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INTERFACE CANADA

Student's Book 5

Revised Edition

Canada 

INTERFACE ***CANADA***

Student's Book 5

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UNIT 45

POLITE REQUESTS

GETTING STARTED

1

Polite Requests (direct and indirect objects)

CONVERSATION 1

A: If you have a chance, would you get me a pad when you go by the stockroom?

B: Sure, but it might be closed this afternoon.

CONVERSATION 2

A: That report Mr. Trudel wanted is just about finished.

B: Good. I'd appreciate it if you could send it to him as soon as possible. He needs it urgently.

CONVERSATION 3

A: I was wondering if you could proofread this for me.

B: O.K. Do you need it right away, or can it wait until tomorrow?

CONVERSATION 4

A: Sam, would you mind taking Lawrence this new price list? He's still using the old one.

B: Sure. Does he need it right away?

CONVERSATION 5

A: O.K., I'm off to lunch. See you later.

B: Oh, Martin, I wonder if you'd mind picking me up a sandwich on your way back.

CONVERSATION 6

A: Oh, Claire, will you do me a favour and save a table for us at the luncheon tomorrow? We might be a bit late.

B: Sorry Matthew, I'd like to, but we're not allowed to reserve any tables. It's first come first served.

2

'To' and 'For' with Indirect Objects

- | | |
|--|--------------------------------|
| 1. I'd appreciate it if you could announce _____ today. They should get the information as soon as possible. | it/the staff |
| 2. Sandra really has trouble writing in French, so she wrote it in English. I was wondering if you'd translate _____ | it/her |
| 3. Would it be possible for you to build _____ to put my T.V. on? That's something I really need. | a stand/me |
| 4. I was wondering if you'd mind buying _____ when you get yours. I'll give you the money. | a ticket/me |
| 5. Jim'll also need a list of what's finished and what's not. If it's not too much trouble, could you prepare _____ by this afternoon? | that/him |
| 6. I was supposed to return the master key to Daniel, but I have to leave and he's not in his office. Will you do me a favour and give _____ when he comes back? | it/him |
| 7. Carol, I'm expecting an important message by fax. Will you bring _____ as soon as it comes through? | it/me |
| 8. I wonder if you'd mind showing them around and explaining _____ | our operation/
them |
| 9. Roger, I wonder if you could save _____ – just in case he's late. | a seat/
Mr. Heiler |

- | | |
|--|---------------------------------------|
| 10. I'm going to be out for an hour. I wonder if you could answer _____ | my phone/me |
| 11. Would you mind taking Mrs. Fletcher to the printing room and introducing _____ | her/Carol |
| 12. I'd appreciate it if you could send _____ as soon as possible. | the Annual Report/me |
| 13. Oh Mark, I won't be able to pick up the package until after five. Could you leave _____ at the front desk. | it/me |
| 14. Could you show _____ ? He wanted to see it before the meeting. | the conference room/Mr. Kolano |

3

Making Polite Requests

Roles: S1 – Make polite requests 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. show Shirley how to fill in these forms
2. look up Pierre Martinet's number
3. get a roll of tape from the stockroom for me
4. send Mr. Trudel the report
5. proofread this article
6. help George move a filing cabinet
7. get me a cup of coffee
8. make photocopies of this

S2

1. refuse/busy with a client
2. agree
3. agree
4. refuse/not finished
5. agree
6. refuse/sore back
7. agree
8. refuse/machine out of order

STUDY

Making Polite Requests

Can/Could (ability) are used in polite requests.

Can I

get
ask

 you to proofread this for me?

Do you think you could tell her for me?

If it isn't too much trouble, could you come back next week?

I'd appreciate it

if you could

 send it out before the end of the day.
I was wondering

Will/Would (willingness) are also used in polite requests.

Will you do me a favour and show Mr. Jones where the library is?

Will you answer the phone, please?

Would it be possible for you to prepare this for me?

If you have

a chance, the time,

 would you pick me up a sandwich?

Expressions with **mind** take the gerund or a *noun*.

Would you mind dropping this off at the front desk?

I was wondering if you'd mind giving Walter a hand.

I wonder if you'd mind helping me move this desk.

Would you mind *milk* instead of cream in your coffee?

Reasons are often given when making or refusing a request.

A: Could you give me a lift today? **My car's at the garage.**

B: I'm sorry, **but I have a class tonight and I won't be going home till much later.**

Direct and Indirect Objects

A **direct object** is affected by the verb directly.

An **indirect object** is affected by the verb indirectly. The indirect object sometimes takes the prepositions **to** or **for**.

indirect direct
Will you bring [me] [a glass of water,] please?

indirect direct
Can you get [him] [a new workbook?]

direct indirect
Do you think you could save [a place] [for me?]

direct indirect
Would you give [the extra copies] [to Louise?]

'To' and 'For' with Indirect Objects	Verbs That Take 'To'	Verbs That Take 'For'
<p>Some verbs must have 'to' or 'for' with the indirect object.</p> <p>Would you explain this report to me?</p> <p>Could you translate the letter for Peter?</p>	<p>announce explain introduce report</p>	<p>answer fix hold open prepare pronounce translate</p>
<p>With other verbs you can use either:</p> <ul style="list-style-type: none"> • to or for or • no preposition <p>However, when both objects are pronouns, to or for are usually used.</p> <p>Would you send a copy to me? Could you get a coffee for Nicole?</p> <p>Would you send me a copy? Could you get Nicole a coffee?</p> <p>Would you take it to her? Can you order it for him?</p>	<p>bring/take give lend pass/hand send show</p>	<p>build buy cook/bake find get leave make order reserve/save</p>

PRACTICE

P=1 WRITE / SPEAK

To practise making polite requests and responding.

A. Complete the conversations using the cues provided.

Request

Response

1. At work:

There's a special on Japan I really wanted to see tonight but I have to go out. _____

cue: tape on your VCR

cues: agree – ask what time

2. On the bus:

Excuse me, sir, _____

_____ so I

can sit next to my friend?

cue: change seats

cue: agree

Request

Response

3. At the office:

Oh, are you going to Allman's?

cue: buy batteries for radio

cues: agree – ask what kind

4. At a friend's house:

You know that Latin-American dance CD you had? _____

cue: borrow it for party

cue: refuse – give reason

5. At the office:

That new trainee is starting today. _____

cue: explain sales projections

cue: agree

Request**Response**

6. At the reception desk:

I can't leave the phone.

cue: bring back coffee
from cafeteria

cues: agree – ask if he/she
takes cream and sugar

7. At the office:

Susan, I didn't get a chance
to go to the bank. _____

cue: lend money

cues: refuse – give reason

8. At the office:

I'm sure I forgot somebody.

cue: check list of names

cues: agree – say when

Request

Response

9. On the telephone:

cue: pick up stamps on way home

cues: agree – ask how many

10. At a friend's house:

I have to go downtown tomorrow morning. _____

cue: look after Laura

cues: refuse – give reason

B. Work with a partner.

Practise reading your corrected conversations and those of your partner.

P=2=

WRITE / SPEAK

To practise making polite requests.

A. Write what you would say to make a polite request in each of the following situations.

Situation	You ask:	Request
1. You're in a train station. You want to go and buy a magazine but you're worried about your bags.	the person beside you	<hr/> <hr/> <hr/> <hr/>
2. You're buying a present and you want it gift-wrapped.	the salesclerk	<hr/> <hr/> <hr/> <hr/>
3. You have parcels in both arms and can't open the door.	a stranger beside the door	<hr/> <hr/> <hr/> <hr/>
4. You have a book to return to the documentation centre. A friend is going there.	your friend	<hr/> <hr/> <hr/> <hr/>

Situation	You ask:	Request
5. You're going to make a speech at your club. You'd like someone to read it and give you an opinion.	another club member	<hr/> <hr/> <hr/> <hr/>
6. You're on the phone with a prospective client. You need to check some prices, but the price list is in the other office.	a colleague	<hr/> <hr/> <hr/> <hr/>
7. You've bought a new mattress. You want it delivered, but you'll only be home on Saturday afternoon.	the salesclerk	<hr/> <hr/> <hr/> <hr/>
8. You're going on holidays. You want someone to water your plants at the office.	a colleague	<hr/> <hr/> <hr/> <hr/>

B. Work with a partner.

Role play the situations in Part A.

Roles: S1 – Make a polite request.

S2 – Agree to the request or refuse and give a reason.

Switch roles after Number 4.

P=3= SPEAK / LISTEN

To practise making polite requests.

In part A, you will make up situations in which people make requests and you will role play them. Then, in Parts B and C, you will listen to other situations and role play them.

A. Work with a partner.

Think of two situations in which a request was made:

- one in which the request was agreed to
- one in which the request was refused

Write down the details of the situations in the chart below.

What was the request for?	Was the request		Who made the request?
	agreed to?	refused?	
example: to borrow my car		✓	my teenage nephew
1.			
2.			

Decide on your roles for each situation. Then role play both situations and tape your conversations.

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

What was the request?	Was the request	
	agreed to?	refused?
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		

C. Work with a partner.

Use the information in the chart in Part B to role play the situations. Omit the two situations that you role played in Part A.

Roles: S1 – Make a polite request.

S2 – Respond.

Switch roles halfway through.

UNIT 46

COST AND QUANTITY

GETTING STARTED

1

Item	The most I would spend
1. a watch	_____
2. a bottle of wine	_____
3. a hotel room (per night)	_____
4. a house	_____
5. a car	_____
6. a sweater	_____
7. a meal in a restaurant	_____
8. a camera	_____
9. a birthday gift	_____
10. a concert ticket	_____

2

Commenting on Cost

1. A: By the way, sirloin steak is _____ this week at Buymore's. Do you want me to pick some up?
B: No. There're still quite a few steaks in the freezer.
2. A: I got the table and the garden chairs for \$400. The set was _____ from seven hundred.
B: It really pays to buy at the end of the season.
3. A: I called the owner of that house for sale on your street, but he's _____ for it.
B: Well, you can always make an offer.
4. A: You won't believe this! A guy talked me into buying this watch for \$500 - said it was solid gold. Well, it's only gold-plated, and certainly not worth \$500.
B: It's really maddening to _____ like that. But anyway, it looks expensive.
5. A: That's a really nice jacket.
B: Thank you. Actually, I got it _____ over at Taylor's.
6. A: We're offering a 25% _____ on all our furniture in stock, so it'll only cost you \$250.
B: Fine. I'll take it.
7. A: I only paid \$12.99 for these gloves. What do you think?
B: That's a _____. They look like they're very good quality.
8. A: Look, they want \$10 for this tiny Christmas tree decoration and it's just plastic!
B: That's a real _____.

9. A: So do you think I should get them to do the work on my car?

B: I think so. \$800 is a very _____ price for a paint job.

10. A: So, you finally got your snow tires.

B: Yeah, they were _____ at Emerson's Tire Centre.

discount	get taken
rip-off	reduced
bargain	reasonable
asking too much	having a special
on sale	on special

3

Newspaper Ads

1.	ORANGE PEKOE TEA BAGS _____	2 ⁹⁶
2.	FREE RANGE EGGS _____ OF 12	2 ⁹⁹
3.	PERK deodorant soap _____	4 ^{95g} 1 ⁶⁹
4.	CONCENTRATED ORANGE JUICE Frozen _____ 340 mL _____	1.18
5.	VALENCIA ORANGES _____ PRODUCT OF CALIFORNIA SIZE 113	2 ¹⁹
6.	BRITE Toothpaste _____ 150 mL	2 ⁶⁹
7.	CANADA FANCY ASSORTED VEGETABLES SEASONED BEANS, CREAM STYLE CORN, WHOLE KERNEL CORN _____	398 mL 88¢
8.	ALL PURPOSE FLOUR 3.5 kg bonus _____	4.57
9.	Shaving Cartridges _____ of 5	1.89
10.	PRINTED PAPER TOWELS _____	Pkg. of 2 99¢
11.	TOMATO KETCHUP 1 Litre _____	2.77
12.	PREPARED MUSTARD 750 mL _____	1.99

bag

bars

bottle

box

carton

container

dozen

jar

package

rolls

can

tube

4

Conversation	Item(s)	Cost	Quantity
1			
2			
3			
4			
5			
6			

5

Quantifiers

1. A: I don't have _____ money on me.

B: That's O.K. I can always lend you some.

2. A: He wants to charge me \$100.

B: Wow! That's _____ money just to repair a vacuum cleaner.

much

3. A: We don't have _____ binders left.

B: O.K. I'll get some from the stockroom.

many

a few

4. A: Could I have _____ sugar in my coffee, please?

B: Sure, here you go.

a little

plenty of

5. A: Be sure and get _____ ice for the party.

B: Don't worry. We've got _____ ice in the freezer downstairs and I'll pick up some more this afternoon.

a lot of

lots of

6. A: Can you give me some blank cassettes? I want to do some recording.

B: O.K., but how many do you need? I only have _____ left.

STUDY

Vocabulary for Commenting on Cost

reasonable	to offer to get	a discount
reduced on sale on special	to have a sale (at a store) to have a special (on particular items)	
a rip-off a bargain	to ask too much (for something) to get taken	

Quantities

a bag of cookies	a jar of jam
a bar of soap	a package of candies
a bottle of wine	a pair of shoes
a box of chocolates	a roll of paper towels
a carton of eggs	a can of vegetables
a container of ice cream	a tube of toothpaste
a cup of coffee/tea	a scoop of sugar
a pail/bucket of water	a tin of ham/sardines
a dozen roses	a piece of cake/pie

Asking About Cost

Responding

General

How much

How much is that painting?

It's \$800.

How much | are the roses?
do the roses cost?

They're \$4 each.

How much | will that be?
for the drink?
do I owe you?

That'll be \$5.

How much does that come to?

It comes to \$79.95 | in all.
altogether.

Negotiable Price

How much | do you want for the desk?
are you asking for the bike?

You can have it | for \$120.
I could let you have it

Repairs/Services

How much | are you going to charge me?
is that going to cost us?

It'll (probably/ most likely) be between
\$100 and \$150.
It'll cost you around/about \$50.

What

What can also be used to ask about cost.
It is less formal than **how much**.

What do you want for the desk?
What're you going to charge me?
What's the price of this book?

Asking About Quantity

How much | cheese **do we need?**
bread **should we get?**

How many

How many | litres of paint **do you want?**
croissants **would you like?**

Will four litres **be enough?**

Are three packages **enough?**

If we get keys for Bill and Frieda too,
how many does that make?

Responding

One kilo **should do.**
Three loaves **should be enough.**

Four litres.
Three dozen **will be plenty.**

That's more than enough.
That sounds like too much.
You don't need that many.

No, you'll need | **more than that.**
at least six.

No, that's not enough.

That makes seven altogether.

Expressions of Quantity

much
many

a few
a little (bit of)
a bit of

lots of
a lot of
plenty of

Much
A little
A bit of

are used with uncountable nouns.

It doesn't take up **much** space.
You can add **a little** water if you like.

Many
A few

are used with plural nouns.

He didn't bring **many** books with him.
There're **a few** people waiting outside.

Much
Many

are used in:

Questions

Negative sentences

How much time do you have?
How many people're coming?

There isn't **much** coffee left.
He hasn't made **many** friends yet.

In affirmative sentences we usually use

lots of.
a lot of.
plenty of.

They've got **a lot of** money in the bank.
There're **plenty of** chairs in the other room.

PRACTICE

P1 WRITE / SPEAK

To practise asking about cost and quantity.

A. For each number:

Read the responses.

Then choose an appropriate cue from the box to ask about cost or quantity.

Write your question in the spaces provided.

Items	
• lobsters	• lettuce
• dental work	• labour
• telephone lines	• insurance
• dictionaries	• doughnuts
• wine	• luggage

1. A: _____

B: The French-English one is \$30 and the English one is \$26.

2. A: _____

B: For full coverage including fire, theft, and loss, it'll be around \$1400.

3. A: _____

B: Well, it'll take about five hours at \$50 an hour. So that's roughly \$250, give or take a few dollars.

4. A: _____

B: A dozen will be fine. But be sure to get some with the cream filling. They're the best ones.

5. A: _____

B: There'll be six of us and, as far as I know, everybody likes seafood. Why don't we make it nine to be on the safe side?

6. A: _____

B: The iceberg is \$1.89 and the Boston is \$2.39.

7. A: _____

B: Well, I never take any more than two bags. And especially make sure they're not too heavy.

8. A: _____

B: We don't get that many calls. Two should be plenty.

9. A: _____

B: Well, including the fillings and the cap, it'll probably come to about \$1600.

10. A: _____

B: Ten bottles should do. I'm sure people will bring some, anyway.

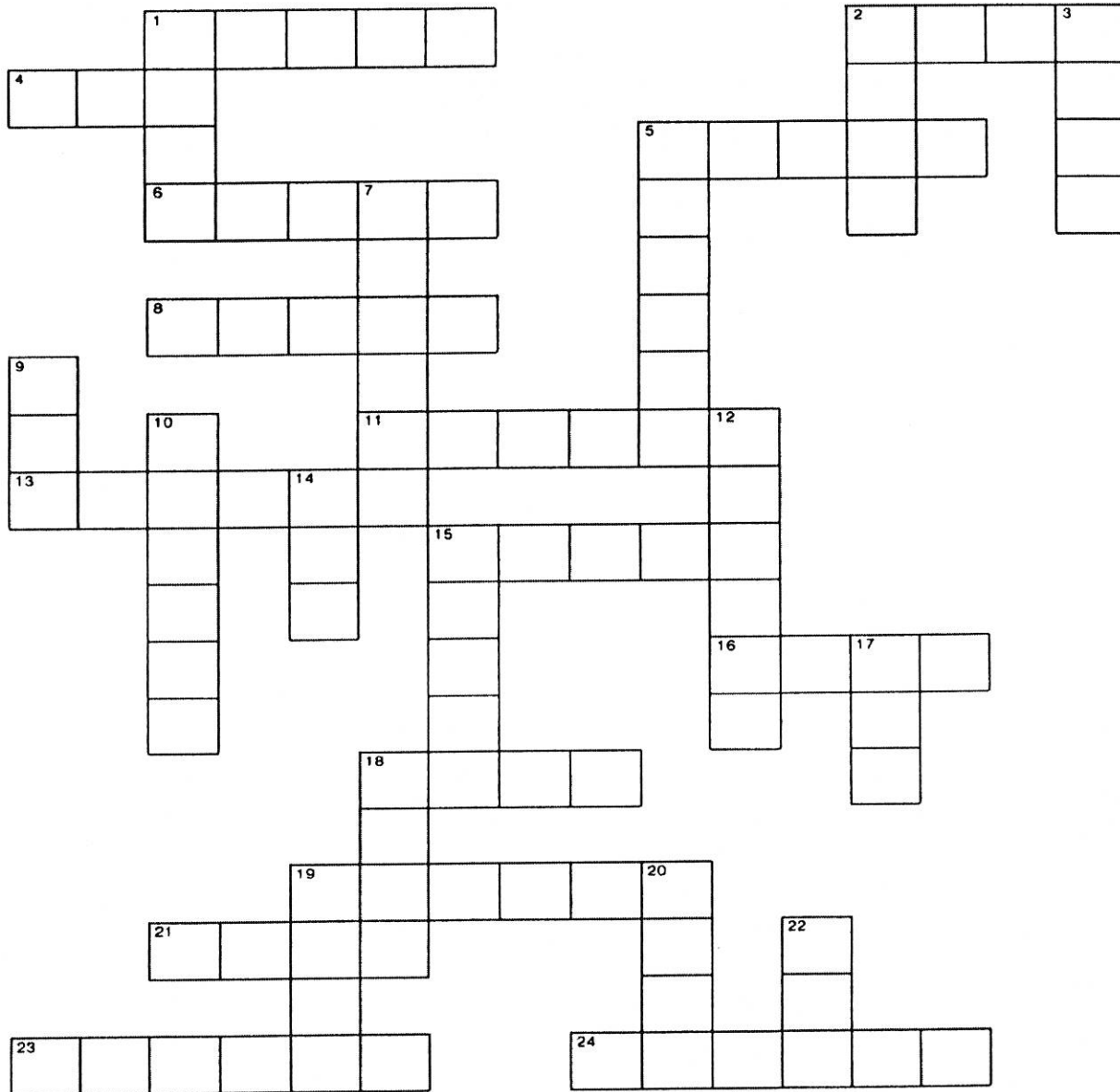
B. Work with a partner.

Practise reading your corrected conversations and those of your partner.

P=2==CROSSWORD PUZZLE

To practise some vocabulary for cost and quantity.

Read the clues and do the crossword puzzle.



Across

1. a _____ eggs
2. a _____ of shoes
4. a _____ of pickles
5. a _____ of grapes
6. a _____ of salt
8. a _____ of milk
11. 40 _____ of Scotch
13. a U.S. _____ = 3.7854 litres
15. a _____ of pie
16. a _____ of plastic glue
18. a _____ of lettuce
19. 10 _____ of cooked ham
21. a _____ of bread
23. 8 _____ of dynamite
24. 3 _____ of material to
make a jacket

Down

1. a _____ of water
2. a _____ of playing cards
3. a _____ of film
5. a _____ of shampoo
7. a _____ of eggs
9. a _____ of groceries
10. _____ of money (i.e. a lot)
12. 2 _____ of paper
14. 20% _____ the regular price
15. a _____ tag
17. a _____ of matches
18. _____ price (50% discount)
19. a _____ of potatoes
20. houses for _____
22. a _____ of soap

P=3= Planning a Party

To practise talking about cost and quantity.

Read the SITUATION:

**Your class is going to have a party to celebrate a special occasion or holiday.
The total cost of the party will be shared equally by everyone in the class.**

Work in a group.

Prepare a proposal for the party. Decide on a date and a place for the party, the items you want, and the cost per person. Write the information in the chart.

Then present your group's proposal to the class. The class will decide on the best proposal for the party.

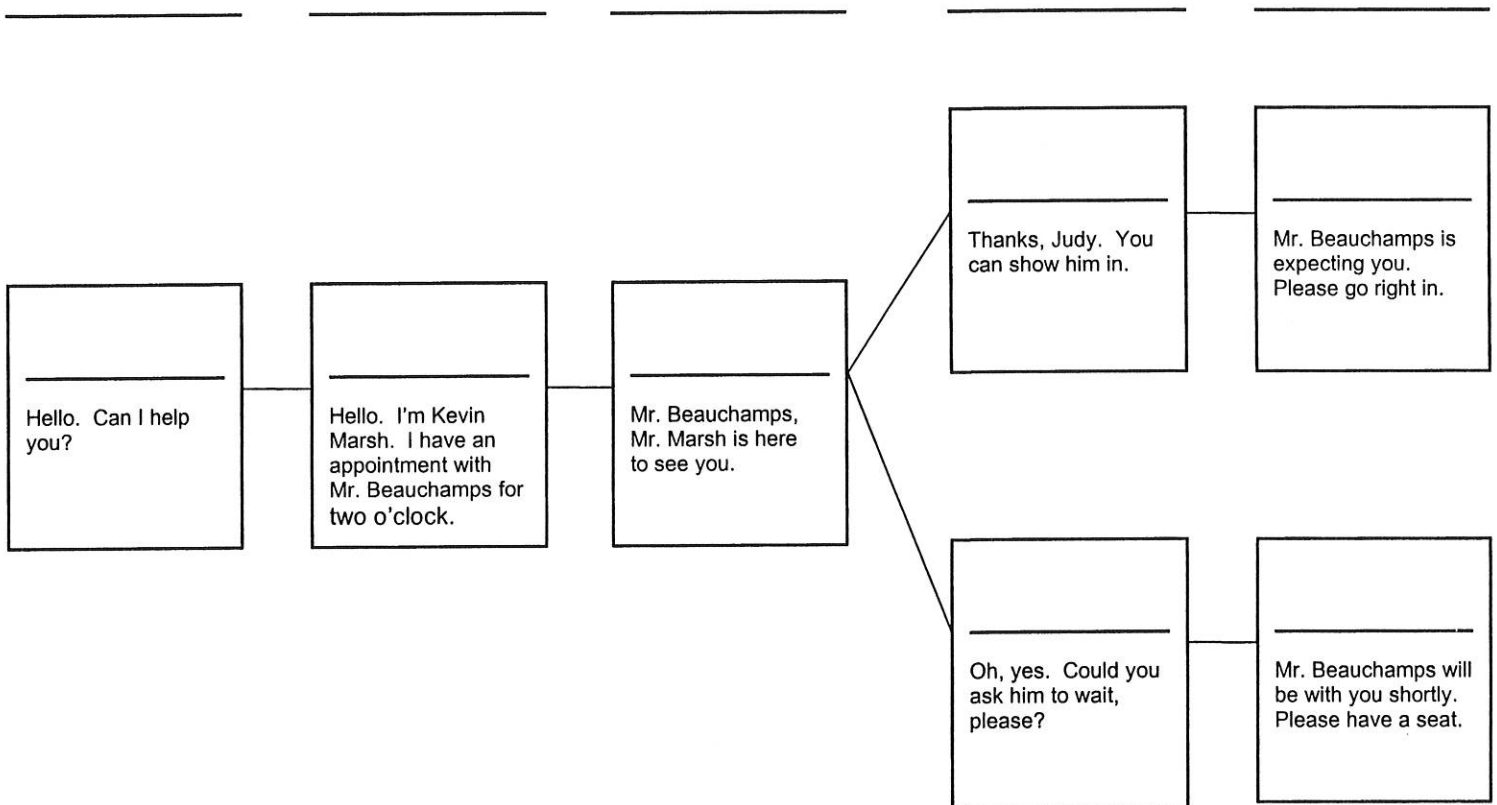
WHEN:		WHERE:
ITEMS	QUANTITY	APPROXIMATE COST
FOOD:		
DRINKS:		
SUPPLIES:		
OTHER:		
TOTAL COST		
No. of people		
Cost per person		

UNIT 47

ARRIVING FOR AN APPOINTMENT

GETTING STARTED

1



Asking a client to wait

Saying you're not free

Saying you have an appointment

Announcing a client's arrival

Saying you're free

Greeting a client

Telling a client to go in

2

Arriving for an Appointment

Roles: S1 – Lawyer's receptionist. **You begin.**

S2 – Client. You have an appointment with your lawyer.

S3 – Lawyer.

Change roles and repeat the role play.

Cues

In the reception area

S1:

Greet the client.

S2:

Say you have an appointment/2:30.

S1:

Announce the client's arrival.

S3:

Say you're free.

S1:

Tell the client to go in.

In the office

S3:

Welcome the client to your office.

S2:

State the purpose of the appointment/
discuss will.

ARRIVING FOR AN APPOINTMENT

Receptionist

Greeting a Client

(Hello.)	Can May	I help you?
----------	------------	-------------

Client

Saying You Have an Appointment

I'm Ruth Holmes. I have an appointment with Mr. Nolan for two o'clock.

Hello. I'm here to see Mr. Nolan. I have an appointment for two.

Yes, Mr. Nolan is expecting me. I'm supposed to see him at two.

ARRIVING FOR AN APPOINTMENT (continued)

Receptionist

Person the appointment is with

Receptionist

Announcing a Client's Arrival

Mr. Nolan, Miss Ruth Holmes is here to see you.

Mr. Nolan, Ruth Holmes just arrived.

Mr. Nolan, there's a Miss Holmes here to see you. She says she has an appointment.

Saying You're Free

Thanks, Judy. Please show her in.
You can send her in.

Fine. I can see her now.
right away.

Telling a Client to Go In

Mr. Nolan is expecting you.
Please go right in.

You can go in now, Miss Holmes.
Mr. Nolan will see you now.

Saying You're Not Free

O.K., Judy. Could you ask her to wait, please?

Thanks, Judy. I'll be with her shortly.

Asking a Client to Wait

If you'd like to have a seat, Mr. Nolan will be with you shortly.

He'll be right with you.

He won't be long. Please have a seat.

WELCOMING A CLIENT TO YOUR OFFICE

Person the appointment is with

Client

Welcoming a Client to Your Office

Come on in, Miss Holmes. Have a seat.
Well, what can I do for you?
what did you come to see
me about?
why are you here (this
time)?

Good to see you again. Come right in.
How can I help you?

Stating the Purpose of the Appointment

I'm here I've come
to see you about drawing up a will.

I wanted to talk to you concerning
I'd like to discuss my property settlement.

I'm here about concerning
my will.

It's concerning my divorce papers.
It's about

PRACTICE**P=1** WRITE / SPEAK

To practise the language used when arriving for an appointment.

A. Complete the conversations using the cues provided.

**Receptionist/Secretary
greet the client:**

1.

Yes, _____

**Client
says he/she has an appointment:**

Yes, I'm Herbert Schneider.

cues: Miss Clifford/11:30

2.

Hello. Can I help you?

Yes, I'm from Wordset.

cue: Mr. Kaufman

3.

Good morning. _____

Yes, we're the Mitchells.

cue: principal

4.

Good afternoon, sir.

Good afternoon. I'm from
the Department of Health.

cues: Mrs. Dunn/3:30

5.

Yes, sir. _____

Mr. Sharma _____

_____ I'm

Louise Turner.

cue: expect

**Receptionist/Secretary
announces the client's arrival:**

6.

cue: Mr. and Mrs. Shaw

7.

There's _____

cue: Mr. Mercier

8.

Miss Thomas, _____

cues: auditors/arrive

**Boss
says he/she's free or not free:**

Thanks, Joyce. _____

cue: wait

Fine. _____

cue: right away

cue: in a minute

9.

Mr. Osborne, _____

cue: Miss Chang

Fine. _____

cue: show in

10.

Mrs. Makowski, _____

cue: sales representative
from Bicom

cues: wait/with him shortly

B. Work with a partner.

Practise reading your corrected conversations and those of your partner.

P=2=

LISTEN / WRITE / SPEAK



To practise the language for arriving for an appointment and welcoming a client to your office.

In Part A, you will complete conversations in which a receptionist announces the arrival of a client. In Part B, you will write conversations that follow those in Part A. Then, in Part C, you will practise the conversations you've written.

A. For each number:

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

1. CONVERSATION A

SECRETARY: Mr. Benson, _____ Miss Kathy Pearson _____

MR. BENSON: That's fine. _____

CONVERSATION B

Mr. Benson

Kathy Pearson

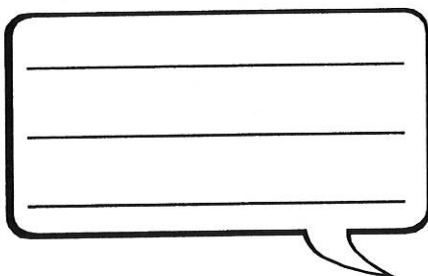
2.

CONVERSATION A

RECEPTIONIST: Mrs. Mendoza, Mr. Rivers is here to see you _____

MRS. MENDOZA: Thank you. I'm just looking it over right now. _____

CONVERSATION B

A rectangular speech bubble with rounded corners and a tail pointing down and to the right. It contains three horizontal lines for writing.

Mrs. Mendoza

A rectangular speech bubble with rounded corners and a tail pointing down and to the left. It contains three horizontal lines for writing.

Mr. Rivers

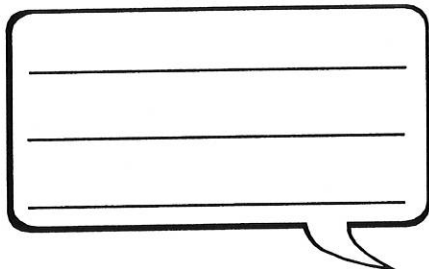
3.

CONVERSATION A

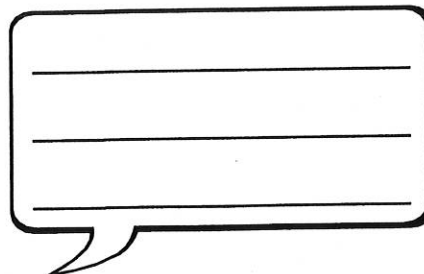
SECRETARY: Richard, Diane Leduc _____

RICHARD: O.K. Please tell her _____ And
could you bring me her file, please?

CONVERSATION B

A rectangular speech bubble with rounded corners and a tail pointing down and to the right. It contains three horizontal lines for writing.

Richard

A rectangular speech bubble with rounded corners and a tail pointing down and to the left. It contains three horizontal lines for writing.

Diane Leduc

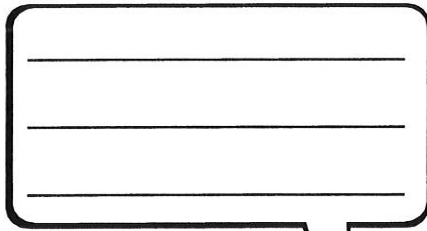
4.

CONVERSATION A

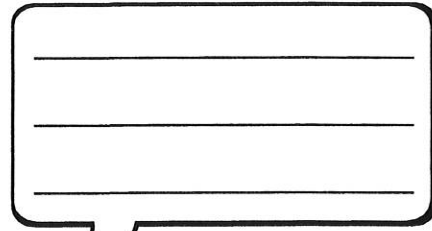
RECEPTIONIST: Mrs. Green, there's a Chris Novak here to see you.

MRS. GREEN: Thanks. I'll _____

CONVERSATION B

A rectangular speech bubble with a tail pointing down and to the right. It contains three horizontal lines for writing.

Mrs. Green

A rectangular speech bubble with a tail pointing down and to the left. It contains three horizontal lines for writing.

Chris Novak

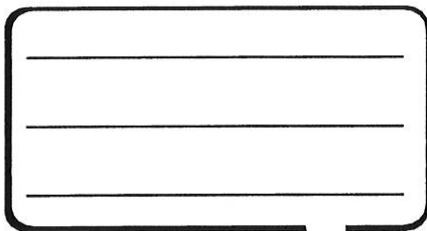
5.

CONVERSATION A

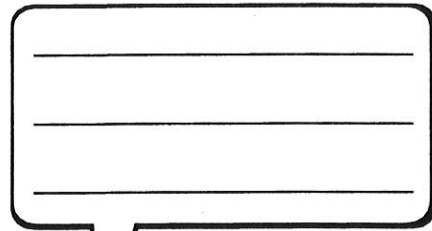
SECRETARY: Mr. Massey, Bob Martin is here to see you _____

MR. MASSEY: Good. You _____

CONVERSATION B

A rectangular speech bubble with a tail pointing down and to the right. It contains three horizontal lines for writing.

Mr. Massey

A rectangular speech bubble with a tail pointing down and to the left. It contains three horizontal lines for writing.

Bob Martin

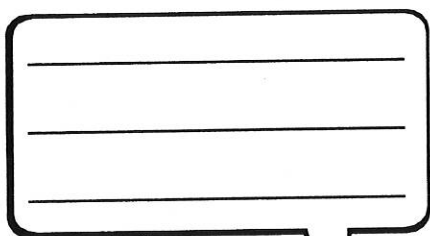
6.

CONVERSATION A

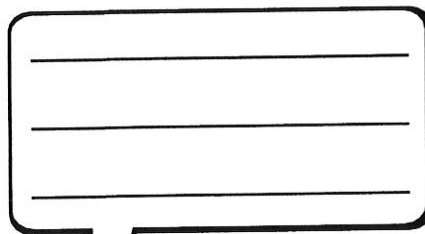
RECEPTIONIST: Sandra, there's a Mrs. Stevens here to see you about _____

SANDRA: O.K. _____ And would you get out her file for me, please?

CONVERSATION B



Sandra



Mrs. Stevens

B. For each number:

Read Conversation A.

Then write Conversation B.

Person the appointment is with – Welcomes the client. (first bubble)

Client – States the purpose of the appointment. (second bubble)

C. Work with a partner.

Practise reading your corrected conversations from Part B and those of your partner.

P=3= WRITE / SPEAK

To practise the language for welcoming someone to your office and stating the purpose of the appointment.

A. Below are situations in which people go to see other people in their offices.

For each situation:

Read the situation and the opening line.

Then write a response stating the purpose of the appointment using an appropriate cue from the box.

- | | |
|---|---------------------------------------|
| • deadline on term paper / extension | • personal problem / affecting work |
| • problem with throat / chronic laryngitis | • sell investments / not making money |
| • arrange loan / buy car | • file a grievance |
| • fire insurance on house / increase coverage | • son, Peter / problem with teacher |

Situation 1

Edward Jones comes to see Mrs. Albert, his financial consultant.

MRS. ALBERT: Nice to see you again, Edward. What can I do for you?

EDWARD JONES:

Situation 2

Paul Morel meets with Dr. Lester, one of his university professors.

DR. LESTER: Have a seat, Paul. What can I do for you?

PAUL MOREL:

Situation 3

Ann Radley comes to consult her chief steward, Al Martineau.

AL MARTINEAU: Hi, Ann. You don't look too happy.

ANN RADLEY:

Situation 4

Karen Kirby comes to see Mr. Daniels, the credit manager of her bank.

MR. DANIELS: Hello, Miss Kirby. What can I do for you today?

KAREN KIRBY:

Situation 5

Fred Jerome has an appointment to see Maia Santini, the company psychologist.

MAIA SANTINI: Nice to meet you, Fred. Is there something I can help you with?

FRED JEROME:

Situation 6

Sandy Laird comes to see Hein Braun, a representative of Allsafe Assurance Company.

HEIN BRAUN: Hi, Sandra. Nice to see you again. Anything I can do for you?

SANDY LAIRD:

Situation 7

Nancy Wong has an appointment with Muriel Foley, principal of Lake Elementary School.

MURIEL FOLEY: Have a seat, Mrs. Wong. What can I do for you?

NANCY WONG:

Situation 8

Norman Lawrence consults Dr. Hershey, an ear, nose and throat specialist.

DR. HERSHEY: Well, Mr. Lawrence, I see Dr. Habib referred you to me. What seems to be the problem?

NORMAN
LAWRENCE:

B. Work with a partner.

Role play the situations in Part A.

For each situation:

Think about your role before you begin.

Begin the conversation with the exchange you completed in Part A.

Then continue the conversation.

Roles: S1 – first speaker

S2 – second speaker

Switch roles after Situation 4.

P=4== maxi - role play

To practise the language for making an appointment and arriving for an appointment.

Your teacher will explain how to do this role play.

SITUATION

A client needs to see his/her accountant to get some information on tax exemptions. The accountant works with the firm Miller and Krupa.

ROLES

client, accountant, receptionist

SCENARIO

Act 1 - Making an Appointment

On the telephone.

The client phones for an appointment.

Role cards: 1 – 2

Act 2 - Arriving for the Appointment

Scene 1 Reception area of the accountant's office

The client arrives for the appointment.

Role cards: 3 – 11

Scene 2 Accountant's office

The accountant welcomes the client to his/her office.

Role cards: 12 – 13

UNIT 48

ONGOING SITUATIONS

GETTING STARTED

1

Talking About Ongoing Situations

CONVERSATION 1

A: You know _____ in this apartment for ten years and I've never had a single problem with the landlord.

B: You're lucky. We have problems with ours all the time.

CONVERSATION 2

A: _____ funny ever since lunch.

B: Maybe you had something that didn't agree with you.

CONVERSATION 3

A: _____ Christine at all this morning. Is she in?

B: No, she's away today.

CONVERSATION 4

A: _____ the candidate personally for the past 12 years, so I don't think I should be on the selection board.

B: Oh, that's fine. We'll get somebody else.

CONVERSATION 5

A: But _____ to be a doctor all his life. How come he quit medical school?

B: Well, he hasn't really quit. He's just taking some time off.

CONVERSATION 6

A: What a miserable day!

B: Yes, _____ off-and-on all day long.

CONVERSATION 7

A: I think we should take a break soon. _____ on this for quite a while.

B: Sounds like a good idea. I think I'll go down and get some coffee.

CONVERSATION 8

A: How long _____ weights now?

B: Oh, about three months. It's hard work but I want to keep it up.

CONVERSATION 9

A: _____ in this department long?

B: Yeah, since 1980 and I've seen a lot of changes.

CONVERSATION 10

A: How's your daughter's skating going?

B: Well, _____ much since she started university. Her studies keep her pretty busy.

2**For and Since**

1. A: I haven't seen a movie _____ ages. Feel like going to one?
B: Sure, what's playing?
2. A: Have you spoken to Sylvia _____ yesterday?
B: Yes, I spoke to her after lunch, and everything's under control now.
3. A: My phone's been ringing ever _____ I got in this morning. I'll never finish this work.
B: Maybe you should ask the secretary to hold your calls.
4. A: I've been wanting to take karate lessons _____ a long time.
B: So have I. Maybe we can go together.
5. A: Boy, am I starving! I haven't had anything to eat _____ last night.
B: Well, let's leave for lunch now, then.
6. A: I've been trying to catch up _____ the past few weeks, but I've still got a lot to do.
B: Yeah, I guess you had a lot of work waiting for you when you got back.
7. A: Darn buses! I've been waiting here _____ half an hour.
B: I know what you mean. They're always late in bad weather.
8. A: Yes, Bill, what can I do for you?
B: Well, it's this printout. It says I've taken ten days of annual leave _____ April, but according to my record, I've only taken eight.

STUDY

Present Perfect and Present Perfect Continuous

The present perfect and present perfect continuous are both used to talk about ongoing situations. However, the present perfect continuous is used more often.

Present Perfect = have + past participle

affirmative		negative		interrogative	
I've	lived	I haven't	lived	have I	lived
you've		You haven't		have you	
he's/she's		he/she/hasn't		has he/she	
we've		
you've					
they've					

Present Perfect Continuous = have been + present participle
(infinitive + **ing**)

affirmative		negative		interrogative	
I've	been reading	I haven't	been reading	have I	been reading?
you've		you haven't		have you	
he's/she's		he/she hasn't		has he/she	
we've		
you've					
they've					

The present perfect continuous is sometimes used to emphasize the idea of time either 'being' or 'seeming' long. Vocabulary and intonation can be used to make ideas positive or negative.

E.g. Positive and long - I've been living here for over 30 years and I love it!

Negative and seems long - I've been living here for three years and I hate it!

Time Expressions Which Indicate Ongoing Situations

for	10 years a while the past month the last two weeks	since	1980 we met lunch
all	day (long) his life	today, this week, month, ...	

For and Since

We use **for** to refer to the **duration** of the time period.

We've known each other **for six years**.

We use **since** to refer to the **beginning** of the time period.

We've been watching T.V. **since supper**.

I've wanted to talk to you **since I arrived this morning**.

SUMMARY OF VERB FORMS

		Infinitive	Past Tense	Past Participle
Regular Verbs	The past tense and past participle are the same. They are formed by adding -ed to the infinitive.	watch play visit	watched played visited	watched played visited
Irregular Verbs	Three types			
	1. Two parts are the same (spelling or pronunciation)	spend read bring come	spent read brought came	spent read brought come
	2. All three parts are different	know speak write do be	knew spoke wrote did was	known spoken written done been
	3. All three parts are the same	put cost let	put cost let	put cost let

PRACTICE

P=1 WRITE

To practise talking about ongoing situations.

A. For each number:

Choose an appropriate verb from the list below to fill in the first blank in the conversation.
Write the verb in the present perfect or present perfect continuous in the space provided.

wait
rehearse
fly
give
collect

drive
avoid
play
do
gain

Then choose a line from the box below to fill in the second blank in the conversation.
Write the line in the space provided.

- **she's still not here**
- **ever since they announced it**
- **I've never won a tournament**
- **since I quit smoking**
- **since they got that new account**
- **since the age of seven**
- **ever since I found out I have high blood pressure**
- **it still looks like new**
- **ever since she was 18**
- **since the bus strike started**

1. A: Jill _____ a plane _____

B: Really. That's pretty young to start.

2: A: Would you like some salt on that?

B: No, thanks. I _____ salt,

3: A: Gee, Carl _____ a lot of overtime lately.

B: Yeah, I hardly ever see him _____

4: A: How've you been getting to work?

B: Oh, Ted _____ me a ride every day,

5: A: You must be proud that Ingrid was chosen to play in the concert.

B: I sure am! She _____

for it night and day _____

6: A: You know I _____ a lot of
weight _____

B: But at least you're not coughing all the time and you must be feeling better too.

7: A: Hi, Alex, what are you still doing here? I thought you'd be gone by now.

B: Well, I _____ for Michelle

for half an hour and _____

8. A: Ben are you signing up for the tournament next month?

B: Probably. You know, I _____
golf for years, but I _____
Maybe I'll be lucky this year.

9. A: Kevin _____ stamps

B: Really. He must have stamps from all over the world.

10. A: Terry really takes care of his car. I'm sure he washes it every second day.

B: Yeah, he _____ that car
for over ten years and _____

B. Work with a partner.

Practise reading your corrected conversations with your partner.

P=2= WRITE / SPEAK

To practise talking about ongoing situations.

A. For each number:

Read the part of the conversation given.

Then add a sentence based on an appropriate cue from the box.

Write your sentences on the solid lines.

Then write an additional comment on the dotted lines to continue the conversation.

- **negotiate/so long now**
- **be away sick/this week**
- **sit there/watching our house/nearly all day**
- **expect it/all week**
- **see/chiropractor/last two months**
- **make our own/several years now**
- **live in Florida/almost five years now**
- **swim there/years**

1. A: How's your shoulder these days?

B: Much better. I _____

_____ and I've noticed a big improvement.

A: I'm glad to hear that. How often do you have to go?

B: _____

2. A: Did you know they're closing the municipal beach?

B: You're kidding. We _____

A: Yeah, apparently the water's become too polluted.

B: _____

3. A: Would your mother consider moving back here again?

B: I doubt it. She _____
_____ and she really likes it.

A: Does she get back here to visit very often?

B: _____

4. A: Did you know that Nancy _____

B: Oh. What's wrong?

A: I don't know exactly, but they say it's something pretty serious.

B: _____

5. A: Mr. Jones phoned again about the parcel. He _____

B: That's funny. I mailed it last Friday.

A: Are you sure you sent it to the right address?

B: _____

6. A: I wonder when we're going to get our new contract?

B: That's a good question. They _____

A: Do you think they'll reach an agreement soon?

B: _____

7. A: Did you hear they're raising the price of wine by 20 percent?

B: Yeah, but it doesn't really bother me. We _____

A: Really, I don't think I've ever had homemade wine.

B: _____

8. A: Do you know who that guy is in the green car over there?

B: No, why?

A: Well, he _____

B: _____

B. Work with a partner.

Practise reading your corrected conversations and those of your partner.

P=3== *What's Up?*

To practise talking about ongoing situations.

In part A, you will listen to people talking about unusual things they're attempting to do, and you will take notes. Then, in Part B, you will use these notes to role play.



A. Read the SITUATION:

Phil Parker is the host of the radio show, 'What's Up?', a program about people and some of the unusual things they do. Phil interviews people on location and in the studio.

You will hear the beginning of four different interviews with people attempting to do unusual things.

Listen to each interview and write down the information about the person being interviewed in the space provided. You will then use this information to role play. See Part B.

Interview 1: Scott Sutherland

Interview 2: Miss Walters

Interview 3: Roy Nemiroff

Interview 4: Mrs. Dyer

B. Work with a partner.

You will role play the interviews you listened to in Part A.

Roles: S1 – p. 67

S2 – p. 69

S1

For Interviews 1 and 2, **you are the interviewer.**

You want to find out more about the guests. Look over the notes you took and prepare some questions that you might want to ask them about - what they're attempting to do, their personal lives, goals, etc.

e.g. How long have you been training?

What do you do for a living?

What do your friends/family think of what you're doing?

Interview 1:

Interview 2:

S1

For Interviews 3 and 4, **you are the guest.**

You will be interviewed. Look over the notes you took and write down additional information about yourself for the interview, for example, more details about what you're attempting to do, your personal life, and your goals.

Interview 3:

Interview 4:

S2

For Interviews 1 and 2, **you are the guest.**

You will be interviewed. Look over the notes you took and write down additional information about yourself for the interview, for example, more details about what you're attempting to do, your personal life, and your goals.

Interview 1:

Interview 2:

S2

For Interviews 3 and 4, **you are the interviewer.**

You want to find out more about the guests. Look over the notes you took and prepare some questions that you might want to ask them about - what they're attempting to do, their personal lives, goals, etc.

e.g. How long have you been training?

What do you do for a living?

What do your friends/family think of what you're doing?

Interview 3:

Interview 4:

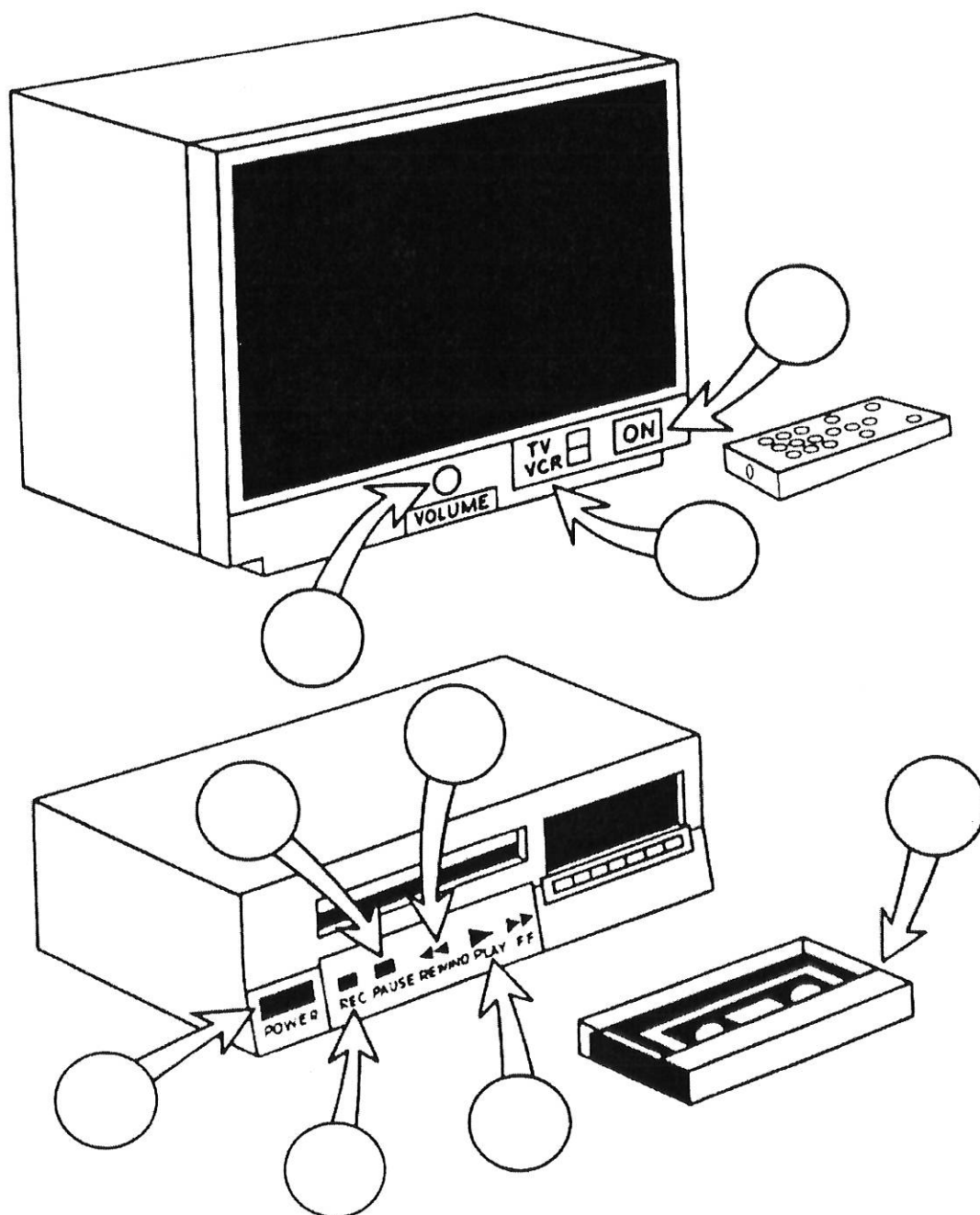
UNIT 49

SHOWING HOW

GETTING STARTED

1

Showing How



2

Giving Instructions

PAMELA:	I've got to give a training session this afternoon, so could you show me how to use this VCR?
TECHNICIAN:	Sure. It's not difficult at all. _____ _____ turn on the television set.
PAMELA:	Where's the 'on' button? Oh, here.
TECHNICIAN:	_____, you check this switch right beside it, and you put it on VCR.
PAMELA:	Right.
TECHNICIAN:	_____, you insert the cassette. Make sure you put it in with the printed side up.
PAMELA:	I see.
TECHNICIAN:	Don't forget you also have to turn on the power.
PAMELA:	This button?
TECHNICIAN:	Yes. _____, to start your tape at the beginning, you rewind all the way. It stops automatically and you're all set to go. Just push the 'play' button _____ adjust the volume on the T.V. set.
PAMELA:	Sounds simple enough.
TECHNICIAN:	_____, be sure you don't press the 'record' button. If you do, you might erase the tape.
PAMELA:	O.K. What do I do if I want to stop and explain something?
TECHNICIAN:	No problem. Just push the 'pause' button right here. But be careful not to leave it on pause for too long, otherwise you could damage your cassette.
PAMELA:	And to get it going again, I just press the 'pause' button again, right?
TECHNICIAN:	Yeah.
PAMELA:	O.K. Thanks a lot.
TECHNICIAN:	Any time.

3

Separable Two-Word Verbs

1. A: Can you show me how to _____ this flipchart?

B: Sure, it's easy. First you hold it like this. Then you pull the legs out. See? That's all there is to it.

2. Oh, by the way, just one more thing. Don't forget to _____ your safety glasses. It's a good idea to wear them when you're working on a machine like this.

throw away

3. A: How do I _____ more _____ our pension plan?

put on

B: There's a booklet on it. I think you can _____ one _____ at the personnel office.

set up

4. Leave it in the oven for about three hours. But about an hour before you _____ it _____, _____ the lid _____.

take off

fill out

5. A: How do I get the post office to redirect my mail?

put away

B: All you have to do is go to your local post office, and _____ a special card. I think they charge about \$15.

pick up

6. A: It's time to get ready for bed, Peter.

take out

B: Do I have to?

A: Yes, you do. And be sure to _____ all your toys _____. You know where they go.

learn about

7. Separate the copies. The white one goes in our files, the blue one goes to Accounts Payable, and we don't use the pink one. You can just _____ it _____.

STUDY

Asking for Instructions

How does this machine work?
Could you show me how to use it?
Can you explain to me how it works?

How do you program it?

What do I do		if I want to stop and explain something? when I want to record?
---------------------	--	--

How do I get it to play back?

How do I make it play back?

Giving Instructions

Connectors		
When giving instructions, we often use the following connectors:		
the first thing you do is first (of all)	(and) then after that next now	finally and last (of all) the last thing is

First of all, you turn it on.
Then (you) put it on VCR.
Next (you) insert the cassette.
After that (you) turn on the power.
And then (you) rewind your tape.
The last thing is to remove the tape.

Giving Warnings

Make sure | you put the cassette in this way.
Make sure | you don't press the record button.

Don't forget |
Remember | to turn the power on.

Be careful |
Be sure | not to leave it on pause for too long.

Separable Two-Word Verbs*

A two-word verb usually consists of a **verb** plus an **adverb** or a **preposition**.

First of all, **turn on** the T.V. set.

Look up the words you don't know in your dictionary.

A two-word verb often has a synonym which is more formal.

Look over		turn it down.
Examine	the proposal carefully before you	reject it.

	pick out	
I'll	select	the artwork for the main hall.

	put off	
We	postponed	the meeting until Monday.

* Note: If the object of a separable two-word verb is a simple noun phrase (i.e. article + [optional adjective] + noun), the verb can either be kept together or separated.

E.g. Together - Turn on the T.V. set.

Separate - Turn the T.V. set on.

When the object is complex (article + noun + clause), for clarity it may be preferable to keep the parts of the verb together.

E.g. Together - Look up the words you don't know in your dictionary. (clear message - preferable)

Separate - Look the words you don't know up in your dictionary. (less clear - NOT recommended)

If a pronoun is the object, the verb must separate. Compare the noun and pronoun examples.

E.g. Noun (together or separate) - Turn down the proposal. / Turn the proposal down.

Pronoun (separate) - Turn it down. (the only possibility)

PRACTICE

P1 WRITE

To practise the language for asking for instructions.

Write what you would say to ask for instructions in the following situations.

You're:	You want instructions on:	You ask:	
1. interested in buying a new camera	how to take indoor shots	a sales-clerk	_____ _____ _____
2. taking a word processing course	how to set up the margins	the instructor	_____ _____ _____
3. a new employee	the filing system	a colleague	_____ _____ _____
4. unfamiliar with the new electronic security system in your office	the procedure to follow in case the alarm goes off	your boss	_____ _____ _____

You're:	You want instructions on:	You ask:	
5. interested in getting group medical insurance	how to apply	the pay clerk	_____ _____ _____
6. thinking of starting up a company	how to register the company	a lawyer	_____ _____ _____
7. claiming travel expenses	how to fill out the form	the secretary	_____ _____ _____
8. taking first-aid training	what to do in case someone faints	the instructor	_____ _____ _____

P=2== LISTEN / WRITE

To practise listening to people giving instructions.

You will hear three conversations in which one person gives another person instructions on how to use a certain object.



For each conversation:

Listen and write the name of the object in the box provided.

Then listen again and fill in the blanks to complete the instructions on how to use the object.

CONVERSATION 1 -

OBJECT:

A: Do you think you could show me how to _____ ?

B: O.K. _____ it in and connect the remote control.

A: This is the remote control?

B: That's right. You press this button to advance your slides and this one to _____

O.K. _____ , to put your tray in, press this green button and turn the tray like this until it clicks into place.

A: Right.

B: _____ the light. And there's your first slide.

A: Great. Thanks.

B: No problem. And _____ your picture. It's the knob right here.

CONVERSATION 2 -

OBJECT:

A: So, how do you make it work?

B: You don't make it work. It makes you work! _____

I'll show you. O.K. Now, _____ the seat so it's the right height for you.

A: O.K. Seems fine.

B: _____ this knob to set the tension. You see? 'Increase, decrease.'

A: O.K. Yeah.

B: _____ , if you want to time yourself, you set the timer for anything up to 30 minutes.

A: Oh yeah? I think I'll start with five.

B: Sure, it's good to start slow and work up. _____ onto the handlebars and start to pedal.

CONVERSATION 3 -

OBJECT:

A: Can you _____ ?

B: Sure, it's simple. When there's a call, you'll hear a buzz and one of these buttons will start flashing. _____ that's flashing and take the call.

A: What do you want me to say when I answer?

B: You say, 'Good morning, Pay Division' O.K.? _____ this pad to take messages.

A: All right.

B: Now, when the caller asks to speak to someone _____ transfer the call. _____ this red button to put him on hold. _____ , press the intercom button and dial the person's intercom number. You have the list right here.

P=3 LISTEN / SPEAK



To practise listening to and giving instructions.

Roles: S1 - p. 81
S2 - p. 83

S1



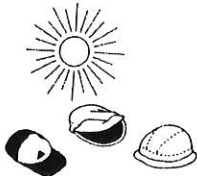


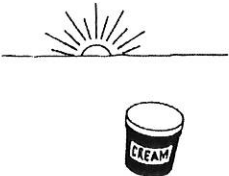
A. Work in a group.

The series of pictures below illustrates **how to get a good suntan without burning**. Look at the pictures and the vocabulary hints.

You will hear a conversation in which one person asks for instructions and the other person responds.

Listen to the conversation and write the vocabulary hints under the appropriate picture.

Listen to the conversation again and take additional notes. Then check your information with the other members of your group. You will use this information to role play. See Part B.

How to Get a Good Suntan Without Burning			Vocabulary Hints
			lie down flat
_____	_____	_____	put on moisturizer
_____	_____	_____	cover head
_____	_____	_____	
			wet your skin
_____	_____	_____	turn over
_____	_____	_____	put on sunscreen
_____	_____	_____	

S1

B. Work with a partner.

Now explain to your partner **how to get a good suntan without burning** using the pictures and your notes.

C. Work with a partner.

The series of pictures below shows **what to do in case of fire**. Ask your partner for the instructions and number the pictures to indicate the correct order.



S2


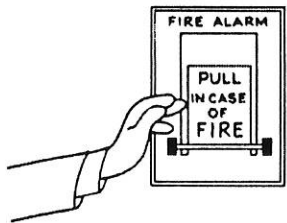
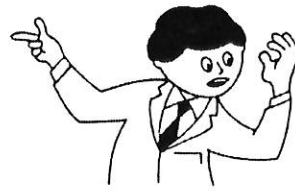


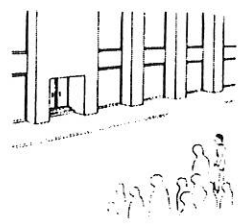
A. Work in a group.

The series of pictures below illustrates **what to do in case of fire**. Look at the pictures and the vocabulary hints.

You will hear a conversation in which one person asks for instructions and the other person responds.

Listen to the conversation and write the vocabulary hints under the appropriate picture.

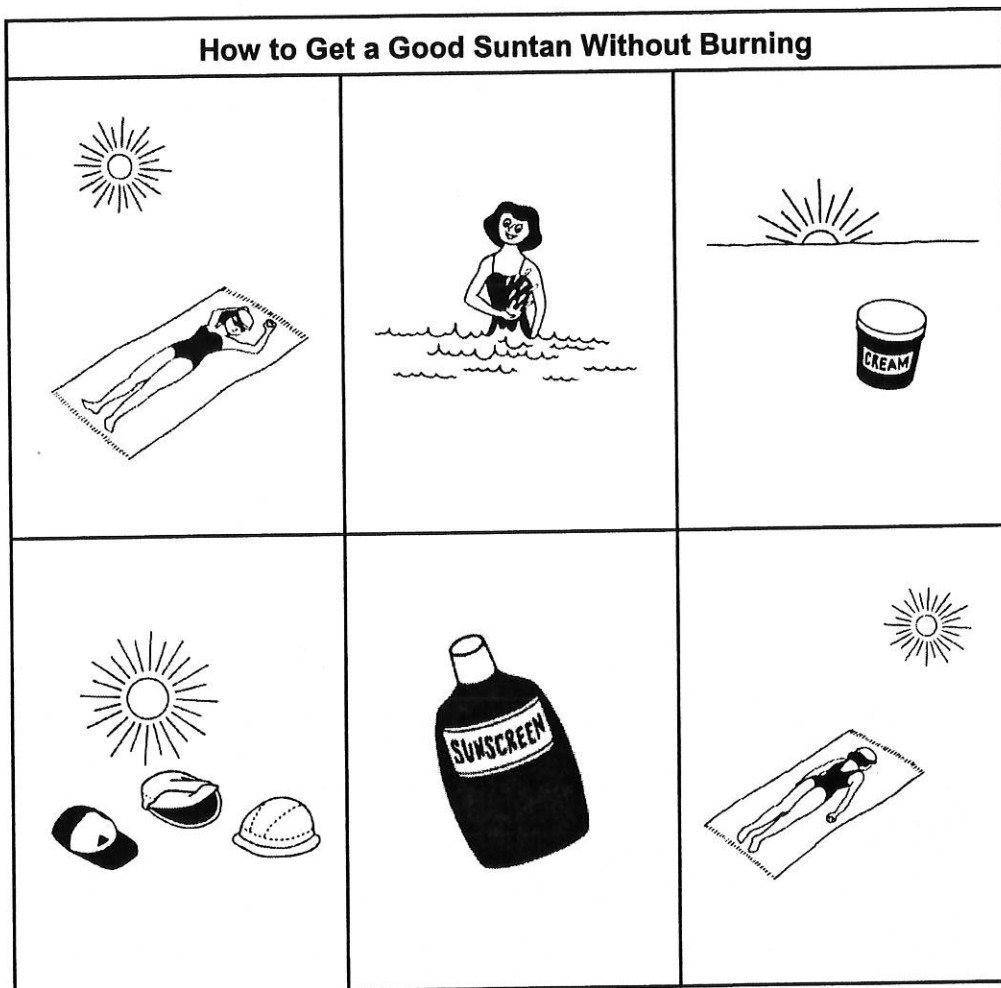
Listen to the conversation again and take additional notes. Then check your information with the other members of your group. You will use this information to role play. See Part B.

What to Do in Case of Fire			Vocabulary Hints
			warn everyone
			get out of building
			wait across the street
			set off alarm
			phone fire department
			use fire extinguisher

S2

B. Work with a partner.

The series of pictures below shows **how to get a good suntan without burning**. Ask your partner for the instructions and number the pictures to indicate the correct order.



C. Now explain to your partner **what to do in case of fire** using the pictures and vocabulary hints.

P=4= Show 'n' Tell

To practise explaining how to do something.

Choose something you would like to demonstrate to the class.

Your teacher will give you more information.

UNIT 50

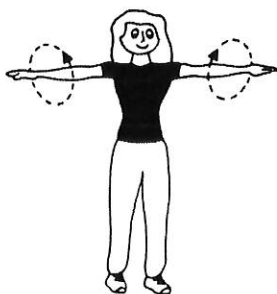
HEALTH

GETTING STARTED

1

Parts of the Body

1.



2.



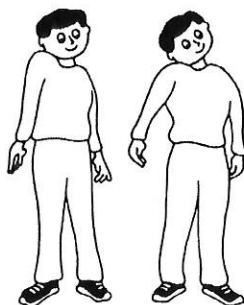
3.



4.



5.



6.



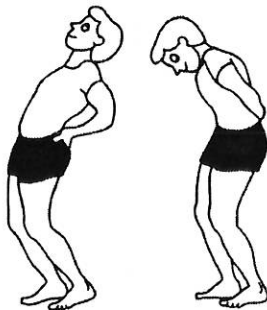
7.



8.



9.

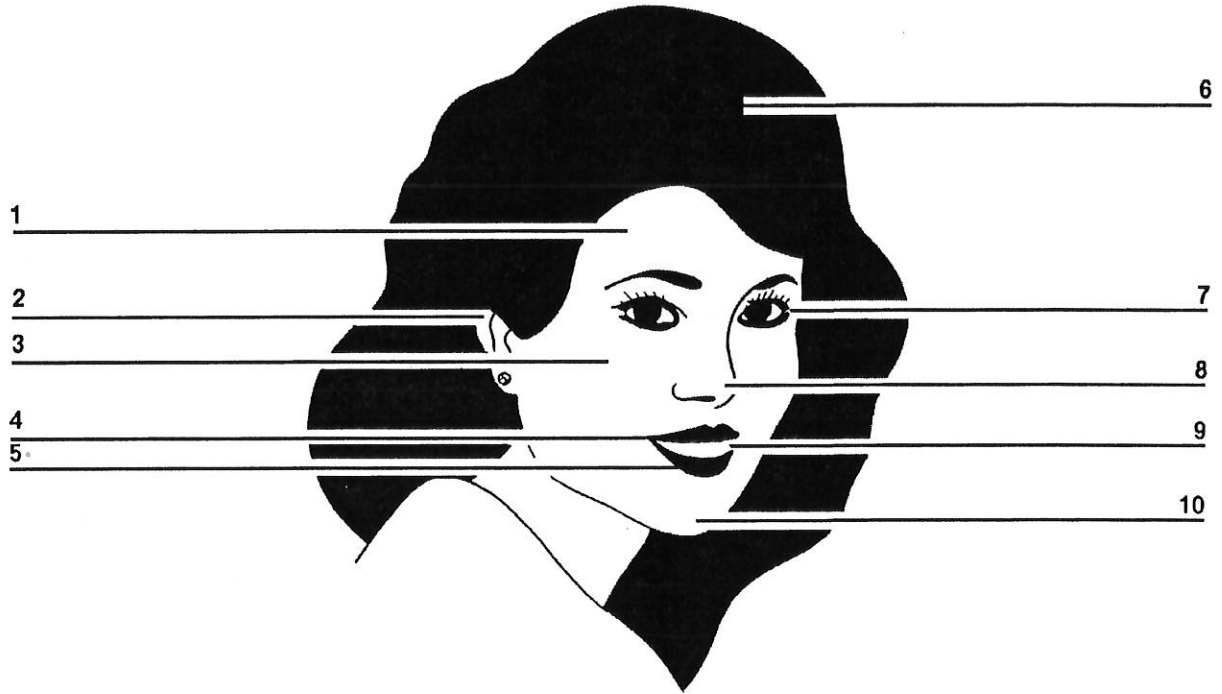


10.



ankle	fingers	neck
arm	foot	shoulder
back	hand	stomach/abdomen
buttocks/behind	head	thigh
calf	hip	toes
chest	knee	waist
elbow	leg	wrist

2 Parts of the Head and Face



cheek	ear	forehead	lip	mouth
chin	eye	hair	nose	teeth

3

Health



4

Saying You're Not Well and Responding

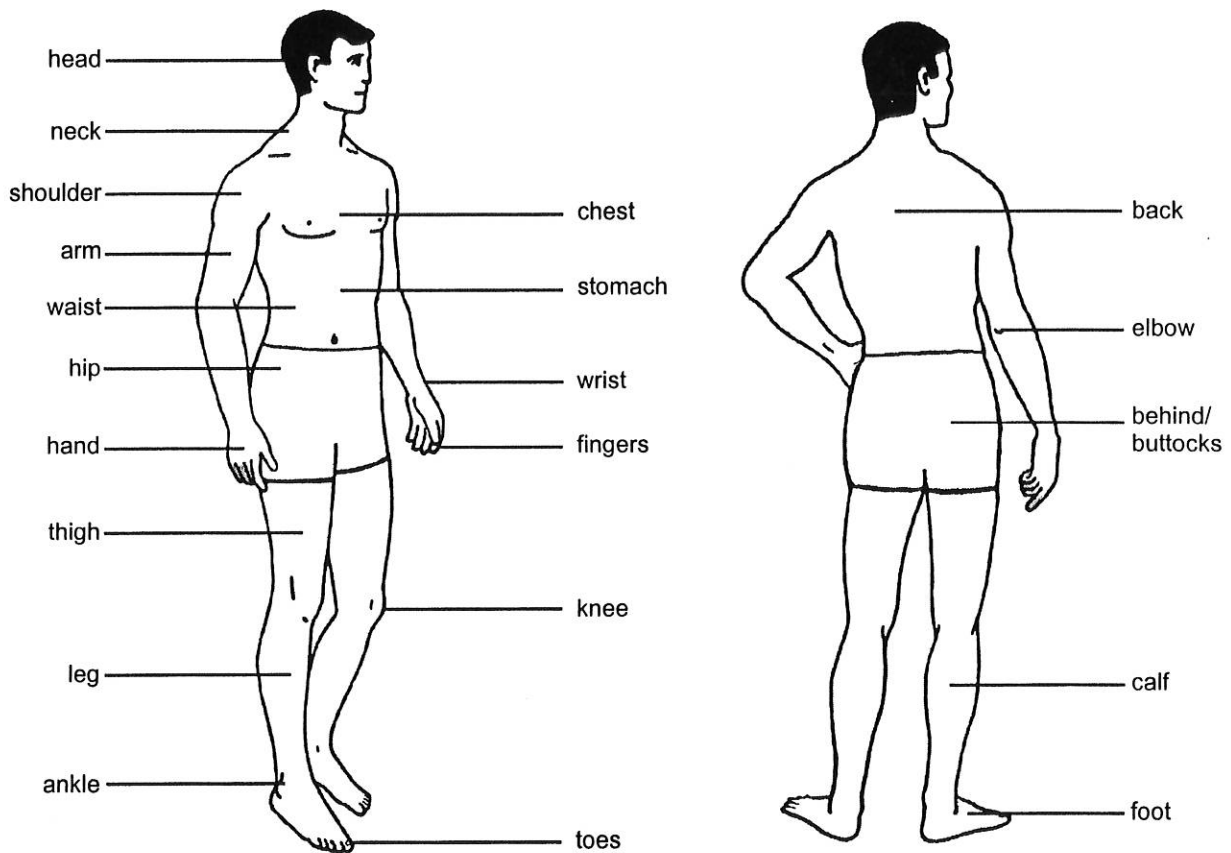
Roles: S1 – Say you're not well using the cues in the first column.

S2 – Respond using the cues in the second column.

Switch roles and repeat the role plays.

Cues

S1	S2
1. bad headache	1. Offer advice. – lie down for a while
2. always tired	2. Offer advice. – get more sleep
3. stiff neck	3. Express sympathy. Offer advice. – take an aspirin
4. have trouble breathing	4. Offer advice. – see a doctor
5. sore throat	5. Express sympathy. Offer advice. – hot tea with honey
6. rash on arms	6. Express sympathy. Offer advice. – see a dermatologist

STUDY**Parts of the Body****Parts of the Head and Face**

cheek
chin
ear
eye
eyebrow
eyelashes
forehead

hair
lip
mouth
nose
nostril
teeth
tongue

Saying You're Not Well

I'm not feeling very well. I think I'm

getting coming down with

 the flu.

I feel

lousy. awful. terrible. sick. ill.
--

 It's my hay fever again.

I don't feel

so good. so hot. well at all.

My arthritis is bothering me. My allergies are acting up again.
--

I have a bad cold.
I've got a terrible headache.
I really don't know what to do about this cough.

I can't seem to get rid of it.

My back is killing me.
My throat feels terrible.

Responding

Expressing Sympathy

That's too bad.

I'm sorry to hear that.

I sympathize with you.
There's nothing worse than
 a sore back.

Offering Advice

Why don't you go home and get some rest?
What you need is a few days rest.

Have you tried taking some cough syrup?

Should and **ought to** are often
 used when offering advice.

Maybe you should see a doctor.

You really ought to be in bed.

Sometimes sympathy (or concern) and
 advice are expressed indirectly.

Yeah, your cold really sounds worse.

Are you taking anything for it?
 Is there anything you can take for it?

Yeah, you | look a bit under the weather.
 | do look a little tired.
 | look pooped.

Take care (of yourself).

PRACTICE

P 1 LISTEN



To practise the vocabulary for parts of the body.

You will hear a series of conversations in which people refer to different parts of the body.

Listen to each conversation and identify the part(s) of the body you think the people are referring to. Write your answers in the space provided.

Conversation	Parts of the Body
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	

P=2= WRITE

To practise the vocabulary for parts of the head and face.

In the following statements, actions associated with the different parts of the head and face are in dark print.

Read the statements. Then write the appropriate parts in the spaces provided.

1. Before they put in the sound-proofing you could **hear** everything they were saying in the next office.

2. Mmm, that **smells** delicious. What're you making?

3. O.K. I'm going to put a lens in, so try not to **blink**.

4. They **kissed** good-bye at the train station.

5. You're not supposed to take these tablets with water. You have to **chew** them.

6. He **frowned** when I mentioned the idea, so I presume he doesn't like it.

7. Just **nod** your if you agree and **shake** it if you don't.

8. Timmy, don't **stare** at people. It's not polite.

9. I couldn't help **overhearing** what you just said to Cynthia.

10. I didn't realize the whole thing was a joke until he **winked**.

11. I can't **whistle** the tune but I can hum it for you.

12. I don't think you should use that milk. It **tastes** kind of funny.

P3 Word Association

To practise the vocabulary for parts of the body.

Write down the part of the body that first comes to your mind when you read each of the following words.

- | | | | |
|------------------|-------|-------------------|-------|
| 1. ring | _____ | 12. injection | _____ |
| 2. onions | _____ | 13. soccer | _____ |
| 3. handcuffs | _____ | 14. fortuneteller | _____ |
| 4. ballerina | _____ | 15. watch | _____ |
| 5. perfume | _____ | 16. knapsack | _____ |
| 6. rock music | _____ | 17. belt | _____ |
| 7. sign language | _____ | 18. sunglasses | _____ |
| 8. dentist | _____ | 19. helmet | _____ |
| 9. shampoo | _____ | 20. slippers | _____ |
| 10. shawl | _____ | 21. keyboard | _____ |
| 11. bicycle | _____ | 22. scarf | _____ |

P=4= WRITE

To practise the vocabulary for common ailments.

Use the words in the box below to answer the questions.

Some Common Ailments

a headache	a sore throat
a sore back	an upset stomach
a toothache	sore feet
a cold	a sunburn
stiff muscles	a hangover

What sometimes happens when you:

1. lift heavy boxes?
2. drink too much?
3. sunbathe too long?
4. yell too much?
5. get soaked in the rain?
6. overeat?
7. lose a filling?
8. read a lot without your glasses?
9. walk a lot in new shoes?
10. exercise too strenuously?

You can get:

P=5= WRITE / SPEAK

To practise responding to people saying they're not well.

A. For each number:

Read the statement in which someone mentions a health problem.

Then choose an appropriate cue from the box to offer advice. Express sympathy where appropriate.

Write your response in the space provided.

- | | |
|-----------------------------------|----------------------------|
| • warm milk before bed | • Vitamin C |
| • antacid tablets | • drops for eyes |
| • gargle with salt and warm water | • a good medicated shampoo |
| • a good massage | • a decongestant |

1.

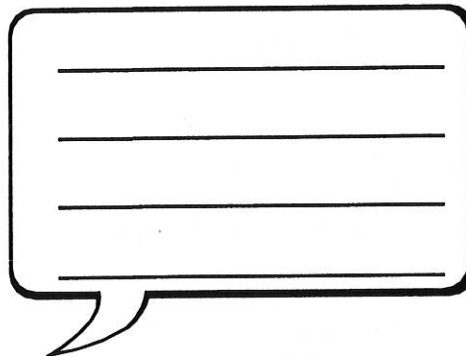
My back's really bothering me again.

2.

My sinuses are all blocked up. I can hardly breathe.

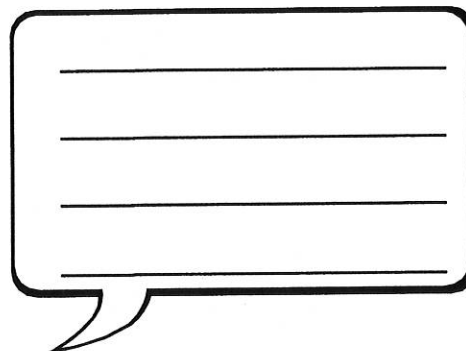
3.

I have a lot of
trouble falling
asleep these days.



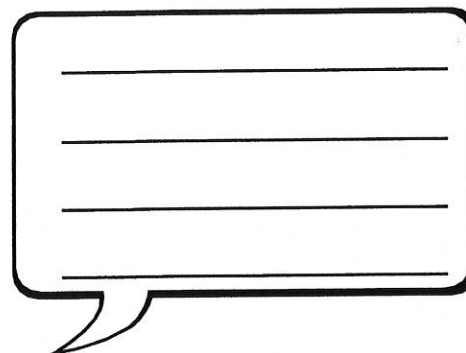
4.

My scalp is always
dry and itchy.



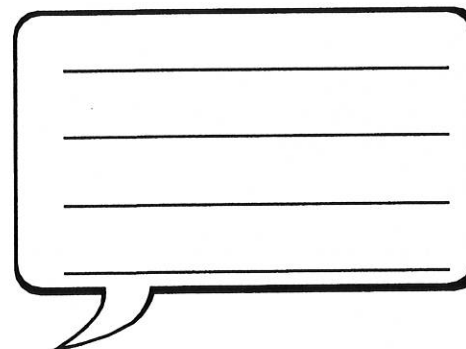
5.

I feel terrible. I think
I'm getting a cold.



6.

Well, I guess it's no
more pizza for lunch.
My heartburn is still
bothering me.



7.

It's so dry at work that
I can't wear my contact
lenses.

8.

My throat's getting
really sore.

B. Work with a partner.

Practise reading your corrected conversations and those of your partner.

P=6=

WRITE / SPEAK

To practise talking about health.

In Part A, you will add one sentence to each conversation. Then, in Part B, you will work with a partner to expand the conversations.

A. For each number:

Read the part of the conversation given.

Then choose an appropriate line from the box to add to each conversation. Write your choice on the solid lines.

- You seem to be sneezing a lot today.
- Do you think you have an infection?
- I can't seem to get rid of it.
- I feel a little sick to my stomach.
- That's some hangover you've got.
- My throat's really sore.
- I think I'm coming down with something.
- My doctor thinks it's from smoking too much.
- You look a little under the weather.
- I didn't know you wore glasses.

1. A: That food didn't agree with you, did it?

B: No, not really.

A:

A:

2. A: _____

B: Yeah, I think I've got a touch of the flu.

A: _____

B: _____

3. A: _____

It must have been a wild party.

B: It was great, but I really feel lousy today.

A: _____

B: _____

4. A: _____

B: Does it hurt when you swallow?

A: _____

B: _____

5. A: _____

B: I don't usually, but I have an eye infection so I can't wear my contacts.

A: _____

B: _____

6. A: My ear's really bothering me.

B: Poor you. _____

A: _____

B: _____

7. A: How's your headache?

B: Not much better. _____

A: _____

B: _____

8. A: You look like you're a bit feverish. What's wrong?

B: I don't know. _____

A: _____

B: _____

9. A: That's some cough you've got.

B: Yeah, I know. _____

A: _____

B: _____

10. A: _____

B: Yeah, it's my hay fever starting up again.

A: _____

B: _____

B. Work with a partner.

Write additional lines to continue each conversation.

C. Work with a partner.

Practise reading your corrected conversations with your partner from part B.

Roles: S1 – Speaker A

S2 – Speaker B

Switch roles after Number 5.

UNIT 51

SOCIAL EXPRESSIONS

GETTING STARTED

1

Introducing People and Responding

1.

Mr. Roberts, I would like to introduce you to Mr. Walter Bilenki.

_____, Mr. Bilenki.

(Mr. Roberts)

_____, Mr. Roberts.

(Mr. Walter Bilenki)

2.

Barbara, I don't think you've met Bill?

_____. Hello, Bill.

(Barbara)

(Bill)

3.

Helena, I'm sure you've heard
me talk about Frank Hutton.

_____,
Frank.

(Helena)

Hi. Sorry, but _____

(Frank Hutton)

4.

Mrs. Nicholson, do you know
Phillip Dryden?

Phillip Dryden is it?

(Mrs. Nicholson)

_____,
Mrs. Nicholson.

(Phillip Dryden)

5.

Miriam, I'd like you to meet
my old friend, Ray Walker.

Hello, Ray. _____

(Miriam)

(Ray Walker)

- Oh, yes. Nice to meet you
- Hi, I've heard a lot about you, too.
- I didn't catch your name.
- How do you do, Glad to meet you.
- Yes, pleased to meet you
- I've heard a lot about you.
- No, I've never had the pleasure.
- How do you do
- No, I don't think we've met.
- Hello, Barbara.

2

Leave-taking and Sending Regards

CONVERSATION 1

Pat: Well, I've got to run, Angela. Bye.

Angela: O.K., Pat. Let's keep in touch.

CONVERSATION 2

Phyllis: I'm afraid I have to go now, Leonard.

Leonard: O.K., Phyllis. Take it easy. And, if you see Donna, say hi to her for me. O.K.?

CONVERSATION 3

Harry: O.K., Roland. It's been nice talking to you.

Roland: Right, Harry. Give me a call some time.

CONVERSATION 4

Cheryl: O.K., then, Lydia. I guess I'd better get going. I'm supposed to meet Fred at five.

Lydia: O.K., Cheryl. Take care and give my best to Fred.

CONVERSATION 5

Harriet: All right, then, Joanne. Have a good day and please give my regards to Aunt Jennie.

Joanne: Sure, will do. See you again, soon.

CONVERSATION 6

Marion: I'm off then, Peter. See you later.

Peter: Right. I'll be talking to you, and give my love to Yvonne.

STUDY

Greeting Someone You Haven't Seen in a While

Ken. (I) haven't seen you | for ages.
| in quite a while.
| since last summer.

Hello, Jessica. | Good to see you again.
| Nice to see you again.
| What a nice/pleasant surprise!

Hi, Frank. | Long time no see.
| How've you been?

When you greet people you haven't seen in a while, you often ask about their activities during the period since you last met.

(So,) | what's new (with you)?
| what are you up to these days?
| what have you been up to (lately)?

Introducing People

Michael, | I'd like you to meet |
| I want you to meet | Sandra.

Jeff, I'm sure you've heard me talk about
Margaret Dobson.

Rose Ivay, I would like to introduce you to
Jerry Gibbons.

Rose, I'd like to introduce you to Jerry.

Dorothy, | have you met |
| do you know | Mr. Timmins?

Dan, I don't think | you know |
| you've met | Linda.

Responding

Hi, there. | Pleased to meet you.
| Glad to meet you.
| Nice to meet you.

How do you do, Mr. Gibbons.
How do you do, Ms. Rose

Hello, Jerry. I've heard a lot about you.
Hello, Rose. I can say the same
about you.

No, I don't think we've met.

No, I haven't |
No, I've never | had the pleasure.

Leave-taking

I've go to run. I'll be | talking to |
seeing | you.

I guess I'd better get going. See you later.
Well, I'd better be going. Bye.

It's been nice talking to you. Take care.
I'm afraid I have to go now. I'll call you.

Nice seeing you again. Let's keep in touch.
It was nice seeing you. Give me a call some time.

O.K., Sean. | See you again, soon.
Take it easy.

Bye. Have a | good | day.
nice |

I'm off then, |
All right then, | Sally. See you tonight.

Sending Regards

If you see Barbara, say hi (to her) for me.

Say hello to Victor for me.

Give my best to Ann.

Give my love to Uncle Bill.

Please give my regards to Mrs. Barnes.

PRACTICE

P=1 WRITE / SPEAK

To practise using different social expressions.

A. For each number:

Read the part of the conversation given.

Then choose an appropriate line from the box to complete each exchange. Write your choice in the spaces provided.

- I haven't seen you for quite a while.
- I don't think you know Jill.
- I've got to run now.
- Don't forget to say hello to Monica when you see her.
- I'm off
- John, you've heard me talk about
- Hello, Mrs. Casey. Nice to see you again.
- No, I haven't. Pleased to meet you
- Long time no see. What have you been up to?
- Yeah, goodbye and give my best to your family.

1. A: _____

B: Oh hello, Doris. What a pleasant surprise!

2. A: Bye for now. _____

B: I won't. Goodbye.

3. A: By the way, Debra, I don't believe you've met Renée.

B: _____, Renée.
I've heard so much about you.

4. A: Well, Victor, _____

B: That's right. The last time was at Ernie's birthday party, wasn't it?

5. A: O.K. then. We'll be seeing you soon.

B: _____

6. A: _____ then, Winston. See you tomorrow.

B: O.K., Melanie. Have a good evening.

7. A: Hi, Walter. _____

B: Working hard and trying to stay out of trouble. What about you?

8. A: _____ Maybe we
can meet for lunch sometime?

B: That'd be nice. Give me a call.

9. A: Marvin, _____

B: No, I don't think we've met. Hi, I'm Marvin Williams.

10. A: _____ Patrick.

B: Glad to meet you, Patrick.

B. Work with a partner.

Practise reading your corrected conversations with your partner.

P **2** **WRITE**

To practise using different social expressions.

A. For each number:

Read the situation. Then fill in what one of the speakers says by choosing appropriate lines from the right-hand side of the page.

Write your choice on the solid lines.

SITUATION 1: Philip introduces a friend, Stephen, to his stockbroker, Diane.

PHILIP: _____

DIANE: _____

Same here. The last time was in Chicago, and that was two years ago, wasn't it?

SITUATION 2: Henry rushes back to work, leaving his friend in the restaurant.

HENRY: _____

Well, it's been nice talking to you, but I have to get back to work.

STUART: _____

SITUATION 3: Karen recognizes a business acquaintance, Victor, at the trade fair.

KAREN: _____

VICTOR: _____

Hey! Long time no see. I thought you'd moved or something.

SITUATION 4: Leonard meets Mark at the bus stop.

LEONARD: _____

MARK: _____

Oh, yes. I've heard a lot about you, Stephen. How do you do.

SITUATION 5: Gerald's wife, Carol, is seeing him off at the airport.

GERALD: _____

CAROL: _____

No, I've never had the pleasure. Hi, there.

SITUATION 6: Rita introduces her husband, Ian, to her new friend, Lillian.

RITA: _____

LILLIAN: _____

That's my flight number they're calling, so I guess I better get going.

SITUATION 7: Paula meets a colleague in the cafeteria.

PAULA: _____

BEVERLEY: _____

Sorry, but I'd better get going. The boss's waiting for me.

SITUATION 8: Shirley is with Bill. She has to leave to meet with her boss, Mr. Irwin.

SHIRLEY: _____

BILL: _____

I haven't seen you around lately. Have you been away?

B. Complete each exchange in Part A by writing what the other speaker might say.

C. Work with a partner.

Practise reading your corrected conversations and those of your partner.

P=3 LISTEN / WRITE / SPEAK

To practise using different social expressions.



A. You will hear different people using social expressions.
Listen and write a response to them.

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____

B. Work with a partner.

For each number:

S1 – Begin the conversation using the social expression in the box.

S2 – Respond using the response that you wrote in Part A.

Switch roles and repeat conversations.

1.

Hi, Neil. Nice to
see you again.

6.

Howard, do you
know Kathy?

2.

Flora, I'd like you
to meet Andrew.

7.

If you see Denise,
please say hello to
her for me.

3.

Hi, Mr. Walters. Good
to see you again.

8.

Hello, Ruth. Haven't
seen you for ages.
How've you been?

4.

It was nice seeing you,
Dick. Give my love to
Nancy and the kids.

9.

It's been nice talking
to you, Sam, but I
have to go.

5.

I'm afraid I've got to
leave now, Diane.
See you.

10.

Lois, I want you
to meet Nora.

P=4= maxi - role play

To practise using different social expressions.

Your teacher will explain how to do this role play.

SITUATION

Your department has sent you on a training course. You arrive at the training centre around 8:30. You go to room 200 where the course will be given.

ROLES

- S1 – first person to arrive
- S2 – second person to arrive
- S3 – third person to arrive

UNIT 52

TALKING ABOUT THE RECENT PAST

GETTING STARTED

1 Talking About the Recent Past

1. A: _____ more this week than it has all summer. **I've already acted**
B: I'm sure glad I'm not on vacation.
2. A: _____ Bill around the past couple of days. Is he away? **you took**
B: Yeah, he's at a meeting in Ottawa. He should be back tomorrow. **it's rained**
3. A: Looks like you're really busy. **has anyone been to**
B: You're telling me. _____ over 20 insurance claims today and they all have to be processed by four o'clock. **I've received**
4. A: _____ Caruso's lately? **Carol just called**
B: I was there last week, but the food's not as good as before. **the members've said**
5. A: Do you have those supplies I ordered last week? **there've been**
B: No, _____ yet. When they do, though, I'll give you a call. **I haven't seen**
6. A: _____ the train to Toronto recently, didn't you? **they haven't come in**
B: Yeah, as a matter of fact, just last weekend. Why?
7. A: _____ to say she'll be late for work.
B: O.K. Thanks for letting me know.

8. A: You know, we need tighter security around here.
B: Yeah, in the last month alone, _____ three break-ins and several computers damaged.
9. A: Oh, Mr. Blake. Did you get my memo?
B: Yes, and _____ on it. Thank you for bringing the matter to my attention.
10. A: Tell me then, Jack. How do things look for the reunion?
B: Fine. So far more than half _____ they're coming.

2 Using the Simple Past and Present Perfect

1. A: By the way, Mr. Turner, I _____ those reservations for you yesterday afternoon. **make**
B: Thanks, Doug. You got me a 5:30 flight, then?
2. A: So far it _____ a pretty good month, hasn't it? **be**
B: Yes, our sales figures are up everywhere by five percent.
3. A: Is there any word on Mary?
B: Yeah, they _____ on her last night, and apparently everything went well, but she's still in intensive care. **operate**
4. A: Guess who I _____ in the elevator? **just/see**
Jean-Guy Lemay.
B: Jean-Guy Lemay! You're kidding me! I haven't seen him in ages. What's he doing here?

5. A: I was glad to hear Julie got a job for the summer.

B: Me too. Things certainly _____ **not/look**
very good for her a few weeks ago.

6. A: Do you ever see George these days?

B: Yeah, I _____ **bump**
into him a couple of times recently. He seems to be doing O.K.

7. A: Do you still have the Moudakis file?

B: No, I _____ **send**
it back to Personnel last week.

8. A: I just wanted to let you know that I _____ **order**
some more cassettes, but they won't be here until next month.

B: O.K., thanks. I think I've got enough to keep me going until then.

9. A: Did you get any information about that mining stock?

B: No, I _____ **not/be able to**
reach my stockbroker yet.

10. A: You know I only sent my income tax in about a month ago and I
_____ **already/receive**
my refund.

B: You're lucky. I still have to do mine.

STUDY

Time Expressions Used When Talking About the Recent Past

Time Expressions	Verb Tenses	Examples
yet so far already lately	present perfect (usually) The simple past is used by some speakers in informal spoken English. (except with lately)	She's proofread three chapters so far . They've worked a lot of overtime lately . Have you signed the card yet ? Did you sign the card yet ?
today this week year in the last month past few months	present perfect (usually) The simple past is used if the action is not expected to occur again.	I've seen Helen twice this week . He's been late several times in the last month . I saw Helen twice this week . (I don't expect to see her again.)
just recently [no time expression]	simple past or present perfect	I('ve) just bought a new car. John('s) had a heart attack recently . Linda('s) found a babysitter for her kids.

NOTE:

With expressions indicating a finished period of time (e.g. yesterday, last week, ...), only the simple past can be used.

I saw her yesterday.

I took a holiday two weeks ago.

I spoke to John last week.

I played baseball when I was a teenager.

PRACTICE

P=1 WRITE / SPEAK

To practise talking about the recent past.

A. For each number:

Read the part of the conversation given.

Then add a sentence based on the appropriate cue from the box.
Write your sentence in the space provided.

- run into/Arlene/two weeks ago
- hire/two different receptionists/the last month
- write/three tests/so far
- you/do/windsurfing/this summer
- be/at least half a dozen/past few months
- already/sell/most of the tickets for banquet
- you/read/good books/lately
- not win/game/yet this season
- you/discover/interesting eating spots/recently
- last week/I/go

1. A: It seems to me that there've been a lot of break-ins in that neighbourhood recently.

B: You're right. There _____

2. A: _____

B: Yeah, I read a spy thriller that was really terrific.

3. A: I _____

B: I haven't seen her for a long time. What's she been up to anyway?

4. A: They _____
_____ How come?

B: Apparently the first one quit after a week.

5. A: _____

B: Yeah, I've been out almost every weekend since the end of May.

6. A: _____

B: Well, I ate at a little Hungarian café over on Rebecca Street the other night.

7. A: _____
to a housewarming party at my cousin's.

B: Oh, you mean the one who bought the new condo.

8. A: How's your softball team doing?

B: Not too great. We _____

9. A: When will you know for sure if you've got the job?

B: Well, _____
and next month I go for my interview.

10. A: I _____
_____ I only have seven left.

B: Would you save two for Ted and me? We've decided to go after all.

B. Work with a partner.

Practise reading your corrected conversations and those of your partner.

P=2=====

LISTEN / WRITE / SPEAK



To practise talking about the recent past.

In Part A, you will hear people talking about things that have happened recently and you will take down information. In Part B, you will complete conversations using this information and in Part C, you will role play these conversations.

A. Listen to each conversation and fill in the chart.

What has each person listed below done recently?	Details
1. Vicky	
2. Steve's wife	
3. George	
4. Henry	
5. Lise	
6. Susan	

B. Work with a partner.

Using the information from the chart in Part A, complete the conversations.

1. A: Any news from Vicky lately?

B: _____

2. A: When's Steve's wife expecting her baby?

B: Didn't you know? _____

3. A: I've got to have my carpets cleaned. Do you know anything about Quick Clean Carpet Service?

B: _____

4. A: I didn't know that Henry had a new secretary.

B: Yeah, in fact _____

5. A: I was talking to Lise this morning and you know what?

B: I bet she's relieved. It's been on the market for a long time.

6. A: Did you hear the good news?

B: I'm glad to hear that. The last time I spoke to her she was quite nervous about it.

C. Work with a partner.

Role play the conversations in Part B.

For each number:

Think about your role before you begin.

Begin the conversation with the exchange you completed in Part B.

Then continue the conversation.

Roles: S1 – Speaker A

S2 – Speaker B

Switch roles after Number 3.

P=3 SPEAK

To practise talking about the recent past.

- A. Think of something you did recently or something that happened recently that you'd like to tell someone about. Some suggestions are provided below.

<p>An activity you participated in</p> <ul style="list-style-type: none"> • a sports tournament • a high school reunion • a social event • a protest meeting 	<p>Somewhere you've been</p> <ul style="list-style-type: none"> • a trip • a weekend outing • a particular restaurant
<p>Something you read</p> <ul style="list-style-type: none"> • a book • an article in a magazine or newspaper 	<p>Something you saw</p> <ul style="list-style-type: none"> • a show or play • a movie or film • a T.V. program • a sports event
<p>Something that happened to you or to someone you know</p> <ul style="list-style-type: none"> • an accident • a break-in • a mugging • an illness • a disaster • winning something 	

- B. Work with a partner.

Have conversations about the topics you chose in Part A.

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

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

Then switch roles and repeat the activity.