

Audio scripts

1 *That's what friends are for!*

2 CONVERSATION (p. 2)

B Listen to Chris and Kim discuss Bob after they met for coffee. How did Kim like him?

CHRIS: So, what's the verdict? What did you think of Bob?

KIM: Well, I was worried at first – especially when I saw that he rode a huge motorcycle. I thought he might be one of those guys who is into heavy metal music and stuff like that. You know what I mean?

CHRIS: But he's just a regular kind of guy, right?

KIM: Yeah, we got along really well!

CHRIS: I knew you'd like him.

KIM: Yeah, I do. And he's really funny. He had me laughing so hard at the coffee shop, remember? I think the people sitting next to us thought we were crazy.

CHRIS: So are you two going to get together again?

KIM: Definitely. In fact, we're going to the wedding together!

CHRIS: That's great!

5 LISTENING (p. 4)

A Listen to conversations that describe three people. Are the descriptions positive (P) or negative (N)? Check the box.

1. Andrea

MAN: So, have you seen Andrea lately?

WOMAN: Yeah, I see her once in a while.

MAN: How's she doing? I've been meaning to call her.

WOMAN: Well, to be honest, she's kind of been getting on my nerves lately.

MAN: What do you mean?

WOMAN: She's changed a lot since we've started college. She talks about herself all the time, and she always manages to mention how good she is at everything she does.

MAN: Really? That would be annoying.

WOMAN: It is. You know, she asked me to be roommates with her next semester but I don't think I want to live with her. She used to be really generous but now she's just the opposite. And it's not just with money, but her time as well.

MAN: Well, college can be stressful. You two are good friends. Maybe you need to talk more.

2. James

WOMAN: Are you going to James's party on Saturday?

MAN: Of course. James always gives the best parties! And there are always lots of interesting new people to meet.

WOMAN: It's true. I don't know where he manages to find them all.

MAN: Well, you know what he's like. He makes friends very easily. He really likes talking to people – and he loves inviting people over.

WOMAN: Uh-huh. He invited me for dinner last Saturday. What a feast!

MAN: Yeah. He's a great cook, too.

WOMAN: After dinner, I offered to help clean up, and he told me not to worry about it. He said he'd take care of it later. He was, like, "It's nothing . . . no big deal."

MAN: Yep, that sounds like James.

3. Mr. Johnson

WOMAN 1: Have you met the new apartment manager?

WOMAN 2: Mr. Johnson? Yeah, I met him last week. He's . . . a little strange.

WOMAN 1: Yeah, he is. I'm not sure I like him. He's hard to predict. Sometimes he's pretty cheerful and talkative, and the next day he doesn't even say hello. I think he must have personal problems or something.

WOMAN 2: I think you're right. And have you noticed that half the time when he says he's going to do something, he never actually does it? He told me three times he'd come to fix the light in my kitchen, and he still hasn't done it.

B Listen again. Write two adjectives that describe each person in the chart.

2 Career moves

7 CONVERSATION (p. 11)

B Listen to the rest of the conversation. What is Tracy going to do at the amusement park?

MARK: So what will you be doing at the amusement park, exactly?

TRACY: Actually, I'll have two jobs. First, I'll be working at a place called Children's World. They have all kinds of interesting games and educational activities for young kids. I have to go to a training program for three days before I start.

MARK: Three days? Wow, the equipment must be pretty high-tech!

TRACY: Oh, it is – a lot of computers and interesting devices. It's just the kind of stuff that kids love.

MARK: Well, it sounds like the perfect job for you. I know how much you love kids. So what's your other job?

TRACY: Well, I'll also be one of the people who walks around the park greeting people.

MARK: Do you mean you'll have to dress up in a costume?

TRACY: Yes, as a cartoon character! I know, I know. It sounds silly. And it's certainly not as rewarding as working in Children's World, but it's part of the job.

10 LISTENING (p. 12)

A Listen to three people talk about their summer jobs. Number the pictures from 1 to 3.

1.

WOMAN: So where are you working this summer, Carlos?

CARLOS: Oh, I'm working as a tutor in a learning center for kids.

WOMAN: Interesting. What kinds of things do the kids do there?

CARLOS: Well, they work on subjects they need help in, uh, mainly math and English.
 WOMAN: Is your job hard?
 CARLOS: No, not at all. The kids work on computers most of the time. We have to help them get started and be there when they run into problems.
 WOMAN: Do you enjoy it?
 CARLOS: Oh, yes. Working with kids is so much more fun than working with adults. And I get to choose my own hours. As long as I work eight hours a day, I can come in at any time from 8 A.M. to 9 P.M.
 WOMAN: Lucky you!

2.
 WOMAN: Paul, did you find a summer job yet?
 PAUL: Yeah, I'm working in a restaurant.
 WOMAN: Oh, how's it going?
 PAUL: Oh, the money's not bad.
 WOMAN: What are you doing? Are you waiting tables?
 PAUL: I wish! No, I'm working in the kitchen. I cut up stuff for the chef – vegetables and meat and things. I also wash the dishes.
 WOMAN: Oh, yuck.
 PAUL: Yeah. It's pretty hard work. I didn't realize how hot it is in a restaurant kitchen until I took this job.
 WOMAN: So why don't you quit?
 PAUL: I'd love to, but I need the money.

3.
 MAN: So what kind of job did you find for the summer?
 WOMAN: I'm working for a marketing company. I'm doing telephone marketing.
 MAN: Oh, so you're one of those people who drives me crazy by calling me up and trying to persuade me to buy something that I have absolutely no need for.
 WOMAN: Exactly.
 MAN: Do you like it?
 WOMAN: Believe it or not, I do. It's mostly a bunch of students working there, and we have a lot of fun when we're not making calls. It's really easy, too, since we just have to read from a script.
 MAN: Are you doing this full time?
 WOMAN: Yeah, but I work from two in the afternoon until eleven at night, so I get to sleep as late as I want to in the morning.

B Listen again. Do they like their jobs? Why or why not?

Units 1–2 Progress check

2 LISTENING (p. 14)

A Listen to Ann and John discuss these topics. Complete the chart.

1. Taxi drivers

MAN: It really upsets me when taxi drivers drive so fast. I'm always terrified of having an accident.
 WOMAN: That doesn't really bother me. I like to get where I'm going quickly. But I can't stand it when they have their radios turned up all the way. You can't even hear yourself think!

2. People with dogs

WOMAN: I hate it when people take their dogs to a park and let them make messes all over the place. It's so irresponsible.

MAN: You know what bothers me? I hate it when they go out and leave their dogs at home, barking all day.

3. TV commercials

MAN: I can't stand it when they turn up the volume on TV commercials. They're so loud. Why do they do that?
 WOMAN: Yeah, that is annoying. But it bothers me more when they interrupt a ball game at the most exciting moment to show some stupid commercial.

4. Store clerks

WOMAN: It really upsets me when store clerks are rude. Sometimes, if they think that you aren't going to buy anything, they aren't helpful and won't answer your questions.
 MAN: Yeah. But on the other hand, I can't stand it when store clerks give you the hard sell and try to get you to buy something you don't really want.

3 Could you do me a favor?

2 CONVERSATION (p. 16)

B Listen to two more calls Jana makes. What else does she want to borrow? Do her friends agree?

1.
 CARRIE: [phone rings] Hello?
 JANA: Hi, Carrie. This is Jana.
 CARRIE: Oh, hi, Jana.
 JANA: I was wondering if you could do me a favor.
 CARRIE: That depends.
 JANA: Well, I have to go to a concert this weekend. Would it be OK if I borrowed that shirt of yours that I like so much?
 CARRIE: That silver one? Oh, sure.
 JANA: Thanks a lot. I'll come by and pick it up tonight.
 CARRIE: That's fine.

2.
 ANDY: [phone rings] Andy Parker.
 JANA: Hi, Andy. It's Jana.
 ANDY: Oh, hello. How are you?
 JANA: Pretty good, thanks. Listen, the reason I'm calling is I have a really big favor to ask you.
 ANDY: Yes?
 JANA: Remember I told you about that friend of mine who's doing a show this weekend?
 ANDY: Yeah, I remember. And?
 JANA: Well, the concert's this Saturday afternoon, and it's out of town – about an hour's drive from here – and I was wondering if I could borrow your car for the afternoon to get there.
 ANDY: Gee, Jana, I'd really love to help you out, but I'm going to need my car all weekend. I've got a friend coming in from out of town, and I promised to show her around.
 JANA: Oh, OK. I understand. Anyway, how are things?
 I haven't seen you for ages.
 ANDY: Oh, you know, work, work, work!

5 LISTENING (p. 18)

A Listen to three telephone conversations. Write down what each caller requests. Does the other person agree to the request? Check Yes or No.

1. Tina

ROBERT: [phone rings] Hello?

TINA: Hi, Robert. This is Tina.

ROBERT: Hi, Tina. What's up?

TINA: Well, actually, would you mind lending me your camera for a few days? I want to take some photos of my new apartment to send to my folks.

ROBERT: No problem. You can borrow it.

TINA: Oh, thanks a million.

2. Kyle

MAGGIE: [phone rings] Hello?

KYLE: Hi, Maggie. This is Kyle.

MAGGIE: Oh, hi. How are things with you?

KYLE: Pretty good. Listen, I was wondering if I could borrow your bread maker.

MAGGIE: My bread maker? Don't tell me *you* are going to bake!

KYLE: I know. I'm planning to cook dinner for my girlfriend this weekend and I want to bake bread. And I want it to be perfect. I remember you baked some amazing bread with that thing. So what do you say? Can I borrow it? I'll be careful.

MAGGIE: Well, I have bad news. It's broken. I've been meaning to get it fixed, but I haven't gotten around to it yet.

KYLE: Oh, too bad.

MAGGIE: But you know, you can always just bake bread on your own.

KYLE: Hmm, I don't know. Maybe I'll just go to a bakery.

3. Phil

LI-LING: [phone rings] Hello?

PAUL: Hi, Li-ling. It's Phil.

LI-LING: Hi Phil, what's up?

PAUL: Not much, but I was wondering if I could ask you for a favor.

LI-LING: Hmm . . . maybe. Try me!

PAUL: Well, I have to go out of town for a few days next week.

LI-LING: Uh-huh.

PAUL: Could I leave Polly with you while I'm gone?

LI-LING: Polly? Who's Polly?

PAUL: You know – Polly, my bird.

LI-LING: Oh, yeah. I forgot. Your bird. I don't know, Phil. I really don't like birds very much. They're messy, and they make a lot of noise, and . . .

PAUL: No, not Polly. She's really a great bird. She's really clean and very quiet. She won't bother you – I promise.

LI-LING: Oh, all right. I'll do it.

PAUL: Thanks. I really appreciate it. I'll bring her over on Tuesday night.

LI-LING: OK. But you owe me one!

4 What a story!

5 LISTENING (p. 24)

A Listen to three news stories. Number the pictures from 1 to 3. There is one extra picture.

1.

MAN: A man was seriously injured on Sunday by a three-and-a-half-meter snake in a town in Thailand.

It seems that the man ran over to see the snake after friends told him that it was beside one of the town's main roads. The man put it around his neck, and while he and his friends were walking home, the snake squeezed more and more tightly. Luckily, the man got the snake off his neck in time.

2.

WOMAN: Two teenage girls who disappeared from a ship were found alive and well. The girls turned up on Friday, near a small town on the northeast coast of Australia. The girls said they were visiting a friend on the ship and fell asleep in their friend's cabin. When they woke up, the ship was heading for Singapore. So, they jumped off the ship, swam to shore, and had to walk for several days to get to the nearest town.

3.

MAN: Early Tuesday morning in California, two police officers were chasing a car thief when they suddenly lost control of their vehicle and drove into a river. Surprisingly, the thief went back to the scene of the accident and helped rescue the officers from the river. The local police department dropped all charges against the thief for saving the officers' lives.

B Listen again. Take notes on each story.

7 CONVERSATION (p. 25)

B Listen to the rest of the conversation. What did Kathy have stolen once? Where was she?

KATHY: I had something similar happen last year.

BRIAN: Really?

KATHY: Yeah. It was when I was in Belgium. I was on my way to the airport, so I was standing on the side of the road with my bags, trying to figure out the bus schedule. Anyway, this group of guys came by and asked if they could help me. They spoke very broken English, and I couldn't really understand what they were saying. Finally, they left, and when I looked down, I realized my purse had disappeared. It had my wallet in it with all my money and my credit card. Luckily, I had put my airline ticket and my passport in one of my carry-on bags.

BRIAN: How awful! So what did you do?

KATHY: I did just what I had seen people do on TV. I called the police and reported the theft. Then I called my credit card company. I was able to get some cash, and by the time I got home I had a new credit card waiting for me.

Units 3–4 Progress check

4 LISTENING (p. 29)

Listen to each situation. Number the events from 1 to 3.

1.

MAN 1: Even though she had hurt her ankle while she was running, she went to work anyway.

2.

WOMAN 1: John wrote to me last year, but I didn't get the letter. I'd moved away.

3.

WOMAN 2: I'd been very scared about the flight, so when the plane landed, I was relieved.

4.

MAN 2: When my cousin stopped by, I was watching a movie. We went out for coffee to catch up.

5 Crossing Cultures

7 CONVERSATION (p. 33)

B Listen to the rest of the conversation. If you are invited to someone's house in Germany, when are you expected to arrive? What can you bring as a gift?

KAREN: What are some of the customs in Germany?

MARTA: Well, when you're invited to someone's house, you can also take flowers. Not red roses, chrysanthemums, carnations, or lilies, but most others flowers are fine.

KAREN: When should you arrive? Should you arrive a little early?

MARTA: No, never. You're expected to arrive on time. Punctuality is very important in Germany. If you're going to be more than 15 minutes late, it's important to call the host. It's also the custom to write a short thank-you note the following day.

KAREN: I like that. I wish we did that here more often. To me, it shows good manners.

9 LISTENING (p. 34)

Listen to people describe customs they observed abroad. Complete the chart.

1. Alice

ALICE: One thing that I had to get used to when I was traveling in South Korea was the way people make noise when they drink soup. I think it's because they want to show that they're really enjoying their food so they make a slurping noise. It bothered me at first, but then I got used to it. I guess it's because my parents spent years when I was a kid telling me not to make noise while I was eating.

2. John

JOHN: When I lived in Spain, I was surprised at how late people eat in the evening. When you're invited to dinner, you're asked to come around nine o'clock and you usually don't start dinner until ten. And people stay really late – sometimes until two in the morning or even later. I found that difficult. How do you get up and go to work or school the next day after eating and talking until three in the morning?

3. Susan

SUSAN: I lived in Saudi Arabia for a while, and when I went out, I had to obey the local custom of putting something over my head and wearing clothing that covered my whole body. At first, I found it a real nuisance, but after a while, I got used to it and even started to like it. You feel really secure, and also you don't have to worry about what to wear all the time.

6 What's wrong with it?

4 LISTENING (p. 38)

A Listen to three customers return an item they purchased. What's the problem? Take notes. Then complete the chart.

1.

CLERK: Can I help you?

MAN: Yes, I bought this briefcase here last week, but there's something wrong with the lock. I can't get it to close properly.

CLERK: Let me see. Yes, I see what you mean. The lock seems to be jammed or something. No problem. I'll get you another one. Sorry about that.

2.

WOMAN: Excuse me.

CLERK: Yes?

WOMAN: I wonder if you could take a look at these shoes I bought here. They're pretty new, but they seem to be falling apart.

CLERK: Hmm. Let me see. Yes, this doesn't look right. The stitching is coming out. How long did you say you've had them?

WOMAN: Only about a month. Here's the receipt.

CLERK: Hmm . . . yes. Well, let me exchange these for you. I'm sorry for the inconvenience.

3.

MAN: Excuse me.

CLERK: Yes, how can I help you?

MAN: You see this shirt? I bought it here a few weeks ago, but the first time I washed it, the color changed: It went from bright red to light pink.

CLERK: How did you wash it?

MAN: Well, I just tossed it into the washing machine with my other clothes.

CLERK: What temperature did you use?

MAN: I usually wash my clothes in hot water, so I guess hot.

CLERK: Well, did you check the washing instructions?

MAN: Um . . . maybe not.

CLERK: Well, you see here on this label? It says, "Wash in cold water only."

MAN: Uh-huh.

CLERK: So I'm really sorry, but since you didn't follow the washing instructions, I can't really do anything for you.

6 CONVERSATION (p. 38)

B Listen to another tenant calling Ms. Lock. What's the tenant's problem?

MS. LOCK: [phone rings] Hello?

MRS. HARRIS: Hello. Is this the manager?

MS. LOCK: Yes, this is Ms. Lock.

MRS. HARRIS: This is Lula Harris in Apartment 216.

MS. LOCK: Yes. How can I help you, Mrs. Harris?

MRS. HARRIS: I'm having a problem with the electricity.

MS. LOCK: What sort of problem with the electricity?

MRS. HARRIS: Well, it keeps going off and coming back on again.

MS. LOCK: I see. Is it just the lights, or is it the appliances, too?

MRS. HARRIS: Let me check. . . . No, the refrigerator is OK, so it must be just the lights.

MS. LOCK: I guess the fuse box needs to be checked. I'll come up and take a look at it right away.

MRS. HARRIS: Thanks so much.

10 LISTENING (p. 40)

Listen to three people talk about their jobs. Complete the chart.

1. Joe

JOE: I work in the watch repair center at a large department store. I repair all kinds of watches, but nowadays, most of them are pretty easy to fix because they all run on batteries. The most common problem is they need a new battery. Since that only takes a minute or so to fix, I always have plenty of time to tell my watch jokes – like this one: What time is it when an elephant sits on your watch? Time to buy a new watch! And here's another one: What time is it when the big hand . . . ?

2. Louise

LOUISE: I repair luggage – mostly suitcases. I have a little shop at the airport. People spend a lot of money on luggage, and often all it takes is one flight for a suitcase to get damaged. The most typical problem, I guess, is the wheels. I fix the wheels on about 20 suitcases a week. It's not surprising, really, with the way those baggage handlers throw people's luggage around. You'd think they were playing ball, the way they toss the suitcases.

3. Sam

SAM: I repair household appliances. The most frequent calls I get are from people who are having trouble with the garbage-disposal system in their kitchen sink. Usually the thing gets jammed because people put too much food into it at one time, or something metal or plastic has fallen down into it. It's usually pretty easy to fix a garbage disposal, but every once in a while, you run into situations that aren't exactly typical. One time, a little girl put her doll down into the disposal – she thought the doll would enjoy the ride. She couldn't get it back out again, and she was afraid to tell her mother. So when the mother went to use the disposal, it made a horrible noise and then died – and so did the doll.

Units 5–6 Progress check

3 LISTENING (p. 43)

A Listen to three tenants complain to their building manager. Complete the chart.

1.

TENANT 1: Hello, Mr. Smith. I was wondering if you could change the lightbulb out front. It went out again.

MR. SMITH: I'll take care of it later. I'm really busy right now, and besides, it's still light outside.

TENANT 1: But it'll be dark when I get home tonight.

MR. SMITH: I'd love to help, but somebody borrowed my ladder.

TENANT 1: Well, you know, I have a chair! And if you give me a lightbulb, I wouldn't mind doing it myself, OK?

MR. SMITH: Oh! OK. Here. Take a lightbulb from one of my lamps. So you know it works.

TENANT 1: Thank you!

2.

TENANT 2: Uh, excuse me. Mr. Smith.

MR. SMITH: Yeah?

TENANT 2: Uh, I was wondering if you could do something about my next-door neighbor's dog? It's been barking and keeping me up all night.

MR. SMITH: Dogs bark. That's what they do.

TENANT 2: Yes, but they don't have to bark all night. This is three nights in a row.

MR. SMITH: Have you seen the size of that dog? You want me to go up there? That dog could hurt me!

TENANT 2: Well, I need my sleep!

MR. SMITH: Look, look. I tell you what. I'll call your neighbor on the phone and ask if he can keep his dog quiet.

TENANT 2: OK. Thank you!

3.

TENANT 3: Mr. Smith.

MR. SMITH: Mrs. Taylor.

TENANT 3: I have a problem.

MR. SMITH: What is it now?

TENANT 3: It's my kitchen window. It's jammed shut. I can't open it anymore.

MR. SMITH: Mrs. Taylor, I'm not sure how I can help you.

TENANT 3: Well, can you at least try to open it for me?

MR. SMITH: That's not really part of my job. Maybe you could try putting some vegetable oil on it.

TENANT 3: I don't think so. I'll call my cousin George to come over to take a look at it. He's a weight lifter.

7 The world we live in

5 LISTENING (p. 46)

A Listen to three people describe some serious environmental problems. Check the problem each person talks about.

1. Jenny

JENNY: Wait, don't throw that out!

MAN: Why not?

JENNY: Recycle it. I've been reading a lot about how much trash we produce and what happens to all of it – and it really has me worried.

MAN: Why?

JENNY: Well, it seems that the easiest way to dispose of trash is by burying it in landfills, land that could be used by farmers to grow food and other things. The problem is that in many countries the dumping areas have already been filled up, and it's hard to find places to start new ones. Of course, no one wants trash buried in their neighborhood, but it has to go somewhere!

MAN: So what's the solution?

JENNY: Well, there is no easy solution; however, many cities are trying to do more recycling so that they can reduce the amount of stuff that goes into the landfills.

2. Adam

WOMAN: I love my new phone, but I don't know what to do with my old one. It's so outdated. I know I shouldn't just throw it away.

ADAM: Well, you're right about that. Not disposing of electronic devices and other appliances properly is a huge problem these days, not just here but all over the world. Many people don't know what to do with their old phones, computers, video game systems, TV sets, refrigerators. . . . There are dangerous chemicals in these products and they have to be handled in the right way.

WOMAN: So what are we supposed to do?

ADAM: Well, e-waste is not going away. With all the new technology these days, there's more e-waste than ever before. The solution is just to dispose of it responsibly. The good news is that there are more and more e-waste processing centers where professionals take these products and separate them into their various parts. Many of the parts can be re-used of course.

3. Katy

KATY: You know, you always hear about air pollution, but not many people are aware of the problem of water pollution.

MAN: You mean in the oceans?

KATY: No. I mean polluted drinking water. It's a problem in almost every major city in the world. Almost all our rivers and lakes – where we get our drinking water from – are being polluted in some way by businesses, farms, homes, industries, and other sources. And even though the water most of us drink is treated, it's still not a hundred percent pure.

MAN: So what's the solution?

KATY: Well, it's a complicated problem to solve, but basically what's involved is treating all waste products more carefully so that dangerous chemicals and bacteria don't get into our water supply.

B Listen again. What can be done to solve each problem? Complete the chart.

7 CONVERSATION (p. 47)

C Listen to the rest of the conversation. What do Andy and Carla decide to do?

CARLA: Wait a minute. Before we do anything, shouldn't we make sure that we've got our facts straight?

ANDY: Absolutely. The best thing to do is to monitor the situation over the next several weeks to see what exactly is happening.

CARLA: How do we do that?

ANDY: Well, we can take pictures of the river and even take water samples to see how bad the situation is. We can get some friends to help.

CARLA: OK. And then maybe I should talk to my uncle about it.

ANDY: That would be fantastic.

8 Lifelong learning

5 LISTENING (p. 52)

A Listen to three people talk about the part-time courses they took recently. What course did each person take?

1. Linda

MAN: So, Linda, what have you been doing with yourself?

LINDA: Not much. Oh, wait! That's not true. I took this great dancing class last semester.

MAN: Oh, yeah? What kind of dancing?

LINDA: We learned African dance and samba.

MAN: Wait . . . why would you want to learn African dance and samba? It sounds exhausting. And it's not like you would dance that way in clubs!

LINDA: Oh, just for fun. You should try taking the class. You'll see that you learn more than just dancing. You also learn how to be more confident and how to interact better with other people.

MAN: Hmm. I think with all that dancing around I'd be too exhausted to interact with anyone.

2. Rich

WOMAN: So, how did you enjoy your cooking course?

RICH: It was great.

WOMAN: What kinds of things did you learn to cook?

RICH: Well, it was a course on vegetarian cooking.

WOMAN: I didn't know you were a vegetarian.

RICH: Oh, I'm not, but a lot of people are these days. So I thought it would be useful to know how to make some interesting dishes without meat for times when I invite friends over for dinner.

WOMAN: Hmm. Well, I guess that makes sense.

RICH: Oh, but we learned more than just cooking. They also taught us all kinds of useful things about, you know, the health value of different kinds of vegetables, and how to prepare them so that you don't remove all the vitamins they contain.

WOMAN: So . . . uh . . . when's dinner?

3. Gwen

GWEN: I just got my grade in the mail. I got an A!

MAN: Wow! That's terrific. Congratulations. What kind of course was it?

GWEN: It was an online course on how to open and run a small business.

MAN: An online course? How interesting! Did it help?

GWEN: Yes, absolutely. We learned a lot of general principles, and a lot about finance. Even if I don't open a business, I learned a lot about investing and managing money!

MAN: Great! Can you manage my money? My finances are a mess!

B Listen again. What additional information did each person learn?

8 CONVERSATION (p. 52)

B Listen to two other people explain how they learn new words in a foreign language. What techniques do they use?

1.

MAN: I keep a record of new words I come across. Then I make up study cards. I write the word on one side of the card and the meaning on the other side. Oh, and I always include at least one sentence with the word in it. Then I go through the cards whenever I have some spare time – like when I'm waiting for my laundry to dry, or on the bus – and study the words until I know them by heart. Every week or so, I organize the cards into categories: you know, I put all the words together that have to do with food . . . or work . . . or home . . . or school . . . whatever I can find that my new words have in common.

2.

WOMAN: I keep a vocabulary list on my computer. It's organized alphabetically. Whenever I hear or read a new word, I add it to the list. Then when I have time, I look it up in my dictionary. I also try to put down some key information about the word – you know, whether it's a noun or a verb, and some examples of how it's used. I go through the list and study the words as often as I can. I really believe that the only way to learn new words – even in your own language – is by memorizing them.

10 DISCUSSION (p. 53)

A Listen to Todd and Lucy describe how they developed two skills. How did they learn? Complete the chart.

1. learn to play a musical instrument

TODD: I play the guitar. I haven't played for very long, maybe about two years. The way I learned was by practicing by myself with a "how to" video my girlfriend bought for me. It takes a lot of patience to teach yourself how to do

something, especially a musical instrument, but it works for me. I'm still learning, and I can practice as little or as much as I want, and I'm slowly getting better and better. There are even free video lessons online I check out sometimes.

LUCY: I could never teach myself a musical instrument. I need a teacher, and one who makes me practice. That's how I learned the piano. I started taking lessons when I was in middle school. I'd go to a neighbor's house after school twice a week and she'd teach me for an hour or so. She was a good teacher, strict, but she knew how to get me to play. I suppose it helps that I've always wanted to play the piano. I don't take lessons anymore, but I still practice at least once a week. You know that saying – if you don't use it, you lose it.

2. become a good conversationalist

TODD: I guess I learned how to communicate with people when I was a flight attendant. I worked as a flight attendant for five years. The most important thing you have to do in that job is to talk to passengers – especially during long flights. You learn to talk about all kinds of stuff, and you find out just how interesting some people's lives are. I think the key to being a good conversationalist is to be sincerely interested in other people and to try to get them to talk about themselves as much as possible.

LUCY: I had always been really shy. I was the sort of person who could go to a party and never talk to anybody. And when you don't talk to anybody, it's hard to make friends. Anyway, my sister suggested I take an acting class. She said it might help me become more outgoing. So I did it. I was really frightened in that first acting class. But you know, it really helped. The teacher was very kind and taught me that I could talk to anybody just by pretending I had confidence.

Units 7–8 Progress check

3 LISTENING (p. 57)

A Listen to people talk about recent events and activities in their lives. What events and activities are they talking about? What quality does each person's behavior demonstrate? Complete the chart.

1. Mark

MARK: I could just kick myself.

WOMAN: Come on, Mark, it could happen to anyone.

MARK: I lost the game for us. All I had to do was kick it past the goalie.

WOMAN: Yeah, but that goalie is tough to get by.

MARK: No way. I'm a much better player. And there was no one in the way. Everybody else was at the other end of the field.

WOMAN: Yeah, but we all miss one sometimes.

MARK: Yeah, and I won't let that happen again.

WOMAN: How are you going to do that?

MARK: By playing the game better.

2. Joan

JOAN: I did it! I did it!

MAN: Oh my gosh, Joan, what happened?

JOAN: I did it! I did it!

MAN: Joan! Calm down! What happened?

JOAN: I got into the company I auditioned for!

MAN: Really? That's fantastic! But I thought you auditioned and didn't make it.

JOAN: I did! I felt really bad about not making it for a while, but then I decided I couldn't be depressed forever, so I started dancing again on my own. I worked really hard. And by practicing every day, I got better and better. Then I saw in the newspaper that they were having auditions again. So I went in, I auditioned, and I got in!

MAN: That's great. Congratulations!

3. Kim

MAN: Kim, when did you start doing this?

KIM: Oh, a few months ago. I'd never picked up a brush before.

MAN: What made you start?

KIM: I'm not sure. I've always wanted to paint or draw, but my brother was the artistic one. I was on the basketball team. Last month, I decided I wanted to take a class at the community center. It was this or yoga. I decided on this. I feel like I've learned how to relax by painting.

MAN: You're not bad, you know.

KIM: Thanks.

MAN: Who is it?

KIM: It's you.

9 Improvements

10 LISTENING (p. 62)

A Listen to people give different suggestions for each problem. Put a line through the suggestion that was *not* given.

1. How to overcome shyness

MAN 1: Well, I think if you're really shy it might be a good idea to see a therapist or someone like that – you know, to get some professional help. You can't always change by yourself.

WOMAN: Or how about getting one of those self-help books from the library? I'm sure there are books around with lots of good suggestions that you can try.

MAN 2: I think the best thing is to join a club and do activities where you have to meet and talk to different people. Like if you join a theater group and work on putting on a play, you'll probably be able to overcome your shyness.

2. How to stop biting your fingernails

MAN 1: I think biting your fingernails is just a sign of anxiety, so the first thing to do is to find out what's making you nervous. Once you've identified that problem and then solved it, the nail biting will disappear.

WOMAN: My sister used to bite her nails all the time, so she started wearing bright red nail polish. She bought the really expensive kind, so she felt that she had made an investment in quitting her bad habit. I think the polish made her think about what she was doing, too. Anyway, after a few months, it worked, and she has really nice nails now. I guess if you're a guy, it's a little more difficult, though.

MAN 2: Maybe you could find something else to do when you're stressed out, like tapping your fingers or counting to 100. You have to try to transfer your habit into a different activity – one that doesn't cause such a problem.

3. How to organize your busy schedule

MAN 1: To organize a busy schedule, one thing you could do is make a list. I usually make a list of all the things I have

to do. Then I prioritize them. Then I decide which days I'm going to get the things done based on which errands are the most important.

WOMAN: Maybe you could use electronic reminders. Put all the things you need to do into your calendar on your phone or your email. Then program it so you have reminders sent to you. For some things you might get a reminder 15 minutes before, but for other things it might be better to get a reminder a few hours or even days before. I use that to help me remember people's birthdays.

MAN 2: If your schedule is really busy, it might be a good idea to get help. There are plenty of professional consultants who organize people's lives. It's expensive, but if you're too busy, it's the only way to get everything done!

10 The past and the future

2 CONVERSATION (p. 64)

B Do you know the answers to the three questions in part A? Listen to the rest of the conversation. What are the correct answers?

STEVE: So what are the correct answers, then?

EMMA: Well, World War I began in 1914 and ended in 1918.

STEVE: Oh, that's right.

EMMA: And the United Nations was formally established in 1945, following the end of World War II.

STEVE: And the Beatles?

EMMA: Well, they started back in 1960, and they broke up in 1970. So they were together for 10 years, not 15.

STEVE: Did I say I was good at history? Uh, I meant geography.

11 LISTENING (p. 68)

A Listen to people discuss changes that will affect these topics of interest in the future. Write down two changes for each topic.

1. Work

WOMAN: Work? In the future? Well, I think unemployment will keep getting worse.

MAN: I agree. As companies get more efficient and more computerized, they're finding ways of using less staff.

WOMAN: So I guess people will find it hard to get a good job unless they have excellent qualifications.

MAN: Hmm, yeah. I think that's probably true. But I also think that because of computers, more and more people will be telecommuting instead of going into an office.

WOMAN: Wow, I'd really love that. Can you imagine – spending most of your workweek in the comfort of your own home?

MAN: Personally, I would get so much more done. And with email, instant messaging, and video conferencing, you can still keep in touch with everyone you need to.

WOMAN: Well, I'd certainly enjoy it, but I don't know if I'd get more done or not. I'm afraid I might just turn on the TV and zone out!

2. Transportation

WOMAN: As far as transportation is concerned, I think there will be huge changes in the way people use cars. They'll probably have made laws about what kind of car you can own and when you can use it.

MAN: And I bet it'll be impossible for people to use cars whenever they like. There'll just be too many of them on the roads.

WOMAN: Exactly. People will have to take other modes of transportation – especially trains.

MAN: Why do you say that?

WOMAN: Well, we won't be able to use cars, and airports take up too much space. With the supply of land for airports shrinking around the world, there will be fewer airports and fewer plane flights. That leaves trains.

MAN: Huh. So do you think there will be more efficient train systems between cities?

WOMAN: Sure. There may even be trains going under the oceans to connect the major continents.

MAN: Under the oceans? Get out of here! I get nervous enough flying on a plane.

3. Education

WOMAN: How do you think education will change in the future?

MAN: I think kids are going to have to stay in school until they're older – maybe until they're 20 or 21.

WOMAN: Why?

MAN: Well, one reason is that there won't be enough jobs for everyone, so it will be necessary to keep kids in school longer.

WOMAN: Hmm. I think they will have found a way for us to learn without teachers. There will be computer-learning programs that can teach you much more quickly than a teacher, and they'll also make learning much more fun.

MAN: Are you saying that our teachers weren't any fun?

WOMAN: Well . . . OK. Maybe some of them were fun.

4. Health

WOMAN: Every day you hear about some new medical breakthrough on the news.

MAN: Yeah. And who knows what will happen in the next 50 years.

WOMAN: I think in the next 50 years there will be new drugs that will help people lose weight permanently – without dieting!

MAN: And hopefully they will have found cures for many of the diseases that are around today, so people will live longer.

WOMAN: How much longer do you think?

MAN: I bet that within the next 50 years, most people will live to be over 100.

Units 9–10 Progress check

3 LISTENING (p. 71)

A Listen to people discuss the questions. Write the correct answers.

1.

MAN: What are you reading?

WOMAN: I'm reading an article about the Iditarod.

MAN: What's the Iditarod?

WOMAN: It's a sled-dog race in Alaska.

MAN: I didn't know you liked dog racing.

WOMAN: Well, not exactly, but it's interesting to read about, anyway.

MAN: Are you learning anything?

WOMAN: Well, they've been doing it since 1973. And the race covers 1,150 miles.

MAN: Wow! That's pretty far to go in all that snow and ice.

2.

WOMAN: How long did apartheid exist in South Africa?

MAN: Hmm. Let's see. I know apartheid ended in 1991, but I'm not sure when it began.

WOMAN: Well, I know it was after World War II.

MAN: Yes, yes. You're right. It wasn't long after the war ended. I think it was in 1948.

WOMAN: You're right. So apartheid existed from 1948 to 1991. Huh. Wow.

3.

GIRL: Dad! Can you help me?

MAN: What do you need?

GIRL: I'm writing this report for school. It's about the space program. I did my research at the library, but I forgot to look something up.

MAN: What do you need to know?

GIRL: When did a spacecraft first land on Mars?

MAN: Oh, I remember that. Mom was pregnant with you! It was in 1997.

GIRL: 1997! Thanks! I'm done!

4.

MAN: What's that?

WOMAN: It's a book about the Berlin Wall.

MAN: Oh, wow! Look at these pictures. They're amazing.

WOMAN: Yes. It's incredible to think about. The wall divided the city in half.

MAN: How long was it up?

WOMAN: For almost 30 years.

MAN: Wow!

5.

WOMAN: What are you doing?

MAN: I'm working on this crossword puzzle.

WOMAN: Oh, I love crossword puzzles! What clue are you working on?

MAN: Well, here. The clue is "began in 1896." It starts with an "O."

WOMAN: I know this one! It's the Olympics!

MAN: The Olympics have only been around since 1896?

WOMAN: Well, yes. The modern Olympics.

11 Life's little lessons

2 CONVERSATION (p. 72)

B Listen to the rest of the conversation. What was another turning point for Carol? For Alan?

CAROL: Another turning point for me was when I got my dog, Pepper. I know that sounds silly, but it was really important to me.

ALAN: Why was that so important?

CAROL: Well, I was about 18, my first semester at college. Having a dog of my own made me feel really responsible. He was always waiting for me when I came home from class.

ALAN: I never got to have a dog, but I remember when I got my first bicycle. That was a very important day for me.

For the first time, I could go out on my own and go as far as I wanted to. I took really good care of it. Of course, that only lasted a few months, and then I lost interest in it!

4 LISTENING (p. 74)

A Listen to three people describe important events in their lives. Complete the chart.

1. Sally

SALLY: One thing that was really a turning point for me was when I learned Spanish. I was always kind of scared of learning a foreign language, yet I was really envious of kids who could speak another language. But when I started learning Spanish, I found I was actually pretty good at it, and the moment I reached that breakthrough stage – you know, when you discover you can actually speak and communicate with people in the language – I felt really proud of myself. I realized that learning a foreign language wasn't an impossible thing after all. Now I can speak three: Spanish, Italian, and German. And I'm taking Korean this year.

2. Henry

HENRY: I'm a twin, and my twin brother and I have always been very close. We always did everything together, and we were never apart for any time at all – until we were 18. Then we went to different colleges in different towns, and that was the first time we had ever really had to cope on our own. I think it was good in a way, because we both became more confident and independent. Until then, I'd always had my brother to depend on whenever I ran into a problem. But once I went away to college, I realized I was actually capable of working things out on my own.

3. Debbie

DEBBIE: I guess I was always pretty shy in school, and I didn't share a lot of things with people – not even with my parents. Then one time it was Awards Day at school. I didn't think I was getting any prizes or anything, and neither did my parents. So we were all pretty surprised when the principal announced that I was the top student in my class. Afterward, I didn't think too much about it, but then people suddenly started treating me differently. You know, I think some of the kids in school started looking up to me, and I became a lot more outgoing after that.

B Listen again. What do these three people have in common?

11 LISTENING (p. 76)

A Listen to people describe their regrets. What does each person regret?

1. Alex

ALEX: I should never have stopped exercising. It's the dumbest thing I've ever done. I've been trying to lose weight for the last year and a half, and it's really difficult. I guess I was just like everyone else at my age. I thought I would be thin forever, and I ate junk food all the time. It was OK then because I was playing tennis, hockey, and soccer. Then after college I got busy and quit playing sports. But now I'm determined to join a gym because I know I can't get healthy by just dieting. Besides, I love potato chips!

2. Yi-yun

YI-YUN: If I'd had a choice, I would have learned to play the guitar when I was a kid. My parents made me study the piano, and I only studied classical music. I love the piano, but it's not very practical. I mean, you can't take a piano with you to a party. But I love it at a party when someone brings a guitar and they can play songs and everyone sings along. I wish I could do that.

3. Jacob

JACOB: I regret something I didn't do. I regret not going to Europe with my friends when I had the chance. It was the summer after we all graduated from college. I started to look for a job right away but my friends went backpacking in Europe for a few weeks. I should have gone because I didn't get a job right away anyway, and my friends had an unforgettable time together. I regret it because they all had this amazing experience without me, and looking back, I could have ... and should have gone.

B Listen again. Why does he or she regret it?

12 The right stuff

9 LISTENING (p. 82)

A Listen to radio commercials for three different businesses. What are two special features of each place?

Maggie's

WOMAN 1: Oh, Denise, what a great suit! It looks just like the one I saw in the latest fashion magazine. Is ... that ... a ... ?

WOMAN 2: Uh-huh.

WOMAN 1: Wow! But her clothes are so expensive. How can you afford designer clothes? And on our salary? Hey, did you get a raise?

WOMAN 2: No way! You know I'd tell you if I did.

WOMAN 1: Well, there's something you're not telling me.

WOMAN 2: OK, OK. Well, I found this really great store. They have all the latest fashions – not last year's stuff that's already out of style. And their prices are just unbelievable!

WOMAN 1: They must be. That's the second new outfit you've worn this week! Where is this place?

WOMAN 2: It's called Maggie's, and it's just around the corner. I'll take you there at lunchtime.

ANNOUNCER: Don't wait for your lunch hour – come to Maggie's now! We've got all the best designer fashions at the lowest prices. And we accept all major credit cards. Remember: If you don't see what you want in your closet, come check out ours!

Sports Pro

ANNOUNCER: Hey, people, what are you going to do this summer? A little fishing? Camping? Maybe finally learn how to play tennis instead of just watching it on TV? Yeah, I know how much you'd like to do these things ... if only you had the right equipment ... if only you knew what you were looking for when you walked into one of those big sporting goods stores. Well, here at Sports Pro, we want to help you, not confuse you. Our experienced salespeople are knowledgeable; they really know what they're talking about. So, feeling inspired? Good! Now, come on in – no excuses, because we're open every day. Sports Pro: We're here to help you have fun!

Mexi-Grill

ANNOUNCER: Excuse me. Was that your stomach I just heard growling? Hmm ... feeling hungry, right? Only ... you're not sure what you want? Well, close your eyes and picture this: A huge tortilla filled with sizzling pieces of chicken. Should you add fried onion and peppers? Or maybe crispy lettuce and tomato? Or guacamole and spicy salsa? Well, you know what! You can have any of these, because we'll add any combination of fillings you want. In a hurry? No problem. We have lots of people waiting to serve you. And check out our low prices. Mexi-Grill: You won't find a cheaper, tastier meal – anywhere!

B Listen again. Complete each slogan.

Units 11–12 Progress check

3 LISTENING (p. 85)

A Listen to a business consultant discuss the factors necessary for a restaurant to be successful. Check the ones she says are important.

WOMAN: Well, there are many factors that go into making a restaurant successful. I think one of the most important ones is to develop a concept for the restaurant – something that makes the restaurant different from its competitors, like a theme. It could be a hip-hop or jazz restaurant, or a Hollywood movie star café. Something that makes it unique. This is important, since the restaurant business is very competitive.

There's an old joke that asks, "What are the three most important factors needed for a successful business?" The answer? "Location, location, location." And it's true. It's important to do some research. Find out how many cars drive past the site every day, and also how many pedestrians walk by. Why? Because you want people to know about your restaurant. So it needs to be in a place that's visited by businesspeople, people who live in the area, as well as tourists.

Finally, promotion and advertising are absolutely necessary. Because your restaurant is new, you need to find a way to attract customers into the restaurant. They don't know about the restaurant. You have to find a way to tell them about it. For example, you might advertise through radio, or magazines, or online. Or maybe you mail out advertising to potential customers, offering them a coupon for a free drink or a meal, or something like that.

B Listen again. In your own words, write the reason why each factor is important.

13 That's a possibility.

2 CONVERSATION (p. 86)

B Listen to the rest of the conversation. What happened?

BILL: Oh, here comes Beth now.

BETH: Hey, guys. Sorry I'm late. I had an emergency.

JACKIE: Oh. Nothing serious I hope.

BETH: Well, kind of. It was Sally.

JACKIE: Sally, your dog? What happened?

BETH: Well, I was just about to leave when she started acting strange. Then she just passed out.

JACKIE: Oh, my gosh.

BETH: I panicked. I thought she had died at first. I had to rush her to the emergency clinic.

JACKIE: But is she OK? I hope she's all right.

BETH: Yeah, she's going to be fine. The vet said it was some kind of virus. So he gave her an injection, and I had to leave her with him. I'll go by later and pick her up. Oh, but guess what!

JACKIE: What?

BETH: She's going to have puppies!

BILL: Congratulations! You're going to be a grandmother!

JACKIE: Very funny, Bill!

BETH: Yeah, Bill. Very funny!

5 LISTENING (p. 87)

B Listen to the explanations for the two events in part A and take notes. What *did* happen? How similar were your explanations?

1.

MAN: I was on a cruise and saw something funny one morning. I was walking on the deck and I saw three people all bent over the railing. I thought maybe they were seasick or someone had an accident or something, so I went over to see if I could help. It turns out they were all bent over the railing because they were looking at some dolphins that were following the cruise ship. There were about eight of them and they followed us for a while. It was an amazing thing to see.

2.

WOMAN: I'm so embarrassed! I can't imagine what people must have thought when they saw me out in my front yard in my pajamas. See, I had opened my front door to get the morning newspaper. But the wind accidentally blew the door shut behind me, and the door locked. I couldn't get back in the house. I saw that my bedroom window upstairs was open so I went into the garage and got a ladder. I was able to climb up the ladder and into the window. I'm afraid some of my neighbors might have seen me. I'll have to explain to them what I was doing the next time I see them.

11 LISTENING (p. 90)

A Listen to descriptions of three situations. What would have been the best thing to do in each situation? Check the best suggestion.

1.

DENNIS: Oh, no! Arrgh!

WOMAN: Dennis accidentally locked his keys in his car when he went shopping. When he returned to his car, he couldn't get in. So he decided to try to force the door open. He damaged the door, and it cost him \$200 to get it repaired.

2.

DIANA: Hello, police? This is an emergency!

MAN: Diana heard the sound of people fighting in the apartment next door. Then she heard a loud scream. She called the police, but when they arrived, it turned out the neighbors' kids were watching television and had the sound turned up very loud.

3.

SIMON: Hey, what's this? Wow! A gold ring!

WOMAN: Simon found a gold ring on a busy sidewalk. It looked like an expensive ring. He wanted to give it back

to the owner, but he thought the person who lost it might return to look for it. So he left the ring on the sidewalk.

14 Behind the scenes

2 CONVERSATION (p. 92)

B Listen to the rest of the conversation. What else makes working on movies difficult?

NINA: So you see, it's not really as glamorous a job as people think.

RYAN: I guess not.

NINA: For example, the hours are dreadful.

RYAN: So it's not exactly a nine-to-five job.

NINA: Not at all! Sometimes we shoot a scene right through the night. Or we may start work early in the morning. We have to get everything ready for a shoot – the lighting and everything – and that can take hours. So if we're going to start filming at eight in the morning, we usually have to be on the job by three or four A.M. to get ready.

RYAN: Three in the morning! That's unbelievable!

NINA: Oh, no, it's not! Believe me. It happens all the time.

4 LISTENING (p. 93)

A Listen to an interview with a TV producer. Write down three things a producer does.

RITA: Welcome to another edition of "Behind the Scenes," the show that profiles fascinating jobs and the people that do them. I'm Rita Roberts. Our guest today is Scott Jasper, a local TV producer. Hello, Scott. Welcome.

SCOTT: Hi. Thank you for inviting me, Rita.

RITA: Let me begin by saying that I asked a few people what they thought a producer does, and I was surprised at all the different responses I got.

SCOTT: Ahhh . . . yeah . . . you're so right! When I tell people I'm a producer, I often get a slightly confused reaction – sort of like, "Oh . . . really?"

RITA: Well, let's clear up the mystery.

SCOTT: I'd love to! First off, let me say that not every producer does exactly the same things. But I can say that they are all tired and stressed out, but probably love their job! For myself, I can tell you that my job allows me to be in charge of things and at the same time – work as part of a team. There's a lot of responsibility to this job, too. I have to see that everything is done correctly, on time, and within the budget.

RITA: Most people probably think of the producer as the "money person." Is there a creative side to the job, too?

SCOTT: Oh, absolutely. For example, I do research and think up ideas for shows with the writers. And then I work with the directors and the performers. You have to have a strong personality to be a producer – you have to be in charge of everyone, get them to do what you want – but you still have to be nice to them!

RITA: That can't be easy!

SCOTT: Oh, no, not at all. Also, you have to be able to make quick decisions . . . and if something you thought was great isn't working, you can't waste time. You have to let it go and start again. This isn't the job for someone who is indecisive or hates being under pressure! I love the excitement and the opportunity to work with very interesting people.

RITA: Well, this has been very informative, Scott, but I'm afraid we're out of time. Thank you so much for being our guest today.

SCOTT: Oh, it's been my pleasure!

RITA: Speaking for "Behind the Scenes," I'm Rita Roberts.

B Listen again. What are three personality traits a producer should have? Complete the chart.

Units 13–14 Progress check

1 LISTENING (p. 98)

A Listen to three conversations. Where do you think each conversation takes place? What do you think might have happened? Take notes.

1.

MAN 1: Well, I'll certainly never eat here again! And I'll tell all my friends not to come here either!

MAN 2: I do apologize. I . . . I'm afraid he's just started working here, but I don't think he's going to last long . . . not after this!

2.

MAN: Help! Help! Would someone call the manager? Can anyone hear me? Help!

WOMAN: Oh! Is someone in there?

MAN: Yes! I'm stuck between the second and third floors! Please help me get out!

WOMAN: Won't it open?

MAN: No! Get the manager, please!

WOMAN: OK! I'll get some help! Uh . . . don't go away!

3.

MAN: Oh, no! Not again! Listen to that funny noise. I thought you just had it checked.

WOMAN: Well, I did! The mechanic said everything was OK now.

MAN: Good grief! Well, let's stop and check the manual again. Maybe we can fix it ourselves.

WOMAN: Let's have a look under the hood and see what we can do.

15 There should be a law!

5 LISTENING (p. 102)

A Listen to people discuss problems. What solutions do they suggest? Take notes in the chart.

1. People talking loudly on cell phones in restaurants

PATRON: [phone rings] Hello? Yes. Oh, oh, hi...hi...! No, no....

WOMAN: Ugh. I hate it when people use cell phones in restaurants.

MAN: Me, too. It's so unnecessary. And so rude to everybody else!

WOMAN: I agree. I think people with cell phones should be asked to leave them at the door – you know, like coats and umbrellas. They can always check their voice mail later to see if there are any messages.

MAN: Exactly. That's a great idea.

2. Car alarms going off at night

MAN: I tell you another thing that drives me crazy – when people's car alarms go off in the middle of the night.

WOMAN: Yeah. Don't you hate it when an alarm wakes you from a deep sleep? It's such an awful sound – and it just goes on and on!

MAN: I think people who park regularly on the street ought to be required to let their neighbors know their license plate number and their telephone number. Then if their alarm goes off, someone can call them to come down and turn it off.

WOMAN: Good idea. At least that way they'd be sure to get woken up, too.

3. Telemarketing salespeople calling too often

WOMAN: And I really hate it when people call me at home and try to sell me stuff.

MAN: Me, too. I think the telephone companies should offer a service that automatically blocks telemarketing calls.

WOMAN: That's an interesting idea. That way, we might pay a little bit more, but we'd have peace.

MAN: Right!

8 CONVERSATION (p. 103)

B Listen to the rest of the conversation. What is Todd concerned about?

SARAH: Oh, listen to me. I'm always complaining, aren't I? Anyway, how are things with you?

TODD: Oh, not bad, but I'm still not sure what I'm going to do after I graduate.

SARAH: Yeah, it's hard to find a job these days, isn't it?

TODD: It's not that. I'm just not sure if going to law school was the right thing to do.

SARAH: What do you mean?

TODD: I only have a few more months before I graduate, and now I'm wondering why I did this. I don't want to be a lawyer. It all seems like a waste of time now.

SARAH: So what are you going to do?

TODD: Well, I'd like to move to Mexico and open a coffee shop, but I think my parents would flip.

11 LISTENING (p. 104)

A Listen to people give their opinions about current issues in the news. What issues are they talking about?

1.

MAN: I see some students are planning to hold a protest march downtown tomorrow.

WOMAN: Well, there's no law against protesting, is there?

MAN: No, no, of course not.

WOMAN: What are they protesting about?

MAN: I think they're trying to get the university to stop all research using animal subjects.

WOMAN: Oh, yeah. I definitely support them. I hate to think of monkeys and other animals being used for research. It's so cruel, and it's unnecessary as well. I don't see why animals should be killed just so some professor can publish a bunch of papers and get promoted.

MAN: Well, I don't think it's quite as simple as that. The fact is that a lot of advances in medical research on diseases like cancer and AIDS depend on animal research. You simply can't do that kind of research on humans, so they have to use animals. I'm afraid there's no other way.

2.

MAN: I saw a really interesting program on TV last night. It talked about the types of things that people have to be careful about when they download music and movies off the Internet.

WOMAN: What do you mean?

MAN: Well, they have to be careful not to download things that are protected by copyright.

WOMAN: How can that be avoided?

MAN: Well, some people download things illegally. They use file-sharing services so they don't pay anything for them. People should have to pay for their music and movies. Not doing so is unethical, and some people would say a form of stealing.

WOMAN: I don't understand. Let's say I downloaded a movie, and I paid for it. Don't I have the right to share this with other people? My friends, for example?

MAN: Not really. Some people think that sharing songs and movies is OK, but it's not. It's taking away money from the artists. These people have the right to make money off of their own work. You agree with that, don't you?

WOMAN: I don't know. I think the whole thing is ridiculous. Musicians and actors make tons of money as it is. I mean, who can afford to have a good music collection when you have to pay for every single song? And movies have gotten really expensive lately. When music and movies are more affordable, people will stop sharing them or downloading them illegally.

B Listen again. What opinions do you hear? Complete the chart.

16 Challenges and accomplishments

6 LISTENING (p. 108)

Listen to these people talk about their work. What is the biggest challenge of each person's job? What is the greatest reward? Complete the chart.

1. Psychologist

WOMAN: Maybe the biggest challenge for me is listening to people talk about their problems all day. At the end of the day, I'm usually pretty worn out. At times, it can be depressing as well. On the other hand, I do see patients making real progress. It's great to see people really turn their lives around and get on top of problems that they never thought they could deal with.

2. Camp counselor

MAN: As a camp counselor, it's difficult to find a way to get through to kids with problems and win their trust. Sometimes kids are very suspicious and find it hard to trust an adult – even a young adult. So getting them to open up is the hardest part. Once you've done that, they almost become different people. One of the things I find most rewarding is seeing kids develop confidence and a sense of self-worth. It's especially great to see that happen in a kid who started out the summer with low self-esteem.

3. Firefighter

MAN: It sounds pretty obvious, but in my job, the biggest challenge is going into a burning building that's full of smoke when you can barely see a few inches in front of you. It's really difficult – especially when you know there are people in there, and it's your job to get them out. Once

you do get someone out safely, then you feel really great, and you forget about how dangerous the work is.

11 LISTENING (p. 110)

A Listen to three young people discuss their plans for the future. What do they hope they'll have achieved by the time they are 30?

1. Rick

RICK: What do I hope I'll have achieved by the time I'm 30? Well, I hope I'll have opened my own restaurant by then. I've been working a 9-to-5 job the past two years, and I can't say it's really for me. I'd much rather work for myself and run my own place. So, I started taking cooking classes at night, and I'm getting pretty good at it!

2. Jasmine

JASMINE: I plan to be a doctor. I'm not in medical school now – I'm in pre-med, taking a lot of science classes. But I'm sure this is what I want to do with my life. By the time I'm 30, I hope I'll have finished medical school and will have started my career as a pediatrician – you know, a doctor who works with children. I've always loved working with kids.

3. Bianca

BIANCA: By the time I'm 30, I hope I'll have had a successful modeling career. I've already had some modeling experience, and after I graduate, I hope I can get a job with a big agency in New York or Los Angeles. I'm only 20 now, and I'd only like to model when I'm in my twenties. After that, I want to get married and start a family.

Units 15–16 Progress check

2 LISTENING (p. 112)

A Listen to people give opinions. Check the correct responses.

1.

WOMAN: It's difficult to find good housing around here, isn't it?

2.

MAN: They should do something about the graffiti in this city, shouldn't they?

3.

WOMAN: We have to pay way too much for child care these days, don't we?

4.

MAN: This city needs more youth centers, doesn't it?

5.

WOMAN: Company outsourcing isn't good for employment, is it?

6.

MAN: You can never find a parking space downtown, can you?

Unit 1

Answers

P. 4 [5]

1. Andrea, N
2. James, P
3. Mr. Johnson, N

Answers

P. 7 [12] A

1. True
2. False
3. True
4. Not given
5. True
6. Not given

Answers

P. 7 [12] B

1. know
2. unfriend
3. strongly
4. remove
5. the same

Unit 2

Answers

P. 11 [7] B

Tracy is going to work at Children's World at the amusement park, where she'll teach young kids interesting games and educational activities. She'll also wear a costume and greet people around the park.

Answers

P. 12 [10] A

3. (Julia)
1. (Carlos)
2. (Paul)

Answers

P. 12 [10] B

Carlos likes his job because the kids are fun to work with, and he gets to choose his own hours.

Paul doesn't like his job because it's really hard work, and it's really hot in the kitchen.

Julia likes her job because she works with many other students, and they have fun when they're not making calls. It's really easy, too, and she gets to sleep late.

Answers

P. 13 [13] A

1. maggie_ks
2. erikjones
3. luis005
4. table9_5
5. jackie_s

Unit 1 - 2

Possible answers

P. 14 [2]

Ann's biggest complaint

1. when they have their radios turned up
2. when they take their dogs into a park and let them make messes

John's biggest complaint

- when they drive too fast
- when they go out and leave their dogs at home all day, barking

3. when they interrupt a ball game at the most exciting moment
4. when they're rude

- when they're louder than the programs

- when they try too hard to sell you something

Answers

P. 13 [13] B

1. luis005
2. jackie_s
3. maggie_ks
4. table9_5
5. erikjones

Unit 3

Answers

p. 16 [2] B

Jana wants to borrow Carrie's shirt.

Carrie agrees.

Jana wants to borrow Andy's car.

Andy doesn't agree to because a friend is coming to visit.

Answers

p. 18 [5]

1. Tina wants to borrow Robert's camera. yes
2. Kyle wants to borrow Maggie's bread maker. no
3. Phil wants Li-ling to take care of his bird while he's away. yes

Answers

p. 21 [12] A

1. They were teaching English.
2. She was trying to buy a cold drink.
3. They raise their eyebrows.
4. She was talking to a waiter.
5. A head nod means "no."
6. His students nodded and shook their heads in different ways to indicate "yes."

Answers

p. 21 [12] B

1. living in a foreign culture
2. the group of Americans
3. Lisa
4. Bulgaria
5. responded with different nods and shakes of the head

Unit 4

Answers

p. 24 [5] A

2, 3, X, 1

Answers

p. 24 [5] B

1. in Thailand; on Sunday; a man was almost strangled to death by a snake
2. in Australia; on Friday; two teenage girls who disappeared were found
3. in California; early Tuesday morning; two police officers were rescued by the thief they were chasing

Answers

p. 25 [7] B

Kathy once had her purse stolen. She was in Belgium. A bunch of guys asked her if they could help her, and when they left, her purse was gone. She called her credit card company, and they assisted her.

Answers

p. 27 [12]

Anyone can blog (if they have access to an Internet connection).

Many people are moving from blogging to social networking; blogging can now include video, which is sometimes called "vlogging."

Answers

p. 27 [12] A

1. doing something new
2. disappear
3. whole
4. TV or radio news reporters
5. replaced
6. buying and selling online

Unit 3-4

Answers

p. 29 [4]

1. She was running. She hurt her ankle. She went to work. [2, 1, 3]
2. I moved away. John wrote to me. I didn't get the letter. [2, 3, 1]
3. I was very scared. The plane landed. I was relieved. [1, 2, 3]
4. I was watching a movie. My cousin stopped by. We went out. [2, 1, 3]

Unit 5

Unit 6

Answers

p.34 [9]

1. South Korea; people make noise when they drink soup; it bothered her at first, but she got used to it
2. Spain; people eat late in the evening and stay out very late; he found it difficult
3. Saudi Arabia; women wear something to cover the head and a dress that covers the whole body; she found it a nuisance at first but then started to like it

Answers

p.35 [13] A

August 31: Less than 24/7
September 5: Just say it!
October 6: Café etiquette

Answers

p.35 [13] B

1. Chicago: It shuts down in the evening.; Taipei: It doesn't shut down.
2. Chicago: Students answer questions almost immediately; some interrupt the teacher. Taipei: Students are silent in class.
3. Chicago: Students leave the class as soon as the class ends, Taipei: Students ask the teacher questions after class.
4. Chicago: People are friendly to strangers. Taipei: People don't start conversations with strangers.

Elicit answers.

Answers

p.38 [4]

- | | | |
|---------------|------------------------|-----|
| 1. briefcase; | the lock doesn't work; | yes |
| 2. shoes; | falling apart; | yes |
| 3. shirt; | the color changed; | no |

Answers

p.38 [6] B

The lights keep going off and coming back on again.

Answers

p.40 [10]

- | | |
|--------------------------|------------------------------|
| 1. watches; | need a new battery |
| 2. luggage; | the wheels |
| 3. household appliances; | garbage disposal gets jammed |

Answers

p.41 [13] A

- | | | |
|--------------|--------------|----------|
| 1. False | 3. False | 5. True |
| 2. Not given | 4. Not given | 6. False |

Answers

p.41 [13] B

1. wooden boards
2. chopsticks
3. pants
4. safety pins
5. car parts

Unit 5-6

Answers

p.43 [3]

Tenant's complaints

1. light bulb out front needs changing
2. neighbor's dog has been barking all night
3. kitchen window has jammed shut; it won't open

How the problems are solved

building manager gives a light bulb; tenant changes bulb herself
building manager will call the neighbor and ask if he can keep his dog quiet
tenant will call cousin, who's a weightlifter, and ask him to open it

Unit 7

Answers

p. 46 **5** A

1. landfill
2. e-waste
3. water pollution

Answers

p. 46 **5** B

1. do more recycling
2. dispose of it responsibly; take products to e-waste processing centers and reuse parts
3. treat all waste products more carefully

Answers

p. 47 **7**

They decide to monitor the situation by taking pictures of the river and taking water samples (to see how bad the situation is).

Possible answers

p. 49 **12**

Apo Island's negative eco tipping point

Local fishermen adopted destructive fishing methods in the reef.

▼ **They caught more fish.**

▼ They increased their use of destructive fishing methods.

▼ **There were almost no fish in the reef.**

▼ The fishermen had to go far out to sea to find enough fish.

Apo Island's positive eco tipping point

The fishermen created a fish sanctuary in the reef.

▼ **There were more fish in and near the sanctuary.**

▼ The fishermen could find enough fish in the reef.

▼ **They banned destructive fishing methods.**

▼ Marine ecosystem management was included in education.

Unit 8

Answers

p. 52 **5** A

1. African dance and samba
2. vegetarian cooking
3. how to run a small business

Answers

p. 52 **5** B

1. how to be more confident and interact better with people
2. the health value of foods
3. investing and managing money

Answers

p. 52 **8** B

1. keeps a record of new words and then makes and reviews study cards of them
2. keeps an electronic vocabulary list with key information about the words

Answers

p. 55 **13** A

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

- **Option:** To reinforce new vocabulary, ask each pair or group to write one original sentence with each word. Ask Ss to read their sentences aloud or write them on the board. Correct as needed.
- Ss work on additional vocabulary from the article. Ss can check their dictionaries at this time, if needed.
- Elicit or explain any remaining new vocabulary.

Possible answers

p. 55 **13** B

1. If you can't understand something, maybe the presentation didn't fit your learning style. / If you can't understand something, knowing your learning style may help.
2. Linguistic learners will comprehend written information. / Linguistic learners may have trouble with visual information.
3. A visual learner will probably learn best by seeing. / A visual learner may learn well by using charts and graphs.
4. A musical learner learns well when information is presented through music. / A musical learner may have a good understanding of patterns.
5. Interpersonal learners generally work well with other people. / Intrapersonal learners learn best by connecting new information with their own experiences.

Unit 7-8

Answers

p. 57 **3**

1. losing a soccer game; competitiveness
2. auditioning for a dance company; perseverance
3. painting; creativity

Unit 9

Answers

1. d 2. b 3. c

Answers

- 3, 4, 1, 2

Possible answers

1. c 2. a 3. b/c

Unit 10

Answers

World War I began in 1914.

The United Nations has been in existence since the end of World War II/since 1945.

The Beatles were together for ten years, from 1960 to 1970.

Possible answers

1. Unemployment is going to keep getting worse. More people will be working at home instead of going into an office.
2. They'll have laws about what kind of car you can own and when you can use it. There will be fewer airports and more efficient train systems between cities, including trains under the oceans to connect continents.
3. Kids are going to stay in school longer. There will be a way to learn without teachers.
4. Drugs will have been discovered that will enable people to lose weight without dieting. They will have found cures for many diseases, so people will live to be over 100.

Possible answers

Technology impacts the way people do **business**. Kogi BBQ, a trendy restaurant in Los Angeles, has developed a successful business **model** based on new technology. Kogi BBQ delivers gourmet fast food from five **food-service trucks**. To inform customers of their whereabouts, Kogi BBQ uses **social networking** sites, like Twitter. In so doing, Kogi BBQ has built an online **community** of enthusiastic customers who love and seek out its food.

Possible answers

1. Kogi BBQ does business in Los Angeles. Its trucks deliver food from various locations throughout the city.
2. It is a combination of Korean and Mexican food.
3. It goes to customers.
4. A "tweet" is a message sent through the social networking site, Twitter.
5. "Kogi Kulture" describes the interactive online community of Kogi BBQ fans.
6. To *capitalize* on something means to take advantage of it, often in terms of money.

Unit 9-10

Answers

1. in 1973
2. from 1948 to 1991
3. in 1997
4. for almost 30 years
5. since 1896

Unit 11

Answers

p. 72 [2] B

Another turning point for Carol was when she got a dog.
Another turning point for Alan was when he got his first bicycle.

Answers

p. 74 [4]

(for parts A and B)

1. She learned Spanish. She felt proud of herself.
 2. He and his twin brother went to different colleges. He became more confident and independent.
 3. She was the top student in her class. She became a lot more outgoing.
- They discovered that they were good at doing things.

Answers

p. 76 [11] A

1. Alex regrets that he ever stopped exercising.
2. Yi-shun regrets that she didn't learn to play the guitar when she was a kid.
3. Jacob regrets not going to Europe with his friends the summer after they graduated college.

Answers

p. 76 [11] B

1. Alex has been trying to lose weight, and it's difficult. He wants to get healthy.
2. Yi-shun wishes she could bring a guitar to a party and play songs and have everyone sing along.
3. Jacob had the time to go, and he missed an amazing, unforgettable experience with his friends.

Answers

p. 77 [13] A

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

Answers

p. 77 [13] B

1. El Sebou', La quinceañera, Land divers
2. La quinceañera
3. El Sebou'
4. Land divers
5. La quinceañera

Unit 12

Answers

p. 82 [9] A

- Maggie's: 1. designer fashions at the lowest prices;
2. accepts all major credit cards
- Sports Pro: 1. knowledgeable salespeople;
2. open every day
- Mexi-Grill: 1. any combination of fillings available;
2. fast service at low prices

Answers

p. 82 [9] B

1. If you don't see what you want in your closet, come check out ours! Maggie's
2. We're here to help you have fun! Sports Pro
3. You won't find a cheaper, tastier meal—anywhere! Mexi-Grill

Answers

p. 83 [13] A

1. false
2. true
3. not given
4. not given
5. false
6. false

Answers

p. 83 [13] B

1. N
2. T

Unit 11-12

Possible answers

p. 85 [5]

1. concept: A restaurant needs to be unique and special to compete with other restaurants.
2. location: A restaurant needs to be seen by many people so it will attract customers.
3. advertising: If you have a new restaurant, you need to have a way to let people know about it.

Unit 13

Answers

p. 86 [2] B

Beth's dog was sick, and she had to take her to the vet.

Answers

p. 87 [5]

1. There were dolphins following the cruise ship, and the people were looking at them.
2. She got locked out of her own house. The wind blew the door shut when she went outside to get the newspaper, so she tried to enter through her bedroom window.

Possible answers

p. 91 [14] A

1. Silver Cliff was a prosperous mining town with thousands of people in the 1880s, but now it has a population of only 100.
2. The blue lights were first seen in a graveyard on a hill outside Silver Cliff.
3. A group of miners saw the lights first.
4. The blue lights are eerie. They look like flickering candle flames or dim, round spots of blue-white light.

Answers

p. 91 [14] B

1. Fact 2. Fact 3. Fact 4. Opinion 5. Fact 6. Opinion

Unit 14

Answers

p. 92 [2] B

The hours are dreadful.

Possible answers

p. 93 [3]

Things a producer does: A producer makes sure everything is done correctly, on time, and within the budget. A producer also does research, thinks up ideas for shows, and works with directors and performers.

Personality traits: A producer has to have a strong personality (to be in charge), be decisive, and work well under pressure.

Answers

p. 97 [12] A

1. While Bollywood is as old as Hollywood, Bollywood is much bigger.
2. Bollywood produces more than 1,100 films every year.
3. A typical Bollywood movie is about three hours long.
4. The stars of Bollywood movies are beloved by audiences throughout Asia, Africa, and the Middle East.

Answers

p. 97 [12] B

1. Main idea
2. Supporting idea
3. Main idea
4. Supporting idea
5. Main idea

Unit 13-14

Possible answers

p. 98 [1]

(for parts A and B)

1. at a restaurant/café: The waiter might have given bad service. The chef may have been new, and the food might have tasted terrible.
2. in an elevator: The man must have gotten stuck in the elevator. The elevator might have malfunctioned.
3. in a car: The car may not have been fixed properly. The car might be having engine trouble.

Unit 15

Answers

p. 102 [5]

1. People with cell phones should be asked to leave them at the door.
2. People who park regularly on the street ought to be required to let their neighbors know their license plate number and their telephone number.
3. The telephone companies should offer a service that automatically blocks telemarketing calls.

Answers

p. 103 [8] B

Todd is concerned about what he's going to do after he graduates.

Answers

p. 104 [11] A

1. stopping all research that uses animal subjects
2. downloading music off the Internet

Possible answers

p. 104 [11] B

1. banning research using animals: *For* (1) it's cruel and unnecessary (2) animals shouldn't be killed so that professors can publish; *Against* (1) advances in medical research on diseases depends on animals (2) research can't be done on humans
2. downloading music off the Internet: *For* (1) people have a right to share with their friends (2) CDs are too expensive; *Against* (1) people should have to pay for their music (2) musicians depend on people buying music to make money

Answers

p. 105 [13] A

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

Possible answers

p. 105 [13] B

Arguments to justify plagiarism

1. It's necessary to do well in school.
2. Everyone does it, so it's no big deal.

Arguments against plagiarism

Students who plagiarize benefit unfairly.
It is morally wrong because it is stealing.

Unit 16

Answers

p. 108 [6]

1. listening to people talk about their problems all day; seeing patients making real progress
2. getting kids with problems to trust him and open up; seeing kids develop confidence and a sense of self-worth
3. going into a burning building; getting someone out safely

Answers

p. 110 [11]

1. Rick hopes he'll have opened his own restaurant.
2. Jasmine hopes she'll have finished medical school and will have started her career as a pediatrician.
3. Bianca hopes she'll have had a successful modeling career.

Answers

p. 111 [13] A

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

Answers

p. 111 [13] B

1. I 2. R 3. R 4. NG 5. I 6. NG

Unit 15-16

- Go over answers with the class.

Answers

p. 112 [2]

1. Yes, it is.
2. Yes, they should.
3. Yes, we do.

Workbook answer key

1 That's what friends are for!

Exercise 1

2. The Chans like meeting new people and having friends over for dinner. They're one of the most sociable couples I know.
3. You can't trust Jane. She always promises to do something, but then she never does it. She's pretty unreliable.
4. Alex wants to be an actor. It's hard to break into the business, but his family is very supportive of his dream.
5. I never know how to act around Tina! One minute she's in a good mood, and the next minute she's in a bad mood. She's so temperamental.

Exercise 2

A

(Note: Words in *italics* were given as examples.)

Opposites with in-

<i>incompetent</i>	inexperienced	informal
independent	inflexible	insensitive

Opposites with un-

<i>unattractive</i>	unpopular	unreliable
uncooperative	unreasonable	unsociable

B

Answers will vary.

Exercise 3

B: Hmm. So what kind of person are you looking for?

A: I want to travel with someone who/that is easygoing and independent.

B: Right. And you'd probably also like a person who/that is reliable.

A: Yeah, and I want someone X I know well.

B: So why don't you ask me?

A: You? I know you *too* well!

B: Ha! Does that mean you think I'm someone who/that is high-strung, dependent, and unreliable?

A: No! I'm just kidding. You're definitely someone X I could go on vacation with. So, . . . what are you doing in June?

Exercise 4

Answers will vary.

Exercise 5

A

The Snake and the Tiger

B

1. Sign: The Dragon
2. Sign: The Boar
3. Sign: The Rooster
4. Sign: The Tiger

Exercise 6

1. b I like it when people are easygoing and friendly.
2. d I don't mind it when people are a few minutes late for an appointment.
3. c It upsets me when rich people are stingy.
4. a It embarrasses me when someone criticizes me in front of other people.

Exercise 7

Answers will vary. Possible answers:

2. I love it when someone gives me a gift.
3. It bothers me when someone calls too early in the morning.
4. It makes me happy when I finish work for the day.
5. I can't stand it when I'm stuck in traffic.
6. It upsets me when I can't see at the movies.

Exercise 8

Answers will vary. Possible answers:

2. *It bothers me when* someone yells at me.
3. *I really don't mind it when* people eat at their desk.
4. *It upsets me when* people don't clean up after themselves.

Exercise 9

Answers will vary.

Exercise 10

1. I can tell Simon anything, and I know he won't tell anyone else. I can really trust him.
2. Brenda has a very high opinion of herself. I don't like people who are so egotistical.
3. It bothers me when people are too serious. I prefer people who are easygoing and have a good sense of humor.
4. I like it when someone expresses strong opinions. Hearing other people's views can really make you think.
5. Jackie is very rich, but she only spends her money on herself. She's very stingy.

2 Career moves

Exercise 1

A

2. green researcher a
3. guidance counselor b
4. organic food farmer e
5. social media manager c
6. zookeeper d

B

Answers will vary. Possible answers:

1. *An accountant is someone who keeps records of income and expenses.*
2. A fashion designer is someone who designs stylish clothing.
3. A flight attendant is someone who takes care of passengers in flight.

Exercise 2

A

Positive

challenging
fantastic
fascinating
interesting
rewarding

Negative

awful
boring
dangerous
difficult
frightening

B

Answers will vary.

Exercise 3

A

work for an airline – *travel to different countries with computers – learn new software programs as a high school coach – teach discipline and fitness*
be a university professor – do research
a writer – work independently

B

ANN: Hmm. I don't know if I'd like that because I'd have to write every day.

TOM: What do you want to do, then?

ANN: Well, I'm not sure, either! I'd love working as a high school coach. I'd really enjoy being with teenagers all day and teaching discipline and fitness. On the other hand, I'd be interested in working for an airline.

TOM: Really? What would you like about that?

ANN: Well, I'd love traveling to different countries all over the world.

TOM: Oh, I could never do that! I think it would be very tiring work.

C

Answers will vary. Possible answers:

A: So what kind of career would you like?

B: Well, I'm not exactly sure. Working with computers could be interesting. You know, learning new software programs.

A: That sounds interesting. But I wouldn't like it because I'd get tired of staring at a computer screen.

B: What do you want to do, then?

A: Well, I'd love being a university professor.

B: Why is that?

A: I'd enjoy doing research.

Exercise 4

A

1. self-employed builder
2. freelance artist
3. house painter
4. orchestra conductor
5. aerobics instructor
6. child-care worker

B

Answers will vary.

Exercise 5

2. A chef's assistant has worse hours than a waiter.
3. A dog walker is better paid than a student intern.
4. A house painter earns more than a camp counselor.
5. A park ranger is not as well paid as a landscaper.
6. Being a yoga instructor is not as difficult as being a professor.
7. Being an interior decorator is more interesting than being a sales assistant.
8. A guidance counselor has more responsibility than a gardener.

Exercise 6

1. Wai-man works at the best Chinese restaurant in Vancouver.
2. I think working with other people is more fun than working alone.
3. I would hate working in the media. It would be nerve-racking!
4. Working as a dance instructor sounds great.
5. Working in an office is less interesting than working on a cruise ship.

Exercise 7

Answers will vary. Possible answers:

2. A: *Working in a travel agency has better benefits than working at a private summer school.*
B: *Yes, but working as a tutor is more challenging than being a travel agent.*
3. A: A tennis instructor doesn't make as much money as a tour guide.
B: Yes, but a tour guide works longer hours than a tennis instructor.
4. A: A taxi driver has a shorter work week than an office assistant.
B: Yes, but working as an office assistant is less boring than being a taxi driver.

Exercise 8

Answers will vary.

3 Could you do me a favor?

Exercise 1

A

- Would you mind giving me a ride home?
- Is it OK if I turn down the TV?
- Do you mind if I use your cell phone?
- I was wondering if I could borrow your car for the weekend.
- Could you tell me how to get to the subway?

B

Answers will vary. Possible answers:

- Can you pick up my mail?
- I was wondering if you could take care of my cat.
- Could you feed my fish?
- Would you mind taking me to the airport?

Exercise 2

Answers will vary.

Exercise 3

Answers will vary. Possible answers:

- A: Would you mind doing the dishes? I'm exhausted!
B: Sorry, but I have to take out the trash.
- A: Could you take care of these things? I have to leave early today.
B: Sorry, but I have to leave early today, too.

Exercise 4

A

People make formal requests if the speaker thinks the listener will decline. People make less formal requests if the speaker thinks the listener will accept.

B

	Less formal	More formal	Type
1. Close the door.	✓		2
2. It's really cold in here.		✓	10
3. Could you possibly move your car?		✓	4
4. May I borrow your dictionary?		✓	5
5. I was wondering if you could help me with this assignment.		✓	7
6. I need some help moving to my new apartment.	✓		1
7. I'm sorry but I can't stand loud music.		✓	9
8. Do you have a camera?	✓		3

Exercise 5

A

Noun	Verb	Noun	Verb
apology	<u>apologize</u>	invitation	<u>invite</u>
compliment	<u>compliment</u>	permission	<u>permit</u>
explanation	<u>explain</u>	request	<u>request</u>

B

- giving a compliment
- accepting an apology
- asking for a favor
- declining a request
- making a request

Exercise 6

- My phone didn't work for a week. The phone company offered an apology and took \$20 off my bill.
- A friend of mine really loves to receive compliments, but he never gives anyone else one. I don't understand why he's like that.
- Carol is always talking on the phone. She makes a lot of calls, but she rarely returns mine. Maybe she never listens to her voice mail!
- I need to ask for a favor. Could you please give me a ride to school tomorrow? My bike has a flat tire!

Exercise 7

Answers will vary. Possible answers:

- A: Is Rosa Sanchez there, please?
B: No, she isn't. Would you like to leave a message?
A: Yes, please. This is Anita Jensen calling from Toronto. Could you tell her that my flight arrives at 7 p.m. on Tuesday? Would you ask her to meet me in the International Arrivals area?
B: OK, I'll give her the message.
- A: Can I speak to Eric, please?
B: I'm afraid he's not here. Do you want to leave a message?
A: Yes, please. This is Kevin. Please ask him if I can borrow his scanner. And if it's OK, could you ask him when I could pick it up?
B: Sure, I'll leave him the message.
- A: Could I speak to Alex, please?
B: I'm sorry, but he's not here right now.
A: Oh, OK. This is Mr. Todd. I'd like to leave a message. Could you tell him that the meeting is on Thursday at 10:30 a.m.? Could you tell him not to forget to bring his report?
- A: I'd like to speak to Jenny, please.
B: She's not here right now. Can I take a message?
A: Yeah. This is Philip Lim. Can you ask Jenny if she's going to the conference tomorrow? And would you ask her what time it starts?
B: OK. I'll give Jenny your message.

Exercise 8

- CHRIS: Sure. And I'll bring two extra speakers. We'll have amazing sound.
- LEN: Thanks.
- CHRIS: No problem. Now, what about food?
- LEN: Well, I thought maybe a salad. Would you mind bringing a big salad, too?
- CHRIS: Well, OK. And, how about drinks?
- LEN: Well, could you ask Jill to get some soda? And please tell her not to be late. Last time we had a party, she didn't arrive till eleven o'clock, and everyone got really thirsty!
- CHRIS: I remember.
- LEN: One more thing – I was wondering if you could buy dessert.
- CHRIS: Um, sure. All right. But, uh, would you mind if I borrowed some money to pay for it?

Exercise 9

- Would you please ask Penny to stop by and talk to me?
- I was wondering if I could borrow your guitar.
- Could you ask Adam when he's coming over?
- Would you mind lending me your hairbrush?

4 What a story!

Exercise 1

1. A 69-year-old grandmother in Paris went to the bathroom – and stayed there for twenty days. What happened? As she was locking the door, the lock broke. She could not open the door. She shouted for help, but no one heard her because her bathroom had no windows. After nearly three weeks, the woman's neighbors wondered where she was. Firefighters broke into her apartment and found her in a "very weakened" state. While she was waiting to be rescued, she drank warm water.
2. A woman was behaving strangely when she entered Bangkok Airport. While she was checking in for an overseas flight, she had difficulty with a very large bag. The check-in clerk became suspicious and decided to X-ray the bag. The X-ray showed an image that looked like an animal. When airport staff opened the bag, they saw that a baby tiger was sleeping under lots of toy tigers. The tiger was taken to a rescue center for wildlife, and the woman was arrested.

Exercise 2

Sentences may vary. Possible sentences:

2. While/As I was using my computer, it suddenly stopped working. (or I was using my computer when it suddenly stopped working.)
3. While/As we were playing tennis, my racquet broke. (or We were playing tennis when my racquet broke.)
4. While/As I was taking a shower, the water got cold. (or I was taking a shower when the water got cold.)
5. While/As I was cooking dinner, I burned my finger. (or I was cooking dinner when I burned my finger.)

Exercise 3

1. A: Guess what happened to me last night! As I was getting into bed, I heard a loud noise like a gunshot in the street. Then the phone rang.
B: Who was it?
A: It was Mariana. She always calls me late at night, but this time she had a reason. She was driving right past my apartment when she got a flat tire. It was very late, so while we were changing the tire, I invited her to spend the night.
2. A: I'm sorry I'm so late, Kathy. I was at the dentist.
B: Don't tell me! While you were sitting in the waiting room, you met someone interesting. I know how you are, Tom!
A: Well, you're wrong this time. The dentist was cleaning my teeth when she suddenly got called away for an emergency. So I just sat there waiting for two hours with my mouth hanging open!

Exercise 4

A

Text message saves 18 people

B

Answers will vary. Possible answers:

1. Eighteen people (twelve tourists from the U.K., Australia, and New Zealand, and six Indonesian crew members)
2. Because there were waves nearly five meters high, the engine broke down and there was power for only three lights on board. The boat had no marine radio.
3. Because she had a cell phone; it was the only chance they had to get help.

4. He called her and then called a branch of the British coast guard.
5. The high waves
6. Maybe the weather improved and the coast guard pulled the small boat with a rope.

Exercise 5

Answers will vary.

Exercise 6

Bob and I had just gotten engaged, so we went to a jewelry store to buy a wedding ring. We had just chosen a ring when a masked man came in. After the robber had taken Bob's wallet, he demanding the ring. I had just handed it to him when the alarm started to go off, and the robber ran off. We were so relieved! But then the sales assistant told us we had to pay for the ring because I had given it to the robber. We had just told her that we wouldn't pay for it when the police arrived and arrested us! What a terrible experience!

Exercise 7

A

1. What an emergency!
2. What a triumph!
3. What a dilemma!

B

Answers will vary. Possible answers:

remote: far away from populated areas
mainland: the main part of a country or continent, not including the islands belonging to or surrounding it
skip: miss; not to do
remarkably: incredibly, surprisingly
promotion: a better paid job, usually with more responsibility, in the same company
resign: leave a job

Exercise 8

1. After an art show opened in New York, it was discovered that someone had hung a famous painting by Henri Matisse upside down.
2. In 2003, Italian workers found important archeological remains while they were constructing a new parking lot in Vatican City. There were mosaics dating from 54 to 68 CE.
3. Russia had a very hot summer in 2010. The country had not experienced such hot weather for at least 130 years.
4. In 2011, two divers discovered the remains of a 200-year-old shipwreck while they were diving off the coast of Rhode Island, in the eastern United States.

Exercise 9

Reporters' countries and arrival days

Sunday	Name:	Mr. Swire
	Country:	Singapore
	Name:	_____
Monday	Country:	_____
	Name:	Ms. Anderson
	Country:	the United States
Tuesday	Name:	Mr. Marks
	Country:	Canada
	Name:	Mr. Jackson
	Country:	Australia
	Name:	Ms. Benson
	Country:	Italy

5 Crossing cultures

Exercise 1

2. The first time I traveled abroad, I felt really depressed. I was alone, I didn't speak the language, and I didn't make any friends.
3. I just spent a year in France learning to speak French. It was a satisfying experience, and I was fascinated by the culture.
4. At first I really didn't like shopping in the open-air markets. I felt uncomfortable because so many people were trying to sell me something at the same time.
5. When I arrived in Lisbon, I was nervous because I couldn't speak any Portuguese. As I began to learn the language, though, I became more confident about living there.
6. Before I went to Alaska last winter, I was very worried about the cold. But it wasn't a problem because most buildings there are well heated.
7. When I was traveling in Southeast Asia, I couldn't believe how many different kinds of fruit there were. I was curious to try all of them, so I ate a lot of fruit!
8. It was our first trip to Latin America, so we were uncertain about what to expect. We loved it and hope to return again soon.

Exercise 2

Answers will vary. Some possible answers:

1. Public transportation is one thing I'd be uncertain about. I'd be uncomfortable with reading unfamiliar maps.
2. The architecture is something I'd be enthusiastic about. Looking at buildings is one of my favorite things to do in a new city.
3. The climate is something I'd be uncomfortable with. I hate being cold!
4. The food is something I'd be curious about. I love tasting new things.
5. The language is one thing I'd be nervous about. I'd worry that people wouldn't understand me.
6. The money is something I'd be comfortable with. I'm very good with numbers.
7. The music is one thing I'd be curious about. I always love to hear new groups!
8. Meeting people my age is something I'd be uncertain about. I'm pretty shy.

Exercise 3

A

Answers will vary.

B

You can find articles like this one on websites and in magazines.

Anyone may want to read it but the most likely readers would be people who are thinking of working, studying, or traveling abroad.

C

1. culture: customs that are particular to a specific country or group of people
2. culture shock: discomfort caused by experiencing a culture different from one's own
3. appreciate: to recognize and value
4. stereotypes: generalizations about a group of people

D

Answers will vary.

Exercise 4

Answers will vary.

Exercise 5

A

2. Denmark and Spain
3. Egypt and New Zealand
4. France and the United States

B

Answers will vary. Possible answers:

1. *In Spain, you're expected to arrive late for most appointments.*
2. *In France, you're not expected to leave tips in restaurants.*
3. *In Egypt, you're supposed to allow your hosts to treat you to meals in restaurants.*
4. *In Japan, it's not the custom to kiss people on the cheek.*
5. *In Indonesia, it's not acceptable to wear shorts in temples.*

Exercise 6

Answers will vary.

Exercise 7

Answers will vary.

6 What's wrong with it?

Exercise 1

A

chipped	cracked	dented	leaking
glasses	chair	car	car
plate	glasses	bike	sink

scratched	stained	torn
bike	blouse	blouse
car	carpet	carpet
chair	chair	tablecloth
glasses	tablecloth	

B

- The blouse is torn. (or There's a tear in the blouse.)
- The carpet is stained. (or There's a stain on the carpet.)
- The bike is scratched and dented. (or There's a scratch/dent on the bike.)
- The sink is leaking. (or The sink has a leak.)
- The chair is cracked. (or There's a crack in the chair.)
- The plate is chipped. (or There's a chip on the plate.)
- The tablecloth is torn. (or There's a tear in the tablecloth.)
- The glasses are cracked and scratched. (or There's a crack in/scratch on the glasses.)

Exercise 2

A

Answers will vary. Possible answer:
People who are thinking of buying similar products would probably read articles like these because they would want to avoid these kinds of problems.

B

	Problems	What Consumer magazine did	Paid back?
			Yes No
Sharon's laptops	fuzzy screen scratched cover loose keys crashed	Wrote a letter explaining Sharon was losing work because of the computer problems	✓
Chris's car	engine damaged locks broken insurance company wouldn't pay 40%	Asked the insurance company to prove the new engine would increase the car's value	✓

Exercise 3

- The screws on these glasses are too loose. They need to be tightened (or tightening).
- The blades on these scissors are too dull. They need to be sharpened (or sharpening).
- This faucet is too tight. It needs to be loosened (or loosening).
- These pants are too long. They need to be shortened (or shortening).
- This street is too narrow. It needs to be widened (or widening).

Exercise 4

TIM: Guess what? Someone broke into my car last night!

JAN: Oh, no. What did they take?

TIM: Nothing! But they did a lot of damage. The lock needs to be repaired. And the window needs to be replaced (or needs replacing).

JAN: It was probably some young kids having "fun."

TIM: Yeah, some fun. I think they had a party in my car!

The seats need to be cleaned (or need cleaning).

JAN: How annoying. Does the car drive OK?

TIM: No, it feels strange. The gears keep sticking, so they need fixing (or need to be fixed). And the brakes need to be checked (or need checking) right away.

JAN: Well, I guess you're lucky they didn't steal it!

TIM: Yeah, lucky me.

Exercise 5

Answers will vary.

Exercise 6

A

- c
- b
- e
- d
- a

B

- The DVD in the DVD player is stuck. The DVD needs to be removed.
- The wire for the speakers is damaged. The wire needs to be repaired. (or The wire needs repairing.)
- The screen on the TV is cracked. The screen needs to be replaced. (or The screen needs replacing.)
- The metal door of the stove is scratched. The door needs to be repainted. (or The door needs repainting.)
- The table legs are loose. The legs need to be tightened and glued. (or The legs need tightening and gluing.)

C

Answers will vary.

Exercise 7



7 The world we live in

Exercise 1

- The taste of our drinking water has been ruined by chlorine and other additives.
- New illnesses have been caused by certain agricultural pesticides.
- Our crops are being destroyed because of traffic pollution.
- Dangerous chemicals are being released by factories.
- People's health has been damaged as a result of breathing smog every day.
- More severe droughts have been created through a lack of rainfall.
- Our forests and wildlife are being threatened by global warming.

Exercise 2

A

Verb	Noun	Verb	Noun
<u>contaminate</u>	contamination	educate	<u>education</u>
contribute	<u>contribution</u>	<u>pollute</u>	pollution
<u>create</u>	creation	populate	<u>population</u>
deplete	<u>depletion</u>	protect	<u>protection</u>
<u>destroy</u>	destruction	<u>reduce</u>	reduction

B

Answers will vary.

Exercise 3

- One way to inform the public about factories that pollute the environment is through educational programs on TV.
- In many countries of the world, threatened animal and plant species are being protected by strict laws.
- Agricultural pesticides are damaging the soil in many countries.
- Poverty is an enormous problem in many large cities where whole families can only afford to live in one room.

Exercise 4

A

Bills and coins are being replaced by plastic money: banks are issuing debit cards; stores and businesses are issuing charge cards. Cards that used to be made of paper are being replaced by plastic ones. An additional reason could be that customers choose to use them because they are convenient.

B

- False: Most cards are made from polyvinyl chloride (PVC). Harmful chemicals, such as dioxin, are released into the atmosphere when PVC is produced.
- False: Most plastic cards do not biodegrade.
- True.
- False: It's difficult to make wood both flexible and unbreakable; some people say it's dangerous to put metal objects into electronic equipment.
- True.
- False: Many people complain that it's wrong to turn a food crop, such as corn, into plastic.

Exercise 5

A

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

B

- As a result of overfishing, we are losing more and more species as well as entire ecosystems.

- In some major cities, the problem of overbuilding is a result of too many skyscrapers and too little land area inside the city limits.
- There is an overuse of fossil fuels when we should be looking for other natural sources of energy like wind and solar power.
- City officials are trying to stop development in areas with overburdened roads and schools.
- The best way to prevent the overflowing of our landfills is to have better and more efficient recycling programs.
- Another way to help reduce the overcrowding of our schools is to build more schools and hire more teachers.

Exercise 6

Answers will vary. Possible answers:

- A: A big housing developer wants to build apartments in Forest Hill Park. I think that's terrible, but what can we do?
B: One thing to do is to complain to the Parks Department about it.
A: That's a good idea.
B: Another thing to do is to organize a public meeting to protest the threat to public property.
- A: Personally, I'm worried about drug trafficking. It puts lots of children and young people at risk.
B: One way to help is to educate young people about its dangers.
- A: You know, there's a lot of corruption in our city government.
B: The best way to fight corruption in our city government is to report it to the local newspaper.
A: Yeah, the bad publicity might help to clean things up a bit.
- A: There are so many unemployed people in this city. I just don't know what can be done about it.
B: One thing to do is to create more government-funded jobs.
- A: What worries me most is the number of homeless people on the streets.
B: One way to help is to create more public housing projects.
A: I agree.
B: Another thing to do is to donate money to charities that provide shelters and food.

Exercise 7

Answers will vary. Possible answers:

- These days, a lot of endangered animals are being killed by hunters and poachers. The best way to stop this practice is to have more police to arrest the poachers.
- During the past few years, lots of trees have been destroyed by acid rain. One thing to do about it is to stop factories from polluting the air.
- Underground water is being contaminated by agricultural pesticides. The best way to deal with the problem is to create safe agricultural pesticides.
- Too many young people's lives are being ruined through the use of illegal drugs. The best way to fight drug traffickers is to enforce the laws against selling drugs.

Exercise 8

Answers will vary.

8 Lifelong learning

Exercise 1

1. I'm interested in human behavior, so I'm planning to take a class in psychology.
2. I want to take a course in business, such as commerce or accounting.
3. I'd prefer not to study nursing because I'm not very comfortable in hospitals.
4. I'd really like to work in Information Technology, so I'm thinking of taking courses in computer science.

Exercise 2

A

Answers will vary. Possible answers:

2. Would you rather study part time or full time?
3. Would you prefer to have a boring job that pays well or an exciting job that pays less?
4. Would you prefer taking a long vacation once a year or several short vacations each year?

B

Answers will vary.

Exercise 3

Answers will vary.

Exercise 4

Answers will vary. Possible answers:

1. *I'd rather stay home than go out because* I rarely get to spend time at home.
2. I'd prefer to have a bird because I'm not home enough to have a cat.
3. I'd rather live in the city than in the country because there is more to do in a city.
4. I'd rather invite them over for dinner than take them out to a restaurant. I love to cook, but don't get to do it that often.
5. I'd prefer to download a movie and watch it at home than see a new movie at the theater because movie ticket prices have gotten so expensive lately.

Exercise 5

A

Answers will vary.

B

1. There are between 1.5 and 1.9 million homeschoolers in the United States today.
2. Some parents prefer to teach their children at home because they do not believe that schools teach the correct religious values. Others believe they can provide a better education for their children by teaching them at home.
3. The Gutersons start with their children's interests and questions.
4. Critics say that homeschoolers can become social outsiders who are uncomfortable mixing with other people in adult life. Another criticism is that many parents are not well qualified to teach.

C

Answers will vary.

D

Answers will vary.

Exercise 6

Answers will vary. Possible answers:

2. A good way to keep in touch with old friends is by using social networks.
3. You can make new friends by going out more often.
4. The best way to save money is by not eating out.
5. You could stay in shape by exercising regularly.
6. I stay healthy by eating good food.
7. One way to learn self-confidence is by studying dance.

Exercise 7

1. Miriam shows her concern for others by volunteering to help people with cancer.
2. My parents' love of art, poetry, and music taught me artistic appreciation from a very young age.
3. I learned courtesy from my parents. They taught me the importance of being polite to both family and friends.
4. Barbara always gets upset with people who disagree with her. I wish she would show more tolerance.
5. I recently joined a choir, and I love it. But you need a lot of perseverance, because you have to practice the same piece of music for weeks before you're ready to perform it!

Exercise 8

A

1. John is very good at most school subjects, but he has no interest in being "the best." Instead, he likes to work with others in a group to complete a job together. The world would be a better place if everyone showed as much cooperation as John.
2. Felix finds school very hard, but no one tries harder than he does. He always spends the whole weekend in the library trying to keep up with his studies. He shows great perseverance.
3. Caitlin always wants to do better than everyone else. In school, she always tries to get the best grades. Her favorite sport is badminton because she's the best player in the school. No one needs to teach Caitlin competitiveness.
4. Andrea has more creativity than any of her classmates. She writes fascinating stories that show she has a wonderful imagination. She's also very artistic and does very interesting paintings.

B

Answers will vary.

Exercise 9

Answers will vary.

9 Improvements

Exercise 1

- house painting
- dry cleaning
- pet sitting
- language tutoring
- home repairs

Exercise 2

A

- do/cut my hair
- do/cut my nails
- fix my computer
- print my photos
- remove a stain
- shorten my pants

B

Answers will vary. Possible answers:

- A: Where can I get/have my hair cut?
B: You can get/have it cut at Mike's Salon.
- A: Where can I get/have my nails done?
B: You can get/have them done at Nail Hut.
- A: Where can I get/have my computer fixed?
B: You can get/have it fixed at Techies.
- A: Where can I get/have my photos printed?
B: You can get/have them printed at Photo Plus.
- A: Where can I get/have a stain removed?
B: You can get/have it removed at Harry's Dry Cleaning.
- A: Where can I get/have my pants shortened?
B: You can get/have them shortened at Lily's Clothing Alterations.

Exercise 3

- You can have/get your shoes repaired at Kwik Fix.
- You can have/get your clothes dry-cleaned at Dream Clean.
- You can have/get your carpets cleaned at Carpet World.
- You can have/get your nails done at Nail File.
- You can have/get your car washed at Jimmy's.
- You can have/get your washing machine serviced at Hal's Repairs.
- You can have/get your eyes examined at Eye to Eye.

Exercise 4

A

Answers will vary.

B

- True
- False: All the energy is burned off through the roof of a round building. That is bad for business.
- False: Feng shui has become popular in many western countries only in recent years.
- False: The principles of good feng shui were not respected when the building was designed.
- True

Exercise 5

Answers will vary. Possible answers:

- Maybe you could see a doctor. Or why don't you get a more comfortable chair?
- Why don't you try gardening? Another thing you could do is go walking every day.
- It might be a good idea to slow down. Have you thought about staying home with friends?
- What about staying in your house? Have you thought about refusing to open the door?

Exercise 6

- I don't know how my grandmother keeps up with all the new technology. She's better at understanding new gadgets than I am!
- My cousin didn't know what to do for her mother's 60th birthday, but she finally came up with the idea of a surprise picnic with the whole family.
- Judy has done it again! She only met Sam two months ago, and already she has broken up with him. Why doesn't she try to work out any problems?
- After Pat saw her doctor, she decided to cut down on eating fast food. She wants to lose some weight and start exercising again in order to keep fit.
- We're really lucky in my family because we all get along with each other very well.
- I've done pretty badly in my classes this semester, so I'm not really looking forward to receiving my grades.
- I can't put up with that loud music anymore! I can't stand hip-hop, and I'm going to tell my neighbor right now.
- I've been getting sick a lot lately, and I often feel tired. I really need to start taking care of my health.

10 The past and the future

Exercise 1

2. discovery
3. terrorist act
4. achievement
5. assassination
6. natural disaster

Exercise 2

2. The cell phone was invented about 40 years ago.
3. Brasília has been the capital city of Brazil since 1960.
4. The first laptop was produced in 1981.
5. Mexico has been independent for more than 200 years.
6. World War II lasted from 1939 to 1945.
7. Vietnam was separated into two parts for about 20 years.
8. East and West Germany have been united since 1990.

Exercise 3

A

Noun

achievement
assassination
demonstration
discovery
discrimination
election

Verb

achieve
assassinate
demonstrate
discover
discriminate
elect

Noun

existence
exploration
explosion
invention
transformation
vaccination

Verb

exist
explore
explode
invent
transform
vaccinate

B

2. In World War I, many soldiers were vaccinated against typhoid, a deadly bacterial disease.
3. Aung San, the man who led Myanmar to independence, was assassinated in 1947. No one is certain who killed him.
4. The European Union has existed since 1957. There are now 27 member states.
5. Until the 1960s, there were many laws that discriminated against African Americans in certain regions of the United States.
6. In 1885, Louis Pasteur discovered a cure for rabies when he treated a young boy who was bitten by a dog.
7. In recent years, teams of experts in countries such as Cambodia and Angola have been safely exploding land mines in order to rid those countries of these dangerous weapons.
8. One of the few parts of the world that has not been explored much is Antarctica. The extreme climate makes it dangerous to travel far from research centers.

Exercise 4

A

Vaccinations are injections intended to prevent diseases such as smallpox.

B

- | | |
|--|--|
| <ol style="list-style-type: none"> 2. End of the 18th century 3. 1796 4. 1800 5. 1801 6. 1967 7. 1977 8. Future challenge | <p>Smallpox was responsible for the deaths of about one in ten people around the world. Jenner vaccinated a boy with cowpox and smallpox. The boy did not get smallpox. The Royal Vaccine Institution was founded in Berlin, Germany. Napoleon opened a vaccination program in Paris. WHO started an ambitious vaccination program. The last case of smallpox was recorded. Discover new vaccines for other diseases</p> |
|--|--|

Exercise 5

A

2. many people will be wearing temperature-controlled body suits.
3. most people will be driving cars that run on fuel from garbage.
4. people will be competing in a new Olympic event – mind reading.
5. Answers will vary.
6. Answers will vary.

B

2. ties for men will have gone out of fashion.
3. scientists will have discovered a cheap way of getting drinking water from seawater.
4. medical researchers will have found a cure for cancer.
5. Answers will vary.
6. Answers will vary.

Exercise 6

Answers will vary.

Exercise 7

Answers will vary.

Exercise 8

Answers will vary.

11 Life's little lessons

Exercise 1

Answers will vary.

Exercise 2

2. I just spent a horrible evening with Kendra. She questioned and criticized everything I said. I wish she weren't so argumentative.
3. My sister is very naive. She trusts everyone and thinks everyone is good.
4. Once I turned 16, I became less rebellious, and my parents started to let me do what I wanted.
5. Paul is really ambitious. He wants to own his own business by the time he's 25.
6. I wish I could be like Celia. She's so carefree and never seems to worry about anything.

Exercise 3

Answers will vary.

Exercise 4

A

She learned not to sprint too early to the finishing line.

B

Answers will vary. Possible answers:

1. launched herself into: began her career in
2. record time: the fastest ever time
3. prestigious: well-known and respected
4. sprint: run faster for a short time
5. runners-up: participants who don't win a race but finish in second place (or do pretty well)
6. ecstatic: extremely happy

C

Answers will vary. Possible answers:

Her siblings are athletes; her father is a trainer; she seems to learn lessons from her mistakes; her coach says she trains hard and with determination.

Exercise 5

Answers will vary. Possible answers:

2. I shouldn't have been argumentative with my boss.
3. I shouldn't have changed jobs.
4. I should have waited and paid for the TV with cash.
5. I should have studied computer science in school.
6. I should have been more serious in school.
7. I shouldn't have given my homework to my friend.
8. I should have put the party in my calendar with a reminder.
9. I shouldn't have lent money to people I couldn't trust.
10. I should have complimented my friend on her hairstyle.

Exercise 6

A

2. If we'd made a reservation, we would have eaten already.
3. If I'd put on sunscreen, I wouldn't have gotten a sunburn.
4. If you'd let me drive, we would have arrived by now.
5. If I'd ignored your text in class, I wouldn't have gotten in trouble.

B

Answers will vary.

Exercise 7

ANDY: I've made such a mess of my life!

JOHN: What do you mean?

ANDY: If I hadn't accepted a job as soon as I graduated, I could have traveled around Europe all summer – just like you did. You were so carefree.

JOHN: You know, I shouldn't have gone to Europe. I should have taken the great job I was offered. After I returned from Europe, it was too late.

ANDY: But my job is so depressing! The moment I started it, I hated it – on the very first day! That was five years ago, and nothing's changed. I should have looked for another job right away.

JOHN: Well, start looking now. I posted my résumé online last month and five companies contacted me right away. If I hadn't posted my résumé, no one would have contacted me. I accepted one of the job offers.

ANDY: Really? What's the job?

JOHN: It's working as a landscape gardener. The moment I saw it, I knew it was right for me.

ANDY: But for me right now, the problem is that I get a very good salary, and I just bought a house. If I hadn't bought the house, I'd be able to take a lower-paying job.

JOHN: Well, I guess you can't have everything. If I had a better salary, I'd buy a house, too.

12 The right stuff

Exercise 1

2. In order for a movie to be entertaining, it has to have good actors and an interesting story.
3. In order to succeed in business, you often have to work long hours.
4. In order to attract new members, a sports club needs to offer inexpensive memberships.
5. In order to speak a foreign language well, it's a good idea to use the language as often as possible.
6. In order for a clothing store to succeed, it has to be able to find the latest fashions.

Exercise 2

Answers will vary. Possible answers:

2. *For a clothes store to be profitable*, you have to hire talented salespeople.
3. In order to manage your own business, you need to work extremely long hours.
4. For an advertisement to be persuasive, it needs to be clever and entertaining.
5. In order to run a successful automobile company, you have to provide excellent customer service.
6. For a reality TV show to be successful, it needs to have drama and interesting characters.

Exercise 3

2. I learned a lot about how to run a successful bookstore from taking that class. I found it very informative.
3. Linda has so many interesting ideas, and she's always thinking of new projects. She's very clever.
4. Rosie is a salesperson, and she's good at her job. She's so persuasive that she sells three times as much as her co-workers.
5. Daniel is one of the top models in Milan. He goes to the gym every day so he looks really muscular.
6. For a restaurant to succeed, it has to maintain a high level of quality in both food and service.
7. If a department store improves its decor and looks really fashionable, it can attract a lot of new customers.

Exercise 4

Answers will vary.

Exercise 5

A

Answers will vary. Possible answers:

1. *I like this park because it's clean and there are a lot of trees. I don't like this park since there is a lot of trash.*
2. I like this outdoor café since it's in a sunny location. The reason I don't like this outdoor café is its noisy location right next to the street.
3. This gym is nice because of its size and its modern environment. I don't like this gym due to its small size and old equipment

B

Answers will vary.

Exercise 6

A

Muji's philosophy is to provide good quality but simple products at low prices and to avoid logos. They seek to maximize their use of suitable raw materials and to minimize waste and packaging.

B

Answers will vary. Possible answers:

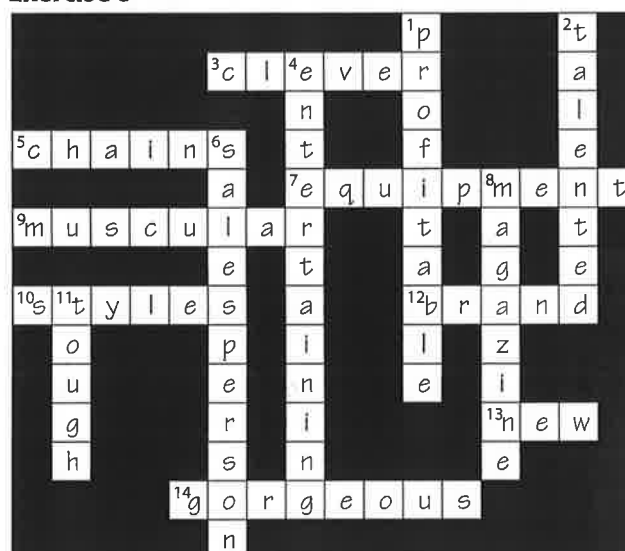
1. competitors: companies or people who compete in the same market or business
2. basic principle: philosophy or way of working
3. raw materials: natural, unprocessed materials that can be used in manufacturing (e.g., cotton)
4. minimal packaging: the least possible amount of packaging or materials for wrapping products
5. product range: the number and variety of items available for sale
6. the bottom line: the essential, or most important, thing

Exercise 7

Answers will vary. Possible answers:

2. I don't like the second ad because it's not very interesting. *or*
I like the second ad because you have to think about it. Another nice thing is that it makes the product look tasty.

Exercise 8



13 That's a possibility

Exercise 1

Answers will vary. Possible answers:

2. The storeowner may have left due to an emergency.
3. She might have gotten five of the same wedding present.
4. They could have forgotten the time.
5. He may have won something in a contest.
6. A cat must have eaten the chicken.

Exercise 2

Answers will vary.

Exercise 3

Answers will vary.

Exercise 4

A

Answers will vary. Possible answers:

The Missing Link
The Abominable Snowman
Half-man, Half-beast
The Yeti

B

1. It is about 2.5 meters tall, covered with hair except on the face, and walks upright on two feet.
2. He lives near the top of Mount Everest, in the Himalayas.
3. Another name for the Abominable Snowman is "Yeti."
4. In 1951, Shipton took photographs of enormous tracks in the snow.
5. Scientists say they need more and better evidence. The tracks Shipton saw could have been bear tracks.

Exercise 5

A

Answers will vary. Possible answers:

1. He should have walked to the nearest pay phone and called a tow truck.
2. She should have asked them to throw away their trash.
3. He could have asked them not to make any noise in the evenings.
4. She shouldn't have done anything. It was an accident.
5. She could have written him a nice email asking for the money.

B

Answers will vary.

Exercise 6

A

Noun	Verb	Noun	Verb
advice	<u>advise</u>	excuse	<u>excuse</u>
<u>assumption</u>	assume	<u>prediction</u>	predict
criticism	<u>criticize</u>	suggestion	<u>suggest</u>
<u>demand</u>	demand	<u>warning</u>	warn

B

2. Bart bought an expensive ring and gave it to Millie for her birthday. A year later, he asked her to marry him. When she said no, he made an outrageous demand. He said he wanted his ring back!
3. I shouldn't have warned my co-worker not to be late for work so often. It was really none of my business.

4. Last year, some economists said that food and gas prices wouldn't increase. Those predictions were wrong! Both food and gas are more expensive now.
5. Jill said she was late because she got caught in traffic. Hmm! I've heard that excuse before.
6. Philip shouldn't have assumed I would still be awake at midnight. I was asleep when he called.
7. My professor shouldn't have advised me to take a course in English literature. I have absolutely no interest in it.
8. Josh shouldn't have criticized me for wearing jeans and a T-shirt to a friend's party.

Exercise 7

Answers will vary. Possible answers:

2. A: Nina never responded to my invitation.
B: She may not have received it. You should have called her.
3. A: Jeff hasn't answered his phone for a week.
B: He might have gone on vacation. He should have told you, though – sometimes he's very inconsiderate.
4. A: I can never get in touch with Susan. She never returns phone calls or answers texts!
B: Yeah, I have the same problem with her. Her voice mail might have run out of space. She should have gotten a new phone service by now.
5. A: Martin is strange. Sometimes he works really hard, but sometimes he seems pretty lazy. Last week, he hardly did any work.
B: Well, you know, he might not have felt well. Still, he could have told you that he was sick.
6. A: I ordered a book online a month ago, but it still hasn't arrived.
B: They may have had a problem with the warehouse, but they should have let you know.

14 Behind the scenes

Exercise 1

VERA: Putting on a fashion show must be really challenging!

ISAAC: Yeah, but it's also fun. All the clothes have to be numbered so that the models wear them in the right sequence. And they also have to be marked with the name of the right model.

VERA: What happens if something is worn by the wrong model?

ISAAC: Well, if it doesn't fit, it looks terrible! First impressions are very important. A lot of clothes are sold because they look good at the show.

VERA: Do you have to rehearse for a fashion show?

ISAAC: Of course! There's more involved than just models and clothes. Special lighting is used, and music is played during the show.

VERA: It sounds complicated.

ISAAC: Oh, it is. And at some fashion shows, a commentary may be given.

VERA: A commentary? What do you mean?

ISAAC: Well, someone talks about the clothes as they are shown on the runway by the models.

VERA: It sounds like timing is really important.

ISAAC: Exactly. Everything has to be timed perfectly! Otherwise, the show may be ruined.

Exercise 2

- Often, special music has to be composed for a film.
- A play may be rehearsed for several weeks before it is shown to the public.
- Designing costumes for actors to wear requires a lot of creativity.
- Newspapers are distributed to stores after they are printed.
- Sound effects are added after the film has been put together.

Exercise 3

- Nowadays, all sorts of things are produced in factories, including lettuce! At one food factory, fresh green lettuce is grown without sunlight or soil. Here is how it is done.
- Lettuce seedlings are placed at one end of a long production line. Conveyor belts are used to move the seedlings slowly along. The tiny plants are exposed to light from fluorescent lamps.
- They have to be fed through the roots with plant food and water that is controlled by a computer.
- Thirty days later, the plants are collected at the other end of the conveyor belts.
- They may be delivered to the vegetable market the same day.

Exercise 4

A

- a shadow puppet
- a marionette
- a hand puppet
- a rod puppet

B

	Hand puppets	Rod puppets
Size	50 cm (20 inches)	1 meter (40 inches)
How they're constructed	large head that has a costume with arms attached	similar to hand puppet, but bigger
How they're moved	puppets worn like gloves, puppeteer operates puppets with his or her fingers	operates the puppet with rods
Position of puppeteer	stands below the stage	stands below the stage
Where they're commonly used	European countries, such as Italy, France, Britain	Japan, Italy, Eastern Europe
	Shadow puppets	Marionettes
Size	50 cm (20 inches)	varies
How they're constructed	similar to rod	constructed from several small parts
How they're moved	shadows on a screen	moved by strings
Position of puppeteer	controlled from below or beside the stage	controlled from above
Where they're commonly used	China, Java, Indonesia, Turkey, Greece	Myanmar

Exercise 5

- A photo editor, who tells the photographers what news stories to cover, selects only the best photos.
- A website designer is a skilled artist who/that creates computer files with text, sound, and graphics.
- A network installer is a skilled person who/that responds to calls from people with computer problems.
- Movie extras, who almost never have any lines, appear in the background scenes.
- TV sitcoms include actors and actresses who/that are recognized by television viewers around the world.

Exercise 6

- c
- a
- h
- b
- f
- d
- e

Exercise 7

Answers will vary.

Exercise 8

- Next, new walls are built.
- Then the walls are painted.
- After that, new lighting is installed.
- Then new furniture is delivered.
- Finally, the restaurant is reopened.

15 There should be a law!

Exercise 1

Answers will vary. Possible answers:

2. Something ought to be done to stop people from eating on the subway.
3. A law should be passed to make people turn down their music at night.
4. Dogs shouldn't be allowed to run without leashes.

Exercise 2

Answers will vary. Possible answers:

2. A law must be passed to limit the number of cars.
3. People mustn't be allowed to park their bikes near subway entrances.
4. Something has to be/has got to be done to repair our sidewalks.

Exercise 3

Answers will vary.

Exercise 4

Answers will vary. Possible answers:

2. B: That's not a bad idea. On the other hand, I feel that freedom of speech is important.
3. B: You may have a point. However, I feel that the public transportation wouldn't be as well maintained.
4. B: Do you? I'm not sure it's possible to produce enough hybrid cars.
5. B: That's interesting, but I think it would take a long time to ban all of them.

Exercise 5

A

Answers will vary. Possible answers.

Revenge stories are about people who had something bad happen to them and then did something to make the person stop what they were doing. In the first story, the people did the same thing to the other person that the other person did to them – not paying. In the second story, the person stopped the situation by taking away the rabbits. In the third story, the person turned the dripping water from the air conditioner against his neighbor.

B

Problem	First attempt to solve it	Final solution
1. friend never paid her own way	offered to pay for her friend at first	Marcy pretended that she had forgotten her wallet in order to force friend to pay
2. neighbors kept rabbits in their yard and treated them badly	complained to the neighbors, but they wouldn't listen; complained to animal protection, but they did nothing	stole the rabbits and gave them to a local pet store

- | | | |
|---|---|---|
| 3. dripping air conditioner kept Chad awake | called a technician to repair it, but there was nothing wrong; asked neighbor to check air conditioner, but he said it wasn't his problem | flooded neighbor's apartment with water from the dripping air conditioner |
|---|---|---|

C

Answers will vary.

Exercise 6

3. You can easily spend all your money on food and rent, can't you?
4. Some unemployed people don't really want to work, do they?
5. Health care is getting more and more expensive, isn't it?
6. There are a lot of homeless people downtown, aren't there?
7. Some schools have overcrowded classrooms, don't they?
8. Laws should be passed to reduce street crime, shouldn't they?

Exercise 7

A

Noun	Verb	Noun	Verb
advertisement	<u>advertise</u>	permission	<u>permit</u>
<u>bullying</u>	bully	<u>pollution</u>	pollute
<u>improvement</u>	improve	prohibition	<u>prohibit</u>
offense	<u>offend</u>	provision	<u>provide</u>
<u>outsourcing</u>	outsource	<u>requirement</u>	require

B

Answers will vary.

Exercise 8

Answers will vary.

Exercise 9

KATE: You know, I just moved into this apartment building, and I thought everything would be really great now.

TONY: What's the problem?

KATE: Well, yesterday, the manager gave me a copy of the house rules. I found out that I can't park my moped on the sidewalk in front of the building anymore.

TONY: But people shouldn't be permitted to park their bikes or mopeds there.

KATE: Why not? There isn't any other place to park, is there? I guess I'll have to park on the street now.

TONY: I'm sorry that parking somewhere else will be inconvenient, but don't you agree that people shouldn't be allowed to block the sidewalk or the entrance to the building?

KATE: Well, you may have a point, but parking spaces for all types of cycles need to be provided for renters here. All renters with a car have a parking space, don't they?

TONY: Well, yes, you're right. You should go to the next renter's meeting and discuss the issue with everyone else.

KATE: That's not a bad idea. My voice ought to be heard as much as anyone else's – I think I will!

16 Challenges and accomplishments

Exercise 1

Answers will vary. Possible answers:

2. The most challenging thing about doing volunteer work is finding the time.
3. One of the rewards of being unemployed is having a lot of time for yourself.
4. One of the most difficult things about being a student is having to take final exams.
5. The most interesting aspect of being a parent is seeing your children develop into adults.
6. One of the least interesting aspects of acting in movies is waiting around a lot.

Exercise 2

Answers will vary.

Exercise 3

Answers will vary.

Exercise 4

A

Médecins Sans Frontières won the Nobel Peace Prize in 1999 for providing emergency medical relief.

B

Suggested answers:

Challenges

Organizing a team to open a hospital
Test personal and professional skills to the limit

Working in politically sensitive areas with limited resources

Rewards

Reduction of deaths and gratitude of the local people
Travel

Making even a small or temporary difference to people

C

1. The aim of Médecins Sans Frontières is to provide emergency relief for people who have suffered badly in wars or natural disasters.
2. More than 60 countries receive foreign volunteers through MSF.
3. The average ratio of local staff members to foreign volunteers is seven to one.
4. Volunteers must be able to deal with stress and work independently as well as in a team.
5. MSF needs medical professionals as well as technical staff such as building engineers and food experts.

Exercise 5

1. It's not good to be rigid if you're an emergency-room nurse.
2. If teachers are going to be successful, they have to be resourceful.
3. You have to be adaptable if you work as a volunteer.
4. If you take a job far from your family and friends, you have to be self-sufficient.
5. One of the most important things about working with children is being positive and not cynical.
6. Being a role model for troubled youths requires someone who is strong and compassionate.

Exercise 6

2. By the time I'm 35, I'd like to have lived in a culture that's very different from my own.
3. For me, the most difficult aspect of working abroad is learning a foreign language.
4. Working for an organization like the Peace Corps is very rewarding.
5. I'd like to have gotten another degree in two years
6. I hope I'll have gotten married by the time I'm 30.

Exercise 7

A

Possible answers:

2. get a promotion
3. learn new skills
4. make a change
5. meet someone special
6. pay off debts

B

Answers will vary.

Exercise 8

Answers will vary.