

Workbook answer key

1 That's my kind of friend!

Exercise 1

2. The Wongs like meeting new people and having friends over for dinner. They're one of the most outgoing couples I know.
3. You can't trust Alice. She always promises to do something, but then she never does it. She's pretty unreliable.
4. James 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 Lisa! 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

Opposites with -in

incompetent, independent, inexperienced, inflexible, informal, insensitive

Opposites with un-

unattractive, uncooperative, unhelpful, unpopular, unreasonable, unreliable

B

Answers will vary.

Exercise 3

A: I'm looking for someone x I can go on vacation with.

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

introvert, extrovert, thinker, feeler, sensor, and intuitive

B

Answers will vary.

C

Answers will vary.

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 listens to loud music on the bus.
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 people talk on their phones at the movies.

Exercise 8

Answers will vary. Possible answers:

2. It bothers me when someone wants to argue with me. I can't stand it when someone gets angry about something unimportant.
3. I don't mind it when someone looks at their phone during mealtime. It doesn't bother me when someone does work while they eat.
4. It upsets me when my kids leave their toys all over the apartment. It makes me angry when people don't clean up their mess.

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. Kay 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. Lisa is very rich, but she only spends her money on herself. She's very stingy.

2 Working 9 to 5

Exercise 1

A

- green researcher a
- guidance counselor b
- organic food farmer e
- social media manager c
- software developer d

B

Answers will vary. Possible answers:

- An accountant is someone who manages people's finances and money.
- A fashion designer is someone who creates clothes.
- A flight attendant is someone who takes care of passengers on a plane.

Exercise 2

A

- | | |
|----------------------|----------------------|
| awful <u>N</u> | fantastic <u>P</u> |
| boring <u>N</u> | fascinating <u>P</u> |
| challenging <u>P</u> | frightening <u>N</u> |
| dangerous <u>N</u> | interesting <u>P</u> |
| difficult <u>N</u> | rewarding <u>P</u> |

B

Answers will vary.

Exercise 3

A

- | | |
|------|---|
| work | 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

Teri: So, what kind of career would you like, Jack?

Jack: Well, I'm not exactly sure. Being a writer could be interesting. Maybe blogging about something I'm interested in.

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

Jack: What do you want to do, then?

Teri: 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.

Jack: Really? What would you like about that?

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

Jack: 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 might be fun.

A: That sounds interesting. But I wouldn't like it because learning new software programs seems complicated.

B: What do you want to do then?

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

B: Really? Why do you think you would like that?

A: I really like doing research.

Exercise 4

A

- architect
- freelance artist
- house painter
- website designer
- bus driver
- preschool teacher

B

- making things, building, space needs to be constructed, at the office
- working for yourself, paint pictures
- rooms, colors that customers choose
- show on the Internet, good eye for art, knowledge of the latest technology
- attention on the road
- take care of children, I teach, I play games, I read books

Exercise 5

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

Exercise 6

- Chonglin works at / in the best Chinese restaurant in Los Angeles.
- I think working with other people is more fun than working alone.
- I would hate working in / with the media. It would be nerve-racking!
- Working with / as a dance instructor sounds great.
- Working in / at an office is less interesting than working on a cruise ship.

Exercise 7

Answers will vary. Possible answers:

- A: Working in a travel agency provides better benefits than working as a tutor.
B: Yes, but working as a tutor is more challenging than working in a travel agency.
- A: A tour guide doesn't make as much money as a tennis instructor.
B: That's true. And a tour guide has to work longer hours than a tennis instructor.
- A: Taxi drivers have a shorter workweek than office assistants.
B: Yes, and being an office assistant sounds less boring than being a taxi driver.

Exercise 8

Answers will vary.

3 Lend a hand.

Exercise 1

A

- Would you mind giving me a ride home after class?
- Is it OK if I turn down your 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:

- Would you mind feeding my cat?
- I was wondering if you could collect my mail.
- Do you mind checking on my house a few times?
- Could you water my plants?

Exercise 2

Answers will vary.

Exercise 3

Answers will vary. Possible answers:

- A: Would you mind washing the dishes? I'm late for class.
B: Sorry, but they're your dirty dishes.
- A: I was wondering if you could do these chores over the weekend. I have to prepare for my meeting on Monday.
B: I'd like to, but I have a lot of work to do this weekend.

Exercise 4

A

Less formal: make a statement with *need*; use an imperative.
More formal: ask about ability; be polite – use *may*; ask for permission, express curiosity; state the request negatively; apologize; give a hint.

B

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

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

- accepting an apology
- giving a compliment
- 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.
- Diane 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

- A: Is Silvia Vega there, please?
B: No, she isn't. Would you like to leave a message?
A: Yes, please. This is Karen Landers calling from Toronto. Could you tell her that my flight arrives at 7:00 P.M. on Tuesday? Would she mind meeting me in the International Arrivals area?
B: OK, I'll give her the message.
- A: Can I speak to Mark, please?
B: I'm afraid he's not here. Do you want to leave a message?
A: Yes, please. This is Ed. Please ask him if I can borrow his scanner. And if it's OK, could you ask him when I can pick it up?
B: Sure, I'll leave him the message.
- A: Could I speak to Mike, please?
B: I'm sorry, but he's not here right now.
A: Oh, OK. This is Mr. Maxwell. I'd like to leave a message. Could you tell him that the meeting is on Thursday at 10:30 A.M.? Could you also tell him not to forget to bring his report?
- A: I'd like to speak to Katy, please.
B: She's not here right now. Can I take a message?
A: Yeah. This is Andy Chow. Can you ask her if she's going to the conference tomorrow? And would you ask her what time it starts?
B: OK, I'll give Katy your message.

Exercise 8

Dan: So, is there anything I can do to help for the party?
Mark: Yeah. I have a list here. Would it be all right if I borrowed your Bluetooth speaker? Mine isn't working very well.
Dan: Sure. And I'll bring two extra speakers. We'll have amazing sound.
Mark: Thanks.
Dan: No problem. Now, what about food?
Mark: Well, I thought maybe a salad. Would you mind bringing a big salad, too?
Dan: Well, OK. And how about drinks?
Mark: Well, could you ask Kelly 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!
Dan: I remember.
Mark: One more thing – I was wondering if you could buy dessert.
Dan: Um, sure. All right. But, uh, would you mind if I borrow some money to pay for it?

Exercise 9

Answers will vary. Possible answers:

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

4 What happened?

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 the 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

Answers will vary. Possible answers:

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

Exercise 3

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

Exercise 4

A

The story is about Andre Botha and Evan Geiselman. It took place at the Pipeline in Oahu, Hawaii.

B

1. Andre Botha is a two-time champion in bodyboarding.
2. Evan Geiselman excels at surfing.
3. The Pipeline is located in Oahu, Hawaii.
4. You can help an unconscious person start breathing by breathing into their mouth / by hitting their chest.
5. Two lifeguards brought Evan Geiselman to the hospital.
6. Respect and care for people help make bodyboarding and surfing such wonderful sports.

Exercise 5

Answers will vary.

Exercise 6

Andy 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 took Andy's wallet, he demanded 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 gave 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

mainland: larger land close to an island

skip: miss

remarkably: amazingly

promotion: a higher position

resign: quit

Exercise 8

1. 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.
2. After an art show opened in New York, it was discovered that someone had hung a famous painting by Henri Matisse upside down.
3. In 2015, workers found a chemistry lab from the 1840s while they were repairing a building at the University of Virginia in the United States. The lab was behind a wall of the current building.
4. Chile's Calbuco volcano surprised residents of Santiago when it erupted in 2015. Before that, an eruption of Calbuco had not happened for over 40 years.

Exercise 9

Sunday	Name: <u>Mr. Simpson</u>	Name: _____
	Country: <u>Singapore</u>	Country: _____
Monday	Name: <u>Ms. Johnson</u>	Name: <u>Mr. Grant</u>
	Country: <u>United States</u>	Country: <u>Mexico</u>
Tuesday	Name: <u>Mr. James</u>	Name: <u>Ms. Marshall</u>
	Country: <u>Australia</u>	Country: <u>Brazil</u>

5 Expanding your horizons

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.

Exercise 3

A

Answers will vary. Possible answers:

Try new things.; Talk to locals.; Read about the country's history and current events.; Go to museums, concerts, and other cultural events.

B

Answers will vary. Possible answers:

You can find articles like this in travel magazines, travel blogs, brochures for study abroad programs, training materials for international workers, etc.

It was written for people who are traveling to a foreign country.

C

Answers will vary. Possible answers:

1. culture: the way of life of a particular people that reflects their attitudes and beliefs
2. culture shock: a feeling of confusion that results from suddenly experiencing a culture with customs that are not familiar to you
3. appreciate: to be aware of something, or to understand that something is valuable
4. stereotypes: ideas that are used to describe a particular type of person or thing

D

Answers will vary.

Exercise 4

Answers will vary. Possible answers:

2. it's the custom to send a card.
3. it's the custom to return it as soon as possible.
4. it's the custom to bring dessert or a beverage.

Exercise 5

A

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

B

1. In Spain, you're expected to arrive to dinner a few minutes late.
2. In France, it's not the custom to tip at a restaurant.
3. In Egypt, when you're invited to dinner, you're not supposed to offer to pay for your dinner.
4. In Japan, you're not supposed to kiss your friends.
5. In Bali, Indonesia, it's not acceptable to wear shorts and a T-shirt in a temple.

Exercise 6

Answers will vary.

Exercise 7

Answers will vary.

6 That needs fixing.

Exercise 1

A

Answers may vary.

chipped	cracked	dented	leaking
glasses	chair	bike	car
plate	glasses	car	sink
sink	plate	chair	
	sink		
scratched	stained	torn	
bike	blouse	blouse	
car	carpet	carpet	
chair	chair	tablecloth	
glasses	tablecloth		
plate			

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 bicycle is dented. or There's a dent in the bicycle.
- The sink is leaking. or There's a leak in the sink.
- The chair is cracked. or There's a crack in the chair.
- The plate is chipped. or The plate has a chip in it.
- The tablecloth is torn. or There's a tear in the tablecloth.
- The glasses are cracked. or There's a crack in the glasses.

Exercise 2

A

Answers will vary. Possible answer:

Average people who have problems with products or conflicts with companies / organizations would read articles like these. The magazine can give them tips on how to deal with the problems and solve the conflicts.

B

	Problems	What Consumer magazine did	Received money?
			Yes No
1 George's trip	delay in Madrid missed connections in NY	contacted airline in Madrid and discovered European airlines pay for delays	✓
2 Diane's vacation	stolen car responsible for paying for car	contacted rental car agency and discovered that credit card company will pay for stolen car	✓

Exercise 3

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

Exercise 4

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

Mia: Oh, no. What did they take?

Jack: Nothing! But they did a lot of damage. The lock needs to be repaired. And the window needs to be replaced / needs replacing.

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

Jack: Yeah, some fun. I think they had a party in my car! The seats need to be cleaned / need cleaning.

Mia: How annoying. Does the car drive OK?

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

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

Jack: Yeah, lucky me.

Exercise 5

Answers will vary.

Exercise 6

A

- c
- b
- e
- d
- a

B

- A DVD is stuck in the DVD player. The DVD needs to be removed. (or The DVD needs removing.)
- The speaker wire is damaged. It needs to be repaired (or It needs repairing.)
- The dresser mirror is cracked. It needs to be replaced (or It needs replacing.)
- The stove door is scratched. It needs to be repainted (or It needs repainting.)
- The table legs are loose. They need to be tightened and glued (or They need tightening and gluing.)

C

Answers will vary.

Exercise 7

- Your computer screen is so dirty. It needs to be cleaned.
- Something is wrong with your TV screen. It keeps flickering. It's time to get a new one.
- I hate this printer. It keeps jamming. The copies won't come out.
- Be careful – your cup is chipped. I don't want you to cut yourself.
- The buttons on this remote control keep sticking. Do you have something to clean it with?
- Do you realize your jeans are torn in the back?
- Your bathroom faucet keeps leaking. Do you want me to try to fix it?
- My new glasses already have a scratch on one of the lenses. How did that happen?
- Did your laptop freeze again? I find that so annoying.
- This old scanner doesn't work at all anymore. It needs to be fixed.
- The battery in my cell phone keeps dying. I should buy a new one.

7 What can we do?

Exercise 1

- The taste of 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 pollution from cars and trucks.
- Dangerous chemicals are being released by factories.
- Many people's health has been damaged as a result of breathing smog every day.
- More severe droughts have been created through the 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>destruct</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 around 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

Answers will vary. Possible answer:

Fleece is an inexpensive, lightweight synthetic fiber used to make clothing. Common fleece items are shirts, jackets, pants, and blankets.

B

- False. In the developing world, 70% of people buy fleece.
- True.
- True.
- False. More than 1,500 particles of fleece may separate during washing.
- False. Fish do consume particles of fleece.
- False. We still do not know what people are going to do about this problem.

Exercise 5

A

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

B

- During the recent recession, 30 percent of the businesses in my town closed, and a large part of the population didn't have jobs.
- It seems like there are more dangerous infectious diseases these days, like swine flu and the Zika virus.

- There's so much violence in this city. I'm afraid to walk on the streets alone at night because I don't feel safe.
- Before you travel to a foreign country, make sure there are no dangerous political situations going on there. It can be unsafe to visit countries that are experiencing political unrest.
- In the 1800s, a large portion of Irish potato crops were destroyed by disease. Because potatoes were a major part of the Irish diet, there was a major famine and over 1.5 million people died.
- People in this country don't trust the police or city officials because there is a lot of government corruption.

Exercise 6

- A: A big housing developer wants to build an apartment complex 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 violence in the city. The streets are not safe at night.
B: One thing to do 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 government corruption 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 strengthen hunting and poaching laws.
- During the past few years, lots of trees have been destroyed by acid rain. One thing to do about it is to minimize industrial pollution.
- Underground water is being contaminated by agricultural pesticides.
The best way to deal with the problem is to make sure factories are not polluting the groundwater.
- Too many people have been affected by infectious diseases in the past few years.
The best way to stop this is to educate people about diseases and vaccinations.

Exercise 8

Answers will vary.

8 Never stop 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

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

B

Answers will vary.

Exercise 3

A

Answers will vary.

B

Answers will vary.

Exercise 4

Answers will vary.

Exercise 5

A

Answers will vary.

B

1. (par. 1) Massive Online Open Courses (MOOCs for short) are designed for students who cannot afford, cannot get to, or simply don't want to attend classes in a university classroom.
2. (par. 3) Because a MOOC doesn't cost anything, students don't have to worry about losing money if they decide to drop the class. And many of them ultimately do.
3. (par. 2) However, almost half of the professors who have taught a MOOC believe that the coursework is as demanding as the work done in a traditional university class.
4. (par. 4) Some professors fear that in the future there may be two kinds of university courses: expensive and superior courses at a traditional university where small groups of students meet in classes with their professors, and inexpensive and inferior massive online courses where students will never meet their professors nor even their fellow students.

C

Answers will vary.

D

Answers will vary.

Exercise 6

2. A good way to keep in touch with old friends is by using social media.
3. You can make new friends by going out more often.
4. The best way to save money is by cooking at home.
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. Robin shows her concern for others by volunteering to help people with cancer.
2. When I was young, I didn't understand the importance of money management. But when I started paying my own bills, I realized it's an important skill.
3. I learned creativity from my parents. They taught me the importance of using my imagination and making art.
4. Gina 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. Alex is always on time for everything. He's never even five minutes late. He keeps track of everything on his calendar. I wish I were as good at time management as Alex is.
2. Frank finds school very hard, but no one tries harder than he does. He always spends the whole weekend at the library trying to keep up with his studies. He shows great perseverance.
3. Melissa always wants to do better than everyone else. In school, she always tries to get the best grades. Her favorite sport is field hockey because she's the best player in the school. No one needs to teach Melissa competitiveness.
4. Jennifer 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

A

Answers will vary.

B

Answers will vary.

9 Getting things done

Exercise 1

- house painting
- dry cleaning
- computer repair
- language tutoring
- home repairs

Exercise 2

A

- check my blood pressure
- do 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 my blood pressure checked?
B: You can get it checked at Dr. Fieldstone's office.
- A: Where can I get my nails done?
B: You can get them done at Super Nails.
- A: Where can I have my computer fixed?
B: You can have it fixed at Seabreeze Computer Repair.
- A: Where can I get my photos printed?
B: You can get them printed at Main Street Photo.
- A: Where can I have a stain removed?
B: You can get it removed at Mike's Cleaners.
- A: Where can I get my pants shortened?
B: You can have them shortened at the tailor shop on Lily Street.

Exercise 3

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

Exercise 4

A

Answers will vary.

B

- False. Adult children no longer enjoy receiving furniture from their parents.
- False. Boomers are Americans born after World War II.
- True.
- True.
- False. The next step in downsizing could be for millennials to share houses and large apartments.

Exercise 5

Answers will vary.

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.
- Ilene has done it again! She only met Chris two months ago, and already she has broken up with him. Why doesn't she try to work out any problems?
- After Michelle 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 A matter of time

Exercise 1

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

Exercise 2

2. The cell phone was invented about 45 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	Verb	Noun	Verb
achievement	<u>achieve</u>	existence	<u>exist</u>
assassination	<u>assassinate</u>	exploration	<u>explore</u>
demonstration	<u>demonstrate</u>	explosion	<u>explode</u>
discovery	<u>discover</u>	invention	<u>invent</u>
discrimination	<u>discriminate</u>	transformation	<u>transform</u>
election	<u>elect</u>	vaccination	<u>vaccinate</u>

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.
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 given to people to prevent a disease. They usually contain a weakened or dead form of the disease.

B

Date	Event
1. Early 16th century	<i>Smallpox killed much of the native population in South America.</i>
2. End of the 18th century	Smallpox was responsible for the death of about one in ten people around the world.
3. 1796	Dr. Edward Jenner vaccinated a boy with cowpox and, two months later, with smallpox. The boy did not get smallpox.
4. 1800	The Royal Vaccine Institution was founded in Berlin, Germany.
5. 1801	Napoleon opened a vaccine institute in Paris, France.
6. 1967	The World Health Organization started a vaccination program.
7. 1977	The last known case of smallpox was recorded in Somalia.
8. Future challenge	The future of vaccinations aims at eradicating malaria, Zika virus, and dengue.

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 Rites of passage

Exercise 1

A

Answers will vary.

B

Answers will vary.

Exercise 2

2. I just spent a horrible evening with Patricia. 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. Eric is really ambitious. He wants to own his own business by the time he's 25.
6. I wish I could be like Susie. She's so carefree and never seems to worry about anything.

Exercise 3

Answers will vary.

Exercise 4

A

He learned that he is ambitious because he loves to compete and to win. He doesn't want to be a runner-up.

B

Answers will vary. Possible answers:

1. launched himself into: began for first time
2. record time: fast enough to break a record
3. prestigious: very important
4. sprint: a short, very fast foot-race
5. runners-up: those who didn't win first place / those who won second, third, or fourth place
6. ecstatic: very happy

C

Answers will vary.

Exercise 5

Answers will vary. Possible answers:

2. I shouldn't have been so argumentative.
3. I should have gotten a different job.
4. I shouldn't have bought the TV.
5. I should have studied computer science.
6. I shouldn't have been so rebellious.
7. I should have refused to let my friend copy my homework.
8. I should have put the date in my calendar.
9. I shouldn't have been so naive.
10. I should have told my friend that I liked her hair.

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 had 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

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

Scott: What do you mean?

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

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

Hector: 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.

Scott: 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.

Hector: Really? What's the job?

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

Hector: 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 would be able to take a lower paying job.

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

12 Keys to success

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

2. For a clothes store to be profitable, it has to have talented salespeople.
3. In order to manage your own business, you have to work extremely long hours.
4. In order for an advertisement to be persuasive, it has to be clever and entertaining.
5. In order to run a successful automobile company, you have to provide excellent customer service.
6. In order for a reality TV show to be successful, it has 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. Annie has so many interesting ideas, and she's always thinking of new projects. She's very clever.
4. Debra 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. Matthew is one of the top models in Milan. He goes to the gym every day, so he looks really muscular.
6. Before opening a new store, it's important to think through all of your ideas and have a clear business plan.
7. My new job has great benefits. We have unlimited time off, excellent health insurance, and flexible working hours.

Exercise 4

Answers will vary.

Exercise 5

A

Answers will vary.

B

Answers will vary.

Exercise 6

A

The secret that the company sells is the three indigenous Latin-American plants that were replaced by wheat: chia seeds, amaranth, and quinoa.

B

Answers will vary. Possible answers:

1. comeback: something that returns to favor
2. indigenous: native, original of a place
3. to prominence: become popular or well-known
4. superfood: a very healthy food
5. went out of favor: no longer popular
6. rumor has it: people are saying

Exercise 7

Answers will vary.

Exercise 8

A

1. I'm not knowledgeable enough about tools to be a successful salesperson in a hardware store. I'm familiar with some common tools, but I don't know how to use most tools.
2. To be successful, personal trainers need to be fit and muscular.
3. *Weekend Talk* ran for only three months because it was so boring. For a TV show to be successful on Saturday evenings, it really has to be entertaining.
4. I wouldn't be a good salesperson because I'm not very persuasive.
5. I found a fantastic news website this morning. It's really informative. It has very detailed stories about local and international news.
6. For a salesperson to be persuasive, he or she has to be clever with words.
7. Kate is so athletic. She plays soccer, tennis, and basketball, and she's excellent at all three sports.
8. I like this store, but it's not very affordable. Even the small items are expensive.

B

Answers will vary. Possible answers:

1. To apply for a job, you should write a good résumé.
2. To be an effective personal trainer, you have to listen to your clients' needs.
3. For a restaurant to be successful, it has to have delicious food at good prices.
4. For students to get good grades, they should study hard and do their best.
5. To learn a new language, it's a good idea to practice every day.

13 What might have been

Exercise 1

Answers will vary. Possible answers:

2. They might have gone to get a cup of coffee.
3. A friend might not have come to his birthday party.
4. Someone must have hit her car.
5. They must have won the game.
6. It must have been in the oven too long.

Exercise 2

Answers will vary.

Exercise 3

Answers will vary. Possible answers:

2. They could have built it for ceremonies and celebrations.
3. They could have drawn pictures.
4. They may have learned the languages.
5. They may have built rowboats.
6. They might have used sailboats.

Exercise 4

A

Answers will vary.

B

Answers will vary. Possible answers:

1. Bigfoot is a gigantic, hairy, mysterious man-like creature that lives in the forests of the Pacific Northwest and avoids people.
2. Answers will vary.
3. The most popular possibility is Gigantopithecus.
4. Most scientists believe that Gigantopithecus walked on its hands and legs because its weight would have been too much for the legs and ankles to carry. or The bones of this ape have only been found in Asia.
5. Answers will vary.

Exercise 5

A

Answers will vary.

B

Answers will vary. Possible answers:

2. I would have slept in my car until the morning.
3. I would have asked them to throw away their trash.
4. I would have asked them not to make any noise in the evenings.
5. I wouldn't have loaned it to him.

Exercise 6

A

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

B

2. Christopher shouldn't have suggested having a beach party. It was so dark, I stepped in a hole and hurt my ankle.
3. Andy 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!
4. I shouldn't have warned my co-worker not to be late for work so often. It was really none of my business.
5. Lori said she was late because she got caught in traffic. Hmm. I've heard that excuse before.
6. Kevin shouldn't have assumed I would still be awake at midnight. I was asleep when he called.
7. I thought that my roommate had taken my wallet, but I found it at the bottom of my bag. I shouldn't have suspected that my roommate took it. He would never do something like that.
8. James shouldn't have criticized me for wearing jeans and a T-shirt to a friend's party. He always has negative things to say.

Exercise 7

Answers will vary. Possible answers:

2. A: Judy never responded to my invitation.
B: She must not have received it. You should have called her.
3. A: Matt hasn't answered his phone for a week.
B: He could have gone on vacation. He might not have told you, though – sometimes he's very inconsiderate.
4. A: I can never get in touch with Kathy. She never returns phone calls or answers texts!
B: Yeah, I have the same problem with her. Her voice mail may have run out of space. She should have gotten a new phone service by now.
5. A: Thomas 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 should 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 could have had a problem with the warehouse, but they should have let you know.

14 Creative careers

Exercise 1

Anna: Putting on a fashion show must be really fun!

Marcus: Yeah, but it's also challenging. 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.

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

Marcus: 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.

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

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

Anna: It sounds complicated.

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

Anna: A commentary? What do you mean?

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

Anna: It sounds like timing is really important.

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

Exercise 2

1. Often, special music has to be written for a film.
2. A play may be rehearsed for several weeks before it is shown to the public.
3. Designing clothes for actors to wear requires a lot of creativity.
4. Newspapers are delivered to stores after they are printed.
5. Sound effects are added after the film has been put together.

Exercise 3

1. 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.
2. 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.
3. They have to be fed through the roots with plant food and water that is controlled by a computer.
4. Thirty days later, the plants are collected at the other end of the conveyor belts.
5. They may be delivered to the vegetable market the same day.

Exercise 4

A

1. has been created
2. are concerned
3. was passionately interested in
4. was soon noticed
5. be interviewed
6. were relevant, intelligent, and inspired

B

1. False. He moved to London around 2007.
2. False. His family and friends read his blog.
3. True
4. True
5. False. They started after *The Business of Fashion*.
6. False. Passionate interest is fundamental to success in blogging.

Exercise 5

Answers will vary. Possible answers:

1. An editorial director, who tells the reporters what news stories to cover, chooses only the most interesting stories.
2. A game animator, who creates detailed graphics for computer games, is a skilled artist.
3. A storyboard artist, who illustrates plans for individual scenes for a movie, is a creative person.
4. Stunt people perform dangerous moves in films and TV shows that have a lot of action scenes.
5. TV sitcoms include actors and actresses that are recognized by television viewers around the world.

Exercise 6

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

Exercise 7

Answers will vary.

Exercise 8

2. Next, new walls are built.
3. Then the walls are painted.
4. After that, new lighting is installed.
5. Then new furniture is delivered.
6. Finally, the restaurant is reopened.

15 A law must be passed!

Exercise 1

Answers will vary. Possible answers:

2. People shouldn't be allowed to eat on the subway.
3. People shouldn't be permitted to play loud music in their apartments.
4. Dogs should be required to wear leashes.

Exercise 2

Answers will vary. Possible answers:

2. Something must be done to reduce traffic on the freeways.
3. Bicyclists must have their own bike lanes.
4. A law has got to be passed to stop people from looking at their phones when they're crossing the street.

Exercise 3

Answers will vary.

Exercise 4

Answers will vary. Possible answers:

2. A: People mustn't be allowed to write unkind things about others on social networking sites.
B: That's not a bad idea. On the other hand, I feel that people should be allowed to express their opinions about anything.
3. A: Public transportation should be provided free of charge.
B: That's interesting, but I think that free public transportation would result in increased taxes for everyone.
4. A: I think people ought to be required to buy hybrid cars.
B: Do you? I'm not sure everyone can afford a hybrid car.
5. A: In my opinion, all plastic containers should be banned.
B: You may have a point. However, I think that some plastic containers, such as food storage containers, are necessary.

Exercise 5

A

Possible answer:

A revenge story describes an action someone took to get back at someone who was hurting or taking advantage of him or her in some way. It's usually a mean or controversial action. Marcy's friend was taking advantage of Marcy's kindness and generosity and forcing her to pay for meals when they ate out together, so Marcy did the same thing to her. Jonathan's neighbors were neglecting the rabbits, so he stole them to protect and save them. Chad's neighbor didn't care that the leaky air conditioner was making it difficult for Chad to sleep, so Chad turned the air conditioner off without telling the neighbor.

B

Answers will vary.

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>	<u>pollution</u>	pollute
<u>bully</u>	bully	prohibition	<u>prohibit</u>
<u>improvement</u>	improve	provision	<u>provide</u>
offense	<u>offend</u>	<u>requirement</u>	require
permission	<u>permit</u>	<u>vandalism</u>	vandalize

B

Answers will vary.

Exercise 8

Answers will vary. Possible answers:

2. For: It might stop children from being bullies.
Against: Parents, not schools, should be responsible for their children's behavior.
3. For: It's important to keep the city clean.
Against: There are other more important things to spend tax money on.
4. For: Every animal's life is important.
Against: There aren't enough animal shelters to care for every stray animal.

Exercise 9

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

Alec: What's the problem?

Gina: 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.

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

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

Alec: 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?

Gina: 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?

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

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

16 Reaching your goals

Exercise 1

2. volunteer
3. student
4. actor
5. parent
6. nurse

Exercise 2

A

Answers will vary. Possible answers:

1. social worker: help people, get to know the community
2. university professor: educate people, write books
3. small-business owner: be your own boss, help the community
4. emergency-room nurse: help people, have an exciting job

B

Answers will vary. Possible answers:

1. As a social worker, Jane hopes she'll have helped poor and elderly people in her community. She'd also like to have made a lot of good friends.
2. As a university professor three years from now, Paul hopes he'll have effectively educated people about world history. He'd also like to have written a book within five years.
3. By this time next year, Jake, a small business owner, would like to have hired three new employees. In addition, he hopes he'll have opened two additional stores in the next three years.
4. In the next five years, Amy, an emergency-room nurse, hopes she'll have helped save a lot of lives. In addition, she'd like to have gotten promoted to head nurse.

Exercise 3

Answers will vary.

Exercise 4

A

Rupert Isaacson is from London. His parents are from Africa. He went to visit the Bushmen of the Kalahari Desert.

B

Challenge: Rupert faced the challenge of his son's autism.

Solution: One of the solutions was to use horses to help his son.

C

1. Autism affects people's ability to communicate and interact socially.
2. They went to Mongolia to help with Rowan's autism.
3. The Horse Boy Foundation is a school that teaches people how to use horses for healing.
4. Rowan is the host of *Endangered*.
5. Answers will vary. Possible answers: He wrote the books *The Healing Land* and *The Long Ride Home*. He produced the documentaries *Horse Boy* and *Endangered*. He started The Horse Boy Foundation to help people with autism.

Exercise 5

1. It's not good to be timid 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

1. A
2. G
3. A
4. G
5. G
6. G

Exercise 7

A

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

B

Answers will vary.

Exercise 8

A

Answers will vary.

B

Answers will vary.

Unit1

Exercise 3 – A

Possible answers

- | | | | |
|------|------|------|------|
| 1. c | 3. g | 5. d | 7. f |
| 2. e | 4. b | 6. a | |

Exercise 3 – B

Answers

Who/that is optional in sentences 2, 5, and 7.

Exercise 4 – A

Answers

- | | | | | |
|---------|---------|---------|---------|---------|
| 1. h, P | 3. a, N | 5. f, P | 7. d, P | 9. e, N |
| 2. c, N | 4. i, P | 6. b, N | 8. g, N | |

Exercise 5 – A

Answers

1. Emma: N
2. Mrs. Leblanc: P
3. Pablo: P

Exercise 5 – B

Possible answers

1. Emma: unreliable; inflexible
2. Mrs. Leblanc: supportive; modest
3. Pablo: easygoing; sociable

Exercise 9 – B

Answers

1. I hate it when a cell phone goes off at the movies.
2. I can't stand it when a person is inflexible.
3. Does it bother you when a friend is unreliable?

Exercise 12 – B

Answers

- | | | | | | |
|------|------|------|------|------|------|
| 1. S | 2. P | 3. P | 4. H | 5. S | 6. H |
|------|------|------|------|------|------|

Exercise 12 – C

Answers

- | | |
|---------------|---------------|
| 1. sufficient | 4. activists |
| 2. forums | 5. strategies |
| 3. appreciate | |

Unit2

Exercise 4 – A

Answers

-er software developer project manager baby sitter	-ist freelance journalist psychiatrist dentist
-or guidance counselor marketing director actor	-ian computer technician politician librarian

(note: additional examples are italicized)

Exercise 7 – B

Answer

Tyler is going to work with the entertainment staff. He'll have to organize and take part in daytime and evening activities, like games, shows, and parties.

Exercise 8 – A

Possible answers

1. In my opinion, being a firefighter is **more stressful than** being a sales associate. In addition, sales associates have **better hours than** firefighters.
2. In general, doctors need **more training than** nutritionists. However, they usually **earn more than** nutritionists.
3. Game testers don't need **as much experience as** software developers. As a result, they **earn less than** software developers.
4. A career in banking is often **more demanding than** a career in sales, but it is also **better paid**.

Exercise 10 – A

Answers

1. Like
2. Like
3. Dislike
4. Like
5. Like

Exercise 10 – B

Answer

Caden is going to keep working for a while and then go back to school to become a software developer.

Exercise 13 – B

Answers

1. Mark
2. Lauren
3. Catherine
4. Lauren
5. Mark
6. Catherine

Exercise 13 – C

Answers

- | | | |
|----------------|--------------|------------|
| 1. perk | 3. cubicle | 5. tedious |
| 2. stimulating | 4. luxurious | |

Unit1–2 progress check

Exercise 2 – A

Answers

	Andy's biggest complaint	Suki's biggest complaint
1. websites	When a website makes you sign up to read an article	When the website sends you emails every day
2. children	When the kid behind you keeps kicking your seat	When people let their children cry in restaurants
3. taxi drivers	When taxi drivers are dishonest and take longer routes to charge more money	When taxi drivers say they don't know the area and you don't know if they're lying
4. restaurant servers	When servers don't write down your order and they get it wrong	When servers get annoyed if you order something cheap off the menu and they're impolite

Unit 3

Exercise 2 – B

Answers

Keiko wants Hunter to take care of her goldfish.
Hunter agrees.
Keiko wants Claire to help her pack her things.
Claire doesn't agree.

Exercise 3 – A

Answers

1. A: **Is it OK if** I use your cell phone?
2. A: Would you mind if I **stayed** at your place for the weekend?
3. A: I was wondering **if I could** borrow your car tomorrow.
4. A: Could you **lend** me \$20?
5. A: Would you mind **helping** me pack my stuff this weekend?
6. A: **Can** you feed my cats while I'm on vacation, please?

Exercise 3 – B

Possible answers

1. Would you mind coming to my cousin's wedding with me?
2. Is it OK if I borrow your notes to study for the test?
3. Could you lend me your camera to take with me on my vacation?
4. I was wondering if you could drive me to the airport.
5. Could you help me paint my apartment?
6. Do you mind if I borrow your cell phone to call a friend in London?

Exercise 4 – B

Answers

1. A: I was wondering if I could borrow that book.
B: Yes, but can you take it back to Doug tomorrow?
2. A: Would you mind giving Albert some help moving that big bed?
B: Sorry, but my doctor said I need my back needs rest.

Exercise 5 – A

Answers

1. Jesse: He wants to borrow an electric mixer; no
2. Liz: She wants to borrow a book; yes
3. Min-jun: He wants Silvia to watch his cat while he's away; yes

Exercise 8 – A

Answers

1. make 3. offer 5. do 7. do
2. do 4. do 6. offer

Exercise 9 – A

Answers

1. tell 2. ask 3. ask 4. tell 5. ask 6. ask

Exercise 9 – B

Possible answers

1. another teacher
2. the school coordinator
3. a student
4. the school coordinator
5. a teacher
6. a student

Exercise 10

Answers

1. Can/Could/Would you ask Mary if/whether she got my message about her phone?
2. Can/Could/Would you ask Mary if/whether she'll give me a ride to school tomorrow?
3. Can/Could/Would you ask Ms. Martin when our assignment is due?
4. Can/Could/Would you ask Mary why she didn't meet us at the cafeteria for lunch?
5. Can/Could/Would you tell Ms. Martin (that) I won't be in class tomorrow night?
6. Can/Could/Would you ask Mary if she's going to the school party on Saturday?
7. Can/Could/Would you ask/tell Mary to please return my call when she gets her phone back?
8. Can/Could/Would you ask Mary if/whether she (has) received my wedding invitation?

Exercise 12 – B

Answers

1. She is spending time with people who Carly thinks are not good for her.
2. He is worried about putting his grades at risk/getting in trouble.
3. She doesn't want to hurt her friend's feelings.
4. a Matt, b Dana, c Carly

Exercise 12 – C

Answers

1. close friends
2. the fact that the new friends are a bad influence
3. school and studying
4. the situation of Matt's friend copying his homework
5. favors Dana's friend asks

Unit4

Exercise 2 – A

Answers

1. Here Are the 5 Must-Have Apps for Runners
2. Women Need More Sleep Than Men Because They Use More of Their Brains
3. Several Streets Closed after "Suspicious Package" Was Found

Exercise 2 – B

Answers

1. a friend
2. a podcast
3. a co-worker

Exercise 3 – A

Answers

1. Marcia Murphy **donated** her old pants to a thrift shop. As she **was walking** home, she **remembered** she **left** \$20 in her pants pocket.
2. Jason Clark **was walking** home one day, when he **saw** a little puppy crying on the sidewalk, so he **stopped** to help. As he **was picking** him up, a woman **came** from nowhere screaming: "Stop that guy. He's trying to steal my puppy." Jason **ended** up spending three hours at the police station.
3. On her birthday last year, Diane Larson **was driving** to work when she **had** a bad accident. This year, just to be safe, she decided to stay home on her birthday. Unfortunately, that night while she **was sleeping** in her apartment, the floor of her living room **collapsed** and she **fell** into her neighbor's apartment.

Exercise 5 – A

Answers

X 2
3 1

Exercise 5 – B

Answers

1. Australia; Saturday; bull ran onto soccer field and started chasing a soccer player
2. Missouri; last Thursday; tornado carried 19-year-old boy over 1,300 feet and dropped him in an abandoned field
3. Ontario; early Tuesday morning; A thief rescued two police officers after they lost control of their vehicle and drove into a river while chasing the thief.

Exercise 7 – B

Answer

Milo once had his carry-on bag stolen, with his wallet, his credit card, and his phone. He was overseas, waiting for a bus to take him to the airport.

Exercise 8 – A

Answers

1. I **took** a trip to London last year. I was a bit scared because I **hadn't traveled** abroad before, but everything was perfect.
2. I **was visiting** the British Museum one afternoon when I **ran** into an old school friend who I **hadn't seen** for over 10 years.
3. One weekend, we **were driving** to Liverpool when we **ran** out of gas on the highway because we **had forgotten** to fill up the tank before leaving. Fortunately, a truck driver **stopped** and **helped** us.
4. On the last day, as I **was going** up to my hotel room, I **got** stuck in the elevator. After I **had been** stuck for an hour, someone **started** it again.

Exercise 9 – A

Answers

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

Exercise 12 – B

Answers

1. not exact or true
2. humorously critical
3. public opinion of someone
4. very large
5. hard to fight against
6. proof of truth

Unit3–4 progress check

Exercise 4

Answers

1. 1. She went on vacation. 2. She got sick.
3. She went back to work.
2. 1. I changed phone numbers. 2. John called me. 3. I didn't get the message.
3. 1. I was very nervous. 2. I left the office.
3. I felt relieved.
4. 1. I was watching a movie. 2. My cousin stopped by. 3. We went out.

Unit5

Exercise 2 – A

Answers

anxious	N	embarrassed	N	insecure	N
comfortable	P	enthusiastic	P	nervous	N
confident	P	excited	P	uncertain	N
curious	P	fascinated	P	uncomfortable	N
depressed	N	homesick	N	worried	N

Exercise 3 – A

Possible answers

1. Trying new foods
2. learning about a different culture.
3. My grandmother's cooking
4. my family and my friends.
5. feeling like an outsider.
6. Getting sick
7. speaking a foreign language.
8. My friends
9. not understanding people.
10. Being away from home and getting lost in a new city

Exercise 8 – A

Answers

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

Exercise 9 – A

Answers

1. Carla: Saudi Arabia; women cover their whole body and head; she felt uncomfortable but then started to like it
2. Nate: Spain; people eat late in the evening; he found it difficult for work the next day
3. Shauna: South Korea; people slurp soup and make noise; it bothered her but she got used to it

Exercise 13 – B

Answers

January 15: Where's the party?
January 22: Class contrasts
February 8: Meeting and greeting

Exercise 13 – C

Answers

1. F; The writer became nervous because there were so few people in the streets.
2. T
3. F; Touching cheeks is the usual greeting among friends in Spain.
4. F; The writer will continue to greet people with handshakes and hugs.

Unit6

Exercise 3 – A

Answers

1. Could we have another water pitcher? This one is **cracked**. This one **has a crack (in it)**.
2. The valet was very careless. My car **is dented**. My car **has a dent (in it)**.
3. The toilet is dirty. And the sink **is leaking**. And the sink **has a leak**.
4. This tablecloth isn't very clean. It **is stained**. It **has a stain (on it)**.
5. Would you bring me another glass? This glass **is chipped**. This glass **has a chip (in it)**.
6. The table looks pretty dirty. The wood **is scratched**, too. The wood **has (a lot of) scratches**, too.
7. The server needs a new shirt. The one he's wearing **is torn**. The one he's wearing **has a tear (in it)**.
8. The walls really need paint. And the ceiling **is damaged**. And the ceiling **has some damage**.

Exercise 3 – B

Possible answers

1. The vase is broken. It has lots of cracks.
2. There is a leak in the ceiling. / The ceiling is leaking.
3. The chair is torn and stained.
4. The car is dented. The paint is scratched.

Exercise 4 – A

Answers

1. Evie: yes; her dress ripped and she had a receipt
2. Darren: no; he didn't have a receipt and the coffeemaker was 4 years old
3. Gisela: no; she was at the wrong store

Exercise 6 – B

Answer

The lights keep going off and coming back on again.

Exercise 7 – A

Answers

1. The cupboards **need to be cleaned/need cleaning**.
2. The fire alarm **needs to be adjusted/needs adjusting**.
3. The lights **need to be replaced/need replacing**.
4. The plants **need to be watered/need watering**.
5. The oven **needs to be fixed/needs fixing**.
6. The ceiling **needs to be painted/needs painting**.
7. The window **needs to be washed/needs washing**.
8. The light switch **needs to be changed/needs changing**.

Exercise 8 – A

Answers

- | | | |
|---------------|-------------|-------------|
| 1. flickering | 4. crashing | 7. freezing |
| 2. skipping | 5. dropping | 8. sticking |
| 3. dying | 6. jamming | |

Exercise 9 – B

Answers

1. a. No, your shirt is torn.
b. No, they're stained.
2. a. No, it's freezing.
b. No, the TV screen is flickering.

Exercise 10 – A

Answers

1. The phone keeps freezing and the camera isn't working.
2. to buy a new phone
3. to fix the damaged phone
4. She doesn't trust repair technicians.

Exercise 10 – B

Answer

A "throwaway culture" is one where people throw products away instead of repairing them.

Exercise 13 – B

Answers

1. state that something will happen
2. act of stopping something
3. person who speaks for a company
4. rules of an agreement
5. act of giving information

Exercise 13 – C

Answers

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

Unit5–6 progress check

Exercise 3 – A

Answers

1. the light keeps flickering and needs changing; building manager gives a light bulb and the tenant's son changes the bulb
2. the neighbor's dog keeps barking; building manager will call the neighbor and ask if he can keep his dog quiet
3. the kitchen window is jammed shut and won't open; tenant will call her cousin who's a weightlifter to look at it

Unit7

Exercise 3 – A

Answers

Top row: 3, 6, 5
Bottom row: 1, 2, 4

Exercise 3 – B

Answers

1. Climate changes are being caused by high emissions of carbon dioxide.
2. Our natural resources are being depleted through rapid urbanization.
3. The health of people all over the world has been threatened due to water pollution.
4. Soil and underground water have been contaminated because of livestock farms.
5. The extinction of plants and wildlife is being accelerated as a result of the destruction of rain forests.
6. Birds, fish, and other marine life are being harmed through oil spills.

Exercise 5 – A

Answers

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

Exercise 5 – B

Answers

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

Exercise 7 – C

Answer

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

Exercise 8 –A

Possible answers

- | | | |
|------|----------|--------|
| 1. b | 3. b/d/f | 5. a/g |
| 2. c | 4. e/h | 6. e/h |

Exercise 12 – B

Answers

1. The lionfish are a concern because they can destroy the natural habitat/coral reefs by eating the native fish that maintain the reefs.
2. St. Lucia has many coral reefs that tourists enjoy.
3. They reproduce very quickly.
4. They have encouraged both tourists and locals to catch and eat the lionfish.
5. They have slowed the growth of the lionfish population, though they haven't solved the problem.

Unit8

Exercise 4 – A

Answers

- A: **Would** you rather **take** a technical course or an art course?
B: I would prefer **to take** an art course. I'd like to learn to paint.
- A: **Would** you prefer **to get** a promotion or a new job?
B: Actually, I'm not very happy at my present job, so I'd rather **get** a new job.
- A: **Would** you prefer **to learn** something fun or something practical?
B: I guess I'd prefer **to study** something practical, like personal finance.
- A: **Would** you rather **learn** English in England or Canada?
B: To tell you the truth, I'd prefer **not to study** in either place. I'd rather **go to** Australia because it's warmer there.
- A: If you decided to learn to play an instrument, **would** you prefer **to attend** a class or **have** a private tutor?
B: I'd rather **take** a class than **hire** a tutor.
- A: **Would** you rather **have** a job in an office or **work** outdoors?
B: I'd definitely rather **have** a job where I'm outdoors.

Exercise 5 – A

Answers

more classes; job shadowing; informational interviews

Exercise 8 – B

Answers

- Nia uses technology to study by keeping an electronic vocabulary list on her phone.
- Rick writes words on cards and organizes the cards by category.

Exercise 9 – A

Answers

- A good way to learn idioms is **by watching** American sitcoms.
- The best way to practice what you have learned is **by using** it in messages or conversation.
- Students can become better writers **by reading** more.
- You can learn to use grammar correctly **by doing** grammar exercises online.
- The best way to develop self-confidence in communication is **by talking** with native speakers.
- You can improve your accent **by listening** to songs and singing along.
- A good way to memorize new vocabulary is **by playing** vocabulary games.
- You could become a more fluent reader **by reading** something you're interested in every day.

Exercise 10 – A

Answers

- James: took a public speaking course and exercises before speaking
Sophia: started organizing her ideas better
- James: his dad taught him to drive on a busy street the first day
Sophia: her mom took her outside the city to learn because parking was impossible in New York City

Exercise 13 – B

Answers

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

Exercise 13 – C

Possible answers

Kelly and Maria are friends who have a lot **in common**, but they can't study together because they have **different habits**. Kelly likes a **clean place** which is very quiet, and she can **work/sit still** for a long time. Maria prefers a space that is **cluttered/messy**, and she likes to **move around**. Studies show that neither way of studying is **better** than the other. Noise can help some people **concentrate/focus**, for example. Despite their different habits, Kelly and Maria are both **excellent** students, and it is interesting that the friends have **almost identical/similar** plans for the future.

Unit 7–8 progress check

Exercise 1

Possible answers

Forests are being destroyed because of rapid urbanization.
The quality of the air is being lowered because of fumes from cars.
Marine life is being affected through climate changes.
Water is being contaminated by factory waste.
Landfills are overflowing due to the lack of recycling.
City streets are being damaged as a result of heavy traffic.

Exercise 3 – A

Answers

1. Kate: got into the company she auditioned for; e, f
2. Mark: missed a goal and lost the game; b, d
3. Iris: saved money to take a painting class; a, c

Unit9

Exercise 3 – A

Answers

1. My parents didn't paint their house before they moved in. They **had it painted**.
2. I didn't repair my own laptop. I **got it repaired** at the electronics store.
3. Many people don't wash their cars. They **have them washed**.
4. My bedroom carpet is very dirty, but I'm not cleaning it. I'm **getting it cleaned** next week.
5. My brother isn't repairing his bike. He's **having it repaired**.

Exercise 7 – A

Answers

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

Exercise 9 – A

Answers

1. A: What can I do to keep up with all my assignments in college?
B: **Maybe** you could stay in on weeknights.
2. A: What can I do to get in shape?
B: **Have you thought about** working out at the gym?
3. A: How can I save money?
B: **Why don't you** come up with a budget?
4. A: How can I learn to dance?
B: **It might be a good idea** to take dance classes.
5. A: How can I build self-confidence?
B: **What about** participating in more social activities?

Exercise 10 – A

Answers

1. start a project; cut down on distractions; go to the library for a few hours
2. have more energy; exercise at home with an app; do outdoor exercise like hiking, swimming, or jogging
3. fix her relationship problems; take a break from work; take a couple hours off from her phone every night

Exercise 13– B

Answers

- 2 One doctor's help makes the unlikely become possible.
1 A personal experience creates a groundbreaking idea.
4 Family support and a passion for discovery can lead to great things.
3 Although he won a big prize, there's plenty of work ahead.

Exercise 13– C

Answers

1. Pancreatic cancer is so serious because **it is hard to diagnose early**.
2. Andraka was inspired to find a solution by **an upsetting experience**.
3. The response to Andraka's proposal was **largely negative**.
4. Andraka's test for pancreatic cancer is **being developed now**.
5. Andraka's family helped him by **encouraging him**.

Unit10

Exercise 2 – B

Answers

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

Exercise 3 – A

Possible answers

1. The Olympic Games originated in ancient Greece about 3,000 years **ago**. **From** the eighth century BCE **to** the fourth century CE, the games took place in Olympia. The first modern Olympics were held **in** 1896 in Athens, with male participants from 14 nations. Women have only competed in the Olympics **since** 1900.
2. Although no one knows for sure, it's likely that the Chinese invented ice cream about 4,000 years **ago**. It was probably brought to Italy **in/during** the thirteenth century by Marco Polo, but the ice cream we enjoy today was probably created in Italy **in/during** the seventeenth century and spread through Europe **in/during** the eighteenth century. **Since** that time, different flavors have been created, but vanilla is still America's favorite.

Exercise 4 – B

Answers

(main stress in boldface, secondary in italics)
cata**strophe** *revolu**tion*** assassi**na**tion
appre**ciate** *conversa**tion*** considera**tion**

Exercise 5 – A

Answers

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

Exercise 10 – A

Answers

1. Sometime in the future, buildings **will have** green walls and roof gardens to help retain carbon dioxide.
2. By the end of this century, half of the Amazon rain forest **will have been** deforested.
3. In 50 years, the world population **will reach/ will have reached** 9 billion.
4. In the future, most of the population **will be living/will live** in cities.
5. Soon, computers **will become** more intelligent than humans.
6. In less than 20 years, scientists **will have discovered** a cure for cancer, but we **will suffer** from new diseases.

Exercise 11 – A

Answers

1. crime: there will be less street crime; crime will become more intelligent and digital; there will be more computer hacker criminals
2. space travel: people will be living on other planets within 100 years; humans will have traveled to other galaxies within the next 50 years
3. environment: in the next 20 years, we will have cleaned up all the trash in the oceans; in the next 30 years, we will have eliminated plastic and found better materials
4. energy: in 50 years, we will be using only green energy sources, like wind and solar energy; we will be able to charge electronics in just a few minutes
5. money: no one will use cash and everyone will have cards; everyone in the world will use the same currency

Exercise 13 – B

Answers

Predictions they made: 2, 4, 6

Unit9–10 progress check

Exercise 3 – A

Answers

1. July 20, 1969
2. 1930
3. 1986
4. from 1909 to 1911 (two years)
5. December 26, 2004

Unit 11

Exercise 2 – B

Answers

A turning point for Jim was when he became a parent. A turning point for Luke was when he joined the basketball team.

Exercise 3 – A

Possible answers

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

Exercise 4 – B

Answers

Parts A and B

1. Nari: she bought a cell phone; she knew she was going to be OK with her English and get her dream job in Boston
 2. Anthony: he started getting his own clients; he became serious about working for himself
 3. Karina: her aunt's illness; she knew she wanted to be a doctor and help people like her.
- Their turning points all helped their careers.

Exercise 8 – A

Possible answers

1. I should have played sports when I was younger.
2. I should have been more careful with money when I was a teenager.
3. I should have stayed in touch with my friends after I graduated.
4. I shouldn't have been so naive/should have been less naive when I first started working.
5. I should have studied hard in school.

Exercise 8 – B

Answers

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

Exercise 11 – A

Answers

1. Ariana: she should've spent more time with her grandma; she shouldn't have waited so long to start learning Arabic
2. Ray: he should've talked to the bully; he should've been more confident
3. Kira: she should've been more ambitious in high school; she could've done more volunteer work and helped people more in her spare time

Exercise 11 – B

Answer

Kira; There are no regrets in life, just lessons learned. She has learned lessons from her mistakes and become a better person.

Exercise 13 – B

Answers

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

Exercise 13 – C

Answers

- | | | | |
|-------|------|-------|-------|
| 1. NG | 3. F | 5. NG | 7. T |
| 2. T | 4. T | 6. F | 8. NG |

Unit12

Exercise 4 – A

Possible answers

1. c, d, e
2. c, d, e
3. b, c, d, e
4. a, b, d
5. a, d, e

Exercise 8 – A

Answers

1. Apple is considered one of the most innovative companies in the world. The company is known **for** introducing original products, but it's also admired **because of/for** its ability to predict what the market will need in the future. **The reason why** Apple has been so successful is that it has become a symbol of status and high-end technology.
2. McDonald's is popular worldwide **because** customers know what to expect when they eat there. Whether you're in Florida or in France, your Big Mac is the same. The company is also known **for** its ability to adapt to different markets. **Because/Since** the company adjusts some items to local tastes, you can eat pineapple pie in Thailand, or a shrimp burger in Japan.

Exercise 8 – B

Answers

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

Exercise 9 – A

Possible answers

Fitness For Life: free personal trainer for 21 days; qualified trainers; state-of-the-art fitness equipment; dynamic group classes; nutritional guidance
Beauty To Go: they go to your house; they bring all the equipment and products with them; you only have to go to their site and select what you want and where you live; they're cheaper
Like-New Repair Services: they diagnose the problem for free; if they can't fix it, you don't pay for it

Exercise 9 – B

Answers

1. "Fitness For Life, where **you come first.**"
2. "Beauty To Go. When and where you want, beauty **has never been this easy.**"
3. "Like-New Repair Services. Don't let your phone **slow you down.**"

Exercise 13 – B

Answers

Correct ad concepts:
an uncomplicated concept
a sensual or emotional appeal
something unexpected or strange

Exercise 13 – C

Possible answers

The first ad is sticky because it is simple and clear, easy to understand, and surprising.
The second ad is simple and easy, but it's not very sticky because there is nothing out of the ordinary.

Unit 11–12 progress check

Exercise 3 – A

Answers

Parts A and B

1. knowing your field; research is knowledge and knowledge is power; if your clients trust you, they will come back to you
2. networking; you never know who may be a potential client
3. establish small goals every week; you'll accomplish the goals and make progress

Unit13

Exercise 2 – B

Answer

Tyler locked himself out of his house. He walked to the gas station and called a locksmith.

Exercise 4 – A

Answers

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

Exercise 5 – B

Answers

1. They woke up late, missed their flight, and had to catch the next plane. They arrived just as dinner started.
2. His dog Sheba escaped because someone left the back gate open. The neighbor saw the dog on the street, rescued her, and took her back home.

Exercise 9 – A

Answers

1. could/should have made up; shouldn't have asked
2. should have paid; wouldn't have lent
3. wouldn't have paid; would have told; shouldn't have invited
4. shouldn't have stayed; could/should have started

Exercise 10 – A

Answers

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

Exercise 14 – A

Answer

They are both sounds/noises. (Also possible: Both are compared to musical instruments.)

Exercise 14 – B

Answers

1. They have compared it to trumpets playing and sound effects from science-fiction movies.
2. People think that the end of the world is coming or that spaceships are landing.
3. It is a sound like a giant flute being badly played or a train or truck slowing down.
4. That it is a gas leak.
5. There would be a different kind of sound, and people would smell gas.

Exercise 14 – C

Answers

- | | |
|------------|---------|
| 1. fact | 5. fact |
| 2. opinion | 6. fact |
| 3. opinion | 7. fact |
| 4. opinion | |

Unit14

Exercise 2 – B

Answer

a casting director

Exercise 3 – A

Answers

Storyboard and animation steps

1. are drawn; be drawn
2. be placed
3. is completed; be hired
4. be created
5. is added; are populated

Voice-over steps

6. are recorded; are not replaced
7. are hired; be used
8. are rehearsed; is recorded
9. is chosen

Exercise 4 – A

Answers

Parts A and B:

4. A new plan is put into action.
Luke planned to destroy the Death Star.
The president sets a trap.
2. A problem is presented.
Luke Skywalker has to save Princess Leia and fight Darth Vader.
President has to fight enemy soldiers trying to take over the White House.
3. Something bad happens, and all hope is lost.
Princess Leia's planet was destroyed.
The bad guys kidnap the president's family.
1. The main character is introduced.
Luke Skywalker
The President of the United States
5. The bad guy is defeated.
Darth Vader is spun off into space.
The soldiers are sent to jail.

Exercise 5 – A

Possible answers

- (as pictured from left to right)
6. Titles and credits are added.
 3. The lines are rehearsed.
 4. The movie is shot.
 2. A location is found.
 5. The movie is edited.
 1. The script is written.

Exercise 7 – A

Possible answers

Film/TV: storyboard artist, talk show host, stunt person

Publishing: editorial director, news photographer, web content manager

Gaming: game animator, gameplay programmer, quality assurance analyst

Music: band manager, club DJ, songwriter

Exercise 10 – A

Answers

1. ND: The art editor, who creates the look of a magazine, should make it attractive.
2. D
3. D
4. ND: The producer, who is responsible for the budget, is the big boss in an animation studio.

Exercise 10 – B

Answers

1. A game designer, who creates new games, works closely with the programmers.
2. A lead vocalist, who may also be a songwriter, is the main voice on stage.
3. A news reporter, who should be impartial, collects information about news and events.
4. A photo editor, who is responsible for the quality and content of images, selects the photos that go into magazines.

Exercise 12 – A

Answer

It was probably written for people who are curious about the movie business or about what being a film extra is like.

Exercise 12 – B

Answers

1. Unlike many extras, I'm a trained actor.
2. I'm registered with an agency that deals exclusively with extras, so I get calls all the time.
3. I was one of a group of office workers . . .
4. I've beaten my high scores on all my phone games . . .

Exercise 12 – C

Answers

1. come from all walks of life
2. in-demand
3. bright and early
4. nonexistent
5. challenging

Unit13–14 progress check

Exercise 1 – B

Possible answers

Parts A and B:

1. in an elevator: The man might've gotten stuck in an elevator. The manager must've helped him.
 2. at home/in an office: The computer must've stopped working. It could have lost all their data.
 3. at a restaurant/café: The waiter must've given bad service. The waiter must've been fired.
-

Unit15

Exercise 3 – A

Possible answers

1. Young people **should be/must be permitted** to vote before age 21.
2. Laws **have got to be/must be passed** to protect people's online privacy.
3. People **ought not to be/shouldn't be allowed** to use offensive language in social media.
4. Governments **must be/should be required** to provide health care to all their citizens.
5. Children **mustn't be/shouldn't be allowed** to play violent video games.
6. Scientists **shouldn't be/mustn't be permitted** to use animals for research.
7. The sale of fur products **should be/must be prohibited**.
8. Something **has to be/ought to be done** to stop the pollution of rivers and oceans.

Exercise 5 – A

Answers

1. texting in a movie theater
2. taking selfies in crowded places
3. using the phone on speaker in public places

Exercise 5 – B

Answers

1. People shouldn't be allowed to text at all in movie theaters. Our phones should have a movie mode that people should be required to turn on.
2. Selfies ought to be prohibited at any place with big crowds of people.
3. People should be prohibited from talking on speaker indoors in public places. Offices and public buildings should be required to post signs that prohibit it.

Exercise 8 – B

Answer

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

Exercise 9 – A

Answers

1. There aren't enough shelters for the homeless, **are there?**
2. Vandalism makes a neighborhood very unpleasant, **doesn't it?**
3. In overcrowded classrooms, teachers can't give enough attention to students, **can they?**
4. School bullying is a major problem in most schools, **isn't it?**
5. There are more street crimes in big cities than in small towns, **aren't there?**
6. The government should provide adequate health care to everyone, **shouldn't it?**
7. The city doesn't do enough for stray animals, **does it?**
8. It isn't easy to save money these days, **is it?**

Exercise 11 – A

Answers

Parts A and B:

1. animals used for entertainment; *for*: they use the profits for research, rescue, and protection of the animals; *against*: animals are punished and abused if they don't do things right; they're kept in horrible conditions; it's not natural for them to be in small spaces
2. supercenters: *for*: the products are cheaper and they provide a lot of jobs for the community; *against*: smaller businesses can't compete with supercenters and they lose a lot of money, either closing down or limiting their products; consumers will have fewer choices when they go shopping

Exercise 13 – B

Answers

1. to explain what plagiarism is, how it can happen, and how to avoid it
2. because so much material is available and it is not always clear who wrote it
3. Are all of these words my own?

Exercise 13 – C

Answers

1. not plagiarism
2. plagiarism – Either he thought it was OK to use the material if he changed it in some ways, or he intended to commit plagiarism.
3. plagiarism – accidental
4. plagiarism – probably intentional

Unit16

Exercise 2 – A

Answers

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

Exercise 3 – A

Possible answers

1. have/haven't 4. have/haven't
2. have/haven't 5. was/wasn't
3. have/haven't 6. have/haven't

Exercise 5

Answers

Parts A and B:

	Mr. Sandberg	Ms. Rowe
Obstacle	He wanted to study abroad in Italy, but his parents wouldn't help him.	She loves soccer, but she's not very good at playing it.
What he/she did	He got two jobs and saved money.	She found a job coaching a kids' soccer league.
What he/she learned	He could do anything he wanted if he worked hard enough.	You have to be creative dealing with problems.

Exercise 6 – A

Answers

1. rigid 3. compassionate 5. dependent
2. timid 4. unimaginative 6. cynical

Exercise 10 – A

Answers

Parts A and B:

- Hugo: he hopes he'll have established his career as a green architect; protecting the environment is important to him, he has lots of ideas for building with recyclable materials, and green building is the architecture of the future
- Erin: she'll have opened the world's biggest luxury hotel chain; she knows what makes people happy and she knows about luxury
- Danny: he'll have started working full time as a veterinarian, and by age 35, he'll have his own clinic; he loves animals and they make people happy

Exercise 13 – B

Answers

- pretty rarely
- his weight and his poor eyesight
- He finished last.

Exercise 13 – C

Answers

1. c 2. a 3. c

Unit15–16 progress check

Exercise 2 – A

Answers

- | | |
|----------------------|---------------------|
| 1. Yes, it should. | 4. Yes, it does. |
| 2. No, it isn't. | 5. Yes, we do. |
| 3. No, there aren't. | 6. No, there isn't. |
-

Audio scripts

1 That's my kind of friend!

2 Conversation (p. 2)

B Listen to Joe and Roy discuss Lisa after they had dinner together. What did Roy think of her?

Joe: So, what did you think of Lisa?

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

Joe: But she's pretty normal, right?

Roy: Yeah, and she's smart and funny . . . and very pretty, too.

Joe: I knew you'd like her.

Roy: Yeah, I do. She's my kind of girl.

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

Roy: I hope so. I got her number, and I'll text her tomorrow. Do you think she liked me?

Joe: I think so. She seemed to be having a good time, too. But I guess you're going to have to get in touch with her and find out.

5 Listening (p. 4)

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

1. Emma

Rob: So Courtney, how are things with your new roommate? Emma, right?

Courtney: Yeah, Emma. Things are OK.

Rob: That doesn't sound good.

Courtney: Well, I'm a little annoyed.

Rob: What happened?

Courtney: So we take turns cleaning the apartment. It was her turn this week, and she still hasn't done anything. Then today she left for her parents' house for the entire weekend.

Rob: Do you think she forgot?

Courtney: Well, I asked her about it before she left, and she wasn't very nice. She said she didn't need another mom and that she'd do things when she had time. She's not easy to talk to.

Rob: Well, she might do it Sunday night when she gets back. If she doesn't, then talk to her.

Courtney: Yeah, I'll wait and see. Thanks, Rob.

2. Mrs. Leblanc

Natalie: Hey Jen. What's new with that internship in Paris? Did your French teacher help you with the application?

Jen: Mrs. Leblanc? Yeah, she was a huge help. She reviewed my French and even gave me some good ideas.

Natalie: That's great! She sounds so helpful.

Jen: She really is. I often tell her that, and she just laughs. She won't take credit for anything.

Natalie: You know, my sister says she's the best teacher she's ever had. She's taking a French class now with another teacher, but she still writes Mrs. Leblanc with questions.

Jen: And Mrs. Leblanc doesn't mind?

Natalie: Nope. She says she's happy to help.

Jen: She's so sweet. It's people like her that make me want to be a teacher.

Natalie: Oh, yeah? Would you teach French?

Jen: French? Hmm. I'm not so sure. Let's see if I get this internship in Paris first.

3. Pablo

Man 1: Hey, remember that it's Pablo's birthday next Friday.

Man 2: Oh, that's right! What's the plan?

Man 1: I haven't heard of anything. He's always organizing parties for other people. Let's plan something for him this time.

Man 2: Great idea! Would he get mad if we invited all his friends?

Man 1: No, he'd love it! And Pablo never gets mad, anyway. Let's do dinner at his favorite Indian restaurant. You know how he loves curry.

Man 2: Perfect. I'll invite his friends, and you can take care of the dinner reservation.

Man 1: OK, but for how many people?

Man 2: He has a lot of friends. Let's say fifteen for now, and I'll let you know if it changes.

Man 1: He's going to love this!

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

2 Working 9 to 5

7 Conversation (p. 11)

B Listen to the rest of the conversation. What is Tyler going to do at the resort?

Emma: So, what will you be doing at the beach resort?

Tyler: Nothing that great, actually. I'll be working with the entertainment staff, you know, making sure the guests are having a good time.

Emma: That sounds interesting to me. What exactly will you have to do?

Tyler: Well, during the day, I'll have to organize activities and games for adults and children. And then we have to take part in evening activities, you know, shows, parties . . .

Emma: I see. It sounds like your days will be pretty long.

Tyler: For sure. And the job is six days a week.

Emma: Wow! You mean you only have one day off?

Tyler: Yeah. But the resort is in such a beautiful place that I think it's worth it. Besides, the pay is really good.
 Emma: You know what? I'm beginning to think that the job at the website isn't so bad after all.

10 Listening (p. 12)

A Listen to Caden talk to Janelle about his job as a video game tester. Which parts of the job does he like and dislike? Check *Like* or *Dislike*.

Janelle: Hey, Caden!

Caden: Janelle! Hey!

Janelle: I haven't seen you in awhile. How have you been?

Caden: Oh, all right. I'm so happy it's Friday.

Janelle: Oh, yeah? Hard week?

Caden: Every week is a hard week. I feel like time goes by so slowly at work.

Janelle: Do you still have that job testing video games?

Caden: Yeah. I think the last time I saw you, I was just starting and I was really excited about it. But honestly, Janelle, it's just not as fun as I thought it would be.

Janelle: Why is that?

Caden: I mean, I don't want to sound ungrateful. I know it's better paid than a lot of jobs, and my hours are more flexible than most, but it's making me hate video games. I thought I was going to play the games and suggest ways to improve them, but I have to play the same parts over and over again and make mistakes to see what happens. I basically run hundreds of tests on every detail of the game.

Janelle: Oh, I guess that wouldn't be very fun.

Caden: And when I play video games on the weekends, I keep noticing little things that I would report for work. I can't play games like I used to and just enjoy them.

Janelle: So, do you think you want to change fields?

Caden: Well, that's the thing. Because I am always playing them, I'm constantly thinking of new ideas for games. I have lists at home. So, I'm still passionate about video games, but I'm just tired of testing other people's ideas.

Janelle: Why don't you go back to school so you can become a software developer? You know, you could develop your own games. I think with the experience you have now, you'd be really good at that.

Caden: Yeah, I've thought of that. If I keep working at this job for a while, I could afford to go back to school. Do you think that's a good idea?

Janelle: Definitely. Then when you finish school, you can look for a job designing games. Who knows? Maybe this company where you're working now would hire you.

Caden: Hey, anything's possible! Thanks for the talk, Janelle. I'm going to look at universities this weekend.

B Listen again. What does Caden decide to do?

Units 1–2 Progress check

2 Listening (p. 14)

A Listen to Suki and Andy discuss these topics. Complete the chart.

1. Websites

Andy: I can't stand it when you want to read an article on a website and they make you sign up. What if I don't like it? Why don't they let you read a few articles before making you subscribe?

Suki: Yeah, that's annoying. Then you sign up, and they send you emails every day. I don't need more emails!

2. Children

Suki: I love children, but I hate it when people let kids cry in a restaurant. I know children cry, but parents should try to calm them down in a restaurant.

Andy: Yeah, or when you're on a bus or plane and the kid behind you keeps kicking your seat.

3. Taxi drivers

Andy: Doesn't it bother you when taxi drivers are dishonest? They'll take longer routes to charge you more money. I always feel like I have to pay attention.

Suki: I know what you mean! Or sometimes they say they don't know the area, and you don't know if they're lying. Every taxi should have a GPS!

4. Restaurant servers

Suki: It upsets me when restaurant servers get annoyed if you order something cheap off the menu. I understand they want a bigger tip, but they shouldn't be impolite.

Andy: I hate it when they don't write down your order. They think they can memorize it, and then they get it wrong. And I never complain because I think they might do something to my food.

3 Lend a hand.

2 Conversation (p. 16)

B Listen to two more calls Keiko makes. What else does she need help with? Do her friends agree to help?

1.

Hunter: Hi, Keiko.

Keiko: Hi, Hunter. I was wondering if you could do me a favor.

Hunter: That depends.

Keiko: Well, I'm moving this weekend, so I'll be really busy taking everything over to my new apartment. Would it be OK if I left my goldfish at your place for the weekend?

Hunter: Your fish? Sure. I'll be around all weekend, and I love watching those little guys swim around in the tank.

Keiko: Thanks a lot. Is it OK if I come by with them on Friday?

Hunter: That's fine.

2.

Claire: Claire Dawson.

Keiko: Hi, Claire. It's Keiko.

Claire: Oh, hello. How are you?

Keiko: Pretty good, thanks. Listen, the reason I'm calling is I have a really big favor to ask you.

Claire: OK. What is it?

Keiko: Remember I told you that I'm moving this weekend?

Claire: Yeah, I remember.

Keiko: Well, I was wondering if you could help me pack my stuff.

Claire: Gee, Keiko, I'd really love to help you out, but I'm going away this weekend. It's my mother's birthday, and I promised to go visit her.

Keiko: Oh, OK. I understand. Anyway, how are things? I haven't seen you for ages.

Claire: 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. Jesse

Maria: Hello?

Jesse: Hi, Maria. This is Jesse.

Maria: Oh, hi. How's it going?

Jesse: It's going well! Listen, I was wondering if I could borrow your electric mixer.

Maria: My mixer? Don't tell me you are going to bake!

Jesse: I know. I'm having my friends from my study group over this weekend, and I want to make dessert. And I want it to be perfect! I love that chocolate cake recipe you have. So, what do you say?

Maria: 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. But you know, you can buy a cheap mixer at the store.

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

2. Liz

Samuel: Hello?

Liz: Hi, Samuel. It's Liz.

Samuel: Hi, Liz. What's up?

Liz: Do you remember talking about that book yesterday? The one about that man's trip through Asia?

Samuel: Yeah, of course.

Liz: Would it be all right if I borrowed it? I need a good book for my vacation next week.

Samuel: No problem. But you'll have to tell me what you think!

Liz: Definitely! Thanks, Samuel.

3. Min-jun

Silvia: Hello?

Min-jun: Hi, Silvia. It's Min-jun.

Silvia: Hey! What's up?

Min-jun: Not much. I was wondering if I could ask you for a favor.

Silvia: Sure.

Min-jun: Well, I have to go out of town next week. Could you watch Daisy while I'm gone?

Silvia: Who's Daisy?

Min-jun: You know – Daisy, my cat.

Silvia: Oh. Your cat. I don't know, Min-jun. I'm not crazy about cats. Their hair gets everywhere, and . . .

Min-jun: Not Daisy. She's really clean . . . and loving. I bet you'll love cats after watching her.

Silvia: Yeah, maybe, but I'm not sure about my roommate.

Min-jun: Oh, that's right. I forgot you live with someone now. Well, what if I gave you the keys to my place and you stayed here?

Silvia: Well, I guess that would work. You do live close by.

Min-jun: Great! I really appreciate it. Why don't you come over tonight so I can show you where everything is?

Silvia: OK, but you owe me one!

4 What happened?

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 teenagers' soccer game in Australia took an unexpected turn on Saturday when an escaped bull decided to join the game. The players were running toward the goal when the bull charged the field. It began chasing the 14-year-old boy who had the ball. Luckily, the boy was fast, and managed to get out of the way. Apparently bored with the soccer game, the bull left the field as suddenly as it had entered it, leaving players and viewers shocked at what they had just witnessed.

2.

Woman: A 19-year-old by the name of Matt is lucky to be alive and well. Matt was watching TV at his grandmother's home in Missouri last Thursday when a terrible storm started. While he was talking to his grandmother, the storm intensified into a tornado, ripping the walls off the house and sucking him in. The tornado took Matt over 1,300 feet before dropping him in an abandoned field. After flying through the air at 150 miles per hour, it's safe to say that Matt had the ride of his life!

3.

Man: Early Tuesday morning in Ontario, 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 Milo have stolen once? Where was he?

Milo: I had something similar happen last year.

Carol: Really?

Mio: Yeah. It was when I was overseas. 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. Their English wasn't very clear, and I couldn't really understand what they were saying. Finally, they left, and when I looked down, I realized my carry-on bag had disappeared. It had my wallet in it with all my money, my credit card, and my phone. Luckily, I had put my airline ticket and my passport in my backpack.

Carol: How awful! So what did you do?

Milo: I went inside a restaurant and asked to use their phone. First, 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 gotten sick while she was on vacation, she went back to work on Monday.

2.

Woman 1: John called me last week, but I never got the message. I'd changed phone numbers.

3.

Woman 2: I'd been really nervous about the job interview, so when I left the office, I felt relieved.

4.

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

5 Expanding your horizons

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?

Olivia: What are some of the customs in Germany?

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

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

Klaus: 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.

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

9 Listening (p. 34)

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

1. Carla

Carla: I lived in Saudi Arabia for a while. Women put something over their head and wear clothing that covers the whole body. At first, I felt uncomfortable and 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 you also don't have to worry about what to wear all the time.

2. Nate

Nate: When I lived in Spain, I was surprised at how late in the evening people eat. When you're invited to dinner, you're expected 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 the next day after eating and talking until three in the morning?

3. Shauna

Shauna: 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 when I was growing up, it wasn't acceptable to make noise at the dinner table.

6 That needs fixing.

4 Listening (p. 38)

A Listen to three customers return items they purchased. Complete the chart.

1. Evie

Store clerk: Hello. How can I help you?

Evie: Yes, I bought this dress yesterday. Here's the receipt. I was at an important business dinner, bent over to pick something up, and the zipper in the back ripped! See?

Store clerk: Oh, my. Yes, I see.

Evie: Luckily, I was sitting down, but I had to pretend I was cold and wear my husband's jacket all night. Then the server turned up the heat because he thought I was cold! I was sweating all night!

Store clerk: I'm so sorry, ma'am. Let me take care of this and give you your money back.

2. Darren

Manager: Welcome to Electronics City!

Darren: I'd like a refund for this broken coffeemaker.

Manager: Hmm. It's pretty stained and damaged. Do you have the receipt?

Darren: How can I have a receipt for something I bought four years ago?

Manager: Sir, without a receipt, we can't give you a refund. And the warranty on these is two years, so if it's been four, we can't help you.

Darren: Just give me a new one then. I need my coffee!

Manager: Unfortunately, we can't give away coffeemakers, but I can show you some on sale. Just follow me.

3. Gisela

Gisela: Excuse me. I bought this laptop two days ago, opened it, and found this scratch on the screen!

Employee: Oh, that is a bad scratch! But we don't sell this brand.

Gisela: That's impossible. I was here last week. Look at this receipt.

Employee: Ma'am, this is from Electronics City, our competitor. We're Electronics World.

Gisela: Oh, that's right! I bought my tablet here and my laptop there! How embarrassing!

Employee: Don't worry! I'm sure Electronics City will take care of it. And let us know if you need any help with your tablet.

Gisela: Will do! Thank you!

6 Conversation (p. 38)

B Listen to another tenant's call with Mr. Leroy. What's the tenant's problem?

Mr. Leroy: Hello?

Mr. Harris: Hello. Is this the manager?

Mr. Leroy: Yes, this is Mr. Leroy.

Mr. Harris: This is Carl Harris in Apartment 10C.

Mr. Leroy: Yes. How can I help you, Mr. Harris?

Mr. Harris: I'm having a problem with the electricity.

Mr. Leroy: What sort of problem with the electricity?

Mr. Harris: Well, it keeps going off and coming back on again.

Mr. Leroy: I see. Is it just the lights, or is it the appliances, too?

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

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

Mr. Harris: Thanks so much.

10 Listening (p. 40)

A Listen to a conversation between two friends. Answer the questions.

Aaron: Hayley! Where have you been? I've been texting you all morning.

Hayley: Sorry, Aaron. My phone keeps freezing. And the camera isn't working! I'm going to go buy a new phone after class.

Aaron: You'll spend a ton of money on a new phone.

Why don't you just fix it?

Hayley: I don't trust repair technicians. They charge you for parts you don't need, or they supposedly fix it, but a few days later, the same problem comes back! I don't have time for that.

Aaron: I agree there are a lot of dishonest ones, but I know someone. My phone kept shutting off, and this guy only charged me \$50 to fix it! And my phone has worked perfectly ever since.

Hayley: Yeah, Aaron, but we have different phones. Everyone says mine is more complicated.

Aaron: This guy is a genius. He won't charge you if he can't fix it. Plus, Hayley, you shouldn't throw electronics away if you can fix them. It's terrible for the environment. I read this article about how we're becoming a throwaway culture.

Hayley: A throwaway culture?

Aaron: Yeah, we throw things away instead of trying to fix them.

Hayley: Well, I think companies don't make things, especially electronics, as well as they used to. The quality of everything just isn't as good as before.

Aaron: Oh, I agree. The article mentioned that, too, but it made a good point. If the companies are making things worse than before, why should we buy more? That's what the companies want. It's better to give a local repair technician some money and help small businesses. And you'll spend less, too.

Hayley: I guess I see your point. So this guy guarantees his work?

Aaron: Yep! Why don't we stop by his shop after class?

Hayley: All right, you convinced me, Aaron.

B Listen again. What is a "throwaway culture"?

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. Frost. I was wondering if you could change the lightbulb out front. It keeps flickering, and it's going to go out.

Mr. Frost: 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. Frost: 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 can ask my son to change it. OK?

Mr. Frost: 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. Frost.

Mr. Frost: 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. Frost: 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. Frost: 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. Frost: Look, look. I tell you what. I'll call your neighbor and ask if he can keep his dog quiet.
 Tenant 2: OK. Thank you!

3.

Tenant 3: Mr. Frost.
 Mr. Frost: Mrs. Albano.
 Tenant 3: I have a problem.
 Mr. Frost: What is it now?
 Tenant 3: It's my kitchen window. It's jammed shut. I can't open it anymore.
 Mr. Frost: Mrs. Albano, I'm not sure how I can help you.
 Tenant 3: Well, it needs to be opened. Can you try?
 Mr. Frost: 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 weightlifter.

7 What can we do?

5 Listening (p. 46)

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

1. Morgan

Morgan: Wait, don't throw that out!
 Man: Why not?
 Morgan: 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?
 Morgan: 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?
 Morgan: 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. Dalton

Woman: I love my new computer, 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.
 Dalton: 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?

Dalton: 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 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 reused, of course.

3. Kendall

Kendall: 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?

Kendall: 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 – 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?

Kendall: 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 Cindy and Otis decide to do?

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

Cindy: Absolutely. The best thing to do is to monitor the situation over the next couple of weeks to see what exactly is happening.

Otis: How do we do that?

Cindy: 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.

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

Cindy: That would be fantastic.

8 Never stop learning.

2 Perspectives (p. 50)

A Listen to a survey that a school is conducting about student preferences. Check the student's answers.

Interviewer: OK. Let's start. 1. Would you rather study on your own or join a study group?

- a. I'd rather study on my own.
- b. I'd rather join a study group.
- c. I'd rather do both.

Man: I guess I'd rather join a group.

Interviewer: 2. Would you rather take an art course or a professional course?

- a. I'd rather take an art course.
- b. I'd rather take a professional course.
- c. I'd rather not take either.

Man: Hmm. I'd rather not take either. . . . I think I'd rather take a language course.

Interviewer: 3. Would you prefer to take an online course or a traditional course?

- a. I'd prefer to take an online course.
- b. I'd prefer to take a traditional course.
- c. I'd prefer not to take either. I'd prefer to hire a private tutor.

Man: Let's see. . . . I'd prefer to take an online course.

5 Listening (p. 52)

A Listen to a conversation between a student and his guidance counselor. Check the suggestions the guidance counselor gives.

Ms. Mooney: Hello, Ivan! How great to see you. How are your classes going?

Ivan: Well, OK, Ms. Mooney, but I think I'd rather be studying psychology. I chose civil engineering as my major, but this psychology class that I took was amazing. I'd even stay after class to talk to the professor about the material. I never do that in my other classes.

Ms. Mooney: That's great! But psychology is a big change from civil engineering.

Ivan: Exactly! What if I change majors and regret it later? I'm getting good grades in my engineering classes, but I'm bored. Psychology was really interesting, but it wasn't as easy. Maybe I should just do what's easy.

Ms. Mooney: Don't do what's easy. Do what you love. But you only took one psychology class, right? Perhaps you need to learn more about the field.

Ivan: So you think I should take more classes?

Ms. Mooney: Yes, you could. Have you ever heard of informational interviews? That's an option, too.

Ivan: What are they?

Ms. Mooney: You find people with jobs in the fields you're interested in and sit down with them and ask them about their work. You know, the day-to-day stuff, what they like, what they don't like, how many years they had to study. It's like an interview, but just to learn about the job.

Ivan: That sounds great! So I could talk with a civil engineer and a psychologist?

Ms. Mooney: Sure. And you could even shadow some of these professionals.

Ivan: Shadow them?

Ms. Mooney: Job shadowing is when you follow someone around at their job and experience it from their perspective. Think of it like an internship, but you're only watching. You can shadow someone for a few hours or several times if you'd prefer. You

know, before I became a guidance counselor, I was a banker.

Ivan: You were a banker, Ms. Mooney?

Ms. Mooney: Yes, for 10 years. But after doing some volunteer work with finance students, I realized I'd rather help people than crunch numbers. So I did informational interviews and job shadowing, and here I am! And I love being a guidance counselor! So, what do you say? Shall we find some professionals you can talk to?

Ivan: Yes, please! I need all the information I can get.

8 Conversation (p. 52)

B Listen to two other students, Rick and Nia, explain how they learn new words. Who uses technology to study? Who organizes words by category?

Rick

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.

Nia

I keep a vocabulary list on my phone. It's organized alphabetically. Whenever I hear or read a new word, I add it to the list. 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 James and Sophia describe how they developed two skills. How did they learn? Complete the chart.

1. James

James: I have a huge fear of speaking in front of people.

Seriously, I'd rather do anything else. And I'm a lawyer, so it's all about *how* you speak and present your case. I decided to take a public speaking course, and the teacher taught me some great tips. By memorizing the first line of my speech, by looking out in the audience and focusing on just one person at a time, and, of course, by practicing a ton in that class, I was finally able to improve. Oh, and I always exercise before a presentation to calm my nerves!

1. Sophia

Sophia: I love to speak in public. People think if you love public speaking, then it's easy – but that's not true. I work for a non-profit organization, so I give lots

of speeches to convince people to donate money. I would tell stories and jokes, ask the audience questions, but they wouldn't donate money. I was too spontaneous, and I wasn't reaching them. So I started to organize my ideas. By putting my stories at the beginning of my speech and ending with numbers and facts, I had a bigger impact. I'm still spontaneous, but hard facts and data are hard to forget, so I always end with those.

2. James

James: I remember I was so excited to learn how to drive. I was 15 when my dad gave me my first lesson in a parking lot. He taught me the basics and then wanted me to drive home on a busy street that first day! He said that by learning on the road with other drivers, I would never forget the basics. That was my dad. My mom was another story. She was so nervous that we never left the parking lot! I never practiced with her again. And it took her six months to get in the car with me, even after I got my license!

2. Sophia

Sophia: I'm from New York City, where most people don't even learn to drive until they're older. But not me. I first tried when I was 16 with my mom. I wanted to visit a friend, so we went in my mom's car. I thought by going slowly, I'd be fine. But I hadn't thought about parking, and in the city, parking is impossible! After 30 minutes of trying to park and almost hitting two cars, I just wanted to go home. But my mom insisted we keep practicing, so we drove outside the city, where I finally could relax and get comfortable driving!

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 two qualities does each person's behavior demonstrate? Complete the chart.

1. Kate

Kate: I did it! I did it!

Man: Did what, Kate? What happened?

Kate: I can't believe it!

Man: Kate! Calm down! What happened?

Kate: I got it! I got into the company I auditioned for!

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

Kate: That's right. And I felt really sad about it for a while because I know I have potential. I started thinking maybe I just needed to work harder, so I started dancing again on my own. And by practicing every day, I got better and better. Then I saw in the newspaper that auditions were being held again. I knew I could do it, so I went in, auditioned, and made it!

Man: That's great. Congratulations!

2. 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. There was no one in the way. Everyone else was at the other end of the field.

Woman: Yeah, but we all miss one sometimes.

Mark: Well, my teammates aren't going to lose another game because of me.

3. Iris

Man: Iris, when did you start doing this?

Iris: Oh, a few months ago.

Man: What made you start?

Iris: Well, it was my brother who inspired me. I've always wanted to paint or draw, but he was the artistic one. His paintings have been sold for big money at galleries, and, well, I had never even picked up a brush. But I started saving money every month until I had enough for this painting class. I'm so glad I did.

Man: You're not bad, you know. I love the colors in this portrait.

Iris: Thanks.

Man: Who is it?

Iris: It's you.

9 Getting things done

10 Listening (p. 62)

A Listen to a conversation between three friends on New Year's Eve. Check the resolution each person has and write their friends' suggestions.

Edward: That food was delicious, you guys. How many years have we all spent New Year's Eve together, Hannah?

Hannah: Five years! I just posted our annual picture. Your mom already liked it, Selena.

Selena: Of course she did! And now my favorite part: New Year's resolutions! Edward?

Edward: I need to stop procrastinating on my big project for grad school. I still haven't started it because I get so easily distracted.

Hannah: I've said this before, Edward, but you need to cut down on those distractions. How can you work with the TV on? And your roommate's music! I could never put up with that.

Edward: I know. It's hard because I get along with him so well. But he is a big distraction. And well, you know how I love TV.

Selena: Yeah, but you'd finish your project a lot faster without them. Have you thought about going to the library? Work hard for a few hours, then go home and watch all the TV you want!

Edward: Hmm, that's not a bad idea. I've never tried working at the library. What about you, Selena?

Selena: I want the energy I used to have at school! Now I'm just always tired at work.

Hannah: I think you need to exercise, Selena. You sit down all day at a desk and then go home and sit more. Of course you're tired! I found this great app that has quick and effective exercises you can do in your living room!

Edward: Yeah, but she needs to leave the living room. Selena, maybe you could start some outdoor exercise, like hiking, swimming, or jogging. You need to take better care of yourself.

Selena: I hate jogging, but I've always liked swimming. You swim, don't you, Edward?

Edward: Yes, and I love it. Why don't you come with me to the pool this week? Push yourself to start exercising three times a week, and I'll push myself to go to the library.

Selena: Perfect. That leaves us with Hannah, our social media queen.

Hannah: Ugh, I need to come up with an idea to save my relationship. I think my boyfriend might break up with me.

Selena: What happened?

Hannah: He says I'm addicted to my phone and social media, but it's my job! I'm a social media analyst! I have to constantly be online.

Edward: Yeah, but you shouldn't be working online ALL the time, Hannah. Everyone needs a break.

Selena: What about taking a couple hours off from your phone every night?

Hannah: Every night?

Edward: Hannah, work is important, but it isn't everything.

Hannah: I just don't want my work to suffer and lose my job.

Selena: You'll be better at your job if you're not always working. Try it for a few nights.

Hannah: Yeah, maybe you're right. Guys, why can't life be easy like it used to be?

Edward: Like when we were 12?

Selena: Welcome to being an adult! Happy New Year!

10 A matter of time

11 Listening (p. 68)

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

1. Crime

Woman: Well, I think crime will completely change in the future.

Man: How so?

Woman: Nowadays people use their debit and credit cards more than they use cash. How we spend money is changing. I think there will be less street crime in the future. Crime will become more intelligent and digital. There will be more computer hacker criminals.

Man: That sounds more serious.

Woman: I know! Crimes will definitely become more severe. Instead of stealing some cash from my purse, a criminal could go online to my bank account and steal a lot more. It's scary to think about.

2. Space travel

Woman: Do you really think people will live in space in the future? I don't know if I believe that.

Man: Oh definitely. I think within 100 years, people will be living on other planets.

Woman: Really? Like you and I could be living on another planet?

Man: Well, not in our lifetime. But I think within the next 50 years, humans will have traveled to other galaxies.

Woman: Yes, I agree with that. And what about extraterrestrial life? Will we have made contact with aliens from other galaxies?

Man: I don't know, but if we do, I sure hope they're friendly!

3. Environment

Man: Every time I read the newspaper, there's another environmental disaster. Do you think environmental problems will eventually become a thing of the past?

Woman: Definitely. There are some amazing ideas to clean up our oceans. I think in the next 20 years, we will have cleaned up all the trash in the oceans.

Man: I sure hope so. Some of those garbage patches in the ocean are larger than some countries!

Woman: I know. I read that nonbiodegradable trash is the biggest problem in the oceans and on land.

Man: Nonbiodegradable trash, like plastic?

Woman: Exactly. I think in the next 30 years, we will have eliminated plastic and found materials to use that are better for the environment.

4. Energy

Man: You know, I was reading this article about energy of the future. Fossil fuels like oil and coal have become our main energy sources.

Woman: Yeah, but we need safer energy.

Man: This article says we're making progress with other kinds of energy. It predicts that in 50 years, we will be using only green energy sources, like wind and solar energy.

Woman: Wouldn't that be wonderful?

Man: And it said that with electronic devices, we won't have to wait for them to charge. We'll be able to charge our phones or computers in just a few minutes.

5. Money

Man: With all the technology we use every day, sometimes it feels strange that we're still using paper money that can rip or get damaged.

Woman: Yeah, it seems old-fashioned next to credit cards with chips and sensors, doesn't it? It's just a matter of time before paper money isn't made at all anymore.

Man: You think so?

Woman: Definitely. No one will use cash and everyone will have cards.

Man: If that happens, then I think everyone in the world will eventually use the same currency.

Woman: So only one currency and no more cash? It sounds a lot easier, but I'm sure there will be new problems, too.

Man: Oh, there always are!

Units 9–10 Progress check

3 Listening (p. 71)

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

1.

Man: Did I ever tell you that when I was little, I wanted to be an astronaut?

Woman: No, you didn't.

Man: I remember watching Neil Armstrong land on the moon. Do you remember the date?

Woman: July 20, 1969, right?

Man: That's right!

2.

Man: Hey, we should start planning a trip for the next World Cup.

Woman: Yeah! That would be exciting.

Man: I was watching this documentary. Did you know that in the first World Cup in Uruguay, only 13 countries participated?

Woman: Wow, what a difference! I think there were 32 countries in the last tournament.

Man: Yeah, a lot has changed since 1930!

3.

Man: What are you reading?

Woman: It's an article about the Chernobyl nuclear disaster. They're talking about what the contaminated area is like now. Did you know that a few hundred elderly people never left Chernobyl? They didn't want to leave their homes.

Man: I can't believe that. It seems so dangerous.

Woman: Do you remember the year?

Man: It was in 1986, right?

Woman: Yep! Good memory.

4.

Boy: Mom, can you help me with this project?

Woman: Sure, what is it about?

Boy: I'm talking about the *Titanic*, but I need one more fact.

Woman: Let me see. Ah, I know that they took from 1909 to 1911 to build it. More than 3,000 people helped build it.

Boy: Really? That's perfect! Thanks, Mom!

5.

Man: It's almost the anniversary of the Indian Ocean tsunami. Do you remember that?

Woman: Oh, yeah! How could I forget?

Man: Did you know it took only 15 minutes after the quake for the waves to reach the coast of Sumatra?

Woman: Wow, that's fast! Let me see if I remember the date. It was in 2004, right?

Man: Yep, December 26, 2004.

Woman: I read the waves were 100 feet high in some places. Can you imagine?

11 Rites of passage

2 Conversation (p. 72)

B Listen to the rest of the conversation. What was an important turning point for Jim? for Luke?

Luke: So that was a turning point in your life.

Jim: One of them. But the most important was becoming a parent. When your cousin Bella was born, my life changed completely, and I changed, too. Before that, I never used to worry about the future. But then I realized I was responsible for another person and that made me take life more seriously. What about you? Have you had any life-changing experiences yet?

Luke: Well . . . I guess making the basketball team really changed my life. For the first time, other people really depended on me to do my best. Since I'm an only child, I hadn't had much experience working with others before I joined the team.

Jim: That's great.

Luke: Yeah, I learned how to be a team player and not be so selfish. And our team, we really grew up together over the past four years. It was so rewarding when our hard work paid off, and we won the championship last year!

4 Listening (p. 74)

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

Mark: Good morning, listeners! I'm Mark Markinson and we're back talking about turning points – those moments when something happens in our lives and afterward we're never quite the same. Let's go to our first caller, Nari.

Nari: Hi, Mark! I'm South Korean and came to Boston by myself when I was 17. Transitioning was hard. I had studied English, but had never practiced with anyone. I was so nervous at first, and the second week I had to buy a cell phone. I was terrified, but the salesperson understood my first question and I understood his answer! The moment that happened, I knew I was going to be OK with my English and get my dream job in Boston. So I guess buying a cell phone was my turning point with my English.

Mark: Thank you, Nari! And your English sounds great! Let's go to Anthony.

Anthony: Hi, Mark! Well, I started working for myself one year ago.

Mark: What made you decide to do it, Anthony?

Anthony: I was doing graphic design for this company, and I was bored. I didn't like the company or town I lived in. I wanted to work for myself. I'd say my turning point was the day I started looking for my own clients online. As soon as I did that, I knew I was serious. I started doing freelance work, saving money, and one year later I quit my job and moved to Chicago.

Mark: Love those entrepreneur stories! We have time for one more call.

Karina: Hi, I'm Karina. I'm a doctor, but I didn't always know that was my calling. My aunt had cancer and I took care of her during the hardest part of her treatment. After she finished treatment, she told me I had taken better care of her than any doctor. That's when I knew I wanted to help people like her. So my aunt's sickness was my turning point to decide my career.

Mark: And I'm sure your aunt is very proud. Thank you for sharing, Karina. And listeners, that's all the time we have for today. I'm Mark Markinson; Have a great day!

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

11 Listening (p. 76)

A Listen to a conversation between three friends about regrets. Write two regrets that each person has.

Ray: Hey, Ariana! You should come to the movies with Kira and me on Saturday.

Kira: Yeah, come with us, Ariana! It'll be fun!

Ariana: I wish I could, but I have to write a paper for that writing course I'm taking.

Kira: What's it about?

Ariana: My biggest regret in life. I mean, that's a big question! I have regrets, but just one?

Ray: Well, what are they?

Ariana: I've always said I should have spent more time with my grandma while she was alive. And I shouldn't have waited so long to start learning Arabic. If I'd talked more with my extended family, I could have learned it ages ago. I guess I have lots of regrets. What about you guys?

Ray: Hmm. I think my biggest regret is from when I was a kid. There was this really mean bully at school. I mean, every day he would tease me because of my glasses, or my grades, or something I was wearing. There was always a reason. And I never defended myself. I just let him say what he wanted and make me feel terrible. And I regret that. I should've talked to him. I should've been more confident.

Kira: Don't be so hard on yourself, Ray. You were a kid. And what's important is that you learned from that situation, and you won't let people bully you again.

Ray: True. So, do you have regrets, Kira?

Kira: Well, I didn't take many difficult classes in high school. I should have been more ambitious. And I didn't do any activities after school. I could've done more volunteer work and helped people more in my spare time. But honestly, I don't believe in regrets. I've learned lessons from my mistakes and have become a better person. No regrets, just lessons learned.

Ariana: You know what, Kira? I like that idea for my paper. "No regrets, just lessons learned."

Ray: Perfect! Now go work on your paper so you can go to the movies with us!

B Listen again. Which friend feels differently about regrets? How does he or she feel?

12 Keys to success

9 Listening (p. 82)

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

Fitness For Life

Announcer: You said you'd start working out next month, right? Or after you finish that big project at work? Did you know that you can make something a habit in 21 days? Take our bet at Fitness For Life. Sign up for one month and we'll throw in a personal trainer for your first 21 days. That's right, your own personal trainer free for 21 days! People love Fitness For Life because of our qualified trainers, state-of-the-art fitness equipment, dynamic group classes, and nutritional guidance to start eating and feeling better as soon as possible. Fitness For Life, where you come first.

Beauty To Go

Woman 1: So what time are we meeting for dinner tomorrow?

Woman 2: I don't know if I'll have time! I have to go to the hair salon after work. And I have no idea when I'll get home because traffic has been horrible lately. I wish I had a good beauty salon closer to home.

Woman 1: What about Beauty To Go? They go to your house!

Woman 2: My house? But I don't have all the equipment and products.

Woman 1: No, they bring everything with them. Just go online to their site, select what you want, where you live, and the time you want them there, and that's it! The professionals are amazing!

Woman 2: What a great idea! But isn't it expensive? I mean, since they come to me with all the supplies, they must charge a lot.

Woman 1: Not at all. Since they don't pay for a fancy hair salon, they're actually cheaper! And you can't beat the convenience! They even brought magazines for me to look at while they did my nails.

Announcer 2: Beauty To Go. When and where you want, beauty has never been this easy.

Like-New Repair Services

Announcer: Cracked screen? Slow camera? Short battery life? You depend on your smartphone every day to live your life. So why should you let it slow you down? But don't go buy a new smartphone! Let trusted repair technicians at Like-New Repair Services fix your phone for a fraction of the cost. We'll diagnose the problem for free. And if we can't fix it, you don't pay for it. So what have you got to lose? Like-New Repair Services. Don't let your phone slow you down.

B Listen again. Complete the slogan for each business.

Units 11–12 Progress check

3 Listening (p. 85)

A Listen to a career coach discuss some factors necessary to work for yourself. Write down the three factors that you hear.

Woman: Many of us dream about working for ourselves.

No boss, working at home . . . sounds great, right?

It is, but it's also difficult. You'll work harder than you ever have and not only that, a lot of it will be for free.

What do I mean? The first factor in your success is knowing your field. I'm talking about becoming an expert in your type of work. Know your competition. Be ready to explain why you are better than them.

Learn how potential clients can find you. Be on every site for freelancers in your field. Remember: Research is knowledge and knowledge is power. If your clients trust that you know what you're talking about, they will come back to you.

Have you ever heard the saying, "It's not *what* you know, but *who* you know"? Networking is everything! Sure, it's important to have a strong online presence, but never underestimate the people you already know. I'm talking about old colleagues and bosses, family, friends, acquaintances, neighbors. These are people who know you and often know your work. You never know who may be a potential client.

Feeling overwhelmed yet? That's OK! And that's why it's so important to establish small goals every week.

You have a lot of work to do. The third factor in your success is organizing all of your work into small goals, or realistic tasks. Don't write down a goal to "learn about competition." Find out the names of three competitors and find out all you can about those three. Goals should be realistic. Only then can you accomplish them, make progress, and be a successful freelancer!

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

13 What might have been

2 Conversation (p. 86)

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

Ava: Look! There's Tyler coming down the street.

Chris: Hey, Tyler, what happened?

Tyler: You won't believe how stupid I was. I came outside to take the trash to the garbage can, and I locked myself out. And worst of all, my cell phone was locked inside.

Chris: So that's why you didn't answer my call.

Tyler: Yeah, and I couldn't call you because I didn't remember your number.

Chris: That's the trouble with smartphones! Nobody remembers anyone's number anymore. So, what did you do?

Tyler: I walked to the gas station and called a locksmith. He said he would arrive in about half an hour. He

must be on his way. I'm sorry for all this. You guys must be starved.

Ava: Well, I brought some dessert. . . . Would anyone care for a piece of pie?

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.

Woman: Last Saturday was a long day! We were going to my grandparents' 50th anniversary party, and we had to catch a plane at 7 a.m. We planned to get there early to spend time with my family. But during the night we lost power, so our alarm clock never woke us up. We got up two hours late, missed our flight, and had to catch the next plane. We even changed into our clothes for the party at the airport to save time! It was a close call, but we arrived just when everyone was sitting down to dinner. I'm so glad we made it, but what a stressful trip!

2.

Man: You wouldn't guess it from her size, but our little dog Sheba is really adventurous. She loves to play in our backyard and chase birds, but when we come home, she is always waiting for us by the door. But yesterday when my daughter and I got home, we couldn't find Sheba anywhere. My poor daughter was so upset she couldn't stop crying! Someone must've left the back gate open, and she must've escaped. Luckily, my neighbor saw her running down the street and was able to pick her up. Ten minutes after we got home, she knocked on the door with Sheba in her arms. What a relief!

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.

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.

2.

Jana: No one is ever going to want to hire me.

Man: Jana got fired from her last job because she was rude to a customer. She just applied for a new job, but she lied and said she had quit her last job. The manager called her old boss and found out what really happened.

3.

Martin: I trusted my boss.

Woman: Martin discovered that \$1,000 was missing from the company account, so he asked his boss about it. His boss admitted he borrowed the money without permission, but he promised to return it next week. Three days later, Martin's boss disappeared, and now more money is missing from the company account.

14 Creative careers

2 Conversation (p. 92)

B Listen to the rest of the conversation. Who helps Clara choose the voice actors?

Clara: I see there's another question. You, in the red shirt, please.

Jill: Yes. I'm curious: Do you, as the director, get to choose the actors for the voices?

Clara: I do. But for big-budget animated movies, I often get help from a casting director.

Jill: Can I ask why that is?

Clara: A casting director can help you get big names. And when popular stars are used, it can bring a wider audience to an animated film, which, of course, means more money can be made.

Jill: Is it pretty hard to get movie stars? Wouldn't they rather be working on live action movies?

Clara: Actually, no! You'd be surprised. Some big names in Hollywood want to work on animated films because they want to do a movie their kids will love. And I love that!

4 Listening (p. 93)

A Listen to Casey and Grant talk about things that often happen in movies. Number the parts of a movie in the order they are mentioned.

Grant: So, what did you think of the movie?

Casey: Well, the acting was good, but I thought it was too predictable.

Grant: What do you mean, predictable?

Casey: I could tell what was going to happen, even before it happened on screen! All of these action movies have the same basic story.

Grant: I don't think so! What about *Star Wars*? That movie is totally different from this one.

Casey: Well, OK, this movie is set in Washington, D.C., not in space – but the basic formula is the same. First, the main character is introduced – the good guy.

Grant: Right. We had Luke Skywalker in *Star Wars*, and in this one, we have the president of the United States.

Casey: Exactly. Then a problem is presented. Right? Usually, the problem is bad guys who do something wrong, and the good guys have to stop them. That's when the action really starts.

Grant: Of course – because it's an action movie!

Casey: Right. So, like Luke has to save Princess Leia and fight Darth Vader. Or, like in this movie, the president has to fight enemy soldiers trying to take over the White House.

Grant: And then . . . something bad happens, and it seems like all hope is lost.

Casey: Exactly! In this movie, it seemed like the president was winning, but then the bad guys kidnapped his family.

Grant: And in *Star Wars*, Princess Leia's planet was destroyed.

Casey: But it's all really just a test of our heroes' strength and determination!

Grant: Wow! OK, it really does seem like there are some similarities. So then, finally, we get to some good stuff. Like the president setting a trap for the enemy soldiers!

Casey: Yes! A new plan is put into action. Remember how the Death Star spaceship had one weakness? Luke and the rebels planned to destroy the ship.

Grant: And in the end, the bad guy is defeated. Luke destroys the Death Star, Princess Leia is safe, and Darth Vader is spun off into space!

Grant: Thank goodness, right? And in this movie, the president's family is saved and the soldiers are sent to jail. It's a feel-good ending.

Casey: And that's the most important part!

B Listen again. For each movie part above, write an example from the movies the friends discuss.

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: Help! Help! Can anyone hear me? Help! Please call the manager!

Woman: Hello? 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! Stay right there!

2.

Man: Oh, no! Not again! I thought you got it fixed.

Woman: Yeah, I did! And they said that it shouldn't freeze anymore.

Man: Well, something's not right. And it's too late to call anyone. Maybe there's something we can do.

Woman: Let's just wait until morning and see how it is then.

3.

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

Man: 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!

15 A law must be passed!

5 Listening (p. 102)

A Listen to people discuss annoying situations. Number the situations they describe in the correct order from 1 to 3. (There are three extra situations.)

1.

Woman: Well, that was a great movie, but that guy in front of us texting the whole time was really annoying!

Man: I agree! The light from his cell phone really distracted me.

Woman: I think people shouldn't be allowed to text at all in the movie theater. Our phones should have a movie mode that people should be required to turn on. You know – like airplane mode when you're on a plane, but for movies!

Man: Hey, movie mode! The screen wouldn't light up and distract other people. I love that idea!

2.

Man: Ouch! That woman just stepped on my foot trying to take a selfie. I can't believe we're at this historic monument, and I'm being bothered with other people's selfies!

Woman: Something has really got to be done about this whole selfie phenomenon.

Man: You know, I read that selfies have been banned at many tourist destinations, like at museums and monuments.

Woman: Really? I think that's great! Selfies ought to be prohibited at any place with big crowds of people. Whatever happened to just asking people to take a picture of you?

3.

Woman: I thought I was going to go crazy in that waiting room!

Man: Why? Was it crowded?

Woman: No, there was only one other man in there, but he was talking with his phone on speaker the whole time! I could hear his entire conversation with his co-worker. A rule has to be made that prohibits people from talking on speaker indoors in public places. It's so unnecessary!

Man: I agree. Offices and public buildings should be required to post signs that prohibit that. It's very disrespectful.

B Listen again. What solutions do they suggest for each situation?

8 Conversation (p. 103)

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

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

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

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

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

Mara: What do you mean?

Ted: 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 an engineer. It all seems like a waste of time now.

Mara: So what are you going to do?

Ted: Well, I'd like to move to Hawaii and set up a surfing school, but I think my parents would flip.

11 Listening (p. 104)

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

1.

Woman: Wow, that documentary about animals in entertainment was a little hard to watch. I mean, I love watching animals do tricks at amusement parks and circuses, but I had no idea how much they can suffer.

Man: Yeah, some of those animals are kept in horrible conditions. That's just not right! Then they're punished and abused if they don't do what they're supposed to. And the only benefit is that the owners are making money. In most cases, they're not trying to improve the animals' living conditions. If it weren't for those animals, they wouldn't make any of that money!

Woman: I know. It's awful, isn't it? But I feel like some places have the right idea, too. They use the animals for entertainment, but they make sure the animals are taken care of, and they use part of the profits to rescue other animals and do research. Research, rescue, and protection of the animals. That seems more acceptable, doesn't it?

Man: I guess, but how do we make sure that all places are acting responsibly and doing those things? I still think that animals should be in their natural habitats, not in some small space so they can help humans make money. It's just not natural.

2.

Man: I just read in the paper that a supercenter is going to open just five minutes outside of town.

Woman: A supercenter? Like a drugstore, supermarket, and discount store all combined into one?

Man: Exactly. I think it's great. The products are cheaper, and it will provide a lot of jobs for the community.

Woman: I agree that the products are cheaper and it does create jobs, but what about the smaller family-owned stores in town? All those small markets and clothing stores and pharmacies will now have to compete with this supercenter. And a lot of those smaller businesses will lose a lot of money because, let's face it, they can't compete.

Man: I guess I hadn't thought about the impact on the small businesses in town.

Woman: And not only that, but I think we'll lose a lot of variety. If these smaller businesses start losing money, they will either close down or start limiting their

products. Then we'll have fewer choices when we go shopping.

Man: Yeah, I guess big companies aren't always good for small businesses, are they?

B Listen again. Write the different opinions that you hear.

16 Reaching your goals

5 Listening (p. 108)

A Listen to two people answer two interview questions. Write the obstacles they faced and what they did about them in the chart.

Interviewer: Thank you, Mr. Sandberg. Can you tell me about an accomplishment that you are proud of?

Mr. Sandberg: I was lucky to have my parents' help paying for my education. But when I decided I wanted to study abroad in Italy, both my parents thought it was a complete waste of my time. I tried to convince them, but in the end they told me that if I went, they wouldn't help me financially. So I decided I would pay for it myself. I was able to get two jobs and for one year before my trip, all I did was work and study. But I did it! I managed to save enough money and study in Italy like I wanted. That experience taught me that I could do anything I wanted if I worked hard enough.

Interviewer: Ms. Rowe, please tell me about an obstacle you managed to overcome.

Ms. Rowe: Well, one thing you must know about me is that I love soccer. Unfortunately, I'm not very good at playing it, and it took me years to finally accept that. But I didn't want to give up on soccer. I just needed a new approach. I started investigating and managed to find a job coaching a kids' soccer league. I discovered I was really good at it. I understood their frustration and energy. That experience taught me that we have to be creative dealing with problems. We shouldn't give up on what we love, but sometimes we have to think about what we love with a different perspective to find a solution.

B Listen again. What did each person learn from his or her experience? Complete the chart.

10 Listening (p. 110)

A Listen to three young people describe their plans for the future. What do they hope they will have achieved by the time they're 30?

1. Hugo

Hugo: Protecting the environment is something that is really important to me. We only have one chance with our planet, so we need to keep finding new ways to live that don't destroy it. By the time I'm 30, I'd like to have established my career as a green architect. I have lots of ideas for building with recycled materials, and there are so many environmentally friendly ways to create energy. I think green building is the

architecture of the future, and I want to be a huge part of that!

2. Erin

Erin: I know what makes people happy and I know about luxury. That's why by the time I turn 30, I'll have opened the world's biggest luxury hotel chain, and it'll be a huge success! I don't have any money right now, but I know I can convince rich people to invest in my hotel. I'll start with one hotel in every major European city. And then, by the time I'm 40, I'd like to have retired so I can travel all over the world and stay in my hotels.

3. Danny

Danny: Ever since I was little, I've loved animals. We always had pets in my family – cats, birds, even snakes – and they always made me so happy. That's why I'm going to veterinary school. I want to take care of animals so they can make other people happy. I hope that by the time I'm 30, I'll have started working full time as a veterinarian. My dream is to have my own clinic five years after that.

B Listen again. Why does each person have his or her specific dream? List one reason for each person.

Units 15–16 Progress check

2 Listening (p. 112)

A Listen to people give opinions about their city. Check the correct responses to agree with their statements.

1.

Woman: The city should have more nighttime buses, shouldn't it?

2.

Man: It isn't easy to find good housing, is it?

3.

Woman: There aren't enough taxis in the city, are there?

4.

Man: The community center has great exercise classes, doesn't it?

5.

Woman: We need to raise money for the new soccer field, don't we?

6.

Man: There isn't much crime in this neighborhood, is there?