

Done

Berlitz ENGLISH™

Language for life.



Social Situations

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ENGLISH
Language for life.

Social Situations

Berlitz Languages, Inc.
Princeton, NJ
USA

Author: Denise Kruelle

Layout and Design: BILL SMITH STUDIO

Illustration: Mike Gordon, Annie Bissett

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Berlitz Languages, Inc.
400 Alexander Park
Princeton, NJ 08540
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Welcome to Social Situations!

Knowing the right thing to say at just the right moment — however delicate it may be — is an art you work years to perfect. And that's in your own language!

If you haven't already, you'll soon find yourself having to navigate these same delicate moments in English. Our *Social Situations* program has been designed with these very situations in mind.

What do you say when ...?

- someone pays you a compliment
- you disagree, but don't want to offend
- you've unintentionally hurt someone's feelings
- you want to start — or end — a conversation with someone
- you've forgotten the name of someone to whom you were just introduced!

Never fear, *Social Situations* covers all these topics and many more.

But that's not all this program covers. Our TIPs offer cultural insights for both business and social events. The IT COULD HAPPEN TO ANYONE capsules point out the many sticky situations we get ourselves into and suggest strategies for getting "un-stuck." The WORD PLAY features will reveal the meanings of many mystifying expressions. *Hats off to you* if you learn them all!

We hope you enjoy the program, and we wish you every success in your future navigations of the sticky, the tricky, and the delicate social situations you encounter.

The Berlitz Staff

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Chapter 1

We'd love to.

Topics

Invitations
Dressing for events

Objectives

Extending invitations
Accepting/Declining invitations

Skills

Asking for advice
(on what to wear)
Giving/Accepting compliments

What to do when
you are overdressed/
underdressed

1 Spoken invitations

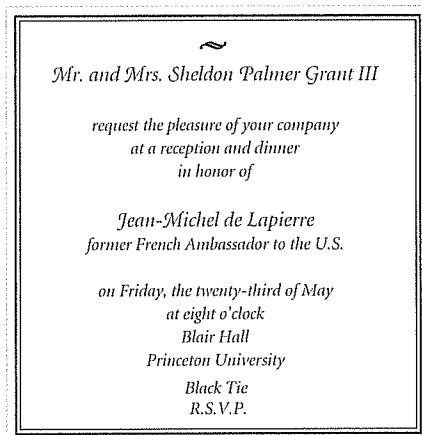
- We're meeting a friend ...
- I'm going to ...
- We're having a ...
- I'd like to invite you ...



- I was wondering if you'd like to ...?
- Would you like to join us?
- Would you like to come?
- Are you free on ...?

2 Written invitations

- You are cordially invited to attend the annual holiday ball.
- Your presence is requested at the 25th anniversary celebration of the Art for Life Foundation.



3 Responding to invitations

ACCEPTING

- Thanks, I'd love to.
That's very nice of you.
It would be our pleasure.
That would be great. Thanks.

DECLINING

- I'd like to, but I'm afraid I can't.
Thanks, but I won't be able to make it.
That's very kind of you. Unfortunately ...
I'm sorry, but I've already made other plans.

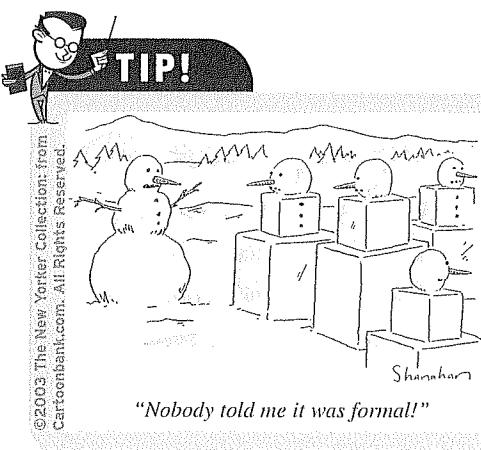
4 Dressing for an event

- At a **black tie** event or a formal reception, men wear **dinner jackets** and women wear **evening gowns**.
- At the **annual company holiday party**, the dress code is usually formal: business suits for men, business suits or elegant dresses for women.
- For the **company picnic**, informal attire is expected: casual pants and shirts for men, casual outfits for women. Jeans for both men and women could be acceptable.
- At a **Halloween party** or **costume ball**, guests are asked to come in **costume**: the guest with the best costume will leave everyone impressed.

5 Asking for advice on what to wear

- Have you got a minute? I need a little advice.
- Sure, what is it?
- It's the dinner-dance on Friday. I don't know what I should wear.
- Well, in the past, it's been rather formal, so I'd suggest ...

- Are you going to Christine's party?
- Sure am.
- Great. What are you going to wear?
- I was thinking about wearing something casual, like jeans and a polo shirt.



You find yourself over- or underdressed for an event ...
It could happen to anyone.

You arrive at a party in a smart new outfit only to find that everyone else is wearing jeans. Or worse yet, you arrive in jeans and everyone else is dressed to the hilt.

What do you do? Leave immediately, go home and change? Well, perhaps — if you happen to live next door. The best tactic is to apologize to the host and enjoy the party.

6 Complimenting

- What a beautiful dress!
- Thank you.
- Great outfit. Where'd you get it?
- This old thing? I don't remember anymore — but thanks for the compliment.

- I love your watch. Is it new?
- Yes, it was a birthday present from my wife.
- That color looks wonderful on you.
- Thanks. I've never worn it before.

WORD PLAY Expressions with clothing

- This dress was made for you. It fits you like a glove.
- Ralph is as generous as they come. He would give you the shirt off his back.
- Great job! Hats off to you.
- I'm afraid we can't join you at the beach in July. We've had to tighten the belt at our house.
- Poor Rita just got laid off. I wouldn't like to be in her shoes.

Chapter 2

How do you like the party?

Topics

Introductions
Small talk

Objectives

Introducing yourself
and others
Starting a conversation
Expressing interest

Tips

Interrupting
Ending a
conversation
Saying good-bye

1 Introductions

Introducing yourself

- I don't believe we've been introduced. My name is ...
- I don't think we've met. I'm ...
- By the way, my name's ...

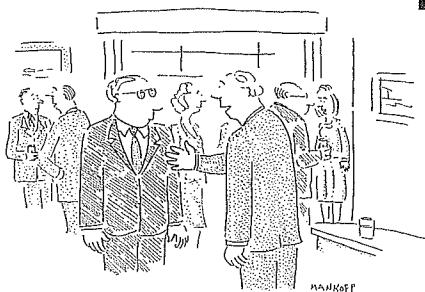
Introducing someone else

- Debra, this is Melissa.
- Have you met Sophie?
- You know John, don't you?

2 Starting a conversation

- So, how do you like the party?
- The food's delicious, isn't it?
- You look very familiar. Haven't we met before?

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"Hi, I'm, I'm, I'm... You'll have to forgive me,
I'm terrible with names."

3 When you've forgotten someone's name

- I'm sorry. I'm afraid I've forgotten your name.
- I'm Amanda Morris. You're Brian Taylor, right?
- We were introduced earlier, but I didn't get your name.
- It's Michael. And you are ...?
- Tina. So what do you think of the party?
- You're Fred's neighbor, aren't you?
- You might be confusing me with somebody else, I work with Fred.
- Oh, that's right. I'm so sorry.



What to bring

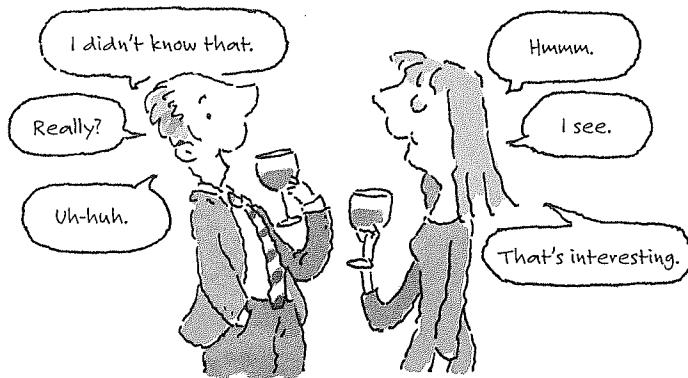
"It is better to give than to receive." well-known proverb

For parties of almost any kind in English-speaking countries, flowers are a safe bet if the host or one of the hosts is a woman. And, generally speaking, a bottle of wine — nicely wrapped or in a gift bag — is also considered appropriate unless, of course, your hosts don't drink wine.

Taboo topics

Politics
Money
Romance
Religion

4 Expressing interest



5 Interrupting somebody

- I'm sorry to interrupt, but I think it's time to go into the dining room now.
- Excuse me. You're Richard, right? I think Sylvia is looking for you.

6 Ending a conversation

STRATEGY 1:

- Well, it was really nice talking to you.
- You'll have to excuse me, I need to talk to ...
- Oh, I just saw ... Excuse me a moment, I'd like to say hello to him.

STRATEGY 2:

- Have you met ...? Let me introduce you.
- You should meet ... He also plays a lot of golf.
- Oh, there's Denise now. Shall I introduce you to her?

7 Saying good-bye

Complimenting your hosts

MOST
FORMAL

- It's been a lovely evening.
- I've had such a nice time.
- You have such a beautiful home.
- The food was delicious.
- You really thought of everything.
- You have such great friends.

LEAST
FORMAL

Guest: Thank you for inviting us. We had a lovely time.

Host: You're leaving so soon?

Guest: Yes, unfortunately. I've got to be up very early tomorrow.

Host: Well, thank you for coming and thank you for the beautiful flowers.

Guest: I'm sorry, but I have to get going.

Host: But the party's just getting started.

Guest: I'd love to stay, but you know I'm not comfortable driving late at night.

Host: Well, thanks so much for coming.

Guest: Thanks for having me.

Chapter 3

Try it – you'll like it.

TOPICS

Unfamiliar foods
and utensils
Second servings

OBJECTIVES

Asking about a dish
Coping with
unfamiliar foods
and utensils

TIPS

Fear of the unknown
(food)

1 Asking about a dish

- Could you tell me what that is?
- Frog legs.
- Frog legs?
- You've never had them?
- No, I've always managed to avoid them.
- They're very good. They taste a bit like chicken. Try one.

WHAT A GUEST MIGHT SAY:

- What does it taste like?
- What is the main ingredient?
- What's in it? Is it spicy?

WHAT A HOST MIGHT SAY:

- Try it, it's a delicacy.
- It can be eaten hot or cold.
- It's made with fresh carrots.



"When you're on their flowers, you're a snail. When they want to eat you, suddenly you're an escargot."

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2 Coping with unfamiliar foods and utensils

- I've never eaten ... before.
Can you show me how?
- I've never used ... before.
Would you mind showing me?
- Can you show me how to use this?
- I'm sorry, but what's the best way to eat this?
- What am I supposed to do with this?



Fear of the unknown (food)

If you are at a dinner party and don't know what a food is or you're not sure you'll like it, try eating just a little bit of it first. You'll make your host happy.

If you are at a restaurant, ask the waiter for an explanation. If you're still not sure you're going to like it, don't order it!

3 Asking for seconds

Guest: Could I have some more salad, please?

Host: Of course.

Guest: Would you mind if I had a little more chicken?

Host: Of course not. Go right ahead.

Guest: The pasta is delicious.

Host: Would you like some more?

Guest: Would it be all right if I had another piece of your delicious pie?

Host: Sure. Help yourself.

4 Declining food and drink

Host: Would you like to try the shrimp curry?

Guest: I'm sorry, I can't eat shellfish.

Host: How about a hamburger?

Guest: Thanks, but I don't eat meat.

Host: Would you like some ice cream?

Guest: No, thank you, I'm allergic to dairy products.

Host: Won't you have some more dessert?

Guest: No, thank you.

Host: Not even just a little bit more?

Guest: No, really, thanks.

Host: Would you like some more wine?

Guest: No, thank you, I think I've had enough.

WORD PLAY Expressions with food

– Have you been to the new restaurant on Baker Street? It's getting great reviews.

– No, but why don't we go and see what it's like? After all, the proof of the pudding is in the eating.

– I wish my apartment were bigger.

– Look, Linda, you have a beautiful place overlooking Central Park. You can't have your cake and eat it, too, you know.

– Would you like to go to a jazz concert with me?

– No, thanks. Jazz isn't really my cup of tea.

– How did the interview with the radio station go?

– It went well. I was worried, but I shouldn't have been. It was a piece of cake.

– Do you believe that story about Ron attending Harvard Law School?

– Not really. It sounds fishy to me.

– I can't believe I lost the file.

– There's no use crying over spilled milk. Why don't you ask Ann? She probably has a duplicate.

– Are you ready to eat?

– Oh yes! I'm so hungry I could eat a horse.

Chapter 4

Sorry, I don't quite follow you.

TOPIC

Difficult conversation situations

Objectives

Asking for repetition/clarification
Checking comprehension
Rephrasing
Avoiding/Changing the subject
Cutting a conversation short

TIPS

Apologizing when you've done nothing wrong

1 Asking for repetition and clarification

YOU DIDN'T HEAR

- I'm sorry, it's very loud here. Would you mind repeating your question?
- Sorry, I missed that. Could you say that again?
- Sorry, I didn't catch that. Could you repeat it?

YOU DIDN'T UNDERSTAND

- Sorry, I don't quite follow you. Could you run through that again, please?
- I'm afraid I don't see what you mean. Could you explain that to me?

2 Checking comprehension

- I think I may have misunderstood you.
Did you say ...?
- Yes, that's correct.
- If I understood you correctly ... Is that right?
– Yes, that's right.

- I beg your pardon, did you say ...?
- No, not really. What I said was ...
- You mean ...?
- Well, no. What I actually meant was ...

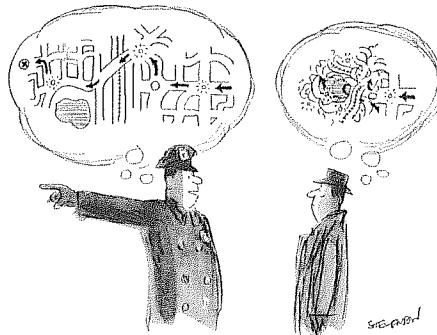
3 Rephrasing

- I'm sorry, perhaps I haven't made myself clear. What I'm trying to say is ...
- I'm probably not making myself clear. Let me put it another way ...
- Let me rephrase that.
- Does that make sense?



Apologizing

Whether asking for clarification or restating what you've said, it's usual to apologize first — either for not understanding, or for not making yourself clear the first time.

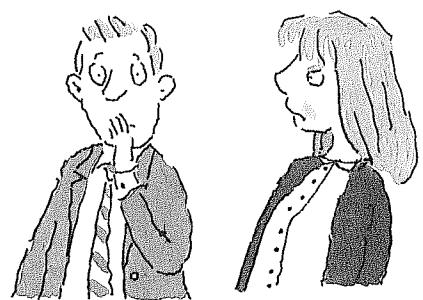


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After work

4 Avoiding or changing the subject

- I'd rather not discuss that.
- It's a long story. I'll tell you about it some day.
- If you don't mind, I'd rather not talk about it.
- I'm sorry, but could we change the subject?
- I'm uncomfortable talking about that.
Could we talk about something else?



"Oops."

IT COULD HAPPEN TO ANYONE

You've said the wrong thing, laughed at the wrong moment, used an inappropriate word or expression or just used the wrong intonation. And suddenly someone is upset with you. Getting into these situations is easy. Getting out of them can be, too.

5 When you have offended someone: apologize and clarify

- I'm so sorry, I didn't mean to offend you.
What I meant was ...
- I think you misunderstood me. I'm sorry
if I've hurt your feelings. Please forgive me.

- There seems to be a slight misunderstanding.
I'd like to explain.
- I'm sorry, that's not what I meant. What I was
trying to say was ...

6 Cutting a conversation short

- Would you mind if we continued this conversation another time?
- Well, it was nice talking to you, but I'm afraid I have to run.
- Oh, it's getting late. I should get going. Talk to you later, OK?

WORD PLAY

Expressions related to conversation

► A SLIP OF THE TONGUE

- Can I bring a friend to the party?
- What party?
- Oops. Forget I said anything, OK?

► A TOUCHY SUBJECT

- Please don't ask Linda about her boyfriend.
- Why not?
- They had an argument and broke up last night.

► TO PUT ONE'S FOOT IN ONE'S MOUTH

- Did you hear about Rita's divorce?
- Psst ... she's right behind you.
- Who?
- Rita.

► TO PUT ONE'S NOSE IN SOMEONE ELSE'S BUSINESS

- Who's that memo from? Can I take a look?
- Well, actually, no. It's confidential.

Chapter 5

This one's on me.

TOPICS

The culture of money

OBJECTIVES

Offering to treat someone to a meal
Discussing who is paying
Handling uncomfortable money questions

TIPS

Haggling
Money questions

1 Treating someone to a meal

- Congratulations on your promotion. I'm really happy for you. Let's go out and celebrate — are you free tonight?
- Sure. Where do you want to go?
- Listen, it's my treat, but I want you to pick the place, OK?

- Dinner's on me.
 - Dinner's my treat.
 - Let me take care of the check.
 - Please, I insist.
- Among friends:*
- Put that away, your money's no good here.

2 Who's paying?

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"I'm afraid we'll need more time to fight for the check."

- I'm glad you were able to join me for lunch.
- Thanks for inviting me. [*taking out wallet*]
- Wait a minute, I'm the one who invited you. This check is mine.
- Please, I insist.
- You know, where I come from, when you invite somebody, it means that you're going to pay for the person's meal. If the person doesn't let you, that could be considered an insult.
- Oh, the last thing I want to do is offend you.
- Then you're not going to fight me for the check, right?
- No, I'm not. Thank you for a wonderful lunch.

WORD PLAY Expressions related to money

- You know, you should buy a house, because paying rent every month is like **throwing money down the drain**.
- I've heard that Paula and Tom's wedding **cost them an arm and a leg**. Her parents were not too happy about it.
- Since I've been exercising on a regular basis, I feel like a **million dollars**!
- That **money is burning a hole in Will's pocket**. He can't stop spending.

Money Slang



buck



quid

dough

cash

moola

bread

dosh

looty

3 Take it or leave it

STRATEGY 1: FIND A DEFECT (at a flea market)

- How much are you asking for that lamp over there?
- Twenty-five bucks.
- I noticed that it needs a new cord and switch.
Would you take eighteen?
- Hmm. How about \$20? That's as low as I'll go.
- OK, I'll take it.

STRATEGY 2: LOWER PRICE ELSEWHERE (at a small independent computer shop)

- You know, I saw this exact same laptop for \$80 less at Computer Pro.
- Oh really?
- Any chance you'd sell it to me at their price?
- Well, I could offer it to you for \$50 off. But bear in mind that we offer free service for the first year. I don't think you can find a better deal at Computer Pro.
- OK, sold.

STRATEGY 3: BULK DISCOUNT (at a market)

- What kind of discount can you give me if I buy thirty of these t-shirts?
- We offer five percent off quantities under fifty.
- I was thinking more like ten.
- I can go seven and a half — take it or leave it.

TIP!

Haggling

In many countries, bargaining over prices — or haggling — is a common practice. In the U.S., however, it is not. Haggling is usually — but not always — reserved for bigger purchases such as cars, major appliances, and houses.

4 Handling uncomfortable money questions

- How much do you earn?
- Not as much as I'd like, but I make a comfortable living.

- You must be doing well! How much did your house cost?
- Well, we're still making payments on it.

- What's your rent?
- Oh, about average, I think.

- Was your car very expensive?
- Let's put it this way, it was quite an investment.



Questions related to money or a person's financial situation are considered extremely impolite in many cultures. Unless you're absolutely sure you won't offend, it's best not to ask.

Chapter 6 • Review

ACTION MODULE 1 – ROLE CARD A

You've got to hear this!

You belong to an art history group interested in ancient Egypt. This year, you had the opportunity to visit Egypt with the group along with an archaeologist and an historian.

You just came back from your trip. It was the best trip of your life. You have a lot to talk about: the beautiful sights, the amusing adventures like the ride on a camel in the desert, the scorpion on the sand a few feet from you, etc.

You stop by one of your employee's desks to see how the work is going. You're also dying to tell someone about your trip!

ACTION MODULE 2 – ROLE CARD A

I love it!

You are out shopping for an event. You are in an area where there are several nice stores.

All of a sudden, you realize that the person in front of you is a friend you haven't seen in a while. Your friend has excellent taste. The outfit she is wearing today looks great.

Speak to your friend. She might be willing to help you choose an outfit for the event.

ACTION MODULE 3 – ROLE CARD A

I'm sorry, what was that again?

You are at a party at the house of one of your friends.

Your friend works in an international company and has invited some of his colleagues. Your friend is serving several exotic dishes.

You're not good at remembering names. You like exotic foods, but don't know much about them.

Talk to the person sitting next to you.

"B" Role Cards can be found on page 37.

NOW WHAT?

1. You've received an invitation to a dinner party with an RSVP card. What do you do with it?
2. You are at an extremely boring party. You want to leave. What do you say to the host?
3. You are talking with someone when suddenly the person seems to be upset. You think you may have said something offensive. What do you do?
4. Someone just asked you how much you earn. How do you respond?

YOUR TURN

- 1** A: Tell the class about a company event you went to. What was the occasion (a holiday party, a summer picnic)? Did you get an invitation? What did you wear? Were there any organized activities?
B: Ask a classmate about a party he was invited to but at the last minute couldn't attend. Where was the party? Why did he have to cancel? What did he tell the host? Tell the class about your classmate's experience.
- 2** A: Tell the class about a very nice gift someone has brought you for a party. Who was it from? What kind of party was it (birthday, housewarming, etc.)? What kind of gift was it? Why did you like it?
B: Ask a classmate to tell you about a situation where she mispronounced the name of the person she was meeting. What was the name? What was the mistake? Was the person offended? Tell the class about your classmate's experience.
- 3** A: Tell the class about a time when you were served a dish you didn't like. What did you say/do? Was it in a restaurant? At someone's home? What was the dish?
B: Ask a classmate about their favorite exotic food. What is it? How is it served? How do you eat it? Report to the class what your classmate tells you.
- 4** A: Tell the class about a time when someone misunderstood you. What did you say? What did the person understand? How did you manage to explain what you meant?
B: Ask a classmate if she has ever tried to cut short a conversation with someone. Why did she want to end the conversation? What did she say to end the conversation? Report your findings to the class.
- 5** A: Tell the class about a time you haggled over the price of something. What did you want to buy? How much did the seller want? What was the final price? Did you buy it?
B: Ask a classmate to tell you about a situation in which someone asked questions about money that made him uncomfortable. What did the person ask him? How did he react? How did he handle the situation? Report your findings to the class.

Chapter 7

Don't worry about it.

Upset mind

Dam
boring

Topics

When things go wrong

Objectives

Agreeing
Disagreeing
Objecting
Criticizing

Expressing annoyance,
anger and frustration
Asking for and accepting
forgiveness

Topics

Indirect vs. direct
criticism
"Four-letter" words

1 Agreeing

- I'm in complete agreement.
- I couldn't agree more.
- You can say that again!
- I tend to agree. *maybe*
- I suppose you're right.
- I guess you're probably right.

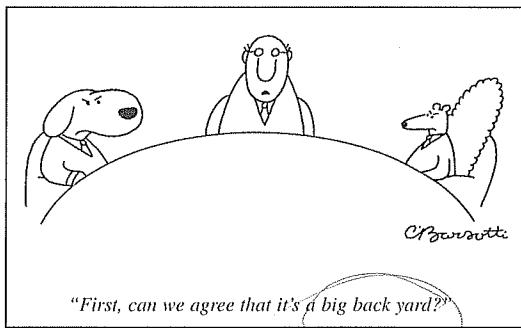
2 Disagreeing

- I have some reservations about that.
- I'm not sure about that.
- I don't know if I'd go *that* far.
- I'm afraid I can't go along with you on that.
- That just doesn't make sense.
- You can't be serious!

3 Objecting

When objecting, it's important to remain positive about what the other person has said. Then add *but* and your objection.

- That's a good idea, but I don't think it will work in this market.
- That might be all right, but perhaps we should ask everyone's opinion first.
- You have a point, but have you considered how the others are going to feel about that?
- That's probably true, but I think we should look at all the possibilities.



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4 Criticizing

STRATEGY 1: using *quite* as a "softener"

- That doesn't quite look right, does it?
- That's not quite what we had in mind.

STRATEGY 2: praise + *but* ...

- I love the color, but it's not really your style, is it?
- The costumes were great, but the story needs work.

IT COULD HAPPEN TO ANYONE – Indirect vs. direct criticism

Have you ever been brutally honest when giving your opinion about something? It probably didn't win you any friends. In English, we tend to be indirect when criticizing — using words like *probably*, *maybe*, *possibly* — in order not to offend the person we're speaking to. Direct criticism — *That's the ugliest tie I've ever seen!!* — is almost always hurtful.

5 Expressing annoyance, anger, frustration

- I give up! You just don't get it do you?
- For crying out loud – you can do better than that, can't you?
- I've had it. This has got to stop!
- That's just great. What else can go wrong today?



6 When you're not getting results ...

- I can't believe it!
- What's up?
- They still haven't delivered our order! It's been 3 weeks!
- What are you going to do?
- Call them and tell them to deliver by Friday or else!

7 ... here's how you get them.

- Look, we've been waiting for our order for three weeks now. This is at least the fifth time I've called about it!
- Yes, but you see ...
- No buts. Unless you can deliver our order by the end of the week, we'll be forced to find another supplier.



Four-letter words

The use of so-called "four-letter words," or obscene language, should be avoided at all times. For many people, even the use of mild obscenities is considered offensive or shocking.

8 Asking for and accepting forgiveness

- We're very sorry for any inconvenience this may have caused you.
- These things happen. I understand.
- Please accept my apologies. I promise this won't happen again.
- That's all right. Don't give it a second thought.

- I'm so sorry, can you forgive me?
- I already have. Don't worry about it.
- You're too good to me.
- I really goofed, didn't I?
- Never mind, it doesn't matter.

Chapter 8

Can you do me a favor?

Topics	Objectives	Topics	
Uncomfortable situations	Asking permission Asking someone not to do something Promising not to say anything	Asking favors Accepting and avoiding a commitment Changing your mind	Asking someone not to do something

1 Asking permission

- Would it be possible for me to leave work a little early today? It's my anniversary.
- Sure, no problem. And congratulations.
- Would you mind if I used your phone?
- Not at all. Here you are.

- With love*
- Do you mind if my husband joins us?
 - Of course not. The more the merrier.

- Child + mother*
- Is it all right if I smoke?
 - I'd rather you didn't.

- prefer to do*
- Could you please sit on this chair instead? That one is old and I'm afraid it might break.
 - Certainly.

2 Asking someone not to do something

- Would you mind not touching that? It's rather fragile.
- Oh, I'm sorry. I didn't know.



When you would like someone to stop doing something because it bothers or annoys you, *don't* ask "Why are you ...?" It could sound too aggressive and be considered confrontational. Also, be careful how you stress *please* in requests. Asking someone, "Could you *please* stop that?" is not the same as "Could you stop that, *please*?"

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3 Promising not to say anything

- I don't want everybody to know about this.
- Don't worry, I won't tell a soul.
- Can you keep this to yourself?
- Of course. Your secret is safe with me.

- What if somebody finds out?
- Not a chance, my lips are sealed.
- Please don't tell anybody.
- Mum's the word.

4 Asking favors

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- Do you think you could do me a favor?
- Can you do me a favor?
- I have a big favor to ask. Could you ...?
- Could you do me a favor?
- Sure. What is it?
- My car's being repaired, and I need a ride to work tomorrow morning.
- No problem. I can pick you up at 7:30. Would that be all right?
- Great. Thanks a million!

5 Accepting and avoiding a commitment

ACCEPTING

- You can count on me.
- Sure thing!
- No problem.

AVOIDING

- I don't want to make any promises, but I'll try my best.
- Well, I'm not really sure. We'll see.
- Isn't there anyone else who can do it instead of me?

6 Changing your mind

- Are we still in agreement about the Robinson contract?
- Actually, I've reconsidered my position.
- Didn't you tell me that you would come with me?
- I take that back. I'll be busy that day.

- I'm having second thoughts about hiring Brian McRae.
- Me, too. He doesn't seem very motivated.
- Weren't you moving to Los Angeles?
- We had a change of heart. We love New York too much.

WORD PLAY Expressions related to favors, secrets, and promises

I know you're really really busy. But could you just take a quick look at this draft, please — pretty please?

You know, Brian always promises the moon but nothing gets done.

I hope Sarah won't spill the beans about George's surprise birthday party. You know how hard it is for her to keep a secret.

- So how did the laptop work out for you?
- I appreciate you letting me use it. But it's a little outdated and slow, isn't it?
- This is the thanks I get for helping you in a pinch? Beggars can't be choosers, you know.

Chapter 9

Can I give you a hand?

Topics

Worries and concerns
Helping others
Warnings

Objectives

Expressing worry and concern
Offering reassurance
Offering assistance

Tips

Emergency numbers
Helping someone who feels ill

1 Expressing worry and concern

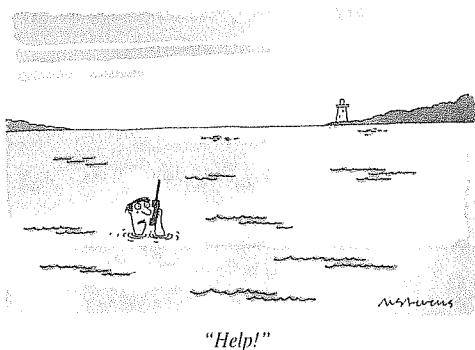
- I'm really worried about ...
- I'm very concerned about ...
- Are you all right?
- Is anything the matter?
- You seem upset. What's bothering you?
 - What was that?!
 - We just hit a little turbulence, that's all.
 - The plane's not going to crash, is it?
 - Don't worry, it's perfectly normal. Everything should be just fine in a minute or so.

2 Offering reassurance

- I wouldn't be too concerned if I were you.
- Don't worry, everything is going to be OK.
- Take it easy.
- Just calm down.
- Don't worry.

3 Offering assistance

- Let me give you a hand with that.
- That would be wonderful, thanks.
- Would you like me to call a doctor?
- No, I'm fine now. But thanks anyway.
- Do you need some help?
- Yes, please. My car's got a flat tire.



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IT COULD HAPPEN TO ANYONE — Helping someone who feels ill

Someone near you suddenly feels sick. What action should you take? Stay calm, ask what you can do to help, offer some water or a chair and get help.

4 Declining an offer of assistance

- Can I help you carry those bags?
- Thank you, but I'm OK.
- Do you need help with that?
- No, thanks. I'll manage.

5 Expressing relief

- What a relief that's over. I thought I'd die!
- See, I told you you'd do just fine!
- Thank goodness you're OK. I was getting really worried about you.
- I'm sorry I didn't call. The battery in my cell phone died.

6 Giving warnings

- Be careful! That's hot!
- Look out! There's a car coming!
- Watch out! The sidewalk is really slippery here.

Watch out!



TIP!

Emergency numbers

When traveling, it's a good idea to know the emergency numbers of the country you are in. Most have a 3-digit number that is used to contact the police, the fire department, and rescue services.

When you call, make sure you have all the information you need: your location, the nature of the emergency, and the service needed.

EMERGENCY NUMBERS AROUND THE WORLD:

Japan:	110
US & Canada:	911
Mexico:	080
Brazil:	190
EU:	112

7 Expressing gratitude

- I'm really sorry to cause such a commotion.
- That's all right. These things happen, you know. How do you feel?
- Much better now, thanks.
- If you hadn't been here, I don't know what I would have done!
- I'm glad I could help. Are you sure you are all right?
- I'm fine now, thanks to you.

WORD PLAY Expressions related to health and the body

After his accident, Hans was badly bruised.
He was **black and blue** all over.

After I broke my nose, I looked like a raccoon!
I had two **black eyes**!

Mark didn't enjoy the cruise very much.
He was **seasick** almost the entire time!

I wanted to wish Janet good luck on her performance, so I told her to **break a leg**.
The crazy thing is, that's exactly what she did!
She fell down the stairs as she was leaving the stage.

I always carry an emergency medical kit with me wherever I go. **Better safe than sorry!**

Chapter 10

That was a good one!

Topics	Objectives	Skills
Jokes Sarcasm Euphemisms Loan words	Introducing a joke Saying you didn't understand Telling jokes	Judging jokes Understanding foreign words Jokes in a different language

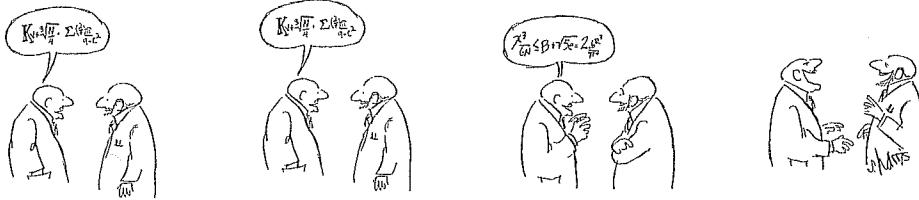
1 Introducing a joke

- I've got a joke for you.
- Have you heard the one about ...?
- I've got a good one for you.

2 Saying you didn't understand

- I don't get it.
- Did I miss something?
- Sorry, but was that supposed to be funny?

3 Telling jokes



NOW THAT'S JUST SILLY!

A man asks his waiter if crabs are served in his restaurant. The waiter answers, "Oh, yes, we serve everybody."

A man goes to see his doctor. "Doctor, doctor," he says, "my arm hurts when I go like this." And the doctor says, "Well, don't go like that."

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KNOCK-KNOCK JOKES

- Knock-knock.
- Who's there?
- Avenue.
- Avenue who?
- Avenue heard this joke before?

- Knock-knock.
- Who's there?
- Justin.
- Justin who?
- Justin time for dinner.

4 Judging jokes



hilarious



very funny



amusing



witty



cute



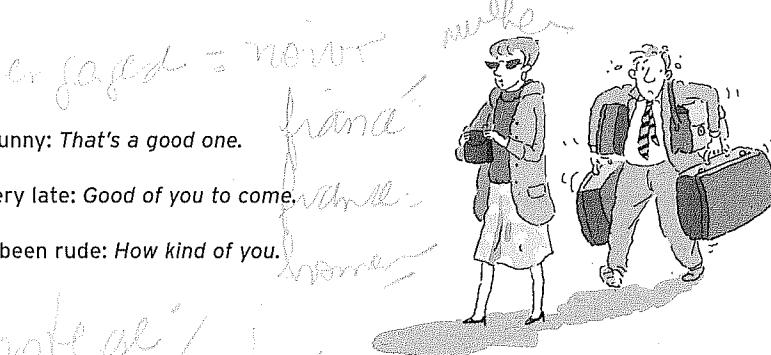
weak



corny

5 Using sarcasm

- When a joke is not funny: *That's a good one.*
- When someone is very late: *Good of you to come.*
- When someone has been rude: *How kind of you.*



6 Euphemisms

definition: *the substitution of an unpleasant or offensive expression with a mild, indirect or vague expression*

What words have the underlined euphemisms replaced?

After a long illness, my grandfather passed away at the age of 83.

How long has Sharon been between jobs?

Although he was chubby as a boy, Jim is trim and fit now.

The company's chief controller was accused of appropriating funds.

Jeff was let go because his boss thought he was unmotivated.

7 The English language borrows from many others

- What are you going to do on your vacation?
– So, did you go to Debbie's luncheon?
- Nothing. I'm going to sit back and enjoy two weeks of la dolce vita.
– Yes, you should have seen the smorgasbord that she served. Incredible.
- I'm leaving for Jamaica tomorrow.
– Is that a new car?
- Bon voyage!
– Yes, the old one finally went kaput.

protégé (French)	one who is under the protection of another
Zeitgeist (German)	the spirit of the time
non sequitur (Latin)	a conclusion that does not follow the idea or statement that preceded it
tycoon (Japanese)	a wealthy and powerful businessperson
bon vivant (French)	a person who lives richly and enjoys good food and drink
verboten (German)	forbidden, as by law
aficionado (Spanish)	an ardent devotee
savoir-faire (French)	knowledge of just what to do in any situation
mano a mano (Spanish)	a direct confrontation or conflict, as in hand-to-hand combat
par excellence (French)	being an example of excellence

Chapter 11

I'm so happy for you!

Topics

Good news
Bad news

Objectives

Giving and responding
to news
Giving praise and
congratulations

Expressing sympathy
and offering
condolences

Tips

Use of intonation when
announcing news
The language of
flowers

1 Giving news

Did you know ...?
Have you heard ...?
You'll never guess what happened.
Guess what!
Have you heard the latest?



2 Responding to news

GENERAL

Really?
Is that right?
I don't believe it.
You're joking, right?
No kidding!

GOOD NEWS

Wow!
How exciting!
I'm so glad.
That's wonderful!
I'm so happy for you.

BAD NEWS

Oh my.
Oh dear.
That's too bad.
That's a shame.
Oh, that's awful.

- Hey, I've got some great news.
– Really? What?
– I've been promoted to the head of my department.
– That's great! You deserve it.

- You'll never guess what happened.
– What?
– On my way here, I had an accident.
– That's terrible. Are you all right?



When announcing good news or bad news, we often use exactly the same language. What really carries the message is the *intonation*. When giving and responding to good news, we usually use a *rising* intonation. With bad news, the voice is either flat or goes down at the end of the sentence.

3 Praise and congratulations

On behalf of ..., I'd like to congratulate ...
I just heard the news. Congratulations!

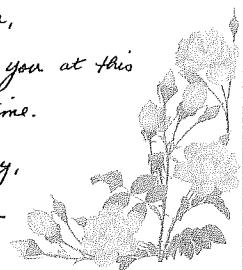
Congratulations! You should be very proud.
That was really terrific. Hats off to you.

4 Sympathy and condolences

- I heard you had to cancel your trip. What a shame.
 - Yes, I was really looking forward to it.
 - I hope you'll be able to reschedule it.
 - I plan to in a couple of weeks.
-
- I'm sorry to hear about your husband's illness.
 - Thanks for your concern. This is a difficult time for us.
 - Let me know if there's anything I can do for you.
 - Thank you. I will.
-
- I was so sorry to hear your mother passed away. Please accept my condolences.
 - Thank you. That's very kind of you.

Dear Sandie,
Thinking of you at this
difficult time.

Yours sincerely,
Charlene



Wendy

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"I'm afraid our flowers don't say things like that."

The language of flowers

Not that long ago, people commonly gave flowers to convey a particular message to a person. In fact, during the Victorian era, nearly every flower had its own special meaning.

Today, only a few flowers still communicate specific messages. Red roses are a sign of romantic love, and white lilies are often associated with funerals.

WORD PLAY Expressions about news and misfortune

- I can't believe everyone has already heard about Howard getting fired.
- Well, you know what they say: **Bad news travels fast.**
- Isn't it strange that we haven't heard back from the lawyer yet?
- Well, in my opinion, **no news is good news.**

- Nothing seems to be going right these days.
- I'm so exhausted and frustrated.
- You think you've got problems? Let me tell you about mine!
- Go ahead, I'm listening — **misery loves company.**
- I sure hope Lori will be able to get over the loss of her father.
- Eventually she will. **Time heals all wounds.**

Chapter 12 • Review

ACTION MODULE 1 - ROLE CARD A

I don't know, but ...

You've been working for an architectural firm for several years. You like your job and the team you work with. A couple of months ago, a new manager was appointed head of your department.

This person has very strong opinions and a very different point of view from you and the other architects in the department.

Your team has just finished designing the renovation of your biggest client's main office building. Your team has developed a good relationship with this client over the past 15 years. You know their tastes and your team feels that your client will love the new designs you've created.

The design has to be approved by your manager. Go present it to him.

ACTION MODULE 2 - ROLE CARD A

Thanks a million!

You are making a presentation at your offices tomorrow for an important client.

Something has come up and you have to be out of the office. Your boss has agreed to excuse you from the presentation if you can find somebody to do the presentation for you.

One of your colleagues who has worked with you on the presentation would do a wonderful job in your place. You are planning to ask this colleague to present for you.

Here comes your colleague now.

ACTION MODULE 3 - ROLE CARD A

I've been thinking about you.

You get along very well with one of your colleagues. You spend time together chatting at lunchtime and you even play tennis together once in a while after work.

For some reason, this colleague has been a little distant lately. You haven't really spoken to each other much recently. Your colleague has been working longer hours than usual, and looks overtired and worried.

Stop by your colleague's office to see what's going on.

"B" Role Cards can be found on page 38.

NOW WHAT?

1. Your neighbors are having a party and are making a lot of noise. You're tired and would like to spend a quiet evening. What do you do/say?
2. A good friend has asked you to take care of his pet during a 2-week business trip. You're not sure you want the responsibility. What do you say?
3. You've just learned that a colleague's father has died. What do you do/say?
4. A friend helped you when you got terribly sick recently at a party. You were very embarrassed by the whole incident. What do you say to your friend the next time you meet?

YOUR TURN

- 1** A: Tell the class about a time you were very angry at somebody. What did the person do to make you angry? Did you tell the person how you felt? What did you do?
B: Ask a classmate about a time he was extremely dissatisfied with the customer service he received. What happened? How was the situation handled? What was the end result? Tell the class about your classmate's experience.
- 2** A: Tell the class about a time you accidentally gave away a secret or told someone something you were not supposed to. What was it? Who did you tell? What happened?
B: Ask a classmate about a time she was asked to do something but didn't want to do it. What was it? Why didn't she want to do it? What did she say or do to avoid the commitment? Tell the class about your classmate's situation.
- 3** A: Tell the class about a time you were traveling and didn't feel well. Was it serious? Did anyone offer to help? What did they do?
B: Ask a classmate about an emergency situation he was involved in. What happened? What did he do? Report your classmate's experience to the rest of the class.
- 4** A: Do you like to tell jokes? Is telling a joke difficult? What if people don't laugh at your joke or story, what do you do? Tell the class a joke or a funny story.
B: Ask a classmate to tell you about the funniest movie she has ever seen. What was the name of the movie? Who starred in it? Why did she think it was funny? Tell the rest of the class about it.
- 5** A: Tell the class about some good news you announced recently. What was it? Who did you tell it to and how? How did they react to the news?
B: Ask a classmate if he likes to give flowers. For what occasions? Does he think flowers make a good gift? Does he like to receive flowers? Is it acceptable to give flowers to a man? When? Report your findings to the class.



Practice

CHAPTER 1

1 Match the event with the invitation.

1. Let's go visit my parents Saturday. _____ a. You're inviting a colleague.
2. Mr. Miller requests the pleasure of your company on Saturday. _____ b. You're inviting a friend.
3. Bill from marketing is having a party on Saturday. Would you like to come with me? _____ c. You're sending a formal invitation.

2 Write "T" if you think the statement is true or "F" if you think it is false.

1. T When you are invited to a Halloween party, you should wear a business suit.
2. F A "black tie" event is an informal event.
3. T Women usually wear evening gowns to formal receptions and men wear dinner jackets.
4. F It's generally acceptable to wear jeans to a company picnic.
5. T If you are invited to your company's holiday party, you should dress very casually.

3 Put a check mark in front of the appropriate compliments and an X in front of the inappropriate compliments to give to the hostess of the party you're attending.

1. ✓ What a pretty color on you! It goes well with your hair.
2. ✗ I love your watch. Did your boyfriend give it to you?
3. ✗ What a great old dress you have on!
4. ✗ I've seen you in that suit before.
5. ✓ You look lovely.
6. ✗ What a pretty skirt. It looks expensive.

4 Match the sentences in the first column with the sentences in the second column that have similar meanings.

1. C It fits you like a glove. a. Congratulations!
2. D He would give you the shirt off his back. b. They are not very lucky.
3. E Hats off to you! c. The dress is perfect for you.
4. B Our company will have to tighten its belt. d. He is very generous.
5. A I wouldn't want to be in their shoes. e. We have to be careful with money.

Practice

CHAPTER 2

1 Read the following situations and select the best response.

1. You've just come to a party. You're introducing yourself. You say ...
 - a. Hi, everybody! My name is ...
 - b. Do you know where the food is?
 - c. I don't believe we've been introduced. My name is ...
2. You're trying to start a conversation with someone you've just met. You say ...
 - a. So, what's new?
 - b. How do you like the party?
 - c. How much money do you make?
3. You're introducing a new friend to a group of friends. You say ...
 - a. Everyone, I'd like to introduce my friend Laurie.
 - b. Hey, guys, Laurie is here.
 - c. I'd like you to meet my new friend. But I forgot her name.
4. You've forgotten someone's name. You say ...
 - a. We were introduced earlier, but I didn't hear your name.
 - b. I forgot your name. What is it again?
 - c. You're the one with the funny name, right?

2 To whom would you say this: (a) your boss or (b) your best friend?

1. a Thank you for inviting me to your house. I've had such a nice time.
2. b Wow, what a party!
3. a I had a great time. Your family's great.
4. a It's been a lovely evening. Thank you for the invitation.

3 Which of the following things might you say to express polite interest to someone you don't know very well? Check all that apply.

- | | | |
|--|---|--|
| 1. <input type="checkbox"/> Really? | 4. <input checked="" type="checkbox"/> Hmm. | 7. <input type="checkbox"/> I don't like that. |
| 2. <input type="checkbox"/> That's impossible! | 5. <input type="checkbox"/> That's fascinating. | 8. <input checked="" type="checkbox"/> That's interesting. |
| 3. <input type="checkbox"/> Ha! | 6. <input type="checkbox"/> That's ridiculous. | 9. <input checked="" type="checkbox"/> I see. |

Practice

CHAPTER 3

1 Write the missing lines of the conversation. Be creative!

Guest 1: This looks good. What's in it?

Host:

Guest 1: Did you say raw fish?

Host:

Guest 1: (whispering to another guest so that the host cannot hear) Have you ever tried this dish?

Guest 2:

Guest 1:

2 Polite or impolite? You are at a dinner party and you are unfamiliar with the food that is being served. Decide which expressions are polite (P) and which are impolite (I).

1. P No, thanks. I've never had it before.
2. I Could you show me how to eat this?
3. P What does it taste like?
4. I I don't like this.
5. P Sure, I'll try a little.
6. I I don't want to try anything new.
7. I What is it?
8. P I haven't had this before, but I'll try a small piece.

3 Select the answer to the question.

1. B Could I have more soup, please?
a. Just a little, the sauce is so good.
b. Of course!
2. C Would you like some cake?
c. No, thank you, I don't eat meat.
d. Of course not!
e. No, thank you, I already had some.
3. D Would you mind if I had more cheese?
a. Just a little, the sauce is so good.
b. Of course!
4. E Won't you have a little more pasta?
c. No, thank you, I don't eat meat.
d. Of course not!
e. No, thank you, I already had some.
5. A Would you like some steak?
a. Just a little, the sauce is so good.
b. Of course!

4 Write a response to the question, following the instructions.

1. Would you like some shrimp curry? (decline; you're allergic to seafood)

No, thank you. I'm allergic to seafood

2. Would you like some ice cream? (accept; you'd like a little more)

Yes, please. I'd like a little more

3. Would you like some more vegetables? (accept; they're delicious)

Yes, sure. They're delicious

4. How about some steak (decline; you're a vegetarian)

No, thank you. I'm a vegetarian

Practice

CHAPTER 4

1 Match the situations with what you would say.

- | | |
|---|--|
| 1. <u>C</u> You're at a party and you didn't hear what someone has said to you. | a. "If I understood correctly, you said ..." |
| 2. <u>A</u> You're not sure you have understood what somebody has said to you. | b. "What I was trying to say was ..." |
| 3. <u>B</u> Somebody didn't understand what you said. | c. "Would you please repeat what you said?" |

2 Write "T" if you think the statement is true or "F" if you think it is false.

- | |
|--|
| 1. <u>T</u> It is polite to ask someone to repeat himself. |
| 2. <u>F</u> It shouldn't be embarrassing to admit that you haven't understood what someone has said. |
| 3. <u>T</u> It's impolite to ask for an explanation of something you didn't understand. |
| 4. <u>F</u> It's a bad idea to apologize if you don't understand something. |
| 5. <u>T</u> "I beg your pardon" also means "excuse me ..." |

3 You need to leave a party and you're trying to end a conversation so you can go. Circle all the statements that could be appropriate in this situation.

- a. Bye! I'm late!
- b. It was very nice talking to you, but I have to leave now.
- c. This was not a very interesting party. I'm leaving.
- d. I'm sorry, but it's getting late and I have a long drive home.

4 Choose the correct expression that is related to the situation described and write a sentence including the expression. (Note: You may need to change the pronoun or verb forms to make the expression fit the rest of the sentence.)

put one's nose into someone's business
touchy subject

slip of the tongue
put one's foot in one's mouth

1. Someone is looking over your shoulder as you're reading something personal.

They are _____.

2. Someone is talking about a party you haven't been invited to. Now you feel left out.

That person made _____.

3. Your friend advises you not to ask another friend about her husband because they are not getting along.

She might say: _____.

4. You complain about your job, but you don't know your boss is at the next table and can easily hear you.

You _____.

Practice

CHAPTER 5

1 Select the answers to the questions. Not all answers will be used.

1. g When would money be burning a hole in your pocket?
2. g When would you be throwing money down the drain?
3. b When would something cost you an arm and a leg?
4. a When might you feel like a million dollars?

- a. when you are rich
- b. when you pay too much for it
- c. when you don't pay enough for it
- d. when you pay too little for it
- e. when you can't wait to spend it
- f. when you feel good
- g. when you spend it foolishly

2 Match the sentences in the first column with the responses in the second column.

1. d Congratulations on your promotion!
2. b I'm glad you could join me for lunch.
3. c Listen, it's my treat, but I want you to pick the place, OK?
4. a Let's go out and celebrate. Are you free tomorrow night?

- a. Yes, I'm available.
- b. OK. What about Ernesto's?
- c. Thanks for inviting me.
- d. Thanks!

3 Complete the dialogues.

A. You have found an old table you want to buy, but you have noticed a defect and you want the seller to lower the price.

Buyer: How much are you asking for this old table?

Seller: \$200.

Buyer: _____.

Seller: I'll go as low as _____.

Buyer: _____.

B. You have seen a lower price at another store.

Buyer: I saw this camera for \$50 less at ElectroniX. Any chance you'd sell it to me for their price?

Seller: _____.

Buyer: _____.

Practice

CHAPTER 7

- 1** Write a criticism using the softening words "but" or "quite."

1. You don't like your brother's sweater.

2. You don't agree with your colleague.

3. You don't like the book your friend gave you.

4. You noticed that the information in your boss' report is incorrect.

- 2** You ordered party invitations four weeks ago and the company promised they'd be delivered two weeks ago. Complete the phone conversation below, in which you complain to the company that you haven't received the invitations yet and you need them now.

Customer Service: Hello. Unique Cards. This is Susan. Can I help you?

Customer: _____

Customer Service: We have had some problems with the designer.

Customer: _____

Customer Service: I'm sorry about the delay. To compensate you for the inconvenience, we're going to give you the invitations for half the original price.

Customer: _____

- 3** Write a response to the following apologies.

1. I shouldn't have said that. Can you forgive me?

2. Please accept my apologies. I promise it won't happen again.

3. We're sorry for the inconvenience.

4. I'm really sorry. I goofed.

Practice

CHAPTER 8

1 Make a request using the prompts below.

1. Ask your boss if you can leave early because ...

2. Ask your co-worker if you can ...

3. Ask your boss if it is OK to ...

4. Ask a friend to do a favor for you.

5. Ask your co-worker *not* to ...

2 Write a response either accepting or avoiding a commitment. Try to use a different phrase with each response.

1. Could you help me write this report?

2. Could you take me to the train station after work?

3. I need someone to water my plants while I'm on vacation.

4. Can you help me pick out a gift for Luis?

3 Match the sentences in the first column with those in the second column that have similar meanings.

1. Please don't tell anybody.

- a. You can count on her.

2. We changed my mind.

- b. He always spills the beans.

3. He can't keep a secret.

- c. Don't tell a soul.

4. She always does what she says she'll do.

- d. He promises the moon.

5. He offers everything and delivers nothing.

- e. I take that back.

Practice

CHAPTER 9

- 1 You are watching a movie at your friend's house. Complete your lines of the conversation below. Reassure your friend.

Friend: What was that? I think I heard a noise upstairs.

You: _____

Friend: Do you think it might be somebody in the house?

You: _____

Friend: I guess you're right. I'm just a little nervous.

- 2 You are very late meeting friends at their house. Your friends were worried. Complete your lines of the conversation.

Friends: Why are you so late?

You: Because of the traffic jam

Friends: Why didn't you call?

You: Because I could not find my phone

- 3 Circle the expression that does NOT have the same meaning as the others.

- | | | | |
|---------------------------|--------------------|---------------------|---------------|
| 1. Be careful! | a. Watch out! | b. I told you! | c. Look out! |
| 2. What a relief! | a. That's hot! | b. Now I can relax! | c. It's over! |
| 3. black and blue | a. bruised | b. hurt | c. happy |
| 4. seasick | a. tired | b. ill | c. nauseous |
| 5. Break a leg! | a. Good luck! | b. See you later! | c. Do well! |
| 6. I'm glad I could help. | a. You're welcome. | b. Thank you. | c. Anytime. |

- 4 Match the questions and answers.

- | | |
|---|---------------------------------------|
| 1. <u>c</u> Can I help you with those packages? | a. No, I'm feeling better. Thank you. |
| 2. <u>d</u> Can I give you a lift? | b. Yes, that would be great. Thanks. |
| 3. <u>a</u> Would you like me to call a doctor? | c. Thank you. They're awfully heavy. |
| 4. <u>b</u> Do you need help with the project? | d. No, thanks. I'm almost home. |

Practice

CHAPTER 10

1 Write "T" if you think the statement is true or "F" if you think it is false.

1. T It's OK to admit you don't understand a joke.
2. F You should never ask someone to explain a joke.
3. T "Knock-knock" jokes are popular with children.
4. F Everybody finds the same jokes funny.

2 Finish the jokes.

1. A boss tells his new employee, "I'll give you 8 bucks an hour starting today, and in three months I'll raise it to 10 bucks an hour. So when would you like to start?" _____
a. "In 3 months." b. "How about never?"
2. A young businessman had just started his own company. He had rented a beautiful office and had it furnished with expensive furniture. He saw a man come into the outer office. Wishing to appear important, the businessman picked up the phone and started to pretend that he was finishing an important business conversation. After he hung up, he asked the visitor: "Can I help you?" _____
a. "Yes, have we met before?" b. "Yes, I've come to activate your phone lines."

3 What did the speaker really want to say? Write an equivalent to the sarcastic remark.

1. That's a good one. _____
2. You're early today. _____
3. That was really nice of you. _____
4. He is soooo generous. _____

4 Choose the right foreign word.

1. Paul is _____ of Cuban cigars.
a. an aficionado b. a protégé
2. Giorgio is a person with great _____.
a. mano a mano b. savoir-faire
3. Early in his career, Ernest Hemingway was the _____ of writer Sherwood Anderson.
a. protégé b. bon-vivant
4. Louis B. Mayer was _____ in the film industry.
a. verboten b. a tycoon
5. Charles de Gaulle was extremely charismatic. He was a leader _____.
a. par excellence b. non sequitur

1 Respond according to the prompts.

1. Guess what. Chris asked Vicky to marry him!

That's good news. *Oh, I'm so happy!*That's bad news. *Oh, dear.*That's neither good nor bad. *It's nothing much.*

2. Guess what. I quit my job.

That's good news. *A job.*That's bad news. *No job.*That's neither good nor bad. *I don't believe it.***2** Match the sentences in the first column with the sentences in the second column.1. b You've just won a trip to Tahiti!

a. Oh, that's too bad.

2. a My sister is very ill.

b. Really? You're joking, right?

3. e We're moving to our new house next month.

c. Congratulations! I'm so happy for you.

4. d We can't afford to take a vacation this year.

d. I'm sorry to hear that.

5. c I got a new job today.

e. How exciting! But it's also a lot of work, isn't it?

3 Put a check mark in front of the phrase that most closely matches the first one in meaning.

1. Time heals all wounds.

- a. You will never feel better.
 b. You will feel better someday, but it takes time.
 c. You will feel better in a week.

2. No news is good news.

- a. If you don't hear anything, that means everything's OK.
 b. If you don't hear anything, that doesn't mean anything.
 c. If you don't hear anything, that's bad.

3. Misery loves company.

- a. Tell me your troubles anytime.
 b. Tell me your troubles. I'll give you advice.
 c. Tell me your troubles and I'll tell you mine.

4. Bad news travels fast.

- a. Everyone knows when something good happens.
 b. Everyone knows when anything happens.
 c. Everyone knows when something bad happens.

Answer Key

CHAPTER 1

Exercise 1

1. b 2. c 3. a

Exercise 2

1. F 2. F 3. T 4. T 5. F

Exercise 3

1. ✓ 2. X 3. X 4. X 5. ✓ 6. X

Exercise 4

1. c 2. d 3. a 4. e 5. b

CHAPTER 2

Exercise 1

1. c 2. b 3. a 4. a

Exercise 2

1. a 2. b 3. b 4. a

Exercise 3

1, 4, 5, 8, 9

CHAPTER 3

Exercise 1

Answers will vary. Possible answers:

Host: Spinach, raw fish, milk, and garlic.

Host: Yes, isn't it good?

Guest 2: Yes, it's very tasty. You should have some.

Guest 1: OK, I'll give it a try.

Exercise 2

1. I 2. P 3. I 4. I 5. P 6. I 7. I 8. P

Exercise 3

1. b 2. e 3. d 4. a 5. c

Exercise 4

Answers will vary. Possible answers:

1. I'd love some, but I can't; I'm allergic to seafood.
2. I've already had some, but I'd love a little more.
3. Yes, thank you, they're delicious.
4. No, thank you; I'm a vegetarian.

CHAPTER 4

Exercise 1

1. c 2. a 3. b

Exercise 2

1. T 2. T 3. F 4. F 5. T

Exercise 3

b, d

Exercise 4

Answers will vary. Possible answers:

1. They are putting their nose into my business.
2. That person made a slip of the tongue.
3. That's a touchy subject.
4. You have put your foot in your mouth.

CHAPTER 5

Exercise 1

1. e 2. g 3. b 4. f

Exercise 2

1. d 2. c 3. b 4. a

Exercise 3

Answers will vary. Possible answers:

A.

Buyer: That's more than I wanted to spend.

Seller: I'll go as low as \$150.

Buyer: OK, I'll take it.

B.

Seller: I can offer you only 10 percent off, but we do offer full service.

Buyer: OK, sounds good to me. I'll take it.

CHAPTER 7

Exercise 1

Answers will vary. Possible answers:

1. Is that a new sweater? It's not quite your style.
2. You have a good point, but I don't agree.
3. The book you gave me isn't quite what I had in mind.
4. Your report is interesting, but I think it has a few errors.

Answer Key

Exercise 2

Answers will vary. Possible answers:

Customer: Yes, I've been waiting for my order for invitations for two weeks now and I still haven't received them.

Customer: Well, you should have notified me. Unless you can deliver my order by the end of the week, I'll have to cancel it.

Customer: That's not going to help. I need the invitations now.

Exercise 3

Answers will vary. Possible answers:

1. I already have. Don't worry about it.
2. That's all right. Don't give it a second thought.
3. These things happen. I understand.
4. Never mind, it doesn't matter.

CHAPTER 8

Exercise 1

Answers will vary. Possible answers:

1. Would it be possible for me to leave early today? It's my wife's birthday.
2. Can I use your phone?
3. Is it OK if I finish the report this afternoon?
4. Could you do me a favor?
5. Please don't smoke in my office.

Exercise 2

Answers will vary. Possible answers:

1. I don't want to make any promises, but I'll try my best.
2. You can count on me.
3. Isn't there anyone else who can do it?
4. Sure, no problem.

Exercise 3

1. c 2. e 3. b 4. a 5. d

CHAPTER 9

Exercise 1

Answers will vary. Possible answers:

You: I didn't hear anything.

You: Calm down. I'm sure it was nothing.

Exercise 2

Answers will vary. Possible answers:

You: My car broke down.

You: I didn't have my cell phone with me.

Exercise 3

1. b 2. a 3. c 4. a 5. b 6. b

Exercise 4

1. c 2. d 3. a 4. b

CHAPTER 10

Exercise 1

1. T 2. F 3. T 4. F

Exercise 2

1. a 2. b

Exercise 3

Answers will vary. Possible answers:

1. That joke wasn't funny.
2. You're late again.
3. That was rude.
4. He's not generous at all.

Exercise 4

1. a 2. b 3. a 4. b 5. a

CHAPTER 11

Exercise 1

Answers will vary. Possible answers:

1. a. That's wonderful! b. Oh dear. c. Is that right?
2. a. Wow! b. Oh, no! c. I don't believe it.

Exercise 2

1. b 2. d 3. e 4. a 5. c

Exercise 3

1. b 2. a 3. c 4. c

Chapter 6 • "B" Role Cards

ACTION MODULE 1 - ROLE CARD B

You've got to hear this!

It's 5:05 pm. You're getting ready to leave the office.

You have a plane to catch this evening. If you leave by 5:15, you should be able to arrive at the airport on time.

Your boss, who just came back from vacation, stops by your office. He loves telling stories but he is also the kind of person who doesn't like to be interrupted.

Ask him how his vacation went.

ACTION MODULE 2 - ROLE CARD B

I love it!

You are out shopping during your lunch break. You are in an area where there are several nice stores.

You run into a friend you haven't seen in a while.

Say hello to your friend.

ACTION MODULE 3 - ROLE CARD B

I'm sorry, what was that again?

You are at a party at the house of one of your colleagues.

Your colleague has told you that his wife is a great cook and that she likes to experiment with exotic and unusual dishes. You love exotic foods.

People usually have problems with your name and you frequently need to spell it for them.

Talk to the person sitting next to you.

Chapter 12 • "B" Role Cards

ACTION MODULE 1 – ROLE CARD B

I don't know, but ...

You've been the manager of a team of architects at an architectural firm for a few months.

The team is very solid and has been working together for years. But you feel that their ideas are a little too traditional. You've been trying to "modernize" the team's work gradually. You think their designs could be fresher and more up-to-date.

One of the architects has made an appointment to share the newest designs with you.

Here comes that architect now.

ACTION MODULE 2 – ROLE CARD B

Thanks a million!

There is a big presentation at your offices tomorrow for an important client. You've been invited to participate because you are closely involved with the project. Your colleague who will be making the presentation always does an excellent job. You are glad that you don't have to do the presentation. Public speaking is not something you are very comfortable with.

You have an idea you would like to add to the presentation.

Go speak to your colleague about it.

ACTION MODULE 3 – ROLE CARD B

I've been thinking about you.

You've been a little distant with your colleagues lately. You've avoided speaking to anyone except for work-related matters. You have been working longer hours than usual. You are exhausted and worried about meeting a big deadline.

As if that's not enough, you are also worried about a serious personal matter, which you are not comfortable discussing at work.

You get along very well with one of your colleagues. You spend time together chatting at lunchtime and you even play tennis together once in a while after work.

Here comes that colleague now.

"A" Role Cards can be found on page 22.

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a touchy subject (4)

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bear in mind (5)
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Better safe than sorry. (9)
Break a leg! (9)

Calm down. (9)
Can you forgive me? (7)
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Could you run through that again? (4)

Dinner's my treat. (5)
Dinner's on me. (5)
Don't give it a second thought. (7)
dressed to the hilt (1)

feel like a million dollars (5)
fit someone like a glove (1)
For crying out loud! (7)

get someone's name (2)
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Please accept my condolences. (11)
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That's as low as I'll go. (5)
That's very kind of you. (1)
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Time heals all wounds. (11)

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What's bothering you? (9)

You can count on me. (8)
You can say that again! (7)
You can't be serious! (7)
You can't have your cake and eat it, too. (3)
You have a point. (7)
You look very familiar. (2)
You'll have to excuse me. (2)
You'll never guess what happened. (11)
You're joking, right? (11)
Your money's no good here. (5)
Your secret is safe with me. (8)

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