

# INTENSIVE COURSE SPEAKING



English Academic is one of the language skill that have to be improved in learning a language. This compilation is designed to provide students practice, it is based on premise that English Academic is an interactive process in which readers used information from the text and their own background knowledge in order to build active communication.

This course book was prepared for students who need to improve their ability in English, make them more aware of the factors that affect English Academics, all of the which all, eventually, lead them to the right way of English Academic.

Most of teaching material in the this book is designed to bring humour into the lesson. When students find something humorous, their learning become more enjoyable and their motivation increase.

More and more teacher is seeing the advantages of taking a lexical approach to language, the jokes and stories in this book are full of useful word partnership, fixed expressions, and sentences heads.

This book also help students to learn a lot of new English word. In order for the new word become "fixed" in your mind, you need to test yourself again and again.

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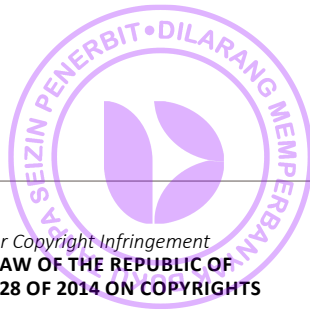
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**INTENSIVE  
COURSE  
SPEAKING**



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# INTENSIVE COURSE SPEAKING

**Elfrida BR. Silalahi, S.Pd., M.Pd.**

Published by  
**Idebuku**  
2025

# INTENSIVE COURSE SPEAKING

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# INTRODUCTION

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This course book was prepared for students who need to improve their ability in English, make them more aware of the factors that affect English Academics, all of the which all, eventually, lead them to the right way of English Academic.

Most of teaching material in the this book is designed to bring humour into the lesson. When students find something humorous, their learning become more enjoyable and their motivation increase.

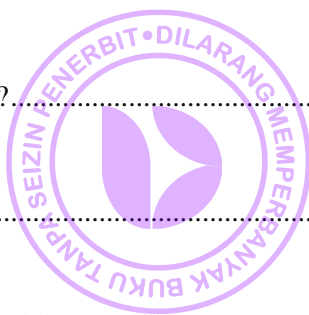
More and more teacher is seeing the advantages of taking a lexical approach to language, the jokes and stories in this book are full of useful word partnership, fixed expressions, and sentences heads.

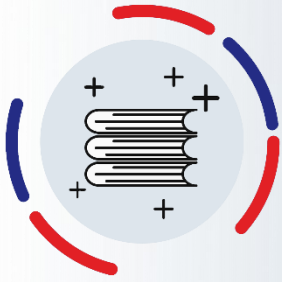
This book also help students to learn a lot of new English word. In order for the new word become “fixed” in your mind, you need to test yourself again and again.

We realize that this compilation needs revisions. Accordingly, a warm critique from the readers is always welcomed.

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# LESSON 1

Could you tell me the way?



## LISTENING

You are in a large town on your first visit

You excuse me, how do I get to the

Station, please?

Man The rain station?

You Yes, that's right.

Man Go straight. It's about three blocks

Down this street, on your left

You Thanks a lot



You are asking for directions

You excuse me. Can you help me? I

Want to get the Central Department  
Store

Man, Ah....yes. Turn right, then take

The second street your left. It's on  
The right hand side

## WAYS TO SAY IT

### *Asking for direction (1)*

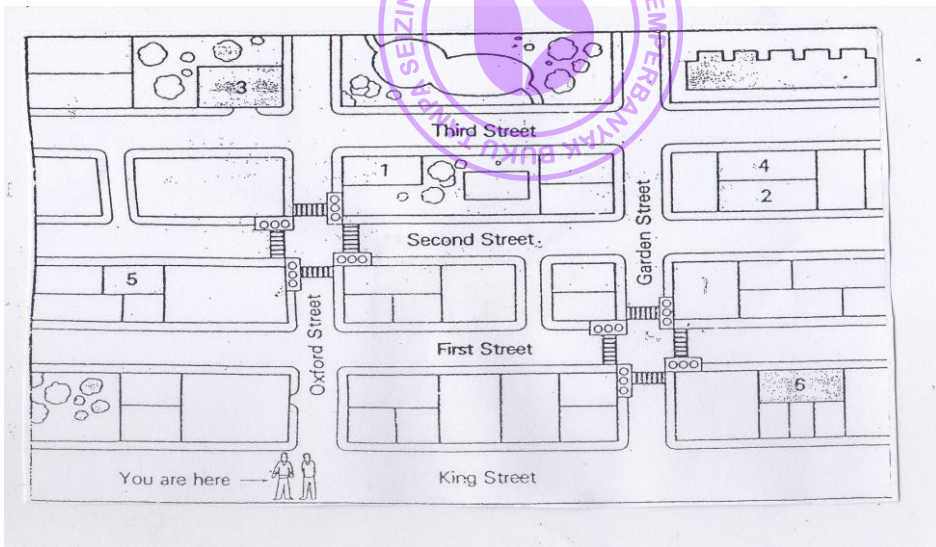
1. A Excuse me, please. How do I get the Liberty Department Store?  
B It's not on this street. It's on the Redford Street.  
It's on this street. Keep going for about two blocks.
2. A Can you help me, please? I want to get to the Mayfair Hotel.  
B The Mayfair Hotel? Yes, go [ straight ] and [turn left on King  
[ down this street  
Street. Then walk along King Street for about two blocks.
3. A Excuse me. Where is the public library, please?  
B It's [ about two blocks [ up [ this street  
[ down  
[ on Hill Street  
[ on the corner  
[ on the left (hand) side  
[ on the right (hand) side
4. A Where's the men's clothing section, please?  
B [ It's on the fifth floor  
[ It's [ upstairs  
[ downstairs



## PAIRS UP AND PRACTICE

### Speaking

1. Practice asking how to get the different places on the map.
  1. The President
  2. The museum
  3. The Bank of America
  4. The Pacific Shopping Arcade
  5. Pan American Airline
  6. Woolworths



2. Look at this department store guide

STORE GUIDE	
Fourth Floor	books • records • games • cameras • TV and stereo
Third Floor	men's clothing • children's clothing
Second Floor	women's clothing • jewelry • women's shoes
First Floor	furniture • household items • bedroom and bath • carpets

Work with your partner. Ask for these things. Use the model below.

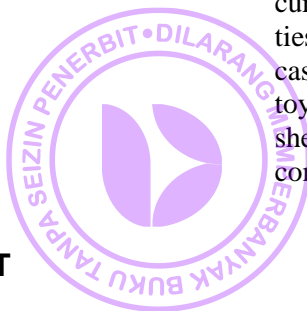
A : Do you sell...?

B : Yes, they're in the....section

A : Where's that, please?

B : It's on the....

men's shoes  
children's coats  
cameras  
knives and forks  
watches  
curtains  
ties  
cassettes  
toys  
sheets  
compact discs



## CONVERSATION IN CONTEXT

### Listening

#### On the road (1)

Driver : Excuse me, please. I'm looking for Wain Street

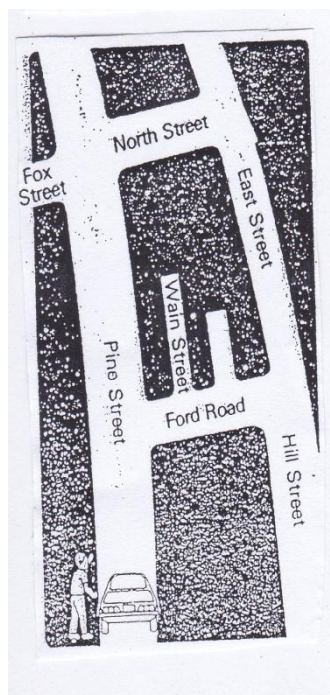
Pedestrian : Yes. Turn right at Ford Road and take the first street in your left

#### On the road (2)

Driver : Excuse me. I'm trying to find Hill Street

Pedestrian : Turn right on Ford Road and drive along Ford Road until you come to a "T" junction. Then turn right

Driver : Thank's alot



On the road (3)

Driver : Can you tell me how to get to Fox Street, please?

Pedestrian : Sure. Go along this street until you come to an intersection. Then turn left. That's Fox Street

## WAYS TO SAY IT

### Asking for directions (2)

A : Excuse me. I'm trying to find Oak Street  
Looking for

B : Sure. Along this street until you come to the second signal  
the first intersection  
the second cross street  
pine Street

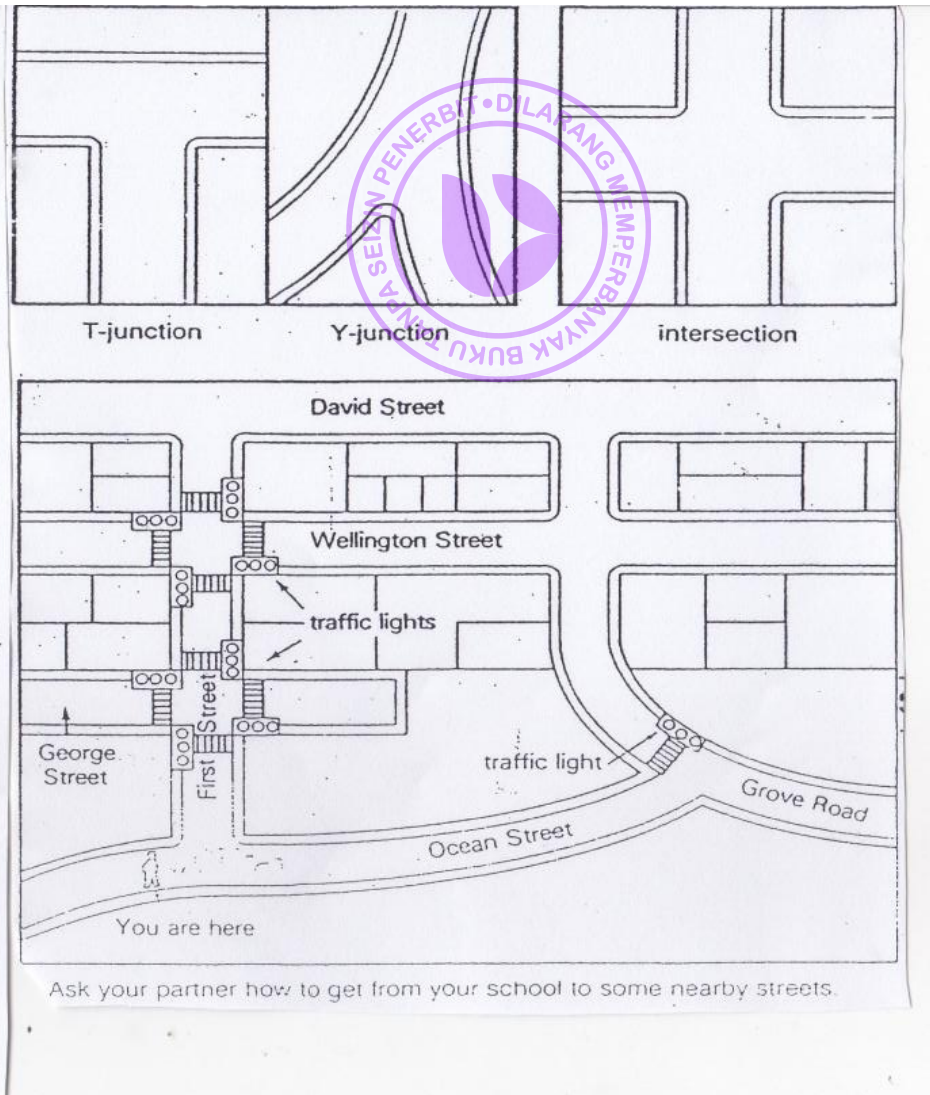
Then turn left That's Oak Street  
right



## PAIR UP AND PRACTICE

### Speaking

1. Ask your partner how to get to the streets on the map below



## CONVERSATION IN CONTEXT

### Listening

Looking for the library

You Do you know where the public library is please?

Man It's on Broad-Street, near the Town Hall

You Is it far from here?

Man No, It's only about a mile.

You Thanks a lot.

Looking for the theater

You Excuse me, could you tell me Where the Scala Theater is, please?

Man The Scala? Let me see, Oh yes, of course, I know. It's in Lincoln Square, opposite the Asia Hotel.

You is That near here?

Man On yes, it's just around the corner

### Ways to say it

1 A Could you tell me where the bus stop is?

B It's near the Bridge Hotel on Main Street

A Do you know where Long's Pharmacy is?

B it's next to the Bridge Hotel on Main Street

A Can you tell me where the Rose Garden is?

B It's behind the museum on Main Street

A Do you know where the taxi stand is?

B It is in front of the museum on Main Street

A Could you tell me where the Scala Theater is?

B It's opposite the museum on Main Street

A Do you know where Robinson's Department Store is?

B Sorry, I don't know

## Pair up and Practice

### Speaking

1. Practice asking where these places are. Use the models on page 82

1. Star Hotel
2. Parking Hot
3. Central Bank
4. Post Office
5. Swedish Embassy
6. Park
7. Museum
8. Taxi Stand
9. Oxford Hotel



A Excuse me [ Do you know where....?

[ Can [ you tell me where.....?

[ Could [

B It's on .....Street [ near [.....

[ behind [

[ in front of [

[ next to [

[ opposite [

2. Ask your partner where some well-known places are in your town or city. E.g. the American Embassy, the National Museum, the post office.

3. Ask your partner how far it is from where you are to some well-known place in your town or city. Use this model.

A : Is the public library far from here?

B : No, it's only about a mile

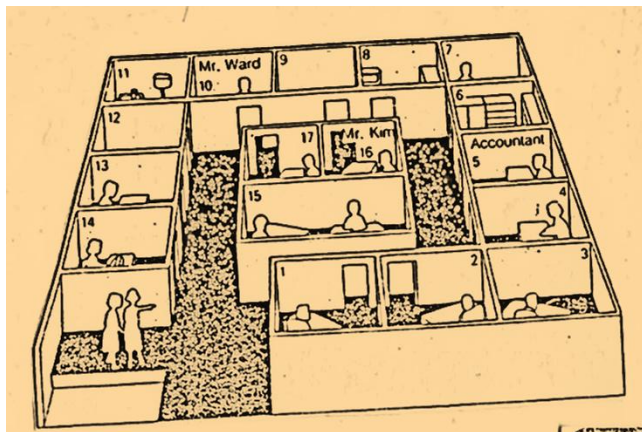
A : How far is the a Royal Hotel from here?

B : It's about five miles.

## CONVERSATION IN CONTEXT

### Listening

- Mary : has just started work in a new office      Looking for Mr. Kim's office
- Mary : Where the storeroom, please?      Mary : Which is Mr. Kim's office, please?
- Receptionist : go down this hall on your right.      Kim's office, please? It's around the corner, on your right, next to the account's office.      Left. It's around the corner on your right, just across for the elevator.
- Mary : Can you tell me where Mr. Ward's office is, please?
- Receptionist : Yes. Go down this hall on your left. It's at the end of the half.      Mary : Thank's alot



1. miss
2. mr. george
3. records office
4. miss lee
5. account
6. storeroom
7. mr. pearson
8. filing and record
9. elevator
10. mr. ward
11. restroom
12. staff room
13. mr. day
14. head typist
15. general office
16. mr. kim
17. Manager's office



## PAIR UP AND PRACTICE

### *Speaking*

Ask where some of the other officer are. Use some of the phrases below.

- Just across the hall from
- At the end of the hall
- On the left
- Next to
- On the right
- Just opposite



## WRITE IT RIGHT

### *Reading*

Read this note telling how to get to Linda's house

6 bus Temple/Ashbury cross Temple walk up temple  
Jane's Dept Store – meet you 4:30-my place- about a 20 minutes walk

To get to my house, take a number bus and get off at the corner of Temple and Ashbury Street. Then cross to the other side of Temple Street and walk up Temple until you come to Jane's Department Store. I'll meet you in front of the store at 4:30. It's about a 20-minute walk from here to my place.

## Writing

1. Now write a note like this telling how to get to Jack's house. Use these notes.

15 bus Ford Street - get off Grange Hotel-20 bus Harris Street-get off corner Harris/Post Street- walk up Post Street first signal-cross over – wait in front Ted's Pharmacy – meet you there 6:15 – 10 minutes walk – my place

2. Write a note telling a friend how to get from your school or place of work to a place where you want to meet him or her.

## THINK IT OVER

### Reading

You are looking for a restaurant. Answer these these questions from the advertisements which follow.

1. Where can you eat for under \$5?
2. Where can you eat and see the beach?
3. Where can you eat fish?
4. When can you eat Chinese food?
5. Where can you have a good lunch for dinner?
6. Where can you try Mexican food?
7. Where can you watch entertainment as you eat?
8. Where can you have breakfast?
9. Where can you have a meal at 3 a.m?



**International KITCHEN**

A wide selection of International and Asian dishes, including Cantonese, Indian and Japanese specialties. Entertainment nightly from 7 p.m. 2nd floor, Isetan Building, Redford St. Tel: 985-7722



**Tahitian Palms**

Palm trees, gentle winds and a beautiful ocean view. A wonderful location beside the ocean, overlooking a white sand beach. Steaks are our specialty. Sit beside the pool, or if you wish, dine inside. Serving breakfast, lunch and dinner, 7 days a week, 255 Seaview Drive. Tel: 465-5544



**PoPo's**  
MEXICAN RESTAURANT

Try your favourite Mexican dishes, expertly prepared from the finest ingredients. Complete meals for less than \$5. Superb wine and a cheerful festival atmosphere at lunch and dinner. 59 Grant Street; Tel: 244-8446



**Canterbury Coffee Shop**

We never stop. Service around the clock. A great selection of sandwiches and salads along with our famous lunch and dinner selections. Open 24 hours a day. Plenty of parking space. Ground floor, Eastern Shopping Center. Tel: 342-1764



## READING

Read this guide

Where to stay in boswell				
Your guide to our best hotels				

## Understanding

1. The airport in Boswell is 13 miles from the city. The banks and business offices are in the center of the city. Read these notes from the diary of Mr. Reg Simpson, a travel agent.



2. Circle the word which does not belong in each list
  - 1 steak, tomatoes, pork, beef, chicken
  - 2 crabs, eggs, fish, lobster, shrimp
  - 3 russian, japanese, chinese, korean, thai
  - 4 lunch, dinner, coffee shop, restaurant, laundry
3. Match each word with its definition
  - 1 atmosphere
  - 2 specially
  - 3 preparation
  - 4 location
  - 5 selection
  - 6 service
  - 7 ingredients
  - a. The individual things used to prepare a meal
  - b. A place or position
  - c. Made or put together in a special way
  - d. The feelings which a building or place produces
  - e. A wide variety of different things
  - f. The finest or best product
  - g. The attention given by the staff to the costumers in a restaurant, hotel etc.

4. Complete this table with the correct form of the words.

Noun	Verb	Adjective
	advertise	
		entertaining
tame		
	beauty	
		Selective
	specialize	

### Missing Words – “He said” etc

#### Exercise 1

Put the following words into the correct sentences. Use each word once only.

boasted	pleaded	demanded
complained	snapped	shouted
suggested	stammered	inquired
whispered	insisted	explained

- “What about going to the cinema tonight?” .....
- “Oh, but you can’t go yet. You must stay for another drink at least,” she.....
- “Can you tell me where she lives?”
- “I want my money back!”.....the irate housewife.
- “Oh, will you two shut up! .....the mother to her two children.
- “I love you, Jane,” he.....tenderly.
- “I can play ten musical instruments,” she.....
- “Help! I can’t swim! Help!”.....the girl as she went under the water for the second time.
- “You see, darling, it’s like this,”.....the girl’s finance. “I have just can’t afford to get married at the moment.”
- “Please don’t kill me!.....the girl as the hi-jacker pointed his gun at her.
- “It’s not fair,”.....the girl to her mother. “I never get invited to parties.”
- “W...w...will you m...m...marry me?” he.....

## Phrasal Verbs 2

### Exercise 2

Replace the words in brackets in the following sentences with a suitable phrasal verb.  
(Make any other necessary changes )

let off	go off	fall out
go through with	turn away	go with
turn out	put up with	get out of
come around	go over	put up
take for	get round to	put off
come round	get round to	put off
take for	come apart	get through to

1. Do you think you could.....this work with me sometime, Pete?  
(examine)
2. The teacher suspected that one of the class had stolen the money, so he made them all.....their pockets.  
(empty)
3. You look upset, Sven. Have you and Inger.....again?  
(quarrelled)
4. I tried to have lunch at the Savoy yesterday, but was.....  
(refused admittance)  
Because I wasn't wearing a tie.
5. Guess what, Sue? I was.....John Travolta last week. It was a great  
(mistaken for)  
feeling!
6. Paul, do you think you could.....me.....for the night? It's bit  
(give me a place to sleep)  
too late to go home now.

7. Many things are so badly made nowadays that they often.....after only a few weeks.

(break into pieces)

### Exercise 3

She is the woman we met at Henry's\*

A : There is an article by Mrs Wood in today's paper.

B : I don't think I know anyone of the name.

A : She is the woman we met at Henry's last Tuesday.

B : Oh yes, now I remember. The one who was talking about politics.

A : there is an article by Professor Jones in today's paper.

B : I don't think I know anyone of the name

A : He is the man we heard lecturing last week.

B : Oh yes, now I remember. The one who was criticizing the Government

### PRACTICE

A : There is an article by X in today's paper

B : I don't think I know anyone of that name.

A : He/She is the man/woman we...2.....6

B : Oh yes, now I remember. The one who was.....1 + ing

2

met at the brown's

mary's

the party

on holiday

got to know in the hotel

shared a taxi with

6

this morning

yesterday

last sunday

monday

summer

at the weekend

easter

a few days ago

l+ing  
Riding a tricycle  
mending the fence  
wearing a smart suit  
    old clothes  
    horn rimmed spectacles  
talking about farming  
    bird watching  
    sweet peas  
    in a loud voice  
making jokes all the time



#### Exercise 4

So that her mother would be pleased

A : Last year Fred managed to become that best footballer in the school.

B : Did he really? He did very well then

A : Yes, he did it so that he could captain the first team

B : Oh, I see.

A : Last year Mary managed to become the best needlewoman in the school

B : Did she really? She did very well then

A : Yes, she did it so that her mother would be pleased

B : Oh, I see.

#### PRACTICE

A : Last year X managed to become the best...5 in the school.

B : Did he/she really? He/she did very well then

A : Yes, he/she did it so that...9

B : Oh, I see.



5

linguist

athlete

runner

boxer

painter

mathematician

singer

tennis players

9

his/her parents would give him/her more pocket money

teacher would be proud of him/her

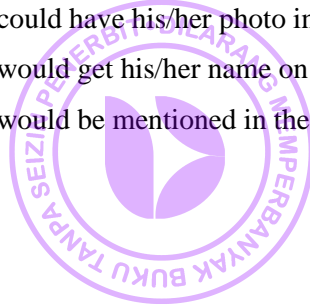
he/she could become a professional

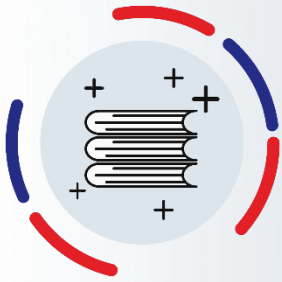
could beat his/her brother's record

could have his/her photo in the paper

would get his/her name on the honours board

would be mentioned in the school magazine





## LESSON 2

### Agreeing and disagreeing

In talking about almost anything and especially when discussing certain topics, such as religion, sports, the economy, or politics, you hear many opinions expressed. You will probably agree with some and disagree with others. This section describes appropriate ways of doing this in English.

Listen to the dialogues, paying careful attention to the opinions that are expressed, and the way people agree and disagree with those opinions.

#### Dialogue A

Ned : ...you know, I think this country's problems all come From inflation. That's the main cause of our troubles right Now, And what's causing the inflation? It's the reckless Spending of the Democrates! Every year, they spend more And more money, and that money has to come from somewhere So we pay it in the form of higher taxes and higher prices on the goods we buy

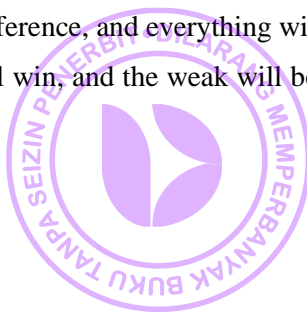
Barbara : Well, I'm not sure that I agree with you. It seems to me that inflation is only one of our problems. What about unemployment? If people don't have jobs because the goverment cuts spending too much, they can't have jobs because the government cuts spending too much, they can't buy things; and then you have a vicious circle of more unemployed and fewer taxpapers to share the burden.

Ellen : You know, I think Barb may have something there. Unemployment is a big problem, especially in the big industrial cities. The auto

industry is fighting for its life right now, and the government isn't doing very much to help it.

Ned : Well, it's true that the auto industry is in a mess, but I don't think the answer is in government regulation or protection. I believe in the free market system – let the system work without a lot of government interference, and everything will be OK.

Ellen : So the strong will win, and the weak will be detected. Is that what you mean?



## MINI-ROLEPLAYS

Direction: Discuss the situation with your partner(s) and decide on the proper level of formality. You can use the suggested expression of you want to. Then practice. When you are ready, perform for the class and discuss your performance with your teacher and classmates.

### Roleplay 1

Professor A is working quietly in the office on a report that is taking all day to complete. B, a student, drops by to talk about a research paper that is due in two days.

Useful expressions

A	B
deadline for a report	extension of the deadline
put things off till the last minute	final draft
learning self-discipline	two other reports due

### Roleplay 2

A is sitting in the library trying to finish reading a book before a final exam begins in half an hour. First, B comes by to say hi, then C wants the answer to the geometry questions, and then D needs change for a twenty-dollar bill. A is polite in the beginning, but quickly loses patience as time runs out.

## Useful expressions

A	B	C	D
study for a rest	haven't seen you for	formula for the area	a ten and two five
terrible at math	a while	of a circle	
	what's new		

## Roleplay 3

A is having lunch with a friend, B. A must be back at the office in an hour. The restaurant is not crowded, but the service is slow because the waiter stops to chat with other costumers. A tries to get the waiter's attention to order. When the food finally arrives it is cold, and A has to call the waiter again to point this out.

## Useful expressions

A and B	WAITER
A one o'clock meeting	I'll be right there
An appointment	Just one moment

- Ned : Well, that's the way it goes. The survival of the fittest.
- Barbara : And too bad about the weak, the poor, the unprotected
- Ned : Now you're getting emotional. You have to remain objective about these things. Let me give you an example of what I'm talking about.

## Discussion

1. What is the subject of the discussion?
2. Does everyone agree on what the problem is?
3. In the first 22 lines, there are two examples of one person agreeing with another's opinion, and two examples of one person disagreeing with another. Find the two examples of each function. What words do they use to show agreement? How do they express disagreement?
4. What is the level of formality? Dose this seem to be a fight or a friendly argument?

## Dialogue B

- Jean : ....so she said they're moving to Corvallis in the fall, because Jeffrey got a job at the university.
- Dorry : Oh, where's that? Isn't that in California, or someplace?
- Lisa : No, that's om Idaho, a little north of Boise, I think. I have a cousin there.
- Jean : But I thought it was in Oregan. At least, that was the impression I got from Nancy. She said it wouldn't be far to Portland.
- Lisa : Oh, you're right. I guess I was thinking of something else. Forget what I said.

## Discussion

1. What is the subject of the dispute?
2. Who is moving to Corvallis?
3. There are two instances of disagreement here and one instance of agreement. What words does each woman use to express her agreement or disagreement?
4. What inference can you make about the level of formality?

## Dialogue C

- David : ...and he said he bought his new car for five thousand
- Mary Alice : What kind is it?
- David : A BMW – I'm not sure what model.
- Mary Alice : Are you sure? A BMW for five thousand? Sound pretty cheap to me!
- David : Well, I think what's what he said
- Mary Alice : But they don't make a model for less than eight or nine thousand!
- David : Well, you'll have to ask him. Come to think of it, it does sound awful cheap.

## Discussion

1. What are the speakers discussing?
2. Who bought the car?
3. How does Mary Alice indicate her doubt? What line is that in?
4. What function is Mary Alice expressing in line 8-9?
5. How does David react when this information is challenged? How does his confidence change from the first to the last lines?
6. How formal is this dialogue?



## AGREEING AND DISAGREEING

### Agreeing with someone

It is easy to agree with someone, on any level of formality: “I agree completely with what you said your lecturer” or Yeah, that’s right, Dave. “The only way to get into trouble is by being insincere with someone else and never has an individual opinion is not respected. This is especially true in employer-employee relationships. If the employee always agree with the boss, the employee is called a “Yes-man.” It is OK to disagree with superiors, as long as it is done in an acceptable way.

### Disagreeing with someone

There are two ways to disagree with some: directly and indirectly.

Direct

Mary : The show finishes as ten o'clock

Chuck : No, it doesn't. They told me eleven.

When you disagree directly you should be sure of your facts, because being wrong will require an apology. Notice the appeal to "higher authority" (They told me...)

Indirect

Mary : The show finishes at ten o'clock

Chuck : Oh, really? That's strange. They told me it would be around eleven.

First Chuck expresses surprise ("Oh, really?") the doubt (That's strange), then gives the facts. As long as it is factual information that is in dispute, either form of disagreeing is acceptable, although indirect disagreement often sounds more polite.

If you are questioning someone's opinion or judgment, it is better to use indirect techniques, such as:

1. Turning a statement into a question: "Are you sure..?"
2. Agreeing with part of the other person's idea: "I agree that X, but Y..."
3. Using introductory remarks: "I could be wrong, but..."

Look back at the dialogues to find examples of these

Discussion

How can you express disagreement in your culture? Do you usually use direct or indirect methods? Do you employees in your country disagree openly with their superiors?

## PHRASES

Directions: Listen to the following phrase on the tape as you read along here. Then practice saying them. The phrase near the top of the list are generally more formal than the ones near the bottom. Starred phrases are very strong and often impolite.

### COMPLETE AGREEMENT

More  
Formal  
↑  
↓  
Less  
Formal

I agree completely  
That's just what I think, of course  
In my opinion, you are correct  
I couldn't agree more  
You're right  
Sure

### TENTATIVE AGREEMENT

I suppose you're right  
Well, maybe...

### INDIRECT DISAGREEMENT

I'm not sure I can agree  
I wonder if there's a mistake  
In my opinion, ...  
Are you absolutely sure?  
That really surprises me  
I may be wrong, but ...  
But I thought ...  
Really?  
Oh, I don't know  
Yes, but ...

### DIRECT DISAGREEMENT

More  
Formal  
↑  
↓  
Less  
Formal

I'm sorry, but I have to disagree  
I couldn't agree less  
I couldn't disagree more.  
I refuse to believe that..  
No, that's wrong.  
You're dead wrong  
Nope  
No way!  
Uh-uh!



## SMALL GROUP PRACTICE

### A. Using what you've learned

Directions: For each situation that follows, read the cues given, then discuss the relationship among the speakers and the level of formality. Using this information, complete the dialogues orally with phrases from section 3 or with any other appropriate response. Example:

- A : .....so then my cousins moved to Milwaukee.  
B : Oh, that's in Minnesota, isn't it?  
A : No, it's in Wisconsin  
B : Oh, sorry.

#### Situation 1

- A :  
B : I wonder if you heard that wrong. Did he really say that?  
A :  
B :  
A : Well, all I know is what he said to me.

#### Situation 2

- A : Did you know that \_\_\_\_\_?  
B : Are you sure?  
A :  
B : Well, maybe I'm wrong, but \_\_\_\_\_

#### Situation 3

- A : Well, in my opinion \_\_\_\_\_?  
B : Why do you say that?  
A :  
B : That's an interesting thought, but \_\_\_\_\_  
A :

#### Situation 4

- A : What did you think of (the movie)?  
B :  
A : Oh, I don't know  
B :  
A :

## B. Cued dialogues

Directions: After looking at each situation carefully, discuss with your partner the relationship among the speakers and the appropriate level of formality. Then practice, using any words or expressions appropriate to express the functions given. Your teacher will ask you to perform the dialogue for the class.

### Situation 1

A and B are both graduate students in the same class. A is sitting in the cafeteria one day and sees B carrying a tray...

- | A  | B   |
|--|---|
| 1. greet B   | 1. greets A   |
| 2. asks b how the rest went yesterday                | 2. answers question, asks a the some question                                   |
| 3. tells b his or her rest score, asks how b studies | 3. Describe his or her study corner   |
| 4. asks for more details                             | 4. gives more information   |
| 5. disagree with b's method, given own method        | 5. disagree with A's method, asks what is the most important thing for studying |
| 6. gives opinion                                     | 6. expresses doubt, gives own opinion   |
| 7. gives tentative agreement gives preclosing        | 7. replies to preclosing  |
| 8. says good bye                                     | 8. says good-bye  |

### Situation 1

A and B are neighbors. They meet on the street and begin to talk about nuclear energy.

A

1. greet B
2. says son, Randy, is working  
In a nuclear plant
3. describe Randy's position
4. agrees that it is a problem,  
suggests a solution
5. expresses doubt, asks for  
more information/explanation
6. gives tentative agreement
7. replies to preclosing gives  
preclosing
8. says good bye

B

1. greets A
2. Asks what he will be doing
3. Expresses surprise, introduces the  
subject of nuclear energy and its  
dangers
4. disagree politely with A's opinion,  
gives own opinion
5. Give further explanation/more  
information
6. gives preclosing
7. says good-bye

### C. Mini-roleplays

Directions: Discuss the situation with your partner (s) and decide on the proper level of formality. You can use the suggested expressions if you want to. Then practice. When you are ready, perform for the class and discuss your performance with your teacher and classmates.

#### Roleplay 1

A and B are roommates at school, and they are interested in buying a washing machine for their apartment. A wants to buy a new washer, so they'll be sure to have no problems with the machine. B, on the other hand, thinks it would be better to buy a used machine, since they only need it for a year or so.

Useful expressions

A

be sure not to get a lemon

service calls

new washer has warranty

Lemon : (slang) a poor-quality machine or appliance

B

short-term investment

economical

second-hand



## Roleplay 2

A, B, dan C, all psychology students, are discussing the best way to raise children. A is favor of a strict, authoritarian upbringing, whereas C favors a permissive, relaxed method. B prefers to combine both perspectives, depending on the situation.

### Useful expression

A

Firm discipline

Spare the rod and spoil

the child

must be consistent

B

firm but kind guidance

teach self-control

balance is needed

C

child's right

can't confuse the child by

acting unpredictably

### Roleplay 3

A has been invited by B to a dinner party this weekend. A accepted the invitation, although A doesn't know B very well. Now another friend, C, wants A to come to a party at C's house. A prefers the second invitation.

### Useful expression

**A**

Meet more people

**B** won't even know

**D**

the right thing to do

how would *you* feel

### Prepositional phrases 1

Fill in the missing prepositions in the following sentences.

1. Giant pandas rarely breed.....captivity.
2. My car's not worth much.....most £50.
3. English people.....general are very friendly.....least that's what I've heard.
4. Don't ask Rose to join the choir. She sings.....tune all the time.
5. I don't know why they got married. They have absolutely nothing.....common.
6. Most Englishman earn.....average about £ 110 a week.
7. Oh, what's the word? I know it! It's ....the tip...my tongue!
8. Don't forget that you can always come to me if you're ever.....trouble.
9. He died.....the age.....eight-five.
10. Thank you for coming, Mr. Baker, We'll be contacting you....due course about our decision.
11. It's my own fault, I suppose. I tool him.....his word when he said he wouldn't try to run away.
12. The young, inexperienced teacher tried.....vain to control her noisy class.
13. I'll overlook it this time, but please try to be more polite.....future.
14. To pay 60% income-tax is.....no means unusual in Sweden.

15. My sister plays the piano.....ear.
16. The rent is to be paid.....advance.
17. He sent the documents to the bank.....safe keeping.
18. His name is Nicholas – Nick.....short.
19. This book is.....far the best one he’s ever written.
20. Work on the new motorway is already.....progress.

### Who’s the boss?

Choose from the words on the right the name of the person who is in charge of or the leading person in the group, place, etc. on the left. Look at the example first.

- |   |                         |
|---|-------------------------|
| 1. The British Army                     | Captain                 |
| 2. The United Nations                   | Chairman                |
| 3. A TV programme                       | Leader                  |
| 4. A group of workers                   | Matron                  |
| 5. A shop                               | Chief/chieftain         |
| 6. A primary school                     | Governor                |
| 7. A Monastery                          | Managing Director       |
| 8. A football team                      | Choirmaster             |
| 9. A museum                             | Principal               |
| 10. A prison                            | Foreman                 |
| 11. Servants (in a household)           | Umpire                  |
| 12. A collage                           | President               |
| 13. A committee                         | Headmaster/headmistress |
| 14. A university                        | Manager                 |
| 15. A tennis match                      | Butler                  |
| 16. The governing party<br>(in Britain) | Mother Superior         |
| 17. A tribe                             | Field Marshal           |
| 18. A company                           | Curator                 |
|   | Warden                  |
|   | Editor                  |
|   | Producer                |
|   | Vice-Chancellor         |
|   | Abbot                   |
|   | Secretary-General       |
|   | Prime Minister          |

19. A convent
20. An orchestra
21. An Old People's Home
22. A choir
23. A Republic
24. A newspaper or magazine
25. A hospital



It was Jane who helped us

- A : I think Jane is rather unfriendly
- B : You mustn't say that.
- A : But she is
- B : Don't forget that it was Jane who helped us when we were in difficulties

- A : I think Bill is rather selfish
- B : You mustn't say that.
- A : But he is
- B : Don't forget that it was Bill who lent you his bicycle when you were without one.

### PRACTICE

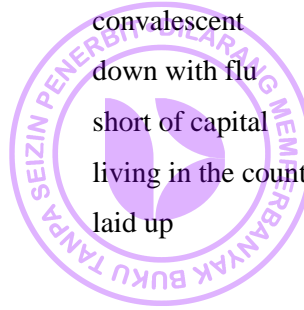
- A : I think X is rather unfriendly / selfish
- B : You mustn't say that.
- A : But he/she is
- B : Don't forget that it was X who....2 when we/you were....4

2

came to see you/us  
gave you/us clothes  
food  
somewhere to live  
hospitality  
helped with the garden  
painted the house  
built the greenhouse  
advised you/us  
did the housework  
ran all the errands

4

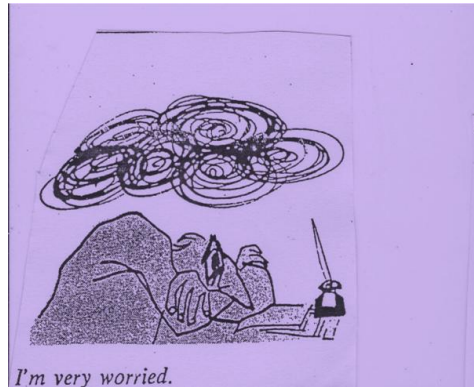
ill  
stranded  
in hospital  
out of a job  
convalescent  
down with flu  
short of capital  
living in the country  
laid up



**I said I was very tired**

A : I'm very tired  
B : What did you say?  
A : I said was very tired  
B : I never knew you when  
you weren't!

A : I'm very worried.  
B : What did you say?  
A : I said I was very worried  
B : I never knew you when  
you weren't!





## PRACTICE

A : I'm very...4

B : What did you say?

A : I said I was very ....4

B : I never knew you when  
you weren't!

4

sleepy

busy

happy

sad

hungry

thirsty

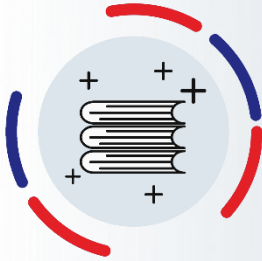
depressed

short of money

pleased with myself

unhappy in my work





## LESSON 3

### EXPRESSING ANGER AND RESOLVING CONFLICT

You may have heard Americans expressing their anger and been unsure of what they were saying, because they were talking so fast. Or perhaps you didn't understand why they were angry. In this unit, we will study what makes Americans angry and how they express their anger. You will also learn the acceptable ways of reacting to someone else's anger.

Listen to the dialogues what follow, listening especially for the expressions of anger and the response of the other person in the dialogue. Note also what makes the person angry in the first place.

#### Dialogue A

Mr. Sorensen : Richard, what's that under your paper?

Richard : What's what?

Mr. Sorensen : Lift up your arm. What's this?

Richard : Oh, that. Uh, that's a grocery list. I've got to pick up somethings on my way home.

Mr. Sorensen : Do you really expect me to believe that?

Richard : well, that's what it is.

Mr. Sorensen : (reading) Soren Kiekegaard, Denmark, 1800s, Hegel, Germany, Sartre, Paris, 1990s,...An interesting "grocery" list, Mister Jackson!

- Richard : Oh, gee, let me see that. Oh, my gosh, they must be my notes.  
How did they get here?
- Mr. Sorensen : I'd like to see you in my office, please. (They leave the classroom and go to the office down the hall). Now; Richard, would you care to explain how the answers to the test questions appeared on your desk?
- Richard : I can't Sir. Someone must have left them on my desk.
- Mr. Sorensen : Someone left them on your desk! Someone with hand-writing identical to yours left them on your desk? I'm afraid I can't accept that answer.
- Richard : Are you accusing me of cheating?
- Mr. Sorensen : Yes, I am
- Richard : You can't do that without proof! I'm going to call my counselor!
- Mr. Sorensen : By all means, do that, In the meantime, however, don't come to class again. I am extremely disappointed in your behavior.
- Richard (grumbling to himself as he leaves) What a pig-headed, narrow-minded jerk!

### Discussion

1. Where are the two speakers, and what is their relationship?
2. Paraphrase Mr. Sorensen's words in line 6.
3. What is Mr. Sorensen's attitude in lines 9-10 when he says, "An interesting 'grocery' list, Mister Jackson!" Do you see a change in the level formality here?
4. Why do Mr. Sorensen and Richard leave the room?
5. What upset Mr. Sorensen the most?
6. How did Richard respond to Mr. Sorensen's anger?
7. Mr, Sorensen did not hear Richard's last remark. What do you think the result would be if he had?

---

## Dialogue B

Melanie : Hi, Carole!

Carole : Hi, Melanie! This should be a great show. Let's go in

Melanie : Sure, say. Did you bring my book?

Carole : Your book? Oh, nuts! I completely forgot.

Melanie : You forgot! But you promised! I need it to study for the test. Oh, I knew I never should have loaned it to you.

Carole : Calm down, Melanie. I just forgot. Look, after the show we can drive by the house and pick it up.

Melanie : It's pretty far out of the way, but I guess we'll have to.

Carole : Don't worry. I'll treat you to a pizza to make it up to you

Melanie : Well, OK.

Oh, nuts : expression of dismay

To make something up to someone: to recompense someone; pay them back

## Discussion

1. Why is Melanie upset in line 5? (two reasons)
2. How does Carole fix up the argument? Does she apologize?
3. Are the women in the dialogue close friends? How can you tell?

---

## Dialogue C

Mr. Walters : Hey, can you get your dog to shut up? Some people are trying to sleep around here!

Mrs. Hudson : Now, wait a minute! Prince is just barking because your cat is screaming all over the place!

Mr. Walters : But do you know what it is? It's one a.m. and I've got to get up at six to go to work. If I don't get some sleep soon, there's going to be one less dog in the world.

Mrs. Hudson : Are you threatening my dog?

Mr. Walters : I am merely telling the truth. Barking at night has been proven to be one of the leading causes of death in dogs.

Mrs. Hudson : You're nuts!

Mr. Walters : That's possible, But please, can't you get that nutt to close his trap for a few minutes? Or do you want me to call the cops?

Mrs. Hudson : You ought to shut your own trap. You're the one making the most noise now!

Mr. Walters : That does it! Bernice! Get the arsenic!

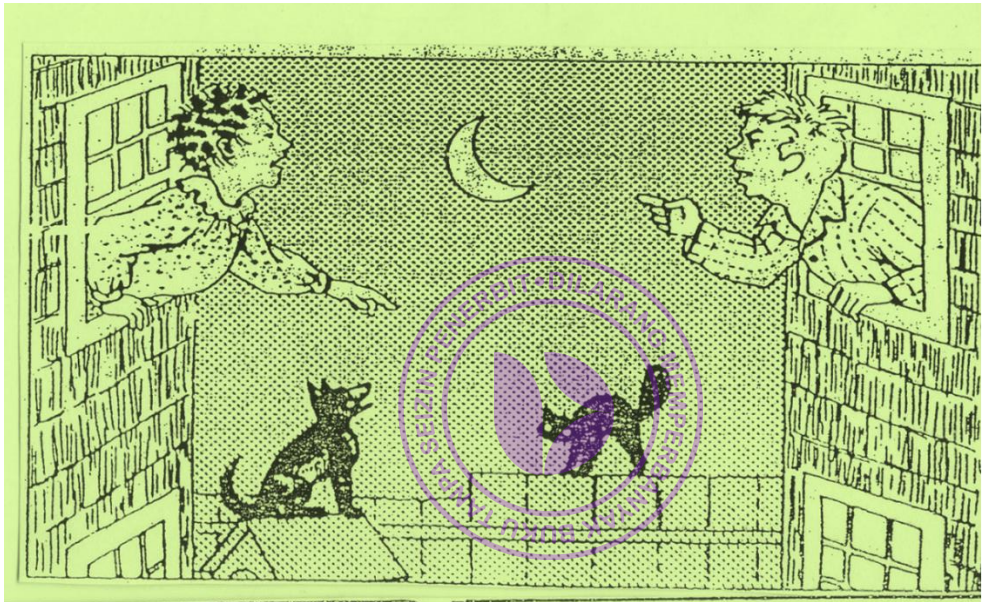
Mrs. Hudson : (to the dog) Come here, Prince. Nice boy. I'm going to take you inside. I don't trust that crazy old man next door. (to Mr Walters) I'm taking him in, so you don't have to call the cops! And I hope you sleep till next year!

You're nuts : you're crazy

Mutt : (slang) dog

Close his trap : (impolite) close his mouth, be quiet

The cops : (slang) the police



## Discussion

1. Who are the two characters in the dialogue, Where are they, and what time is it?
2. Why is Mr. Walters angry? How does he express his anger in the first two lines? How does Mrs. Hudson respond? Why do you think she responds this way?
3. What new tactic does Mr. Walters use in line 6-8? How successful is this tactic?
4. What other tactic does Mr. Walters use in lines 10-20? Is this any more successful?
5. Who is Mrs. Hudson talking to in line 20-21? Line 22-24?

## General Discussion

Can you rank the dialogue in order of formality, or do they all seem about the same!

Do you find any expressions or intonational patterns that occur in more than one dialogue!

## EXPRESSING ANGER AND RESOLVING CONFLICT

There are many things that make people angry. Some of these are fairly predictable given the situation. Other are highly personal and idiosyncratic. In this unit, we will outline some of the things that make many Americans angry. You must be cautious when expressing or reacting to anger in a language not your own. If you say the wrong thing, the situation could get worse. It is best to try to resolve the issue.

The following situations will make many Americans angry:

1. Breaking a promise. Americans consider their word to be their bond. When someone promises to do something and then does not, that person is considered untrustworthy.
2. Lying. There is a fine line between “white lies” such as shaving few years off one’s age and lies. White lies are not considered harmful, whereas lies – untruth – are seen as the mark of a faulty character. (See dialogue A)
3. Interfering in personal matters. Americans are taught as children to “mind their own business.” People generally do not intrude in other people’s personal matters, such as money, sex and family problems, including the raising of children, religion, and politics.
4. Breaking a confidence. When an American tells someone something “between you and me,” or “in confidence,” or says “I know this won’t go any farther,” it is expected that no one else will hear the secret. This rule varies widely according to the people involved and the nature of the secret, but it is generally a good idea not to tell other people things told to you in confidence. (See Unit 5, Dialogue C)
5. Taking something without permission. Generally, Americans are happy to lend their personal property if they are asked. But they do not like it if things are taken without permission.
6. Being insulting. There are many types of insults, but the most common are intentional (or unintentional) personal remarks.

7. Failing to apologize. If there has been an obvious wrong, such as a child who has gone up and down the street letting air out of all the tires on the cars, people expect an apology (in this case, from the child's parents). If a person fail to apologize, it is a mark against that person's character.
8. Failing to speak in passing. It is considered poor manners to "snub" friends, that is, to pass by them on the street without saying hello.
9. Failing to thank someone. Failure to express gratitude for a gift or acknowledge a compliment is considered rude behavior.
10. Failing to return invitations. A person who has been invited by a friend on several occasions is expected to reciprocate.

### *Expressing anger*

There are several possible ways to express anger or hostility

1. Blowing off steam. Many times, a person who is angry will "blow off steam" by voicing anger to the nearest sympathetic listener, rather than the person he or she is angry with. The listener tries to console the angry person by agreeing with his or her anger or by trying to play peacemaker and resolve the conflict.
2. Mild rebuke. Perhaps the most difficult way of expressing anger, this is the most acceptable of those strategies outlined here. A person who makes a mild rebuke states what is making him or her angry and suggests a way of solving the problem. (See dialogue B)
3. Extreme politeness. This is an acceptable way of making anger clear. In this situation, the angry person suddenly becomes extremely polite, using either the title + last name or full name form to address the listener, thus psychologically distancing himself or herself from the listener. Usually, the angry person talks slower and more distinctly and uses a lower voice than normal. (See Dialogue A)
4. Silence. The angry person uses non-verbal (without words) gestures to show emotion, such as an icy stare. Some people do not like this method, however,



since they believe that people should talk about their problems. Some people will even get mad if they are given “the silent treatment”

5. Sarcasm. This technique involves using nice words in a very unnice way. Usually, it is the intonation that makes the difference. A false smile may also accompany the words. Many people consider sarcasm offensive, especially when used very often. (See dialogue A).

## SMALL GROUP PRACTICE

### A. Using what you're learned

Directions: for each situation that follows, read the cues given, then discuss the relationship among the speakers and the level of formality. Using this information, complete the dialogues orally with phrases from Section 3 or with any other appropriate response. Example:

- A : Hello?  
B : Hi, Bob, Can you help me out?  
A : Do you know what time it is?  
B : I know it's late. I'm sorry  
A : Ok. What can I do?

#### Situation 1

- A : Would you please be quiet I'm trying to \_\_\_\_\_  
B :  
A : I'm sorry, but I'm just nervous about finishing  
B :

#### Situation 2

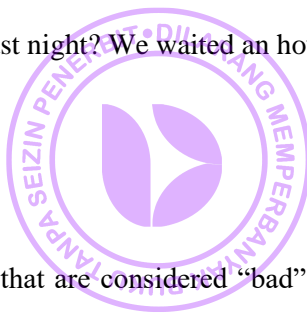
- A :  
B : What do you want now?  
A :  
B :

### Situation 3

- A :  
B : Fine, thanks.  
A :  
B : I think you should mind your own business!

### Situation 4

- A : Hey, where were you last night? We waited an hour for you!  
B :  
A :



### Taboo Words

In all languages there are words that are considered “bad” to use. They should be avoided, because they are offensive to most people. Besides, there are other expressions you can use to express your anger or frustration.

### Discussion

How do you usually express anger? What are common ways in your country for showing anger or frustration? Are there gestures that you use? Are there things that Americans do that upset or anger you? How can you deal with that anger?

### PHRASES

Directions: Listen to the following phrases on the tape as you read along here. Then practice saying them. The phrases near the top of the list are generally more formal than the ones near the bottom.

#### BLOWING OFF STEAM

- It annoys me when.....  
I don't like it when.....  
I can't stand it when.....  
It burns me up when.....  
I hate it when.....

#### RESPONSE

- I don't like it either.  
I don't like it either  
I know what you mean  
Me, too  
So do I

	RESOLVING CONFLICT	RESPONSE
More formal	I'd like to discuss this matter Can we discuss this?	that would be a good idea
Less formal	Please, let's discuss this Don't be angry. Let's talk it over	Yes, let's
Formal	Come on. Don't be mad	

6. Screaming and yelling. In this strategy, the idea is talk loud and fast, mixing as many swear words possible. Door slamming may be used to punctuate the sentences. This type of behavior, although widespread, is not considered appropriate. A person using this method is considered to be "out of control" or acting like a child (See Dialogue C).
7. Threatening. This usually happens after an initial period of screaming and yelling. This is also not considered appropriate. (See Dialogue C)

### Resolving conflict

When there is a conflict, the best thing to do is to try to resolve it so that relationship remain good. Some people avoid discussing a conflict. Others become angry themselves. Neither reaction to anger is very useful in settling a dispute. Here are three ways to resolve a conflict.

1. Apologize. This involves accepting responsibility for the offense (see Unit 5): An apology is often the best response to an expression of anger and, if sincere, will help to calm the other person down. An apology may have to be repeated before the other person will accept it (see Dialogue B).
2. Offer to discuss the matter. If someone is angry with you, but you don't why, the best thing to do is ask: I'm sorry you're angry, but I don't understand why. Please, let's discuss it calmly".
3. Find a mediator. If you "blow of steam" to a friend, you can sometimes get advice to how to settle a conflict or can possibly get your friend to intercede

with the person who is angry. He or she can discuss the dispute and then get two of you together again.



## B. Cued dialogue

Directions: After looking at each situation carefully, discuss with your partner the relationship among the speakers and the appropriate level of formality. Then practice, using any words or expressions appropriate to express the function given. Your teacher will ask you to perform the dialogue for the class.

### Situation 1

X dan Y are friends. But X had a big party last weekend and didn't invite Y, even though Y always invites X to Y's parties. Y sees that X is just getting home from work and goes over to talk.

- | Y   | X   |
|---|---|
| 1. greets X                               | 1. Greets Y                                 |
| 2. asks how the party was                 | 2. Answers question                         |
| 3. express anger                          | 3. Apologizes, explain why Y wasn't invited |
| 4. express disappointment                 | 4. Repeats apology                          |
| 5. accepts apology                        | 5. Invites Y                                |
| 6. accepts invitation, expresses Pleasure | 6. Expresses pleasure                       |
| 7. gives preclosing                       | 7. Responds to preclosing                   |
| 8. says good-bye                          | 8. Says good-bye                            |

### Situation 2

B has just come to go to the university and needs to find an apartment. B is talking with classmate, A, before class on the first day of school.

- | A  | B   |
|--|---|
| 1. introduce self                                | 1. Introduces self, asks about A's home             |
| 2. gives information, asks where B is Living now | 2. Answers question, asks about housing in the area |
| 3. gives general information                     | 3. Asks about rents                                 |
| 4. gives general information                     | 4. Asks about A's rent                              |
| 5. expresses anger                               | 5. Apologizes and gives excuse                      |
| 6. accepts apology                               | 6. Asks A to go along to the housing office         |
| 7. agrees to do this                             | 7. Expresses thanks                                 |
| 8. acknowledges thanks                           |   |

### Mini-roleplays

Sections: Discuss the situation with your partner and decide on the per level of formality. You can use the suggested expressions if want to. Then practice. When you are ready, perform for the us and discuss your performance with your teacher and classmates.

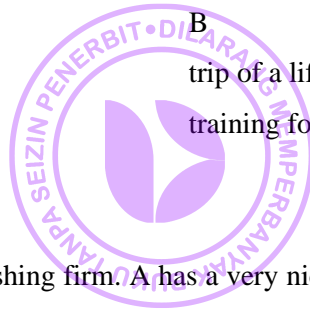
### Replay 1

Promised B to fix B's bicycle by Friday so B could go on a week. By bike trip with some friends, However, A got tickets to the ball at he last minutes, so A didn't have time to fix the bike. Act our scene where A explains to B why the bicycle isn't fixed.

### Useful expressions

Fortunity to see Reggie

Lekson



B  
trip of a lifetime

training for weeks

### Replay 2

And B share an office in a publishing firm. A has a very nice set of ells for making illustrations. One day when A is on a coffee break, breaks a pencil. Finds one in A's set and is using it when A irns, A sees the pencil and the open set, and is very angry.

### Useful expressions

Privacy around here

It leave anything unlocked

B

broke my own panel

only borrowing i

## Words associated with numbers

### Exercise 1

Read through the following sentences and fill in the missing words.

1. In this mathematical system,  $101 = 5$
2. A-3 wheeled cycle.
3. A period of a hundred years.
4. One person who sings.
5. A person who has two wives
6. Two people singing together

7. A five-sided figure
8. A period of ten years
9. An aeroplane with two sets of wings
10. A period of two weeks
11. A combat between two people
12. A dramatic performance or speech for a single actor
13. A person who can use both hands equally well
14. Two babies born at the same time.
15. An insect which is said to have a hundred feet
16. An instrument with two lenses which helps bring distant objects closer.
17. A mythological animal with a horn in the middle of its head
18. Four musicians playing together
19. Government by two or more parties
20. Three babies born at the same time



### Confusing words

#### Exercise 2

Choose the correct word in each of the following sentences.

1. Although she was (crippled/lame) and thus confined to a wheelchair, she still managed to cope with a family and most of the housework.
2. The dress doesn't fit. I'll have to have it (changed/alterd).
3. If people must smoke in bed, then they should at least take the precaution of buying (non-flammamble/inflammamble) sheets and blankets.

4. Although my father has (deficient/defective) hearing, he still refuses to wear a hearing-aid.
5. The baby (blinked/winked) when its mother clapped her hands in front of its face.
6. Of all the writers of (comic/comical) opera, Gilbert and Sullivan are my favourites.
7. Where were you (educated/trained) to be a teacher?
8. My brother is studying to be an (electrical/electric) engineer.
9. I do wish you'd grow up, John! You're so (childish/childlike) at times.
10. There's a (rumour/reputation) going round the office that Mr Burgess and Miss Gibson are getting engaged.
11. I wonder if you would like to (cooperate/collaborate) with me on a book I'm thinking of writing about famous women in politics?
12. There is a very good (Technological/Technical) Collage not far from where I live.
13. Did you know that Peter had arranged the party (specially/especially) for you?
14. I couldn't care less one way or the other. I'm completely (uninterested/disinterested)
15. I hear that Manchester United beat Liverpool two (nil/nought) in last night's Cup match.
16. There is a very strong (possibility/opportunity) that man will land on the planet Mars before year 2000.
17. South Wales was once a flourishing coal-mining area, but today there are hundreds of (misused/disused) coalmines scattered throughout the valleys.
18. My uncle has just got a divorce, which is very strange since he is a marriage guidance (councilor/counsellor).
19. I'm afraid the boot is full. There is no (room/place) for any more suitcases.
20. It's much too hot. Let's go and sit in the (show/shade) for a while.
21. I'll see you next week (eventually/possibly) on Friday.
22. The tennic match was held up for ten minutes when (umpire/referee) fainted.
23. Any idea what the present Government's (politics/policy) is on defence?
24. They climbed up the steep stone (stairs/steps) leading to the old church?



25. I hope he has got a good (solicitor/barrister) to represent him in court. Robbing a bank is a pretty serious offence.
26. What did you think of the (critic/write up) we got in the paper this morning?
27. His (financial/economic) worries were solved when he suddenly won £250.000 on the Football Pools.
28. During the last war, Vera Lynn's songs contributed greatly to the (morals/morale) of the troops.
29. My new flat is just around the corner from my office, which is very (convenient/comfortable) for me.
30. The house I have just bought is in a very good residential area, close to shops, schools and other local (amenities/facilities)

---

### Exercises 3

Jim asked me if he should wash the car

A : Jim asked me if he should wash the car

B : What exactly did he say?

A : He said, "Shall I wash the car?"

B : I think he ought to.

A : Sarah asked me if she should look for another job

B : What exactly did she say?

A : He said, "Shall I look for another job?"

B : I don't think she ought to.

### PRACTICE

A : X asked me if he/she should.....1

B : What exactly did he/ she say?

- A : He said, "Shall .....?"  
 B : I don't think he/she ought to.

1

start cutting the corn

picking the apples

buy a car/motor bike

join the army/navy/air force

go to church

the university

spend longer on his/her/my homework

leave school

take the dog for a run

put the children to bed

water the garden

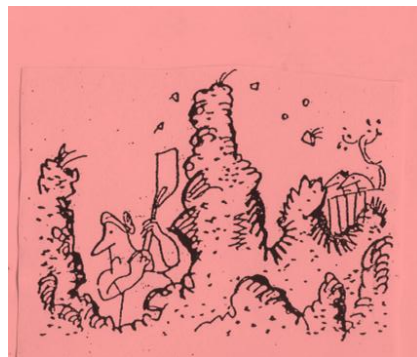



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#### Exercise 4

It's reasonable that he should

- A : What do you think of Mr White's plan  
to go to India?  
 B : I think it's reasonable that he should  
 A : I'm glad you approve of his plan  
 B : I can't see any reason why I shouldn't



- A : What do you think of Mrs. Smith's plan to keep chickens?  
 B : I think it's very good that she should  
 A : I'm glad you approve of her plan  
 B : I can't see any reason why I shouldn't

PRACTICE

A : What do you think of X's plan to .....1?

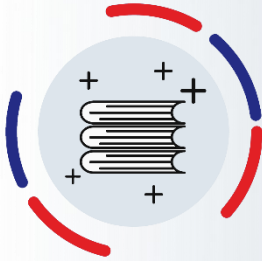
B : I think it's .....4 that he/she should

A : I'm glad you approve of his/her plan

B : I can't see any reason why I shouldn't

1	4	.....to alter garden
take another job	understandable	
a degree	sensible	
write a novel	advisable	
do voluntary youth work	natural	
learn russian		
to dance		
ride		
study economics		
history		
join the golf club		
tennis		
alter the garden		
sitting room		





## LESSON 4

I'm Sorry



### CONVERSATION IN CONTEXT



Listening

In a shop

Mrs. Clark      How much is the altogether

Cashier          That'll be dollat twenty, please

Mrs. Clark      Here's two dollar

Cashier          Here's your change, eighty cent

Mrs. Clark      ah you've only given me seventy cents

Cashier          That's all right

In a restaurant

Man I'd like some chocolate cream please

Waiter I'm sorry, Sir. We don't have any chocolate left

Man Then I'll have some strawberry please

Waiter I'm sorry, Sir. We don't have any strawberry, either.

Man Then what do you have?

Waiter I'll have orange, please



## Ways to say it

Apologizing

1 A Do you know where Holly Street is?

B I'm sorry I don't know

I'm afraid

I don't know I'm afraid

I'm sorry

Apologizing for something you have done

2 A You've given me the wrong change

B Oh, I'm so sorry

I'm very sorry

Oh, I apologize

Please excuse me

## ACCEPTING AN APOLOGY

A That's all right

Never mind

That's okay

## PAIR UP AND PRACTICE

### Speaking

1. The waiter doesn't have what the customer wants.  
You : Could I have fried noodles, please?  
Waiter : ....  
You : Well, could have a mushroom omelette?  
Waiter : Oh it doesn't matter than. I'll just have a cup of coffee, please.
2. The clerk doesn't have what you want  
You : how much is that..?  
Clerk : evelen dollars  
You : That's pretty expensive. Do you have a cheaper one?  
Clerk : ...we don't. Not in the color  
You : Well, do you have the same one in blue?  
Clerk : No...  
You : Oh, well, I'll take the red one, please?
3. At a restaurant. The waiter spills coffee on you  
Waiter : and here is your coffee. Oh, no...  
You : It's all over my shirt!  
Waiter : ....i'll get a towel and some water
4. George comes here  
Jane : Did you remember to buy me some...?  
George: Oh, ...I completely forgot  
Jane : Well, I hope you remembered to mail my letters.  
George: What letters?  
Jane : The ones I gave you this morning  
George: Oh....They're still at the office

5. You are buying some books in a bookshop. The salesperson gives you the wrong change.

A : I'd like these books, please

B : Certainly. That will be \$17.45

A : .....

B : Thank you. And here's your change

A : Oh,...! You only gave me \$1.55. You should have given me...

B : .....

A : That's all right

B : Here's the rest of your change

A :

6. Now practice a dialogue like the one above using this information

A : You buy two records. The price is \$9. You give salesperson \$20.  
He/She gives you \$1. Now continue

B : The customer buys two records. The price is \$9. You give  
him/her \$1 change. The customer points out your mistake. (You  
thought he/she gave you \$10). Now continue

## CONVERSATION IN CONTEXT

### Listening

A damaged car

Richard : What happen to your new car?

Andrew : Oh, I wrecked it coming out of  
The parking lot at work

Richard : That's too bad. How did you do that?

Andrew : I turned too sharply pulling out and hit a pillar

Richard : What a shame. Some of those parking lots  
are very difficult to get out of, aren't they?

Andrew : They sure are!

At the office. It is Wednesday

Tetty : Excuse me, Mr. Hardy I'll like to take a few days off.

Mr. Hardy : Why? What's the matter, Terry?

Tetty : Well, my father is ill. He's going to have an operation

Mr. Hardy : Oh, no. I'm sorry to hear that. How long will you be away?

Tetty : I hope to be back next Monday

Mr. Hardy : All right, Terry. I hope your father gets better soon.

### Ways to say it

#### Expressing regret

Expressing regret about someone's personal circumstances

A : My father's in the hospital. He's going to have an operation

B : I'm sorry to hear about that

Oh, that's too bad. I'm sorry to hear it

Expressing regret about a minor accident or event

1. A : I've spilled coffee on my new skirt

B : What a shame

Oh, no

2. A : I've spilled coffee on my new skirt

B : What a shame

Oh, no!

3. A : I think I've lost my new sunglasses

B : That's a shame

#### Expressing Shock

Expressing surprise or regret about a serious incident

A : I saw in the paper that there was a big robbery at Citybank yesterday

B : What

How awful

terrible!

horrible!



## PAIR UP AND PRACTICE

### Speaking

Practice these dialogs. Use suitable expression of regret.

1. A : Hey! What happened to your leg?  
B : I hurt it playing football.  
A : ....How did you do that?  
B : I feel as I was running to get the ball  
A : ....  
B : Yes, I won't be able to play for a month  
A : ....
  
2. A : I won't be able to come to your party tonight. I'm not feeling very well  
B : .....
- A : Yes, I think I've got the flu. I have a fever and a terrible headache.  
B : .....
  
3. A : Do you know what happened? The airline lost all my luggage!  
B : .....
- A : Yes, and I had some new clothes in one suitcase, and some presents for the family in the other.  
B : .....
  
4. A : Did you hear that there was a burglary at the Forbe's house?  
B : .....What happened?  
A : Well, when they came back from their vacation, nearly all their furniture had been stolen, their new TV set and stereo, too!  
B : .....

## CONVERSATION IN CONTEXT

### Listening

#### An invitation to a party

- Ted : I'm having a party on Saturday  
Brian Can you and Anne come?  
Brian : We'd love to, but I'm afraid we can't. We're going out with friends For dinner  
Ted : Oh, that's okay. Maybe next time  
Brian : Yes, thanks for the invitation

#### An invitation to a movie

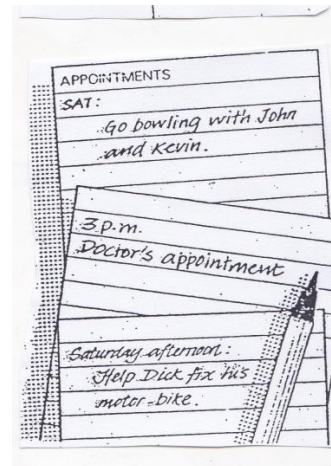
- Penny : We're going to the movies on Friday night. Would you like to come with us?  
Debora : Friday? Oh, I'm sorry. I can't have to work late on Friday.  
Penny : That's too bad

### Ways to say it

#### PAIR UP AND PRACTICE

#### Role play

Write it right



3. Accept one the of the invitations and refuse the other.

Use phrases like these:

Phrases of acceptance

phrases of decline

I'm glad to be able to accept

Unfortunately, I won't be able to come because....

I'm happy to accept

I'm afraid I won't be able to accept because...

## THINK IT OVER

### Reading



Contacts between Japan and the rest of the world have grown a great deal in the twentieth century. In this last thirty years, business contacts between Japan and the West have become very important. Many foreign companies now have offices in Japan, and Japanese businessmen do business around the world. Differences between Japanese and Western ways of doing business, however, often confuse foreigners and make doing business in Japan difficult for them.

The American business person for example, wants to start talking business immediately. He or she want quick decisions and does not want to wait. The Japanese, on the other hand, like to arrive at decisions gradually after giving them a great deal of thought. Another thing foreign business people have difficult understanding is when a Japanese means “Yes” or “No”. This is because of cultural differences between Japanese and Western society which make it difficult for a Japanese to say “No” directly.

In English, it is easy to say “No” to something we do not want to do. But in Japan, it is very difficult to say “No”. To refuse an invitation or request with “No” or a similar phrase, is left to be impolite. It is thought to be selfish and unfriendly. So instead of saying “No” directly, the Japanese have developed many ways to avoid of saying

“No” . these enable them to avoid hurting other people’s feeling. However, this often makes communication with the Japanese difficult for foreigners to understand and follow.

The Japanese businessman can avoid saying “No” by being vague or indirect, by being silent and not replying, by changing the topic or by giving excuses for not being able to reply immediately.

Foreign businessmen and businesswoman in Japan must, therefore be patient in trying to communicate with the Japanese. They must be in a hurry. Above all, they must try to understand the Japanese custom of politeness. Once they learn how the Japanese think, they will find doing business with them a lot easier.

### Understanding

1. choose the best answer
  1. Paragraph 1 tells us that:
    - (a) It is not always easy for foreigners to do business in Japan
    - (b) Japan is a very important country for business people
  2. Paragraph 2 tells us that:
    - (a) Americans usually say what they are thinking
    - (b) Americans do not express themselves clearly
  3. Paragraph 3 tells us that:
    - (a) Japanese are very selfish
    - (b) Japanese are very polite
  4. Paragraph 4 tells us that:
    - (a) Japanese cannot communicate well
    - (b) Japanese don’t always say what they mean
  5. Paragraph 5 tells us that:
    - (a) foreign business persons must be more polite
    - (b) foreign business persons should first try to understand to Japanese

2. How many differences between Japanese and American way of communicating are mentioned in the passage?
3. Choose the best answer:
- In paragraph 1, line 6, confuse probably means:  
(a) to make simple (b) to make clear  
(c) to make unclear (d) to help
  - In paragraph 2, line 7 directly probably means:  
(a) without delay (b) slowly  
(c) frequently (d) to be easily understood
  - In paragraph 3 line 5, avoid probably means:  
(a) to keep away from (b) to practice  
(c) to pronounce (d) to try
  - In paragraph 4, line 1 vague probably means:  
(a) certain (b) unclear  
(c) silent (d) direct
  - In paragraph 5, line 3, above all probably means:  
(a) first (b) next  
(c) most importantly (d) usually

## Choose the Word 2

### Exercise 1

Choose the word which best completes each sentences

- I'm afraid I really couldn't any more. I'm ....  
a. Full up   b. fed up   c. filled up   d. famished   e. satisfactory.
- It's a ....of time talking to James. He never listens.  
a. lot   b. loss   c. slash   d.waste   e. model
- Which...of cigarettes do you usually smoke, Ulla?  
a. make   b. sort   c. mark   d. brand   e. shortage
- He was found guilty of having lied when giving evidence in court and, as a result, was sentenced to two years imprisonment for....  
a. fraud   b. a liar   c.perjury   d. deception   e. lying
- Don't tell Allan about John and Mary. You know he can't ....a secret.  
a. hold   b. keep   c. save   d. stop   e. prevent
- May I borrow your pen, Jane? I seem to have....mine at home.  
a.left   b. forgotten   c. lost   d. kept   e. missed
- Last year ABBA made a..... of several million crown.  
a. win   b. gain   c.profit   d. salary   e. rise
- Even though I didn't want to my son to leave home, since he was twenty-one there was nothing I could do to....it.  
a. hinder   b.prevent   c. resist   d. end   e. crease
- A/an....five thousand people are believed to have died in the recent earthquake in South America.  
a. guessed   b. average   c. supposed to   d. estimated   e. approximately

10. You'll have to use the stairs. I'm afraid. The lift is out of...
- a. Function      b. work      c. order      d. form      e. functioning
11. Have you seen a mug anywhere, Roy? We seem to be one...
- a. missed      b. less      c. under      d. deficient      e. short
12. You got a very good.....in the newspaper this morning. They must have liked the play
- a. critic      b. article      c. advertisement      d. write-up      e. praise
13. there was a flash of lightning quickly followed by a loud...
- a. bang      b. clap      c. smash      d. noise      e. stroke
14. I can't eat this meat; it's too...
- a. strong      b. soggy      c. tough      d. bad      e. tender
15. Is there anything.....you'd like me to do?
- a. else      b. more      c. still      d. yet      e. again
16. Don't tell me Anne about Paul and Jane breaking up you know what a/an....she is; it will be all over the town in no time.
- a. talker      b. liar      c. gossip      d. scavenger      e. informer
17. One day I'm going to find a/an .....of land somewhere in the country and build a house on it.
- a. area      b. plot      c. ground      d. patch      e. tomb
18. I was caught parking on a double yellow line and had to pay a £5 parking
- a. fine      b. bait      c. summons      d. fee      e. cost
19. David's married Elizabeth Green? No I don't believe it! You're pulling my
- a. toe      b. leg      c. mind      d. hair      e. arm

20. The position of monarch is not something that is chosen by the people. It is....
- a. inherit   b. generated   c. hereditary   d. descended   e. passed over

## Exercises 2

### She might have forgotten

---

- A : Why didn't Joan come to see us yesterday?  
B : I've no idea. She might have forgotten all about it.  
A : Or she might have gone to see her aunt.  
B : She probably did.
- A : Why didn't Bill come to see us yesterday?  
B : I've no idea. He might have had trouble with his car.  
A : Or she might have worked in the garden  
B : She probably did.

### PRACTICE

- A : Why didn't X come to see us yesterday?  
B : I've no idea. He/She might have.....3  
A : Or she might have .....3  
B : He/ She probably did.

3

overslept

had a crash again

been mending his car/bike/scooter

gone to the football match

sports meeting

flower show



dog show  
agricultural show  
thought the weather unsuitable  
played golf  
tennis  
gone swimming  
sailing  
felt too ill  
tired  
lazy  
busy



### Exercises 3

#### Bill ought to have paid

---

A : Jack's annoyed with Bill

B : Is he really? Why?

A : He says Bill ought to have paid him back his money yesterday

B : I agree with Jack about that

A : Jill's cross with Jane

B : Is she really? Why?

A : She says Jane should have asked permission to take her stocking yesterday

B : I agree with Jill about that

#### PRACTICE

A : X's cross with Y

B : Is he/she really? Why?

A : She says Y ought to/ should have .....3 yesterday

B : I agree with X about that

3

returned his/her book

left him / her a message

taken more care of his / her records

bicycle

asked leave to borrow his/her book

tennis racket

gramophone

warned him/her about the change of plan

waited for him/her after school

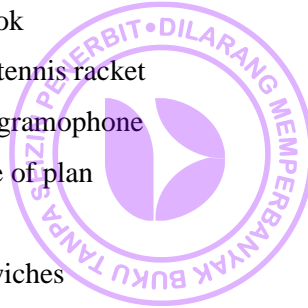
saved him/her some of the sandwiches

helped in the garden

with the washing up

ironing

passed the ball more often



#### Exercises 4

#### Have you seen the book I brought

---

A : Have you seen the book I brought from town?

B : No, I haven't.

A : I think I must show it to Kate

B : Yes, you'd better. She is always interested in things you bring from town

A : Have you seen the stool I made at woodwork class?

B : No, I haven't.

A : I think I must show it to John

B : Yes, you'd better. He is always interested in things you make at woodwork class.

## PRACTICE

A : Have you seen the ...5 I .....2?

B : No, I haven't.

A : I think I must show it to X

B : Yes, you'd better. She/He is always interested in things you .....9

5

pen

album

camera

watch

parcel

bowl

rose

prize

cup

present

2

bought

got from Jane

Jack

America

made at pottery class

grew in my garden

won at school

athletics

had at Christmas

9

buy

get from Jane

Jack

America

make at pottery class

grow in your garden

win at school

athletics

have at Christmas

Write it right

## READING

*Read this passage*

### **A day in my life**

My day usually begins at six-thirty. I get up and do some exercises for about fifteen minutes. Then I take my shower. After my shower, I get dressed and have breakfast with my family. I usually have a light breakfast, consisting of toast and coffee. At seven-thirty I leave for school.

I usually take the bus to school. I catch the bus near my house and then walk from the bus stop to school. It takes about thirty minutes to get from my home to school.



My first class at eight-thirty and I usually finish school at three. Sometimes I stay late to have a game of volleyball or to work in the library.

I usually reach home at around four o'clock. When I get home I like to watch TV for a while. Then I start my homework. I have dinner at seven o'clock. After that I often have more to do. Sometimes I watch TV or go to out with friends after dinner. I generally go to bed around ten-thirty.

## Writing

Write a description of a typical day in your life using the above passage as a model. Mention the following:

1. getting up
2. before breakfast
3. breakfast
4. leaving for work or school
5. arriving at work or school
6. how long your work or school day is
7. what you do after that
8. what you do when you come home
9. before dinner
10. after dinner
11. going to bed

## THINK IT OVER

### Reading

#### TV or no TV?



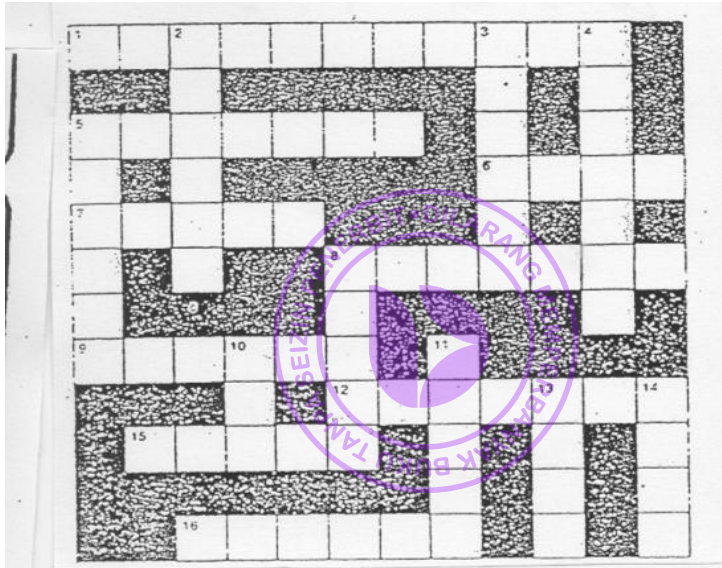
Today there is a television set in almost every house. In some countries, you can choose between as many forty different channels; some show only a single type of program – news, sports, music, theater or movies, most show different kinds of programs, giving the viewer a wide range of entertainment.

5 to choose from. In one country, a recent survey showed that the average person spent three and a half hours a day watching television.

### Understanding

1. Write TRUE or FALSE beside each sentence.
  1. The passage shows that fewer people are watching television nowadays
  2. The aim of the experiment was to study how families would behave if they did not watch television.
  3. The quality of family life has improved because of television
  4. Television sometimes has a bad effect on children's eyesight.
  5. Watching TV often gives people things to talk to each other about.
  6. The experiment described in the passage was a failure.
  7. A parent may become a heavy drinker if there is no TV to watch.
2. Choose the statement which best expresses the main idea of the passage
  1. More experiment should be carried out like the one described in the passage
  2. Television is in every home and it is here to stay
  3. People should not allow television to have control over their lives.
3. Find the following words in the passage and say what they refer to. The first one is done for you
  1. Some (line 2) = television channels
  2. They (line 7)
  3. Their (line 10)
  4. This (period) (line 15)
  5. They (line 17)
  6. Those (line 18)
  7. They (line 29)
  8. Their (line 33)

4. Complete this crossword puzzle. Most of the words are from the passage.



Across:

1. Mr. Wills has something wrong with him. He has gone into the hospital for...for a few days.
5. There are...of good restaurants in the city, including several Asian and European ones.
6. My eyes always...If I watch television for too long.
7. The news is shown on TV...evening at six p.m
8. While I am...for the school bus to come, I like to study my lessons
9. I read a...in the newspaper about the fire yesterday at the hospital.
12. I like to watch movies, but my father always...to watch the sports programs.
15. Next...there is going to be a film festival at the Rex theater.
16. I can't ....what to give my mother for her birthday. What do you suggest?

Down:

2. The teachers carried out a...to find out what the parents thought about the school programs.
3. television has an ...on everybdoy's lives.
4. Often there is....interesting to watch on television, so I prefer to read.
5. A television....should not sit too close to the TV set.
8. Do you...the news on TV?
10. Most families....a TV set these days
11. I watch a good....on TV last night called Star Wars
13. Liberty Department Store has the cheapest TV...in town
14. Did you watch that great musical ...on TV last night?

## DEFINITIONS 1 – TYPES OF PEOPLE

### Exercise 1

Fill in the missing words in the definitions below. Choose from the following:

Bitchy	gregarious	conceited
Bossy	impulsive	absent-minded
Timid	garrulous	tetchy
Punctual	witty	industrious
Bigoted	reliable	stoical

1. A/an .....person is someone who is easily frightened and is not very brave.
2. A/an ....person is someone who habitually talks too much especially about things which are not very important.
3. A/an ....person is someone who you can trust and depend on at all time
4. A/an ....person is someone who is so concerned with his or her thought that he or she doesn't notice what is happening or what he or she is doing and as a result, often forgets things
5. A/an ....person is someone who is hard-working
6. A/an ....person is someone who sensitive in a bad tempered sort of way
7. A/an ....person is someone who enjoys giving other people orders.
8. A/an ....person is someone who never shows dislike, worry etc. when faced with something unpleasant, but who always remains calm.
9. A/an ....person is someone who has a tendency to make nasty jokes about other people and who finds fault with everything
10. A/an ....person is someone who very sociable and enjoys the company of other people
11. A/an ....person is someone who is never late, but who always arrives at the exact or agreed time
12. A/an ....person is someone who believes strongly and often unreasonably that he or she is right and best (especially in matters of religion, race, or politics)
13. A/an ....person is someone who is able to make clever, amusing remarks

14. A/an ....person is someone who has a tendency to do something without thinking about the result or consequences of his or her action beforehand.
15. A/an ....person is someone who has a very high opinion of himself or herself especially about his or her abilities, etc.

**Choose the answer**

Exercise 2

Choose the correct word for the definitions in 1-10 and the correct definition for the words in 11-20

1. The back end of a ship is called
  - a. The mast
  - b. the poop
  - c. the stern
  - d. the deck
2. A sleeping place on a boat or train is called
  - a. a cabin
  - b. a bunk
  - c. a berth
  - d. a sleeper
3. A man who breaks into houses, shops or flats especially
  - a. a thief
  - b. a criminal
  - c. a burglar
  - d. a housekeeper
4. A child who hits smaller or weaker children is called
  - a. an enemy
  - b. a rascal
  - c. a tyrant
  - d. a bully
5. To cook gently in water without boiling is
  - a. to fry
  - b. to simmer
  - c. to scramble
  - d. to bubble
6. A person who is able to perform card tricks is called
  - a. a witch
  - b. a gambler
  - c. a troll
  - d. a conjurer
7. A space next to a road where cars, lorries etc. can park out of the way of the traffic is called
  - a. a by pass
  - b. a lay-by
  - c. a parking lot
  - d. a junction



8. A chemical substance substance which you put on cuts, etc. to prevent them from developing disease is called.
- a. a giggle                      b. antitoxin                      c. antidote                      d. disinfectant
9. A trick played upon a person in order to make others laugh is called
- a. a giggle                      b. a practical joke                      c. an April fool                      d. a jest
10. A person is very tall and thin is called
- a. stocky                      b. plump                      c. lanky                      d. skinny
11. A gutter
- a. A pipe                      b. a type of headwear  
c. a person who is not very brave                      d. a person who is unable to speak clearly
12. Biennial
- a. twice a year                      b. every two years                      c. every year                      d. every leap year
13. A metronome
- a. An evil fairy  
b. an instrument used by scientists to determine the age meteors  
c. a type of chimney  
d. d. an instrument with a
14. To relish
- a. to enjoy                      b. to live again  
c. to release                      d. to put a new cover on a book
15. Insomnia
- a. the inability to keep awake                      b. the inability to sleep  
c. the inability to remember things                      d. the inability to have children

16. A busker

- a. a street singer
- b. slang for bus conductor
- c. the inability
- d. a man who studies trees and bushes

17. Dusk

- a. a very thick layer of dust
- b. the time of day when light first appears
- c. a short, informal discussion
- d. the time when daylight is fading

18. Blackmail

- a. slang for bills which come through the post
- b. getting money from someone by threatening to make know some unpleasant facts about person
- c. money received through the post on which no tax is paid
- d. a sea creature with eight arms or tentacles

19. A miser

- a. a very unhappy person
- b. a person who studies rats, mice and other rodents
- c. a person who loves money so much that he or she stores it and hardly ever spends it
- d. smallest bird in Britain

20. A lodger

- a. a person who pays rent to stay in someone's home
- b. an account book which records the income and expenditure of company or business
- c. a person who studies and knows a lot about logic
- d. a type of wild cat

### Exercise 3

I shan't have don't it till Monday

A : Would you care to come round and see me this week?

B : I'm afraid I'm very busy this week. I'm writing an important essay

A : Won't you have finished it by Saturday?

B : No, I shan't have finished it till Monday.

A : Would you care to come round and see me this week?

B : I'm afraid I'm very busy this week. I'm doing a difficult experiment

A : Won't you have done it by Saturday?

B : No, I shan't have finished it till Monday.

### PRACTICE

A : Would you care to come round and see me this week?

B : I'm afraid I'm very busy this week. I'm .....1+ing

A : Won't you have finished it by Saturday/tomorrow?

B : No, I shan't have done/finished it till Monday.

1+ing

writing a review for a magazine

an important article

doing some laboratory work

finishing my diploma paper

work

preparing a report for my boss

getting ready for the meeting

stocktaking at the club

studying for my exams

spring-cleaning

redecorating the sitting-room  
mending our roof

#### Exercise 4

A man who become a teacher

A : I've just ready a very good book

B : What was it about?

A : about a man who became a teacher,  
But gave it up

B : and I've just read one about a man that  
wanted to get rich at all costs

A : I've just ready a good story

B : What was it about?

A : about a woman who has made President

B : and I've just read one about a woman who  
Saved Rome



.....*Flew the first aeroplane*

#### PRACTICE

A : I've just .....3

B : What was it about?

A : about a man/woman who.....2

B : and I've just read/seen one about a man/woman that

3

read a good novel

seen a good film

play

crossed the atlantic on a raft

explored the african forest

went right up the amazon

sailed alone round the world

flew the first aeroplane

made a rocket flight

walked across asia

invented a thought machine

refused to pay become tax

gave away millions

2

became a doctor

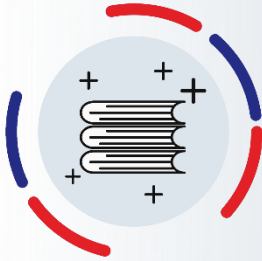
film star

missionary

famous dancer

skater





## LESSON 5

### Thinking people and Replying to thanks

In this unit, we will look at and practice situations that require an expression of thank. As you proceed through the unit, you may notice situations that in your native culture do not require a thank you. You may also notice situations where a thank you would be expected in your country, but not expected in the United States.

Listen the dialogues, paying particular attention to when people say thank you and so what they say to express thanks. Also notice what the person being thanked says in reply. Then discuss the question at the end of each dialogue.

#### Dialogue A

- Harry Carpenter : (Cross the room to where Mrs. King is standing talking to another guest), Excuse me, Marilyn? It's getting late, I'm afraid we'll have to be leaving.
- Marilyn King : Oh, so early?
- Louise Carpenter : Well, Harry's got to get and drive to the airport for an eight o'clock plane tomorrow
- Marilyn King : We've really had a wonderful time, Marilyn. Thank you very much for inviting us
- Harry Carpenter : Say, Louise, why don't we meet downtown for lunch some day next week?
- Louise : I'd love to!
- Marilyn : I've heard Harold's has delivious salads

Louise : Oh, That sounds wonderful

Marilyn : I'll give you a call later on and we can decide the time

Harry : Honey?

Louise : All right, dear. Well, it is been a delightful evening.  
Thank you very much

Marilyn : Not at all

Louise : I'll look forward to your phone call.

Marilyn : Thanks again. Good night

Marilyn : Good night

Louise : Good night

### Discussion

1. Describe the setting
2. What does “giving someone a call” mean (see line 14)?
3. Paraphrase Harry’s remark in line 16.
4. Identify the preclosings. Find the expressions of thanks
5. How formal is this dialogue?

### Dialogue B

(The telephone rings)

Ella : Hello?

Susan : Ella? Susan. How are you?

Ella : Oh, hi, Susan. What’s up?

Susan : I just wanted to thank you again for the towels. When I got home from the shower I checked, and they just match our curtains

- Ella : Oh, don't mention it. You deserve a few towels for putting up with that guy of yours!
- Susan : Yeah,, he's something else
- Ella : Seriously, though, I wish you all the happiness in the world
- Susan : Thank you, I know you do. That's sweet of you. Well, I suppose I'd better get going on my list of errands got to call the bakery or there won't be wedding cake!
- Ella : Well, let me know if I can be of any help.
- Susan : Thanks. I might take you up on that.
- Ella : OK. We'll see you later
- Susan : Yeah. And thanks again. Bye
- Ella : Bye-bye.

Shower: a party for someone who is getting married or having a baby put up with: endure

#### Discussion

1. How many expressions of thanks are there in this dialogue? How do they differ?
2. Who decide to end the conversation will also make the decision to end it.
3. Describe the relationship between the two women.
4. Point out which expressions show that this is an informal conversation.
5. How would Susan say the first line if she were speaking to some one in a formal context?





### Dialogue C

(The doorbell rings)

Linda : Oh, hi, welcome back! Have a nice trip?

Janet : Oh, it was fantastic! Fresh air and sunshine every day. We were really lucky with the weather

Linda : Come on in. I've got the coffee pot on

Janet : Thanks, but I've got a ton of laundry to do. I just stopped by with this. It's for you

Linda : Oh, thank you! It's beautiful! I don't have any plants like this but you shouldn't have

Janet : Well, Jim and I just wanted to show you how much we appreciated your looking after the house and watering the plants while we were away.

Linda : Well, what are friends for? By the way, I tried to buy you those towels you wanted on sale, but they only had these really ugly ones left. Sorry.

Janet : Oh, that's OK. Thanks for trying

Linda : You're welcome

Janet :

## Discussion

1. Where does the conversation take place?
2. Does Janet express thanks in line 5? What else does she express?
3. Why does Linda thank Jane in line 7?
4. Paraphrase line 8
5. Identify the two speakers relationship and the level of formality

## THANKING PEOPLE AND REPLYING TO THANKS

As you know, there are many different situations that call for an expression of thanks. As in the case of invitations, it is sometimes appropriate to send formal, written thank you letters and cards. In this unit. However, we will be concerned only with spoken language.

### When to thank

The following list contains the most common situations that require thanks. You may be able to think of other ones as well. In general, people thank someone:

1. for a gift
2. for a favor
3. for an offer of help
4. for a compliment and a wish of success
5. when asked about their health
6. for an invitation
7. when leaving a party or social gathering
8. for services, such as being, waited on in a store or restaurant

### Thinking for gifts

There is a specific form for this type of thank you (see dialogues B and C). The person receiving the gift usually says three things.

1. an expression of thanks;
2. a compliment on the gift itself, showing that the recipient likes the gift; and
3. a question relating to the gift (its origin, use, maker, etc) to show interest in the gift. This is really another type of compliment (Unit 7) and is optimal in informal circumstances.

Two examples of thanking are:

Janice : Oh, thank you! I just have love roses! Are they from your garden?

Jack : It's beautiful! Thank you very much. I've always wanted a picture from Japan. Did you get it in Osaka?

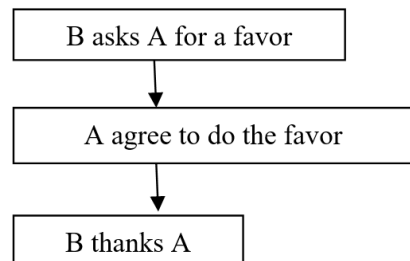
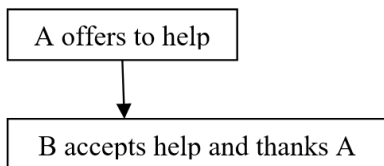
Another way of thanking for a gift is to use an expression of thanks and then to state that a gift was not necessary or expected.

Mike : Oh, thank you. But you really didn't have to

Note : Although people do telephone to thank for a gift, a written note is also expected

### Thanking for favors

A "favor" is doing something for another person that the doer that no obligation to do, for example, going to the store for a friend or mailing some letters so that a sick friend wouldn't have to go out in the rain. Since the favor involves doing something extra, it requires an expression of thanks. In Dialogue C, Linda has done a favor for Janet. Janet thanks Linda by giving her a plant as a present. Two ways of offering a favor and asking for a favor are:



It is appropriate to thank the person again after the favor has been done. For “bigger” favors, that is, one involving more time or effort the beneficiary (B, above) may also give a gift to the doer of the favor (A, above). For small, such as holding open a door, a person simply say “Thank” and the response is usually the nasal sound “mm-hmm”

### **Thinking for offers of help**

Always thank someone who offers to help you, whether you accept their help or refuse it politely (see Dialogue B). when refusing an offer of help, you may want to say something like:

No, thank you

No, but that you for offering.

Thank you, but I’ll manage OK by myself

Nick : Do you need help moving this weekend?

Joe : Thanks, I’ve already got four other guys! But thanks for offering.

Remember that in the US, offers help are usually made only once. Therefore, do not politely refuse the first time thinking you will be asked again.

### **Thanking for compliments and wishes of success**

When you receive a compliment, whether on your work, your clothing, your family, or anything else, it is appropriate to say thank you, and to make a comment about the thing being complimented. (Making and replying to compliments will be discussed in more detail in Unit 7)



- Nancy : That's nice shirt!
- Rolando : Oh, thanks. I just got it at Sears
- David : You're a good driver
- Liz : Thanks. I had a good teacher

Americans also say thank you when someone wishes them well (see Dialogue B)

- Steve : Good luck on your exam tomorrow, Sal.
- Sal : thank, Steve. I'll need it!

### **Thanking for interest in your health**

"Thank you" is also used in reply to questions about your health, or that of a relative.

- Mark : How's your husband these days?
- Ellen : Oh, he's pretty good, thanks.

### **Thanking for invitations**

In unit 3 you practiced thanking for invitations. Remember that it is polite to thank the other person for the invitation, whether or not you accept it.

- Peggy : Can you come over for lunch on Saturday?
- Molly : Oh, I'd love to, but I've got a dentist's appointment at eleven thirty.  
Thanks anyway for the invitation.

### **Thanking when leaving a party**

Expressions of thanks are always made when the guests take leave of the host. At this time, the host may reply by thanking the guests for coming, saying that it was nice to have had them over (see Dialogue A).

- Mrs. Downes : Thank you so much for the lovely evening, Charlotte  
Frank and I have such a good time.
- Mrs. Hill : You're quite welcome, Mildred. Thank you for coming. We'd  
been looking forward to seeing you for a long time.

## Thanking for other services

Americans often thank each other at other times, too. A student may thank a professor who has just written comments on one of the student's papers or who had taken the time to see the student, in spite of the student's papers or who had taken time to see the student, in spite of a very full schedule. Patients will also thank doctors for their service.

Doctor : ...so the best thing now is to go home and take these pills, and if you don't feel better in a couple of days, let me know.

Patient: Thank you very much, Doctor

Doctor : That's quite all right. Good-bye.

In a store, the clerk thanks the customer for making the purchase and the customer thanks the clerk for helping.

Clerk : There you are. Thank you

Customer : (taking the package) Thank you.

In a restaurant, the waiter or waitress thanks the customer when the order is taken, and the customer sometimes thanks the waiter or waitress as each course is placed on the table.

Waiter : Are you ready to order?

Customer : Yes, I'll have...

Thank you

(Waiter puts down the drinks)

Customer : Thank you

### Discussion

Are there times when your culture requires an expression of thanks but American culture does not? Is it common to give gifts as an expression of thanks?

## PHRASES

Directions: Listen to the following phrases on the tape as you read along here. Then practice saying them. The phrases near the top of the list are generally more formal than the ones near the bottom.

### EXPRESSING THANKS

I'm very grateful for..

I'm very grateful for...

I'm so grateful for...

Thank you very much for..

Thank you so much for...

Thank you for...

That was nice of you. Thank you

That was nice of you.

Thank you. But you really shouldn't have

They're beautiful! But you didn't need to

(give me anything)

Thanks a lot for...

I really appreciate (the invitation).

Thanks!

Thanks a million!

Thanks a million!

### EXPRESSING THANKS FOR A FAILED

#### ATTEMPT

Thank you for trying

I appreciate your help, anyway

Thank you very much for your efforts

Thanks, anyway

Thanks a lot for trying, at least.



## SMALL GROUP PRACTICE

### A. Using what you've learned

Directions: For each situation that follows, read the cues given, then discuss the relationship among the speakers and the level of formality. Using this information, complete the dialogues orally with phrases from Section 3 or with any other appropriate response. Example:

- A : Thanks a lot. The flowers are beautiful  
B : You're welcome. I'm glad you like them

#### Situation 1

- A : I would like to take this opportunity to thank you for \_\_\_\_\_  
B :  
A :

#### Situation 2

- A :  
B : \_\_\_\_\_, but you really shouldn't have  
A :  
B :

#### Situation 3

- A : I'm very grateful to you for \_\_\_\_\_  
B :  
A :  
B :

#### Situation 4

- A : Thanks a lot for \_\_\_\_\_  
B :



## B. Cued dialogues

Directions: after looking at each situation carefully, discuss with your partner the relationship among the speakers and the appropriate level or formality. Then practice, using any words or expressions appropriate to express the function given. Your teacher will ask you to perform the dialogue for the class.

### Situation 1

A has just recently gotten married to B's former roommate. A sees B at the bookstore and goes over to thank B for the wedding gift.

A

1. greet b
2. thanks b for the present, compliments  
b on the gift
3. asks for more information about the gift
4. repeats thanks, compliments  
present again
5. gives preclosing
6. says good-bye

B

1. Greets A
2. Replies to thanks
3. Replies to questions
4. Replies to compliment
5. Replies to preclosing
6. Says good-bye

### Situation 2

Same circumstances as in Situation 1, except that now B is A's academic adviser at the university. A doesn't know B very well, and is a little nervous. A drops by B's office to thank B again for the gift. (Use the functions in Situation 1 )

### Situation 3

A is going to move and needs a lot of help. A talks to friend B before class that day.

A

1. greets B
2. thanks B and gives informations, asks B to do a favor
3. thanks B, makes arrangements, gives preclosing or thanks B, expresses regret, gives preclosing.
4. Says good bye

B

1. greets a, asks about a's family
2. i agree to do the favor or refuses to do and the favor and gives an excuse, wishes A well
3. replies to preclosing

### MINI ROLEPLAYS

Directions: Discuss the situations with your partner and decide on the proper level of formality. You can use the suggested expressions if you want to. Then practice. When you are ready, perform for the class and discuss your performance with your teacher and classmates.

#### Roleplay 1

X needs someone to babysit while he or she goes to a doctor's appointment. X calls friend Y and asks Y to do this favor. Y either agrees to do it or refuses to and gives the reason. After arrangements are made, they say good bye and hang-up.

#### Useful expression

X

doctor's appointment at \_\_\_\_ o'clock  
really would appreciate the favor  
shouldn't take more than \_\_\_\_ minutes

Y

what can i do for you?  
always glad to be of help  
what are friends for?  
sorry, but i've got to....



### Roleplay 2

X just got an exam back and got a poor grade on it. X is very worried and asks the professor for an appointment to talk about it. The professor has a very busy schedule but manages to find a time to meet. After making arrangements, X says good-bye.

-

### Useful expressions

X

really worried about my rest  
 don't understand these problems  
 make an appointment to talk  
 whenever it's convenient for you  
 thank you

PROFESSOR Z

you do need some help  
 I'm glad you're taking this seriously  
 my schedule is rather full just now  
 what about (day and time)  
 you're welcome

### Roleplay 3

X, B's boss, want to invite B to a formal dinner party. B wants to go but isn't sure how to get there or what to wear.

## Useful expressions

A

dinner party at my house  
just a few business associates  
wear a darks suit and tie  
I'll draw you'a map  
What is it part of?

B

I would be delighted to  
rather formal?  
I've never been to your house...  
looking forward to (meeting your wife)

## Exercise 1

Complete the following sentences by choosing an appropriate word from the ones on the right. Look at the example first.

1. A stem is part of.....
2. A trunk is part of.....
3. A rung is part of.....
4. A hand is part of.....
5. A spoke is part of.....
6. A chassis is part of.....
7. A trigger is part of.....
8. A core is part of.....
9. A cuff is part of.....
10. A kernel is part of.....
11. A yolk is part of.....
12. A bridge is part of.....
13. A handle is part of.....
14. A lens is part of.....
15. A leg is part of.....
16. A wick is part of.....
17. A nib is part of.....
18. A heel is part of.....

a car  
a jug  
a nut  
a comb  
a ladder  
a shoe  
an apple  
a flower  
a book  
a gun  
a fountain pen  
a clock  
a violin  
a wheel  
a candle  
a tree  
a camera  
an egg  
a chair  
a shirt

19. A tooth is part of.....  
 20. A jacket is part of.....

### Word building 3

#### Exercise 2

The word in capitals at the end of each of the following sentences can be used to form a word that fits suitably in the blank space. Fill each blank in this way.

Example: During the War, there was a great SHORTAGE..... SHORT

1. The American War of..... was DEPEND  
won in 1776
2. I was not really surprised that he became a successful ABLE  
Writer because even as a child he showed remarkable  
.....in the direction, writing short  
Stories almost as soon as he had learned to read and write
3. The price of the book is £10, including..... POST  
and packing
4. In Sweden, it is customary at a dinner party for the person SPEAK  
sitting on the left of the hostess to make a.....
5. In my opinion, a large number of parents are quite FIT  
.....to bring up children
6. He was not a particularly good teacher, but his students PERSON  
loved him because he had such a lively.....
7. Parents who smoke .....their children COURAGE  
to do likewise, whether they realize it or not
8. John's beginning to grow out of his jeans. I'd better LONG  
.....them for him his weekend

- |   |        |
|---|--------|
| 9. It was extremely.....of you to<br>Leave your library books on the bus  | CARE   |
| 10. Although pubs usually close between 10.30 and 11 p.m<br>they are usually granted an....until midnight on New Year's Eve               | EXTEND |
| 11. Although the police suspected him of the crime, since they<br>had to definite.....that he was involved, they could<br>not arrest him. | PROVE  |
| 12. I spent my.....in the country   | CHILD  |

**Choose the word 1**

Exercise 3

Choose the word which best completes each sentences

1. Before the sermon, the vicar asked the.....to sit down.
  - a. Audience
  - b. Assembly
  - c. Crowd
  - d. Congregation
  - e. constituents
  
2. After hours of wandering around in the desert they thought they saw an oasis,  
but they were wrong. There was nothing there, it was only a.....
  - a. ghost
  - b. mirage
  - c. trick
  - d. vision
  - e. mirror

3. The boxer hit his opponent so hard that he was.....for ten minutes.
- unconscious
  - a sleep
  - knocked
  - stopped
  - ignorant
4. The police, despite very careful.....are still no nearer discovering who the munderer is
- Undertakings
  - enquiries
  - searches
  - surveys
  - investigations
5. Today's football match has been .....because of bad weather. They will play next Thursday instead
- postponed
  - cancelled
  - decide
  - shot up
  - put away
6. In England, the money you borrow to buy a house from a Building Society is called a.....
- loan
  - contact
  - mortgage
  - search fee
  - deposit



7. During the fight the football ground, an eighteen year old youth was accidentally killed. The person responsible was arrested and charged with.....
- manslaughter
  - murder
  - mugging
  - violence
  - fraud
8. If both parties in the strike cannot agree, the Government are sometimes called in to....
- settle
  - decide
  - choose
  - arbitrate
  - compromise
9. The soldiers.....around the square.
- walked
  - strolled
  - marched
  - limped
  - ran
10. The very idea of my being a thief is quite.....
- absurd
  - dishonest
  - futile
  - risky
  - sorry





11. James never gives up – he’s so.....
- a. tiring
  - b. persevering
  - c. persuading
  - d. giving
  - e. powerful
12. Heavy snow.....the train for several hours.
- a. cancelled
  - b. hindered
  - c. delayed
  - d. postponed
  - e. sent
13. According to the weather....., there will be snow tomorrow.
- a. programme
  - b. information
  - c. forecast
  - d. survey
  - e. news
14. The next.....of “Dallas” will be shown on BBC 1 next Friday at 9 o’clock
- a. part
  - b. programme
  - c. portion
  - d. episode
  - e. serial
15. In the distance, they heard the church clock.....midnight.
- a. Strike
  - b. Hit



- c. Sound
- d. ring
- e. beat

Exercise 4

You needn't have don't that

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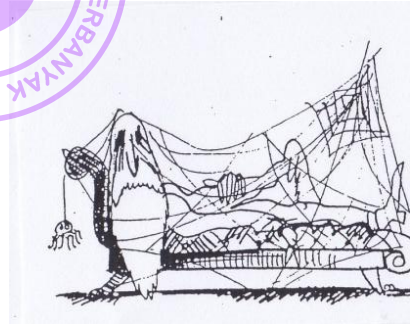


A : Why did you play cards so late yesterday?

B : Because I wanted to relax

A : Oh, but you needn't have done that. You could have gone for a walk

B : I'm tired of going for walks



A : Why did you watch TV so long yesterday?

B : Because I wanted to relax

A : Oh, but you didn't need to do that. You could have gone to the club walk

B : I'm tired of going to the club so often

PRACTICE

A : Why did you ..... yesterday? .....on the sofa so long

B : Because I wanted to relax

A : Oh, but you needn't have done//didn't need to do that. You could have gone for a walk

B : I'm tired of going for walks// to the club so ofte

I

read so long

dance so much

go to see **X**

the pub

play bridge so late

the piano so long

gramophone so long

lie on the beach so long

sofa so long

sit knitting so long



### Exercise 5

I'd have visited Edinburgh

A : How did you spend your last summer holidays?

B : I went to Brighton.

A : Would you have stayed in London if you hadn't gone to Brighton?

B : No, I wouldn't. I'd have visited Edinburgh.

A : How did you spend your last Christmas holidays?

B : I stayed at home.

A : Would you have gone to your cousin's if you hadn't stayed at home?

B : No, I wouldn't. I'd have gone to my grandmother's

### PRACTICE

A : How did you spend your last summer holidays?

B : I ....**2**

A : Would you have .....**3** if you hadn't .....**3**?

B : No, I wouldn't. I'd have .....**3**

2

visited  
stayed in  
took a trip to

Paris  
New York  
Florida  
the mountains  
the lakes

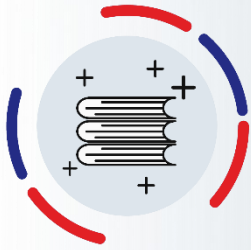
Ireland

3

gone to  
visited  
stayed in  
taken a trip to

Cornwall  
Scotland  
Wales  
Madeira





## LESSON 6

### Invitations

This is focuses on social invitations—how to make them and how to respond to them. After completing the excercises, you should feel comfortable in making and replying to invitations in various situations.

When you listen to the following dialogues, listen especially for the ways people make and accept social invitations.

#### Dialogue A

*(A know at the door)*

Gretchen : Good morning, Dr. Hampton. May I come in?

Dr. Hampton : Good morning, Grethen. Of course. How can I be of help?

Gretchen : Well, it's not about school, Dr. Hampton. It's just that Alan and I wanted to have a few people over for a dinner party to celebrate finisihing my dissertation, and we'd like to invite you especially, since you're chairman. Would you be able to come the weekend after next, on Saturday?

Dr. Hampton : I'd be delighted to, Gretchen. Saturday, did you say?

Gretchen : If that's all right for you and Mrs. Hompton

Dr. Hampton : I'll have to check with Elizabeth, but I'm pretty sure it'll be all right

Gretchen : Good. If you could come around six-thirty or seven o'clock, thar would give us time to chat a while over a glass of wine before dinner.

Dr. Hampton : That sounds fine. We'll be there around seven

Gretchen : That would be great! Oh, I'm so pleased that you and Mrs. Hompton will be able to make it!

Dr. Hampton : That sounds fine. We'll be there around seven

Gretchen : That would be great! Oh, I'm so pleased that you and Mrs. Hompton will be able to make it!

Dr. Hampton : Well, it should be fun. And you deserve it after all that hardwork. But, say, Gretchen, will I have to start calling you Doctor Schmetzer now?

Gretchen : Of, course not, Dr. Hompton!

Dr. Hampton : Of course, Dr...I mean Henry but it'll take some getting used to



## Discussions

1. Who calls whom on the telephone? Why?
2. What kind of invitation is there?
3. How does Tom react to the invitation? What is his reply?
4. How does Don feel at the end of the conversation?
5. What is the level of formality in this conversation?

## Dialogue C

(The telephone rings)

David : Hello?

Cathy : Oh, hello, David. How are you?

David : Just fine, thanks. Cathy.

Cathy : Say, Dick and I were wondering, are you and Shirley free this Friday?

David : Friday? Oh...it seems Shirley mentioned something about having to work late on Friday. Why, what did you have in mind.

Cathy : Oh, we just thought it would be nice to have you over for dinner, but if you're not available

David : Well, let me check again with Shirley. I'll call you tonight and let you know for sure, OK?

Cathy : All right. I'll be waiting for you call.

David : OK. Till then



Directions: Listen to the following phrases on the tape as you need along here. Then practice saying them. The phrases near the top of the list are generally more formal than the ones near the bottom.

### A. using what you're learned

Directions: For each situation that follow, read the cues given and discuss the relationship between the speakers and the level of formality. Using this information,

complete the dialogues orally using phrases from Section 3 or with any other appropriate response. Example:

A : Can you come for dinner Sunday?

B : I'd love to What can I living?

A : Some white would be fine

B : Ok, see you them. Thanks.

Situation 1

A : Would you like to come over for dinner tomorrow?

B : \_\_\_\_\_ What time?

A :

B :



Situation 2

A :

B : Oh, that would be great! \_\_\_\_\_?

A : Around eight o'clock

B :

Situation 3

A :

B :

A : Well, I had planned to go see a movie that night, Why?

B :

Situation 4

A :

B : Oh, I'm sorry, but \_\_\_\_\_

A :

B :



## Cued dialogues

Directions: After looking at each situation carefully, discuss with your partner(s) the relationship among the speakers and the appropriate level of formality. Then practice, using any words or expressions appropriate to express the functions given. Your teacher will ask you to perform: the dialogue for the class

### Situation 1

A and B are good friends. They work in the same office. A has just finished moving into a new house and wants to invite B over to celebrate.

A

1. greets B
2. invites B to housewarming
3. gives time
4. accepts or rejects the offer

B

1. returns greeting
2. accepts invitation, asks about time
3. offers to bring something
4. express pleasure, thanks A for invitations

### Situation 2

A is a professor at a large university where B, a foreign student, is a candidate for the Ph.D. degree. A and B have met each other only once before. Now A wants to invite B to his or her house for a barbecue

A

1. greets B
2. invites B
3. gives time
4. accepts pleasure

B

1. greets A
2. asks about time
3. accepts invitation, thanks A

### Situation 3

A and B are both students in the same English class, but from the different countries. They don't know each other very well, but A hopes that by inviting B over for dinner, they can become better acquainted.

A

1. greets B
2. invites B
3. gives time and location
4. acknowledge thanks,  
gives directions to location

B

1. greets A
2. accepts invitation
3. disagree with the tie, suggests alternate  
time
4. Expresses pleasure, thanks A

#### Situation 4

A works for a large corporation. B is A's boss, but the two don't know each other very well. A decides to invite the boss (with husband or wife) to dinner.

A

1. greets B
2. invites B
3. gives information
4. expresses pleasure or  
expresses regret

B

1. greets A, asks what A wants
2. asks for more Information
3. accepts invitations or rejects invitation  
and gives reason



## MINI-ROLEPLAY

Directions: Discuss the situation with partner(s) and decide on the proper level of formality. You can use the suggested expressions if you want to. Then practice. When you are ready, perform for the class and discuss your performance with your teacher and classmates.

### Roleplay 1

A and B friend, B, are standing in the hall talking. C comes up to them and greets them. C wants to invite A to a dinner party, but doesn't want B to come.

Useful expressions

**A**

Nice to see you again

We were just talking

**B**

what's happening?

just passing by

Give me a call, A

**C**

haven't seen you in a long time

I think she's avoiding me

### Roleplay 2

Student A wants to invite Professor B to dinner, but B's schedule is very full

Useful expressions

**A**

come over for dinner

love to have you

**B**

awfully busy schedule

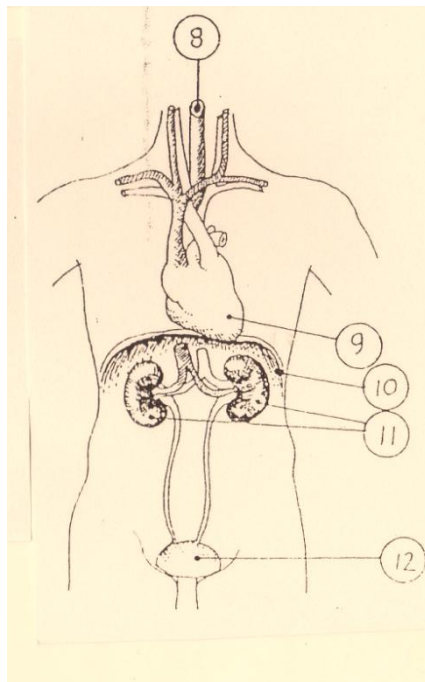
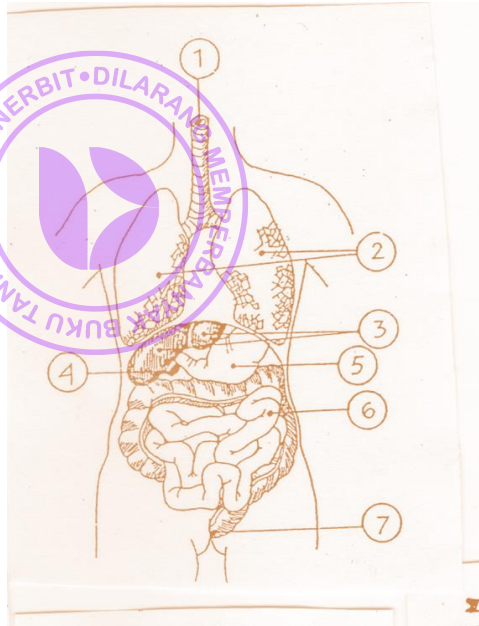
reports to write for the president

## The body – Internal organs

### Exercise 1

Write the number of each drawing next to the correct word.

diaphragm	.....
gall bladder	.....
rectum	.....
intestines (bowels)	.....
bladder	.....
windpipe (trachea)	.....
gullet (esophagus)	.....
liver	.....
heart	.....
lungs	.....
kidneys	.....
stomach	.....



## Choose the Word 2

### Exercise 2

Choose the word which best completes each sentences

1. He lived on the.....of the city
  - a. Boundary
  - b. Suburs
  - c. Outside
  - d. Outcat
  - e. outskirts
2. The....in the south of Swedan is very rich and fertile
  - a. ground
  - b. soil
  - c. each
  - d. land
  - e. marsh
3. She never really.....her parents for not having allowed her to university
  - a. excused
  - b. pardoned
  - c. Forgot
  - d. Forgave
  - e. acquitted
4. When I inherited my grandmother's cottage in Wales, since I didn't need to live in it myself, .....it to an old couple in the village for only £5 week.
  - a. hired
  - b. charge
  - c. demand



- d. need  
e. ask
5. How much does he.....for cleaning windows?
- a. cost  
b. suburs  
c. outside  
d. outcat  
e. outskirts
6. I don't know if you've heard, but there's.....going around the office that Mr. Fletcher is leaving at the end of the month.
- a. rumour  
b. reputation  
c. news  
d. saying  
e. report
7. Mr Goodchild is honest and I mean "honest" in the broadest....
- a. meaning  
b. value  
c. point  
d. idea  
e. sense
8. If.....prices go on increasing as they have done for the past few months, then the Government will have to step in and impose some sort of price freeze
- a. actual  
b. current  
c. ready  
d. monetary  
e. topical

9. My husband often does.....with people from Japan.
- business
  - finances
  - affairs
  - concerns
  - economy
10. Why don't you become a teacher? There's a great....of them at the moment.
- shortage
  - need
  - requirement
  - want
  - loss
11. Have you written off the Collage for a copy of their.....
- programme
  - catalogue
  - pamphlet
  - literature
  - prospectus
12. Did you watch the football.....between Sweden and Denmark on television last night?
- play
  - match
  - game
  - sport
  - competition
13. Many villagers in Africa still make boats out of tree.....
- roots
  - branches



- c. stems
- d. trunks
- e. petals

14. These jeans are terrible. Look how much they've.....since I washed them. They're much too small to wear now.

- a. narrowed
- b. lessened
- c. shrunk
- d. shortened
- e. creased



15. Washing-up has become so much easier since we bought a.....

- a. Washing machine
- b. dish machine
- c. disher
- d. plate rack
- e. dishwater



## Definitions 2- “Parts of the body” expressions

### Exercise 3

Fill in the missing words in the sentences below. Choose from the following:

a brainwave	all fingers and thumbs	down in the mouth
cheeky	to put one's foot in it	to stick one's neck out
wet behind the ears	hair-raising	heartless
an eyesore	off one's head	nosy
to see eye to eye	to show a leg	a pain in the neck

1. ....is something (often a building) which is ugly to look at.
2. ....mean to say the wrong thing or to make an awkward mistake.
3. To be.....means to be depressed.
4. Someone who is .....is a very irritating, tiresome person.
5. If you are ....., it means you are cruel.
6. To be.....means to be mad or crazy
7. ....is a sudden, clever idea.
8. A person who is.....is very inquisitive-especially about things which are none of his or her business.
9. ....means to agree.
10. ....means to take a risk
11. A.....person is someone who is rude or impolite
12. If something is.....then it is frightening
13. If you are....., you are young inexperienced.
14. A person who is.....is a clumsy person.
15. ....means to get out of bed.

Exercise 4

I wish he would take me to Paris

---

A : I'd like Father to take me  
on a trip to Paris

B : I wish he would take me to  
Scotland, finishing

A : Do you think he will?

B : It's not very likely, but I  
do wish he would



.....give me a pony

A : I'd like Mother to buy  
a smart costume

B : I wish he would buy me  
a party frock

A : Do you think she will?

B : It's not very likely, but I  
do wish he would

PRACTICE

A : I'd like Father/Mother to.....1

B : I wish he/she would .....1

A : Do you think he/she will?

B : It's not very likely, but I  
do wish he/she would

buy me a new bicycle	let me go nursing
scooter	farming
small car	to sea
boat	American
sailing dinghy	give me an allowance
house	a pony
send me away to school	join the tennis club
to a music school	social club
drama school	



### Exercise 5

#### I wish I had a car

A : I wish I had a car  
 B : Why do you want one just now?  
 A : To take part in the rally tomorrow  
 B : I wish I could help you, but I can't

A : I wish I had a ski outfit  
 B : Why do you want one just now?  
 A : To go for a holiday in Switzerland  
 B : I wish I could help you, but I can't

#### PRACTICE

A : I wish I had a .....5  
 B : Why do you want one just now?  
 A : To .....1  
 B : I wish I could help you, but I can't

5

yacht

sailing boat

set of golf clubs

piano

good violin

large garden

farm

typewriter

1

go on a summer cruise

learn to sail in

play golf with

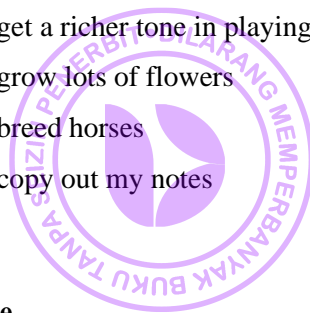
practice on

get a richer tone in playing

grow lots of flowers

breed horses

copy out my notes



### **I wish the plumber hadn't come**

---

A : I wish the plumber hadn't come today.

B : What would you have done if he hadn't

A : I'd have gone to the beach

B : Yes, no doubt that would  
have been more interesting

A : I wish the district nurse  
hadn't come today

B : What would you have done if she hadn't

A : I'd have done all the housework

B : Yes, no doubt that would  
have been more satisfactory



*I wish the plumber hadn't come today*

PRACTICE

A : I wish .....5 hadn't come today.

B : What would you have done if he/She/they hadn't?

A : I'd have .....3

B : Yes, no doubt that would have been more interesting/ satisfactory

5

the builder

decorator

gardener

sanitary inspector

people next door

vicar

my cousin

Uncle X

Aunt Y

our neighbors

3

made some jam

cakes

watched tv

worked in the garden

homework

the laundry

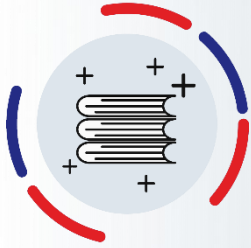
ironing

finished my novel

washed my hair

gone for a swim





## LESSON 7

### Getting People's Attention And Interrupting

There are certain occasions when you must interrupt people who are in the middle of doing something else. It is important to know how to do this, as well as when it is socially acceptable to do it. In this lesson, you will study interrupting people and getting people's attention, two functions that are very closely linked.

Listen to the following dialogues, listening in particular to how people get other people's attention, and when and how they interrupt each other. Note also how people react to the interruptions.

#### Dialogue A

(Freddy stops at Dr. Lindseth's open office door and knocks)

Freddy : Dr. Lindseth?

Dr. Lindseth : Yes?

Freddy : Excuse me, I don't want to interrupt you....

Dr. Lindseth : No, no. it's quite all right. How can I help you? to take that course on microbiology you're teaching next term. Would that be all right? (He gives Dr. Lindseth the slip)

Freddy : Of course, Freddy. Actually. I'm glad you decided to take it. I think you'll like it. I think you'll like it, and I'm glad to have you in the class.

Dr. Lindset : Thank you. It sounds like an interesting course.

Freddy : I'm glad you think so (She signs the slip). There you are. (She gives the paper back to Freddy)

Dr. Lindset : Thank you very much. Good-bye. Dr. Lindseth

Freddy : Good-bye. Freddy.

### Dialogue C

(The telephone rings)

JoEllen : Linguistics

Ralph : Yes, I'd to speak with Dr. MacDougal, please

JoEllen : Who's calling, please?

Ralph : Ralph Zimmermann

JoEllen : One moment, please (buzz)

Ralph : Yes?

JoEllen : Excuse me, there's Ralph Zimmermann on the line. Do you want to talk to him?

Ralph : No, have him call back later. I'll be in a meeting now until twelve o'clock. Would you please hold my calls?

JoEllen : Of, course, Dr. MacDougal (click). I'm so sorry, Sir, but Dr. MacDougal is in a meeting right now. Would like to leave a message?

Ralph : Could you tell me what time he'll be free?

JoEllen : Well, the meeting schedule to last till twelve. Would you like to call back then?



Ralph : Oh, I'm afraid I can't. Could you ask him to call me this afternoon at home?

JoEllen : Your number

Ralph : 512-8946. Thank you very much

JoEllen : You're welcome.

### Discussion

1. Who are the speakers, and what are their relationship?
2. Why doesn't Dr. MacDougal want to talk with Ralph at this time? (This is one situation in which an interruption is not tolerated except in an emergency)?
3. Who apologizes in this dialogue, and why?
4. What function does JoEllen server for Dr. MacDougal?
5. Do you think this is a formal situation?

### Discussion

1. How does Freddy get Dr. Lindseth's attention? (2 ways)
2. What function is Freddy performing in line 3?
3. Why does Freddy thank Dr. Lindseth in line 12?
4. What function does Freddy express in line 12?
5. Paraphrase the expression, "There you are?" (line 23-14)
6. What is Freddy thinking Dr. Lindseth in line 15?
7. How formal is this conversation?



---

## Dialogue B

Jean : ...and the she told me that he didn't even say he was sorry!

Sue : No kidding

Jean : Excuse me, but could I ask you a quick question?

Sue : Sure. What is it?

Jean : Do you spell "address" with one "d" or two?

Sue : Two

Jean : Thanks a lot

Sue : Sure. (to Jean) Then what did she say?

## Discussion

1. Who are the speakers and what are they doing?
2. How does Max interrupt? What is the reaction?
3. Why does Mas interrupt?
4. Paraphrase Sue's response to Max in line 8
5. How formal is this conversation?



## GETTING PEOPLE'S ATTENTION AND INTERRUPTING

Getting people's attention and interrupting people are important skills in any language. These are sometimes difficult to do in another culture, where the gestures or ways of speaking are very different from your own. As always, the formality of the situation and the relationship of the speakers will affect the way people talk to each other.

### Getting people's attention

In general, it is most polite to be, as unobstructive as possible when trying to get someone's attention. In most situations it is best to wait until the other person is looking in your direction and then try to "catch his eye" However, that does not always work. Here are some other ways.

#### In restaurant or store

As the waitress is going by, raise your hand, palm out and say "Waiter" or "Miss" in a voice just loud and enough to carry above the restaurant noise. Customers in restaurant do not snap their fingers.

In store, if the salesperson is visible, but is not looking at you, you can say, "Excuse me"



### **In class**

To ask a question in class, you can raise your hand and wait to be acknowledged. If the professor does not look up often, raise your hand and call the professor's name using the title + last name form. It is not customary to snap one's fingers or to address the professors as "teacher".

### **On the street**

Unless you can catch the person's eye with a wave, it is better not to try to get someone's attention on the street. Shouting and wishing attract too much attention and are considered rude.

### **In an office**

In general, if someone is at work, but in private conference, his or her office door is open. To get the person's attention, knock on the door and wait to be acknowledged. Do not enter the office until given permission to do so. If the door is shut, you may be interrupting something by knocking, so follow the guidelines in the next section.

### **Interrupting people**

Jackie : (on the phone) He walks up to me and...Just a minute. (to Ted in the office) Can I help you?

Ted : Excuse me, Jackie, but can I ask a question?

Jackie : Sure

Ted : Has, Dr. Betts sent that letter out, do you know?

Jackie : I think so. She sent a bunch of letters out this morning.

Ted :OK. Thanks

Jackie : (on the phone) Now, as I was saying, this guy walks up to me last night and says...

If the interruption is not a quick one, and if it is not an emergency, there is something you can do. You can ask to make an appointment with the person

Mr. Andrews : (talking to a salesperson).....which means that the ratio will be all wrong. Excuse me, Yes?

Mr. Davidson : (standing in the doorway) Excuse me for interrupting, but would be make an appointment for later this afternoon sometime? I want to go over that engineering report with you.

### **Other information**

Calling on the telephone is sometimes an interruption. If you call someone at dinnertime or late in the evening (after ten o'clock), you should first ask if it is a good time to talk. If not, you can arrange to call back better.

Joe : Hello?

Ned : Hi, this is Ned. Are you busy?

Joe : We're eating now. Can I call back in half an hour?

Ned : OK. See you.

Joe : Yeah, bye.

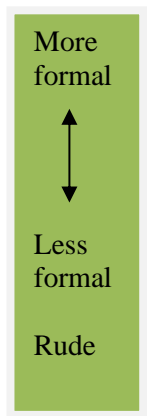
In conversation it is considered impolite to interrupt in the middle of a sentence – you should wait until the sentence has been completed. This is called “turn taking” and helps minimize the confusion that comes from not listening to what the other person is saying.

Interrupting strangers is not normally not done, since it not considered polite to “eavesdrop” or listen in on someone else’s conversation. However, it sometimes happens on occasions when someone is being helpful. In an elevator, for example, if you hear people discussing which floor they should get off on and they have the wrong one, you can interrupt to give them the correct information (see the phrases in Section 3).

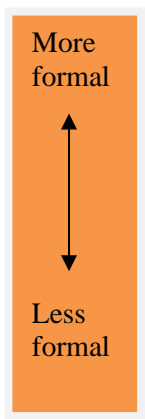
### **Discussion**

Is whistling at someone considered an appropriate way of getting their attention in your country? Are there gestures you use to attract people’s attention? When is it all right to interrupt? How do people react to interruption?

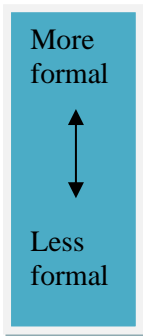
Directions : Listen to the following phrases on the tape as you read along here. Then practice saying them. The phrases near the top of the list are generally more formal than the ones near the bottom.



GETTING SOMEONE'S ATTENTION	RESPONSE
Pardon me, Dr. Nathanson	Yes? What can I do for you?
Excuse me, Bill	
Oh, Miss?	Yes? (Can I help you?)
Sir	
Waiter	
(cough)	Yes?
(clear throat)	Yes?
Hey, Beth.	Yeah
Hey, you!	(in most cases one would)
Hey!	Receive no response or a
(Whistle)	ruder one)



INTERRUPTING A CONVERSATION	RESPONSE
Pardon me, but...	How can I help?
Pardon the interruption, but...	
I'm sorry to interrupt you,...	
but...	
I don't want to interrupt you,	It's all right. What can I do
but..	for you?
I hate to interrupt, but...	
I'm sorry, but...	It's OK
Oh, were you in the middle of	No, It's all right.
Something?	
Am I interrupting?	



INTERRUPTING AN OVERHEAD  
CONVERSATION

Excuse me, but (I think you want the  
eighteenth floor, not the twenty-eight)  
I'd like to say something, if you don't mind  
It's none of my business, but...  
Do you mind if I say something?  
Can I but in here?  
Excuse me, but...

RESPONSE

Oh, thanks  
Go ahead  
Sure



**SMALL GROUP PRACTICE**

- a. Using what you've learned

Directions: For each situation that follows, read the cues the cues given, then discuss the relationship among the speakers and the level of formality. Using this information, complete the dialogues orally with phrases from Section 3 or with any other appropriate response.

Example:

- A : These are great boots
- B : Why, thank you. I got them yesterday on sale.
- C : Excuse me, but do you have the time?
- A : Nine thirty-five
- B : Thanks
- C : You're welcome

Situation 1

- A : What happened next?
- B : Well, I started down the dark alley...
- C :

B :

C : Do you have change for a ten?

A :

C :

B : As I was saying...

### Situation 2

A : ...so I think parents should not allow children to watch TV at all!

B : Well, I'm not sure if agree, I think \_\_\_\_\_

C : \_\_\_\_\_, but I overheard you talking about \_\_\_\_\_

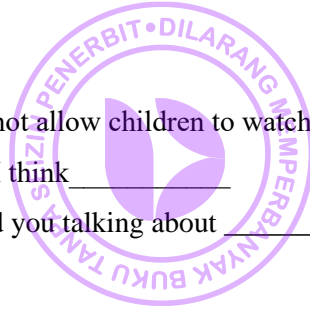
Can I say something?

B :

C :

A :

C :



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