# Berlitzengush 

## Instructions

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Exercise questions can usually be answered by：
－typing a response into an empty text field
－or by clicking a button or box
Use links in homework exercises to check your answers；then click the appropriate link to return to the homework exercise．

# Berfitancligy Language for life. 



## Berlitz

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$$



Berlitz Languages, Inc. Princeton, NJ USA

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We would like to thank the many Berlitz instructors and staff who have contributed to the creation of Berlif zencuish.

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## Welcome to Berlinzencush!

BerlitzEnglish is the fastest, the most practical, and the most enjoyable way to learn English.

To get the most out of your English program, you should ...
■ go to all your scheduled classes

- do all practice assignments
- review each chapter after class

■ preview each chapter before class
■ practice speaking English anytime you can
■ visit English websites to learn more about chapter topics
■ read English magazines, books, and newspapers
■ watch videos, movies, and TV programs in English

- try to speak and learn more English every day!

If there is anything we can do to make your learning more successful and enjoyable, please let us know. We'll do everything we can to help you reach your goals.

Good luck with your English studies!
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## Tal.le of Contents

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|  | I'd like you to meet my friend Alan |  | - Personal descriptions <br> - Colors (hair and eyes) <br> - Personal details <br> - Numbers 11-100 | - Introduce others <br> - Describe people <br> - Ask for and give personal details | - He / She is ..., We / You / They are ... <br> - have / has <br> - his, her, its, our, your, their <br> - and, but <br> - Plurals: children, people, -s, -ies |
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6 Review

|  | CHAPTER / TITLE | PAGES | TOPICS | SPEAKING GOALS |
| :--- | :--- | :--- | :--- | :--- |

## Nice to meet you!

## Topics

Introductions and greetings
Countries and nationalities
Numbers 0-10
Alphabet and spelling

Speaking Goals
Introduce yourself
Say where you are from
Give your name, address, phone number
Check names and numbers

## Grammar

I am ... / You are ...
Are you ...? / Am I ...?
yes / no
What's your name?

## In this chapter, you will ...

Introduce yourself


- Hello.
- Hi!

- Hi, I'm.
- Nice to meet you.


Miami
the United States
American

Give your name, address, phone number

Say where you are from

CITY
COUNTRY
NATIONALITY
$\square$

Osaka
Japan
Japanese


Rio de Janeiro Brazil
Brazilian



## Sinclair Enterprises

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1 a name
2 an address
3 a phone number
4 a website
5 an e-mail address

## Introduce yourself and say where you are from

1 Nice to meet you


- Hello. I'm Tina Lee.
- I'm Andy Cooper. Nice to meet you, Tina.
- Nice to meet you, too.

- Are you Richard Clark?
- Yes, I am.
- Hi. I'm Alice Morton. Nice to meet you.

- Excuse me. Are you Amy?
- No, I'm not. I'm Jill.
- Oh, sorry.
- Are you ...?
- Am I ...?
- Yes, I am. No, I'm not.
- Yes, you are. No, you're not.

Tip!
I am $\rightarrow$ I'm
you are $\rightarrow$ you're

2 Where are you from?


- Where are you from, Mr. Peña?
- I'm from Mexico.
- Are you from Mexico City?
- No, I'm from Monterrey.

- What country are you from?
- I'm from the United States.
- What city are you from?
- I'm from Los Angeles.

3 What nationality are you?

| COUNTRY | NATIONALITY | COUNTRY | NATIONALITY | COUNTRY | NATIONALITY |
| :--- | :--- | :--- | :--- | :--- | :--- | :--- |
| Canada | Canadian | Japan |  |  |  |
| China | Chinese | Mexico |  |  |  |
| France | French | Spain |  |  |  |
| Germany | German | the U.K. |  |  |  |
| India | Indian | the U.S. |  |  |  |

## Give your name

4 What's your name?

## HELLO

my name is

## Mark Harris

- Is your name Lisa Parker?
- No, it's not.
- What's your name?
- It's Lisa Baker.

I'm Mark Harris.
My name is Mark Harris.
My first name is Mark.
My last name is Harris.

- Is your first name Tom?
- No, it's not.
- What's your first name?
- It's Harry.
- Is your name ...?
- Yes, it is. / No, it's not.
- What's your name?
- It's ...
- Is your last name Miller?
- No, it's not.
- What's your last name?
- It's Milton.

5 Hello, it's nice to meet you! (Track 1)

- Hello. (1) $\qquad$ Kevin Davis.
- (2) $\qquad$ Patricia Jackson. Nice to meet you.
- Nice to meet you, too, (3) $\square$ Jackson.
- (4) $\square$ you from?
- I'm from Boston. (5) $\square$ ?
- I'm from (6) $\qquad$ .


6 What number is this?
0 zero
1 one
2 two
3 three
4 four
5 five
6 six
7 seven
8 eight
9 nine
10 ten

## Give your phone number

7 Please leave your name and number (Tracks 2-3)


MESSAGE 1
name Charles Brady
telephone number

a voice-mail message

8 What's your phone number?


9 The alphabet
ab c def ghimilm
no p q r st u v w $\quad$ y z

## Give your address

10 What's your address?


11 What's your e-mail address?


## Contact Information



What's your name, please? My name is ...

What's your address? My address is ...

## Check names and numbers

## 12 How do you spell that?



- What is your name, please?
- Patrick Gilmore.
- Is that G-I-L-L-M-O-R-E?
- No, it's G-I-L-M-O-R-E.
- Thank you. And what is your phone number?
- It's 312-555-8743, extension 922.
- 312-555-8743, extension 922?
- Yes, that's right.

- $62 \square$ Sunset Street Galvestan, TX 77554
- TEL: 4ロ9-555-3542

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- What's your last name?
- Chesterfield.
- How do you spell that?
- C-H-E-S-T-E-R-F-I-E-L-D.
- Is Jackson your first or last name?
- My first name.
- And how do you spell your last name?
- W-R-I-G-H-T.

13 Is this ...? (Tracks 4-7)

1. last name: $\square$
2. phone number: $\qquad$
3. city: $\qquad$
4. address: $\square$ Main Street.

## Chapter Summary

## Vocabulary \& Expressions

yes
no
I
you
it
my
your
a, an
city
country nationality name
or
first / last name
Mr. / Mrs. / Ms. number phone number phone message home phone cell / mobile phone office phone fax letter (alphabet) address e-mail too

Hello.
Hi.
My name is ...
Nice to meet you.
Excuse me.
Sorry.
please
Please leave your name and number.
This is ...
wrong number

## Grammar

- I am ... / You are ... / Are you ...? I am Ann. $\rightarrow$ I'm Ann.
You are Jane. $\rightarrow$ You're Jane.
- Are you Ann?
- No, I'm not. I'm Jane.
- Are you American or Canadian?
- I'm Canadian.
- What country are you from?
- Are you from Canada?
- No, I'm not.
- What country are you from?
- I'm from the United States.
- Where are you from?
- Are you from Germany?
- No, I'm not.
- Where are you from?
- I'm from Italy, from Rome.
- a/an $\begin{array}{llll}\text { a business card } & \text { a city a country } & \text { a name a phone number } & \text { a website } \\ \text { an address } & \text { an extension } & \text { an } \underline{e}-m a i l & \text { address }\end{array}$ an office phone number


## Use Your English!

- Look at a world map. Make a list of country names in English. Write the nationality next to each country.
- Look at a telephone book, an address book, or business cards. Say and spell the names. Say the phone numbers. Say your name, address, and phone numbers.
- Write an English message for your cell phone or voice-mail. Record it.


## Reading: Meet Jack Kent



Hello. My name is Jack Kent. I'm in Auckland, New Zealand. I'm not from New Zealand. I'm American. I'm from Dallas, Texas.

My address in Auckland is 90 Federal Street, Auckland 2148, New Zealand. My telephone number is 6493630055 , extension 220.

My address in Dallas is 1179 Nelson Drive, Irving, Texas 75038, USA. My telephone number is 214-555-7413.

## Complete the sentences

1. Jack Kent is $\qquad$ .a. Americanb. New Zealand
c. Australian
2. Jack Kent is from .a. Aucklandb. Dallasc. Sydney
3. 220 is $\qquad$ .a. a phone numberb. an addressc. an extension
4. 1179 Nelson Drive is $\qquad$ .
a. a city in the U.S.b. an addressc. in New Zealand

## Writing: Write about yourself

Hello. My name is $\qquad$ .
$\square$

My e-mail address is $\square$ . My telephone number is $\square$ .

## I'd like you to meet my friend Alan

## Topics

Personal descriptions
Colors (hair and eyes)
Personal details
Numbers 11-100

## Speaking Goals

Introduce others
Describe people
Ask for and give personal details

## Grammar

He / She is ..., We / You / They are ... have / has
his, her, its, our, your, their and, but
Plurals: children, people, -s, -ies

## In this chapter, you will ...

■ Introduce others

Describe people


This is Roger.
He's from England.


This is Isabel.
She's from Mexico City. They're from Australia.

husband wife
son
daughter

This is Lisa Evans. She is 30 years old. She has blond hair. Her eyes are blue.


## Introduce others

1 I'd like you to meet ...


- Frank, this is Teresa Neal. Teresa, this is Frank.
- Hi, Teresa. It's nice to meet you.

- Mr. Li, I'd like you to meet Jim Martin.
- Pleased to meet you, Jim.
- Nice to meet you, Mr. Li.

- This is Jim and Lisa Baker. They're from Nevada.
- Are you from Las Vegas?
- No, we're from Reno.


## 2 We're from Mexico



$$
\text { we are } \rightarrow \text { we're } \quad \text { you are } \rightarrow \text { you're } \quad \text { they are } \rightarrow \text { they're }
$$

3 This is our family

I'm Michael.
This is my wife.
This is my son. I have a daughter.
We are the Bennett family. We have a dog and a cat.

My name is Michael.
Her name is Ann.
His name is Steve.

Our address is 314 Garden Street.
Their names are Lucky and Tiger.

- What's Mrs. Meyer's first name?
- Her first name is Sharon.
- Tim, I'd like you to meet my friends, Greg and Pam, and their son, Jared.
- Nice to meet you.
- Whose phone number is this, Paul?
- It's John's cell phone number.
- Is Mark's last name Jennings?
- No, it's not. His last name is O'Connor. Jennings is his friend's name.


## Describe people

## 4 I have brown eyes



- What color are your eyes?
- My eyes are blue. I have blue eyes.

I
You have brown eyes.
We
They


- Does Charles have brown eyes?
- No, he has green eyes.
- Do you have brown eyes?
- Does Bill have blue eyes?
- Who has gray eyes?
- Yes, I do. / No, I don't.
- Yes, he does. /

No, he doesn't. They're brown.

- Ido. / Carmen does.

5 Who has long hair?


KATHY


JEFF


ERICA


JOHN

Kathy has short, blond hair. Jeff has long hair and a beard. Erica has short, dark brown hair. John has short hair, too. He doesn't have a beard, but he has a moustache.

| - What color is your hair? | - It's red. I have red hair. |
| :--- | :--- |
| - Is it straight or curly? | - It's curly. I have curly, red hair. |
| - Is it long or short? | - It's short. I have short, curly, red hair. |

- Is it long or short? - It's short. I have short, curly, red hair.


## Ask for and give personal details

6 Who am I? (Tracks 8-11)
$\square$
A.
$\Delta c$
. $\square$

D. $\square$

B. $\square$

7 Numbers 11-100

| 11 eleven | 12 twelve | $13$ <br> thirteen | 14 fourteen | 15 <br> fifteen | 16 <br> sixteen |
| :---: | :---: | :---: | :---: | :---: | :---: |
| $17$ <br> seventeen | $18$ <br> eighteen | 19 <br> nineteen | 20 twenty | 21 <br> twenty-one | $22$ <br> twenty-two |
| 30 <br> thirty | $33$ <br> thirty-three | 40 <br> forty | 44 forty-four | 50 <br> fifty | 58 <br> fifty-eight |
| $\begin{aligned} & 60 \\ & \text { sixty } \end{aligned}$ | $70$ <br> seventy | 80 eighty | 90 <br> ninety | $99$ <br> ninety-nine | $100$ <br> one hundred |

8 Is she tall or short?


- Is the woman tall or short?
- She's short.

- Is the man young or old?
- He's young.

- Happy birthday, Frank!
- Thank you.
- So how old are you today?
- I'm 30.


## Ask for and give personal details

9 How old are you? (Tracks 12-14)


10 These are our children

| This is | a girl. <br> a boy. <br> my husband. | These are | girls. <br> boys. <br> our husbands. |
| :--- | :--- | :--- | :--- |
| This is | a man. <br> a woman. <br> a child. <br> a person. <br> a family. <br> my wife. | These are | men. <br> women. <br> children. <br> people. |
| families. |  |  |  |$\quad$| our wives. |
| :--- |

- Who are these people? - Are these your children? - Whose glasses are these?
- They're John's friends. - Yes, this is Lucy and this is Mike. - They're Tim's.

11 What do they look like?

| What does | Paul <br> Paul's wife <br> Paul's friend | look like? | $\rightarrow$ | He has brown hair and a moustache. She's tall and blond, and she has blue eyes. He is short and has red hair. |
| :---: | :---: | :---: | :---: | :---: |
| What do | I <br> you we they | look like? | $\rightarrow$ | Your hair is black and curly. <br> I have brown hair and I wear glasses. We're short and have long, blond hair. They're tall. They have short, gray hair. |
| - What do your sons look like? <br> - They're tall with long, black hair. |  |  |  | - What does Bill Mason look like? <br> - He has short, blond hair and blue eyes. |

## Ask for and give personal details

12 Is she tall or short? (Tracks 15-16)

A. $\square$

- What does $\square$ look like?
- She has $\square$ and $\qquad$
- Is she tall or short?
- She's $\qquad$ .
- And is she?
- She's $\qquad$ years old.
B. $\square$
- What does $\qquad$ Mark look like?
- He's tall, and he has $\qquad$ and brown eyes.
- How old is he?
- He's my age, $\square$ .
- Is he $\qquad$ ?
- Yes, and he has $\qquad$ .

13 These are my friends

1. $\square$
2. $\square$
3. $\qquad$
4. $\qquad$

## Chapter Summary

## Vocabulary \& Expressions

he / she / it
his / her / its
we / you / they
our / your / their blue, brown, green black, gray (grey UK)
blond, red, white
color (colour UK)
eyes, hair
long / short
curly / straight
beard, moustache
glasses
cat / dog
person (people)
family (families)
husband
wife (wives)
son / daughter
friend
man (men)
woman (women)
girl / boy
adult
child (children)
married
single
tall / short
young / old
I'd like you to meet ...
I'm ... years old.
I have ... eyes / hair.

## Grammar

- What country is Barry from?
- He is from the United States.
- Is he from Atlanta?
- Yes, he is.
- Are you and Barry married?
- Yes, we are. Our last name is King.
- Do you have a son?
- Yes, we do. His name is Tony.
- Are you and your wife tall?
- Yes, we are. / No, we're not.
- What does Sheila look like?
- She has brown eyes and long, straight, black hair.
- What does her husband look like?
- He has short, gray hair, and he wears glasses.
- Who is this?
- It's Alice.
- Is she American, too?
- No, she's not. She's Canadian.
- Are Sophia and Peter married?
- Yes, they are.
- Do they have children?
- Yes, they do - a daughter. Her name is Erica.
- Does your family have a dog?
- We don't have a dog, but we have two cats.
- What do you look like?
- I'm tall. I have short, curly, blond hair.
- What do your sons look like?
- They're tall. They have short, brown hair. Tim has a beard, but Sam doesn't.


## Use Your English!

- In English, introduce a classmate to people at the Berlitz Learning Center.
- Think about two people you know. Write a short conversation to introduce them.
- Find some pictures in a magazine. Write a description of the people in the pictures.


## Reading: Meet the Riveras!



This is the Rivera family. Carlos Rivera is tall and has gray hair. He's 45 years old. His wife, Elena, has long, black hair and brown eyes. She's 40 years old. The Riveras have a son and two daughters. Their son, David, is 12 years old. He has short, brown hair. Diana is 15 years old. She has short, brown hair, too. The Riveras' other daughter, Olivia, has long, brown hair. But her hair isn't dark brown. It's light brown. Olivia is 7 years old.

## Answer

1. How many children do Carlos and Elena have?
2. What are their names?
3. How old is Diana?
4. Who has long, light brown hair?
5. How old is she?
6. Who is 12 years old?
$\square$

Writing: Write about a person in your family

## Chapter 3

## What would you like?

## Topics <br> Speaking Goals

Food and drink
Meals
Menus and ordering

Offer something to eat and drink
Talk about food preferences Order a meal

## Grammar

Offers and requests with would like with, without

Plurals: -s, -es, -ies
some / any

## In this chapter, you will ... <br> Offer something to eat and drink

- Talk about food preferences

Order a meal

Lunch


Would you like a sandwich?

Dinner


What would you like to eat?


Daniel likes fruit.
He doesn't like vegetables.

- What would you like?
- I'd like the roast chicken with potatoes, please.


## Offer something to eat and drink

1 Would you like some coffee?


- Would you like tea or coffee?
- Coffee, please. / No, thank you.
- How would you like your coffee?
- With milk and sugar, please. / Black, please.

- Would you like a bottle of wine?
- Yes, please. / No, thank you.
- Would you like some juice?
- No, thank you. Just a glass of water.

2 would like

| I | an apple. | I'd like ... |
| :--- | :--- | :--- |
| You | a banana. | You'd like ... |
| He | some fruit. | He'd like ... |
| She would like | a cup of tea. | She'd like ... |
| We | a glass of wine. | We'd like ... |
| They | a bottle of beer. | They'd like ... |

3 What kind of juice would you like?


- What kind of juice would you like?
- I'd like some apple juice.
- What kind of pie would you like?
- I'd like some cherry pie.


## Talk about food preferences

4 What would you like for breakfast?

| I WOULD LIKE A ... | I WOULD LIKE AN ... | I WOULD LIKE SOME ... |  |
| :--- | :--- | :--- | :--- |
| for breakfast |  |  |  |
| for lunch |  |  |  |
| for dinner |  |  |  |

5 One or two salads?


-S
one egg - two eggs one muffin - two muffins one banana - two bananas

-es
one glass - two glasses one sandwich - two sandwiches one tomato - two tomatoes

-ies
one cherry - two cherries one French fry - two French fries one strawberry - two strawberries

- How many eggs would you like?
- Just one, please.
- How many glasses of wine would you like?
- Two, please. One for me and one for my friend.

6 What do you like?


- Do you like apples?
- Yes, they're my favorite fruit. And my favorite drink is apple juice. What's your favorite fruit?

- What's your favorite meal?
- My favorite meal is breakfast. I like cereal, toast and jam with coffee. But I don't like eggs for breakfast.


## Order a meal

7 Sorry, we don't have any


8 Do you have tomato juice? (Track 17)


- A glass of grape juice, please.
- Do you have tomato juice?
- I'd like some juice, please.
- I'm sorry. We don't have any tomato juice.
- We have orange, grape, and apple.
- What kind of juice do you have?
- What kind of juice would you like?

9 l'd like the chicken soup
$\begin{array}{ll}\text { Soups } & \text { Sandwiches } \\ \text { chicken soup } & \text { steak and cheese } \\ \text { tomato soup } & \text { grilled chicken } \\ \text { vegetable soup } & \text { ham and cheese } \\ \text { French onion soup } & \text { bacon, lettuce and tomato }\end{array}$

- What kind of soup do you have?
- We have chicken, tomato, vegetable, and French onion.
- I'd like the French onion soup, please.
- Do you have any soft drinks?
- Yes, we have Coke and Sprite.
- I'd like a Coke, please.
- Very good.


## Order a meal

10a What would you like?


- May I take your order?
- I'd like a chicken sandwich.
- And to drink?

- Would you like French fries or a salad?
- French fries, please.

- What would you like to eat?
- I'd like the grilled salmon.
- Would you like a salad with that?


## 106 And to drink?



11 May I take your order? Check all that apply. (Tracks 18-21)

A. The woman would like ...toast with butter.two eggs.some toast.coffee with sugar.tea.
C. The man and the woman would like ...
some strawberry ice cream.some vanilla ice cream.one cup of coffee.two cups of coffee.two cups of tea.

## $\square$

B. The man would like ...
$\square$ a steak with cheese.a steak and cheese sandwich.some soup.a salad.salad with cheese.

## Order a meal

## 12 The Fairfax Restaurant



## Chapter Summary

## Vocabulary \& Expressions

coffee, tea with / without
~ sugar / milk / lemon black (coffee)
just
beer, wine
juice, water
soft drink
a bottle / cup / glass
~ of ...
fruit: apple, banana,
cherries, grapes, etc.
a piece of cake / pie
ice cream: vanilla
chocolate, strawberry
meals: breakfast, lunch, dinner
(a bowl of) cereal egg
toast / bread, muffin
chicken, fish, steak
hamburger
potato
French fries (chips UK)
rice
soup
salad,
salad dressing
sandwich
ham and cheese ~
pasta I'd like (some) ... vegetables: green Yes, please. / beans, broccoli No, thank you.
restaurant
server
customer
menu
appetizer
main course
dessert
to eat
to drink

Here you are.
Thank you.
You're welcome.
Sorry. We don't have any ...
May I take your order?
What does it come with?

## Grammar

- What kind of tea would you like?
- I'd like Earl Grey, please.
- With or without lemon?
-With lemon, please.
- May I have a piece of cake?
- Yes, of course. Here you are.
- Thank you.
- You're welcome.
- I'd like ...
a sandwich / a salad / a cup of coffee two sandwiches / three glasses of water some water / salad dressing / soup some cake / two pieces of cake
- What would you like for breakfast?
- I'd like scrambled eggs and coffee, please.
- Would you like some orange juice?
-No, thank you.
- Do you have any green tea?
- We have tea, but we don't have any green tea.
- Do you have grape juice?
- I'm sorry. We don't have any grape juice.
- How many ... would you like?
- I'd like ... one hamburger three hamburgers one tomato one strawberry
two tomatoes twelve strawberries


## Use Your English!

- Make a supermarket shopping list in English.
- Write a list of what you eat and drink today.
- Find an English menu online. What would you like to order?


## Chapter Summary

## Reading: What would they like for lunch?



Kim and her friend Alice are at the Blue Moon Café. They would like to have lunch. Kim would like the chicken salad with French dressing, some garlic bread, and a bottle of mineral water. Alice would like a turkey and cheese sandwich with French fries, and a glass of lemonade. And for dessert? Kim would like some lemon cake and a cup of tea. Alice would just like some coffee.

## Answer

1. What meal would Kim and Alice like to eat?
Oa) breakfast
b) lunch
Oc) dinner
2. What would Kim like with her salad?
O) toast
O) cheese
Oc) garlic bread
3. What would she like to drink with her meal?a) a glass of wineb) mineral waterc) a cup of coffee
4. What would Alice like for lunch?
Oa) a salad
Ob) a bowl of soup
c) a turkey and cheese sandwich
5. What would she like with that?
O) French fries
(b) garlic bread
Oc) onion rings
6. Who would like some cake for dessert?a) just Alice
O) just Kim
Oc) Kim and Alice

## Writing: Write the order



## Chapter 4

## Is Mr. Blake in his office?

## Topics

Classroom and office
Location of people and objects
Colors

## Speaking Goals

Describe your office
Say what people are doing
Say where a person is

## Grammar

there is / there are
this, that, these, those
in, on, under, next to
Present progressive: ... is sitting,
I am standing, etc.
here, there

## In this chapter,

 you will ...Describe your office

Say what people are doing and where a person is


Where's the printer? It's on the table.

Where's the magazine? It's under the telephone. It's next to the books.


Beth Walker is a teacher. She's in the classroom.

Ms. Walker is standing. The students are sitting.

She is speaking. They are listening.

She is asking questions. They are answering questions.

She is teaching English. They are learning English.

## Describe your office

1 Whose phone is this?

This is Ms. Martin. Ellen has a cell phone. $\rightarrow$ Ellen's phone is red. Bill has an old computer. $\rightarrow$ Bill's computer is old.

Her first name is Ann. Her phone is red.
His computer is not new.

- Is this Jennifer's computer?
- No, it's not her computer. It's John's.
- Whose cell phone is this?
- It's Eric's. He's in Mr. Freeman's office.

2 Is there a printer?


- Is there a printer?
- Yes, there is.

- Is there a TV?
- No, there isn't.

- Are there any pencils?
- Yes, there are.

- Are there any pens?
- No, there aren't.
- How many printers are there?
- There's only one printer.
- How many pencils are there?
- There are five pencils.
- How many pens are there?
- There aren't any pens.

3

## What color is it?



4 Is that your briefcase?


## Describe your office

5 in, on, under, next to


- Where's my coffee?
- It's on your desk.
- Where's your phone?
- It's in my bag.
- Where's my magazine? - Where are your glasses?
- It's under the notebook. - They're next to my keys.

6 Where is the clock? (Tracks 22-27)


1. No, it's not. It's $\qquad$
2. $\square$
$\sum_{3}$
3. $\square$
$\sum$
4. $\qquad$

5. $\qquad$

6. $\qquad$

7 Which phone?


- Which phone is old?
- The black phone is old.


## SHORT ANSWERS:

- Which phone is old?
- The black one is.

- Which monitor is new?
- The gray monitor is new.
- Which monitor is new?
- The gray monitor is.

- Which pens are red?
- These pens are red.
- Which pens are red?
- These are.


## Say what people are doing

8 Spot the difference!


9 Are you reading?


- What are you doing?
- I'm writing a letter.
- What are Ted and Jane doing?
- They're watching TV.
- What is Amanda doing?
- She's drinking coffee.

| What | am | I | doing? | I am |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | are is | you <br> we <br> they <br> he <br> she <br> it |  | You <br> We <br> They <br> He <br> She <br> It | are is | sitting. standing. reading. writing. listening. speaking. |
| - Are you <br> - Yes, I <br> I'm lis | eakin <br> No, <br> g. | not. | $\begin{array}{lc}\text { - Are Ed and Joan writing an e-mail? } & \text { - Is John reading? } \\ \text { - No, they're not. They're reading } & \text { - Yes, he is. / No } \\ \text { Mr. Hart's e-mail. } & \text { he's not. }\end{array}$ |  |  |  |

## Say where a person is

10 What are they doing? (Tracks 28-31)


1. Mike is $\qquad$ .

2. Isabelle is $\qquad$ .

3. David's children are $\qquad$ .
$\square$ 4. Karen is $\qquad$ to a customer.

## 11 Where is the director's office?



My cell phone is here.


My cell phone is there.


My cell phone is over there on the chair.

- Excuse me. I'm looking for the director. Is this his office?
- No, it's not. His office is over there.
- Thank you.
- Is Ms. Blake here?
- No, she's not.
- Where is she?
- She's there in her office.


## 12 Which woman?



- Excuse me. Which man is Mr. Baker?
- He's the tall man with gray hair and glasses.
- Thank you.

- Which woman is your wife, Ron?
- My wife? She's the young woman with long, black hair.
- Really? Anita is your wife?


## This is my class

13 What's in our classroom?

| ITEM DESCRIPTION \& LOCATION | HOW MANY? |
| :--- | :--- |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

14 Who is this?
(x)

## Chapter Summary

## Vocabulary \& Expressions

| computer | chair |
| :--- | :--- |
| printer | new, old |
| paper, piece of $\sim$ | colors (rev.) |
| pen, pencil | yellow, orange |
| folder | pink, purple |
| wastepaper basket | this, that |
| calendar | these, those |
| clock | briefcase |
| newspaper, magazine | handbag |
| table | book, notebook |
| desk, drawer | wall, floor |


| to read, to write | map |
| :--- | :--- |
| to listen to the radio | key |
| to watch TV | music |
| to speak |  |
| classroom |  |
| teacher, to teach |  |
| student, to learn | the same, different |
| question, to ask | here, there |
| over here / there |  |
| answer (n., v.) | There aren't any. |
| lamp |  |
| picture | Stand up. <br> Sit down. <br> I don't know. |

## Grammar

- Is there a printer in your office?
- Yes, there is. / Yes, there is. It's here.
- No, there isn't. / No, there's not.
- How many pencils are there?
- There aren't any (pencils).
- There is only one (pencil).
- There are three (pencils).
- I don't know.
- Where are the folders?
- They're in the classroom.
- They're on the chair.
- They're under the table.
- They're next to the printer.
- What am I doing?
- You are eating a hamburger.
- You're drinking coffee.
- You're answering questions.
- What are you doing?
- I am looking for my keys.
- We're speaking to the teacher.
- What is Jeff doing?
- He is asking a question.
- He's learning English.
- He's sitting at the table.
- What are we doing?
- We are speaking English. - They are watching TV.
- You're listening to music. - They're reading magazines.


## Use Your English!

- Watch the people at the Berlitz Learning Center during the coffee break. Where are they? What are they doing?
- Make a list of the things in your office. Write where they are.
- Look at a picture of people in a newspaper or magazine and describe what they are doing. Make a list of the verbs you use (e.g., standing, sitting, eating, watching, etc.).


## Reading: At the Berlitz Learning Center



I am at the Berlitz Learning Center. Gail Blair, the Center Director, is in her office. She is speaking to a teacher. Hannah, the receptionist, is talking on the phone. And Barbara, the Assistant Director, is writing an e-mail. Some students are watching a movie in the big classroom. In one classroom, two women are listening to their teacher. Mr. Fuentes is in the next room. He is teaching Spanish. There's a man standing in the lobby. He is drinking a cup of coffee. There is a woman reading a book in the lobby.

## Answer

1. Ms. Blair is talking $\qquad$ .a) to the directorb) to a student
c) to a new teacher
2. Barbara is writing $\qquad$ .
a) a letter
b) an e-mailc) on the board
3. The woman in the lobby is $\qquad$ .
O
a) reading a book
b) listening to musicc) speaking to a man
4. Two women are listening to $\qquad$ .

- 

a) their classmatesb) their teacherc) music
5. Some students are $\qquad$ in the big classroom.
a) speaking Spanish
b) reading the newspaper
$\qquad$ c) watching a movie
6. Mr. Fuentes is teaching $\qquad$ .a) Frenchb) Spanishc) English

Writing: Write about your Berlitz Learning Center
$\square$

## Chapter 5

## What do you do every day?

## Topics

Time, days of the week
Daily activities
Jobs
People at work

## Speaking Goals

## Tell time

Say what you do every day
Describe your job

## Grammar

at + time; at noon / night; in the morning / afternoon / evening; during (the day); a day / a week; from ... to ...; on (Monday), every day
Simple present: Tim works, I work, etc. get up, get dressed, get home, etc. go home, go to work, go to bed

In this chapter, you will ...

Tell time and say what you do every day

Describe your job


## Tell time and say what you do every day

1 What time is it?


2 Do you have the time? (Tracks 32-36)


3 Are you at work at 8:00?


- What time are you at work in the morning?
- I'm at work at 8:30.

- Is David at home at 2:00 in the afternoon?
- No, he's at school.

- Where are you in the the evening?
- We're at home.

4 The weekly schedule


Jason Coleman is at work every day. He's there during the day, but he's not there at night.

Jason's Chinese class is every Thursday afternoon at 4:30.

Every day at 7:00 in the evening Jason is at home with his family. On the weekend Jason is at home with his family, too.

## Tip!


on the weekend
at the weekend

## Say what you do every day

5 When do you get up?


It's 7:00. Bert is waking up.


It's 7:05. Bert is getting up.


Now it's 8:00. He's getting dressed.


It's 8:30. Now he's having breakfast.

Bert wakes up at 7:00 every day.

He gets up at 7:05.
After that, he gets dressed.
After that, he has breakfast.

I wake up at $\qquad$
I get up at $\square$
I get dressed at $\qquad$
I have breakfast at $\qquad$ .

6 Do you have breakfast every day?


- Do you eat breakfast every morning?
- Yes, I do.
- What do you have for breakfast?
- I have cereal and fruit.
- Do you watch TV every evening?
- Not every evening. I get home from work late three or four days every week.
- Do you and Derek get up at 7:00 every day?
- Yes, we do.
- Do you have lunch at home every day?
- No, we don't. We have lunch at work.
- Do you listen to the radio in the morning?
- No, I read the newspaper. But I listen to music in the evening.


## Describe your job

7 What time do you get home?


Janet goes to work at 8:30 in the morning.


She gets to work at 9:00.


She goes home at 6:00 in the evening.


She gets home at 6:30.

8 What do you do?


- Where do you work?
- I work at Gametime Software.
- What do you do?
- I'm a programmer.
- That sounds interesting.

- What do you do?
- I'm a flight attendant.
- That sounds exciting. Which airline do you work for?
- I work for JetWind.

Tip!

I work for a company. = I work at a company.

I work for Mr. Simpson. = Mr. Simpson is my boss.

9 Do you work in an office?


Samantha is an architect. She works in an office.


George is an engineer.
He works in a factory.


Rachel is a doctor.
She works in a hospital.

## Describe your job

10 Who do you work for?

| Where | do | 1 | work? | 1 |  | 1 |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | you |  | You | work at ... | You | don't |  |
|  |  | we |  | We | work for ... | We |  |  |
|  |  | they |  | They |  | They |  | work at |
|  |  |  |  |  |  |  |  | work for ... |
|  | does | she |  | She | works for | She | doesn't |  |

- Where do you work?
- I work for G.T. Sports, in London.
- Is Mrs. Jordan a professor?
- Yes, she works at the university.
- Who do you work for?
- I work for Hammond Studios. I'm an art director.
- What does Paul do?
- He's a sales rep. He works at Franklin-Meyers.

11 Where do you work?

Where does a banker work?
A banker
A pharmacist
A doctor
An executive assistant
A teacher
A server
A homemaker
works
a bank.
a pharmacy. a hospital. an office.
a classroom. a restaurant.
at home.

Who works in an office?
Secretaries do.
I do.
We do.
Janet does.
Liz Tyler doesn't.
Servers don't.

Joyce and Richard are doctors They live in Auckland. They speak English. They read medical reports.


My name is Yukio. I'm a student. I live in Kyoto. I speak Japanese and English. I write papers for my classes.

13 Do you use a laptop?

| I read ... <br> e-mail <br> books <br> magazines newspapers | I write ... e-mail reports articles letters | I meet ... clients colleagues my boss friends | I use ... <br> a laptop <br> a smartphone the Internet software |
| :---: | :---: | :---: | :---: |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

149 I work from nine to five


Tina Mason is the manager at Midtown Bank. She works from 8:30 to 4:30 five days a week. She works eight hours a day. She works on some Saturdays.


Glen Hood is a server at Bella's Restaurant. He works Monday to Friday from 11 a.m. to 3 p.m. He doesn't work on weekends.


Jill Monroe works at Arcadia Bookstore. She works three days a week from Thursday to Saturday. She works five hours a day at the store.

140 What time do you get home? (Tracks 37-39)


1. The director works from $\square$ to $\qquad$

2. Sandra works $\qquad$ hours a day, five days a $\qquad$ .

3. On $\square$ , the doctor works from $\square$ to $\qquad$ .

## Chapter Summary

## Vocabulary \& Expressions

Monday
Tuesday
Wednesday
Thursday
Friday
Saturday, Sunday
weekend
now, every day, weekday
almost, just after, exactly
before, after
job
interesting, exciting, boring coffee shop, café
hospital, doctor to work
assistant to write
homemaker to use
colleague to meet, meeting
client
sales representative / rep
bank, banker
pharmacy (chemist's UK)
factory, engineer
director / boss
programmer
flight attendant
to live

Do you have the time? Thank you very much.
Thanks a lot.
Really?
That sounds exciting.

## Grammar

- What do you do every morning?
- I wake up at 6:00. I get up at 6:05. I get dressed at 6:15. I have breakfast at 6:30. I go to work at 7:00. I get to work at 8:00.
- What time is it?
- It's one o'clock. (1:00)

It's two fifteen. (2:15)
It's just after three thirty. (3:31)
It's almost eight forty-five. (8:44)

- What are your hours?
- We're open from 9:00 a.m. to 8:00 p.m. We're closed on Sunday.
- When does Roger work?
- He works nine hours a day, four days a week. He doesn't work at night. And he doesn't work on weekends.
- What do you do?
- I'm a teacher. What do you do?
- What does Bert do every morning?
- He wakes up at 7:30. He gets up at 7:35. He gets dressed at 8:00. He has breakfast at 8:30. He goes to work at 8:45. He gets to work at 9:00.
- What time do you ...?
- I get up at six o'clock during the week. I get up at nine o'clock on weekends.
- I speak to customers in the morning.
- I have lunch at noon. (12:00 p.m.)
- I write reports in the afternoon.
- I take English lessons at 6:00 in the evening.
- I work from 7:00 a.m. to 3:00 p.m. on Mondays and Fridays.
- Who works in Miami?
- Carlos does.
- Who speaks two languages?
- Yukio and Carlos do.
- What company do you work for?
- I work for Shelco Industries. Where do you work?


## Use Your English!

- Write about your job. What do you do every day?
- Imagine you are at a party. What questions can you ask? Write a dialogue, and then ask a friend to record it with you.
- Look for an interesting blog in English and read it every week.


## Reading: A Day with Ted



Ted Richards is a sales rep at Brixton, Inc. Every morning at 7 o'clock, Ted has breakfast. He sits at the table, drinks a cup of coffee, and talks to his wife. Ted goes to work at 7:30 and gets there at 8:30. During the day, Ted talks to customers, makes phone calls, and writes e-mails. He eats lunch at noon. Ted goes home at 6:00 every day. He has dinner with his family at 7:00 in the evening. After that, he reads or watches TV. He goes to bed at 10 o'clock.

## Answer

1. It's 7 o'clock in the morning now. Ted breakfast.

Ted breakfast every morning at 7 o'clock.
2. It's 7:45 now. Ted
$\mathrm{He} \quad$ every day at 7:30.
3. It's now 10 in the morning. Ted to a customer.

He to customers during the day.
4. It's noon. Ted $\square$ now.

Ted $\qquad$ every day at noon.
5. It's 6:00. Ted $\square$ now.

He $\qquad$ at this time every evening.
6. It's now 10 o'clock at night. Ted

During the week, he $\square$ at 10 o'clock every night.

## Writing: Write about your day

## Chapter 6

## Review

## Now you can ...!

- Describe your job

Say what you do every day
Tell time

- Say where a person is
- Say what people are doing
- Describe your office
- Order a meal
- Talk about food preferences

Offer something to eat and drink

- Ask for and give personal details
- Describe people
- Introduce others
- Check names and numbers
- Give your name, address, phone number
- Say where you are from

Introduce yourself

## Action Module 1 Role Card A

You would like to meet with Mary Reynolds. Call her assistant. Say who you are and what company you are calling from. Be ready to spell your name and your company's name and give your phone number.

Use some of this language:

- My name is ...
- I would like to speak to ...
- I'm calling from ...
- Is she in today?


## Action Module 2 Role Card A

You are going to a meeting. Your watch and cell phone are at home. You don't know what time it is. There is a person in the lobby. Ask what time it is.

Use some of this language:

- Excuse me.
- What time is it?
- Thank you.


## Action Module 3 Role Card A

You are at a party. Your partner / spouse is with you. He / She is talking to your colleague. You are standing at the table. Another person is standing next to you. You don't know this person. Introduce yourself and ask the person about his / her work.

Use some of this language:

- I'm ...
-What do you do?
- Where are you from?
- Nice to meet you.
- What company do you work for?


## Action Module 1 Role Card B

You work in Mary Reynold's office. You are her assistant. Ms. Reynold isn't in the office today. You are taking messages for her. You are writing callers' names, the company they work for, and their phone numbers. Ask callers to spell their name and their company's name.

Use some of this language:

- Good morning / afternoon.
- May I have your name, please?
- How do you spell that?
- I'm sorry. She's not in today.


## Action Module 2 Role Card B

You are standing in the lobby of your company. You don't have a watch. There is a clock on your cell phone.

Use some of this language:

- a.m. / p.m.
- It's almost / exactly .


## Action Module 3 Role Card B

You are at a party. Your spouse / partner isn't with you. You are standing at the table. Another person is standing next to you. You don't know this person. Introduce yourself. Ask the person about his / her family.

Use some of this language:

- My name is ...
- Nice to meet you.
- Where do you live / work?
- Are you married?


## Action Module 4 Role Card A

It's lunchtime. You are in a restaurant. You are waiting to order.
Here is today's menu:

| Vegetables | Side dishes | Main courses | Desserts |
| :--- | :--- | :--- | :--- |
| peas \& carrots | mashed potatoes | fried chicken | apple cake |
| broccoli | French fries | pan-fried fish | cherry pie <br> green beans |
| rice | ise cream |  |  |

Order lunch.
Use some of this language:

- I'd like ...
- Yes, please.
- No, thank you.


## Action Module 5 Role Card A

You are talking to a colleague. Ask him / her about his / her schedule every day.
Use some of this language:

- What time do you get up / go to work / get to work, etc.
- What do you do in the morning / evening?


## Action Module 4 Role Card B

It's lunchtime. You are a server in a restaurant. A customer is waiting to order.
Here is today's menu:

| Vegetables | Side dishes | Main courses | Desserts |
| :--- | :--- | :--- | :--- |
| peas \& carrots | mashed potatoes | fried chicken | apple cake |
| broccoli | French fries | pan-fried fish | cherry pie |
| green beans | rice | lasagna | ice cream |

Take the customer's order.
Use some of this language:

- May I help you?
- Would you like some ...?


## Action Module 5 Role Card B

You are talking to a colleague at the office. He / She is asking you about your schedule every day.

Use some of this language:

- I get up / go to work / get to work ... at ...
- In the morning ...
- In the evening


## Your Turn

1 A: Talk about a famous person from your country. What city is he / she from? Where does he / she live? What does he / she do?

B: Ask a classmate or your teacher about a famous person from his / her country. Who is he / she? What does he / she do?

2 A: Talk about a friend. Who is he / she? How old is he / she? What does he / she look like?

B: Ask a classmate or your teacher about a friend. What is his / her name? How old is he / she? What does he / she look like?

3 A: Talk about food and drinks. What do you like to eat and drink for breakfast? for lunch? What do you like to have for dinner? What don't you like to eat?

B: Ask a classmate or your teacher about food and drinks. What foods does he or she like to eat for breakfast, lunch, and dinner? What drinks does he or she like to have for breakfast, lunch, and dinner?

4 A: Talk about your office. What do you like in your office? What don't you like? What's new? What's old?

B: Ask a classmate or your teacher about his / her office. What does he / she have in it? What doesn't he / she have in it, but would like to have?

5 A: Talk about what you do every day at work or at home. What do you use? Who do you meet?

B: Ask a classmate or your teacher what he / she does at work and/or at home. What does he / she do every day? Where does he / she go? At what time?

## Let's meet next week

## Topics

Calendar
Schedules
Appointments
Ordinal numbers

## Speaking Goals

Ask for and give the date Talk about schedules Make appointments

## Grammar

tomorrow, on the (12th), in (June); at (6:00); next (week); tonight always, usually, sometimes, rarely, never Present progressive tense (future meaning): I'm going to Paris tonight.
me, you, him, her, it, us, them
Can $1 . . . ?$

## In this chapter, you will ...

Ask for and give the date and talk about schedules


- What's the date today? - When is the meeting? - When are you going to Paris?
- It's the first of November. - It's on July 15th. - In February.


Are you busy on Wednesday? When are you free?

Can we meet in the afternoon? What's a good time for you?

## Ask for and give the date

1 What's today's date?


- What's the date today?
- It's Monday, June 16th.

- When is Ann's birthday?
- It's in September.

- When is Independence Day?
- It's on July 4th.

| Tip! | 1st <br> first | 2nd <br> second | 3rd <br> third | 4th <br> fourth | 5th <br> fifth | 9th <br> ninth |
| :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- |
| What's the date today? <br> $=$ What's today's date? | 10th <br> tenth | 12th <br> twelfth | 15th <br> fifteenth | 20th <br> twentieth | 30th <br> thirtieth | 31st <br> thirty-first |

2 When is Canada Day? (Tracks 40-47)


1. New Year's Eve is $\qquad$
2. Australia Day is $\qquad$ .
3. St. Patrick's Day is $\qquad$ .
4. Earth Day is $\qquad$ .
5. Thanksgiving Day is
6. Canada Day is $\qquad$ .

7. Mother's Day is on the $\square$ in May.
8. Father's Day is on the $\qquad$ in June.

3 What year is it?

1900 nineteen hundred 1905 nineteen oh five

10661803
1917
1984
1995 nineteen ninety-five 2000 two thousand

2002 two thousand two 2010 two thousand ten or twenty ten

| $\begin{aligned} & 1066 \\ & 1917 \end{aligned}$ | $\begin{aligned} & 1803 \\ & 1984 \end{aligned}$ | $\begin{aligned} & 1812 \\ & 1999 \end{aligned}$ | $\begin{aligned} & 1492 \\ & 2001 \end{aligned}$ | $\begin{aligned} & 1776 \\ & 2007 \end{aligned}$ | $\begin{aligned} & 1800 \\ & 2013 \end{aligned}$ |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Tip! |  | 09/10/11 |  |  |  |
| $\begin{aligned} 11 / 01 / 12 & =11 \text { January } 2012 \\ & =\text { November } 1,2012 \end{aligned}$ | 彩 莀 | $01 / 02 / 13$ $05 / 06 / 15$ |  |  |  |

## Talk about schedules

4a Do you ever work on weekends?

| always | $100 \%$ | I always work on Mondays. |
| :--- | :--- | :--- |
| usually | I usually work during the day. |  |
| sometimes |  | I sometimes work in the evening. <br> rarely |
| never | I rarely work on Saturdays. |  |

$$
\begin{array}{ll}
\text { - Are you home in the evening? } & \text { - Do you ever meet clients at night? } \\
\text { - Yes, I'm usually home after six. } & \text { - No, never. I always see them during the day. }
\end{array}
$$

## $4 b$ Tell me about your schedule

1. Where do you usually go during the week?
$\square$
2. Who do you usually meet on Saturdays?
$\square$
3. Are you always home on the weekend?
$\square$
4. What do you rarely do in the morning?
$\square$

5 What are you doing tonight?

| 11:00 AM | meeting with Dennis Bradley |
| :--- | :--- |
| 12:00 PM | lunch with Martha Simmons |
| 1:00 PM |  |
| 2:00 PM |  |
| 3:00 PM | presentation |
| 4:00 PM |  |
| 5:00 PM |  |
| 6:00 PM |  |
| 7:00 PM | dinner with George \& Ann |

Angela is meeting Mr. Bradley at 11 a.m.
After that, she's having lunch with Martha Simmons, her client.

At 3 p.m., Angela is giving a presentation.

She's going home at 5 p.m.
Tonight, she's having dinner with her friends George and Ann.

6 What are you doing next week?

| I am | leaving the office | at 3 o'clock today. |
| :--- | :--- | :--- |
| You are | having dinner | at 8 o'clock tonight. |
| Tim is | meeting Mr. Wilson | next week. |
| Ann is | coming to our office | next month. |
| We are | going to Brazil | next year. |
| The Lees are | coming back to the U.S. | in 2020. |

## Tip!

Call me at 3:00.
Call me on Friday.
Call me in May.
Call me on May 5.
Call me next week.

## Talk about schedules and make appointments

7 Are you talking to me?

I am talking to Lucy. $\quad \rightarrow$ Lucy is listening to me.
You are asking a question. $\rightarrow$ I am answering you.
Bill is meeting Jack and Linda. $\rightarrow$ They are meeting him.
Mark is on the phone with Eve. $\rightarrow$ He's talking to her.
Are you writing that e-mail today? $\quad \rightarrow$ No, I'm writing it tomorrow.
Is Ms. Rogers speaking to you and me? $\rightarrow$ Yes, she's speaking to us.
Are the Bennetts your friends? $\quad \rightarrow$ Yes, we see them every weekend.

8 Can we meet tomorrow?

| 1 |  | see you. |  |
| :---: | :---: | :---: | :---: |
| You |  | hear me. |  |
| He / She | can | meet Paul. | - Can I see the report tomorrow? |
| We | can't | leave now. | - Yes, you can. / No, you can't. |
| You |  | stay three days. |  |
| They |  | come here tonight. |  |

9 What's a good day for you?


- Hi, Irina. This is Rita. Would you like to have lunch with me on Monday?
- I'm sorry. I can't. I'm busy all day. How about Friday?
- Friday's good for me. 12 o'clock?
- Perfect. Let's meet at Ann's Café, OK?
- Great. See you there.
- Hello, Irina. This is Bill Jenkins. Can we meet next week?
- Sure. Let's see. I'm free on Tuesday morning from 8:30 to 9:30.
- Tuesday morning isn't good for me. How about Tuesday afternoon at 1?
- Fine. See you Tuesday at 1 o'clock.


## Make appointments

10 Who do you make appointments with? (Tracks 48-49)

A.1. The woman is making an appointment with $\qquad$
2. She has an appointment with him next $\qquad$ .

$\square$
B. 1. The man is making an appointment with
2. He has an appointment for $\square$ at $\qquad$

11 Would you like to join us?


- Are you going out tonight?
- No, I'm staying home. And you?
- I'm going out with some friends. Would you like to join us?
- Thank you, but I can't. Maybe some other time?
- We're going to Nick's Place after work. Would you like to come with us?
- Thanks, I'd like that. What time are you leaving?


## ASKING / INVITING

Is Tuesday at 9 o'clock good for you?

## ACCEPTING

Yes, that's fine for me. Tuesday at 9 is perfect. Tuesday at 9? I'd love to.

How about Tuesday at 9 o'clock? Is that ok for you?

## DECLINING

No, I'm not free / available on Tuesday. I'm sorry. I'm sorry. I'm busy on Tuesday, but thank you. Maybe some other time. Thank you.

## Culture Corner



What is the first day of the week in your country?


## Talk about schedules and make appointments

## 12 Sandra's calendar



13 Let's meet!

| SUNDAY | MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY | SATURDAY |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |

## Chapter Summary

## Vocabulary \& Expressions

## tomorrow

the day after tomorrow
January - December
month, year
1st, 2nd, 3rd, etc.
to come (back)
to stay, to leave
tonight
next
to call
can, can't
me, you
him, her, it
us, them
to see
to hear
free, busy
available
all day
to see (= to meet)
appointment to make / have an ~ (with)
dentist accountant lawyer
to go out (with friends)
on the fourth Monday in ...
(not) good for me
Great!
Perfect!
That's fine.
Let's ...

## Grammar

- When is ...?
- When is Halloween?
- It's in October. It's on October 31. It's on the 31st of October.
- What are you doing ...?
- I'm taking an English lesson.

I'm going to Paris in August.
I'm staying home this weekend.
I'm coming back next year.

- What time is Ms. Taylor available?
- You can see her at noon.
- How about 12:30?
- Yes, she can see you at 12:30.
- When can we see you and your friend?
- You can see us next weekend.
- When can I speak with your colleagues?
- You can speak with them this afternoon.
- Can you see Mr. Harris at 3:00?
- I'm sorry, I can't see him at 3:00.
- How about 3:30?
- Yes, 3:30 is fine.
- Do you ever work on Saturdays?
- I always / never / rarely work on Saturdays.
- I usually work on Saturdays, and sometimes I work on Sundays, too.


## Use Your English!

- Look for interesting dates in magazine, newspaper, or online articles. Write something about them.
- Think of a city or a country. You are there, and you are now having breakfast. What are you doing after breakfast? Where are you going? What are you eating for dinner? Who are you meeting? Write your story or tell it to a classmate.
- Imagine you are in London. You would like to see the hairstylist at the hotel. Write what you say to make an appointment.


## Reading: I'd like to see Ms. Adams



- Good morning. I'm Steve Wilson from Ace Corporation. I'd like to see Ms. Adams.
- I'm sorry, Mr. Wilson, Ms. Adams is in meetings all morning.
- She's usually free on Tuesday mornings, isn't she?
- Yes, but this week she has appointments with clients every morning. She's free this afternoon. Would you like to make an appointment to see her then?
- Yes, please. What time is she available?
- Let me see ... She's free at 2 o'clock. Is that all right with you?
- Yes, that's fine. Thank you.


## Answer

1. Would Steve Wilson like to see Ms. Adams or the receptionist?
2. Is Ms. Adams busy all day or all morning?
3. Is she available this morning or this afternoon?
4. Can Mr. Wilson see Ms. Adams at 2:00 or at 3:00 today?

## Writing: Write the question

1. Mr. Wilson would like to see Ms. Adams.

Who
2. Ms. Adams has appointments with clients.

Who
3. She is free this afternoon.

When
4. She is available at 2 o'clock.

What time

## How do I get there?

## Topics

Places in a city
Locations
Directions
Forms of transportation

## Speaking Goals

Ask and say where places are Ask for and give directions Say where you are going and how

## Grammar

in front of, behind, between, on the right / left, at ...; + address
(another) one
Imperatives: Go straight ahead, turn left, don't turn right, etc.
into, out of
first, then, again

## In this chapter, you will ...

- Ask and say where places are

Ask for and give directions

Say where you are going and how

- Where are you going?
- We're going to Florida.
- How are you getting there?
- We're driving.
- Have a good trip!
- Is our taxi here?
- Yes, it is. It's waiting in front of the hotel.
- Thank you.


Go straight ahead.
Turn right at the first corner.
Turn left at the next corner.

- Excuse me. Is there a bank on this street?
- Yes, there's one next to the theater.



## Ask and say where places are

1 What street is the post office on?


The post office is on Main Street. It's on the corner of Center Street and Main Street.

2 Where's the taxi stand?


The taxi stand is in front of the train station.


The restaurant is across from the supermarket.


The bank is between the restaurant and the park.

3 Is there a bank near here?

- Is there a bank near here?
- Yes, there's one on Elm Street, behind the post office. There's one at 106 Elm Street.
- Excuse me. Are there any restaurants around here?
- Yes, there's one on Main Street and another one on Center Street.


4 Where is it? (Tracks 50-54)


1. The Lone Star Restaurant is $\square$ Pacific and State Streets, behind the hotel.

2. There is a taxi stand $\square$ the train station.
3. The Stanton Hotel is $\square$ from Market Street. It's $\square$ the airport.

4. There is a bookstore $\square$ the supermarket on Main Street.

5. The Gardner Museum is $\square$ the park on Fifth Avenue.

## Ask for and give directions

5a How do I get to the Grand Hotel?


Turn right! Go straight (ahead)! Turn left!

- Excuse me. How do I get to the Grand Hotel?
- Go straight on Spring Street to Center Street and turn left. The hotel is on Center Street.


It's on the left. It's on the right.

- Is it on the left or on the right?
- It's on the right, next to the train station.

50 Turn right at the light

- Do I turn right or left at the light?
- Turn left. Don't turn right.
- Should I take the subway to work?
- Don't take the subway. Take a taxi.
- Do I turn or go straight?
- Go straight. Don't turn right or left.
- Can we park here?
- Don't park there. Park behind the bank.


## 6 Go two blocks and then turn right

First, go straight ahead for two blocks, until you see a post office on your right. Then turn left and walk past the theater. The park is on your left on the corner of First Street and Lincoln Boulevard.

$\square$

- First $\qquad$
Then $\qquad$
After that $\square$
And then $\qquad$


## Say where you are going and how

7 Can you repeat that?

Ask for repetition, clarification:

- So have you got that?
- I'm not sure. Can you repeat it?
- Of course.


## Check comprehension:

- Let's see. I go straight ahead for two blocks and then turn left. Then I go one block and turn left again. Is that right?
- Yes, that's right. / No, that's not quite right.
$\theta$
Are you going by train?

I'm going by ... / I'm taking a ...


We're going ... / We're ..


9 How are they getting there? (Tracks 55-58)

C. - Where are you going?

- We're going to Santa Fe.
- Are you $\square$ ?
- No, we're $\square$ ?
$\square$
$\square$
B. - Are you going to $\square$
- Yes, I am.
- How are you $\square$
- I'm $\square$?D. - How do you get
$\qquad$
- I usually $\square$
- Every day?
- No, sometimes I $\square$


## Ask for and give directions

10 Your turn!


11 get on or get into?


Bert usually takes the bus to work.
He gets on the bus at the stop near his house.
He gets off at the stop near his office.


Sometimes Bert takes a taxi to work. He gets into the taxi in front of his house. He gets out of the taxi in front of his office.

12 How many stops is it?

| ROUTE 39 <br> Morris Park to Pickwick via Hudson Street and Wakefield Avenue | MONDAYS THROUCH FRIDAYS |  |  |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | EASTBOUND |  |  |  |  |  | WESTBOUND |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | AM SERVICE |  |  |  |  |  | AM SERVICE |  |  |  |  |  |
|  | 55:00 | 5:07 | 5:11 | 5:14 | 5:199 | 5:27 | 5:29 | 5:38 | 5:411 | 5:45 | 5:51 | 5:57 |
|  | 6:00 | 5:37 | 5:111 | 5:14 | 6:19 | 5:27 | 5:29 | 6:38 | 6:41 | 6:45 | 6:51 | 6:57 |
|  | 6:30 | 6:37 | 6:41 | 6:44 | 6:49 | 6:57 | 6:59 | 7:08 | 7:11 | 7:15 | 7:21 | 7:27 |
|  | 7:00 | 7:07 | 7:11 | 7:14 | 7:19 | 7:27 | 7:29 | 7:38 | 7:41 | 7:45 | 7:51 | 7:57 |

- Does this bus go to Richmond Street?
- No, it doesn't. The 39 bus goes to Richmond Street.
- How far is Richmond Street from here?
- It's five stops.


## Ask for and give directions

13 Where do I get off?


- Excuse me. How do I get to the Smithsonian?
- Take the Blue Line at Van Dorn Street.
- And where do I get off?
- At Smithsonian. It's the stop after Federal Triangle.
- How many stops is that?
- It's 14 stops. It's a long trip.
- Thanks a lot.
- You're welcome.

14 You are here


$$
\begin{aligned}
& \mathrm{Ln}=\text { lane } \\
& \mathrm{St}=\text { street } \\
& \mathrm{Rd}=\text { road }
\end{aligned}
$$

Blvd = boulevard
Ct $=$ court
Ave = avenue
$\mathrm{PI}=$ place
Sq = square
Dr $=$ drive

## Chapter Summary

## Vocabulary \& Expressions

place
hotel
office building
train station
post office
police station
bookstore
park
theater
parking lot
bus, bus stop
taxi, taxi stand in front of, behind across from (opposite UK) between
near, around here straight (ahead) corner, on the corner of (traffic) light to turn right / left to go, go past block business trip, to go on a ~ vacation (holiday UK) train, to go by ~ subway, to go by ~ plane, to go by ~, to fly car, to go by $\sim$, to drive bicycle, bike ( $n ., v$. ), to go by ~ on foot, to go $\sim$, to walk
to take the train / a taxi to get on / off to get in(to) / get out (of) line, subway ~
(not) far from here take the number ... bus go three stops How do I get there? How far is ...?
Have you got that?
Can you repeat that?
Is that right?
That's (not quite) right.

## Grammar

- Where's the bank?
- It's on Spring Street. It's next to the park. It's across from the office building. It's between the restaurant and the park. It's at 323 Spring Street.
- How do I get to the Chicago Theatre?
- First, go to the corner of Monroe Drive and Michigan Avenue and turn left. Go straight on Michigan Avenue for four blocks. Turn left on Lake Street. The theatre is at State and Lake Streets.
- Take a taxi to the hotel. Don't take the subway. Don't turn left. Turn right. Don't get off at Park Street. Get off at Center Street.
- How do I get to the post office?
- Go straight until you get to Spring Street. Turn left on Spring Street. Go past the supermarket. It's on the right.
It's on the corner of Spring and Center Streets.
- Where's the bus stop?
- There's one in front of the train station. There's another one in front of the bookstore.
- Where's the bookstore?
- It's behind the Garden Restaurant.
- Is it far from here?
- Don't take the red line.

Take the blue line.
Don't walk. Drive.
Don't go to New York City in July. Go in September or October.

## Use Your English!

- Choose a popular destination in your city. What directions would you give a tourist to get there from your street? From your office?
- Write the directions from the airport or train station to your home or office. When a friend or client comes to your city, you can send the directions to him or her.
- Write a "How to find us" section for your company's website.


## Chapter Summary

## Reading: How to get to our house



We're having a party at our place on Friday at 7 p.m. Here are the directions:

From Station Road, after the train station, turn left onto Chestnut Street and then right onto Walnut Street. Go one block, then turn left onto Grove Street. Go straight ahead two blocks, and then turn left when you get to Fairview Boulevard. Turn right at the second light. Our place is the third house on the right.

Address: 1212 Wilson Terrace Telephone: 555-4875

See you there!

## Writing: Correct the directions

1. Go straight after the train station.
2. From Chestnut Street, turn left onto Walnut Street.
3. On Walnut Street, go three blocks.
4. Turn right onto Grove Street.
5. Turn left before you get to Fairview Boulevard.
6. From Fairview Boulevard, turn right at the first light.
7. The party is at the first house on the block.
8. The house is on the left.

## How much is it?

Topics
Shops
Money and prices
Clothing and sizes
Numbers 101-1,000,000

Speaking Goals
Ask for items in a store
Talk about prices and sizes
Compare items
Make a purchase

## Grammar

many vs. much; a lot, a few, a little too big vs. not big enough
Comparatives: bigger, smaller, etc. and more / less expensive, etc.

## In this chapter, you will ...

Ask for items in a store

Compare items and make a purchase

- How much is it?
- It's \$32.50, but it's not your size.
- Do they have a large?
- Yes, here it is in large.

- I like those shoes, but these are more comfortable. I'll take this pair.
- How would you like to pay?
- Do you take debit cards?
- Yes, of course.


## Ask for items in a store

1 Anything else?

| GIFTS | SOUVENIRS | CLOTHES | OTHER |
| :--- | :--- | :--- | :--- |
|  |  |  |  |
|  |  |  |  |

## 2a What are you looking for?

- May I help you?
- Yes, I'm looking for ...

I'd like to buy ...
do you sell..
do you have any ..

- No, thank you. I'm just looking.
$2 b$ May I help you? (Tracks 59-61)

1. The man is looking for $\qquad$ of Dublin.
a. a postcard
b. a map
2. The woman is buying .
3. The shop $\qquad$ aspirin.a. sellsb. doesn't sell

| a map | postcards | / | perfume. |
| :--- | :--- | :--- | :--- |
| a T-shirt | / | books | / |
| chocolate. |  |  |  |
| - |  | stamps | / |
| coffee? |  |  |  |
|  |  | clothes | / | aspirin?

3 How many stamps are they buying?

How many ...?
stamps
a lot of a few not many
gifts
souvenirs
magazines
T-shirts

How much ...?
coffee
a lot of a little not much
chocolate perfume water time

- How many postcards is Steve buying?
- Thirty.
- That's a lot of postcards!
- How many trips do you go on every year?
- Not many. Just two or three.
- How much perfume is Ellen buying?
- Five bottles.
- Why so much?
- How much vacation time do you have?
- Not much. Just two weeks a year.


## Talk about prices

## 4 Saying prices

100 cents $(\xi)=1$ dollar $(\$) \quad 100$ pence $(p)=1$ pound $(£) \quad 100$ euro cents $=1$ euro $(€)$

```
    $5.95 = five dollars and ninety-five cents or five ninety-five
    £19.25 = nineteen pounds twenty-five pence or nineteen twenty-five
        €101 = a hundred and one euros $500= five hundred dollars
    £1,000 = one thousand pounds or a thousand pounds
€10,000 = ten thousand euros $1,000,000 = one million dollars or a million dollars
```

| Your turn! |  |  |
| :--- | :--- | :--- |
| $\$ 1.99$ | $£ 109.10$ | $€ 16.50$ |
| $\$ 0.73$ | $£ 1,999.00$ | $€ 10,500.00$ |
| $\$ 25.00$ | $£ 500.00$ | $€ 737.80$ |

## Tip!



Slang terms for currency

```
a buck = $1 a quid = £1
```

ten bucks = \$10
ten quid $=£ 10$

5 How much is it?

| How much isthis pair of jeans? <br> the handbag? <br> the green wallet? <br> this watch? | these jeans? |
| :--- | :--- | :--- |
| How much arethe sunglasses? <br> the brown gloves? <br> these shoes? |  |
| - How much is it? - How much are the gloves? <br> - It's $€ 89.25$. - They're $£ 20$. | - How much are they? |

6 Which one?


- How much does that handbag cost?
- Which one?
- The red one.
- It's \$690.
- Oh, that's expensive.

- How much do those watches cost?
- Which ones? The gold ones?
- No, the silver ones.
- They're \$40.
- Oh, that's not expensive at all.


## Talk about sizes and compare items

## 7 What size do you wear?

| CLOTHING |  |  |  |  |  |  |  |  |  |  |  |  |
| :--- | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| T-shirts |  |  |  |  |  |  |  | XS | S | M | L | XL |
| Women's sizes | 2 | $6-8$ | $10-12$ | $14-16$ | etc. |  |  |  |  |  |  |  |
| UK | $4-6$ | $8-10$ | $12-14$ | etc. |  |  |  |  |  |  |  |  |
| US |  |  |  |  |  |  |  |  |  |  |  |  |
| Men's sizes (US \& UK) |  |  |  |  |  |  |  |  |  |  |  |  |
| pants (waist) | $29-31$ | $32-34$ | $36-38$ | $40-42$ | etc. |  |  |  |  |  |  |  |
| shirts (neck) | $14-141 / 2$ | $15-151 / 2$ | $16-161 / 2$ | $17-171 / 2$ | etc. |  |  |  |  |  |  |  |

- I wear a size 8. What size does Jane wear?
- She usually wears a 10.

8 Would you like to try it on?

- Do you have this shirt in a large?
- How do the shorts fit?
- Yes, we do. Here you are.
- Would you like to try the sweater on?
- No, I'm sure it's fine.

| SHOES |  |  |  |  |  |
| :--- | :---: | :---: | :---: | :---: | :---: |
| Women's shoes |  |  |  |  |  |
| UK | 4 | 5 | 6 | 7 | etc. |
| US | 6.5 | 7.5 | 8.5 | 9.5 | etc. |
| Men's shoes | 7.5 | 8.5 | 9.5 | 10.5 | etc. |
| UK | 8 | 9 | 10 | 11 | etc. |
| US |  |  |  |  |  |

- What size shoes do you wear?
- I wear a nine and a half.
- They're perfect. / They're a little big.
- Can I try these pants on?
- Of course. The fitting rooms are over there.

9 Is the sweater too big or too small?


This dress is too long. It doesn't fit.


These shoes are too This shirt is too small. big. They don't fit. It isn't big enough.

1. Marcy is looking for a size 12 skirt. The one she's looking at is a size 10.

The skirt she's looking at is $\square$
$\square$
$\qquad$ .
2. Nicole is looking for a long dress. The one she's looking at is 30 inches ( 76 cm ) long.

The dress she's looking at is $\qquad$
$\qquad$
3. Peter is looking for a sweater in extra large. The one he's looking at is a large.

The sweater he's looking at is $\qquad$
$\qquad$

## Compare items

10 Which ones are cheaper?


- These gloves are cheaper than those. The dress is more expensive than the skirt.
- Yes, but those are better than these.

The $T$-shirt is less expensive than the sweater.

11 Is it more expensive? (Tracks 62-64)


1. The blouse is a little too big. But the clerk has a $\square$ size.

## The customer would like a

$\square$ skirt.
2. The Office Exchange is on Walnut Street. That's $\square$ for the man. The store is $\qquad$ , but it's $\square$ .
3. John thinks Stella is $\square$ than Antonio's. Stella isn't $\square$, but it's $\square$ than Antonio's.

## Culture Corner

## Does the price include tax?

In Australia and New Zealand, the price of many things people buy includes the GST (Goods and Services Tax). In the U.K., the price includes the VAT (Value Added Tax).

But in Canada and the U.S., the price doesn't include a tax. There, many places add a tax (GST in Canada or sales tax in the U.S.) when you buy an item. The percentage (\%) they add can change from city to city or state to state.

| ModernMale <br> Modern styles for the modern man |  |
| :---: | :---: |
|  | TICKET\# |
| CASHIER $\begin{aligned} & \text { DATE } \\ & 000239\end{aligned}$ Nov 13 $11: 48 \mathrm{AM}$ | 0014-96782 |
| Item Description | $\begin{aligned} & \text { Price } \\ & 13.49 \end{aligned}$ |
| Item $0400209 ~ b r i e f s ~$ |  |
| Subtotal 77.41 | $\frac{77.41}{5.42}$ |
| Tax $7.0 \%$ on 77.41 | 82.83 |
| TOTAL |  |
|  | 90.00 |
| Cash | 7.17 |
| Change |  |

## Make a purchase

## 12 I'll take it!



- How does the dress fit?
- It's perfect. I'll take it.
- Great. How would you like to pay?
- Cash, please.
- Thank you. Here is your change and your receipt.

13


Do you have this in a larger size?


- How are the shoes?
- They're very comfortable. I'll take them.
- And how would you like to pay?
- With a credit card, please.
- We take American Express, Visa, and MasterCard.


## Do you take credit cards?

Do you wear small, medium, or large?


## Chapter Summary

## Vocabulary \& Expressions

shop / sales clerk to sell, to shop (for)
to buy
T-shirt
clothes
perfume gift, souvenir postcard, stamp
bag / handbag
101-1,000,000
price / price tag
money
wallet
to wear
to try on socks, shoes
a pair of (gloves)
jeans, pants
shorts
sunglasses
gold, silver
to look (at)
to cost
expensive, cheap
size / size tag
S / M / L / XL
skirt, dress
jacket, sweater
to fit, fitting room more / less comfortable cash, credit / debit card to pay (for / with) receipt, change May I help you?
I'm just looking.
I'm looking for ... / I'd like to buy ...
Do you sell ...?
Anything else?
Can I try ... on?
I'll take it.
How would you like to pay?
Do you take credit cards?

## Grammar

- Does Mrs. Bennett buy many clothes?
- She buys a lot of dresses.

She doesn't buy many jackets.
She buys a few skirts every year.

- How many stamps are in your wallet?
- There are a lot. / There aren't many.

There are a few. / There aren't any.

- How does the T-shirt fit?
- It's too small.

It's not big enough.
Can I try on a bigger one?

- How does that one fit?
- It's bigger than the other one. / It's perfect.
- Which is better?
- The green one is.

This one is. / That one is.
This pair is more comfortable than that one.

- Does Mr. Bennett have a lot of time?
- He has a lot of time in the evening. He doesn't have much time during the day. He has just a little time in the morning.
- How much money is in your wallet?
- There is a lot. / There isn't much.

There is a little. / There isn't any.

- How do the shoes fit?
- They're too small.

They're not big enough.
Can I try on some bigger ones?

- Are they better?
- Yes, they're more comfortable than those.

Pants are longer than shorts. Silver is less expensive / cheaper than gold. New York is bigger than San Francisco. Montreal is older than Toronto.

## Use Your English!

- Sizes are not the same in every country. On the Internet, find a size chart (search for "size conversion chart"). What's your size in the U.S.? the U.K.?
- Go to an online store and find one or two things you would like. What colors and sizes do they come in? How much do they cost? How can you pay for them?
- Imagine you have $\$ 1,000$ to buy new clothes. What would you buy?


## Chapter Summary

## Reading: Mrs. Miller is buying a gift



Mrs. Miller: How much is this necklace?
Sales clerk: Let's see ... It's \$59. Would you like to try it on?
Mrs. Miller: No, it's not for me. It's for my daughter. Tomorrow is her birthday. Do you have earrings to go with it?
Sales clerk: Yes, we do. Here you are. They're \$38.
Mrs. Miller: I'll take them - the earrings and the necklace.
Sales clerk: Would you like me to gift-wrap them?
Mrs. Miller: Yes, please.
Sales clerk: And how would you like to pay?
Mrs. Miller: Cash, please.
Sales clerk: Thank you. Here's your change and receipt.

## Complete the sentences

1. Mrs. Miller is buying some $\qquad$ .a. clothes
b. souvenirsc. jewelry
2. She's buying a gift for $\qquad$ .a. a co-workerb. her daughterc. her mother
3. The necklace costs $\qquad$ .a. fifty-nine dollarsb. ninety-five dollarsc. almost six hundred dollars
4. Mrs. Miller is buying $\qquad$ to go with the necklace.
a. an earring

Ob. a pair of earrings
Oc. a watch
5. She $\qquad$ .a. is paying cash
Ob. is paying with a credit cardc. isn't buying the necklace

## Writing: Write the questions for 1-5 above

| 1. What | ? |
| :---: | :---: |
| 2. Who | ? |
| 3. How | ? |
| 4. What | ? |
| 5. How | ? |

[^0]
# Would you like to leave a message? 

Topics
Telephone expressions Telephone messages

## Speaking Goals

Make a phone call
Leave, take, and give someone a message
Explain why you missed a call
Call someone back

## Grammar

I'm calling to cancel ...
Ask / tell ... to ...
Requests with could
was / were
Simple past of regular verbs: called, answered, etc.

## In this chapter, you will ...

Make a phone call

Leave, take, and give someone a message


The phone is ringing. Mark Wilson picks up the phone.


He answers the phone. / He's taking the call.


Mark finishes the call and hangs up (the phone).


Explain why you missed a call and call someone back


I'm sorry I missed your call. I was in a meeting all morning.

## Make a phone call

1 This is Ed Taylor

## saying who you are

## saying who you'd like to talk to

asking the caller to wait

Hello. This is Edward Taylor. Hello, Janet. This is Ed Taylor. Hi , Janet. This is Ed.

May I speak to Mr. Bennett, please? Can I speak to Charles? Is Chuck in?

Just one moment, Mr. Taylor. Of course, Mr. Taylor. Just a moment. Sure, Ed. Just a second.
2. Who's calling, please?


- Good morning, ArTex Enterprises. Christine Baker speaking.
- I'd like to speak to Mr. Hayes, please.
- May I ask who's calling?
- My name is John Morris.
- Just a moment, Mr. Morris.
- Sam Hayes.
- Mr. Hayes, this is Christine in reception. John Morris is on the line for you.
- Thank you, Christine. Put him through.
- Mr. Morris? Thank you for holding. I can put you through to Mr. Hayes now.

$2 b$ I need to cancel our appointment

| I'm calling | to confirm | our appointment. |
| :--- | :--- | :--- |
| I want | to change / reschedule | the time. |
| I need | to cancel | my trip. |

3 Why are they calling? (Tracks 65-67)

to $\square$ her appointment.

3. Martin $\square$ to $\square$ his appointment.

## Leave a message

## 4 Wrong number

- Hi, I'd like to speak to Mike, please.
- Mike who?
- Is this 555-9568?
- No, it's 555-9586.
- Sorry. Wrong number.
- Hello?
- Hello, is this the Middleton Public Library?
- I'm sorry. You have the wrong number.
- I'm sorry.
- No problem. Good-bye.

5 Marcia? She's away from her desk

| Marcia is | not available out (of the office) in a meeting on another line not in (the office) at lunch away from her desk | at the moment. right now. | She's <br> She can't | not in <br> out <br> not here <br> away <br> out of town <br> take your call | this week. today. <br> / come to th |
| :---: | :---: | :---: | :---: | :---: | :---: |

- Hello. This is Brian Morgan from GBH. I'd like to speak to Marcia Powers, please.
- I'm sorry, Mr. Morgan. Marcia isn't available right now. Would you like to leave a message?

Ask
Tell
her to callme at my office. him to phone me this afternoon. them to meet me at the station at 5.
her (that) the meeting is canceled.
Tell him (that) I'd like to reschedule our trip. them (that) I can't leave before 7:00 p.m.

- Hi, Paul. Is Richard in?
- No, I'm sorry, Amanda, he's out with a client. May I take a message?
- Please ask him to call me.
- May I speak to Janet Evans?
- She's on another line. May I help you?
- This is Linda Ross. I have a 2:00 appointment with her. Would you tell her that I have to cancel it?

6 Please ask her to call me back (Track 68)


Lisa,
$\square$ called at 11:30. He can't $\square$. He wants to $\square$. He cell phone number you to call him $\square$. $\square$. $\square$.
you on $\square$ is $\square$
is $\square$

## Take a message

7 Could you spell your name, please?


Can I have your name? $\quad \rightarrow \quad$ Could I have your name?
Can you spell that for me? $\quad \rightarrow \quad$ Could you spell that for me?
Can you give him a message? $\rightarrow$ Could you give him a message?
Can you tell him I called? $\quad \rightarrow$ Could you tell him I called?
Can you ask her to call me? $\quad \rightarrow$ Could you ask her to call me?


8 Yesterday was the 9th


Today is Thursday, October 10th. Yesterday was Wednesday, the 9th.
The day before yesterday was Tuesday.

October 2nd was last week. Last month was September. My 35th birthday was last year.

TODAY
Where are you?
I am in New York. I'm not in Boston.

- Was Nathalie out of town yesterday?
- Yes, she was. She was in Paris. Our new client has offices there.
- Were you in the office last week?
- No, I was on vacation. My family and I were at my parent's home in Vancouver.

9 Where were you yesterday? (Track 69)

1. Bill was $\qquad$ yesterday.
2. He was in $\qquad$ .
3. He $\qquad$ with Mr. Peterson.
4. Bill and Mr. Peterson were at $\qquad$ .
5. They were there from $\qquad$ to $\qquad$ .
6. They're going back next $\qquad$ .a. in the office

Ob. awaya. town

Ob. Houstona. wasb. isa. a restaurant
b. a client's officea. 10 a.m. / 8 p.m.b. 8 a.m. / 10 p.m.a. monthb. week

## Give someone a message

to Did Jason call?


| - Did you call Ben yesterday? | - Did the Mitchells call us? | - Did you call me at 3 a.m.? |
| :---: | :---: | :---: |
| - Yes, I did. / | - Yes, they did. / | - No, I didn't. Sandra did. / |
| No, I didn't. | No, they didn't. | Yes, I did. Sorry! |

11 Any calls while I was out?


Greg was out of the office from 10 a.m. to 2 p.m. Between 10 a.m. and 2 p.m., three people called.
$\rightarrow$ Three people called while he was out.
$\rightarrow$ He missed three calls.

- Any messages?
- Yes, Jack called about half an hour ago.
- Any calls while I was out?
- Pat returned your call.
- Great. I can call her now. - She'd like to see you next week.
(1)What did you do?

I called him.
You returned my call.
He missed a call.
She answered the phone.
We scheduled an appointment.
They canceled the meeting.

I
You
He She
We They
call him.
return my call. miss any calls. answer the phone. schedule an appointment. cancel the meeting.
$\begin{array}{lll}\text { - Who called? - Who scheduled the appointment? } & \text { - Who canceled the meeting? } \\ \text { - Janice did. } & \text { - Mr. and Mrs. Parker did. } & \text { - You did. }\end{array}$

## Call someone back

13 Sorry I missed your call (Tracks 70-72)


1. Steven $\square$ Mark's call yesterday because he
$\square$ out of the office. Mark $\qquad$ to talk to him about a new sales strategy.
2. Ken Sullivan $\qquad$ Mike Madsen this morning. Mr. Madsen $\qquad$ at the new sales software last week. He $\square$ a presentation for next Monday, and he $\qquad$ Ken to join them.

## $D$

3. Susan just $\qquad$ to the C.E.O. of GenTek. She $\qquad$ him the project documents.


## 14 What's a good time for you?

| Day Week |  | Month $\bigcirc$ Show work week |  | O Show full week |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| (c) 15-19 FEBRUA |  | 15 Monday | 16 Tuesday | 17 Wednesday | 18 Thursday | 19 Friday |
| Calendar | $08^{\circ 0}$ |  |  |  |  |  |
| E-Mail | $09^{\circ 0}$ |  |  |  |  |  |
| Contacts | $10^{\circ 0}$ |  |  |  |  |  |
| Tasks | $11^{00}$ |  |  |  |  |  |
|  | $12^{\circ 0}$ |  |  |  |  |  |
| (6) February ${ }^{\text {a }}$ | $1{ }^{\circ 0}$ |  |  |  |  |  |
| M D M D F S S | $2^{00}$ |  |  |  |  |  |
| $\begin{array}{ccccccccc}1 & 2 & 3 & 4 & 5 & 6 & 7 \\ 8 & 9 & 10 & 11 & 12 & 13 & 14\end{array}$ | $3^{\circ 0}$ |  |  |  |  |  |

## Chapter Summary

## Vocabulary \& Expressions

(telephone) line
caller
on the line, on another line busy / free
to hold
to put ... on hold, to be on hold
to put ... through (to ...)
to hang up
to schedule
to change
to cancel
because
to take a call
away (from one's desk) to ask / tell ... to ...
to call ... back
to want / need to
to take / leave a message
to give ... a message yesterday
the day before yesterday
last week / month, etc.
to miss / return a call out of town / the office

What do you do when ...?
May I ask who's calling? Why (not)?
You have the wrong number.
Where was / were ...?
When did ... call?
Who called ...?
What did ... do?
while ... was / were out
Sorry I missed your call.
I'm returning your call.

## Grammar

- I'm calling to cancel my appointment. - Would you please ask Mr. Simmons to call me?
- One moment, please.
- I'm calling to confirm my appointment.
- What is your name?
- Are there any messages for me?
- Certainly.
- Please tell Mary to hold.
- Mary, Frank asked me to tell you to hold, please.
- Did anyone call?
- Peter called to reschedule your meeting.
- Peter asked me to change your meeting to Friday.
- Where were you last week?
- Was Jane in her office when you called?
- I was in Tampa. / We were in Austin.
- Where was your son?
- He was at home.
- Were you and Carla home last night?
- I was, but Carla wasn't. She was at work.
- When did you call?
- Yes, she was. / No, she wasn't.
- Were Kelly and Eric home last night?
- Yes, they were. / No, they weren't.
- Where were we the day before yesterday?
- You were in London and I was in Washington.
- What did you do yesterday afternoon?
- I stayed home. / I worked. / I answered e-mail.
- How many calls did you miss yesterday?
- I missed three calls. / I didn't miss any calls.
- Who ...?
- Who answered the phone?
- Karen answered the phone. / Karen did.
- Who returned your call?


## Use Your English!

- Write a journal entry of what you did last week using the simple past tense.
- Write an e-mail saying why you couldn't attend a meeting yesterday.
- Write a message you can leave for someone if you get his or her voicemail. Record it.


## Reading: May I take a message?



Ms. Brooks: Hello, Dr. Walker's office.
Mr. Soto: Hello. May I speak to Dr. Walker, please?
Ms. Brooks: I'm sorry. He's in a meeting. May I ask who's calling, please?
Mr. Soto: This is Arturo Soto from BioMed Labs.
Ms. Brooks: Hello, Mr. Soto. This is Kelly Brooks. I'm sorry, but Dr. Walker is leaving right after the meeting. He's back in the office tomorrow. May I take a message?
Mr. Soto: Yes, could you ask him to call me this evening? I'd like to speak to him today.
Ms. Brooks: Does he have your number?
Mr. Soto: I don't think so. It's 312-555-4907.
Ms. Brooks: Thank you, Mr. Soto. Good-bye.

Writing: Use the dialogue to complete the form


1. Why didn't Dr. Walker take the call?
2.Was Dr. Walker free or busy in the afternoon?
$\square$

## Chapter 11

## What do you want to do this weekend?

Topics
Seasons and weather
Weather reports
Weekend travel plans
Outdoor leisure activities

Speaking Goals
Describe the weather
Say what you like to do
Make plans to go out
Describe your plans

## Grammar

in three weeks; for two days like / want to anything, something, nothing, everything too, not either

## In this chapter, you will ...

Describe the weather and say what you like to do


Make plans to go out and describe your plans

| SUN | MON |  | TUE | WED | THU | FRI | SAT |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 15 | 16 | 17 |  | 18 | 19 | 20 <br> 6:30 a.m. leave for orlando | $\text { \| } 21$ orlando |
| 22 <br> 8:00 pm return from orlando | 23 | business trip - Seattle |  |  |  | 27 | 28 |
|  |  |  |  |  |  |  |  |

Sophie is going to Orlando. She's leaving in a few hours.
She's coming back in three days.

## Describe the weather




- What's the weather like today?
- It's sunny.
- Look outside. Is it raining?
- No, it's not raining. It's snowing.
- What's the weather like here in March?
- It's usually rainy and windy.

2 How hot is it? (Track 73)

1. Today, the weather in Toronto is $\square$ and
$\qquad$ . The temperature is $\qquad$ .
2. In Orlando, the temperature is $\qquad$ today. The weather is $\square$ and $\qquad$

## Tip!


${ }^{\circ} \mathrm{F}=$ degrees Fahrenheit ${ }^{\circ} \mathrm{C}=$ degrees Celsius
$-5^{\circ}=$ minus five degrees five degrees below (zero)

3 How's the weather?


- It's hot today.
- How hot is it?
- It's $98^{\circ} \mathrm{F}$. / It's $37^{\circ} \mathrm{C}$.
- How cold is it?
- It's very cold. It's $14^{\circ} \mathrm{F}$. / $-10^{\circ} \mathrm{C}$.

It's $65^{\circ}$ today.
Yesterday's high (temperature) was $75^{\circ}$. Yesterday's low was 55.

## Say what you like to do

4 What's your favorite season?

- When do you go on vacation?
- I always go on vacation in summer. It's my favorite season.
- I don't like winter.
- Why not?
- It's cold, cloudy, and gray.

5 What do you like to do?
... in winter?



Do you like to go swimming?

6 I like to ski, too!

- I like to ski.
- I like to ski, too. / I do, too.
- I don't like football.
- I don't like it, either. / I don't, either.
- I'm not playing tennis this weekend.
- I'm not, either.


## Make plans to go out

7


What do you want to do?


- What do you want to do this weekend?
- Let's go for a drive in the countryside.
- Do you want to go dancing tonight?
- OK. Let's call Eva and Bill. They like to dance.

8 Let's go out to eat (Tracks 74-76)
A. $\square$

What did the man want to do?
Why aren't they doing that?
What are they doing instead? $\square$
B.


What did the woman want to do?
Why aren't they doing that?
What are they doing instead? $\square$
C. $\square$
What did the woman want to do?
Why aren't they doing that?
What are they doing instead? $\square$

## Describe your plans

9 There's nothing to do!

Are you doing anything tomorrow?

What are you doing Friday night?

Are you going shopping tomorrow?

Yes, I'm doing something with Paul and Melissa. No, I'm not doing anything.

Nothing. How about you?
I'm not doing anything.
I can't. Everything is closed. No, I'm not. Nothing is open.

- Are you doing anything Friday night?
- No, I'm not doing anything. Why?
- Would you like to go to a concert with me?
- I'd love to.
- Let's go shopping.
- We can't. Everything is closed today.
- I'd like to do something.
- OK. Let's go for a bike ride.
- Would you like to do something this weekend?
- Yes, that would be great. What do you want to do?
- How about a visit to the new art museum?
- Sounds great!
- I have nothing to do this weekend.
- Would you like to do something with us?
- Sure. What do you want to do?
- Let's go dancing.

10 Are you going away for the weekend?


Let's go to a ski resort!


I'd like to go to an amusement park. Why don't we go to the beach?

Today is Monday. We're leaving Friday. $\rightarrow \quad$| We're leaving in four days. |
| :--- |
| We're coming back on Sunday. |
| We're staying there for two nights. |

- Are you going away for the weekend?
- Yes, we're going to Elkton Ski Resort.
- When are you leaving?
- We're leaving in a few hours.
- Did you hear? Nancy is in town.
- Really? How long is she staying?
- Just a few days. She's going home on Sunday.
- Let's take her out to dinner tomorrow night.


## Make and describe plans

## 11 My favorite season

$\square$

12 What are we doing next week?


## Chapter Summary

## Vocabulary \& Expressions

sunny, cloudy
windy
rainy, snowy
raining, to rain
snowing, to snow
hot, warm
cold, cool
degrees ( ${ }^{\circ} \mathrm{C} /{ }^{\circ} \mathrm{F}$ )
minus
high, low
weather report / forecast
spring, summer
fall (autumn), winter
season, in + season
to (not) like, to like to, favorite sport, to play a sport
to play tennis, soccer, golf to go skiing, skating snowboarding, running swimming, sailing too, not either in the mountains countryside, ocean to go for a drive / walk bike ride, picnic to stay home, to go out to go to (the movies) play, concert, museum
to go dancing instead, ~ of ... beach, at the ~ ski resort amusement park to go away How hot / cold is it? How's the weather? I like ..., but I don't like ... I'd love to! That's too bad. There's nothing to do. Everything is (closed). Nothing is (open).

## Grammar

-What do you like to do in summer?

- I like to go to the beach in summer.
- How long do you stay?
- I like to go for a week or two.
- Do you like golf?
- Yes, I do. I play every weekend.
- What do you like to do?
- I like to play tennis. Do you want to play?
- Not today. It's too hot.
- What's the weather like?
- It's cloudy and cool. It's hot and sunny.
- The weather is bad. There's nothing to do.
- We can go to the movies.
- Is there anything to see?
- That new movie is playing at the Odeon.
- Great. I really want to see it.
- How long are you staying at the ski resort?
- We're just going for the weekend.
- When are you leaving?
- We're leaving in two hours.
- Do you like to go swimming?
- Yes, I do, but I don't like to go when it's cold.
- What do you want to do?
- I want to go for a walk, do you?
- I do, too. It's a beautiful day!
- What does the weather forecast say?
- It says windy all day with a low of $42^{\circ}$. They say sunny and warm with a chance of rain.
- Are you doing anything this weekend?
- No, nothing much. Why?
- I have tickets for the jazz festival. Do you want to go?
- I'd love to. When is it?
- It starts at 3 p.m. on Saturday.


## Use Your English!

- Watch the weather report on an English-language news channel or find a weather report on the Internet.
- Make a list of things you like to do. What are these things called in English? Look up the words.
- Pick up an English-language guide for your city. Find one or two activities you like. Write about them.


## Reading: And now for the weather ...



Good morning to all our listeners! It's a beautiful summer day here in Millersville. The sun is shining and the sky is blue. There is no rain in the forecast. The temperature is a warm 75 degrees right now, with a high of 85 degrees later this afternoon. The forecast for the weekend looks nice, too. That's our weather for today. Have a great day.

## Answer the questions

1. It's a $\qquad$ day.a. cold fallb. cool springc. warm summer
2. There $\qquad$ clouds in the sky.a. are a fewb. are a lot ofc. aren't any
3. The temperature is $\qquad$ now.a. $75^{\circ}$b. $85^{\circ}$c. $95^{\circ}$
4. There is $\qquad$ rain in the forecast.
a. a lot ofb. noc. a little
5. The forecast for the weekend is $\qquad$ .a. highb. badc. good

## Writing: Describe the weather in your city

Our weather today is

Yesterday's weather was

## Chapter 12

## Review

## Now you can ...!

- Describe your plans
- Make plans to go out
- Say what you like to do
- Describe the weather
- Call someone back


## - Explain why you missed a call

- Leave, take, and give someone a message

Make a phone call

- Make a purchase
- Compare items
- Talk about prices and sizes

Ask for items in a store
Say where you are going and how

- Ask for and give directions
- Ask and say where places are
- Make appointments

Talk about schedules

- Ask for and give the date


## Action Module 1 Role Card A

Today is Monday, June 2. You'd like to have lunch or dinner with a friend before you go on vacation. You usually work during the week from 9 to 5, but you are often free for lunch or dinner. Look at your calendar and then call your friend and ask him / her out to lunch or dinner.

| JUNE |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| SUNDAY | monday | TUESDAY | WEDNESDAY | thursday | friday | saturday |
| 1 | 2 | 3 | $4$ | $5$ | 6 | $7$ |
| $8$ | 9 | 10 | 11 | 12 | 13 | 14 |
| 15 | 16 | $\stackrel{17}{\vee A}$ | $C^{18} A T 1$ | $19 \mathrm{~N}$ | 20 | 21 |

Use some of this language:
$\begin{array}{lll}\text { - Are you free ...? } & \text { - next (week) • in (two weeks) • (not) available } \\ \text { - When ...? } & \text { leaving } & \text { • coming back }\end{array}$

## Action Module 2 Role Card A

You're on Adams Lane. You're looking for Bella's Restaurant. You don't know the street address, but you know it's near Adams Lane. Ask someone on the street.


Use some of this language:

- Can you tell me where ...?
- Could you repeat that?


## Action Module 1 Role Card B

This is your appointment calendar for June. Today is Monday, June 2. You work during the week from 9 to 5 , but you are often free for lunch or dinner. Your phone is ringing. Answer it.

## JUNE

| SUNDAY | MONDAY | TUESDAY | WEDNESDAY | thursday | FRIDAY | SATURDAY |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | $2$ <br> guitar class 6:30 pm | $3$ meeting-9-11 | 4 | 5 <br> dinner with client-7 pm | 6 | $7$ <br> "Rent" 7.30 pm |
| $8$ <br> museum | $9$ | $10$ | ${ }^{11} E S$ | ${ }^{12} T R$ | $13$ | 14 |
| 15 | $\begin{aligned} & 16 \\ & \text { guitar class } \\ & 6: 30 \text { pm } \end{aligned}$ | 17 | 18 | 19 | 20 | 21 |

Use some of this language:

When ...?
How about
inst

## Action Module 2 Role Card B

You're on Adams Lane. You live in the area and know it well. There is a park on Woodland Avenue one block away. There is also a very good museum on Clark Street. Bella's restaurant is next to the museum.


Use some of this language:

- Yes, it's on ...
- It's on the right / left.
- Go ... block(s).
- Turn right / left.


## Action Module 3 Role Card A

You work in a small gift shop at the airport. It's the only one at the airport. This morning, a large group of students from another country was in the shop. Now you have almost nothing to sell. This is what you have:

- souvenir baseball caps
- souvenir T-shirts
- souvenir shirts
- souvenir posters

Use some of this language:

- May I help you? • I'm afraid we're out of ...

Đ10.00 / \$13.00
(small child sizes only)
Đ15.00 / \$19.50
Đ20.00 / \$26.00
Đ $8.00 / \$ 10.50$

## Action Module 4 Role Card A

You are the new Area Manager for a large European company. You are going to London on September 20th. You are staying for three days. You have appointments in the morning on September 20th, 21st, and 22nd. You would like to see your client, David Carter, at Emblem PLC on September 21st in the afternoon. Call his office and make an appointment.

Use some of this language:

- I'm calling to ...
- Is he available...?
- That's (not) good for me.


## Action Module 5 Role Card A

It's spring and the weather today is rainy and cool. You looked at the weather report online: rainy on Saturday, but sunny and warm on Sunday. You'd like to go for a bike ride on Sunday. On Saturday, you'd like to go out to eat or go to the movies. Your phone is ringing. Answer it.

Use some of this language:

- Would you like to ...? •How about ...? •instead


## Action Module 3 Role Card B

You are on a business trip in another country. You always buy souvenirs for your children when you go to another country. Your son asked you to buy a souvenir baseball cap. Your daughter asked for a souvenir T-shirt (size small).

You were very busy and didn't buy anything while you were in town. Now you are at the airport. There is only one small gift shop at the airport. Go into the shop and buy souvenirs for your children.

Use some of this language:

- I'm looking for ...
- Do you have
in ...?
- How much is ...?


## Action Module 4 Role Card B

You work at Emblem PLC in London. You are the assistant to David Carter, the sales director at Emblem. Mr. Carter is in a meeting now, but you have his schedule:


Answer the phone.
Use some of this language:

- (not) available right now
- He's available ...
- Would ... be all right?


## Action Module 5 Role Card B

It's spring and the weather today is rainy and cool. You'd like to go out with your friend this weekend, but you don't like rainy weather. Call your friend. Ask him / her what he / she is doing this weekend and make plans.

Use some of this language:

- Are you doing anything ...? • Do you want to ...? •Let's ...


## Your Turn

1 A: Talk about your schedule this week. Are you busy all week? What are you doing tomorrow? And the day after tomorrow? How many appointments do you have? Who are the appointments with?

B: Ask your teacher (or a classmate) about his / her schedule next month. What is he / she doing next month? Is he / she going on any trips? What is he / she doing on the weekends?

2 A: Talk about your favorite place in the city. What is it? Where is it? Why do you like it? How often do you go there? How do you get there?

B: Ask your teacher (or a classmate) about a favorite museum. What kind of museum is it? Where is it? How much does it cost to visit the museum?

3 A: Talk about what you buy when you are in another country. Do you buy gifts for family and friends? Do you like to buy souvenirs? What kinds of souvenirs do you have? From where?

B: Ask your teacher (or a classmate) about shopping for gifts. Who does he / she usually buy gifts for? What kinds of gifts does he / she buy? Where does he / she like to go shopping for gifts?

4 A: Talk about your phone calls. Do you get many calls every day? Who leaves messages for you? Do you make many calls? Who do you leave messages for? How many calls do you make every day? Who do you talk to?

B: Ask your teacher (or a classmate) if he / she missed any calls today or yesterday. Who called? Did they leave a message? What was the message? Why did he / she miss the call? Did he / she call the person back? When?

5 A: Talk about what you like to do when the weather is cold or rainy. Do you go out or do you stay in? Which do you prefer, winter or summer? Why?

B: Ask your teacher (or a classmate) what he / she likes to do when the weather is nice. Does he / she like to play sports? Which sports? What other (outdoor) activities does he / she like?

[^1]
## CHAPTER 1

## TRACK 1 | ACTIVITY 5

- Hello. My name is Kevin Davis.
- I'm Patricia Jackson. Nice to meet you.
- Nice to meet you, too, Ms. Jackson.
- Where are you from?
- I'm from Boston. And you?
- I'm from Orlando.

TRACK 2 | ACTIVITY 7 | Message 1

- Hello. This is 212-555-6891. Please leave a message.
- Hi, Linda. This is Charles Brady. Please call me back. My number is 908-555-7784. Thank you. Bye.
TRACK 3 | Message 2
- This is Thompson Limited. Please leave your name and number. Thank you.
- Hello, this is Mr. Tanaka from GenTek. My number is $312-555-8607$. Please call me back. Thank you. Good-bye.
TRACK 4 | ACTIVITY 13 | One
- What's your name, please?
- Jason Saunders.
- Is that "Summers?"
- No, it's "Saunders."
- How do you spell that?
- S-A-U-N-D-E-R-S.

TRACK 5 | Two

- Is this 234-4335?
- No, it's 234-4345.
- I'm sorry. Wrong number.


## TRACK 6 | Three

- What city are you from?
- I'm from Wheaton.
- I'm sorry. How do you spell that?
- W-H-E-A-T-O-N.

TRACK 7 | Four

- What's your address?
- Two oh seven six Main Street.
- 276 Main Street?
- No, two - zero - seven - six Main Street.
- Got it. Thank you.


## CHAPTER 2

## TRACK 8 |ACTIVITY $6 \mid$ A

- I have short, curly, brown hair. My eyes are brown.

TRACK 9 | B

- I have a beard and long, brown hair.

TRACK 10 |C

- I have short, blond hair and green eyes.

TRACK 11 | D

- I have short, straight hair and glasses. And I have a moustache.

TRACK 12 | ACTIVITY 9 | One

- How old are you, Tom?
- I'm 40 years old today.
- Happy birthday!

TRACK 13 | Two

- Are you married, Susan?
- Yes. And I have a son and two daughters.
- Really? How old are they?
- My son is 6 years old and my daughters are 2 and 3.


## TRACK 14 | Three

- Who's this in the picture?
- That's Sharon's son, Brian.
- He's tall! How old is he?
- He's 18.

TRACK 15 | ACTIVITY $12 \mid$ A

- What does your daughter look like?
- She has blond hair and green eyes.

She's very pretty.

- Is she tall or short?
- She's tall.
- And how old is she?
- She's young. She's 21 years old.

TRACK 16 | B

- What does your friend Mark look like?
- He's tall, and he has black hair and brown eyes.
- How old is he?
- He's my age, 36.
- Is he married?
- Yes, and he has two children.


## CHAPTER 3

## TRACK 17 | ACTIVITY 8

- I'd like some juice, please.
- What kind of juice would you like?
- Do you have tomato juice?
- I'm sorry. We don't have any tomato juice.
- What kind of juice do you have?
- We have orange, grape, and apple.
- A glass of grape juice, please.


## Audio Script

## TRACK 18 | ACTIVITY 11 | A

- Good morning. What would you like?
- I'd like two fried eggs and some toast, please.
- Would you like coffee or tea?
- Tea, please.
- How would you like your tea?
- With milk and sugar, please.

TRACK 19 | B

- What would you like for lunch?
- The steak and cheese sandwich, please.
- Would you like soup or salad with that?
- Soup, please.

TRACK 20 | C

- What would you like?
- Two cups of coffee, please.
- And some ice cream.
- What kind would you like?
- Vanilla, please.
- OK. I'Il have that for you right away.


## TRACK 21 |D

- What would you like?
- I'd like the grilled salmon.
- Would you like French fries or rice with the salmon?
- l'd like rice, please.
- Great. And to drink?
- A glass of white wine, please.
- Very good, sir.


## CHAPTER 4

TRACK 22 | ACTIVITY 6 | One
The map is under the clock.

## TRACK 23 | Two

The pens are on the desk.
TRACK 24 | Three
The lamp is on the wall.
TRACK 25 | Four
The printer is on the floor.
TRACK 26 | Five
The picture is next to the map.
TRACK 27 | Six
The cell phone is in the drawer.

TRACK 28 | ACTIVITY 10 | One

- What is Mike doing?
- He's eating lunch.


## TRACK 29 | Two

- What are you doing, Isabelle?
- I'm reading the newspaper.
- Which newspaper is it?
- It's The Guardian. It's a British newspaper.


## TRACK 30 | Three

- Where are your children, David?
- They're in their room.
- What are they doing?
- I think they're watching TV.


## TRACK 31 Four

- What is Karen doing?
- She's on the phone. She's speaking to a customer.


## CHAPTER 5

TRACK 32 | ACTIVITY $2 \mid$ One

- What time is it, Lynn?
- It's 12:20. Almost lunch time.
- Great. What are we having?


## TRACK 33| Two

- Excuse me. Do you have the time?
- Sorry?
- What time is it, please?
- Oh, it's 3:15.
- Thank you very much.


## TRACK 34 | Three

- Excuse me. What time is it?
- I'm sorry. I don't have a watch.
- Thanks anyway.
- Wait. There's a clock on that building over there. Let's see. It's ten thirty-five.
- Thank you.


## TRACK 35 | Four

- This is the office of Dr. James Langley. Please leave a message.
- Hello, this is Arlene Simms. It's just after 8:00 on Monday morning. My number is 555-8926. Please call me back as soon as possible.


## TRACK 36 | Five

- Is it time to go?
- No, not yet. It's only six forty-five.
- Oh, we still have half an hour then.


## Audio Script 1

## TRACK 37 | ACTIVITY 14b | One

- I'd like to speak with the director, please.
- I'm sorry, he doesn't get here until 8:30, but he's meeting a client today.
- What time does he go home?
- He usually goes home at 6 p.m.
- OK.


## TRACK 38 | Two

- That's a nice photo. Is that your wife?
- Thank you; yes, it's my wife, Sandra.
- What does she do?
- She's a sales rep for a computer company.
- Does she work long hours?
- No, she works eight hours a day, five days a week.


## TRACK 39 | Three

- Do you and your wife have time for lunch this weekend?
- I do, but my wife works from 6 a.m. to 6 p.m. on Saturdays and Sundays.
- What does she do?
- She's a doctor. She works at Jefferson Hospital downtown.


## CHAPTER 7

## TRACK 40 ACTIVITY 2 One

- What's New Year's Eve?
- It's the day before New Year's Day December 31st.

TRACK 41 | Two

- Is Australia Day on the 25th of January?
- No, it's on the 26th.


## TRACK 42 | Three

- What holiday is March 17th?
- March 17th is Saint Patrick's Day!


## TRACK 43 | Four

- Earth Day is on the 22nd of April.
- Really? That's my wife's birthday!


## TRACK 44 | Five

- When is Thanksgiving?
- It's on the 4th Thursday in November. This year it's on November 21st.


## TRACK 45 | Six

- When is Canada Day?
- Canada Day is the first of July.

TRACK 46 | Seven

- Is Mother's Day in March in the US?
- No, for us, Mother's Day is on the second Sunday in May.


## TRACK 47 | Eight

- Is there a Father's Day, too?
- Yes, of course, there is! Father's Day is on the third Sunday in June.

TRACK 48 | ACTIVITY 10 | A

- Good afternoon. Rick Morgan speaking.
- Hi, Rick. This is Carla from Sales.
- Hi, Carla. What can I do for you?
- I'd like to talk to you about our new sales strategy. Are you available Thursday or Friday?
- Just a moment. Yes. How about Thursday at 10 o'clock?
- That's perfect. Let's meet in my office.
- Sounds good. See you then.

TRACK 49 | B

- Good morning. Fairview Clinic. This is Melissa. How may I help you?
- Hi, Melissa. This is Lee Simpson. I'd like to make an appointment with Dr. Miller.
- Certainly, Mr. Simpson. Dr. Miller's next available appointment is Wednesday the 23rd at 9 a.m. Is that all right?
- Wednesday, the 23rd at 9 o'clock? Yes, that's fine. Thank you.
- You're welcome. Good-bye.


## CHAPTER 8

TRACK 50 | ACTIVITY 4 | One

- Excuse me. Where is the Lone Star Restaurant?
- It's on the corner of Pacific and State Streets, behind the Plaza Hotel.

TRACK 51| Two

- Is there a taxi stand around here?
- I think there's one in front of the train station.


## TRACK 52 | Three

- Is the Stanton Hotel far from here?
- Yes, it is. It's near the airport.
- I see. Is there another hotel around here?
- Yes, there's the Madison Hotel on Market Street.

TRACK 53 | Four

- Excuse me. Is there a bookstore near here?
- Yes, next to the supermarket on Main Street.


## TRACK 54 | Five

- Excuse me. I'm looking for the art museum.
- Which art museum, the Museum of Modern Art or the Gardner Museum?
- The Gardner Museum.
- It's on Fifth Street, across from the park.


## TRACK 55|ACTIVITY 9 |A

- Where are you going?
- To the airport.
- Are you going by car?
- No, I'm taking the subway.

TRACK 56 | B

- Are you going to the station?
- Yes, I am.
- How are you getting there?
- I'm taking a taxi.

TRACK 57 |C

- Where are you going?
- We're going to Santa Fe.
- Are you taking the train?
- No, we're flying.

TRACK 58 |D

- How do you get to work?
- I usually walk or bike to work.
- Every day?
- No, sometimes I take the bus.


## CHAPTER 9

TRACK 59|Activity 2b|One

- Good morning. May I help you?
- Yes, I'm looking for a map of Dublin.
- The maps are over there, next to the postcards.
- Thank you.


## TRACK 60 Two

- Hello. Can I help you?
- Do you sell stamps?
- Yes, we do. How many would you like?
- Two one-dollar stamps, please.


## TRACK 61 | Three

- Excuse me. Do you sell aspirin?
- No, we don't, but there's a pharmacy on the corner. You can buy aspirin there.
- Thank you.


## TRACK 62 | ACTIVITY 11 | One

- How does the blouse fit?
- It's a little too big. Do you have a smaller size?
- Yes, one moment. Here you are. Is the skirt OK?
- No, l'd like something longer.


## TRACK 63 | Two

- Where can I buy printer paper?
- I usually go to the Office Exchange. It's on Walnut Street between 3rd and 4th.
- That's too far. Isn't there anything near here?
- There's a store a few blocks down the street. But it's more expensive.


## TRACK 64 | Three

- John, is there a good restaurant near here?
- Yes, Antonio's. It's an Italian place just down the street. And Stella on Washington Avenue is good, too. I think it's better than Antonio's, actually.
- Is it expensive?
- Which one?
- Stella.
- It's not cheap. But it's less expensive than Antonio's.


## CHAPTER 10

## TRACK 65|ACTIVITY 3 |One

- Hi, Linda, this is Brad. I want to change our meeting on Wednesday. A client is coming to see me that day. Can we meet on Thursday?
- Sure, Brad. Thursday is fine. What time is good for you?


## TRACK 66 | Two

- This is Fred Thompson's voice mail. Please leave a message.
- Hi, Fred, this is Sylvia. I'm sorry, but I have to cancel our appointment next week. I'm flying to Montreal tomorrow morning and coming back on Thursday evening. Please call me back when you have a minute so we can reschedule. Thanks!


## TRACK 67 | Three

- Springfield Medical Supplies. Rebecca Shelby speaking. Can I help you?
- Hi, Rebecca. This is Martin Cooper. I'm calling to confirm our appointment next week.
- Let's see. Yes, you're on my calendar for Thursday at 10 a.m. Is that right?
- Yes, perfect. See you on Thursday.


## Audio Script 1

## TRACK 68 |ACTIVITY 6

- Prentice Studio. This is Ellen.
- Hello. May I speak to Lisa, please?
- I'm sorry. She's not here right now.
- Can I leave a message?
- Sure. May I have your name?
- Junichi Sato.
- Would you spell that for me, please?
- It's J-U-N-I-C-H-I, then Sato - S-A-T-O. I'm a client.
- Junichi Sato. And the message?
- Please tell her that I can't meet on Friday. I'd like to reschedule.
- Does she have your number?
- I think so, but let me give you my cell phone number. It's (212) 555-2479.
- (212) 555-2479.
- That's right.
- I'll give Lisa your message, Mr. Sato.


## TRACK 69 | ACTIVITY 9

- Bill! You weren't at the office yesterday. Where were you?
- I was out of town, in Houston.
- Were you there on business?
- Yes, I was there with Mr. Peterson. We were at ZarChem.
- ZarChem?
- Yes, that's our new client. We were there from ten in the morning to eight at night.
- Wow, that's a long day.
- It sure was. And we're going back next week!

TRACK 70 | ACTIVITY 13 | One

- Hi, Mark. It's Steven. I'm sorry I missed your call yesterday. I was out of the office.
- Hi, Steven. Good to hear from you. I wanted to talk to you about a new sales strategy. Do you have time to meet sometime this week?


## TRACK 71| Two

- Ken Sullivan.
- Hi, Ken. This is Mike Madsen, from Marketing. You called this morning?
- Hi, Mike. Yes, thanks for returning my call. You looked at the new sales software last week, right?
- Yes, I did. It's just what we need.
- Great. Did you schedule a presentation with your team for next week?
- Yes, for next Monday. Can you join us from 10 to 11:30?

TRACK 72 | Three

- Hi, John. It's Susan. I just talked to the C.E.O. of GenTek.
- Really? Did you tell him about our project?
- Yes, I did.
- And?
- He liked it. I just e-mailed him the project documents.
- That's good news. What did he say?


## CHAPTER 11

## TRACK 73 |ACTIVITY 2

- Hi, Linda. How are you?
- Hi, Sylvia. I'm fine. And you?
- I'm all right, thanks. How's the weather in Toronto?
- It's awful. It's cold and rainy. How's the weather in Orlando?
- Warm and sunny.
- What's the temperature there?
- It's $83^{\circ}$.
- Lucky you! That's more than $25^{\circ} \mathrm{C}$. Here it's only $4^{\circ}$.
- Why don't you fly down to Orlando for the weekend?

TRACK 74 | ACTIVITY $8 \mid$ A

- Do you want to go for a bike ride on Sunday?
- What does the weather forecast say?
- Let me check. Hmm ... they're forecasting rain all weekend.
- Well, let's go to a museum instead.
- All right. How about the Science Museum?
- Sure.

TRACK 75 | B

- Let's go for a picnic in the park tomorrow.
- Did you see the weather forecast?
- No, why?
- Let me show you. The high temperature for tomorrow is just $52^{\circ}$. That's a little too cool for a picnic!
- And today is so warm. Let's go out to eat instead.
- OK. How about the new Chinese restaurant?
- Sounds great.

TRACK 76 |C

- The weather is terrible. Are you sure you want to go dancing?
- No, I don't really want to go out in the rain.
- Let's stay home and watch a movie.
- OK. I'll make popcorn!


## Audio Script 2

## CHAPTER 1: PRACTICE

TRACK 1 | EXERCISE 6 | One
What's your phone number?

- What's your phone number?
- It's 885-9034.
- Thank you.

TRACK 2 | Two

- And your cell phone number?
- It's 623-7160.
- 6-2-3-7-1-6-0.

TRACK 3 | Three

- What's your fax number?
- My fax number? It's 518-9634.
- Thank you.

TRACK 4 | EXERCISE 9 |One
How do you spell it?

- Hi, my name is Alicia Cordero.
- Cordero. How do you spell that?
- C-O-R-D-E-R-O.

TRACK 5 | Two

- What's your last name, please?
- Fitzgerald.
- Is that F-I-T-Z-G-E-R-A-L-D?
- Yes, that's right.

TRACK 6 | Three

- Is your last name Okamura?
- No, it's Okumura. O-K-U-M-U-R-A.
- Oh, thank you.

TRACK 7 | Four

- Is your first name Sebastian?
- No, it's my last name.
- How do you spell it?
-S-E-B-A-S-T-I-A-N.
TRACK 8 | Five
- How do you spell your first name?
- It's Y-O-L-A-N-D-E. Yolande.

TRACK 9 | Six

- Your last name is Likhatchev, right?
- Yes, that's right.
- How do you spell it?
- L-I-K-H-A-T-C-H-E-V.


## CHAPTER 2: PRACTICE

TRACK 10 | EXERCISE 4 | A

## Whose hair is black?

My name is Henry. I have blue eyes and short, curly, black hair. I don't have a beard, but I have a moustache.

TRACK 11 | B
Hi, I'm Ann. I have long, straight, blond hair. My eyes are green. And I have glasses.

## TRACK 12 | EXERCISE 8

That's my daughter Lilly

- Who is the girl in the photo?
- That's my daughter Lilly.
- She's so pretty! How old is she?
- She's 13.
- Does her mother have red hair, too?
- No, my wife has brown hair and green eyes.


## CHAPTER 3: PRACTICE

TRACK 13 | EXERCISE 3 |A
What would you like?

- What would you like for breakfast?
- I'd like a blueberry muffin and a glass of orange juice.
- Would you like some coffee or tea?
- Yes. Tea with milk and sugar, please.

TRACK 14 | B

- Would you like a hamburger for lunch?
- No, l'd like a chicken sandwich with French fries. And you?
- I'd like soup and a salad.

TRACK 15 | EXERCISE $8 \mid A$
At the restaurant

- May I take your order?
- Yes, I'd like the steak, please. Could I have that with green beans?
- I'm sorry. We're out of green beans. Would you like a salad instead?
- Do you have broccoli?
- Yes, we do. So the steak with broccoli?
- Yes, thank you.


## Audio Script 2

## TRACK 16 | B

- Would you like some cake for dessert?
- Could I have ice cream instead?
- Yes, of course. What kind would you like?
- Vanilla, please.
- Would you like some coffee?
- Yes, black coffee, please.


## CHAPTER 4: PRACTICE

## TRACK 17 | EXERCISE 7 | One <br> What are they doing?

- What are you reading, Helen?
- I'm not reading.
- Oh, what are you doing?
- I'm writing an e-mail.


## TRACK 18 Two

- Where's Peter?
- He's in his office.
- What's he doing?
- I don't know. He's sitting at his desk.

TRACK 19 | Three

- Are you speaking to me, Rose?
- No, I'm answering Jim's question.
- Oh, OK.


## TRACK 20 | Four

- Is this a Japanese book, Candice?
- Yes, my husband and I are learning Japanese.
- How interesting!

TRACK 21 | Five

- Who are Isabel and Frank speaking to?
- To the new client.
- Do they have all their information?
- Yes, they do.


## CHAPTER 5: PRACTICE

TRACK 22 | EXERCISE 1 |A
What time is it?

- It's six o'clock.

TRACK 23 | B

- It's two twenty-five.

TRACK 24 |C

- It's nine oh five.

TRACK 25 |D

- It's eight thirty.

TRACK 26 | E

- It's seven forty-five.

TRACK 27 | $F$

- It's five fifteen.

TRACK 28 | EXERCISE 3 | One
Do you have the time?

- Excuse me. Do you have the time?
- It's 1:13.
- Thanks.
- You're welcome.

TRACK 29 | Two

- What time is it, Linda?
- It's 6:15.
- 6:15? Are you sure?
- Yes, I am.

TRACK 30 | Three

- Is it 12:10?
- No, it's exactly 12:15.
- Thank you.

TRACK 31 | Four

- What time is it?
- It's 8:05. Time for breakfast!

TRACK 32 | EXERCISE 9 | One
Do you work long hours?

- Where do you work, Joanne?
- I manage a restaurant downtown.
- Do you like it?
- Yes, I do. But the hours are long. I work from 6 in the evening to 2 am six days a week.

TRACK 33 | Two

- You're a pharmacist, right, Anthony?
- Yes, I am. I work at a big pharmacy in the city.
- Do you work every day?
- Yes, every day during the week, but I don't work on weekends.


## TRACK 34 | Three

- What do you do, Patricia?
- I'm an executive assistant at a German company here in London.
- That sounds interesting. Do you speak German?
- Yes, I speak German and a little Dutch.
- How interesting. Do you work long hours?
- Well, I work from 9 to 5 five days a week, but some days I work late.


## Audio Script 2

## CHAPTER 7: PRACTICE

TRACK 35 |EXERCISE 3 |One

## When is Halloween?

- Do you celebrate Valentine's Day in your country?
- Oh, yes. On February 14th.


## TRACK 36| Two

- Is Independence Day on July 5th in the US?
- No, it's on the 4th of July.

TRACK 37 | Three

- When do you celebrate Labor Day in the US?
- Labor Day? The first Monday in February.

TRACK 38 | Four

- Do you celebrate Family Day in Canada?
- Yes. It's the third Monday in February.

TRACK 39 | EXERCISE $8 \mid A$
Can I make an appointment?

- Good morning. Taylor \& Clemens. This is Martin. May I help you?
- Good morning. This is Allison Stewart. I'd like to make an appointment with Mr. Taylor.
- Yes, Ms. Stewart. Mr. Taylor's next available appointment is Monday the 15th at 3 p.m. Is that good for you?
- No, I'm not free that day.
- Let's see. How about Tuesday the 16th at 10 o'clock?
- That's perfect. Thank you very much.
- You're welcome. Good-bye.

TRACK 40 | B

- Good afternoon. Kevin Garner speaking.
- Hi, Kevin. This is Tracy from Marketing.
- Hi, Tracy. What can I do for you?
- I'd like to talk to you about a new project. Are you available next week?
- Next week? Just a moment. How about Wednesday at 9 o'clock?
- That would be great. Let's meet in my office, OK?
- Sounds good. See you then.


## CHAPTER 8: PRACTICE

## TRACK 41 | EXERCISE 1 | One

Is there a parking lot near here?

- Excuse me. Is there a police station near here?
- Yes, there's one on Winslow Street.

TRACK 42 | Two

- Excuse me. Is there a post office near here?
- Yes, there's one on Washington Road.


## TRACK 43 | Three

- What street is the theater on?
- It's on Pearson Street.

TRACK 44 | Four

- Is the museum on Concord Avenue?
- No, it's on Center Street.


## TRACK 45 | Five

- Excuse me. Is there a parking lot near here?
- Yes, there are two. One is on the corner of 5th and Market Streets and the other is on Pearl Street.

TRACK 46 | EXERCISE 4 |A
How do I get to the station?

- Excuse me. How do I get to the train station from here?
- Go straight ahead on Summer Street to Main Street. Then turn left. Go straight on Main Street past the theater on your right until you see the station on your left.


## TRACK 47 | B

- Excuse me. Where is the museum?
- Go straight on Blair Street to the corner of 8th and Walnut Streets. Then turn right. No, sorry. Don't turn right. Turn left on Walnut Street and go straight for one block. The museum is on the left.


## CHAPTER 9: PRACTICE

## TRACK 48 | EXERCISE 3 |A

## How much is it?

- I like these sunglasses. How much are they?
- The black ones are $\$ 45$. The white ones are $\$ 30$. And these brown ones here are on sale for $\$ 39$.
- How much are those?
- The gray ones? They're \$170.
- Do you have any others?
- Yes, we have these models from Italy.


## TRACK 49 | B

- May I help you?
- I like this watch. This one, right here.
- The silver one?
- Yes. How much is it?
- It's £3700.
- Oh, that's a little expensive. Do you have anything in a similar style, but at a lower price?


## TRACK 50 | C

- So, what are you buying?
- Two pairs of shoes and these jeans. Oh, and some gloves.
- What, no handbag?
- Oh, yes, of course, a handbag. That one, there. Beautiful, isn't it?
- Yes, very nice. And how much does it all cost?
- The handbag is \$498. The shoes are \$98 a pair. The jeans are $\$ 59$. And the gloves are $\$ 15$.
- \$498 for a handbag?


## TRACK 51|EXERCISE 10

Circle the words you hear

- How do you like the shoes?
- They're very comfortable. I'll take them.
- Great. I can help you right here. How would you like to pay for them?
- Cash, please. Here you go.
- Thank you. And five dollars and six cents is your change. Would you like your receipt in the bag?
- Yes, please.
- Here you are. Have a great day.


## CHAPTER 10: PRACTICE

TRACK 52 | EXERCISE $5 \mid A$

## How may I help you?

- Meridian, Inc. This is Lucy. How may I help you?
- Hi, is Carrie Reid available?
- I'm sorry. She's away at the moment. May I take a message?
- Yes, this is Peter Miller. Please ask her to call me.

TRACK 53 | B

- Lansing Consulting, good morning. How may I direct your call?
- Hello. I'd like to speak to Mike Stratton.
- Mr. Stratton is out of the office today. Would you like his voicemail?
- No, thanks. I'll call him on his cell phone.

TRACK 54 | C

- Harrison Studios. This is Mary speaking.
- Hi. Could I speak to Laura Owens?
- I'm sorry. Ms. Owens is away from her desk.
- Is Jim Brooks available?
- I'm afraid not. He's out of town until Friday.


## TRACK 55 | EXERCISE 8

## What did Larry do last week?

Larry is a sales manager at Sanders \& Sons. Last week, Larry was on vacation in Hawaii. He missed a lot of calls while he was out. His assistant, Sarah, talked to most of his clients and answered many of their questions. Some clients wanted to schedule an appointment. Others canceled or rescheduled their appointments. Larry was back in his office on Monday. When he checked his voice mail that day, there were over 60 messages! Of course, Larry returned all his clients' calls.

## CHAPTER 11: PRACTICE

## TRACK 56 | EXERCISE 5 |A

## Circle the words you hear

- Cathy, would you like to go sailing with us?
- I'm sorry. I can't. I have to work.
- That's too bad. The weather is perfect today.
- I know. Maybe some other time.


## TRACK 57 |B

- Cathy, Peter has to work, too, so we're going tomorrow instead. Would you like to come with us?
- I'd love to! Thanks.
- Great. I checked the weather report. The high tomorrow is in the 70s. A bit cooler than today, but very nice. Bring some warm clothes, OK?
- OK. What time are we leaving?
- We'll pick you up at 8 o'clock.


## TRACK 58 | EXERCISE 9 |A

We're going away for a few days

- Are you going away for the weekend, Tina?
- Yes, we're going to a ski resort at Clark Mountain.
- That sounds exciting. When are you leaving?
- In a few hours.
- How's the weather in the mountains?
- The forecast is great. It snowed all week, so there's a lot of snow.

TRACK 59|B

- So when are you coming back, Steve?
- In four days.
- Why aren't you staying longer?
- I have to be back at work on Thursday.
- That's too bad. Well, have a nice time at the beach.
- Thanks. See you Thursday!


## Practice

## 1 Hi, I'm Eric Ross

## Example: Philadelphia / this / is / ? <br> Is this Philadelphia?

1. to / meet / you / nice
$\square$
2. from / where / you / are / ?
3. city / from / you / what / are / ?
4. you / what / are / nationality / ?
5. are / me / ./ excuse / Thomas / you / ?
$\square$

## 2 Countries and nationalities

| COUNTRY | NATIONALITY |  | COUNTRY | NATIONALITY | COUNTRY | NATIONALITY |
| :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- |
| England | English |  | France |  | U.S.A. |  |
| Austria |  |  | Australian |  | German |  |
| Korea |  |  |  |  | Spain |  |
|  | Mexican |  | Japan |  |  | Brazilian |

## 3 Numbers 0-10

1. seven
7
2. nine
3. four
$\square$
4. one
$\square$
5. eight
6. zero
7. ten
8. six
9. five $\square$

## 4 What's your name?

1. $\qquad$ My name is Sharon Coleman.a. Good-bye.b. Hello.c. And you?
2. What's your $\qquad$ number?a. niceb. nationalityc. phone
3. My $\qquad$ is Juan Rivera.a. first name
b. namec. last name
4. Please call me $\qquad$ .a. backb. messagec. mobile
5. Is $\qquad$ name Steven Bishop?a. not

Ob. youc. your
6. $\qquad$ you.a. Thankb. Pleasec. What

## Practice

5 This is my address

1. Is this $\square$ home number?
2. What's your $\square$ number?
3. This is $\square$ office number.
4. What is your e-mail address, $\square$
5. Is this a telephone number $\square$

6 What's your phone number? (Tracks 1-3)
1.

2.

3.


7 A business card


What is your name?
What is your company's name?
What is your address?
What is your phone number?
What is your mobile phone number?
What is your e-mail address?

## 8 What's your first name?

## Conversation A

No, it's not.
1
Hello?
I'm sorry. Wrong number.
Is this 333-1290?

## Conversation B

It's Phillip.
Yes, that's right.
1 What's your first name?
Is that $\mathrm{P}-\mathrm{H}-\mathrm{I}-\mathrm{L}-\mathrm{L}-\mathrm{I}-\mathrm{P}$ ?

## 9 How do you spell it? (Tracks 4-9)


4.

5.

3.

6.

## Practice

## 1 Are they Japanese?

Examples: Armin is from Germany. He is from Munich.
Satoshi isn't from Japan. He's American.

1. Elena is not from Chile. $\square$ from Colombia.
2.     - Is Marcos Brazilian? - Yes,
3. Sheryl and I are from the U.S. $\qquad$
4.     - Are Paul and Sophie French? - No, $\square$ Swiss.
5.     - Maria, are you and your husband from Spain? - No, $\qquad$ from Italy.

## 2 Who is it?

Examples: Mark is married. His wife is Jenny. (he)
Mark's wife is Jenny. (Mark)

1. This is Jennifer and this is $\square$ daughter Carole. (she)
2. $\square$ son is William. (we)
3. Olivia is my daughter, James is my son, and Julia is $\square$ friend. (they)
4. We have a cat. $\square$ name is Mittens. (it)
5. This is $\qquad$ family. (Mary)
6. Johannes and $\qquad$ wife are Austrian. (he)

## 3 Do you have green eyes?

Examples: - Do you have green eyes?

- Yes, Ido. / No, I don't.

1.     - Does Sophie have long hair?
2.     - Do you have brown eyes?

- No, she

2. Do you have brown eyes?
3.     - Do you have a beard?
4.     - Do they have curly hair?
5.     - Do I have white hair?
6.     - Does Michael have glasses?

- No, she $\square$.
- Yes, we $\square$.
- Yes, I $\square$.
- No, they $\square$.
- No, you $\square$.
- Yes, he $\square$.

4 Whose hair is black? (Tracks 10-11)
$\sum$ A. Henry's eyes are $\square$. He has $\square$, black hair.
Henry has a moustache but doesn't have a $\square$.
B. Ann has $\square$ , straight, $\square$ hair. Her eyes are $\square$ . She $\square$ glasses.

## Practice Chapter 2

5 and, or, or but?

1. Jeremy has a beard, $\square$ he doesn't have a moustache.
2. Eileen has red hair $\square$ green eyes.
3. Does Michael have curly hair $\qquad$ straight hair?
4. Do you $\qquad$ your sister have blue $\square$ green eyes?

## 6 Numbers 20-100

1. sixteen
16
2. twenty
$\square$
3. ninety-one $\square$
7.39 $\square$ 9.48
8.56 $\qquad$ 10.72
4. eleven
5. forty
6. eighty-two $\square$

## 7 Opposites

1. tall
d
a. young
2. curly
3. old
b. adult
c. straight
4. long
d. short
e. black
5. single
6. white
7. girl
8. child

f. boy
g. short
h. married

## 8 That's my daughter Lilly (Track 12)



1. Lilly is $\qquad$ years old.a. 13b. 30c. 33
2. She has ___ hair.a. red
Ob. black
Oc. brown
3. Lilly's mother has $\qquad$ eyes.a. grayb. bluec. green

9 what, how, where, whose or who?
1.

| . | old is your son? has red hair? |  |
| :---: | :---: | :---: |
| 2. |  | What |
|  |  | Whose |
| 3. | does Lucy look like? | Who |
| 4. | are they from? | How |
| 5. | eyes are blue? | Where |

## Practice Chapter 3

1 What is this?
a.

b.

c.

d.

e.

f.

g.

h.

i.



1. tea

2. Iemon
3. bottle $\square$
4. coffee
5. milk
6. sugar $\square$
7. wine
8. water
10.glass

2 Coffee, please
$\square$ - How would you like it?

- You're welcome.
- Here you are.

1 - What would you like?

3 What would you like? (Tracks 13-14)
A. $\square$

- What would you like for ?
- I'd like a blueberry $\square$ and a
$\square$ of orange $\square$ or tea?
- Would you like $\square$ and sugar, please.
- Yes. Tea with $\square$.
B.

- Would you like a $\qquad$ for lunch?

- I'd like $\square$ and a
$\square$
- Thank you.
- I'd like some coffee, please.
- With milk, please.


## Practice

## 5 Would Christine like some tea?

1. We don't have $\qquad$ vanilla ice cream.a. someb. ac. any
2. My son would like $\qquad$ ice cream.
a. anyb. somec. piece
3. Would you like $\qquad$ sandwich for lunch?
O. an
Ob. someC. $a$
4. Jason eats $\qquad$ bowl of cereal for breakfast.
a. a
b. anc. any
5. Would Virginia like a $\qquad$ of apple pie?
a. bowlb. piecec. cup
6. I'd like $\qquad$ apple juice, please.
a. someOc. any

## 6 Alice doesn't like grapes

Examples: you / eat / eggs / for / lunch / ? Do you eat eggs for lunch?

1. Mr. Lewis / drink / coffee / ?
2. you / like / green tea / ?
3. I / eat / fruit / for breakfast / -
4. We / drink / wine / with / dinner / +
5. Lisa / and / Jack / like / green beans / ?
6. David / eat / rice / ?

Nicole / like / cheese / + Brad / eat / steak / -
Nicole likes cheese. Brad doesn't eat steak.
$\square$

## 7 Customer and server

1. Would you like a salad with it?
2. May I take your order?
3. And to drink?
4. What does the chicken come with?
5. How many pieces would you like?
6. What kind of cake would you like ?

a. A glass of red wine, please.
b. Just one, please.
c. No, I'd like French fries.
d. Chocolate, please.
e. Yes, I'd like the steak and potatoes.
f. Vegetables or a salad.

8 At the restaurant (Tracks 15-16)
A. 1. The customer would like the steak with a salad.

| 2. She likes green beans and broccoli. |
| :--- |

B. 1. The customer would like cake for dessert.
2. He drinks coffee with milk.

1


Where is the newspaper?


2 Is there a table in your office?
Example: Are there any chairs in your office? (yes / no) Yes, there are. / No, there aren't.

1. Are there any pens in the drawer? (no)
2. Is there a laptop on the desk? (yes)
3. Is there a calendar on the wall? (no)
4. Are there any drinks on the table? (yes)
5. Is there a desk in Martin's office? (no) $\square$

3 This is my office
in are on next to under drawer

In my office there (1) $\square$ two chairs. There is a printer (2) $\square$ the table, but there is no paper (3) $\square$ it. There are two books. They're in the desk
(4) $\square$ . There is a newspaper on the floor (5) $\square$ the table. There is a key (6) $\square$ the telephone.

4 Which one?

| 1. The pens are $\square$ the table. (in / on) | 4. The calendar is $\square$ the wall. (in / on) |
| :--- | :--- |
| 2. The book is $\square$ the printer. (in / on) | 5. The keys are $\square$ |
| 3. The papers are $\square$ the drawer. (in / under) |  |
| the floor. (on / under) | 6. The phone is $\square$ |
| the magazine. (in / on) |  |

## 5 What are we doing?

Example: What is Mr. Davis eating? (ice cream)

1. What is Ms. Moore reading? (the newspaper)
2. What are you listening to, Bill? (music)
3. What is Patrick drinking? (water)
4. What are Ann and Amy writing? (an e-mail)
5. What are you teaching? (Spanish)
6. What are we answering? (Michelle's questions)

## He's eating ice cream.

$\square$

## 6 Who is reading?


ELENA

BRIAN

CELIA

KATE

LAURA

| 1. Elena is $\square$ | ice cream. | 3. Celia is $\square$ a book. $\quad$ 5. Laura is $\square$ |
| :--- | :--- | :--- | :--- |
| 2. Brian is $\square$ | a card. |  |

## 7 What are they doing? (Tracks 17-21)

1. What is Helen doing?
2. What is Peter doing?
3. What is Rose doing?
4. What are Candice and her husband doing?
5. What are Isabel and Frank doing? $\square$

## 8 Which man is Mr. Brown?

1. Whose cell phone is that?
2. Which man is Daniel Foster?
3. How many computers are there in your office?
4. Who is the woman with the curly hair?
5. Are these documents the same?
6. Which notebooks are you reading?

a. He's the young man with the long hair.
b. I don't know.
c. No, they're different.
d. The two small, blue ones.
e. It's Julia's. She's in Mr. Blake's office.
f. There are two.

1 What time is it? (Tracks 22-27)
A. $\sum$
D.

B. $\square$
E. $\square$
c. $\triangle$
F.

1.

3.

2.

4.

5.

6.


## 2 Thanks anyway

1. It's $3: 59$. It's $\qquad$ 4 o'clock.a. exactlyb. just afterc. almost
2. It's 11:03. It's $\qquad$ 11 o'clock.a. exactlyb. just afterc. almost
3. It's 12:30 $\qquad$ . It's lunchtime.a. at nightb. in the eveningc. in the afternoon

3 Do you have the time? (Tracks 28-31)

1. It's $\qquad$ .
a. 1:03
Ob. 1:13c. 1:30
2. It's $\qquad$ .
a. 6:15b. 7:15
c. 7:50
3. It's $\qquad$ - ○
a. 11:45b. 12:50c. 12:15
4. It's $\qquad$ a. 5:08
Ob
b. 8:05c. $8: 25$

## 4 When do you wake up?

| every on $\quad$ during | after |
| :---: | :---: | :---: |


| 1. Wednesday is the day | Tuesday. | 3. I wake up at $6: 30$ |
| :--- | :--- | :--- | :--- |
| 2. Pam doesn't eat at home |  |  |
| $\square$ | weekdays. | 4. Where is Andrew |
|  |  | day. |

## 5 When do you wake up on weekends?

Example: It's 7:00. John is getting up. (on weekends / 10:00) On weekends John gets up at 10:00.

1. Today is Sunday. I'm having breakfast in a café. (during the week / at home)
2. It's 10:30. Nora is waking up. (on weekdays / 7:30)
3. It's 8:00. We are getting dressed. (every morning / 8:00)
$\square$

## Practice

6 Where do you work?

1. Michael is a $\square$ He works in a school.
2. Maggie is a . She works in a pharmacy.
3. Bill and Ed are engineers. They work in a $\square$ .
4. Alan is a $\qquad$ He works in a bank.
5. Sheila is a doctor. She works in a $\qquad$
6. Judy is a $\square$ . She works at home.
hospital factory teacher homemaker banker pharmacist

## 7 What is the question?

Example: Ellen works at a school.
Where does Ellen work?

1. Bill and Ed work for Sterling Products.
2. We are engineers.
3. I get to work at 8:30.
4. Matthew works in a factory.
5. Dennis wakes up at 9:00 on weekends. $\square$

## 8 What do they do?

Example: We're engineers. We use computers every day for our work.

1. Paul is a teacher. He $\square$ algebra.
2. I'm American. I $\square$ and work in Los Angeles.
3. Jean-Paul and Marie are Swiss. They $\square$ two languages: French and German.
4. Amy is a homemaker. She $\square$ at home.
5. A sales rep $\qquad$ clients every week.

9 Do you work long hours? (Tracks 32-34)
$\square$ to six days a week.

2. Anthony is a on $\qquad$ .
$\square$ . He works every day $\square$ the week, but he doesn't work
3. Patricia is an executive $\square$ at a German company in $\square$ . She speaks
$\square$ and a little Dutch. She works from $\square$ to $\square$ five days a week.

## 1 What month is this?

1. January is the first month of the $\square$.

| 2. The month after March is $\square$ | 5. The month after $\square$ |
| :--- | :--- |
| 3. $\square$ | is the fifth month of the year. |
| 6. $\square$ |  |

## 2 Ordinal numbers

Example: 1st first

| 1.2nd | 3. 21st | 5.7th |
| :---: | :---: | :---: |
| 2. 30th | 4. 3rd | 6. 16th |

3 When is Halloween? (Tracks 35-38)

1. Valentine's Day
2. U.S. Independence Day
3. U.S. Labor Day
4. Family Day (Canada) $\square$

## 4 How long are you staying?

Example: Are you going home at 7:30? (8:00)

1. Is Paul leaving next week? (next month)
2. Are you going home in the afternoon? (evening)
3. Are Mary and Linda leaving today? (stay)
4. Is Patricia coming back at 11:00? (midnight)
5. Are you staying here next week? (leave)
6. Is Janice going to London on Sunday? (Dublin)

No, I'm going home at 8:00.
$\square$

5 We never work on weekends

1. We usually $\qquad$ on weekends.a. workb. are working
2. Daniel $\qquad$ at 8:30 tonight.a. leaves
b. is leaving
3.     - Do you $\qquad$ meet clients in restaurants? - I $\qquad$ do.a. ever / rarelyb. never / usually
4. Ms. Clark usually $\qquad$ English with her colleagues.a. speaksb. is speaking
5. $\qquad$ out to eat this weekend?a. Do you gob. Are you going
6. Nathan and Roy $\qquad$ the office at 5 o'clock today.a. don't leaveb. are not leaving

## 6 Paula is asking you

Example: Are you talking to Peter? (yes)

1. Is Mike meeting Ron today? (no)
2. Are you going to lunch with Sue and Mary? (yes)
3. Is your son watching TV with Helen? (yes)
4. Are you calling Brenda and Jack tonight? (no)
5. Is Mr. Nichols calling Matthew? (no)
6. Are you listening to Ruth and me? (yes)

## Yes, I'm talking to him.

$\square$
a. Perfect. See you there!
b. I'm sorry. He's busy all day.
c. I'm afraid I can't today.
d. Let's see. Yes, Wednesday is fine.
e. I'm free on Friday.
f. No, she's free at 3 o'clock.

8 Can I make an appointment? (Tracks 39-40)
A. 1. The caller is making an appointment with Mr. Clemens.
2. Allison is free on Monday.
3. Mr. Taylor is available on Tuesday at 10 o'clock.
B. 1. Tracy is meeting Kevin this week.
2. Kevin and Tracy are talking about a project.
3. The meeting next Wednesday is in Tracy's office.

9 Would you like to join us?
$\square$

- Oh, that sounds great then!
- Thanks, I'd like that. But I don't speak Spanish.
- Are you going out on Saturday?
- I'm going out with some friends from Spain. Would you like to join us?
- But they speak very good English.
- I don't know. How about you?

1 Is there a parking lot near here? (Tracks 41-45)


1. The police $\qquad$ is on Winslow Street.
2. The $\square$ is on Washington Road.
3. The $\qquad$ is on Pearson Street.
4. The museum is on Center
5. There is a parking lot on the $\square$ of 5th and Market Streets.

## 2 Where is the post office?

1. The police station is behind the $\qquad$
2. The café is next to the $\qquad$
3. The newsstand is next to the $\qquad$ .
4. The hotel is $\square$ the parking lot.
5. The bank is $\qquad$ the restaurant and the park.
6. The taxi stand is $\square$ the station.


3 from, to, on, for or of?

1. Turn right $\square$ Rosewood Street.

| 2. How far is it $\square$ here $\square$ the park? |
| :--- |$\quad$| 4. Marisol is waiting $\square$ |
| :--- | the bank.

2. | $\square$ |
| :--- | the bus.

4 How do I get to the station? (Tracks 46-47)
A. - Excuse me. How do I get to the train station?

B. - Where is the museum?

- Go straight on Blair Street to the $\square$ of 8th and Walnut Streets. Then turn $\qquad$ No, sorry. Don't turn right. Turn left on $\square$ Street and go straight for one $\qquad$ The $\square$ is on the left.

5 How are we getting to Boston?
a.

b.

c.

d.

e.

f.

g.

h.


1. $\qquad$
2. $\square$ by car
3. $\qquad$ 4. by subway
4. 


6. on foot
7. $\qquad$ by bus
8.
by bike

6 I usually go by train
Example: Do you ever go to Madrid on business trips?

| 1. Eric always | to work. |  | driving walk |
| :---: | :---: | :---: | :---: |
| 2. Which bus ar | for? |  |  |
| 3. No, I never take the subway to work. I usually |  | or drive. | flying |
| 4. In July the For | to Tokyo from New York. |  | bikes |
| 5. When are you | to the airport, Mike? |  | waiting |

7 Where do I get off?

|  | - Great. And where do I get off? <br> - OK. Thank you very much. |
| :---: | :---: |
|  |  |
|  | - At Jefferson Street. It's nine or ten blocks from here. |
| 1 | - Excuse me. How do I get to the National Theater? |
|  | - You can take the number 8 bus. The stop is right over |

8 Are you taking the bus?

1. We're getting $\qquad$ the bus at South Street, right?a. offb. in
2. To get to City Hall, go three $\qquad$ on the Red Line.a. linesb. stops
3. Jerry is getting $\qquad$ the taxi with his wife.a. offb. into
4. The $\qquad$ 47 bus goes to the library. a. numberb. line
5. Don't get $\qquad$ that bus. It's not going downtown. $\square$ a. intob. on
6. Is Ellen $\qquad$ a business trip this week?a. inb. on

## 1 At the gift shop

1.     - Hi, may I help you? - No, thanks.
2. Excuse me, aspirin?
3. The postcards are over here. Do you need $\square$ , too?
4. Here you are. Would you like ?
5.     - May I help you? - Yes, $\square$ a sweatshirt.
6. Paul $\qquad$ souvenirs.
7.     - Do they sell perfume? - I don't know. Let's ask the $\square$
anything else gifts
I'm looking for may I help you sales clerk stamps do you sell I'm just looking is shopping for
8.     - Who are these $\qquad$ for? - They're for my children.

## 2 a lot of, much, many, a few or a little?

1.     - How $\square$ stamps do you need? - Just $\square$
2. Do you buy $\qquad$ souvenirs when you travel?
3.     - Do you eat chocolate? - Yes, but not very
4. I have $\qquad$ time before my meeting. Let's have a cup of coffee.
5.     - Do you sell perfume? - Yes, but we only have $\square$ bottles.
6. We don't have $\qquad$ wine. We need to buy some.

3 How much is it? (Tracks 48-50)
A. 1. The white sunglasses cost $\qquad$ .a. $\$ 30$b. $\$ 13$
C. $\$ 39$
2. The gray ones cost $\qquad$ .
a. $\$ 45$
b. b. $\$ 170$
c. $\$ 107$
B. 1. The man is $\qquad$ a watch.a. sellingb. buyingc. looking at
2. It isn't $\qquad$ .a. expensive
b. much
O
c. cheap
C. 1. The woman is buying two pairs of $\qquad$ .a. jeansb. glovesc. shoesc. \$59
2. They cost $\qquad$ a pair.
a. $\$ 98$b. \$15

## 4 one or ones?

Example: - Which watch is expensive? - The gold one.

1.     - Which dress would you like?
2.     - These shoes are pretty.
3.     - Do you like this handbag?
4.     - Are you shopping for gloves?

- The blue $\square$ ?
- Which $\square$
- Not really. I like the small
- Yes, I need some good
$\square$ for my trip to Alaska.


## 5 What are they wearing?

1. Mr. Morgan is wearing his gray $\square$ today. (handbag / jacket)
2. I'm wearing a new pair of $\qquad$ (pants / sweaters)
3. Is Mark's $\qquad$ white? (shirt / blouse)
4. How much are the women's $\qquad$ ? (sweaters / dress)

## 6 How does it fit?



- How does the sweater (4) $\square$ ?
of course we're out try fitting rooms
- It's a little too big. I think I need to try it (5) $\square$
- I'm sorry, (6) $\qquad$ of that size.


## 7 Is it too big or not big enough?

Example: I don't like this dress. It's too short. (short enough / too short)

1. These shoes are $\square$ I need a size 10. (too small / small enough)
2. Billy isn't $\qquad$ for these pants. They're too long. (too tall / tall enough)
3. I'm not buying this watch. It's $\qquad$ (not expensive enough / too expensive)
4. These shorts fit. I think they're $\qquad$ . (big enough / too big)

## 8 Do you have this coat in a smaller size?

Example: I'd like to try a larger pair. These are too small. (large)

1. These pants fit great. They're a lot $\square$ than those. (short)
2. This store is $\square$ than the one we usually go to. (cheap)
3. This blouse fits $\qquad$ than the first one. (bad)
4. Take this map. It's $\square$ than that one, and it's a $\square$ price, too. (big / good)

9 more or less?

1. I like these shoes. They're $\square$ comfortable than those.
2. Silver is $\qquad$ expensive than gold.
3. Jill only shops in small stores. They're $\square$ interesting than department stores.

10 Check the words you hear (Track 51)
1.
$\square$ good
comfortable
5. $\square$ euro
6. $\qquad$ money
$\square$ dollars
2.
 take $\square$ buy
7. $\square$ receipt
8. $\square$ handbag
change $\square$ check bag
3. pay for pay with
4. $\square$ cashcredit card $\square h$

## 1 Sorry, wrong number

1. You have the wrong number.
a. Yes, I'm waiting for Ed Ferguson.
2. Hi, can I speak to John Wilson?
b. Sure.
c. I'm sorry. He's on another line.
d. This is Steve Kraft from Dilex International.
e. Sorry about that.

2 Why are you calling?

$\square$
$\square$
$\square$
3. Can you hold, please?
4. May I ask who's calling?
5. Are you on hold?

Example: I'm calling the dentist. I'd like to make an appointment.
I'm calling the dentist to make an appointment.

1. Helen is going to the office this weekend. She needs to work.
2. Paul is meeting his boss. They want to discuss the new sales strategy.
3. Joan is flying to Los Angeles. She's meeting a new client.

## 3 Which words go together?

Example: call
a. an appointment
$\checkmark$ b. a colleague
$\checkmark$ c. a client

1. cancel
a. a meetingb. the line
c. the dinner
2. change
a. an appointment
b. the date
c. a client
3. confirm
a. the date
b. the meeting
c. the time
4. schedule
a. an appointment
b. a number
c. a time to meet

## 4 Can I take a message?

A. What should I ask Mr. Jones?

Example: Can he call me back?

1. Can he confirm the appointment?
2. Can he meet me at the office?

Please ask him to call me back.
B. What should I tell him?

1. He needs to cancel the trip.

Please tell him
2. I need to reschedule the meeting.
3. He shouldn't call after 4 p.m.

5 How may I help you? (Tracks 52-54)

A. - Hi, is Carrie Reid (1) $\square$

- I'm sorry. She's (2)

2) $\square$ at the moment. May I (3) $\square$ ?

- Yes, this is Peter Miller. Please ask her to call me.

B. - Hello, l'd like to (1) $\square$ Mike Stratton.
- Mr. Stratton is (2) $\qquad$ today. Would you like his voice-mail?
- No, thanks. I'll call him on his cell phone.
C. - Hi. Could I speak to Laura Owens?
- I'm sorry. Ms. Owens is (1) $\qquad$ from her desk.
- Is Jim Brooks available?
- I'm afraid not. He's (2) $\qquad$ until Friday.


## 6 was or were?

Example: Charles and his boss were in Miami last week.

1. Richard and I $\square$ sick on Monday.
2.     - 

 Linda a manager? - No, she
3. - Where $\qquad$ you last week? -I $\square$ on vacation.
4. - Who on the phone? - It $\qquad$ Carole.
5. - $\square$ your children here last month? - No, they $\qquad$

## 7 Past tense: regular verbs

Example: - When did Bill work? - He worked yesterday. (work)


## 8 What did Larry do last week? (Track 55)

$\square$

1. Larrya. was on vacation last week.b. was on a business trip last week.
2. Hea. missed his clients.b. missed a lot of calls.
3. Saraha. talked to his clients.b. asked a lot of questions.
4. Shea. answered many of their questions.b. rescheduled her appointment.
5. Larrya. was back at work on Monday.b. was in Hawaii on Monday.
6. Hea. checked his e-mail.b. checked his voice mail.
7. Therea. was a message for him.b. were many messages for him.
8. Larrya. returned his clients' calls.b. rescheduled his appointments

1 What's the weather like in Toronto?
\(\left.$$
\begin{array}{l}\text { 1. It's usually hot and } \square \text { in summer. } \\
\begin{array}{l}\text { 2. In fall, the weather is often } \square\end{array} \text { and } \square \\
\text { 3. On rainy days, the sky is } \square \text { all day. } \\
\text { 4. January is usually a cold and } \square \text { month. }\end{array}
$$ \begin{array}{c}cloudy <br>
rainy <br>
snowy <br>

windy\end{array}\right\}\)| sunny |
| :--- |

## 2 How warm is it?

1. Yesterday's high in Rome was $35^{\circ} \mathrm{C}$.
2. It was only $14^{\circ} \mathrm{C}$ in London.
3. It's warmer in Dublin today.
4. It's snowing in Moscow. How cold is it?
a. It's $20^{\circ} \mathrm{C}$.
b. It's $-10^{\circ} \mathrm{C}$.
c. It was hot and sunny.
d. It was cool.

## 3 What do you like to do in the spring?

1. My favorite season is $\qquad$ . I like to ski and to snowboard.
2. John and I like to sail when it's hot. We usually go sailing in the
3. Peter likes to play golf, but not in the rain. He rarely plays in the $\qquad$ .
4. I like to play tennis in the $\qquad$ . It's not too hot, then.

4 I do, too!

Examples: Peter likes to go swimming. (Jane +) Kim isn't playing soccer. (I -)

Jane does, too.
I'm not, either.

1. I didn't go skiing last winter. (Paul -)
2. The Watsons are going to Athens in spring. (the Fishers +)
3. Mark doesn't like to play golf. (Beth -)
4. We don't travel much in the winter. (we -)
5. Sandra likes hot and sunny weather. (her children +)
6. Henry is not running this weekend. (I-)

5 Check the words you hear (Tracks 56-57)
A. 1 . $\qquad$ swimming
2. $\square$ I'm sorry. I can't.Sure!
3. $\square$ Sounds good. $\square$ That's too bad.

B. 1.
$\square$ I'd like that.
2.
$\square$ weather report
I'd love to!
3. $\square$ warm clothes sales report $\square$ warm swimsuit

## Practice

## 6 Let's go for a drive!

Example: The Bennetts are going for a walk in the park. (walk / park)

1. David and Vicky $\square$. (drive / countryside)
2. Chris likes to $\square$. (bike ride / mountains)
3. Tomorrow, we $\square$. (run / park)
4. Let's $\square$. (swim / ocean)

7 Let's eat out

1. It's Friday night, let's
2.     - Do you want to go to the movies? - Sure, $\square$ How about Romeo and Juliet?
3.     - Are you going out tonight? - No. I'm
4. We're going $\square$ tomorrow.

## 8 What are you doing this weekend?

1. Are you doing $\qquad$ tomorrow?
O. anything
a. somethingb. nothing
2. Isn't there $\qquad$ interesting on TV?
3. Why don't we do $\qquad$ tonight?
a. somethingb. anything
4. is open at this hour.
5. There's $\qquad$ good playing at the Prince Theater.
6. There's $\qquad$ to do! do.

9 We're going away for a few days (Tracks 58-59)
$\square$
A. 1. Where is Tina going?
2. When is she leaving?
3. How is the weather in the mountains?

## $\square$

B. 1. Where is Steve going?
2. Is he coming back tomorrow?
3. Why isn't he staying longer?

## Answer Key

## CHAPTER 1

## Exercise 1

1. Nice to meet you. 2. Where are you from? 3. What city are you from? 4. What nationality are you?
2. Excuse me. Are you Thomas?

## Exercise 2

| COUNTRY | NATIONALITY | COUNTRY | NATIONALITY |  | COUNTRY | NATIONALITY |  |
| :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- |
| England | English | France | French |  | U.S.A. | American |  |
| Austria | Austrian |  | Australia | Australian |  | Germany | German |
| Korea | Korean |  | Japan | Japanese |  | Spain | Spanish |
| Mexico | Mexican |  | Canada | Canadian |  | Brazil | Brazilian |

## Exercise 3

1. 7
2.9
3.4
2. 3
5.1
3. 8
4. 0
5. 10
9.6
10.5

Exercise 4
1.b 2.c 3.b 4.a 5.c 6.a Return to questions

## Exercise 5

1. your 2. phone 3. an 4. please 5. or

## Exercise 6

1. 885-9034
2. 623-7160
3. 518-9634

Exercise 7
Answers will vary.

## Exercise 8

A.
(1) - Hello?
(2) - Is this 333-1290?
(1) - What's your first name?
(3) -No , it's not.
(2) - It's Phillip.
(4) - I'm sorry. Wrong number.
(3) - Is that P-H-I-L-L-I-P?
(4) - Yes, that's right.
B.

Exercise 9

1. Cordero 2. Fitzgerald 3. Okumura 4. Sebastian 5. Yolande 6. Likhatchev Return to questions

## CHAPTER 2

## Exercise 1

1. She's / She is 2. he is 3 . We're / We are 4. they're / they are 5 . we're / we are

## Exercise 2

1. her
2. Our
3. their
4. Its
5. Mary's
6. his

## Exercise 3

1. doesn't 2. do 3. do 4. don't 5. don't 6. does

## Exercise 4

A. blue; short; curly; beard
B. long; blond; green; has
Return to questions

## Answer Key

## Exercise 5

1. but 2. and 3. or 4. and; or

## Exercise 6

1. 16
2.11
2. 20
3. 40
4. 91
5. 82
6. thirty-nine
7. fifty-six
8. forty-eight
9. seventy-two

## Exercise 7

1. d 2.c 3.a 4.g 5.h 6.e 7.f 8.b

Exercise 8

1. a 2.a 3.c

## Exercise 9

1. How
2. Who
3. What
4. Where
5. Whose
Return to questions

## CHAPTER 3

## Exercise 1

1. d
2. c 3.g
3. i
4. b
5. a
6. $j$
8.f 9. h
7. e

## Exercise 2

(1) - What would you like?
(2) - I'd like some coffee, please.
(3) - How would you like it?
(4) - With milk, please.
(5) - Here you are.
(6) - Thank you.
(7) - You're welcome.

## Exercise 3

A. breakfast; muffin; glass; juice; coffee; milk B. hamburger; chicken; French; soup; salad

## Exercise 4

\(\left.$$
\begin{array}{|c|c|c|c|c|c|c|c|}\hline \text { ONE } & \begin{array}{c}\text { TWO OR } \\
\text { MORE }\end{array} & \text { ONE } & \begin{array}{c}\text { TWO OR } \\
\text { MORE }\end{array}
$$ \& ONE \& TWO OR <br>

MORE\end{array}\right)\) ONE | TWO OR |
| :---: |
| MORE |$|$

Return to questions

## Exercise 5

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

## Exercise 6

1. Does Mr. Lewis drink coffee? 2. Do you like green tea? 3. I don't eat fruit for breakfast. 4. We drink wine with dinner. 5. Do Lisa and Jack like green beans? 6. Does David eat rice?

## Exercise 7

1. c 2.e 3. a 4.f 5.b 6.d

## Exercise 8

A.1. no
2. yes
B. 1. no
2. no
Return to questions

## Answer Key

## CHAPTER 4

## Exercise 1

1. printer 2. calendar
2. computer
3. cell phone / mobile phone
4. clock
5. lamp 7. desk
6. pencil

## Exercise 2

1. No, there aren't. 2. Yes, there is. 3. No, there isn't. 4. Yes, there are. 5. No, there isn't.

## Exercise 3

1. are 2. on
2. in
3. drawer
4. under
5. next to

## Exercise 4

1. on 2. on 3. on 4. on 5. in 6. on Return to questions

## Exercise 5

1. She's reading the newspaper. 2. I'm listening to music. 3. He's drinking water. 4. They're writing an e-mail. 5. I'm teaching Spanish. 6. We're answering Michelle's questions.

## Exercise 6

1. eating 2. drinking 3. reading 4. writing 5. watching

## Exercise 7

1. She's writing an e-mail. 2. He's sitting at his desk. 3. She's answering Jim's question.
2. They're learning Japanese. 5. They're speaking to the new client.

## Exercise 8

```
1.e 2.a 3.f 4.b 5.c 6.d Return to questions
```


## CHAPTER 5

## Exercise 1

1.d 2.a 3.f 4.e 5.b 6.c

## Exercise 2

1. c 2.b 3.c

## Exercise 3

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

## Exercise 4

1. after 2. on 3. every 4. during

## Exercise 5

1. During the week I have breakfast at home. 2. On weekdays Nora wakes up at 7:30.
2. Every morning we get dressed at 8:00.

## Return to questions

## Exercise 6

1. teacher 2. pharmacist 3. factory 4. banker 5. hospital 6. homemaker

## Exercise 7

1. What company do Bill and Ed work for? 2. What do you do? 3. What time do you get to work?
2. Where does Matthew work? 5. What time does Dennis wake up on weekends?

## Exercise 8

1. teaches
2. live 3. speak
3. works
4. meets
Return to questions

## Answer Key

## Exercise 9

1. restaurant; 6:00 p.m.; 2:00 a.m. 2. pharmacist; during; weekends
2. assistant; London; German; $9 \mathrm{am} ; 5 \mathrm{pm}$

## Return to questions

## CHAPTER 7

## Exercise 1

1. year 2. April 3. May 4. June 5. September 6. August

## Exercise 2

1. second 2. thirtieth 3. twenty-first 4. third 5. seventh 6. sixteenth

## Exercise 3

1. February 14th 2. July 4th (or 4th of July) 3. first Monday in September 4. third Monday in February

## Exercise 4

1. No, he's leaving next month. 2. No, I'm / we're going home in the evening. 3. No, they're staying today.
2. No, she's coming back at midnight. 5. No, I'm / we're leaving next week. 6. No, she's going to Dublin on Sunday.

## Exercise 5

1. a 2.b 3. a 4.a 5.b 6.b Return to questions

## Exercise 6

1. No, he's not meeting him today. 2. Yes, I'm / we're going to lunch with them. 3. Yes, he's watching TV with her. 4. No, I'm / we're not calling them tonight. 5. No, he's not calling him. 6. Yes, I'm / we're listening to you.

## Exercise 7

1.c 2.e 3.a 4.b 5.f 6.d

## Exercise 8

A. 1. no
2. no 3. yes
B.1. no 2. no
3. yes

## Exercise 9

(1) - Are you going out on Saturday?
(2) - I don't know. How about you?
(3) - I'm going out with some friends from Spain. Would you like to join us?
(4) - Thanks, I'd like that. But I don't speak Spanish.
(5) - But they speak very good English.
(6) - Oh, that sounds great then! Return to questions

## CHAPTER 8

## Exercise 1

1. station 2. post office 3. theater 4. Street 5. corner

## Exercise 2

1. post office 2. train station 3. park 4. across from 5. between 6. in front of

## Exercise 3

1. on 2. from; to 3. of 4. for

## Exercise 4

A. straight; to; left; past; right; left
B. corner; right; Walnut; block; museum
Return to questions

## Answer Key

## Exercise 5

1.f 2.d 3.c 4.g 5.h 6.a 7.e 8.b

## Exercise 6

1. bikes 2. waiting 3. walk 4. flying 5. driving

## Exercise 7

(1) - Excuse me. How do I get to the National Theater?
(2) - You can take the number 8 bus. The stop is right over there.
(3) - Great. And where do I get off?
(4) - At Jefferson Street. It's nine or ten blocks from here.
(5) - OK. Thank you very much.

## Exercise 8

1. a 2.b 3.b
2. a 5.b
3. b Return to questions

## CHAPTER 9

## Exercise 1

1. I'm just looking 2. do you sell 3. stamps 4. anything else 5. I'm looking for 6. is shopping for 7. sales clerk 8. gifts

## Exercise 2

1. many; a few 2. a lot of or many 3. much 4. a little 5. a few 6. much or a lot of

## Exercise 3

A. 1. a.
2. b
B. 1. c
2. $c$
C.1. c. 2. a

## Exercise 4

1. one 2. ones 3. one 4. ones Return to questions

## Exercise 5

1. jacket 2. pants 3. shirt 4. sweaters

## Exercise 6

1. try 2. of course 3 . fitting rooms 4. fit 5 . in a medium 6. we're out

## Exercise 7

1. too small 2. tall enough 3. too expensive 4. big enough

## Exercise 8

1. shorter 2. cheaper 3. worse 4. bigger; better

## Exercise 9

1. more 2. less 3. more

## Exercise 10

1. comfortable 2.take 3. pay for 4. cash 5. dollars 6. change 7. receipt 8. bag Return to questions

## CHAPTER 10

## Exercise 1

1. e 2.c 3.b 4.d 5. a Return to questions

## Answer Key

## Exercise 2

1. Helen is going to the office this weekend to work. 2. Paul is meeting his boss to discuss the new sales strategy. 3. Joan is flying to Los Angeles to meet a new client.

## Exercise 3

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

## Exercise 4

A. 1. Please ask him to confirm the appointment. 2. Please ask him to meet me at the office.
B. 1. Please tell him to cancel the trip. 2. Please tell him (that) I need to reschedule the meeting.
3. Please tell him not to call after 4 p.m. Or: Please tell him (that) he shouldn't call after 4 p.m.

Return to questions

## Exercise 5

A. 1. available
2. away
3. take a message
B. 1. speak to 2. out of the office
C. 1. away
2. out of town

## Exercise 6

1. were 2. Was; wasn't 3. were; was 4. was; was 5 . Were; weren't

## Exercise 7

1. did; do; returned 2. did; call; called 3. Did; answer; didn't 4. canceled; did 5. did; talk; talked
2. Did; miss; missed

## Exercise 8

## 1. a 2.b 3. a 4. a 5. a 6.b 7.b 8. a Return to questions

## CHAPTER 11

## Exercise 1

1. sunny 2. windy; rainy 3. cloudy 4. snowy

## Exercise 2

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

## Exercise 3

1. winter 2. summer 3. fall (or autumn) 4. spring

## Exercise 4

1. Paul didn't, either. 2. The Fishers are, too. 3. Beth doesn't, either. 4. We don't, either. 5. Her children do, too. 6. I'm not, either.

## Exercise 5

A. 1. sailing 2. I'm sorry, I can't. 3. That's too bad. B. 1. I'd love to! 2. weather report 3. warm clothes Return to questions

## Exercise 6

1. are going for a drive in the countryside 2. go for a bike ride in the mountains 3. are going for a run in the park 4. go for a swim in the ocean

## Exercise 7

1. go out 2. what's playing
2. play
3. staying home
4. dancing

## Exercise 8

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

## Exercise 9

A. 1. She's going to a ski resort. 2. She's leaving in a few hours. 3. The weather in the mountains is great. (It snowed all week.) B. 1. He's going to the beach. 2. No, he's coming back in four days. 3. He has to be back at work on Thursday. Return to questions

## Answer Key

## Chapter Summary Reading Comprehension

## CHAPTER 1

1. a 2.b 3.c 4.b Return to questions

## CHAPTER 2

1. They have three children. 2. Their names are Diana, David and Olivia. 3. She's 15 years old. 4. Olivia has long, light brown hair. 5. She's 7 years old. 6. David is 12 years old. Return to questions

CHAPTER 3
1.b 2.c 3.b 4.c 5.a 6.b Return to questions

## CHAPTER 4

1.c 2.b 3.a 4.b 5.c 6.b Return to questions

CHAPTER 5

1. is having; has 2. is going to work; goes to work 3. is talking; talks 4. is eating lunch; eats lunch 5. is going home; goes home 6. is going to bed; goes to bed Return to questions

## CHAPTER 7

## Answer

1. He'd like to see Ms. Adams. 2. She's busy all morning. 3. She's available this afternoon. 4. He can see her at 2:00 today.

## Writing

1. Who would he like to see? 2. Who does she have appointments with? 3. When is Ms. Adams free? 4. What time is she available?

Return to questions

## CHAPTER 8

1. Turn left after the train station. 2. From Chestnut Street, turn right onto Walnut Street. 3. On Walnut Street, go one block. 4. Turn left onto Grove Street. 5. Turn left when you get to Fairview Boulevard.
2. From Fairview Boulevard., turn right at the second light. 7. The party is at the third house on the block.
3. The house is on the right. Return to questions

## CHAPTER 9

Complete the sentences

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

Writing
Possible Questions: 1. What is Mrs. Miller buying? 2. Who is she buying a gift for? 3. How much does the necklace cost? 4. What is she buying to go with the necklace? 5. How is she paying for the items?
Return to questions

## Answer Key

## CHAPTER 10



## Answer

1. He didn't take the call, because he was in a meeting. 2. He was busy in the afternoon. Return to questions

## CHAPTER 11

## Answer

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

Writing
Answers will vary.
Return to questions


[^0]:    check it out! www.berlitzenglish.com

[^1]:    check it out! www.berlitzenglish.com

