees



pick a date, time, and place



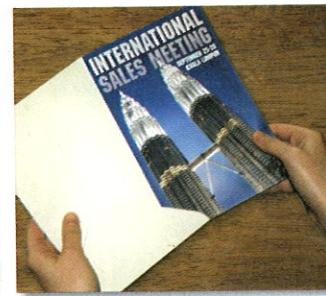
make a budget



assign responsibilities



plan an agenda



send out an announcement



arrange catering



set up the room

- B Pair work** Have you ever taken any of these steps to plan an event, such as a meeting or party? Which of the activities do you think you would be the best at doing? Use the Vocabulary.

LISTENING COMPREHENSION

2:14

- A** **Listen for main ideas** Listen to the conversation and answer the questions.

1 What kind of event are they planning?
.....

2 How many people will come to the event?
.....

3 Is it a formal or informal event?
.....

4 Which of the following are mentioned as part of the event? (music / food / a lecture / dancing / meetings)
.....

2:15

- B** **Listen for order of details** Listen again and number the activities in the order they will occur. Circle the activities she'll do herself.

make a list of attendees

1 pick a date and time

pick a location

make a budget

assign responsibilities

send out announcements

arrange catering

arrange music

set up the room

NOW YOU CAN Plan a meeting or a social event

A Frame your ideas Take the survey. Compare answers with a partner.

Check which event activities you would rather do. Choose from Column A or B.

What type of person are YOU?

Column A

- make a budget
 - assign responsibilities
 - plan an agenda
 - arrange catering
 - get people to set up the room
 - leave before cleanup

Column B

- spend money
 - take responsibility
 - be a presenter
 - cook food
 - set up the room
 - stick around to clean up

If you chose four or more from Column A, you're a **BORN ORGANIZER!**

If you chose four or more from Column B, you're a **TEAM PLAYER!**

B Notepadding In a group, plan a meeting or social event for your class. Choose the type of event and discuss what needs to be done. Write the activities and assign responsibilities. Discuss dates, times, and locations.



- A special meeting
 - An English practice day



An end-of-year
New Year's Eve } party
A TGIF* }
*Thank goodness it's Friday!



A talent }
A Top Notch Pop karaoke } show



Be sure to recycle this language.

Why don't we ____?
Why don't you ____?
How about ____?
What about ____?
I think ____.

What needs to be done [first]?
That's a [good idea. / great idea. / good point.]
That would be great.
That sounds ____.

C Discussion Present your plans to your class. Then choose the best plan.

Review

More Practice



ActiveBook Self-Study Disc

grammar • vocabulary • listening
reading • speaking • pronunciation

2:16

A **Listening comprehension** Listen to each conversation.

Write a sentence to describe what the customer needs and when.
Listen again if necessary.

Example: He'd like to get his shoes shined by tomorrow morning.

- 1
- 2
- 3
- 4

B Complete each question or request with any noun that makes sense with the passive causative verb.

- 1 Can I get my dry-cleaned by tomorrow?
- 2 I'd like to have this lengthened.
- 3 Where can I get this shortened?
- 4 Can you tell me where I can get some copied?
- 5 Where did she get her framed?
- 6 How much did he pay to have his repaired?
- 7 What's the best place to get some printed?
- 8 Where can I go to get my delivered quickly?



2:17/2:18
Top Notch Pop
"I'll Get Back to You"
Lyrics p. 149

C Complete each causative statement in your own way. Remember to use either the base form or the infinitive form of a verb.

- 1 At the end of the meal, she had the waiter
- 2 We got the travel agent
- 3 When I was young, my mother always made me
- 4 When you arrive, you should get the hotel
- 5 Don't forget to have the gas station attendant
- 6 I can never get my friends

D Writing Do you think being a procrastinator is a serious problem?
On a separate sheet of paper, explain your views by giving examples from personal experience.

Some possible examples

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

WRITING BOOSTER ▶ p. 142

- Supporting an opinion with personal examples
- Guidance for Exercise D

ORAL REVIEW

Game Study the pictures for one minute, paying attention to the time in each picture. Then close your books. Ask and answer questions about the photos, using the causative. Start like this:

What does Paul need to get done at 2:00?

Pair work Create a conversation for each situation. Start like this:

Do you think I could get this — by —?

Story Close your books. In a small group, tell the story of Paul's day. Start like this:

At 9:00, Paul needed to get — ...

2



1



3



4



NOW I CAN...

- Get someone else to do something.
- Request express service.
- Evaluate the quality of service.
- Plan a meeting or social event.