

**LISTENING FOR INFORMATION
AND ENJOYMENT**

A HANDOUT

Compiled by:
SUCIATI
suciati@uny.ac.id

**ENGLISH EDUCATION DEPARTMENT
FACULTY OF LANGUAGES AND ARTS
YOGYAKARTA STATE UNIVERSITY
2016**

TABLE OF CONTENTS

Unit 1 Like/Dislike	3
Unit 2 Announcement (Public Places)	8
Unit 3 Songs (Social Issues)	14
Unit 4 Film (Me and My Dad)	19
Unit 5 Announcements (Video)	25
Unit 1 Announcements (Audio)	29
Unit 7 Complaints	33
Unit 8 Film (Fantasy 1)	38
Unit 9 Location and Direction	44
Unit 10 Film (My Dear Family)	47
Unit 11 Location	55
Unit 12 Speech	59
Unit 13 Film (Fantasy 2)	65
Unit 14 Offers, Request, Opinions	68
Unit 15 Denial and Refusal	71

UNIT I LIKE/DISLIKE

1. Getting Ready

Match each kind of movie on the left with the best description on the right. Compare answers with a partner.

- | | |
|------------------------|--|
| 1. romance <u>b</u> | a. A movie about events that take place in the future or in other parts of the universe. |
| 2. western ___ | b. A movie that tells a love story. |
| 3. horror ___ | c. A movie about life in the west of the United States in the nineteenth century. |
| 4. action ___ | d. A movie that tries to scare the audience. |
| 5. science fiction ___ | e. A movie that tries to make people laugh. |
| 6. comedy ___ | f. A movie with a fast-moving story that is full of danger and excitement. |



2. Let's Listen

People are talking about movies. What kind of movie does each person describe? Listen and circle the correct answer.

- | | | |
|------------------------------------|------------------------------------|------------------------------------|
| 1. a. science fiction
b. action | 3. a. horror
b. western | 5. a. romance
b. western |
| 2. a. action
b. comedy | 4. a. science fiction
b. comedy | 6. a. action
b. science fiction |

3. Let's Listen

Task 1

People are calling for information about movies. What type of movie is it? Listen and write the correct letter.

- a. western b. comedy c. horror d. action e. science fiction f. romance

1. **CINEMA 1**

title: *Die Harder: The Final Conflict*

type: ____

4. **CINEMA 4**

title: *Cowboy's Run*

type: ____

2. **CINEMA 2**

title: *Party Animal*

type: ____

5. **CINEMA 5**

title: *Space Children*

type: ____

3. **CINEMA 3**

title: *Dreams*

type: ____

6. **CINEMA 6**

title: *Monster Party*

type: ____



Task 2

Listen again. Write the show times.

Cinema 1 2:30, 4:45, 7:30, 10:00

Cinema 4 _____

Cinema 2 _____

Cinema 5 _____

Cinema 3 _____

Cinema 6 _____

Task 1

People are talking about movies. What did they like or not like about each movie? Listen and check (✓) the correct answers.

1.

	Liked	Didn't like
the story	<input type="checkbox"/>	<input type="checkbox"/>
the acting	<input type="checkbox"/>	<input type="checkbox"/>
the ending	<input type="checkbox"/>	<input type="checkbox"/>
the music	<input type="checkbox"/>	<input type="checkbox"/>

3.

	Liked	Didn't like
the story	<input type="checkbox"/>	<input type="checkbox"/>
the acting	<input type="checkbox"/>	<input type="checkbox"/>
the ending	<input type="checkbox"/>	<input type="checkbox"/>
the music	<input type="checkbox"/>	<input type="checkbox"/>

2.

	Liked	Didn't like
the story	<input type="checkbox"/>	<input type="checkbox"/>
the acting	<input type="checkbox"/>	<input type="checkbox"/>
the ending	<input type="checkbox"/>	<input type="checkbox"/>
the music	<input type="checkbox"/>	<input type="checkbox"/>

4.

	Liked	Didn't like
the story	<input type="checkbox"/>	<input type="checkbox"/>
the acting	<input type="checkbox"/>	<input type="checkbox"/>
the ending	<input type="checkbox"/>	<input type="checkbox"/>
the music	<input type="checkbox"/>	<input type="checkbox"/>



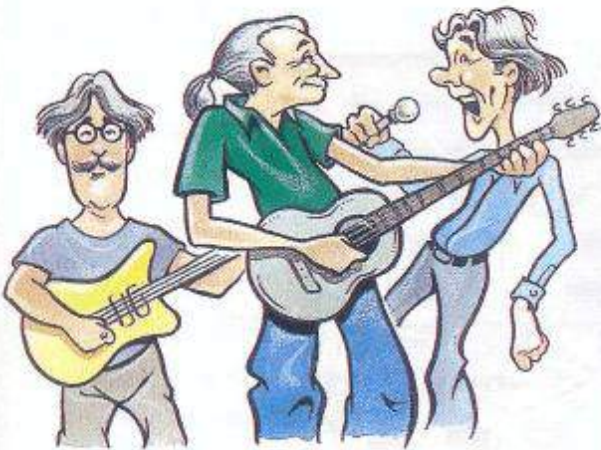
Task 2

Listen again. Does each person recommend the movie or not? Check (✓) the correct answer.

1. yes 2. yes 3. yes 4. yes
 no no no no

Task 1

Which activity does each person enjoy doing now? Listen and circle the correct answer.



1. Zachary
 - a. playing the guitar
 - b. playing in a band
 - c. playing the piano
2. Erica
 - a. collecting baseball cards
 - b. collecting comic books
 - c. gardening
3. Bradley
 - a. watching videos
 - b. hiking
 - c. playing video games
4. Evan
 - a. collecting stamps
 - b. collecting paintings
 - c. collecting baseball cards
5. Danielle
 - a. painting
 - b. writing children's books
 - c. reading
6. Marcus
 - a. reading the newspaper
 - b. playing golf
 - c. reading books

Task 2

Listen again. What does each speaker like best about his or her current hobby or pastime? Write the correct letter.

1. Zachary ___
 - a. the flowers
2. Erica ___
 - b. looking at his collection
3. Bradley ___
 - c. creating pictures
4. Evan ___
 - d. the people
5. Danielle ___
 - e. looking at the blue sky
6. Marcus ___
 - f. making great friends

6. MOVIE REVIEW

- 1 34 Listen to Matthew Jenkins, a film critic, talk about a new film. Note down who these people are.

Jane Martins A maid in a large country house
 Charles Danton
 Helen Richards
 Peter Kite
 Kevin Hadley



- 2 34 Look at the statements below. Tick ✓ True, False or Don't know for each statement. Then listen again and check.

	True	False	Don't know
a The film takes place in the north of England.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
b It is based on a true story.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c Both the main actors are very good.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d The ending is rather weak.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e It is Kevin Hadley's first film.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f The movie is only suitable for adults.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. TV PROGRAMME

- 1 35 Listen to six people each describe a TV programme they enjoy. Write the number of each speaker (1–6) next to the type of programme they are describing.

..... news crime series soap opera drama
 talk show quiz show ..1.. cartoon documentary
 nature cookery sport comedy

- 2 35 Look at the audioscript on page 90 and listen again. Underline any words and phrases that help you identify the type of programme.



- 3 36 Listen to five people give their opinion on different TV programmes. Write P (positive) or N (negative).

a ..P.. b c d e

- 4 36 Listen again and note the key words that helped you identify each comment as positive or negative.

a I'm really into it.
 b
 c
 d
 e

Learning tip

Listening for opinions is a useful skill. Try to notice if the speaker is using positive or negative words, and ask yourself how these reflect their viewpoint. If you hear mostly negative words, then the speaker's opinion is likely to be unfavourable. Similarly, a lot of positive words would indicate approval.

Let's Unwind

Task: Listen to the song and fill in the blanks with the correct words.

And some of us are _____ why.
And Mom won't watch the news at night
There's too much stuff (that's) _____ her cry.
We _____ some help
Down _____ on earth
A thousand _____, a million _____
But one voice was _____.

A house, a yard, a _____
Where you can ride your new _____ to school.
A kind of world where mom and dad
Still believe the _____ rule
Life's not that simple
Down _____ on earth.
A thousand _____, a million _____
But one voice was _____.

One voice, one simple _____
Hearts know what to say.
One Dream can _____ the world
Keep _____ 'till you find your way.

Yesterday while _____ home
I saw some kid on Newbury Road
He pulled a _____ from his bag
and tossed it in the _____ below

Thanks for the _____
down _____ on earth
a thousand _____ a million _____
but one voice was _____
one voice was _____ 2X

UNIT 2 ANNOUNCEMENT (PUBLIC PLACES)

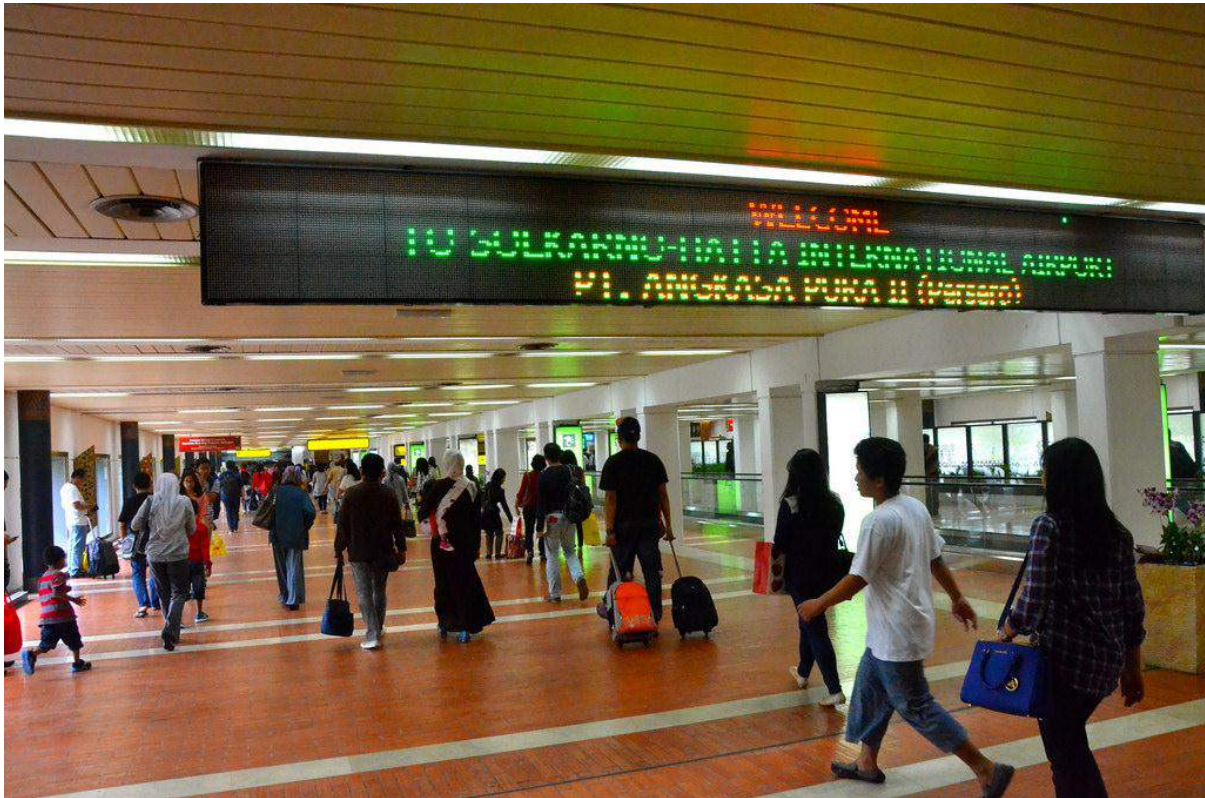


Fig. 1.1 An airport

In your daily life, you often have to listen to announcement, right? Many of them are related to public places and transportation. When you listen to announcements, you need to be able to get the topic/main ideas and other details in texts given explicitly. You also need to be able to guess meanings or words from contexts and know the structure of an announcement. In this unit, you will learn about them and more.

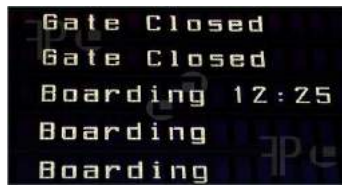
Part I: PREVIEWING

A. Getting Started

Task 1: *Discuss with your partner about the following questions.*

1. Have you ever been to an airport and travelled by plane?
2. What types of spoken announcements would you expect to hear at the airport and during the flight?

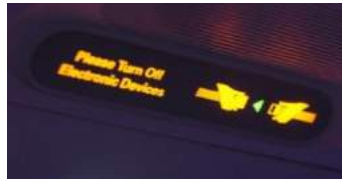
Task 2: Individually, categorize the following signs into those commonly found in (a) airports and in (b) aircrafts. Number one has been done for you.



1. (a)



2



3



4



5



6



7



8



9

QANTAS		Departures			13:44
Flight	Destination	Depart	Board	Gate	
MU8495	Calrns	13:25	14:10	4	
	Await Departure Approval				
QF1476	Canberra				FLT CLOSED
BA7449	Melbourne	14:00	14:10	9	
	Await Departure Approval				
QF 630	Brisbane	14:05	14:10	13	
	Await Departure Approval				
AA7416	Hobart	14:15	14:10	1	
	Await Departure Approval				
MU8461	Adelaide	14:25	14:05	11	
QF 441	Melbourne				CANCELLED

10

Task 3: In pairs, discuss the meaning of the above signs and which ones are usually accompanied by spoken announcements.

B. Vocabulary

Task 4: Guess the meaning of the bold words below by using the context as clues. Discuss your answer and practice the pronunciation with your partner.

1. You cannot **delay** it anymore; it must be done by tomorrow.

-
2. During the seminar break, participants can enjoy some **refreshment** provided by the committee.

 3. **Flight** 707 to Jakarta is now **boarding** at Gate 3.

 4. Due to electrical storm, the plane experienced some **turbulence**.

 5. **On behalf** of the entire company, the manager thanks all partners for their support.

 6. Ordinary **folks** like me could not afford such an expensive business class!

Part II: WHILST-VIEWING

A. Comprehension Focus

Task 5: Respond to the following tasks about the videos (Video 1-3) individually.

1. Match the announcements in Video 1-3 with the topics available in the box.

Departure	Arrival	Delay	Cancellation
-----------	---------	-------	--------------

- a. Video 1
 - b. Video 2
 - c. Video 3
2. Complete the details in the table below with the information from the videos. One has been done for you.

Video	Flight number	Flight destination
Video 1	a. BA 2587	d.
Video 2	b.	e.
Video 3	c.	f.

3. When is the flight in Video 2 predicted to arrive?
 - a. around 7.30
 - b. around 7.13
 - c. around 7.50
 - d. around 7.15
4. Where is the flight in Video 3 boarding?

- a. Gate 30 Terminal G
- b. Gate 13 Terminal G
- c. Gate 30 Terminal J
- d. Gate 13 Terminal J

Task 6: Answer the following questions about the videos (Video 4-5) individually. Then, discuss the answers with your partner.

1. What is the topic of the announcement in
 - a. Video 4:

 - b. Video 5:

2. Who is making the announcement in (Circle the correct answer)
 - a. Video 4: a pilot/ a flight attendant/an air traffic controller/ weather forecaster
 - b. Video 5: a pilot/ a flight attendant/an air traffic controller/ weather forecaster
3. The weather is (Circle the correct answer)
 - a. Video 4: good/bad
 - b. Video 5: good/bad
4. Based on the video, what should the passengers do?
 - a. In Video 4, the passengers are asked to

 - b. In Video 5, the passengers are advised to

Task 7: You are going to watch a segment from Hotel Transylvania movie. The movie is about a love story between a vampire and human as well as parent's protectiveness toward his child. Answer the questions based on the video segment (Video 6) individually.

1. How many announcements did the captain make during the flight?

2. What is/are the topic(s) of the announcement(s)?

3. Is the captain conscious throughout the flight?

Task 8: Complete the following information based on the video (Video 7). One has been done for you.

Flight Arrival Information Qatar Airways QA 3447	
Destination: (a) <u>Stockholm</u> , Sweden	
Airport: (b) _____ International Airport	Terminal: 5 Pier: F
Time: (c) _____	Temperature: (d) _____ degree Celcius
Instruction: Remain seated until the aircraft come to a (e) _____ and the seatbelt sign has been (f) _____.	

B. Language Focus

Task 9: The following transcripts are parts of the announcement discussed in previous tasks. They are commands. Study the pattern in pairs and compare them with the pattern of commands that you know. Then, go online to learn more about the command. For example, go to <http://www.dictionary.cambridge.org/grammar/british-grammar/commands-and-instructions>

“So if you could, please return to your seat until we get past through this”.
“For your own safety, please remain seated”.

Task 10: Videos 4, 5 and 7 will be played again. Notice the similarities of the announcements. Compare the patterns among the three announcements as well as the sample below. Then, discuss the structure of the announcement.

A sample script of announcement for an in-flight entertainment

“Ladies and Gentlemen, Our flight entertainment is about to begin for further details please refer to your copy of the in-flight entertainment guide found in the seat pocket in front of you. Thank you”.
--

Part III: POST-VIEWING

A. Activity

Task 11: Look at Task 10 in Language Focus about the announcement structure. Browse for signs commonly found on other public places/transportation which usually are accompanied by spoken announcement and choose one. In groups of four, take turns to give the announcement regarding the sign you choose. The other students in the group should guess what the sign is.

B. Discussion

Task 12: *Work in groups of four. In this unit, you learn that an announcement on public places/transportation is very important to give you accurate information. From your observation about the public places/transportation in your city, suggest announcements and signs that are probably needed by the city's inhabitants or travellers to your city.*

UNIT 3 SONGS (SOCIAL ISSUES)



Fig. 2.1 Two children sleeping on the stairs

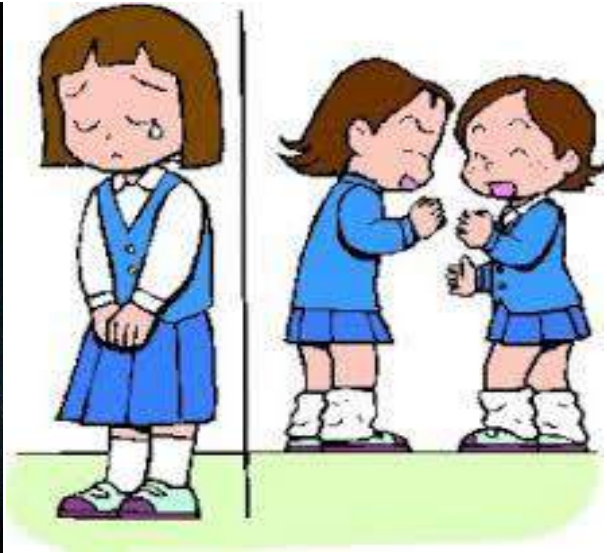


Fig. 2.2 Students whispering

Do you enjoy listening to songs? Does the song move you or evoke any emotion in you? Besides enjoyable, songs can also be informative and motivating. When listening to songs, you need to be able to get the topic/main ideas and detailed information given both explicitly and implicitly in texts, infer attitudes and the messages they convey. In this unit, you will learn about them and more.

Part I: PREVIEWING

A. Getting Started

Task 1: *In groups of three, discuss the following questions.*

1. Do you like listening to songs?
2. Do you think the songs convey messages?
3. Mention some songs which convey messages and/or evoke any emotional responses.

B. Vocabulary

Task 2: *In pairs, find the meaning of the following bold words based on the contexts below. Then, practice the pronunciation.*

1. The men on the street would **whistle** at her every time the pretty girl passes them by.

2. New shoes always give me **blisters**; they are red, swelling and painful.

3. She was very old and her face is full of **lines**.

4. The sofa is nice but doesn't **fit in** with the rest of the furniture.

5. He's a typical **geek**, wearing thick glasses and unfashionable clothes with **braces** on his teeth.

6. Children often worry that if they wear thick glasses at school, the other students will **call him names**.

7. He becomes a **cripple** after the accident because his legs were amputated.

Part II: WHILST-VIEWING

A. Comprehension Focus

Task 3: *In pairs, without viewing the video (Video 1), listen to the song and predict the suitable topic. Write the words (hints) which help your prediction. Afterwards, watch the video to check your prediction.*

Topic:

Hints:

Task 4: *Circle the correct answer to the following questions about the video (Video 1) and write the words/hints which help you decide the answer. Discuss your answer with a partner. Number one has been done for you.*

1. Is the woman young? Yes/**No**

Hints: the lyrics say “you can tell from the lines on her face...she’s been moved from every place...” It indicated that the woman has been to many retirement centers (in Indonesia, *panti jompo*), so she is old.

2. How is the woman’s day? Good/bad

Hints: _____

3. How is his day? Good/bad

Hints: _____

4. Is the man’s attitude toward the woman (a) ignorant, (b) impassive, (c) indifferent, or (d) insensitive?

Hints: _____

Task 5: Individually, complete the story below based on the song (Video 1) and complete the story with your own words based on the song. Number one is done for you.

There was a(n) (1) old woman on the street. She asked a man to tell her (2) _____ to sleep. The man, however, (3) _____ her and (4) _____ walking although he knew that she was (5) _____ and could not walk easily because of (6) _____ on her feet.

Task 6: Without viewing the video (Video 2), listen to the song and answer the following questions individually. Afterwards, watch the video to check your answer.

1. What is the topic of the song? Write the words (hints) which help your prediction.

Topic:

Hints:

2. How many characters are mentioned in the song?

Who are they?

Task 7: Listen to the song (Video 2) and choose words in the box to help complete the lyrics below individually.

cripple	street	teeth	line	eat	feels	glasses	holding	begging
all	meet	sleep	tall	sign	line	notice	past	pleasure

geek smiles ground last names mind playground

I'm a little boy with (1) _____ the one they call the (2) _____
A little girl who never smiles ' cause I've got braces on my (3) _____
And I know how it (4) _____ to cry myself to (5) _____
I'm that kid on every (6) _____ who's always chosen (7) _____
A single teenage mother tryin' to overcome my (8) _____
You don't have to be my friend; is it too much to (9) _____

[Chorus:]

Don't laugh at me, don't call me (10) _____
Don't get your (11) _____ from my pain
In God's eyes we're all the same; someday we'll all have perfect wings
Don't laugh at me.

I'm the (12) _____ on the corner; you pass me on the (13) _____
I wouldn't be out here (14) _____ if I had enough to (15) _____
And don't think that I don't (16) _____ that our eyes never (17) _____
I lost my wife and little boy; someone crossed that yellow (18) _____

The day we laid 'em in the (19) _____ is the day I lost my (20) _____
Right now I'm down to (21) _____ this little cardboard (22) _____
I'm fat, I'm thin, I'm short, I'm (23) _____ I'm (24) deaf, I'm blind
Hey aren't we (25) _____?

Task 8: *What message does the singer/songwriter want to convey in the song? Compare your answer with your partner's.*

Video 1: _____

Video 2: _____

B. Language Focus

Task 9: *Look at the completed lyrics in Task 7, especially the Chorus part. Pay attention to the following structure of prohibition: Don't + Verb 1. Study the examples. Then, use the topic of the first video to practice the structure of prohibition by listing the DON'Ts.*

Example:

Concerning the bullying problems, here is the list of DON'Ts to help bullying victims:

- ❖ Don't laugh at them
- ❖ Don't call them names
- ❖ Don't shun them etc.

Note: Other patterns for prohibition are:

NO + Verb-ing

Examples: Don't bully → No Bullying; Don't call names → No calling names.

Part III: POST-VIEWING

A. Activity

Task 11: *Look at Task 9 again about prohibition. In pairs, discuss social issues in your surroundings and choose one. Then, write a list of DON'Ts to solve it. Share it with your class.*

Task 12: *Survey your class on their favourite songs which convey messages or evoke emotion. Make a top-five chart of your class favourite songs.*

B. Discussion

Task 13: *This unit deals with social issues of homelessness and bullying. Do they also occur in your country? In groups, discuss the causes of the problems and their solutions.*

UNIT 4 FILM (ME AND MY DAD)



Fig. 3.1 Father and daughter

Films are entertaining. Yet, to enjoy it, you need to be able to get the topic and detailed information both given explicitly and implicitly. You also need to infer attitudes of the speakers, recognize emphasis used on important information to work out meanings and guess meanings of words from contexts. In this unit, you will learn about them and more.

Part I: PREVIEWING

A. Getting Started

Task 1: *You are going to watch parts of a Little Mosque on the Prairie episode, a series about a Muslim community in the city of Mercy, a small Canada town. The episode tells about Baber's family and his problem with his teenage daughter. Now, familiarize yourselves with the following characters to help your comprehension of the episode.*



Baber Siddiqui
A single parent,
conservative and uptight



Layla Siddiqui
Baber's teenage daughter,
insightful



Fatima Dinssa
Owner of Fatima café, spirited
and conservative



Tree, a hippie, shop assistant



Tree's father, the shopkeeper

Task 2: Relationship between parents and their children may be tricky. Discuss with your partner about how your parents brought you up. Are they too strict/lenient/controlling/overprotective?

B. Vocabulary

Task 3: Guess the meaning of the bold words below by using the context as clues. Discuss your answer and practice the pronunciation with your partner.

1. Hey, please don't **fib** to me. I know it's not your own work but taken from a blog.

2. **Vegans** get all the protein they need from nuts, seeds, beans and cereals.

3. As a punishment for wrecking the car, she was **banned** from driving for two years.

4. I'm not **into** debating, so I won't join the debating society. I prefer Journalism Club.

5. He always has a **crush** on every new teacher in the school, so I'm sure this one is also just a **passing fancy**.

6. Please, listen to my advice; don't be **pig-headed**. Otherwise, it will end badly.

7. In my school, boys will be regarded as **freaks** if they are not interested in sports.

Part II: WHILST-VIEWING

A. Comprehension Focus

Task 4: (Scenes 1-9) You are going to watch some segments of an episode of *Little Mosque on the Prairie*. Answer the following questions based on your understanding. Discuss the answers with your partner.

1. Watch Scenes 1-5. Identify the main problem between Baber and Layla. Then, write your prediction to the solution/ending for the problem.

Problem: _____

Prediction of solution: _____

2. Watch Scenes 6-9. Compare your prediction in Question number 1 with the actual ending.

Task 5: You are going to watch the episode per scene. Read the questions before you watch and then answer the following questions by choosing the best answer, putting a check, or filling the blanks as indicated. There will be a pause after each scene to giving you time to write the answer. Discuss the answers with the class.

Scene 1: Fill in the blanks with the correct words

1. Baber thinks the vanilla extract used in the cookies as the tool of the devil because it is contains _____.
2. Where does Layla get the vanilla extract from? _____
3. Layla defines vegan as a more _____ and _____ vegetarians.

Scene 2-3: Decide whether the statement is true or false by putting a tick (V).

Statement	True	False
4. The shop assistant calls Layla "the Vanilla girl" because she likes vanilla.		
5. Both the shop assistant and his father own the place.		
6. Baber wants to help Layla with the shopping list.		

Scene 4: Write the answer.

7. Why is Layla banned from the shop? _____
8. What is the shop assistant's full name? _____

9. Is Baber successful in his shopping for gummy bears? _____
 Why? _____

Scene 5: Choose the best answer.

10. The cookies taste terrible because _____.
- a. they contain no gummies
 - b. Layla is mad at her father
 - c. they contain no vanilla
 - d. Layla does not make them herself
11. Layla didn't make any breakfast because _____.
- a. She is too young to cook
 - b. She is out of ingredient
 - c. She plans to eat out
 - d. She wants some freedom

Scene 6: Write your answer.

12. Does the shopkeeper order something in the café? _____
 Why/why not? _____
13. What is Fatima's advice concerning Layla? _____

Scene 7-9: Decide whether the statement is true or false.

Statement	True	False
14. Layla is angry at her dad.		
15. Layla had a crush on the mailbox.		
16. According to Fatima, there is nothing worse than if Layla becoming infidel or leaving her family.		
17. Fatima thinks that Baber should not be too protective toward Layla.		
18. Layla is not into religion.		
19. After this meeting, Layla will still have a crush on the shop assistant.		

Task 6: Watch Scenes 3, 6, and 9. In pairs, discuss the answers to following questions. Choose the correct answer and write the hints which help you choose the answer. Number one is done for you.

Scene 3

20. How does Layla feel about her father wanting to come with her to the shop?
- a. enthusiastic
 - b. indifferent

- c. eager
- d. muted

Hints: **It can be inferred from how she tried to find excuses for him not to come such as bringing him a complete list of goods in the shop, and from her facial expression.**

21. Does Layla want to eat the gummies?
- a. Yes
 - b. No

Hints _____

Scene 6

22. What is the customer's point of view (the shopkeeper who orders in Fatima café) regarding animals for meat?
- a. against it
 - b. for/agree with it

Hints _____

Scene 9

23. What is the shop assistant's attitude toward religion? _____
- c. enthusiastic
 - d. indifferent
 - e. cynical
 - f. unenthusiastic

Hints _____

B. Language Focus

Task 7: *In pairs, study the following part of transcripts of Scenes 3, 5 and 6. Notice how the bold word(s) are said. Then, watch the videos. In it, the bold words are emphasized/stressed. What does the emphasis mean? Go online to find out more about stressing important information and then, practice the Scenes.*

Scene 3:

- Layla : Your dad's Vegan too?
 Tree : Yeah, and he's really preachy about it. Likes to tell everyone else how to live their life.
 Layla : I can't imagine what **that** must be like.

Scene 5:

- Barber : How am I going to live without the "Happy Sunshine Unicorn Rainbow Store"?

Layla : It's easy. Tell them that I'm not banned and then you won't be.

Barber : I will **not** stand down.

Scene 6:

Tree's Dad: And if you just read our literature, you'll see that the whole world should be vegan.

Fatima : And if you read **my** literature, you will see the special of the day.

Part III: POSTVIEWING

A. Activity

Task 8: *Scene 5 will be played again with sound off, focusing on the conversation between Barber and Layla. Work in groups of four and do the following.*

1. Discuss what the characters are feeling and saying.
2. Develop a script for each character.
3. Include stress for important information as discussed in Task 7.
4. Act along the actors (in Scene 5) using your own script.

B. Discussion

Task 9: *In groups of five, discuss any of the following*

- a. ways to preserve religious values in the modern era, especially when you are the minority
- b. ways to maintain good relationship with parents

UNIT 5 ANNOUNCEMENTS (1)

1 Language building: Paraphrasing

Match each of the underlined words and phrases in the announcements below with the word or phrase with the closest meaning from the list a–e. The first one has been done for you.

May I have your attention.

I am sorry to announce that the ferry service to the Fairport Islands will be interrupted (1)^d..... due to engine problems.

Ticket holders may get a refund (2) immediately (3) The shuttle bus back to the train station should be here in about 20 minutes and in the meantime, we will be serving complimentary (4) beverages (5)

- a without delay
- b money returned
- c drinks
- d ~~stopped~~
- e free

2 Test tactic: Pick key words and predict the context

A Skim the questions and answer choices in 1–3 and underline the key words (10–15 seconds per item). Then compare with a partner and discuss which of the situations A–C you think the talk will be about.

1. Where is this announcement being made?

- (A) At a train station
- (B) At an airport
- (C) At a bus station
- (D) At a coffee shop

2. What is the problem?

- (A) A ticket counter has closed.
- (B) Some construction work has been canceled.
- (C) A bus service has been interrupted.
- (D) Passengers have been refused a refund.


3. What may people wishing to go to Darby do?

- (A) Go directly to Darby by bus
- (B) Cross the Evanston Bridge
- (C) Take the 3:55 bus
- (D) Take a bus to another station and then a train

A A TV news report about road construction

B A tourist information report on new travel routes

C An announcement about a change in transportation services

-  **B** Focus on the answer choices in A 1–3 as you listen. Mark the best answer. Guess if you aren't sure, and move on to the next question.


1	(A)	(B)	(C)	(D)
2	(A)	(B)	(C)	(D)
3	(A)	(B)	(C)	(D)

3 Tactic practice

Listen to two more talks. Before each talk begins, with a partner take one minute to predict the context and think of other ways to say the answer choices.

- What is the main purpose of this announcement?
 - To discuss the history of Arabella
 - To outline ways to get to Arabella
 - To make Arabella sound attractive to visitors
 - To describe Arabella's local music
- What was Arabella originally?
 - A cultural center
 - A center for sailing events
 - A resort island
 - A trading center
- When is the Caribbean Carnival held?
 - In mid-October
 - During the winter holidays
 - During the March break
 - At the end of April
- Why was the meeting called?
 - To announce a schedule change
 - To move the deadline
 - To discuss the image files
 - To answer any questions
- When does the project have to be finished?
 - By tomorrow
 - By Thursday
 - In five days
 - In a week
- What are Beth and Howard asked to do?
 - Finalize the image files
 - Check for typos
 - Ask questions
 - Write the address labels

1	(A)	(B)	(C)	(D)	4	(A)	(B)	(C)	(D)
2	(A)	(B)	(C)	(D)	5	(A)	(B)	(C)	(D)
3	(A)	(B)	(C)	(D)	6	(A)	(B)	(C)	(D)

 Understanding natural English

Mini-test

Now practice what you have learnt at actual test speed with questions 1–12.



Use any time available to skim the questions and answer choices before the first listening starts. When you finish answering the questions about one talk, immediately start previewing the questions for the next talk.

- Where is the announcement taking place?
 - In a college classroom
 - At a company board meeting
 - At a computer conference
 - In a department store
- What is the main purpose of the announcement?
 - To summarize sales volumes
 - To suggest areas for research
 - To advertise a product
 - To outline a business plan

3. What is suggested about the EL401 standard desktop computer?
 (A) It has become less popular.
 (B) It has risen in price.
 (C) It is popular with college students.
 (D) It is exceptionally reliable.
-
4. According to the announcement, why should discarded items be put in bags?
 (A) To keep city streets clean
 (B) To reduce waste collection costs
 (C) To make materials safe to handle
 (D) To avoid attracting hungry animals
5. On what day are leaves and grass collected?
 (A) On Tuesday
 (B) On Wednesday
 (C) On Thursday
 (D) On Friday
6. By what time should bags be placed outside?
 (A) By 7:00
 (B) By 7:30
 (C) By 8:00
 (D) By 8:30
-
7. Who most likely is making this announcement?
 (A) An automobile salesperson
 (B) A police officer
 (C) A weather reporter
 (D) An insurance company representative
-
8. According to the announcement, what should drivers do in poor weather conditions?
 (A) Adjust their driving to road conditions
 (B) Listen to the weather report
 (C) Plan the shortest possible route
 (D) Pull into the side of the road
9. When are listeners invited to contact an Auto and Marine agent?
 (A) When roads are blocked
 (B) When safety tips are unclear
 (C) When a vehicle needs maintenance
 (D) When a mobile telephone is not working
-
10. What is the purpose of this announcement?
 (A) To announce some important computer improvements
 (B) To apologize for some incorrect information
 (C) To explain the cause of a computer system failure
 (D) To describe how to send company e-mail
11. What has caused a problem?
 (A) The installation of computer games
 (B) The opening of an infected file
 (C) The failure to install company software
 (D) The sharing of computer passwords
12. What are computer users reminded to do?
 (A) Keep a record of all passwords
 (B) Open attachments only from familiar senders
 (C) Install a better security system
 (D) Purchase new computers

1	(A)	(B)	(C)	(D)	7	(A)	(B)	(C)	(D)
2	(A)	(B)	(C)	(D)	8	(A)	(B)	(C)	(D)
3	(A)	(B)	(C)	(D)	9	(A)	(B)	(C)	(D)
4	(A)	(B)	(C)	(D)	10	(A)	(B)	(C)	(D)
5	(A)	(B)	(C)	(D)	11	(A)	(B)	(C)	(D)
6	(A)	(B)	(C)	(D)	12	(A)	(B)	(C)	(D)

Learn by doing: Announcements

A Match the beginnings of the sentences 1–4 with the appropriate endings a–d to complete the announcement.

- | | |
|--|---|
| 1. Excuse me everyone, ... | a ... because Mr. Phillips is off with the flu today. |
| 2. I'm afraid that today's class is canceled ... | b ... please speak to Mr. Phillips in his office on Monday. Thank you. |
| 3. The class will be rescheduled ... | c ... could I have your attention, please. |
| 4. If you are unable to attend on that day, ... | d ... for next Wednesday at 2:00. |

B Now practice reading this announcement to your partner.

Follow up: With a partner, take turns to make announcements using the notes below.

Change to meeting room

The room for the sales meeting has been changed.

The new meeting space is room 401.

The meeting start time is 3:15.

Collecting gift money

We are collecting money for Shelley's wedding gift.

Give money to Sam or Helen by Friday.

Also, we would like gift suggestions.

Farewell party

After work there will be a farewell party for Tom.

It will be held at the Nightshift Café.

If you need directions, please get a map from Jim.

Culture note

When giving news to groups of customers it is common to start with:

May I have your attention, please.

If the news is unpleasant, say:

I am sorry to tell you ... or I am afraid I have to announce that

If you are requesting something, say *please*.

Thank the customers at the end.

Thank you for your attention.

Further study

Think of an announcement you have made or an event that would require a similar announcement. Prepare to make this announcement in the next lesson.

Let's Unwind

Task: Listen to the song and fill in the blanks with the correct words.

No one ever (1) me like you do
All the things that I (2) add up too
I never(3) just what a smile was(4)
But your(5) say everything
Without a single(6)

'Cause(7) somethin' in the(8) you look at me
It's.....(9) if my heart knows
You're the missing(10)
You make me believe
That(11) nothing in this(12) I can't be
I never(13) what you see
But(14) somethin' in the(15) you look at me

If I(16) freeze a moment to my(17)
.....(18) be the second that you(19) your lips to(20)
I'd like to stop the clock make time(21) still
.....(22), baby,(23) is just the way
I always(24) feel

'Cause(25) somethin' in the(26) you look at me
It's.....(27) if my heart knows
You're the missing(28)
You make me believe
That(29) nothing in this(30) I can't be
I never(31) what you see
But(32) somethin' in the way you look at me

I don't(33) how or(34)
I feel(35) in your eyes
All I know is it(36) every time

'Cause(37) somethin' in the(38) you look at me
It's(39) if my heart knows
You're the missing(40)

You make me believe
That(41) nothing in this(42) I can't be
I never(43) what you see
But(44) somethin' in the(45) you look at me

The way you look at me

UNIT 6 ANNOUNCEMENTS 2 (AUDIO)

1 Language building: Brainstorming related words

Underline the word from the list of related words on the right that does NOT match any of the words in the answer choices. The first one has been done for you.

1. How has the change affected business?
 - (A) It has decreased by 50%. fallen, double, dropped, half, slumped
 - (B) The number of potential customers has gone up. possible, clients, manager, increased
 - (C) There has been no change. stable, increased, the same, constant

2. Why might guests need to dial 9?
 - (A) To contact the concierge hotel staff, speak to, call, chef
 - (B) To arrange their flight transfers pay, transit, sort out, organize
 - (C) To place a direct call ring, telephone, luggage, make

Follow up: Now think of a word with a similar meaning for all the underlined words.
Example: double → 200%

2 Test tactic: Listen for related words and restatements

- A Underline the key words in the following questions and answer choices. Then read the tapescript on page 135 and choose the best answers.
1. Why must attendees wear their identification tags?
 - (A) So that people can see their names
 - (B) To get into the presentations
 - (C) Because presentations are starting shortly

 2. How can attendees find out about the presenters?
 - (A) By looking at the schedule they were given earlier
 - (B) By checking with the conference organizers
 - (C) By checking the information on their telephones

 3. Why do attendees have to use silent mode?
 - (A) To ensure safety
 - (B) To disturb the presentations
 - (C) To avoid bothering the participants

Tapescript

The conference organizers would like to remind attendees that identification tags must be worn at all times, in order to gain entry to the lecture halls. The presentations will be starting shortly, but before that, there are a couple of other announcements to make. Firstly, I would like to remind all conference guests to read the presentation timetable, which includes the names of all the presenters. Secondly, I have to ask all guests to ensure their mobile telephones are on silent mode, so as not to disturb any presentations. OK. That's enough of me, I'll hand you over to your first presenter.

- B** Skim the questions and answer choices below and note key words. As you listen, circle any “same words” you hear, then decide if the answer is correct, maybe correct or wrong.
- Why should customers choose Seymour suits?
(A) They use high quality cloth but are reasonably priced. (A) Correct Maybe Correct Wrong
(B) They are expensive but good quality. (B) Correct Maybe Correct Wrong
(C) They are 25% warmer. (C) Correct Maybe Correct Wrong
 - How can customers tell if their suit is a genuine Seymour suit?
(A) It is made of cheaper materials. (A) Correct Maybe Correct Wrong
(B) There is a special inner layer. (B) Correct Maybe Correct Wrong
(C) It will keep them warm in winter. (C) Correct Maybe Correct Wrong
 - Why should customers hurry to buy the suits?
(A) It is winter. (A) Correct Maybe Correct Wrong
(B) The suits create a good first impression. (B) Correct Maybe Correct Wrong
(C) There are limited quantities. (C) Correct Maybe Correct Wrong

Follow up: Compare your answers with your partner, explaining your reasons, and what you remember hearing.

Tactic practice

Use the tactics you have practiced for the next two talks. You will have one minute to a) skim the question and answer choices and identify key words and b) brainstorm related words. Then listen to the talks, and select the best answer choices.

- Why should Mr. Heinrich go to the information counter?
(A) To collect his unattended bag
(B) To make an announcement
(C) To retrieve an important travel document
(D) To report an unattended package
- Who is told to go to gate number 12?
(A) Mr. G. Heinrich
(B) Passengers traveling to Moscow
(C) Passengers traveling to Berlin
(D) Airport security
- Why should passengers going to Moscow hurry?
(A) Their flight will leave soon.
(B) They must collect their packages.
(C) The duty free shop is about to close.
(D) They must collect their boarding passes.
- How can guests purchase razors or toothbrushes?
(A) By placing a call to the hotel front desk
(B) By dialing 2
(C) By visiting the housekeeper
(D) By using a coin-operated machine

5. How can outside calls be made?
 (A) By dialing 1
 (B) By contacting the concierge
 (C) By dialing the number, followed by 9
 (D) By dialing 9 first, then the number
6. Why might guests visit the housekeeper on the first floor?
 (A) To get their clothes washed
 (B) To make an inquiry
 (C) To make an outside call
 (D) To purchase toiletries

1	(A)	(B)	(C)	(D)	4	(A)	(B)	(C)	(D)
2	(A)	(B)	(C)	(D)	5	(A)	(B)	(C)	(D)
3	(A)	(B)	(C)	(D)	6	(A)	(B)	(C)	(D)

Follow up: Now compare your answers with your partner, explaining your reasons, and what you remember hearing.

 Understanding natural English

Mini-test

Now apply what you have learnt at the actual test speed with questions 1–12.



Use any time available to skim the questions and answer choices before the first listening starts. When you finish answering the questions about one talk, immediately start previewing the questions for the next talk.

1. Who is probably making this announcement?
 (A) A history teacher
 (B) A company executive
 (C) A tour guide
 (D) Samuel Weller
2. What is suggested about the candy?
 (A) It is named after a child.
 (B) It is a healthy dessert.
 (C) It is no longer available.
 (D) It is difficult to make.
3. What was the original price of a box of candy?
 (A) 10 cents
 (B) 25 cents
 (C) 10 dollars
 (D) 45 dollars
4. What change in weather is expected in the north?
 (A) It will get warmer.
 (B) It will become sunny.
 (C) It will begin to rain.
 (D) It will snow a little.
5. What temperature is predicted during the day?
 (A) 28 degrees
 (B) 33 degrees
 (C) 38 degrees
 (D) 40 degrees
6. Why should drivers be careful tonight?
 (A) The roads may be icy.
 (B) There will be heavy fog.
 (C) It will get dark early.
 (D) The roads will be very crowded.
7. Where is the announcement probably being made?
 (A) At an airport
 (B) At a bus stop
 (C) At a train station
 (D) At a travel agency
8. Why was there a delay?
 (A) There was a mechanical problem.
 (B) There was a power outage.
 (C) There was a great deal of traffic.
 (D) There was bad weather.

9. What does the speaker recommend?
 (A) Buying food and drink before departure
 (B) Finding a different mode of transportation
 (C) Reserving a seat
 (D) Delaying the trip
-
10. Why was the first presentation delayed?
 (A) The previous speaker took too much time.
 (B) There were technical difficulties.
 (C) There were announcements.
 (D) People had a lot of questions.
11. How might people know the next speaker?
 (A) He is a political leader in his country.
 (B) He is a well-known film producer.
 (C) He introduced a product to south-east Asia.
 (D) He attended the previous conference.
12. What is the topic of the next presentation?
 (A) The opening of a new factory
 (B) Political changes in Seoul
 (C) Developments in production technology
 (D) Competition among semi-conductor producers

Learn by doing: Question my answer

Student A: Look at Activity file 25a “Why” questions on page 164.

Student B: Look at Activity file 25b “How” questions on page 167.

- A** With your partner check you understand the questions below. Then read out one of the answers for your Activity file. Your partner must read out the matching question to get one point. If they don't choose the correct question, you get a chance to steal the point by guessing the correct question. When all the answers are read out, the player with the highest score is the winner.

“Why” questions

1. Why is the manager concerned about sales?
2. Why are travelers advised to avoid the region?
3. Why is there a delay in releasing the new product?
4. Why did the visit have to be rearranged?
5. Why did the President miss the opening address?

“How” questions

6. How can guests arrange transport to the airport?
7. How is the new product different from the old model?
8. How will the weather be at the weekend?
9. How does the manager feel about the delay?
10. How can travelers find out about friends or family in the area?

- B** Think of a possible true answer for the following questions. Take turns to read out an answer. Your partner must guess the question.

Why are you taking this course?
 How do you usually come to class?

How are you different from your father?
 Why do you want to improve your English?

Further study

Look at the “why” and “how” questions in activity C above. Write one more possible answer for each question.

Let's Unwind

Task: Listen to the song and fill in the blanks with the correct words.

I'm only one call away
I'll be there to (1) ____ the day
(2) _____ got nothing on me
I'm only one call away

Call me baby, if you need a (3) _____
I just wanna (4) ____ you (5) ____
C'mon, c'mon, c'mon
(6) _____ out to you, so take a (7) _____

No (8) _____ where you go
You know you're not (9) _____

I'm only one call away
I'll be there to (10) ____ the day
(11) _____ got nothing on me
I'm only one call away

Come (12) _____ with me and don't be (13) _____
I just wanna (14) ____ you (15) ____
C'mon, c'mon, c'mon
You and me can (16) ____ it (17) _____
(18) ____ now, we can (19) ____ here for a while
'Cause you know, I just wanna see you (20) _____

No (21) _____ where you go
You know you're not (22) _____

I'm only one call away
I'll be there to (23) ____ the day
(24) _____ got nothing on me
I'm only one call away

And when you're (25) ____ I'll be (26) _____
I'm gonna keep (27) _____ on
(28) ____ don't you (29) _____, it won't be (30) ____
(31) _____, and when you (32) ____ like (33) ____ is (34) ____
Just (35) ____ into my (36) _____

I'm only one call away
I'll be there to (37) ____ the day
(38) _____ got nothing on me
I'm only one, I'm only one call away

I'll be there to (39) ____ the day
(40) _____ got nothing on me

UNIT 7 COMPLAINTS

1 Test tactic: Be aware of same word distractors

A Quickly skim Question 1 below and underline the key words. The question and 1A have been done for you.

1. Why didn't George attend the meeting?
- (A) He was in the Human Resources section.
 - (B) He doesn't get along with Mr. Stubbs.
 - (C) He had to go to Anaheim.
 - (D) He was in New York.

B Now quickly skim the tapescript below to find sentences with the key words. For each one decide if it answers the question or not. Cross out the wrong answer choices. When you think you have found the answer, circle the correct answer choice. Compare your answer with a partner.

Tapescript

Man A: *Hey, Taylor. How did the Human Resources meeting go? I couldn't make it because I was on a visit to the Anaheim office.*


Man B: *Oh, hi George. You're lucky you missed it. There was a disagreement between Mr. Stubbs and the New York team over employee numbers.*

Man A: *Really? What was the problem?*


Man B: *Mr. Stubbs wants to drastically cut back on the sales staff on the East Coast. Jameson and the New York team were strongly in favor of increasing staff to increase sales.*

C Continue as above, with the remaining two questions.

2. What was the meeting about?
- (A) A recent disagreement with employees
 - (B) A proposed trip to the East Coast
 - (C) Natural resources in the area
 - (D) Changes in the number of workers
3. What happened during the meeting?
- (A) An increase in the number of bargain sales was reported.
 - (B) A disagreement between staff members took place.
 - (C) An increase in the sales figures was discussed.
 - (D) A winning number was drawn.

 **D** Underline the key words in the following questions and answer choices. Then listen to one short conversation for each question and cross out the answer choices with similar word distractors.

1. What is the first woman looking for?
(A) The stove
(B) The coffee maker
(C) The CD player
(D) The kitchen
2. What is the woman's problem?
(A) She has received a parking ticket.
(B) She wants to sell her tickets.
(C) The show is sold out.
(D) The performance is canceled.
3. What is the woman complaining about?
(A) She dislikes filing documents.
(B) She was given directions to the wrong place.
(C) Her work is always the same.
(D) A coworker was careless.


 **Follow up:** Listen again and choose the correct answer. Compare your answers with your partner.


1	(A)	(B)	(C)	(D)
2	(A)	(B)	(C)	(D)
3	(A)	(B)	(C)	(D)

2 Test tactic: Listen for who says what

A Quickly skim Question 1 below and underline the key words.

1. What is the man planning to do?
(A) Work in Chicago Woman Man
(B) Get a new job Woman Man
(C) Move away from his family Woman Man
(D) Move closer to his father Woman Man

 **B** Listen to the sample conversation and mark who says each of the key words (the man or the woman). Because the question is asking about the man's plans, the words the woman says can be ignored. Choose the best answer from the things the man says. Check your answer with your partner.

 **C** Continue as above, with the question below. This time it's important what the woman says.

2. What does the woman want?
(A) A red sweater Woman Man
(B) A discount Woman Man
(C) Free shipping Woman Man
(D) A green sweater Woman Man

3 Tactic practice

Use the tactics you have practiced for the next six questions. Before each passage begins use the time to a) predict the context and b) think of other ways to say the answer choices with your partner.

1. What is the woman unhappy about?
(A) She made a mistake at work.
(B) The people she works with are inexperienced.
(C) She does not like her new boss.
(D) She dislikes working in the advertising field.
2. What does the man suggest?
(A) Talking to her boss
(B) Changing to a job in advertising
(C) Looking for another job
(D) Talking with her coworkers
3. Why does she suspect she got the job?
(A) The supervisor liked her.
(B) She has a lot of experience.
(C) Her company has high employee turnover.
(D) She had worked there a year previously.
4. What does the woman request?
(A) A refund
(B) A receipt
(C) A new coffee machine
(D) A discount
5. What does she say is the problem?
(A) The machine is broken.
(B) The cups are too small.
(C) She comes from a very large family.
(D) The unit does not make enough coffee.
6. What does the man say?
(A) The woman can have a refund.
(B) She can choose a different model.
(C) He needs to see the receipt.
(D) Replacing the product will take a week.

1	(A)	(B)	(C)	(D)	4	(A)	(B)	(C)	(D)
2	(A)	(B)	(C)	(D)	5	(A)	(B)	(C)	(D)
3	(A)	(B)	(C)	(D)	6	(A)	(B)	(C)	(D)

 Understanding natural English

Mini-test

Now practice what you have learnt at the actual test speed with questions 1–12.



Use any time available to skim the questions and answer choices before the first listening starts. When you finish answering the questions about one conversation, immediately start previewing the questions for the next conversation.

1. How long has the man been at his current job?
(A) One year
(B) Two years
(C) Six years
(D) Seven years
2. What are the man's future plans?
(A) To continue his education
(B) To open his own business
(C) To move to a new city
(D) To change careers

3. What does the man say about the company?
 (A) He has learned a lot while working there.
 (B) He plans to continue working there.
 (C) He wants to work for the company in a different city.
 (D) He hopes to become a manager in the company.
-
4. Where are the speakers?
 (A) At a bus stop
 (B) At an auto repair shop
 (C) At a taxi stand
 (D) At a parking garage
5. What is the man concerned about?
 (A) The way to get home
 (B) The traffic on the road
 (C) The cost of transportation
 (D) The time to fix the problem
6. What does the woman suggest?
 (A) Going to another shop
 (B) Using a taxi
 (C) Waiting a few hours
 (D) Buying a new car
-
7. What most likely is the man's job?
 (A) A police officer
 (B) An auto mechanic
 (C) A bus driver
 (D) A taxi driver
8. What is the problem?
 (A) The woman is in a hurry.
 (B) The woman is lost.
 (C) The woman is going the wrong way.
 (D) The woman has missed the game.
9. What will the man do next?
 (A) Buy baseball tickets
 (B) Drive to the stadium
 (C) Attend a meeting
 (D) Take a special route
-
10. What are the speakers discussing?
 (A) Watching sports
 (B) Driving long distances
 (C) Training for an event
 (D) Meeting relatives
11. When will the event take place?
 (A) May
 (B) June
 (C) July
 (D) August
12. What does the man say about his brother?
 (A) He visits often.
 (B) He lives a long way from his office.
 (C) He runs a business.
 (D) He eats healthy food.

1	(A)	(B)	(C)	(D)	7	(A)	(B)	(C)	(D)
2	(A)	(B)	(C)	(D)	8	(A)	(B)	(C)	(D)
3	(A)	(B)	(C)	(D)	9	(A)	(B)	(C)	(D)
4	(A)	(B)	(C)	(D)	10	(A)	(B)	(C)	(D)
5	(A)	(B)	(C)	(D)	11	(A)	(B)	(C)	(D)
6	(A)	(B)	(C)	(D)	12	(A)	(B)	(C)	(D)

Learn by doing: Complaining

- A** Conversations complaining about goods and services or about other things sometimes appear in Part 3. Practice the following complaints with your partner. Then change the underlined words in the conversations using the phrases from the boxes.

Complaints about goods and services

Staff: Good afternoon. (1) May I help you?

Customer: Yes, I bought this (2) wallet, but (3) the zipper is broken. (4) Could you replace it?

Staff: Yes, that should be fine. (5) May I see your receipt?

Customer: (6) Here you are.

Staff: Thank you. Just one moment, please.

(1) Can I help you? How can I help?	(2) jacket rice cooker	(3) it's the wrong size it doesn't work properly
(4) I'd like a refund. Could I exchange it?	(5) Can I see ... Could I have ...	(6) Here you go. Here it is.

Complaints about other things

A: How (1) is your work these days?

B: (2) I'm afraid I'm not very happy.

A: Why, what's the matter?

B: Well, (3) my manager is very demanding. He's never satisfied.

A: What are you going to do?

B: I think I may (4) try to find a new job.

(1) ... is/new apartment? ... are/classes?	(2) Not great, I'm afraid. Not very well.	(3) ... the rent/high. I can't afford it. ... my teacher/ tough. He gives so much homework.	(4) ... look for a new place. ... have to work harder!
---	--	--	--

- B** Now make another conversation using your own ideas.

Follow up: Write three Part 3 type questions (no answer choices) for your conversation to test other students.

Culture note

When making a complaint, it is important to state what the problem is and how you would like it resolved, in a polite way.

Further study

Think of something you were unhappy with recently, and write a conversation complaining about it. Write three questions (no answer choices) to test your classmates in the next lesson.

Let's Unwind

Task: Do a 'Complaint Game' with your teacher's instruction.

UNIT 8 FILM (FANTASY 1)

Part I: PREVIEWING

A. Character Descriptions

You are going to watch an episode of *Avatar - The Legend of Korra*, a cartoon series about two types of people in an imaginary world, i.e. **benders** (people able to manipulate one of four elements: fire (firebenders), earth (earthbenders), water (waterbenders), or air (airbenders) and **non-benders**. In every cycle, one person will master all the four elements and becomes **the Avatar**, who keeps peace and balance among the people. Now, familiarize yourself with the characters and guess how each name is pronounced.

 <p style="text-align: center;">Korra</p> <p>17-year-old headstrong and rebellious Avatar and Aang's reincarnation</p>	 <p style="text-align: center;">Jinora</p> <p>Tenzin's oldest daughter, able to communicate with spirits</p>	 <p style="text-align: center;">Tenzin</p> <p>an airbender master, son of Avatar Aang, Korra's mentor</p>
 <p style="text-align: center;">Unalaq</p> <p>Korra's uncle and former mentor, leader of the Northern Water Tribe</p>	 <p style="text-align: center;">Raava</p> <p>A spirit of light and peace, Her fusion with Wan is created the Avatar spirit.</p>	 <p style="text-align: center;">Vaatu</p> <p>A spirit of darkness and chaos, the counterpart of Raava</p>
 <p style="text-align: center;">Desna and Eska</p> <p>Waterbenders, Korra's twin cousins and Unalaq's children.</p>	 <p style="text-align: center;">Mako</p> <p>A firebender, Bolin's older brother, serious,</p>	 <p style="text-align: center;">Bolin</p> <p>An earthbender, Mako's younger brother, humorous</p>

		
<p>Peema Tenzin's wife, and mother to Jinora, Ikki, and Meelo</p>	<p>Kya A waterbender, Tenzin's older sister</p>	<p>Bumi A non-bender, Tenzin's older brother</p>

B. Previewing

Task 1: *The following is the summary of the prequel for this episode. Discuss with your partner what you think these three groups of people will face.*

After 10,000 years, harmonic convergence is here again, and the dark spirit, Vaatu, is free. To rescue Jinora's spirit, Tenzin, Bumi, and Kya have entered the portal to the spirit world. Asami split from the group and took the injured Tonraq to safety. So, it's up to Korra, Mako and Bolin to stop Unalaq before he fuses with Vaatu and becomes a dark Avatar.

C. Vocabulary

Task 2: *Match the bold words/phrases in column A with its meaning in column B. Then, practice the pronunciation by consulting your dictionary.*

A	B
1. Genes determine how we develop from the moment the sperm fuses with the egg.	a. disappoint
2. She was found several hours later, wandering the streets.	b. annoy
3. He leaves dirty clothes all over the floor and it's driving me mad .	c. everlasting
4. In the fasting month, Muslim should not give in to temptation.	d. surrender
5. Should the sun never shine again, the world will be in eternal darkness.	e. combine
6. I have to finish my study because I don't want to let my parents down .	f. roam
	g. look around

Part II: VIEWING

C. General Comprehension

Task 4: (scenes 1 - 11) Write your answer.

You are going to watch an episode of Avatar – The Legend of Korra. After viewing Scene 1 - 11, summarize what happens to the following group of people:

- a. Tenzin, Bumi, and Kya:

- b. Mako and Bolin

- c. Korra and Unalaq

Task 5: (Scenes 12 - 16)

Before continue watching, write your prediction of how the story will end on a piece of paper. Then, compare your prediction with the real outcome at the end. Are they similar or different?

Specific Comprehension

Task 6: You are going to watch the episode per scene/some scenes. Read the questions before you watch and then answer the following questions as indicated. There will be a pause after the scene(s) to give you time to write the answer.

Scenes 2, 4, 6, 8, 10: Decide whether the statement is true or false by putting a tick (V) in the right column)

Statement	True	False
1. Mako and Bolin’s mission is to win the fight against Unalaq.		
2. Korra is trying to imprison Vaatu for the next 100,000 years.		
3. Once, Mako and Bolin were once able to escape from Desna and Eska.		
4. If Vaatu wins, there will be 1000 years of darkness.		

Scene 3: Fill in the blanks with the correct information.

- 5. What method does each person suggest to find Jinora?
 - a. Bumi : using _____
 - b. Kya : using _____
 - c. Tenzin: using _____

- 6. Is any of the method successful? _____

Scenes 5 and 7: Choose the best answer.

- 7. How did Tenzin know that they (Tenzin, Bumi, and Kya) are lost?
 - a. The spirit mushroom tells him.
 - b. The spirit mushroom is seen five times.

8. Why does Iroh say “If you travel too deep into the spirit world, you could end up in a place where only the lost will ever find you”?
- a. to show them the way out of the spirit world
 - b. to give a hint of Jinora whereabouts

Scenes 9 and 11: Choose the correct answer(s) (Hint: there may be more than one correct answer)

9. How did the fog of lost souls become a spirit prison for human?
- a. by polluting human minds
 - b. by making human crazy
 - c. imprisoning human memories
 - d. by reading a spell in an ancient text
10. What hallucination do Bumi and Kya experience?
- a. The cannibals encircle them.
 - b. Kya does not think she has any family.
 - c. Tenzin is not a vision.
 - d. The cannibals go after them.
11. What does Tenzin suggest to avoid being trapped in the spirit prison?
- a. stay together
 - b. stay focused
 - c. stay put
 - d. stay the same

Scenes 12 and 14: Choose the best answer.

12. The following are NOT the reasons listed to let Mako and Bolin go?
- a. Unalaq has become a monster.
 - b. Unalaq does not care about his children.
 - c. Unalaq poisons their mind.
 - d. Bolin wants to be with Eska.

Scenes 13, 15 and 16: Choose the correct answer(s) (Hint: there may be more than one correct answer)

13. What do Tenzin say in his efforts to keep his concentration?
- a. He is the son of Avatar Aang.
 - b. He holds the world’s fate.
 - c. He has to find Jinora.

- d. He is the hope for future airbenders.
14. How did Tenzin manage to find Jinora?
- a. by meeting his father
 - b. by denying himself
 - c. by imitating his father
 - d. by accepting himself
15. Jinora knows that the world is in trouble from
- a. her observation
 - b. her light spirit
 - c. her feeling
 - d. Korra

D. Specific Listening

Task 6: Fill in the blanks in the following transcript (Scene 12). Pay attention to the structure used in the sentence. What is the pattern? What is it used for?

Scene 12:

Bolin: Eska, I've always loved you, and I've always wanted to be with you, but now that the world is ending, I'm never gonna get that chance.

Eska: We (1) _____ together, but you _____ me at the altar.

Bolin: No no... I was scared. I was scared of my true feelings for you. I (2) _____ never _____ you! I'm sorry. And I'm sorry that we'll never have a chance to rekindle the dying ember that was our love into a big fire of love flames.

Task 7: Now imagine a different plot to this episode. Tell your partner what could have happened to the characters. Use the pattern in Task 6. See the example below.

Example: Mako and Bolin should have asked for more help to defeat Unalaq.

Part III: POSTVIEWING

A. Activity

Task 8: Scene 11

Work in groups of three. Choose a character from Scene 11 (either Bumi, Tenzin, or Kya). View the scene and complete ONLY what the chosen character says using the outline below. Check the transcript. Share them and copy up the other parts. Then, act along the actors.

1. Scene 11 – in the fog of lost souls :

Tenzin : Jinora! Jinora!

Bumi : Wait a second.

Tenzin : What? _____? (4 words)

Bumi : Yes. _____ (4 words). The cannibals, they're everywhere.

Tenzin : Bumi, _____ (7 words)! There are no cannibals!

Bumi : Yes, there are! _____ (9 words)!

Kya : Ah! _____ (4 words)?

Tenzin : Kya, we're your brothers. You must remember before the fog _____ (2 words).

Kya : No, _____ (5 words). _____ (4 words). You can't tie me down!

Bumi : They're closing in! I gotta get out of here.

Tenzin : No! Bumi! Kya! Come back!

B. Discussion

Task 9:

In this episode, it is believed that human can enter and get trapped/ lost in the spirit world, not being able to return to their body. In groups of five, discuss whether there is such 'out-of-body' experience in your culture?

C. Let's Unwind

Task 10: Listen to the song and fill in the blanks with the correct words.

Here's a little song I (1) _____

You might want to sing it note for (2) _____

Don't worry be happy

In every life we have some (3) _____

When you worry you make it (4) _____

Don't worry, Be happy 4x

Ain't got no place to lay your (5) _____
Somebody came and took your (6) _____
Don't worry, be happy

The land lord say your rent is (7) _____
He may have to (8) _____
Don't worry, be happy
Don't worry, be happy

Here I (9) _____ you my phone number
When you (10) _____ call me
I make you happy
Don't worry, be happy

Ain't got no cash, ain't got no (11) _____
Ain't got no girl to make you (12) _____
But don't worry be happy

Cause when you (13) _____, Your face will (14) _____
And that will bring everybody (15) _____
So don't worry, be happy
(don't worry, be happy now)

UNIT 9 LOCATION AND DIRECTION

1 Language building: Be familiar with time and location marker words

A The table below contains sentences that answer different time and location questions. Common marker words are shown in **bold**.

Match each answer to the correct question type. The first one is done for you.

1 Where/Directions? <i>b</i>	a We will be finished in February .
2 How long?	b It's at Eastern State University, on the 3rd floor.
3 When?	c She's been working here for several months.
	d Down the hall, turn left and it's just across from the cafeteria.
	e The package was delivered about an hour ago .
	f They've been in the meeting since 6:00.
	g To Florida, as usual.
	h I've had it about a month.
	i On Tuesday July 7th , at 1:00.
	j It's in the refrigerator, behind the vegetables.

B Some questions do not have obvious time or location marker words. Write in the space whether the answer is for "Where/Directions", "How long", or "When" questions. The first one is done for you.

1 <i>Where / Directions?</i>	Berlin.
2	It could take all night.
3	Sorry, I'm not from around here.
4	Bermuda again. I can't wait!
5	It hasn't arrived yet.

C Now listen to four answer choices, and for each one mark whether it is a "Where/Directions", "When" or "How long" question. After the recording, compare your answers with a partner.

- | | | |
|---|-----------------------------------|---------------------------------------|
| 1. <input type="checkbox"/> Where/Directions? | 1. <input type="checkbox"/> When? | 1. <input type="checkbox"/> How long? |
| 2. <input type="checkbox"/> Where/Directions? | 2. <input type="checkbox"/> When? | 2. <input type="checkbox"/> How long? |
| 3. <input type="checkbox"/> Where/Directions? | 3. <input type="checkbox"/> When? | 3. <input type="checkbox"/> How long? |
| 4. <input type="checkbox"/> Where/Directions? | 4. <input type="checkbox"/> When? | 4. <input type="checkbox"/> How long? |

2 Test tactic: Identify and answer time and location questions

A For each question below, mark whether it is a “Where”, “Directions”, “When” or “How long” question. The first one is done for you.

1. Excuse me. Where are the stairs?
 Where? (A) Go out this door and walk around the corner.
 Directions? (B) They're away on business.
 When? (C) It's not polite to stare.
 How long?
2. When did they cancel the order?
 Where? (A) Back in March, I think.
 Directions? (B) Yes, they were ordered to do it.
 When? (C) I really think we have to cancel it.
 How long?
3. How long did you have to wait?
 Where? (A) Yes, it is very long.
 Directions? (B) I was waiting for it on Tuesday.
 When? (C) Not as long as I expected.
 How long?
4. Do you know where my keys are?
 Where? (A) Yes, it's the wrong key.
 Directions? (B) In the drawer, as usual.
 When? (C) They went out.
 How long?
5. Do you know of a good cleaner near here?
 Where? (A) I think it's not so clean.
 Directions? (B) I prefer a different cleaner.
 When? (C) There's one on Bank Street.
 How long?

B Now listen and choose the best answers for each question. Be careful of the distractors noted in activity 1.

Follow up: Compare your answers with a partner.

3 Tactic practice

Use the tactics you have practiced for the next five questions.

1	(A)	(B)	(C)
2	(A)	(B)	(C)
3	(A)	(B)	(C)
4	(A)	(B)	(C)
5	(A)	(B)	(C)

Follow up: Discuss with a partner which answers you chose and why.

Understanding natural English

Mini-test

Now apply the *Test tactics* at the actual test speed with questions 1–12.



You will have 5 seconds at the end of each item to make your choice. You must then be ready to listen to the next question.

1	(A)	(B)	(C)	7	(A)	(B)	(C)
2	(A)	(B)	(C)	8	(A)	(B)	(C)
3	(A)	(B)	(C)	9	(A)	(B)	(C)
4	(A)	(B)	(C)	10	(A)	(B)	(C)
5	(A)	(B)	(C)	11	(A)	(B)	(C)
6	(A)	(B)	(C)	12	(A)	(B)	(C)

Learn by doing: Time and location questions

- A** Look at the model conversation below. Use the words on the right to complete the conversation.

A: Where do you live, Ken?

B: Right now

A: Oh yeah? How long have you lived there?

B: Oh, I moved there

A: Really? Where did you live before?

B:

I lived in Georgetown with my family
just after university

I'm living in Hamilton
for about 5 years

- B** Now make a similar conversation with a partner, using the questionnaire below. Add some more questions of your own.

Interview your partner

Where do you live?

How long have you lived there?

Where did you live before?

How long does it take you to come to class?

Where do you think is the best place to eat around here?

If you could take a holiday anywhere in this country, where would you go?

How long would you like to stay there?

What time of year do you think would be best to go?

What other country would you most like to visit?

How long have you been studying for the TOEIC test?

When do you think you will be able to get the score you want?

Further study

Think of a famous person and write two “Where”, two “When”, and two “How long” questions you could ask them. Then write the answers you think they would give. In the next class read the answers you wrote to see if your partner can guess the questions you asked and the famous person you chose.

UNIT 10 FILM (MY DEAR FAMILY)



Fig. 4.1 The Series' casts

In this unit, you will further develop your skills in getting the topic/main ideas and other detailed information both implicitly and explicitly given in texts, guessing meanings of words from contexts and inferring attitudes of the speakers. You will also learn about emphatic stress as well as words and other visual cues (e.g. kinesic, body language and other nonverbal clues) to work out meanings.

Part I: PREVIEWING

A. Getting Started

Task 1: *Did you ever have any conflict with other members of your family? Discuss with your partner whether you ever had any conflict and how you/your family solve it.*

Task 2: *You are going to watch parts of a Little Mosque on the Prairie episode, a series about a Muslim community in the city of Mercy, a small Canada town. This part tells about Sarah's family and her problem with her family and boss. Now, familiarize yourselves with the following characters to help your comprehension of the episode.*



Amaar Rashid
The Imam, a former lawyer, single and witty



Yasir Hamoudi
Sarah's husband, a contractor practical and opportunist



Rayyan Hamoudi
Yasir's daughter, a doctor single and ambitious



Sarah Hamoudi
Yasir's wife, Mayor's staff sensitive, Muslim convert



Mayor Ann Popowicz
Mayor of Mercy, Sarah's employer, witty and blunt



Fatima Dinssa
spirited and conservative owner of Fatima café



Reverend Duncan Magee
the priest, wise and liberal

B. Vocabulary

Task 3: *Guess the meaning of the bold words below by using the context as clues. Discuss your answer and practice the pronunciation with your partner.*

1. Please don't **quit**. You will be successful with a little more effort.

2. The senators in Indonesia use unique posters **to boost** their image for the next year's election.

3. You cannot just hide it forever; you have to **come clean** about why you avoid him.

4. The message is so confusing that I cannot **figure it out**.

5. Why did you **shoot her down** when she asked for help? Was it because you're too busy?


Part II: WHILST-VIEWING

A. Comprehension Focus

Task 4: In pairs, study the example below about an oral report on Scene 2. Then, do the same with Scene 3 (you may free it at any point) and make an oral report of the frozen point by answering these questions:

- Who is the person/are the persons?
- What is (s)he doing/are they doing?
- Why is (s)he doing it/are they doing it?
- What just happened to them/one of them?
- What would probably happen next?

Example: Scene 2 is played by fast-forwarding and frozen at a certain point (00.13, see the picture below).

	<p>The oral report:</p> <p><i>"This is Sarah. She is persuading her daughter, Rayyan to join the race with her. It is because she needs to find a partner for the race. What would probably happen the next is Sarah unsuccessful in persuading Rayyan to join the race."</i></p>
---	--

Write your report on Scene 3 in the following box.

This is

Task 5: (Scenes 1-13) You are going to watch Scenes 1 – 6 of an episode of *Little Mosque on the Prairie*. Answer the questions and discuss them with your partner.

- Watch Scenes 1-6. Identify the problems between Sarah and her husband and daughter. Write your prediction to the solutions/ending for the problem.

Problem: _____

Prediction of solution: _____

- Watch Scenes 7-13. Compare your prediction in Question number 1 with the actual ending.

Task 6: You are going to watch the episode per scene. Read the questions before you watch and then answer the following questions by choosing the best answer, putting a tick, or filling the blanks as indicated. There will be a pause after each scene giving you time to write the answer.

Scene 1: Choose the best answer.

1. According to the Mayor, how is the result of the opinion poll?
 - a. good
 - b. bad
 - c. not mentioned
 - d. so-so

2. What is the Mayor's solution to boost the city hall's image in the community?
 - a. joining a competition
 - b. holding a competition
 - c. joining a charity
 - d. holding a charity

3. Who will do the fun run?
 - a. Sarah and Ann
 - b. Ann and another person
 - c. Sarah and another person
 - d. other people

Scene 2-5: Decide whether the statement is true or false by putting a tick (V).

Statement	True	False
4. Rayyan likes to run outdoor.		
5. Sarah and Rayyan agree to do the run together.		
6. Yasir does not think the news that Sarah brings is good news.		
7. Yasir thinks that running is fun.		
8. The church team won the previous fun run.		
9. The only reason Reverend Magee is called Johnny Lightning is because he was struck by lightning.		
10. The Reverend and the Mayor place a \$50 bet on the race.		
11. Fatima disagrees that pie is good for running.		

Scene 6: Choose the best answer

12. The following are the characteristics of the sports hijab that Rayyan bought, except that _____
- a. It breathes.
 - b. It is fashionable.
 - c. It stays on tight
 - d. It is made from good material
13. When will Rayyan and Sarah start training?
- a. 6 am
 - b. 7 am
 - c. 8 am
 - d. 5.30 pm
14. When will Yasir and Sarah start training?
- a. 6 am
 - b. 7 am
 - c. 8 am
 - d. 5.30 pm

Scene 9: Write your answer.

15. What is Sarah’s problem? _____
16. What is Amaar’s advice to solve the problem? _____

Scenes 10 and 11: Decide whether the statement is true or false.

Statement	True	False
17. Yasir is happy because the dinner is delicious.		
18. Either Yasir or Rayyan will run with Sarah.		
19. Yasir hates Amaar because he points out his mistake.		

Scene 12-13: Write the answer.

20. How do Rayyan and Yasir apologize to Sarah? _____
21. Why doesn’t Sarah join the run? _____

Task 7: Watch Scenes 1, 3, and 6. In groups of three, discuss the answers to following questions. Include the hints you found in the video. Number one is done for you.

Scene 1

22. What is Mayor Popowicz’s attitude toward her community?
- a. caring
 - b. indifferent**
 - c. sympathetic

d. ignorant

Hints: **The attitude can be inferred from a) her statement "...to make people think we actually care" and "nice" (after Sarah said "We do actually care"), which implies that she does not really care; b) her facial expressions when saying both.**

Scene 3

23. What is Yasir's attitude toward running for fun?

- a. enthusiastic
- b. indifferent
- c. sympathetic
- d. ignorant

Hints _____

Scene 6

24. How does Sarah feel about having to go running with Yasir?

- a. enthusiastic
- b. indifferent
- c. sympathetic
- d. muted

Hints _____

B. Language Focus

Task 8: *Scenes 1 and 4 will be played to help you answer the following questions. Read the scripts and questions before watching to help your focus. Discuss the answers in groups.*

1. The function of the word '**do**' in Scene 1 is to _____

Scene 1: Sarah : "You threw it out?"

The Mayor : "Oh yeah, until I realize that it can boost our presence in the community and make people think we actually care".

Sarah : " We **do** actually care"

2. The function of Yasir's gesture (especially in saying the bold words) in Scene 4 is to _____

Scene 4 Yasir : "...My lotus petal, I'm **deeply** moved, just not move enough to move."

Sarah : "Why? You've got something against running?"

Yasir : "For fun? Well, Running and fun go together like Dee Martin and Jerry Louis."

Sarah : "They were together for years."

Yasir : "Ended bitterly though, yeah, **very** sad."

3. The function of stressing the word 'is' and Yasir's gesture in Scene 21 is to

Sarah : Oh, no. What have I done now?

Yasir : Nothing, this time, dinner really **is** for you!

Rayyan : We're sorry.

Sarah : No, I'm sorry I wasn't honest with you. I was just so happy you both wanted to spend quality time together, I didn't want to say.

Task 9: In each of these conversations, A has to repeat the request, but 'emphasizing' a different word. Which word? Underline one word in the third line of each conversation. Then listen and check.

Example:

A : Can I have a donut?

B : What do we say, Benny?

A : Can I have a donut, please?

1. A: Black coffee, please.

B: Sorry, do you want milk with your coffee?

A: No, a black coffee please.

2. A: What's your nationality?

B: Well, my wife's an American citizen.

A: Yes, but what's your nationality, Sir?

3. A: What time is it?

B: Well, the clock changed last night.

A: So what is it then?

Part III: POST-VIEWING

A. Activity

Task 10: In pairs, tell your partner what your favourite scene is. Then, together, write and do a role-play involving your favourite scene(s). You should also include emphatic stress in your role-play.

B. Discussion

Task 11: *In your group, discuss some activities or events that reflect the culture in the episode and compare it to those in Indonesia. Are they similar or different?*

Example:

In Scene 6, the Mayor imitated the sound of chicken when the Reverend is unsure about her suggestion to make the race interesting. Is there any similar gesture in Indonesian culture?

UNIT 11 LOCATION AGAIN

1 Language building: Brainstorm vocabulary for locations, activities and occupations

A For each of the following, choose the words on the right that best relate to each answer choice, then add two more words for each answer choice. The first word is done for you.

1. Where is the man?

(A) At a hotel		rail
(B) At a car rental agency		room
(C) At a train station	rail	track
(D) At a sports event		bed
		stadium
		fans
		car
		license

Follow up: Compare your list with a partner. Then think of another common place and brainstorm three related words. Say your words to your partner and see if they can guess the location.

2. What is the first man doing?

(A) Making a hotel reservation		table
(B) Getting married		bride
(C) Borrowing a book from the library		room
(D) Making a restaurant reservation		dinner
		library card
		vacancies
		novel
		dress

Follow up: Compare your list with your partner. Then think of another common activity and brainstorm three related words. Say your words to your partner and see if they can guess the activity.

3. What is the man's job?

(A) A delivery man		deposit
(B) A musician		truck
(C) A banker		discount
(D) A salesman		concert
		withdrawal
		order
		recording
		package

Follow up: Compare your list with your partner. Then think of another common job and brainstorm three related words. Say your words to your partner and see if they can guess the job.

- B** Now listen to the three conversations and choose the correct answer to each question. After each one, circle the word(s) on the lists in A that helped you find the answer.

1	(A)	(B)	(C)	(D)
2	(A)	(B)	(C)	(D)
3	(A)	(B)	(C)	(D)

Test tactic: Identify inference markers

Look at the three common inference questions in **bold**. Read the conversation below, choose the correct answer and underline the words in the tapescript that tell you it is correct.

- 1. What can be said** about the weather?
(A) It is raining.
(B) It is warmer than Arizona.
(C) It has no effect on transportation.
(D) It is sunny.
- 2. Where most likely** are the speakers?
(A) They are in a restaurant.
(B) They are waiting at a bus stop.
(C) They are at work.
(D) They are in a taxi.
- 3. What is implied** about the woman?
(A) She often walks to work.
(B) She used to live in another city.
(C) She dislikes her job.
(D) She is often late.

Tapescript

M: Hi, Brenda. It's really pouring today, isn't it? My bus was late because of the weather.

W: Oh no. I don't have an umbrella, and I have to walk across town to deliver some documents before lunch.

M: Well, you'd better take a taxi. It's supposed to stay like this all day.

W: It's not going to be easy to find one today. I really miss living in Arizona on days like this!


Follow up: Compare the words that you have underlined with a partner and discuss your answers.

3 Tactic practice

Use the tactics you have practiced for the next six questions. Before each passage begins, use the time to a) predict the context and b) think of other ways to say the answer choices with a partner.

- Where are the speakers?
(A) In a library
(B) In a book store
(C) In a music store
(D) In a gift shop
- What is the woman doing?
(A) Recording a CD
(B) Looking for a present
(C) Taking an order
(D) Paying for something
- What does the man imply?
(A) The item is in stock.
(B) The item will arrive very soon.
(C) The item is extremely rare.
(D) The item is popular.
- What are the speakers doing?
(A) Watching the news
(B) Going overseas
(C) Looking at a job ad
(D) Planning a holiday
- What can be inferred about the speakers' relationship?
(A) They have known each other for a time.
(B) They have just met.
(C) They work together.
(D) They live together.
- What does the man imply?
(A) He is desperate to work overseas.
(B) He wants to go on holiday.
(C) He has enough money to live for a while.
(D) He would like to get a new place.

1	(A)	(B)	(C)	(D)	4	(A)	(B)	(C)	(D)
2	(A)	(B)	(C)	(D)	5	(A)	(B)	(C)	(D)
3	(A)	(B)	(C)	(D)	6	(A)	(B)	(C)	(D)

 Understanding natural English

Mini-test

Now practice what you have learnt at the actual test speed with questions 1–12.



Use any time available to skim the questions and answer choices before the first listening starts. When you finish answering the questions about one conversation, immediately start previewing the questions for the next conversation.

- What has the man heard about Kingston?
(A) It is an interesting place.
(B) It is very sunny there.
(C) It is usually crowded.
(D) It has many festivals.
- What does the woman say about her trip?
(A) It was relaxing.
(B) It was more expensive than she had anticipated.
(C) It was exciting.
(D) It was different from what she had expected.
- Where was the woman's hotel located?
(A) Next to the airport
(B) In the carnival area
(C) Outside of the town
(D) Near the beach
- Where does the conversation probably take place?
(A) In a bank
(B) In a department store
(C) In a restaurant
(D) In a doctor's office

Unit 17 | Listening Test Part 2 03

5. What is the problem?
 (A) The man misunderstands a sign.
 (B) A bill has been calculated incorrectly.
 (C) The man cannot pay the bill.
 (D) The sale has not started yet.
6. Until what time was the offer available?
 (A) 1:15
 (B) 1:30
 (C) 2:00
 (D) 2:30
-
7. What are the speakers mainly discussing?
 (A) A sports team
 (B) A business meeting
 (C) A group project
 (D) A building design
8. What is scheduled to happen on Thursday?
 (A) A new project will begin.
 (B) An important game will be played.
 (C) A team will make a presentation.
 (D) A report will be sent out.
9. What is the man's concern?
 (A) His team will not finish on time.
 (B) He does not understand an assignment.
 (C) His team cannot work on other projects.
 (D) He disagrees with his team members.
-
10. Who most likely is the man?
 (A) A truck driver
 (B) A gardener
 (C) A repairperson
 (D) A car salesperson
11. How much time does the man probably need?
 (A) One hour
 (B) Two hours
 (C) Two and a half hours
 (D) More than three hours
12. Where are the speakers?
 (A) At a factory
 (B) At a garage
 (C) At a gardening store
 (D) At a home

Learn by doing

Student A: Look at Activity file 17a on page 163.

Student B: Look at Activity file 17b on page 165.

Take turns to read one of the sentences from your file to your partner. They must say the job, location OR activity from the lists that best matches the sentence.

Jobs	Locations	Activities
office worker shoe salesman teacher train conductor	restaurant art museum supermarket sports club	buying clothes talking about a movie changing an appointment asking for directions

Follow up: Now choose a job, location or activity and make up your own sentences to test your partner.

Further study

Think of a common job, location and an activity and write a short conversation. In the next class read your conversation and see if the other students can guess the job, location and activity you chose.

Let's Unwind

Task: Listen to the song and fill in the blanks with the correct words.

Little child

Dry your (1)_____ eyes

How can I (2)_____

The (3)_____ you feel inside

'Cause you were born

Into this (4)_____ world

Where man is (5)_____ man

And no one (6)_____ just why

What have we become

Just look what we have (7)_____

All that we (8)_____

You must (9)_____ again

When the children cry

Let them know we (10)_____

'Cause when the children (11)_____

Then the new (12)_____ begins

Little child

You must show (13)_____

To a (14)_____ day

For all the (15)_____

'Cause you were born

For the world to (16)_____

That we all can live

With (17)_____ and (18)_____

No more (19)_____

And all the (20)_____ will end

One united world (21)_____ God

When the children cry

Let them know we (22)_____

'Cause when the children (23)_____

Then the new (24)_____ begins

What have we become

Just look what we have (25)_____

All that we (26)_____

You must (27)_____ again

No more (28)_____

And all the (29)_____ will end

One united world (30)_____ God

When the children cry

Let them know we (31) _____
'Cause when the children (32) _____
Then the new (33) _____ begins

What have we become
Just look what we have (34) _____
All that we (35) _____
You must (36) _____ again

No more (37) _____
And all the (38) _____ will end
One united world (39) _____ God

When the children cry
Let them know we (40) _____
'Cause when the children (41) _____
Let them know it right (42) _____

When the children (43) _____
Let them know (44) _____
'Cause when the children (45) _____
Then the new (46) _____ begins

UNIT 12 SPEECH (AUDIO)

1 Language building: Vocabulary for overview questions

A Use the words on the right to complete the overview questions.

- | | |
|--|-----------------|
| 1. What is the of the presentation? | being described |
| 2. What is this report ? | addressing |
| 3. What is the speaker's reason for the group? | about |
| 4. What product is ? | topic |

B Look at the key words listed for four of the types of questions found in talks. Circle the most likely topic from the list below.

- sales figures, increase, report, final quarter
(A) A financial report (B) A sales demonstration (C) A school report
- closure, bankrupt, debt, failure
(A) It is very successful. (B) It is doing badly. (C) It hasn't changed.
- customers, sale, ladies' fashion, department
(A) Restaurants (B) Immigration (C) Shopping
- ink, paper, documents, high quality, photographs
(A) A desk (B) A printer (C) An office chair

Follow up: Discuss your answers with your partner and explain why you selected them.


2 Test tactic: Listen for answers in order

A Underline the key words in the following questions and answer choices. Then skim the tapescript and underline the words that tell you the answers.

- Who will probably be interested in this advertisement?
(A) Students
(B) Retired people
(C) Businessmen
(D) Young families
- What is offered free of charge?
(A) A tour
(B) A meal
(C) A room
(D) A flight

Tapescript

Alto-Pacific offers a special discount rate for seniors, so summer never has to end for travelers aged over 60. We offer discounts starting at 10% off regular rates, as well as room upgrade deals for early bookers. Not only do we offer cheaper than standard prices, but also special tour rates, complimentary breakfasts and a guaranteed quiet room. Whether you are looking to relax in a world-class resort surrounded by the blue waters of Micronesia, or enjoy a round of golf at one of our Hawaiian resorts, or perhaps explore the historical castles of Japan, we have something to cater for every taste.

 **B** Listen to the three parts of a talk in turn. You have 30 seconds to skim the questions and answer choices. Then, listen and mark the answers as correct, maybe correct, or wrong. Note how the answers appear in order.

1. What kind of people might listen to this announcement?
(A) Politicians (A) Correct Maybe Correct Wrong
(B) Venture capitalists (B) Correct Maybe Correct Wrong
(C) Shareholders (C) Correct Maybe Correct Wrong
2. What has changed in the European market in the last year?
(A) It has become twice as big. (A) Correct Maybe Correct Wrong
(B) It has increased by one quarter. (B) Correct Maybe Correct Wrong
(C) It has decreased by 50%. (C) Correct Maybe Correct Wrong
3. What does the speaker say about the company's finances this year?
(A) The North American market was strong. (A) Correct Maybe Correct Wrong
(B) There were good and bad results. (B) Correct Maybe Correct Wrong
(C) The European market was disappointing. (C) Correct Maybe Correct Wrong

3 Tactic Practice

Use the tactics you have practiced for the next two talks. You will have one minute before you listen to a) skim the questions and identify key words, and b) identify any main idea questions.

1. What does the speaker say about the house?
(A) It is old but well maintained.
(B) It was built 40 years ago.
(C) It has not been renovated.
(D) There are two bedrooms.
2. What is mentioned about the living room?
(A) It is a little dark.
(B) There is a bright lamp.
(C) It was renovated six months ago.
(D) It has a lot of space.
3. What will the speaker do next?
(A) Show the visitors the kitchen
(B) Take the visitors to the second floor
(C) Leave the house
(D) Talk about the price
4. What is the aim of this announcement?
(A) To describe Daniel Kanemoto
(B) To advertise a club
(C) To boast about achievements
(D) To improve people's fitness
5. What is the minimum age for members?
(A) 2
(B) 6
(C) 10
(D) 66
6. What is special about the head instructor?
(A) He is 66 years old.
(B) He is a junior regional champion.
(C) He won a title twice.
(D) He knows some basic self-defense.



Understanding natural English

In natural spoken English, sounds are sometimes changed, combined and dropped.

Listen to these sentences and write in the missing words.

As you see, it is in remarkably good condition.

You store your entire photo collection safely.

Mini-test

Now practice what you have learnt at the actual test speed with questions 1–12.



Use any time available to skim the questions and answer choices before the first listening starts. When you finish answering the questions about one talk, immediately start previewing the questions for the next talk.

1. When did Orgola Valley experience strong winds?
(A) Last week
(B) Yesterday
(C) Last night
(D) Today
2. What will happen tomorrow?
(A) Temperatures will drop.
(B) There will be heavy rain.
(C) There will be strong winds.
(D) Snow will fall.
3. According to the report, how could a listener get more weather information?
(A) By calling a special telephone number
(B) By going to a Web site
(C) By listening to the weather channel
(D) By reading the weather reports in the newspaper
4. What is the purpose of the talk?
(A) To address customers' problems
(B) To introduce a training session
(C) To explain the company benefits
(D) To describe a new product
5. Who mostly likely is the speaker addressing?
(A) Job seekers
(B) Company customers
(C) New employees
(D) Department heads
6. In which department does George Stevens work?
(A) Human resources
(B) Sales
(C) Customer service
(D) Marketing
7. What product is being described?
(A) A cordless telephone
(B) An all-in-one printer
(C) A laptop computer
(D) A digital camera
8. According to the advertisement, what is a special feature of the product?
(A) The quality of the color photographs
(B) The operating speed
(C) The capacity to print photos from memory
(D) The ease of operation
9. When will the sale end?
(A) Friday
(B) Saturday
(C) Sunday
(D) Monday
10. What is Chuck Adams responsible for?
(A) Repairing computers
(B) Ordering supplies
(C) Maintaining the building
(D) Delivering the mail
11. When is Chuck Adams leaving?
(A) At the end of this week
(B) At the end of next week
(C) At the end of the month
(D) At the end of the year
12. What is the purpose of this announcement?
(A) To ask for donations for a gift
(B) To present an award
(C) To introduce a new staff member
(D) To explain a new office procedure

Learn by doing: Tonight's news

- A** With a partner read the questions about two news reports below and make sure you understand all the words. Try to guess what the reports are about.

Business news report

1. What did FHL Electronics announce?
2. What caused the closure of the factories?
3. What did the president say about labor costs in Asia?
4. What did the president promise?
5. What is the best newspaper headline for this report?
 - Drop in Asian Labor Costs
 - FHL Announces Record Losses
 - President Introduces New Product

Local news report

1. What will open next week?
2. What is the first performance?
3. What will Tom Mason do?
4. What happened one month ago?
5. What is the best newspaper headline for this report?
 - Milltown Theater Opens Tuesday
 - Events in our Town
 - Famous Actor Spotted

- B** **Student A:** Look at Activity file 11a on page 163. Read the business news report to your partner. Student B will answer the questions about it above. Then listen to Student B's local news report and answer the questions about it.
- Student B:** Listen to your partner's business news report and answer the questions. When you are finished, switch roles. Look at Activity file 11b on page 165. Read your local news report to your partner. Student A will answer the questions about it above.

Further study










Write four or five sentences about your company, school or family, and write three "what" questions. Test your classmates in the next lesson.

UNIT 13 FILM (FANTASY 2)

Part I: PREVIEWING

D. Character Descriptions

You are going to continue watching Avatar – The Legend of Korra. Now, refresh your memory of the characters and how they are pronounced.

		
<p>Korra 17-year-old headstrong and rebellious protagonist and Aang's reincarnation as the Avatar</p>	<p>Jinora Tenzin's oldest daughter, reserved, witty, able to communicate with spirits</p>	<p>Tenzin an airbender master, son of Avatar Aang, Korra's mentor</p>
		
<p>Unalaq Korra's uncle and former mentor, leader of the Northern Water Tribe, ambitious and cunning</p>	<p>Raava A spirit of light and peace, Her fusion with Wan is created the Avatar spirit.</p>	<p>Vaatu A spirit of darkness and chaos, the counterpart of Raava</p>
		
<p>Desna and Eska Waterbenders, Korra's twin cousins and Unalaq's children. Eska is Bolin's former girlfriend.</p>	<p>Mako A firebender, Bolin's older brother, serious, stoic, and brooding"</p>	<p>Bolin An earthbender, Mako's younger brother, naïve, lighthearted, humorous</p>
		
<p>Peema Tenzin's wife, and mother to Jinora, Ikki, and Meelo</p>	<p>Kya A waterbender, Tenzin's older sister</p>	<p>Bumi A non-bender, Tenzin's older brother</p>

E. Previewing

Task 1: Watch Scene 1. Based on your understanding of the previous unit and the scene, predict what will happen in this episode. Can anyone save the world from eternal darkness?

F. Vocabulary

Task 2: In pairs, match the bold words with its synonym and practice the pronunciation.

1. The child ripped the toy apart .	a. change
2. By destroying Raava, Unalaq and Vaatu transformed into the most powerful dark spirit.	b. handle
3. A small dog had somehow managed to survive the fire.	c. return
4. Is the clothes too small? Take it back and get a refund.	d. unite
5. She's used to dealing with difficult customers.	e. succeed
6. If you really want it, do not go down without a fight.	f. surrender
7. Oprah signed off her show by wishing her listeners a Happy New Year.	g. abandon
8. I've been waiting half-an-hour - I'd almost given up on you.	hope
9. The things which bind them together are greater than their differences.	h. end
10. Somebody is stalking her; she s in grave danger.	i. extreme
11. After her fall she complained that she couldn't bend her leg properly.	j. curve
12. South Korea is unyielding in its demands for a new treaty.	k. death
13. There are several theories about what caused the demise of the dinosaurs.	l. firm
14. They are forced to live in deplorable conditions in a slum area.	m. disgraceful
	n. tear

Part II: VIEWING

E. General Comprehension

Task 3: (Scene 6)

You are going to watch Scene 6. It will then be frozen at a certain point. Write a oral report by answering the questions: Who? What? Why? What just happened? What next?

Example: These are Korra and Vaatu. They are

Task 4: (multiple scenes)

Your teacher will divide you into three different groups. Each group will be assigned to watch several different scenes (scenes 1 – 4, scenes 5 – 8, and scenes 9 – 12). Make a summary of what you watch. Then, find partners from different groups with different summaries and take turns to tell each other’s summaries.

F. Specific Comprehension

Task 5: (various scenes)

You are going to watch the episode per scene. Read the questions before you watch and then answer the following questions as indicated.

Scene 3: Choose the best answer.

- 16. How did Kya cure Korra, Mako and Bolin?
 - a. by getting them into the spirit world
 - b. by getting them into the spirit water
- 17. Did Korra succeed in stopping Unalaq and Vaatu fusing?
 - a. Yes, she did.
 - b. No, she did not.
- 18. Why does Korra say that the cycle is over?
 - a. because she lost her connection to the past Avatars
 - b. because she lost the fight against Unalaq/Vaatu

Scenes 5 and 10: Decide whether the statement is true or false by putting a tick (V) in the right column)

Statement	True	False
19. Tenzin hasn’t been Korra’s best mentor because he needed spiritual growth himself.		
20. Korra can stop Unalaq/Vaatu by changing her perception and connect to her inner spirit.		
21. Tenzin thinks that the Tree of Time can help Korra because its root binds the spirit and physical worlds together.		
22. The most powerful thing about Korra is her characters.		
23. Korra can get to Republic City by bending the elements.		

Scene 10:

Statement	True	False
24. Korra wasn’t able to save Unalaq.		
25. Eska and Desna isn’t sad to hear their father’s death.		
26. Eska will live with Bolin in Republic City.		
27. Korra’s past connection to the past avatars has returned.		
28. Korra believes that humans and spirits should live together.		

Scene 11: Write your answer.

29. How did Korra regain her memory about her break-up?

30. Why didn't Mako tell Korra the truth about the break-up?

G. Specific Listening

Task 6: Watch Scene 12 and fill in the blanks with what you hear. Notice how a specific tense is used. How many sentences with the tense can you find? Discuss the answers with your partner.

Scene 12:

Korra: The war of the water _____ is over. Unalaq _____ and the northern fleet is returning home. The water tribes will always be _____, but the Southern tribe is now _____. And the Southern council of elders _____ my father, Tonraq, to be your new chief. I _____ that even though we should _____ from those who came before us, we must also _____ our own path. So that is why _____ to keep the portals open. Humans can now physically _____ the spirit world and spirits will be free to _____ our world. I will no longer be the bridge. Humans and spirits must learn to _____ together. My mission will always be to _____ Raava's light spirit to _____ the world toward peace and balance. Harmonic convergence _____ a shift in the planet's energy. I can feel it. Things will never be the _____ again. We are entering a new _____.

Task 6: Watch Scene 7. In it, Desna says: "I'm so done with spirits." What does it mean? Notice the use of the word 'so' here. Then, find other expressions using the word 'done' and 'so', and share it with your friends.

Part III: POSTVIEWING

D. Activity

Task 7

In pairs, tell your partners what your most memorable/interesting scene is (see the example below). Then, re-view the most popular scene and have a vote.

Example: Well, the most memorable scene in my opinion is the fight between Korra and Unalaq/Vaatu. It is set in ... At the beginning, you have Vaatu starting to make chaos in the Republic City. Then,

E. Discussion

Task 8:

Watch Scene 5. In it, Tenzin says "That's right. He (Wan - red.) became a legend **because of who he was, not what he was**. He wasn't defined by Raava any more than you are." Discuss what he means by this expression. Does it somehow connect to your daily life?

F. Let's Unwind

Task 9: Listen to the song and fill in the blanks with the correct words.

Don't you ever (1)_____	If you could (14)_____
You were (2)_____ else	All the dreams you have (15)_____
You were (3)_____ to be	Don't be (16)_____
The way you are (4)_____	If you've got something to (17)_____
	Just open up your (18)_____
Don't you ever (5)_____	And let it show you the (19)_____
You don't like the (6)_____ you are	
When you learn to (7)_____ yourself	Believe in (20)_____
You're better off by (8)_____	Reach down (21)_____
	The love you (22)_____ will set you
And I hope you always stay the (9)_____	(23)_____
'Cause there's (10)_____ 'bout you	
I would (11)_____	Believe in (24)_____
	You will come (25)_____
I think that you (12)_____ be	Have (26)_____ in what you do
Whatever you (13)_____ to be	You'll make it (27)_____

UNIT 14 OFFERS, REQUEST, OPINIONS

1 Language building: Become familiar with language for offers, requests and opinions

A Match each question on the left with the two best responses on the right. The first one is done for you. The words commonly used in each category are in **bold**.

Offers

- | | |
|--|--|
| 1. Would you like some help with those?
c, e | a Actually , it's already done.
b No , I've already eaten.
c Yeah , could you take this box?
d A cup of tea would be lovely .
e No, that's alright . They aren't as heavy as they look.
f That would be great . Let's start with the tables. |
| 2. Do you need (any) help with setting up the room? | |
| 3. Can/May I get you anything? | |

Requests

- | | |
|--|---|
| 4. Could/Can you tell me how to use this machine? | g Actually , I'm a bit cold.
h I'm afraid it's not mine.
i Certainly , it's pretty easy.
j Sure , give it back after class.
k I'm sorry , I haven't been trained on it yet.
l No, go ahead . |
| 5. Would you mind if I opened the window? | |
| 6. May/Can/Could I borrow your pen for a moment? | |

Opinions

- | | |
|--|---|
| 7. How was Mr. Smitt's presentation? | m I don't think we'll find a lower one.
n Frankly , our sales staff isn't motivated.
o To tell the truth , it seemed a bit long.
p I'd say we need to lower our prices.
q Good . He really is an amusing speaker.
r It seems a bit high to me. |
| 8. What's your opinion of their price quote? | |
| 9. What would you say is our greatest weakness? | |


B Now write one possible answer for each of the following questions.

1. Would you care for a slice of pie?
2. Can you tell Ms. Jackson that her parcel has arrived?
3. What do you think of your new boss?

2 Test tactic: Identify correct/incorrect offer, request and opinion answers

For the question below, choose the correct answer. Tell your partner why the other choices were wrong: because they have the same/similar sounding word or because the meaning is incorrect.

1. Is there anything I can do to help with the project?
a Yes, they finished the project.
b No, that's fine. It's already taken care of.
c We could have done it last week.
2. Do you have a calculator I could borrow?
a Yes, I will call you later.
b I remember you borrowed it last week.
c Sorry, I left mine at home.
3. How was your test?
a You have to pass the test to get a license.
b On Wednesday.
c Harder than I expected.

 *Follow up:* Now listen to two more questions followed by three answer choices. After each answer choice, pause the audio and repeat what you heard. If it is correct, circle the letter. If not, mark the distractor type(s).


1. (A) same word/similar sound incorrect meaning
(B) same word/similar sound incorrect meaning
(C) same word/similar sound incorrect meaning
2. (A) same word/similar sound incorrect meaning
(B) same word/similar sound incorrect meaning
(C) same word/similar sound incorrect meaning

3 Tactic practice

Use the tactics you have practiced for the next five questions. Pause the audio after each one to allow you to repeat each question and answer choice to your partner.

1	(A) (B) (C)	4	(A) (B) (C)
2	(A) (B) (C)	5	(A) (B) (C)
3	(A) (B) (C)		

Follow up: After each question you will have one minute to discuss with your partner which answer you chose and why.

 Understanding natural English

Understanding natural English

In natural spoken English, sounds are sometimes changed, combined and dropped. Listen to these sentences spoken naturally and write in the missing words.

..... carry these books for me?

..... mind showing Kim the supply room?

Mini-test

Now practice what you have learnt at the actual test speed with questions 1–12.



You will have 5 seconds at the end of each item to make your choice. You must then be ready to listen to the next question.

1	(A)	(B)	(C)	7	(A)	(B)	(C)
2	(A)	(B)	(C)	8	(A)	(B)	(C)
3	(A)	(B)	(C)	9	(A)	(B)	(C)
4	(A)	(B)	(C)	10	(A)	(B)	(C)
5	(A)	(B)	(C)	11	(A)	(B)	(C)
6	(A)	(B)	(C)	12	(A)	(B)	(C)

Learn by doing: Offers, requests and opinions

Look at the model conversations below. Practice them with a partner. Then make similar conversations by replacing the words in bold with the words below.

Offers	Requests	Opinions
A: Would you like me to call you a taxi? B: No, It's not far. Thanks.	C: Can I reserve a table for 8:00? D: Sorry, we are fully booked for this evening.	E: What do you think about the changes to the retirement plan? F: I'm sure a lot of people will be upset.
... open the door for you? ... help you with your homework? ... lend you some money?	... I borrow 10 dollars till pay day? ... you give me a hand with this table? ... you work late this Wednesday?	... the new sales manager? ... your new apartment? ... our chances of getting the contract?
No, thanks. That would be great. Yes, please. I'd appreciate it.	Yes, (of course). Sure. (I'd be glad to). I'm afraid/sorry, (I can't).	(He) seems (friendly). It's great. I'm really pleased. Frankly, I think we have an excellent chance./I don't think we will.

Follow up: Make more offer, request and opinion conversations, using your own ideas and words from the unit.

Further study

Think of one offer, request and opinion you have used or heard recently and write them out in English. In the next lesson, say them to your partner, who should respond appropriately.



Learn by doing: Requests

A Complete the two conversations using the words in the box.

I'll do it
Sure
Would you mind

Any time will be fine
Do you think I could
Sure, no problem
Would that be alright

A: mailing these packages for me?

B: When do they have to arrive?

A: They need to be delivered by Tuesday at the latest.

B: OK, this afternoon.

C: borrow your camera? Mine is broken.

D: When do you want it?

C: How about Saturday afternoon??

D: Yeah, of course.

Follow up: Practice the conversations.

B Make similar conversations with your partner using situations 1–4 below. First, look at the useful expressions in the box and read the *Culture note*.

More common request phrases

Would you mind (helping me with these files)?

Are you by any chance (driving down to the central office)?

I wonder if you would mind (moving your car)?

Response phrases

Of course.

Certainly.

Sorry, (I'm using it on the weekend).

I'm afraid I can't (right now).

Sorry, I'm really busy. Maybe (Bob) could give you a hand.

1. Ask your partner to help you make some copies (you need them for a meeting in one hour).
2. Ask to borrow your partner's calculator (yours is at home).
3. Ask your partner for some help moving some boxes (the courier is going to pick them up in 15 minutes).
4. Ask your partner for a ride home (your car is in the shop).

Culture note

If you don't know the person well, start your request with:

Excuse me ... or

I'm sorry to bother you, but ...

Further study

Think of an actual request you made recently, or imagine one you might make, and write the conversation in English. Write three questions (you don't need to make answer choices) to test your classmates in the next lesson.

Let's Unwind

Task: Listen to the song and fill in the blanks with the correct words.

(1)_____ morning (2)_____ out of bed
And put on my best (3)_____
Got in my car and (4)_____ like a (5)_____
All the way to you
(6)_____ on your door with heart in my (7)_____
To ask you a (8)_____
'Cause I know that you're an old-(9)_____ man, yeah

Can I have your (10)_____ for the rest of my life?
Say yes, say yes 'cause I need to (11)_____
You say I'll never get your (12)_____ 'til the day I die
(13)_____ luck, my friend, but the answer is 'No'

Why you (14)_____ be so rude?
Don't you know I'm (15)_____ too?
Why you (16)_____ be so rude?
I'm gonna (17)_____ her anyway

Marry that girl
Marry her anyway
Marry that girl
Yeah, no (18)_____ what you say
Marry that girl
And we'll be a (19)_____
Why you (20)_____ be so
Rude

I (21)_____ to do this, you leave no (22)_____
Can't live without her
Love me or hate me we will be boys
Standing at that (23)_____
Or we will run away
To another (24)_____, you know
You know she's in love with me
She will go (25)_____ I go

Can I have your (26)_____ for the rest of my life?
Say yes, say yes 'cause I need to (27)_____
You say I'll never get your (28)_____ 'til the day I die
(29)_____ luck, my friend, but the answer is 'No'

Why you (30)_____ be so rude?
Don't you know I'm (31)_____ too?
Why you (32)_____ be so rude?
I'm gonna (33)_____ her anyway

Marry that girl
Marry her anyway

Marry that girl
Yeah, no (34)_____ what you say
Marry that girl
And we'll be a (35)_____
Why you (36)_____ be so
Rude
Rude

Can I have your (37)_____ for the rest of my life?
Say yes, say yes 'cause I need to (38)_____
You say I'll never get your (39)_____ 'til the day I die
(40)____ luck, my friend, but 'No' still (41)_____ 'No'!

Why you (42)_____ be so rude?
Don't you know I'm (43)_____ too?
Why you (44)_____ be so rude?
I'm gonna (45)_____ her anyway

Marry that girl
Marry her anyway
Marry that girl
No (46)_____ what you say
Marry that girl
And we'll be a (47)_____
Why you (48)_____ be so
Rude
Why you (49)_____ be so
Rude
Why you (50)_____ be so rude?

UNIT 15 DENIAL AND REFUSAL

1 Language building: Become familiar with the vocabulary of denial and refusal

A Match each question on the left to the best response on the right. The common words and phrases used for denial and refusal are in **bold**. The first one is done for you.

- | | |
|---|---|
| <p>1. Jane, would you like to join us for drinks tonight? <i>e</i></p> <p>2. Could you fix this radio for me?</p> <p>3. We are going skiing this weekend. Can you and Mary come along?</p> <p>4. Are we still having the sales meeting after lunch?</p> <p>5. Is it OK to keep a cat in this building?</p> <p>6. Do you accept personal checks?</p> | <p>a We used to, but we stopped doing it last year.</p> <p>b No, I'm sure they wouldn't allow it. The building owner doesn't like animals.</p> <p>c We can, but I would prefer to put it off till tomorrow. I have a lot of other work.</p> <p>d I'm afraid we can only service Tri-sonic units, madam.</p> <p>e I'd love to, but I'm afraid I have to pick up my sister.</p> <p>f I don't think we'll be able to make it. My brother's family is coming on Saturday.</p> |
|---|---|

B Look at the questions and correct answer choices for the six dialogs above. Write the number of the question/response above that best matches each question and answer below. The first one is done for you.

1	Why won't the woman go out with her friends?	She has a previous commitment.
	What does the man suggest?	Postponing the meeting
	Why can't the woman get service?	Her radio is the wrong brand.
	What are the speakers discussing?	The store's payment policy
	How does the owner feel about pets?	He strongly dislikes them.
	What is the man planning for the weekend?	He is entertaining relatives.

C Now listen to three conversations and answer the following questions.

1. Why can't Eric do what the man asks?
- (A) He has to meet a client.
- (B) He needs to prepare some other papers.
- (C) He is leaving the office shortly.
- (D) He will be in a meeting until this evening.

2. How is the man planning on getting to the station?
 - (A) He will take the train.
 - (B) He will go by bicycle.
 - (C) Daphne will drive him.
 - (D) He will jog.
3. What does the woman say about the man's request?
 - (A) The shirts cannot be cleaned and pressed on time.
 - (B) The jacket can be repaired today.
 - (C) The shirts will need to be repaired.
 - (D) The jacket needs to be sent to another location.

2 Test tactic: Understanding the first exchange

A Match the Part 3 question on the left to the first speaker's question/request on the right. The first one is done for you.

- | | |
|---|---|
| <ol style="list-style-type: none"> 1. What advice does the man's friend give about trading in his car? b 2. What kind of summer vacation is the man considering? 3. What experience does the man have? 4. How does Mr. Green feel about his request? | <ol style="list-style-type: none"> a "Mr. Green, I was wondering if it was OK if I took next Friday off." b "Do you think I should get a new car? It seems to cost me more money in repairs each year." c "I see you are applying for the sales clerk's job. Do you have any experience in sales?" d "What are you doing for your vacation this year, Dario?" |
|---|---|

- B** Now listen to the conversations from which the responses (a–d) above are taken. After each one, pause the audio and repeat as much as you can of the second speaker's response. Then choose the answer choice below that best matches the response you heard.
- (A) The second speaker thinks the time is not good.
 - (B) The second speaker says the man may be able to save money over time.
 - (C) The second speaker says he has done some work in retail sales.
 - (D) The second speaker says he isn't sure yet.

3 Tactic practice

Before you listen to each conversation, take a few minutes to a) predict the context and b) think of other ways to say the answer choices.

- | | |
|--|---|
| <ol style="list-style-type: none"> 1. What does the first man want to do? <ol style="list-style-type: none"> (A) Buy a house (B) Rent somewhere to live (C) Go to the beach (D) Decorate his bedroom 2. What is the problem? <ol style="list-style-type: none"> (A) The beach is too far away. (B) There are no suitable places left. (C) The price is too high. (D) The advertisement gave the wrong information. | <ol style="list-style-type: none"> 3. What does the second man offer to do? <ol style="list-style-type: none"> (A) Show him the bedroom (B) Give him a discount (C) Show him a different place (D) Take him to the beach 4. What is Jim's problem? <ol style="list-style-type: none"> (A) He hardly knows Bob. (B) He only has a little money. (C) He wants to lend some money. (D) He does not have any money. |
|--|---|

5. What does Bob do about the situation?
 (A) He will help Jim.
 (B) He suggests asking someone else.
 (C) He gives Jim a few dollars.
 (D) He offers to share his lunch.
6. What does Bob finally decide?
 (A) He will try to find the wallet.
 (B) He will have lunch at home.
 (C) He will not speak to Darryl.
 (D) He will pay for Jim's lunch.



Understanding natural English

In natural spoken English, sounds are sometimes changed, combined and dropped. Listen to these sentences spoken naturally and write in the missing words.

The meals were I've had in many restaurants.

We'll notify you we locate your suitcase.

Mini-test

Now practice what you have learnt at the actual test speed with questions 1–12.



Use any time available to skim the questions and answer choices before the first listening starts. When you finish answering the questions about one conversation, immediately start previewing the questions for the next conversation.

1. What does the woman ask the man to do?
 (A) Meet with a customer
 (B) Give her a ride
 (C) Pick up a client
 (D) Help her move
2. At about what time does the woman need help?
 (A) At 8:30
 (B) At 9:00
 (C) At 10:00
 (D) At 11:00
3. What does the man plan to do tomorrow?
 (A) Meet a friend for breakfast
 (B) Drive to the airport
 (C) Keep an appointment
 (D) Arrive at work early
4. What does the woman want?
 (A) Transportation to the airport
 (B) An opinion of an airline
 (C) Accommodation in New York
 (D) A recommendation for a restaurant
5. What does the man say about his experience?
 (A) He was disappointed in the food.
 (B) He enjoyed the extra services.
 (C) The seating was uncomfortable.
 (D) The price was reasonable.
6. What did the man especially like?
 (A) The quick service
 (B) The clean room
 (C) The wide aisles
 (D) The tasty meals
7. Where does this conversation most probably take place?
 (A) At a clothing store
 (B) In an appliance store
 (C) At a dry cleaner's
 (D) In a repair shop
8. What is the problem?
 (A) The store does not allow exchanges.
 (B) Some merchandise does not work properly.
 (C) A customer cannot locate some merchandise.
 (D) The price of a product is not indicated.

9. What must the customer provide?
 (A) The time and date a problem occurred
 (B) A credit card number
 (C) A receipt from a transaction
 (D) A telephone number
-
10. Where does the conversation probably take place?
 (A) In a travel agency
 (B) At a hotel
 (C) In a train station
 (D) At an airport
11. What is the woman's problem?
 (A) Her luggage has not arrived.
 (B) She missed a connection.
 (C) She cannot find her passport.
 (D) Her purse is missing.
12. What does the man suggest?
 (A) Calling her office
 (B) Replacing some documents
 (C) Notifying a sales representative
 (D) Providing contact information

Learn by doing: Refusing

Practice the following conversations involving a refusal. Then make new conversations by replacing the words in **bold** with the words in the boxes below.

A: A group of us are going **bowling** on **Tuesday night**. Would you care to join us?

B: I really would, but unfortunately I have a **tennis lesson**.

A: Oh, too bad. Maybe another time then?

B: Yes, for sure. Thanks for the offer.

C: Excuse me. Can I **park my car here**?

D: No, I'm afraid not. **This is a no parking zone**.

C: Oh, do you know of anywhere around here I can **park**?

D: Sorry, I'm afraid I don't.

for Greek food/Wednesday night/to pick up my sister from school

to a movie/Sunday afternoon/to go to a wedding

to have a barbecue/Saturday/to work

cash a check in this shop/We don't accept checks/cash one

leave my bags here/We can't be responsible/leave them

use US dollars here/We only take local money/change money

Follow up: Now make another conversation with a refusal using your own ideas.

Further study

Choose two of the conversations with refusals you made in activity C, write out the dialogs, and write two questions to test your classmates in the next lesson.