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INTERFACE CANADA

Student's Book 4

Revised Edition

Canada 

INTERFACE ***CANADA***

Student's Book 4

by

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UNIT 37

GIVING ASSURANCE

GETTING STARTED

1

Giving Assurance

CONVERSATION 1

A: When is somebody coming over to fix my air conditioner?
It's over 35 degrees in here!

B: I'm sorry, but I'm doing my best. All our service people are on the
road right now. _____ someone over
as soon as possible.

CONVERSATION 2

A: I really don't think we can make any decision while the boss is away.

B: O.K. _____ anything until next week.

CONVERSATION 3

A: Excuse me, Jason, did you take the Turner file?

B: Yes, I have it. Mrs. Bedford asked me to look at it.
_____ it to you shortly.

A: All right.

CONVERSATION 4

A: Remember, Diane, I need to add something to the report before
you send it.

B: O.K. _____ it out for the time being.

CONVERSATION 5

A: You know, Howard, the new price list is really important. I'm going to need it tomorrow.

B: I know. _____ it before I leave tonight.

CONVERSATION 6

A: Hello, Nancy? Got a minute?

B: Well, I'm busy with a client right now, but _____ you back when I have a minute. O.K.?

CONVERSATION 7

A: Listen, Mark, we're not sure of the legal position on this. We need more information.

B: Don't worry. _____ anything until we get all the facts.

CONVERSATION 8

A: Do you know if Louise sent the order? It's really urgent.

B: No, I don't. _____ her about it as soon as she gets back from lunch.

2

Direct and Indirect Objects

1. A: Hey, Sally, I still need your budget figures.
B: Oh right. I'll give _____ as soon as I can.
2. A: There's an extra cup of coffee here. Maybe Irwin would like some.
B: I'll take _____ before it gets cold.
3. A: Lisa wanted me to take a look at those estimates.
B: O.K. I'll make _____ and leave it on your desk.
4. A: We should probably notify Pamela of the change.
B: O.K. I'll leave _____.
5. A: Do you have his address?
B: Yeah, on my desk. I'll get _____ right away.
6. A: Sandy wants to see the first draft of the manual.
B: O.K. Bob'll show _____ tomorrow morning.
7. A: When will he receive the new edition?
B: We'll mail _____ the minute we get it from the printer's.
8. A: Dick asked for our information kit.
B: Oh yes. I'll send _____ this afternoon.

you a copy	it to her
him one	her a note
it for you	him the package
it to him	them to you

STUDY

'Will' Future	
affirmative	negative
will = 'll	will not = won't
I'll call	I won't call
you'll call	you won't call
he'll/she'll call	he/she won't call
...	...
The will future is often used to give assurance or promise action.	
I'll do my time sheet first thing tomorrow morning.	
He'll see you in a few minutes. He won't be long.	

Time Expressions Used When Giving Assurance	
today	shortly
tomorrow	soon
next week	as soon as possible
by Wednesday	until next month
before	

Future Time Clauses	
A clause is a part of a sentence. It has a subject and a verb.	
In future time clauses use the simple present , NOT the will future.	
I'll ask her	future time clause as soon as I see her.
He won't leave	until they arrive.
Connectors	
when	after
as soon as	until
before	

Direct and Indirect Objects

A **direct object** receives the action of the verb directly.

direct

I'll send the [document] right away.

An **indirect object** is affected by the verb indirectly.

The indirect object sometimes takes the prepositions **to** or **for**.

Note the **direct** and **indirect** objects and their position in the sentences:

direct indirect

I'll send [the document] [to you] right away.

indirect direct

I'll send [you] [the document] right away.

direct indirect

He'll get [a copy] [for us.]

indirect direct

He'll get [us] [a copy.]

PRACTICE**P=1** WRITE / SPEAK

- A. Complete the conversations by giving assurance. Use the cues provided.

1. In the mail room:

Could you prepare these parcels for the 3:25 pick-up?

Lucy

No problem. _____

cues: they/ready by 3:00

mail clerk

2. At the secretary's desk:

Do you have your medical certificate?

secretary

No, sorry, I don't _____

cue: bring it tomorrow

Paul

3. In the supervisor's office:

Remember, this file
is highly confidential.

supervisor

I understand. _____

cue: not let anyone see it

Terry

4. At Mark's house:

I'm not sure I can find
your cottage. I don't
know the area very well.

Mark

It's not hard. _____

cues: draw/a map

friend

5. In the office:

I changed a few words
in the bulletin. Do
you think he'll be
upset?

Linda

Don't worry. _____

cues: he/probably/not
even notice

Beverly

6. On the phone:

Be sure to bring the music tapes.

Pierre

Don't worry. _____

cues: not forget/bring them

Hans

7. At the restaurant:

Oh no! I forgot my wallet.

Jeff

That's all right. _____

cues: lend/money

friend

8. On the phone:

I need the information as soon as possible.

Martha

That's fine. _____

cues: give/this afternoon

colleague

9. In the office:

Don't send that letter yet. We need to get formal approval first.

Mr. Katz

Don't worry. _____

cues: not send/until/get
written authorization

Len

10. In the office:

There're still a few little mistakes in this proposal.

Bruce

I know. _____

cues: correct/for the final
copy

Christine

B. Work with a partner.

Practise your corrected conversations and those of your partner.

P=2=====

LISTEN / WRITE / SPEAK

In this practice, you will:

- listen to conversations in which people give assurance, and take down information (Part A)
- complete conversations using this information (Part B)
- practise the conversations (Part C)



A. Listen to the conversations and fill in the chart.

What does the speaker promise to do or not to do?	When?
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	

B. Complete the conversations by giving assurance. Use the information from the chart in Part A.

1. A: Excuse me, but we have this conference room reserved.

B: Oh, I didn't know. _____

2. A: I really need the minutes of the meeting typed today.

B: O.K. _____

3. A: _____

B: Oh. That's good, 'cause I have to send them out in the eleven o'clock mail.

4. A: I need to talk to you about the Bailey contract soon.

B: I can't do it today but _____

5. A: _____

B: Thanks. I'll try not to be too late.

6. A: By the way, what would you like for dinner this evening?

B: Don't bother making anything. _____

7. A: Oh, she'll only be in the hospital a few days.

B: In that case, _____

8. A: Don't worry. _____

B: That's good, I don't want to get a parking ticket.

C. Work with a partner.

Practise your corrected conversations and those of your partner.

UNIT 38

DESCRIBING THINGS

GETTING STARTED

1

HOUSE FOR SALE

Deer Run Estates, split-level house,
4 bedrooms, 2 ½ bathrooms,
living room with fireplace, dining room,
playroom with fireplace, single garage,
in-ground pool, \$220 000.
Mortgage of \$50 000 at 12 percent.
445-0312. Private.

2

Things Bill Dawson asks about

1)

2)

3)

4)

5)

6)

3

Asking for a Description and Responding

Roles: S1 - Prospective buyer

S2 - Owner of the house.

Switch roles and repeat the role play.

S1

You're interested in buying a house advertised in the newspaper. You call the owner to get the following information:

- | | |
|---------------------------|-------------------------|
| 1. age of house | 6. size of living room |
| 2. size of lot | 7. kind of floors |
| 3. windows - aluminum? | 8. fireplace? |
| 4. kind of heating system | 9. basement - finished? |
| 5. number of bedrooms | 10. garage? |

S2

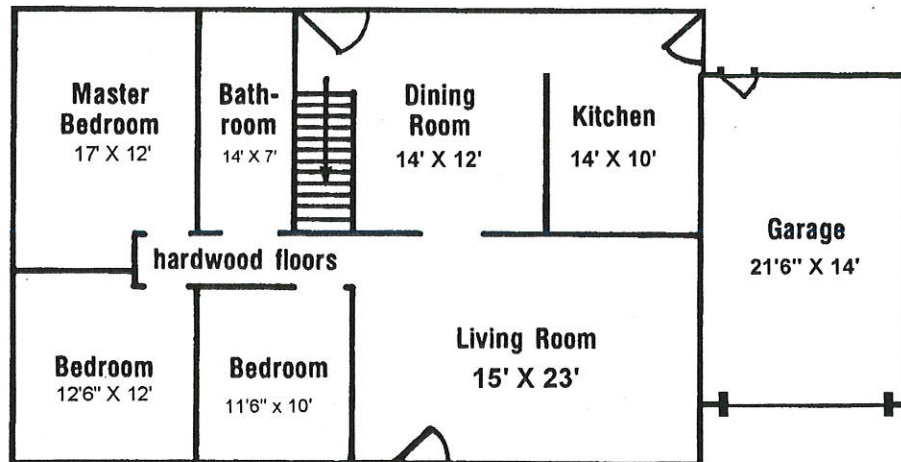
You put an ad in the newspaper to sell your house. Answer the caller's questions using the diagram of the house.
You begin. See p. 17.

Built in 1985

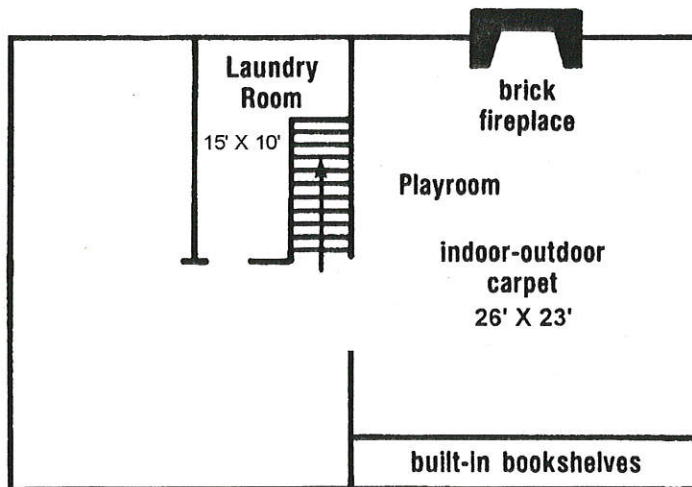
Size of lot - 70 feet X 120 feet

Windows - wood

Electric heating - solar panel assisted system



MAIN FLOOR



BASEMENT

STUDY

ASKING FOR A DESCRIPTION

GIVING A DESCRIPTION

Features

Could you describe the kitchen **for me?**

It's quite big. The cupboards are oak.

What're the floors **like?**

They're all hardwood, except in the kitchen.

Has it got | a fireplace?
Does it have |

No, it doesn't.

What about storage space?

There's a big basement and lots of closets.

What kind of heating | **does it have?**
 | **has it got?**

It has | electric heating.
It's got |

Dimensions

How big's the lot?

It's a nice size. 50 feet by 90.

Could you tell me the size of the pool?

It's 16 feet **wide** and 32 feet **long**.

Materials things are made of

What're the windows **made of?**

They're (made of) aluminum.

Is the fireplace **(made of)** brick or stone?

It's stone, with a built-in screen.

PRACTICE

P=1 WRITE / SPEAK

To practise listening to people making introductions.

- A. You will complete conversations in which people ask about different items and respond.

For each number:

Read the response and guess what the item is.
Write your answer in the space provided on the right.

Then complete the conversation by writing an appropriate question in the bubble.

1.

What is the item?

No. Only the X-25 has
an automatic flash
unit.

2.

Oh, the standard kind.
Five years or 80 000
km.

3.

About 50 years old.
But the drawers are
new.

4.

It's completely finished.
It's got a playroom and
a laundry room, too.

5.

No, it doesn't. You
Buy the rotisserie
separately.

6.

60 inches. It's a
standard queen-size.

7.

It's 100% virgin wool.
And the fur collar
makes it very warm.

8.

It takes unleaded only.

B. Work with a partner

Practise your corrected conversation and those of your partner.

P=2=

GARAGE SALE

In this practice, you will:

- listen to people describe items they want to sell (Parts A and B)
- record a description of an article you want to sell (Part C)
- listen to descriptions prepared by your class (Part D)
- use this information to role play (Part E)



A. Read the SITUATION:

A local radio station has a program called 'Garage Sale', where people phone in and advertise articles free of charge.

You will hear six different calls.

For each call:

Listen and try to identify the item. Write the name of the item in the chart.

Call	What is the item?
1	
2	
3	
4	
5	
6	

- B. Listen to the calls again and fill in the blanks to complete a description of the item.

CALL 1

- A: Good morning, everybody. This is Ted Adams and here we go again with the 'Garage Sale'. Just call 292-4857 and we'll help you sell any item, no matter what.

All right, you're on the line.

- B: Hi. _____ a boat for sale. It's _____ with a steering wheel and full windshield. _____ and _____ It's in really good condition too. I'm asking \$3 800. Anyone interested can call 692-5111 and ask for Stan. Oh, and there's no motor.

- A: O.K. - that's a boat - phone number 692-5111 and ask for Stan.

CALL 2

- A: Next call.

- B: Yeah, I have a fur coat for sale. _____ a _____ racoon _____ Ladies size ten. I paid \$3 500 but I'll sell it for around \$800. Actually, I've hardly worn it. So it's like new if someone really wants _____ coat. Just call Allison at 922-1044, after 6.

- A: There you are ladies - a racoon coat for those wintry days, call 922-1044.

CALL 3

A: Go ahead.

B: Good morning, Ted. I have four all-black puppies for sale. They're eight weeks old and pretty well housebroken. _____ two females and two males. Really cute. _____ half spaniel and half poodle so I'm calling them spoodles. They have _____ like a poodle so they won't shed on your furniture, also they'll stay small, only about 10 inches. I only want \$55 each, so anyone who is looking for a nice small pet can call 789-5369 anytime.

A: Well, well - spoodle puppies. That's a first. O.K., call 789-5369.

CALL 4

A: O.K. You're on.

B: Hi, I have a fridge for sale. _____, 13 cubic feet and frost-free. _____ condition. Oh yes, _____ So anyone who needs a good fridge for their summer cottage or wants a second fridge can call me at 342-1402. Also the price is negotiable.

A: That's a fridge - phone number to call, 342-1402.

CALL 5

A: Next please.

B: Hi. I'd just like to tell the people that I'm having a garage sale this Saturday from 11:00 to 5:00. I'm selling _____ small household items as well as _____ grandfather clock _____ It's about a hundred years old. Really _____ piece, and in perfect condition. I'm asking \$875. My address for the garage sale is 165 Nowlton Boulevard, but if anyone wants to see the clock before, they can call 922-3424.

A: O.K. Let me repeat that. Garage Sale on Saturday from eleven to five, with antique grandfather clock. That's at 165 Nowlton Boulevard. Call 922-3424.

CALL 6

A: Go ahead.

B: Yes, I have an oil painting for sale, _____ It's by Jeffrey Holmes, _____ It's called 'Footprints in the Snow'. Just a beautiful _____ of the Far North. This painting is a collector's item. I had it appraised at \$2 500. My phone number is 524-4042.

A: So, art collectors, a Jeffrey Holmes painting, just call 524-4042.

Well folks, time is up. We've had some really interesting articles. Good luck to all those who phoned, and for those who have something to sell, phone 292-4857, 'Garage Sale', the program that helps you sell, every Saturday a.m. from ten to eleven.

C. You're on the program: 'Garage Sale'

Choose an item from the list below (or some other item) that you might want to sell.

Prepare a description of the item.

Then call the radio station to advertise the article you want to sell.

a large household appliance

- a stove
- refrigerator
- automatic washer
- freezer
- dishwasher

sports equipment

- bicycle
- skates
- ski boots
- kayak
- motorcycle

furniture/household items

- living room set
- bedroom set
- carpet
- high definition TV
- CD player

other personal items

- clothing
- jewellery
- antiques
- wedding dress
- tuxedo

- D. You will hear people describing articles they want to sell.
Listen and fill in the chart.

Article	Description	Name and Telephone No.
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		

- E. Choose an item from the chart in Part D that you might want to buy. List the points you want to ask about in the spaces provided.

Now role play as follows:

Roles: S1 - Buyer

Call the person who is selling the article to get more information.

S2 - Seller

Give the caller more information about the article you want to sell.

P=3= *Who's Telling the Truth?*

Your teacher will explain this game to you.

UNIT

39

ASKING PERMISSION

GETTING STARTED

1

Asking Permission

WALTER: Good morning, Mrs. Barrett. Do you have a minute?

MRS. BARRETT: Oh, good morning, Walter. Sure, come on in.

WALTER: Thanks. I was wondering if I could leave the office for about an hour this afternoon. I have to see my bank manager.

MRS. BARRETT: What time were you thinking of leaving?

WALTER: Around two o'clock and I'd be back by three.

MRS. BARRETT: Then I don't think there's any problem. Sure. That's fine.

2

Conversation	What does Speaker 1 want to do?	Does Speaker 2 give permission?	
		Yes	No
1			
2			
3			
4			
5			
6			
7			
8			

3**Asking Permission and Responding**

Roles: S1 - Ask permission using the cues in the first column.
Give reasons if possible.

S2 - Respond using the cues in the second column.

Switch roles and repeat the role plays.

Cues**S1**

1. use Dorothy's computer
2. bring guest to the reception?
3. take 15 minutes more
for coffee break?
4. take holidays in May?
5. use the telephone?
6. write comments on
original?
7. set up chairs for
the meeting?
8. leave a bit early today?

S2

1. give permission
2. refuse/limited number
3. give permission
4. refuse/short-staffed
5. give permission
6. refuse/do it on a photocopy
7. give permission
8. refuse/really busy

STUDY

Modals	
<p>A modal is a special kind of verb with particular characteristics.</p> <p>Modals, for example:</p> <ul style="list-style-type: none">- don't take 's' on the third person singular- don't use 'do' to make questions and negatives	
<hr/>	
<p>Can, could, and may are some examples of modal verbs. They are often used when asking permission.</p> <p>May is considered more formal than can and could.</p> <p>e.g. Can I use your phone for a few minutes? Could May </p>	

Asking Permission	Giving Permission	Refusing Permission
<div>When asking permission, we often give reasons. When giving reasons we often use 'have to' to express obligation.</div>		<div>When refusing permission, we usually express regret and/or give reasons.</div>
<p>I was wondering if I could leave work for about an hour this afternoon. I have to see my bank manager.</p>	<p>Yes, of course.</p>	<p>I'm sorry, Walter, but Carol has a rush job for you this afternoon.</p>
<p>Can I take an extra half hour for lunch? I have to pick up my car at the garage.</p>	<p>I don't see why not. Sure. Go ahead.</p>	<p>I'd rather you didn't go. We have a meeting at one.</p>
<p>Would it be possible for me to take my day off on Thursday this week?</p>	<p>Certainly. No problem.</p>	<p>We're already short-staffed for next week. I don't think I can let you go.</p>
<p>Do you think I could take two days leave next week? I was thinking of visiting my sister in Toronto.</p>		
<p>Is it all right if I switch shifts with Tom tomorrow?</p>	<p>Sure, that's fine.</p>	<p>Not really. We need an experienced person like yourself on the late shift.</p>
<p>Do you mind if I take my coffee break early?</p>	<p>No, not at all.</p>	

PRACTICE

P=1

WRITE / SPEAK

To practise the language for asking permission.

A. For each number:

Read the response given.

Then choose an appropriate cue from the box to ask permission.

Write your request in the space provided.

Requests	
• try out motorcycle	• come and see you this afternoon
• throw out old files	• turn down air conditioning
• borrow dictionary	• use computer to type assignment
• use calculator	• put up wallpaper in apartment
• cut coupons out of your newspaper	• use Room 56 for interviews next week

1. A: _____

B: Sorry, I'm using it right now for this proofreading job.

2. A: _____

B: Yes, of course. What time do you want to come?

3. A: _____

B: I'm sorry, we don't allow wallpaper, but you can paint if you like.

4. A: _____

B: I'm sorry, it's not working. I'm waiting for the technician to come and fix it.

5. A: _____

B: Not at all. I'm a little cold too.

6. A: _____

B: Certainly. Doing the statistics again?

7. A: _____

B: I don't see why not. They're just taking up a lot of room.

8. A: _____

B: Well, you know, I don't usually let other people drive it.

9. A: _____

B: I don't think so. It's reserved for a training course.

10. A: _____

B: Actually, I was planning to use them myself.

B. Work with a partner

Practise your corrected conversations and those of your partner.

P=2= LISTEN/WRITE/SPEAK

In this practice, you will:

- listen to people asking permission, and take down information (Part A)
- role play the situations (Part B)



A. Listen to the tape or CD-ROM and fill in the chart.

What does the person ask permission to do?	Reason for the request (where given)
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	

B. Work with a partner.

Role play the situations in Part A.

Roles: S1 - Ask permission using the information
in the chart in Part A.

S2 - Respond using the information below.

Switch roles after Number 4.

S2

1. Give permission.
2. Refuse permission.
Reason: not allowed to give keys
3. Refuse permission.
Reason: need security clearance
4. Give permission.
5. Give permission.
6. Refuse permission.
Reason: have a no-smoking policy here
7. Give permission.
8. Refuse permission.
Reason: showing a film this afternoon

P=3 SPEAK Work with a partner.

You will role play situations in which one person asks permission and the other responds.

S1 begins.

SITUATION 1

An employee wants to put up an ad on the bulletin board to rent an apartment.

S1 - employee

S2 - person in charge of bulletin board

SITUATION 2

Someone wants to use a friend's name as a reference for a job application.

S1 - person applying for the job

S2 - friend

SITUATION 3

An employee wants to go into the stockroom.
The stockroom clerk is absent today.

S1 - employee

S2 - manager

SITUATION 4

An employee wants to go to the library this
afternoon to do research.

S1 - employee

S2 - supervisor

Now switch roles.

SITUATION 5

An employee wants to leave early today for a
doctor's appointment.

S1 - employee

S2 - boss

SITUATION 6

A student wants to postpone a written test because he/she was absent all last week.

S1 - student

S2 - teacher

SITUATION 7

An employee asks his/her manager for permission for five days of leave without pay.

S1 - employee

S2 - manager

SITUATION 8

Someone wants to keep a friend's book for a few more days.

S1 - person who borrowed book

S2 - friend

UNIT 40

MAKING COMPARISONS

GETTING STARTED

1

Comparatives

CONVERSATION 1

A: This year's tax form seems
_____ last year's.

**short
easy
clear**

B: And a lot _____
to understand. The instructions are
much _____

CONVERSATION 2

A: I thought the mid-term exam was bad,
but the final was even _____

**bad
hard**

B: I agree. It was much _____

CONVERSATION 3

A: I saw 'Guns of Fire' last night. What
a disappointment. The book was so
much _____
the movie.

good

B: That's often the way it is.

CONVERSATION 4

A: Do you mind if I sit down?

comfortable

B: Please do. Here, take this chair. It's
more _____

CONVERSATION 5

- A: So, how do you like working full-time? **demanding**
- B: Well, I like the extra money, but it's quite a bit _____ working part-time.

CONVERSATION 6

- A: I didn't think the tickets would be that much. **expensive good**
- B: I hope you don't mind. I decided to get them in the red section instead of the green section. They're a bit _____ but you get a much _____ view.

CONVERSATION 7

- A: What's it like out today? **cold**
- B: Terrible. I think it's even _____ yesterday, if that's possible.

CONVERSATION 8

- A: How do you find those? Do they fit O.K.? **big**
- B: Still a bit tight. My right foot's slightly _____ my left. Do you have a size 7½?

CONVERSATION 9

- A: Why don't we go to the movie on a week-night? It's far _____ on the weekend and we can probably get _____ seats. **crowded good**
- B: That suits me fine.

CONVERSATION 10

A: Won't it be _____
if we leave from New York?

expensive
convenient

B: Yes, but it's a lot _____
_____ flying direct from here.

2

Superlatives

1. When you've got to move, trust Homehaul Movers,

_____ and _____

big
good

2. Get the new Shav-O-Matic electric razor for

_____ and _____ shave

you can get.

smooth
close

3. Come on down to Adam's Record Cave, where the
prices are _____ in town. We have all

_____ hits as well as _____

selection of golden oldies anywhere around.

low
late
wide

4. The newly renovated Globe Hotel is _____
_____ and _____
in the city.

**modern
luxurious**

5. Book now with Shangrila Tours, for _____
_____ holiday you'll ever take.

exotic

6. At the Maison Charles you'll experience _____
_____ dining in town.

delicious

7. The first hour of Musicworld has been brought to you
by Exacta Quartz Watches, _____
_____ and _____ way of
keeping time.

**advanced
accurate**

8. For all your battery needs, get CAN-O-VAC,

_____ and _____
_____ batteries on the market.

**expensive
durable**

3

Using Comparatives and Superlatives

1. A: Our sales should be _____ **high**
than this.
- B: I know, this is _____ **bad**
month we've had. I don't know what's
wrong.
2. A: Let's talk about it over lunch. We can
go to that restaurant across the street.
It's usually _____ **crowded**
the cafeteria.
- B: Yeah, that's a good idea. It'll be a lot
_____ **quiet**
there too.
3. A: How's that new lawn mower of yours
working?
- B: A-one. It's the _____ **easy**
thing
in the world to start. And it's got a
_____ **wide**
blade than my old one so
it gets the job done much faster.
4. A: It's apparently _____ **bad**
earthquake
they've ever had.
- B: Yeah, they say it was even _____ **strong**
_____ the one they had in 1923,
and that one was pretty bad.
5. A: That's a lot of money to pay for a pair
of jogging shoes.
- B: I know but these were _____ **comfortable**
_____ ones I could find.
There were _____ **expensive**
ones,
but they were badly made.

6. A: That was _____ movie I've seen in a long time. **good**
B: It was definitely _____ the last one you took me to. **interesting**
7. A: Mr. Harrison, we really need a _____ room to work in. **big**
We're so crowded in there.
B: I'm sorry, Allan, but that's _____ available room on this floor. **large**
8. A: Don't you think it's _____ painting he's ever done? **impressive**
B: Yes, it's definitely _____ than his earlier work. **interesting**
9. A: Do you know where I can get _____ rate of interest for my money? **high**
B: Why don't you try one of the trust companies? Their rates are sometimes _____ the banks. **good**
10. A: Look, this order is such a mess. Why don't we just send it all back? It's a lot _____ trying to figure it out. **simple**
B: Yeah, I think you're right. It's _____ thing to do. **complicated**

STUDY

MAKING COMPARISONS

Comparing people or things with other people or things: comparatives

This model's a lot **cheaper than** the others.

Melanie's much **taller than** her sisters.

These models're **more expensive than** that one.

Intensifiers Used with Comparatives		
a bit	quite a bit	a lot
a little (bit)		(so) much
slightly	even	far

Comparing people or things within a group: superlatives

It's **the cheapest** model on the market.

It's **the most economical** model you can get.

Adjective Forms

	Comparative	Superlative
Adjectives of one syllable cheap big	-er cheaper (than) bigger (than)	-est the cheapest the biggest
Adjectives ending in -y easy funny	easier (than) funnier (than)	the easiest the funniest
Adjectives of two or more syllables interesting boring expensive	more/less more interesting (than) more boring (than) less expensive (than)	the most/the least the most interesting the most boring the least expensive
Some two-syllable adjectives can take either form of the comparative or superlative.		
gentle quiet	gentler (than) or more gentle (than) quieter (than) or more quiet (than)	the gentlest or the most gentle the quietest or the most quiet
Irregular good bad	better (than) worse (than)	the best the worst

PRACTICE**P=1** WRITE / SPEAK

A. Complete the conversations using the appropriate comparative or superlative form of the cues provided.

1.

I think he's at least
forty.

Really? He looks a lot

_____ that.

cue: young

2.

Boy, are these racquets
ever expensive. _____
_____ model here
is \$60.

cue: cheap

Let's go to Sampson's. I'm
sure they were _____
there.

cue: cheap

3.

O.K. Here are four
different layouts for the
front page. Which one do
you like?

I think I like this one.

It looks _____
_____ the others.

cue: interesting

4.

Does she always
purr like this when
you pet her?

Oh, yeah. She's _____

cat I've ever had.

cue: affectionate

5.

Let's make Section 1 of the
report _____
and cut out Section 2
completely. **cue:** precise

Yes, that'll make it much

_____ too.

cue: short and clear

6.

And now for the traffic
report... Henry, are the
roads in _____ condition
today than yesterday?
cue: good

No, I'm afraid not. It was

_____ snowstorm

of the season. City workers

are still cleaning up.

cue: bad

7.

I see Harvey Lester had
_____ batting
average in the league this
season. **cue:** high

That's why they voted him

player of the year.

cue: valuable

8.

Well, I liked all the applicants
but I thought Miss Bates was
probably _____

cue: strong

Did you? I thought Hodges
was _____
_____ her.

cue: qualified

9.

I don't remember
Henderson. What does he
look like?

Well, he's about my height
but _____

cue: slim

10.

I don't know whether
they've received the
training kits or not.

Why don't you just call
them? That's _____
_____ way to find out.

cue: quick

B. Work with a partner

Practise the conversations with your partner.

P=2= WRITE / SPEAK / LISTEN

In this practice, you will:

- read some radio commercials (Part A)
- discuss vocabulary to describe products (Part B)
- prepare two radio commercials (Part C)
- listen to all the commercials prepared by the class (Part D)



A. Read the commercials below.

Radio Commercials

1.

Are you tired of dull knives that constantly need sharpening? Then you need Eversharp. Eversharp Carving Knives - the sharpest blades money can buy. Lightweight, but tough. Eversharp knives cut through the uncuttable. A must for every kitchen.

2.

A & A Steak Sauce. A delicate blend of spicy ingredients that brings out the full flavour of beef. Makes your steaks juicier and tastier than ever before. Remember: A steak without A & A just doesn't taste the same.

3.

Save on your dry cleaning bills. Get rid of those minor spots fast with Banish, the safest, most effective spot remover on the market. Now, for the first time, available in a convenient pocket-size dispenser.

- B. Choose words or expressions from the box which can be used to describe the products listed below. Write the words in the spaces provided.

absorbent	fast-acting	meaty	safe
creamy	fresh-tasting	moist	smooth
crispy	golden	nutritious	strong
easy to handle	light	practical	sturdy
economical	lightweight	rich	sugarless
effective	long-lasting flavour	roomy	thick

1. *Carry-All*
Luggage

2. FRITZIES
POTATO CHIPS

3. Mighty-Chow
DOG FOOD

4. ZESTYMINT
GUM

5. Kitchen Help
Paper Towels

6. Mr. Smoothy
Peanut Butter

7. SOMARA III
4-door Sedan

8. Action Plus
Headache Medicine

C. Work with a partner.

Now prepare two commercials similar to the ones in Part A. You can choose products from Part B and use the words you wrote under the names of the products. Or, if you prefer, you can prepare commercials for products of your own choice.

Then record your commercials.

Your Commercials

1. _____

2. _____

D. Listen to all the commercials and fill in the chart below.

Product	Special Qualities
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	

P=3= SPEAK

To practise making comparisons.

In this practice, you will:

- prepare some situations (Part A)
- role play the situations (Part B and Part C)

Roles: S1 - p. 58

S2 - p. 62

S1

A. Preparing to role play.

Read each situation.

Find reasons for the choices you made and write notes in the spaces provided.
Make comparisons wherever possible.

Situation 1

You usually stay at the International Hotel
on your business trips. This time you're going
to stay at the Midtown Inn.

INTERNATIONAL HOTEL	MIDTOWN INN	Reasons for choosing Midtown
\$90 per night	\$70 per night	_____
large rooms	small but very clean rooms	_____
near airport	close to office	_____

Situation 2

You already have a camera, but last week you decided to buy a new one.

ZEUS X2 Your old camera	DIMENSION-3 AUTOMATIC Your new camera	Reasons for choosing Dimension-3
heavy, bulky, 35 mm	light, compact, digital	_____
complicated to use	easy to use	_____
flash attachment	built-in flash	_____

Situation 3

You got a membership at the City Video Club instead of at Ultra Video.

ULTRA VIDEO	CITY VIDEO	Reasons for choosing City Video
\$10 a year membership	free membership	_____
1500 films available	over 2500 films available	_____
10-minute drive from home	five-minute walk from home	_____

Situation 4

You chose East Coast Airlines to fly to Florida rather than Air Miami or Floridair.

AIR MIAMI	FLORIDAIR	EAST COAST AIRLINES	Reasons for choosing East Coast Airlines
\$249 return	\$279 return	\$230 return	_____
4 departures a week	2 departures a week	daily departures	_____
stopover	3 stopovers	direct flight	_____

S1

B. Work with a partner.

You will now role play S2's situations from Part A.

For each situation:

Find out the reasons for your partner's choice. Take notes in the spaces provided.
You begin.

Situation 1	Ask about:	Notes
You want to know why your friend invested in a retirement savings plan at the People's Savings Bank instead of City Trust.	- interest rates	_____
	- administration fees	_____
	- penalties for early withdrawal	_____
Situation 2		
You want to know why your manager bought a new Norex photocopier instead of the Kanko.	- number of copies per minute	_____
	- noise	_____
	- sorter	_____
Situation 3		
You want to know why your friend decided to buy a Spectrum HDTV instead of a Nuvision.	- price	_____
	- screen size	_____
	- guarantee	_____
	- cabinet	_____

S1

Situation 4

You want to know why your secretary moved recently.

- rent

- distance from work

- number of
bedrooms

C. Work with a partner.

You will now role play your situations from Part A.

For each situation:

Explain the reasons for your choice referring to the notes you wrote.

A. Preparing to role play.

Read each situation.

Find reasons for the choices you made and write notes in the spaces provided.
Make comparisons whenever possible.

Situation 1

You invested in a retirement savings plan at the People's Savings Bank, instead of City Trust.

CITY TRUST	PEOPLE'S SAVINGS BANK	Reasons for choosing People's
2.5% interest	3.5% interest	_____
high administration fees	low administration fees	_____
heavy penalty for early withdrawal	no penalty for early withdrawal	_____

Situation 2

You are a manager and you've just ordered the NOREX 350 photocopier. You also considered buying the KANKO.

KANKO 211	NOREX 350	Reasons for choosing Norex
40 copies per minute	65 copies per minute	_____
noisy	quiet	_____
no sorter	sorter	_____

S2

Situation 3

You recently bought a Spectrum HDTV
You preferred it to the Nuvision.

NUVISION HDTV	SPECTRUM HDTV	Reasons for choosing Spectrum
\$1 245	\$1 699	_____
32-inch screen	32-inch screen	_____
four-year warranty	five-year warranty	_____

Situation 4

You moved into a new apartment last week.

Your old apartment	Your new apartment	Reasons for choosing new apartment
\$950 per month	\$925 per month	_____
20-minute bus ride to work	15-minute walk to work	_____
one bedroom	two bedrooms	_____

B. Work with a partner.

You will now role play the situations in Part A.

For each situation:

Explain the reasons for your choice referring to the notes you wrote.

S2

C. Work with a partner.

You will now role play S1's situations from Part A.

For each situation:

Find out the reasons for your partner's choice. Take notes in the spaces provided.
You begin.

Situation 1	Ask about:	Notes
You want to know why your friend is going to stay at the Midtown Inn on this business trip instead of the International Hotel where he/she usually stays.	<ul style="list-style-type: none"> - rates - room size - location 	<hr/> <hr/> <hr/>
Situation 2		
You want to know why your co-worker bought a new camera when he/she already has one.	<ul style="list-style-type: none"> - weight, size, film - ease of operation - flash 	<hr/> <hr/> <hr/>
Situation 3		
You want to know why your friend got a membership at the City Video Club instead of at Ultra Video.	<ul style="list-style-type: none"> - membership fee - number of films available - distance from home 	<hr/> <hr/> <hr/>
Situation 4		
You want to know why your neighbour chose East Coast Airlines over Air Miami and Floridair for his/her Florida vacation.	<ul style="list-style-type: none"> - air fare - departure time - stopovers 	<hr/> <hr/> <hr/>

P=4

TRIVIA QUIZ

- A. How good are you at trivia? To find out, do the Trivia Quiz below.

Answer the questions by checking the appropriate boxes.

TRIVIA QUIZ I	
1. What's the largest, heaviest animal in the world?	
a. the blue whale	<input type="checkbox"/>
b. the elephant	<input type="checkbox"/>
c. the grizzly bear	<input type="checkbox"/>
2. What's the mammal with the longest life span?	
a. the elephant	<input type="checkbox"/>
b. the human being	<input type="checkbox"/>
c. the whale	<input type="checkbox"/>
3. What's the world's most precious gem?	
a. the ruby	<input type="checkbox"/>
b. the emerald	<input type="checkbox"/>
c. the diamond	<input type="checkbox"/>
4. What's the most common family name in the English-speaking world?	
a. Smith	<input type="checkbox"/>
b. White	<input type="checkbox"/>
c. Jones	<input type="checkbox"/>
5. What country has the highest divorce rate?	
a. Canada	<input type="checkbox"/>
b. Sweden	<input type="checkbox"/>
c. the USA	<input type="checkbox"/>

6. What's the largest country in the world?

- a. India
- b. China
- c. Russia

7. What's the most populous country in the world?

- a. India
- b. China
- c. the USA

8. What country has the lowest average age for marriage?

- a. Saudi Arabia
- b. China
- c. India

9. What country has the highest beer consumption per person?

- a. the USA
- b. Germany
- c. Australia

10. Who are the greatest tea drinkers?

- a. the Irish
- b. the Chinese
- c. the British

B. Work in a group.

Make up your own trivia quiz.

Prepare ten questions for your quiz. Use superlatives in your questions. You can consult trivia reference books for help.

Write your questions in the 'Trivia Quiz II' form provided.

TRIVIA QUIZ II	
GROUP	
1. _____	
a.	<input type="checkbox"/>
b.	<input type="checkbox"/>
c.	<input type="checkbox"/>
2. _____	
a.	<input type="checkbox"/>
b.	<input type="checkbox"/>
c.	<input type="checkbox"/>
3. _____	
a.	<input type="checkbox"/>
b.	<input type="checkbox"/>
c.	<input type="checkbox"/>
4. _____	
a.	<input type="checkbox"/>
b.	<input type="checkbox"/>
c.	<input type="checkbox"/>
5. _____	
a.	<input type="checkbox"/>
b.	<input type="checkbox"/>
c.	<input type="checkbox"/>

6.	_____	<table border="1"><tr><td></td></tr><tr><td></td></tr><tr><td></td></tr></table>			
a.					
b.					
c.					
7.	_____	<table border="1"><tr><td></td></tr><tr><td></td></tr><tr><td></td></tr></table>			
a.					
b.					
c.					
8.	_____	<table border="1"><tr><td></td></tr><tr><td></td></tr><tr><td></td></tr></table>			
a.					
b.					
c.					
9.	_____	<table border="1"><tr><td></td></tr><tr><td></td></tr><tr><td></td></tr></table>			
a.					
b.					
c.					
10.	_____	<table border="1"><tr><td></td></tr><tr><td></td></tr><tr><td></td></tr></table>			
a.					
b.					
c.					

C. Work in a group.

Now do the other group's trivia quiz.

UNIT 41

SOCIAL EXPRESSIONS

GETTING STARTED

1

Offering Good Wishes

SITUATION 1 - A colleague has been promoted.

SITUATION 2 - A friend is going on holidays.

SITUATION 3 - A neighbour is moving to a new city.

SITUATION 4 - A colleague is going to write an exam.

SITUATION 5 - You're having a drink with a friend.

- Good luck. I'm sure you'll do well.
- Have a good holiday.
- I want to wish you all the best.
- Break a leg.
- Hope you have a nice vacation.
- Here's to a good summer!
- Cheers!
- Enjoy your holiday.
- I hear you got a promotion. Congratulations!
- To your health!
- I hope everything works out for you.
- Best of luck! We're going to miss you.
- Congratulations on your new job.
- Bottoms up!

2

Special Greetings

Occasions	Greetings
Christmas	<hr/>
New Year's	<hr/>
Easter	<hr/>
Someone's wedding anniversary	<hr/>
Someone's birthday	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>

Apologizing

Situations

1.

A: I'm really sorry about the mistake in the Wilson file.

B:

2.

A: Sorry I was late this morning, Mr. Blake.

B:

3.

A: I'm sorry I didn't consult you about the change in the schedule, but it was a last-minute decision.

B:

4.

A: I'm sorry if I kept you waiting.

B:

5.

A: I'd like to apologize for yesterday. I was really out of line.

B: _____

Situations

- Mrs. Martin wasn't able to see a client when he arrived.
- Bob lost his temper with his boss yesterday.
- Karen made a careless mistake at work.
- Sheila was late for work this morning.
- Mike's boss didn't consult him about a change in the work schedule.

4**Apologizing and Responding**

Roles: S1 - Apologize.

S2 - Respond.

Switch roles and repeat the role plays.

Cues**S1**

1. mistake in the Wilson file
2. late this morning
3. didn't consult you about
the change in the schedule
4. kept you waiting
5. lost my temper yesterday

S2

1. don't worry/no harm done
2. no problem/these things
happen
3. O.K./don't worry
4. O.K./got here a few
minutes ago
5. all right/I understand

5

Offering Sympathy

What misfortune are the speakers talking about?	What would you say ...
1.	to Mary?
2.	to Wayne?
3.	to Mr. Sheppard?
4.	to Phil?
5.	to Beverly?
6.	to Mrs. Sullivan?

STUDY

OFFERING GOOD WISHES

Congratulations

Congratulations on your new job.
I hear you got a new job. Congratulations!

Going on a holiday

Enjoy your holiday.
Hope you have a nice vacation.
Have a good holiday.

Someone's leaving

Best of luck. We're going to miss you.
I want to wish you all the best.
I hope everything works out for you.

Good luck

Good luck. I'm sure you'll do well.
Best of luck.
Break a leg.

A toast

Cheers!
Bottoms up!
To your health!
(Here's) to a good vacation!

SPECIAL GREETINGS

Happy Birthday/Anniversary.

Happy New Year.
Gantan-sai. (Shinto - New Year)
Naw Ruz. (Baha'i, Zoroastrianism - New Year)
Rosh Hashanah. (Judaism - New Year)
Songkran. (Buddhism, Asia - New Year)
Al-Hijra. (Muslim - New Year)

Happy National Aboriginal Day. (First Nations)

Happy Kwanza. (African-American)

Happy Easter. (Western Christianity)

Happy Paschal. (Eastern Christianity)

Merry Christmas. (Christianity)

(Hope you) have a
nice/merry Christmas.
happy Diwali. (Hinduism)
happy Hanukkah. (Judaism)
blessed Ramadan. (Islam)
joyous Ridvan. (Baha'i)
happy Wesak. (Buddhism)
great holiday.

APOLOGIZING

I'm really sorry about the mix-up.

Sorry I was late for the meeting.

I'm sorry I didn't let you know sooner.

I'm sorry if I offended you.

I'd like to apologize for what I said.

RESPONDING

Don't worry about it. No harm done.

No problem. These things happen.

**It's O.K., but next time try and let
me know in advance.**

That's O.K. I know you didn't mean it.

It's all right. I understand.

OFFERING SYMPATHY

Condolences

Larry told me about your father. Please accept my condolences.

**I heard about your brother. I'm | ^{so}
awfully | sorry.**

Misfortune

**I was really sorry to hear about your accident. It must have been
really awful.**

I heard about the fire at your place. What a terrible thing to happen!

It's too bad about the contest, but there's always next time.

PRACTICE

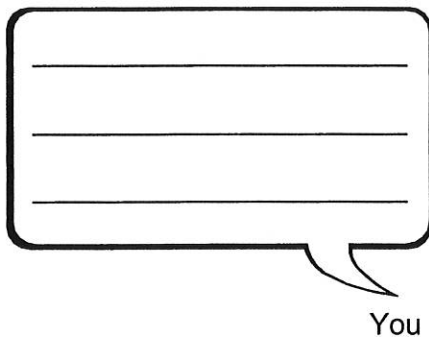
P=1 WRITE / SPEAK

A. For each situation:

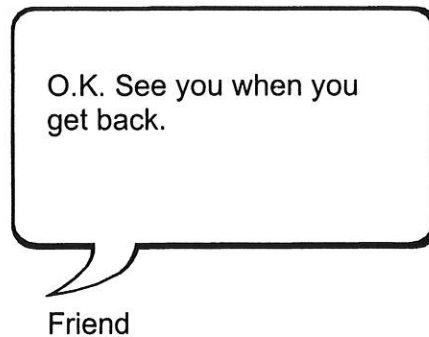
Read the situation and the part of the conversation given.

Then complete the conversation using an appropriate social expression.

Situation 1: You're seeing a friend off at the airport.



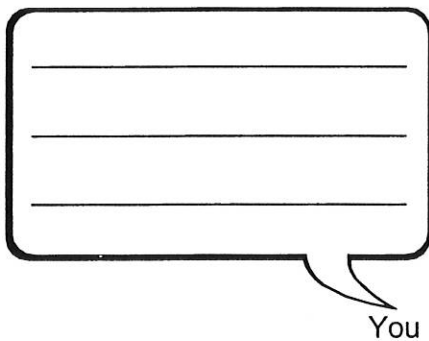
You



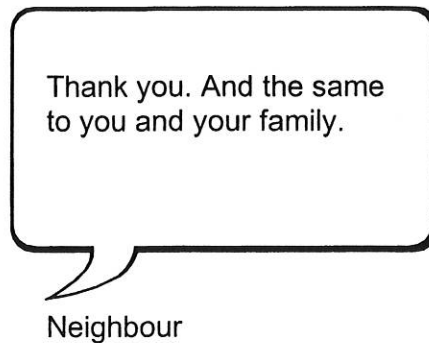
O.K. See you when you get back.

Friend

Situation 2: You meet a neighbour just before a holiday.



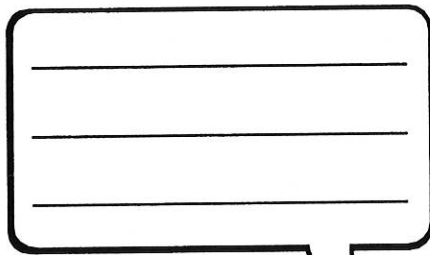
You



Thank you. And the same to you and your family.

Neighbour

Situation 3: You're at a neighbour's party. You spill wine on the rug.

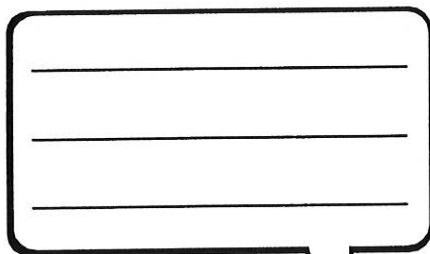


You

Don't worry about it. It needs to be cleaned anyway.

Neighbour

Situation 4: Your friend, Claire, did very well on a test.

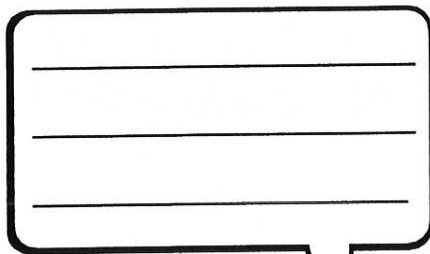


You

Thank you. I'm glad it's finally over.

Claire

Situation 5: You lost your temper with a co-worker the other day.



You

No problem. These things happen. I lose my temper sometimes too.

Co-worker

Situation 6: A friend's sister died.

You

Thanks, Ted. At least she's not suffering anymore.

Neighbour

Situation 7: You're at the hospital visiting a friend who has had an accident.

You

I'm doing better now. The doctors say I'm lucky to be alive.

Friend

Situation 8: You woke up your friend, John, when you phoned him last night.

You

Don't worry about it. I went right back to sleep after.

John

B. Work with a partner

Practise your corrected conversations and those of your partner.

P=2=

SPEAK Work with a partner.

To practise using social expressions.

Role play the following situations. Be sure to read both roles before you begin.

S2 begins.

Situation 1

S1 - You didn't get the promotion you wanted.

S2 - friend

Situation 2

S1 - You're beginning a new job tomorrow.

S2 - friend

Situation 3

S1 - You're leaving for Spain in the morning.

S2 - relative

Situation 4

S1 - It's your birthday today.

S2 - supervisor

Situation 5

S1 - There was a serious fire at your house.

S2 - neighbour

Switch roles.

Situation 6

S1 - You got a transfer to another city.

S2 - friend

Situation 7

S1 - One of your employees arrived 10 minutes late for an important meeting.

S2 - employee

Situation 8

S1 - You've passed your exam.

S2 - co-worker

Situation 9

S1 - A family member died suddenly.

S2 - neighbour

Situation 10

S1 - You're getting ready to leave before the
holiday season.

S2 - co-worker

UNIT 42

TELLING WHAT HAPPENED

GETTING STARTED

1

Telling What Happened

CONVERSATION 1

A: Did you hear that Cole Johnson, the baseball player, died in a car crash?

B: Yeah, some people _____ about it on the bus this morning. But, do you know what happened exactly?

A: Well, it seems he and some friends _____ and they had too much to drink. He _____ them home when it happened. Apparently it _____ and he _____ too fast. He lost control as he _____ a corner and crashed into a cement wall.

CONVERSATION 2

A: You look pretty upset. What happened to you?

B: You won't believe this, but I just saw a bank robbery.

A: You're kidding!

B: No. I _____ in line waiting for my turn when, all of a sudden, one of the tellers near me screamed. The man she _____ turned around, pointed a gun in my direction and told everybody to get down on the floor.

A: No kidding!

B: Yeah, so I lay down on the floor like everybody else. As he _____ went running by me towards the door, I heard a couple of shots. _____ It really scared me, especially because I couldn't see what _____

A: Was anybody hurt?

B: No, but the guy wasn't very lucky because the police _____
_____ for him when he ran out of the bank. Somebody probably
pressed the alarm button.

CONVERSATION 3

A: It says here there was another fire near your place last night.

B: Yeah, I know. I was there.

A: Really?

B: Yeah. I was on my way home and I saw this guy in the lane. He _____
_____ a garbage bag behind a grocery store so I thought he
_____ for some food or something. All of a sudden
he started to run down the lane and a moment later, there was a flash and
the garbage bag burst into flames.

A: So what did you do?

B: Well, I ran to the nearest phone and called the fire department. When the
firefighters got there, the back of the store was on fire and the fire _____
_____ to the next building.

A: What about the guy?

B: The last I heard, the police _____ still _____
to find him.

2

Using the Simple Past and the Past Continuous

1. A: How do you know Marlene?

B: I _____ her when I _____
at the telephone company.

**work
meet**

2. A: I _____ these books near the chute when I
_____ the garbage.
Do you want to look at them?

**put out
find**

B: Maybe. Let me see.

3. A: How did Melvin break his leg?

B: Apparently he _____ to get his
kite out of a tree.

try

4. A: I _____ to see you around ten o'clock
but you weren't there.

**come
use**

B: Oh yeah, I _____ the computer in
Pedro's office.

5. A: Does anyone know where Brian _____?

**see
go
drive in**

B: I think I _____ his car leaving the parking
lot as I _____

6. A: Is Debbie finished typing the list of names?

**check
work**

B: I think so. She _____ on the last
page when I _____

7. A: You didn't come to the meeting last night.
What _____?

**happen
get
call**

B: Sorry about that. I _____ ready
to leave when a customer _____
about some urgent business.

8. A: What's wrong with his foot?

B: He _____ his balance as he _____
_____ the stairs and _____
his ankle.

twist
go down
lose

The past continuous is often used to give the background action when telling what happened.

interrogative

negative

leaving

was I
were you
was he/she

leaving?

I wasn't
you weren't
he/she wasn't

leaving

we were
you were
they were

444

...

Past time clauses with the simple past and past continuous are used in telling what happened.

I finished the book before I went to bed.

I waited while **Bill typed** the letter.

When they arrived, we were watching T.V.

I worked in a factory when/while I was living in London.

Just as/when I **was leaving**, the phone rang.

while
when
as

before
after

and
so
because

The Past Continuous and the Simple Past

When the past continuous and the simple past are used together:

The **past continuous** expresses a background action.

The **simple past** expresses a past action which occurred while the background action was going on.

I **saw** a fire on Elmwood Street background action
as I **was coming** to work this morning.

background action
He **was helping** me move some furniture and he **hurt** his back.

background action
She **was talking** to Claire so I **didn't disturb** her.

I **shut off** the humidifier background action
because it **was making** too much noise.

PRACTICE

P=1 WRITE / SPEAK

To practise telling what happened.

A. Complete the conversations by putting the verb cues in the appropriate tense: simple past or past continuous.

1.

That was a really long exam.

Yeah, I didn't have time to finish. I _____ the last question when they _____ us time was up.
cues: just start/tell

2.

Are you sure that's what Bruce said?

Positive. I _____ right here when he _____ it.
cues: stand/say

3.

I hear that was quite a party at Jim's place.

I'll say. They _____ when we _____ at four this morning.
cues: still dance/leave

4.

I _____ to see
you earlier but you weren't
at your desk.

cue: come by

I _____ in Barbara's
office. I _____
her with the balance sheet.

cues: be/help

5.

That's not what I
said at all.

I'm sorry. I _____
_____. I _____
_____ about

something else.

cues: not listen/think

6.

What was all that
commotion this morning?

Some guys _____
_____ and they
accidentally _____ the
fire alarm.

cues: fool around/set off

7.

Who won the game last
night?

Boston. Vancouver _____
_____ in the third period,
then Boston _____ and
_____ two quick goals.
cues: lead/come back/score

8.

How come the taping
_____ so long
this time?
cue: take

We were almost finished when
the technician _____ that
the machine _____
We had to start all over again.
cues: realize/not record

B. Work with a partner

Practise the conversations with your partner.

P=2= SPEAK Work with a partner.

In this practice, you will:

- role play some situations (Part A)
- think of situations that happened to you (Part B)
- tell other students about those situations (Part C)

A. You will role play situations in which one person tells another about something that happened.

Roles: S1 - p. 94

S2 - p. 95

S1

1. Choose two of the following situations. Tell your partner what happened to you in those situations. **You begin.**

Situation 1

A famous personality, _____ (name) _____, was eating at the same restaurant as you last night.

Situation 2

There was a terrible snowstorm yesterday. You stayed downtown overnight because you couldn't get home.

Situation 3

You witnessed a car accident last night.

2. Your partner will talk to you about two situations. Find out more about what happened to your partner in those situations. **Your partner begins.**

S2

1. Your partner will talk to you about two situations. Find out more about what happened to your partner in those situations. **Your partner begins.**
2. Choose two of the following situations. Tell your partner what happened to you in those situations. **You begin.**

Situation 1

You didn't get home until 5 o'clock in the morning.

Situation 2

You got back from vacation three days late.

Situation 3

You came in to work today with a different car.

P=3== READ / SPEAK

To practise telling what happened.

In this practice, you will:

- read an article and answer questions about it (Part A)
- role play a situation based on the article (Part B)

A. Read the article and answer the questions. Write your responses in the spaces provided.

ANGRY WIFE SHOOTS AT HUSBAND

Police were called to an apartment in Westvale Park yesterday afternoon when neighbours heard gunshots and a woman shouting, "I'm going to kill you!"

Brian Dunbar, 37, a computer analyst, and Donna Webster, 28, an interior decorator, were together in the apartment

when Mr. Dunbar's wife, Monica, returned home early from work. As the two were coming out of the study, Monica Dunbar, 26, fired several shots at them.

Fortunately, no one was seriously hurt.

Mrs. Dunbar was immediately taken to the police station for questioning.

Why did the police go to the Dunbar home?

What do you think was going on when Mrs. Dunbar got home?

How did Monica Dunbar react?

Was anyone injured?

What happened to
Mrs. Dunbar?

B. Role play the following SITUATION:

**The people involved in the incident give the police
their versions of what happened that afternoon.**

Roles: Police investigators - Question all the people involved.

Brian Dunbar
Monica Dunbar
Donna Webster
Neighbour

Give your statement
to the police investigator.

You can make up other roles, such as:

Monica Dunbar's psychiatrist

A waitress from a restaurant where Brian Dunbar used to go

Prepare your roles. Consider the following questions:

What was Donna Webster doing in the apartment
that afternoon?

Why was Brian Dunbar at home?

Why did Monica Dunbar come home early?

What happened when she came home?

Where did she get the gun?

How did the neighbour get involved?

P=4=

JIGSAW

In this practice, you will:



- listen to conversations in which people discuss what happened on the evening a crime took place, and take notes (Part A)
- use this information to solve the crime (Part B)

A. Work in a group.

1. Read the SITUATION:

Infofax, a computer manufacturing company, was robbed last night. A valuable new design for a revolutionary notebook computer was stolen. The police have four suspects - two employees of Infofax and the two co-owners of Rapid Info, one of Infofax's major competitors. The police questioned these four people and a witness.

You will hear parts of conversations in which the police investigator questioned three of the people involved. These people make statements about their own and other people's actions last night.

For each conversation:

Listen and write down as many details of the person's statement as possible in the spaces provided. You will use this information to fill in a chart. See step 2.

Then check your information with the other members of your group.

**Constance Barnes,
Employee of Infofax**

**Tom Forbes,
Employee of Infofax**

**Chris Timmins,
Co-owner of Rapid Info**

**Lewis Fielding,
Co-owner of Rapid Info**

**Frank Morton,
Parking lot attendant
at Infifax**

2. Use all the information from the statements to fill in the chart below.

Suspects	Information About the Suspects	Who gave the information?	
		the suspect	other (specify)
Lewis Fielding Co-owner of Rapid Info			
Chris Timmins Co-owner of Rapid Info			
Tom Forbes Employee of Infofax			
Constance Barnes Employee of Infofax			

B. Work with a partner.

Ask your partner for the information you need to complete the chart.

Then with your partner, answer the following questions.
Write your answers in the spaces provided.

1. What is the contradiction in the information about the suspects?

2. According to the office security service, the design was probably stolen between 7 p.m. and 8 p.m., between security checks. If this is true, who do you think stole the design?

UNIT 43

LEAVING AND TAKING A MESSAGE

GETTING STARTED

1

M E S S A G E	
TO	DATE
FROM	<input type="checkbox"/> Please call <input type="checkbox"/> Returned your call <input type="checkbox"/> Will call again <input type="checkbox"/> Wants to see you
TELEPHONE NO. _____	Message taken by _____

2

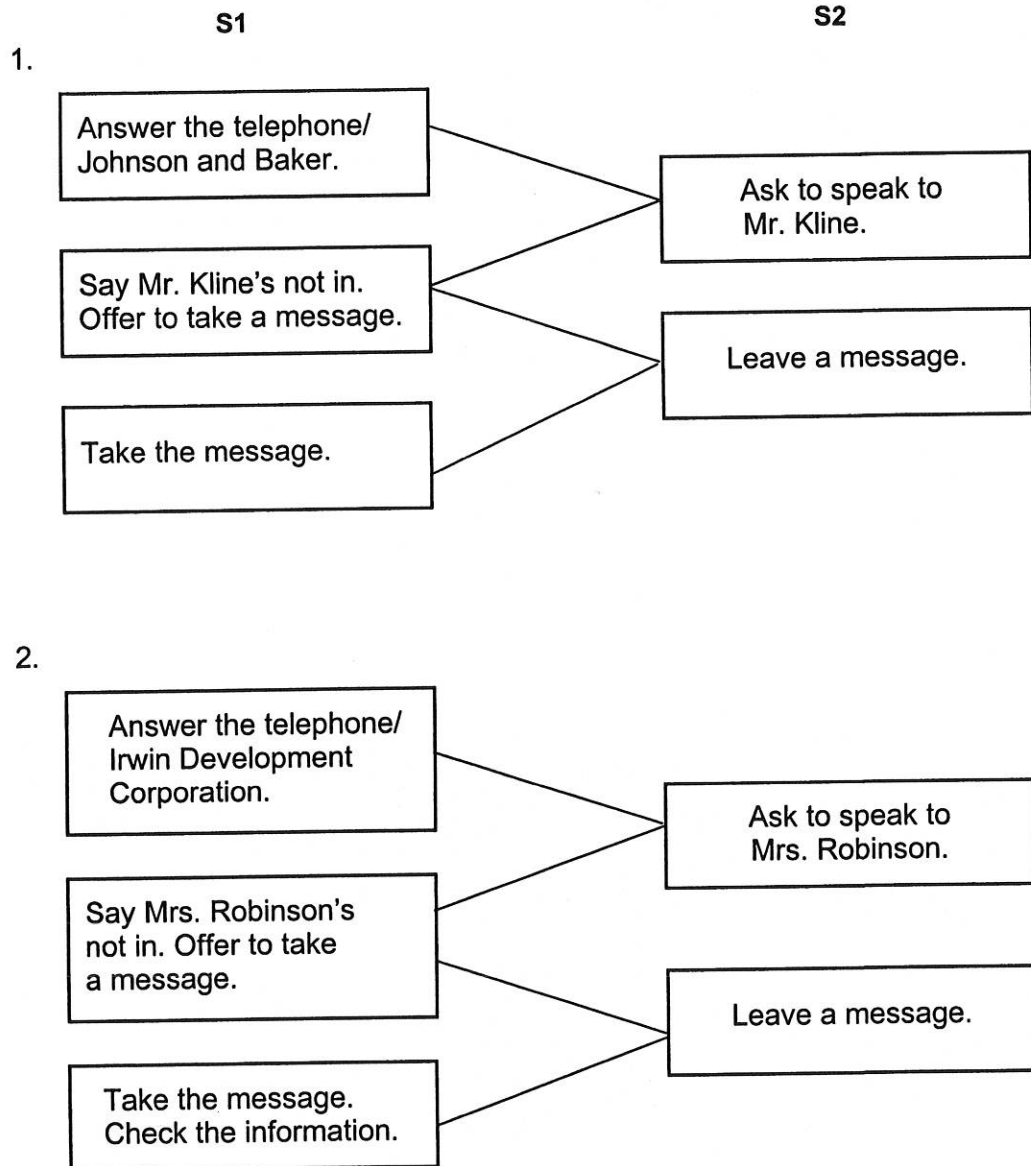
Leaving and Taking a Message

Roles: S1 – Receptionist.

S2 – Caller.

Switch roles and repeat the role plays.

Cues



STUDY

Offering to Take a Message

Would you like | **to leave a message?**
Do you want |

Can | **I take a message?**
Could |

Do you want me to give him
a message?

Leaving a Message

Can | **you ask him to call me**
Could | **at 283-7049?**
Would |

(Would you) have him call me (back)
as soon as possible?

(Could you) tell him that I called.
Just say that I called.

Checking Information

Your name again is?

Could/Can you give me your name again, please?

And your number was 283-7049?

What did you say your phone number was?

Could I have your phone number again, please?

When you have asked for information to be repeated,
it is appropriate to thank the caller for doing so.

Thanking

Thank you (very much).
Thanks (a lot).

PRACTICE

P=1 LISTEN/SPEAK



- A. You will hear part of different telephone conversations in which the caller leaves a message.

Listen to each conversation and write in the chart below the name of the caller and his/her telephone number (where given).

Name of Caller	Telephone Number
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	

B. Listen to the conversations again and fill in the blanks.

1.

A: I'm sorry, he's at a meeting now. Can I _____?
_____?

B: Well, would you have him call me at 470-5705?

A: Yes, _____
your name again, please?

B: It's Mrs. Gallay, G-A-L-L-A-Y, and the number
is 470-5705.

A: Fine, Mrs. Gallay, I'll give him the message.

2.

A: Dr. Jones is with a patient right now. Could I
take a message?

B: Well, could you _____?

A: Certainly. Your name, please?

B: MacIntyre.

A: That's M-A-C-I-N...?

B: T-Y-R-E.

A: O.K. And your phone number?

B: 656-7721.

3.

A: Mrs. Sawyer isn't here right now. _____
_____ leave her a message to
call you?

B: Yes, please. My number's 283-0949.

A: And that was Mr. Ali, A-L-I?

B: Right.

A: _____ 283-0949?

B: That's right.

4.

A: I'm sorry, Mr. Brinkman is out at the moment.
Would you like to _____ ?

B: Yes, can you tell him I'll call him again before
noon today.

A: Fine, sir. And _____ ?

B: Stewart Finlay. F-I-N-L-A-Y.

5.

A: Kantor's Plumbing. The office is closed now.
At the sound of the beep, please _____
_____ A serviceman
will call you as soon as possible.

B: Oh, it's Shirley Ross, and my number's
765-4528.

6.

A: You'll have to speak to Mr. Roberts in Sales and Service. One moment please, I'll transfer your call.

B: Thank you.

A: Oh, I'm sorry. Mr. Roberts is not in his office at the moment. _____

B: Oh, well then, _____
_____ sometime today at 991-6604? And the name's Siegel.

A: S-E-G-A-L?

B: No, it's S-I-E-G-E-L.

A: Fine, Mr. Siegel, I'll give him the message.

7.

A: Well, he's busy at the moment. _____

B: Yes, _____
that Steve Parker called. He has my number.

A: Steve Barker?

B: No, no. Parker, with a 'P' as in Peter.

A: Right.

8.

A: Oh, Mrs. Rashid's not in today. Do you want to leave a message?

B: Yes, _____
at 843-7210?

A: O.K. And your name is Carla...? Would you spell your last name, please?

B: Kruger. K-R-U-G-E-R.

A: K-R-U-G-E-R at 843-7210?

B: That's right.

C. Work with a partner.

Practise the conversations with your partner.

P=2= WRITE/SPEAK

A. Complete the following telephone conversations in which people leave and take messages.

1. ED LOPEZ: Good morning, Human Resources, Lopez speaking.

JUDY PATRICK: _____ from
the Lawson Insurance Company. _____
_____ Mrs. Jordan, please?

ED LOPEZ: _____ not here today.

a message?

JUDY PATRICK: _____
at 478-3344?

ED LOPEZ: _____
_____ she gets back.

2. JANICE NEWMAN: Financial Planning, _____

WAYNE COLLINS: _____ from Staff
Relations. _____
Mrs. Norton, please.

JANICE NEWMAN: _____

WAYNE COLLINS: Yes, would you ask her to call me at
965-9137?

JANICE NEWMAN: Certainly, that was Mr., uh?

WAYNE COLLINS: _____

JANICE NEWMAN: _____

WAYNE COLLINS: _____

3. MIKE DEACON: Parks and Recreation, Mike Deacon speaking.
- CLIFF RADLEY: Yeah, this is Cliff Radley. Can I speak to Miss Mendoza?
- MIKE DEACON: Miss Mendoza's away today. Do you want to leave a message?
- CLIFF RADLEY: _____
872-4928.
- MIKE DEACON: _____

- CLIFF RADLEY: _____
- MIKE DEACON: _____

- CLIFF RADLEY: Thanks, bye.

B. Work with a partner.

Practise your corrected conversations and those of your partner.

P=3 READ/SPEAK

A. Work with a partner.

The telephone conversations below are scrambled.

For each conversation:

Number the lines to indicate a logical order.

Then, write the conversation in the space provided.
For each line, identify the speaker as the receptionist (R) or the caller (C).

CONVERSATION 1

— All right. Thank you. I'll give him the message as soon as he comes in.

— Will you please ask him to call me at 541-4751?

— Morning. This is Jean Harrison from the Department of Agriculture. Could I speak to Mr. Black, please?

— And your name again, please?

— Good morning, Public Works, Lisa Jensen speaking.

— Jean Harrison, H-A-R-R-I-S-O-N, at 541-4751.

— I'm sorry, but he's not in at the moment. Do you want to leave a message?

CONVERSATION 2

- Yes, would you have him call me at 630-0923? _____
- Oh, you'll have to talk to Mr. Sweeney about that. Just a moment...Hello, Miss Teasdale? _____
- 630-0923. _____
- Yes? _____
- O.K. Thanks a lot. Goodbye. _____
- York Business Machines, good morning. _____
- Sorry, could you give me your number again? _____
- Yes, this is Ellen Teasdale from Haramis Imports. I called earlier this week about having our photocopier repaired. _____
- I'm sorry Mr. Sweeney's not in right now. Do you want me to give him a message? _____
- All right. Thanks. I'll ask him to call you as soon as he gets back. _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____

CONVERSATION 3

— Phyllis Wasserman.
W-A-S-S-E-R-M-A-N.

— It's 932-7143.

— Yes, would you have her
phone me when she comes
in? The name is Phyllis
Wasserman and the number
is 932-7143.

— Good morning. Can I speak
to Sheila Wilson, please?
She's the ballet teacher.

— Thank you very much,
goodbye.

— She's not in yet. Would you
like to leave a message?

— 932 ..., I'm sorry I didn't get
it all.

— O.K. I'll give Sheila your
message as soon as she
gets in.

— Could I have your name again,
please?

— Good morning, YWCA.

CONVERSATION 4

- Yes, could you ask him to
phone me? My name's Albert
Mann and the number is
484-4827.
- Good morning. May I speak to
Mr. Livingston, please?
- Yeah, that's right.
- Morrison Ad Agency, Jim
Davidson speaking.
- I'm sorry, Mr. Livingston is
busy at the moment. Could I
take a message?
- Fine, I'll have him call you as
soon as possible.
- Is that M-A-double-N?
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____

B. Work with a partner

Practise the conversations with your partner from Part A.

P=4= SPEAK Work with a partner.

You will role play situations in which people leave and take messages.

Roles: S1 – p. 118
S2 – p. 120

S1

A. You are the caller. **Your partner begins.**

1. Call the Australian Embassy.

Ask to speak to Ron Stevenson.

Your phone number is 681-4267.

2. Call Policy Development.

Ask to speak to Barbara Weaver.

Your phone number is 737-0023.

3. You cut your foot last week and saw
Dr. Cameron. Now you have an infection.

Call the doctor.

Your phone number is 467-5140.

4. Call the city filtration plant.

Ask to speak to the supervisor.

Your phone number is 996-6051.

S1

B. You receive the call. **You begin.**

1. You are a secretary at the National Film Board.

Roger Martin, the Program Director,
is at a meeting.

Take a message.

MESSAGE	
TO:	_____
FROM:	_____
TELEPHONE NO:	<input type="checkbox"/> PLEASE CALL <input type="checkbox"/> WILL CALL AGAIN

2. You work at the municipal swimming pool.

Heather Mitchell is busy on another
line.

Take a message.

MESSAGE	
TO:	_____
FROM:	_____
TELEPHONE NO:	<input type="checkbox"/> PLEASE CALL <input type="checkbox"/> WILL CALL AGAIN

3. You are a secretary at Community Aid Services.

Your supervisor, Diane Cardinal, is
at the Whiteshells Reserve this week.

Take a message.

MESSAGE	
TO:	_____
FROM:	_____
TELEPHONE NO:	<input type="checkbox"/> PLEASE CALL <input type="checkbox"/> WILL CALL AGAIN

4. You are the receptionist for Oceanside Rentals, an agency that rents cottages.

The rental agents are all busy at
the moment.

Take a message.

MESSAGE	
TO:	_____
FROM:	_____
TELEPHONE NO:	<input type="checkbox"/> PLEASE CALL <input type="checkbox"/> WILL CALL AGAIN

A. You receive the call. **You begin.**

1. You are a receptionist at the Australian Embassy.

Ron Stevenson is not in today.

Take a message.

MESSAGE	
TO:	_____
FROM:	_____
TELEPHONE NO:	<input type="checkbox"/> PLEASE CALL <input type="checkbox"/> WILL CALL AGAIN

2. You work in Policy Development.

Barbara Weaver's not at her desk.

Take a message.

MESSAGE	
TO:	_____
FROM:	_____
TELEPHONE NO:	<input type="checkbox"/> PLEASE CALL <input type="checkbox"/> WILL CALL AGAIN

3. You are a receptionist for Dr. Cameron.

The doctor is busy with a patient at the moment.

Take a message.

MESSAGE	
TO:	_____
FROM:	_____
TELEPHONE NO:	<input type="checkbox"/> PLEASE CALL <input type="checkbox"/> WILL CALL AGAIN

4. You are a secretary at the city filtration plant.

Miss Jackson, the supervisor, is on the phone.

Take a message.

MESSAGE	
TO:	_____
FROM:	_____
TELEPHONE NO:	<input type="checkbox"/> PLEASE CALL <input type="checkbox"/> WILL CALL AGAIN

S2

B. You are the caller. **Your partner begins.**

1. Call the National Film Board.

Ask to speak to the Program Director.

Your phone number is 283-7028, local 31.

2. Call the municipal swimming pool.

Ask to speak to Heather Mitchell.

Your phone number is 579-8089.

3. Call Community Aid Services.

Ask to speak to Diane Cardinal, a Social
Services Officer.

Your phone number is 849-9983.

4. You want to rent a cottage by the ocean for the
summer. Call Oceanside Rentals for information.

Your phone number is 613-779-0543.

UNIT 44

TALKING ABOUT INTENTIONS

GETTING STARTED

1

Conversation	The speaker has		
	definite plans	no plans	tentative plans
1			
2			
3			
4			
5			
6			
7			
8			
9			

2

Talking About Definite Plans

- A: I've thought about it a lot and I've decided to go back to school in the fall.

B: Really! What program are you going into?
- A: I've finally made up my mind to accept the transfer.

B: That's great. I'm sure you've made the right decision.
- A: You don't like the project, do you?

B: No, but I'm planning to approve it anyway.

3**Saying You Have No Plans**

1. A: So, are you going to Europe again this summer?
B: Well, I don't have any definite plans for the time being.
2. A: Have you prepared anything to say at the meeting?
B: I was going to, but I think I'll just play it by ear.
3. A: Got any plans for the long weekend?
B: No, I don't really know what I'm going to do. Anyway, it sounds like the weather's not going to be very good.

4**Talking About Tentative Plans**

1. A: Who have you chosen for the project?
B: Maybe I'll give it to Clinton. He usually does good work.
2. A: I might put the car away for the winter and take the bus.
B: Yeah, it's a shame to drive such an expensive car around in the snow and salt.
3. A: Are you going out for lunch?
B: I don't know, I was thinking of just getting a sandwich and bringing it back here.

5

If and Unless

1. A: I should be in my office most of the afternoon.
B: O.K. _____ I have time, I'll drop by.

2. A: _____ I get a promotion pretty soon, I think I'll start looking for a position someplace else.
B: I don't blame you. I'm sure you could do better somewhere else.

3. A: Did you get your tax refund yet?
B: No, I'm still waiting for it, but _____ it doesn't come soon, I'm going to call the tax office.

4. A: I don't think they'll do anything about the air conditioning _____ we make a formal complaint.
B: I agree. It's about time we took a tough stand on this.

5. A: Do you think Sam will be upset about the problem?
B: I'm not sure. Anyway, _____ he asks me, I'll tell him what happened.

6. A: _____ he cuts the branches on that tree soon, I'll cut them off myself.
B: You're pretty patient. I would have taken them down a long time ago.

7. A: Well, how did you like the apartment?
B: Oh, I liked it. But it needs painting. _____ the owner agrees to paint it, I think I'll take it.

8. A: So the doctor said you might need an operation.
B: That's right, but I'm not going to have it _____ it's absolutely necessary.

6**Asking About Intentions and Responding**

Roles: S1 – Ask about intentions using the cues in the first column.

S2 – Respond using the cues in the second column.

Switch roles and repeat the role plays.

Cues**S1**

1. do/this weekend?
2. take/course in Ottawa?
3. move/this year?
4. do/your summer vacation?
5. do/when you retire?
6. do/this evening?
7. sell/your car?
8. have/staff meeting?

S2

1. no plans
2. tentative plans/if my manager approves
3. definite plans/bought new house
4. no plans
5. tentative plans/volunteer work at the hospital
6. definite plans/go to bed early
7. tentative plans/if I get a good price
8. definite plans/on Friday at 11:00

STUDY

Asking About Intentions

Do you have any idea | what you're going to do?
Have you decided |

What are you planning | on doing?
| to do?

(Have) you got any plans?

What're you going to do about your debts?

What do you intend to do after you leave?

(Do you) think you'll get another job?

Are you thinking of going back to school?

Talking About Intentions

Definite Plans

I'm going to get another job right away.

I'm planning to go back to university.

I've decided to | go back to the Maritimes.
I've made up my mind to |

No Plans/Undecided

I don't really know | what I'm going to do.
I'm not sure |

I haven't really | thought about it
| made up my mind | (yet).
| decided

I don't have any (definite) plans for the time being.

Tentative Plans

Maybe | I'll change careers.
Perhaps |

I'll probably get another job.

I'm thinking of taking a year off.

I thought I'd | take a holiday.
I think I'll |

I'd like to | travel a bit.
I'm hoping to |

Might and **may** are often used to talk about tentative plans.

I might		take a bookkeeping course.
I may		

The past continuous is also used to make plans sound more tentative.

I was thinking of buying a new car.

I was		planning to		start my own business.
		hoping to		

Conditional Sentences

Conditional sentences are sometimes used to express tentative plans.

Use: the **simple present** to express the **condition**.
the **future tense** to express the **intention**.

Conditions with **if**

condition		intention
If my boss gives me some time off,		I'll take a holiday in July.

condition		intention
If the weather is nice,		we're going to play some golf.

Conditions with **unless**

Unless expresses a negative condition.

I'll be home at seven		unless I miss the bus.
		if I don't miss the bus.

We'll go sailing		unless it rains.
		if it doesn't rain.

PRACTICE

P=1 LISTEN/WRITE/SPEAK

To practise talking about intentions.



A. Listen to the conversations and fill in the blanks.

1.

A: _____

security and tell them what
happened.

B: Yeah, that's a good idea.
I think you should.

2.

A: You know that you're going
to have a six-hour stopover
in London.

B: Yes, I know. _____

_____ into town and do
some shopping.

3.

A: _____

going bowling tonight. Want to
come along?

B: Sure. Do you want me to
pick you up?

4.

A: Guess what! _____

_____ get married.

B: Well, congratulations! Have you
set a date?

5.

<p>A: What do you _____ _____ about the fax machine? Half the time it's not working.</p>	<p>B: I know. _____ _____ another one, but we have to wait for the new budget.</p>
--	--

6.

<p>A: When you meet with your boss, _____ him for some time off?</p>	<p>B: Well, _____ I want to see what he has to say first.</p>
--	---

7.

<p>A: _____ _____ accepting that job in Labrador?</p>	<p>B: _____ _____ It depends on what they offer me.</p>
---	---

8.

<p>A: What _____ _____ with your dog while you're away.</p>	<p>B: I don't know. Maybe we'll put her in a kennel _____ _____ anyone to take care of her.</p>
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B. Work with a partner.

Practise the conversations with your partner.

P=2= SPEAK Work with a partner.

To practise asking about intentions and responding.

You will role play situations in which you talk about plans with your partner.

For each situation, think about your role before you begin.

Roles: S1 – p. 133

S2 – p. 135

S1

A. Talk to your partner about his/her plans referring to the points for discussion. **You begin.**

Some points for discussion:

1. Your partner is looking for a new house.

Begin like this: "I hear you're going to buy a new house."

style of house
size
location
fireplace
exterior finish

2. Your partner is thinking of buying a new car.

Begin like this: "So, you're thinking of getting a new car."

kind of car
make
colour
two/four-door
automatic/standard
options, e.g. CD changer,
sun roof, xenon lights

3. Your partner recently won \$50 000 in a lottery.

Begin like this: "You sure were lucky to win all that money. What're you going to do with it?"

take a trip
put it in the bank
invest some
spend some
buy a car

S1

- B. Talk to your partner about his/her plans referring to the points for discussion. **Your partner begins.**

Some points for discussion:

1. You have accepted a transfer to Edmonton. You own a house.

sell house
buy/rent in Edmonton
arrangements for the move
length of stay in Edmonton

2. You're going to Mexico again on vacation.

length of stay
accommodations
airlines
places to visit

3. You're planning a 40th anniversary party for your parents.

number of people invited
where the party will be
type of entertainment
food, drinks

S2

A. Talk about your plans referring to the points for discussion. **Your partner begins.**

**Some points for
discussion:**

1. You're looking for a new house.

style of house
size
location
fireplace
exterior finish

2. You're thinking of buying a new car.

kind of car
make
colour
two/four-door
automatic/standard
options, e.g. CD changer,
sun roof, xenon lights

3. You recently won \$50 000 in a lottery.

take a trip
put it in the bank
invest some
spend some
buy a car

B. Talk to your partner about his/her plans referring to the points for discussion. **You begin.**

**Some points for
discussion:**

1. Your partner recently accepted a transfer to
Edmonton. He/She owns a house.

Begin like this: "Oh, I hear we're
going to be losing you. Are you glad
about the transfer?"

sell house
buy/rent in Edmonton
arrangements for the move
length of stay in Edmonton

Some points for discussion:

2. Your partner is going on vacation soon.

Begin like this: "So, are you going to Mexico again on your vacation this year?"

length of stay
accommodations
airlines
places to visit

3. Your partner is planning a 40th anniversary party for his/her parents.

Begin like this: "By the way, how are your plans for the big party coming along?"

number of people invited
where the party will be
type of entertainment
food, drinks

P=3= SPEAK

To practise talking about plans and intentions.

- A. Think of some things you are planning to do in the near future and that you'd like to tell someone about. Some suggestions are provided below.

Something you're planning to participate in

- a social function
- a sports event
- a demonstration

Something you're planning to do

- get involved in the community
- take a course
- take up a hobby

Somewhere you're planning to go

- a trip
- a cruise
- camping

Major changes you're planning to make

- change jobs/careers
- get married
- move (change residences)
- buy a home

Projects you're planning to undertake

- build a boat
- renovate
- finish a diploma/certificate/degree

- B. Work with a partner.

Have conversations about the topics you chose in Part A.

Roles: S1 – Talk about your plans with your partner.

S2 – Ask your partner questions about his/her plans.

Switch roles and repeat the activity.

