

*Speak Up! On English Language*

# **SPEAK UP!** **on English Language**

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

Penerbit  
**Pustaka Akademikus, Sengkang**



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## **On English Language**

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### **Hak cipta dilindungi undang-undang**

*Dilarang memperbanyak isi buku ini dalam bentuk dan dengan cara apapun tanpa izin tertulis dari penerbit.*

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## INTRODUCTION

Speaking is one of the language skill that we have to be improved in learning a language. This compilation is designed to provide students practice, it is based on premise that English Students 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, especially in speaking skill. It's make them more aware of the factors that affect English language that use human in Informal Interaction and lead them to speak up in right away of English Language.

Most of teaching material in this book is designed to bring humor into the lesson. Students could found something humorous in this book, so their learning become more enjoyable and their motivation increase.

More and more lecturer 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.

The book may 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.

Malang, 13 April 2021

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

## ACKNOWLEDGEMENT

Thank you for praise to Almighty Jesus Christ who has blessed and given the ability and spirited to the writer to complete this book with titled “Speak Up On English Language”. This book related to English Material in Program Study D3 Bahasa Inggris UNMER Malang is speaking for Informal Interaction start from RPS, Syllabus and CP in the Material discuss. The writes tries to write this book to students that needs as handout to complete their simple practice in English language. During the process of writing, the writer realizes that, this book is not accomplished without book reference as red bold to write this book. The writer would like to express thanks to God’s blessed and sincere for Dr. Mansyhur, M.Pd., that gave time to suggest and complete this book as well as. The writer thanks too editor and committee on Mitra Mandiri Persada that very active to response as long in guidance this book. For special thanks to my lovely Son Harel Ferdinand Pakpahan and my Husband Hatarto Pakpahan. Writer realize that this book, is far from perfect book. On behalf things the writer expect the criticism and suggestion from the reader. For closing this acknowledge writer the writer said thank you very much.

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## Lesson 1

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### COULD YOU TELL ME THE WAY?

#### A. 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 : Tanks 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

## **B. Ways to say it**

*Asking for direction (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.

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.

1. 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

**C. [ on the right (hand) side**

2. A Where's the men's clothing section, please?

B [ It's on the fifth floor

[ It's [ upstairs

[ downstairs

**D. Pairs up and Practice**

**Speaking**

1. Practice asking how to get the different places on the map.

1. The Center of your town

2. The museum in your City

3. Shopping Mall at your city

Look at this department store guide



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

A : Do you sell...?

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

A : Where's that, please?

B : It's on the....

*Conversation in context*

*Listening*



men's shoes

children 's coats

cameras

knives and forks

watches

curtains

ties

cassettes

toys

sheets

Pair up and practice

Speaking

Ask where some of the other office is 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

### Writing

- 1 Now write a note like this telling how to get to Jack's house.  
Use these notes.
- 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 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 you can eat fish?
- 4 When can you eat Chinese food?
- 5 Where can you have a good lunch for dinner?

### Conversation in context

### Listening

Mary : has just started work in a new office

Mary : Where the storeroom, please?

Receptionist go down this hall on your  
right. It's around the corner, on your  
Right, next to the account's office.

Mary : Can you tell me where Mr. Ward's  
office is, please?

### *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

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.

### 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

### Exercise 1

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.

## Lesson 2

---

### Agreeing and Disagreeing

#### A. Mini-role-plays

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.

##### *Role-play 1*

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

Useful expressions

A

Deadline for a report

Put things off till the last

Minute

Learning self-discipline

B

extension of the deadline

final draft

two other reports due

##### *Role-play 2*

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, and 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? Does this seem to be a fight or a friendly argument?

### Dialogue A

Jean : ....so she said they're moving to Corvallis in the fall, because Jeffrey got a job at the university.

Dorrey : 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 B*

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?

## **B. Agreeing and Disagreeing 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 at 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?

## C. 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*

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*  
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!

## D. Small Group Practice

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 :

*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**

1. Greet B
2. Asks b how the rest went the yesterday
3. Tells b his or her rest score, Asks how b studies
4. Asks for more details
5. Disagree with b's method, method, asks what is Given own method for studying
6. gives opinion own opinion
7. Gives tentative agreement Gives preclosing
1. Says good bye

**B**

1. Greets A
2. Answers question, asks a some question
3. Describe his or her study corner
- 4.gives more information
5. Disagree with A's the most important thing
- 6.expresses doubt, gives
7. Replies to preclosing
8. says good-bye

*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.

## LESSON 3

### Expressing Anger and Resolving Conflict

---

#### A. Dialoge

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.

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 something's 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*

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 Melanic 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*

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?

## **B. Expressing Anger And Resolving Conflict**

There are many things that make people angry. Some of these are fairly predictable given the situation. Other is 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 system. Many times, a person who is angry will "blow of 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).

### **C. Resolving Conflict**

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 : 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 shoul mind your own business!

### Situation 4

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

B :

### *Tabo words*

It all languages there are words that are considered “bad” to use. They should be avoide, because they are offensive to most people. Besides, there are other expression 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?Directions: Listen to the following phrases on the tape as you read along here. Then practice saying them.

The phrases near the top pf the list are generally more formal than the ones near the botton.



Blowing off steam	Response
It annoys me when.....	I don't like it either.
I don't like it when.....	I don't like it either
I can't stand it when.....	I know what you mean
It burns me up when.....	Me, too
I hate it when.....	So do I
MoreI'd like to discuss this matter that would be a good idea	
Formal	Can we discuss this?
	Please, let's discuss this
Less	Don't be angry. Let's talk it over
Formal	Come on. Don't be mad
	Yes, let's

1. 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).

2. 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.



#### **D. Small Group Practise**

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

1. greets X
2. asks how the party was
3. express anger
- Y wasn't invited
4. express disappointment
5. accepts apology
6. accepts invitation, expresses  
Pleasure
7. gives reclosing
8. says good-bye

X

1. Greets Y
2. Answers question
3. Apologizes, explain why
4. Repeats apology
5. Invites Y
6. Expresses pleasure
7. Responds to reclosing
8. Says good-bye

*Situation 2*

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

A

1. introduce self
2. gives information, aks where B is  
about housing in the  
Living now
3. gives general information
4. gives general information
5. expresses anger  
excuse
6. accepts apology  
housing office

B

- Introduces self, asks about A's  
home
2. Answers question, asks  
area
  3. Asks about rents
  4. Asks about A's rent
  5. Apologizes and gives
  6. Asks A to go along to the

7. agrees to do this

7. Expresses thanks

8. acknowledges thanks

Mini-role-plays

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.

*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 till managed to cope with a family and most of the housework.
2. The dress doesn't fit. I'll have to have it (changed/altered).
3. If people must smoke in bed, then they should a least take the precaution of buying (non-flammable/inflammables) sheets and blankets.
4. Although my father has (deficient/definitive) 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 favorites.
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 (rumors/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/naught) 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/counselor).
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.

## Lesson 4

### I'm Sorry

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#### **A. 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

##### *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 tha 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 ok

## **B. Pair up and practice**

Speaking

1. The waiter doesn't have what the costumer 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'the rest of your change

A :

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

A : You buy two record. The price is \$9. You give salesperson \$20.

He/She gives you \$1. Now continue

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

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

### C. 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

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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

### D. 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!

### E. 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       : .....
3.     A       : Yes, I think I've got the flu. I have a fever and a terrible  
headache.  
B       : .....
4.     A       : Do you know what happened? The airline lost all  
my luggage!  
B       : .....
5.     A       : Yes, and I had some new clothes in one suitcase, and  
some presents for       the family in the other.  
B       : .....
6.     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  
movie

An invitation to a

Ted : I'm having a party on Saturday  
We're going to the movies on

Brian Can you and Anne come?  
you like to come  
with us ?

Brian : We'd love to, but I'm afraid we  
I'm sorry. I can't

Can't. We're going out with friends  
work late on Friday.

For dinner

Ted : Oh, that's okay. Maybe next time  
bad

Brian : Yes, thanks for the invitation

Penny :

Friday night. Would

Debora: Friday? Oh,

have to

Penny : That's too

## Lesson 5

---

### Reading

#### **A. Think again**

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:

1. In paragraph 1, line 6, confuse probably means:

- (a) to make simple
- (b) to make clear
- (c) to make unclear
- (d) to help

2. In paragraph 2, line 7 directly probably means:

- (a) without delay
- (b) slowly
- (c) frequently
- (d) to be easily understood

3. In paragraph 3 line 5, avoid probably means:

- (a) to keep away from
- (b) to practice
- (c) to pronounce
- (d) to try

4. In paragraph 4, line 1 vague probably means:

- (a) certain
- (b) unclear
- (c) silent
- (d) direct

5. In paragraph 5, line 3, above all probably means:

- (a) first
- (b) next
- (c) most importantly
- (d) usually

## **B. TV or no TV?**

Today there is a television set in almost every house. In some countries, you can choose between as many as 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

*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.

8.

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 1)

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.

### C. Exercise

*Choose the word which best completes each sentence*

1. I'm afraid I really couldn't any more. I'm ....  
a. Full up    b. fed up    c. filled up    d. famished  
e. satisfactory.
2. It's a ....of time talking to James. He never listens.  
a. lot    b. loss    c. slash    d. waste  
e. model
3. Which...of cigarettes do you usually smoke, Ulla?  
a. make    b. sort    c. mark    d. brand  
e. shortage

4. 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
5. 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
6. May I borrow your pen, Jane? I seem to have....mine at home.  
a. left                      b. forgotten                      c. lost                      d. kept  
e. missed
7. Last year ABBA made a..... of several million crown.  
a. win                      b. gain                      c. profit                      d. salary  
e. rise
8. 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
9. 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 to 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*

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. Exercises

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

4. Exercises  
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 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

## LESSON 6

---

### Thanking people and Replying to thanks

#### A. Dialogue

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.

Harry Carpenter : (Cross the room to where Mrs. King is standing talking to another quest), 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 delicious 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 someone 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

## **B. 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

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 thinking 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 thinking 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 your for a long time.

### *Thanking for other services*

Americans often thank each 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 dent's papers or who had taken take 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.

Patietnt: Thank you very much, Doctor

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

In a store, the clerk thanks the costumer 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 to the costumer when the order is taken, and the costumer 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?

## **C. 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 then 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!

### **D. Expressing Thanks For A Failed**

Attempt  
Thank you for trying  
I appreciate your help, anyway  
Thank you very much for yor efforts  
Thanks, anyway  
Thanks a lot for trying, at least.

### **E. Small Group Practice**

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 :

### 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-by



### *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.

#### Role-play 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  
you?

really would appreciate the favor  
help

shouldn't take more than \_\_\_\_minutes  
but I've got to...

Y

what can i do for

always glad to be of

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

#### Choose the word 1

#### Exercise 3

Choose the word which best completes each sentence

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.  
a. unconscious    b. a sleep    c. knocked  
d. stopped    e. ignorant
4. The police, despite very careful.....are still no nearer discovering who the murderer is  
a. undertakings    b. enquiries    c. searches  
d. surveys    e. investigations
5. Today's football match has been .....because of bad weather. They will play next Thursday instead  
a. postponed    b. cancelled    c. decide  
d. shot up    e. put away
6. In England, the money you borrow to buy a house from a Building Society is called a.....  
a. loan    b. contact    c. mortgage  
d. search fee    e. deposit
7. During the fight the football ground, an eighteen year old youth was accidentally killed. The person responsible was arrested and charged with.....  
a. manslaughter    b. murder    c. mugging  
d. violence    e. fraud
8. If both parties in the strike cannot agree, the Government are sometimes called in to....  
a. settle    b. decide    c. choose  
d. arbitrate    e. compromise
9. The soldiers.....around the square.

- a. walked            b. strolled            c. marched  
d. limped                      e. ran
10. The very idea of my being a thief is quite.....  
a. absurd            b. dishonest            c. futile  
d. risky            e. 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

## Lesson 7

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### Invitations

#### A. Dialogue

This is focuses on social invitations – how to make them and how to respond to them. After completing the exercises, 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. (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 finishing 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. Hampton

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, that 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 a far all  
that hard work. 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.

## **B. Using What You're Learned**

Directions: For each situation that follows, 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 about time
3. gives time
4. accepts or rejects the offer a for invitations

B

1. returns greeting
2. accepts invitation, asks
3. offers to bring something
4. express pleasure, thanks

### *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

B

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

## **C. Mini-role-play**

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	B	C
Nice to see you again you in a long time	what's happening?	haven't seen
We were just talking avoiding me	just passing by	I think she's
Give me a call		

### Role-play 2

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

Useful expressions

A	B
come over for dinner	awfully busy schedule
love to have you	reports to write for the president

## D. Practice

### 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

1

yacht

go on a summer cruise

sailing boat

learn to sail in

set of golf clubs

play golf with

piano

practice on

good violin	get a richer tone in playing
large garden	grow lots of flowers
farm	breed horses
Typewriter	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 I wish the plumber hadn't come  
today have been more satisfactory

### *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

## Lesson 8

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### Getting People's Attention and Interrupting

#### A. Dialogue

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.

(Freddy stops at Dr. Lidseth's open office door and knows)

Freddy : Dr. Lindaseth?

Dr. Lindset :Yes?

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

Dr. Lindset : 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. Lindaseth 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?

## **B. 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 unconstructive 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.

C. Getting Someone’s Attention Response

Someone 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 ruder	
(Whistle)	one)
More formal	
↑	
↓	
Less formal	

## **D. Small Group Practice**

### 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?

## Lesson 9

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### Controlling the Conversation

#### **A. 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 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”





## **B. On 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".



## **C. 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.



#### **D. 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.



## **E. Group Practice**

### *Instruction*

Students able to make a conversation in part of materials discussed!

## Lesson 10

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### Giving Compliments and Replying to Compliments

#### **A. 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.

More formal



Less formal

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?

## **B. Interrupting a Conversation**

### *Interrupting a Conversation*

Pardon me, but...  
help?

### *Response*

How can I

Pardon the interruption, but...  
I'm sorry to interrupt you,...  
but...

I don't want to interrupt you,  
What can I do for you?  
but..

It's all right.

I hate to interrupt, but....

I'm sorry, but...

It's OK

Oh, were you in the middle of  
right.

No, It's all

Something

Am I interrupting?

### *Interrupting an Overhead Conversation*

### *Response*

Excuse me, but (I think you want the  
eighteenth floor,

Oh, thanks  
not the twenty-  
eight)

I'd like to say something, if you don't mind  
It's none of my business, but...

Go ahead

Do you mind if I say something?

Can I but in here?

Sure

Excuse me, but...

### **C. Small Group Practice**

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

f. Practice

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 :



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