

Berlitz ENGLISH™

Language for life.



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Berlitz

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BerlitzENGLISH™

Language for life.



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USA

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Berlitz Languages, Inc.

400 Alexander Park

Princeton, NJ 08540

USA

Welcome to **Berlitz**ENGLISH™!

Congratulations! You have chosen the fastest, the most effective, and the most enjoyable way to learn English.

To get the most out of your English classes we urge you to —

- attend all scheduled classes
- complete all the Practice activities
- practice speaking English at every opportunity
- visit English sites on the Internet
- read English magazines, books, and newspapers
- watch movies and news programs in English
- challenge yourself to speak better and better!

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

We wish you the very best of success in your English studies!

The Berlitz Staff

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OBJECTIVES

- Inviting a client out
- Extending an invitation
- Accepting and declining an invitation
- Expressing thanks
- Complimenting the host

GRAMMAR

- *would like* + pronoun + infinitive
- Polite requests with *would* and *could*
- *so vs. such*

FEATURES

Thanking
Complimenting
Making Excuses

- Discussing weekend activities
- Talking about entertainment
- Talking about activities and events
- Choosing a movie

- Modal auxiliary verbs
- *so / too / either / neither*

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- Getting technical assistance

- Relative clauses
 - definitions
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On the Phone
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Chapter 1

We'd like you to join us.

Topics

Invitations

Socializing with colleagues
and clients

Small talk

Thanks and compliments

Objectives

Inviting a client out

Extending an invitation

Accepting and declining an
invitation

Expressing thanks

Complimenting the host

Grammar

would like + pronoun +
infinitive

Polite requests with *would*
and *could*

so vs. such



1 INVITING A CLIENT OUT

Ms. Ruiz: Are you free this evening after the meeting? We'd like you to join us for dinner.

Mr. Clark: Thank you. I'd love to.

Ms. Ruiz: Do you like Spanish cuisine?

Mr. Clark: Oh yes, very much.

Ms. Ruiz: Good. We have a reservation at Emilio's. It's one of our favorite places in the area.

Mr. Clark: I'd like to check in at the office before we go. Would that be all right?

Ms. Ruiz: Of course. You can use the phone in my office if you'd like.

Invitations

2 Extending an invitation



- Would you care to join us for dinner?
- Would you like to have lunch?
- Are you free this evening?
We'd like you to join us.

- How about dinner tonight?
- Do you want to get some lunch?
- Are you doing anything tonight?
Why don't you come over for dinner?



3 Responding to an invitation

Accepting an invitation

FORMAL

Thank you. I'd love to.

Yes, I would.

Thank you. I'd like that very much.

INFORMAL

Sounds great. What time?

Definitely. I'm starving.

That'd be great. Thanks.

Declining an invitation

FORMAL

Thank you for the invitation. Unfortunately, we won't be able to join you.

I'd love to, but I have another commitment. Perhaps another time?

INFORMAL

Sorry, I can't. I have to ...

Sorry, I'm busy. How about tomorrow?

Tonight's not good for me. Thanks anyway.

4 Could I take a rain check?

- How about dinner at our house tonight?
- Oh, I can't tonight. Could I take a rain check?



TIP!

Could I take a rain check? =
Could we do it another time?



5 Something's come up

- I'm sorry to call you on such short notice.
- Is everything all right?
- Unfortunately not. There's an illness in the family. I'm not going to be able to join you tomorrow night.
- I understand. Thank you for calling. And I hope everything will be all right.
- I'm sorry to call you at the last minute. Unfortunately, I'm not going to be able to make it Friday night.
- Are you OK?
- Yes, I'm fine. Something has come up. I'm going to be away all day Friday.
- Thanks for letting me know. Let's try to get together soon.

Focusing on language

6 *would like* + pronoun + infinitive

We'd like you to join us for drinks.

Elaine would like us to come to her house for dinner.

The Snyders would like us to play golf with them this weekend.

- We'd like you to come for brunch this Sunday.
- That sounds great. What time?
- How's 11 o'clock?
- Perfect. I'll see you then.

7 Polite requests with *would* and *could*

would

Would you have time for a chat later today?

Would you happen to have the time?

Would you mind waiting for me?

could

Could you stop by on your way to lunch?

Could you call me after the meeting?

Could I ask you a question?

TIP!



happen to = by any chance

8 *so* vs. *such*

The dinner was **so** nice.

It's **so** cold today.

Your clothes are **so** expensive, Mia.

We had **such** a nice time at dinner.

We're having **such** cold weather lately.

Why do you buy **such** expensive clothes?

Now it's your turn!

1. Dinner was wonderful. You're _____ a good cook.
2. What happened? Why was Rachel _____ angry yesterday?
3. I was _____ tired after the trip that I didn't get out of bed until 10:30 this morning.
4. We were in _____ a hurry that we forgot to lock the door.
5. These are _____ good seats. We'll be able to see everything from here.
6. You've been _____ helpful. Thank you for everything.

Socializing with colleagues and clients

9 What's the invitation for?



A _____
YES NO

B _____
YES NO

C _____
YES NO

D _____
YES NO

10 Making small talk

- So how long have you been with DHK?
- About two years now.
- How do you like it?
- I like it a lot. It's a good company, and I work with some great people.
- You travel a lot for your work, don't you?
- Yes, quite a bit. About one week every month.
- Do you have a family?
- Yes, I'm married and I have two children — a boy and a girl.
- It must be difficult for your family for you to be away so much.
- Sometimes it is. But I try to make up for it when I'm home.



11 We had a lovely time!

THANKING

FORMAL

Thank you for a lovely evening.

Thank you for inviting us.

Thank you for having me.

Thanks for dinner.

INFORMAL

Thanks again.

COMPLIMENTING

You have such a beautiful home.

Everything was wonderful.

That was so nice of you.

You're such a good cook!

I had a great time.

12 The joy — or agony? — of entertaining

Whatever happened to the joy of entertaining?

These days, rather than looking forward to an event, any number of things run through the minds of people, whether they host an event or accept an invitation.

Hosts worry about the guest list, the invitations, the food, the music, and all the things that could go wrong. Guests wonder who else will attend, whether or not to accept the invitation, what to wear, what to bring, and when to arrive to make the best impression.

The goal of entertaining should not be limited to the specific reason for the party — whether it's for a new product launch or a birthday. The goal should be to make others feel good — about themselves and about the time they spend at the event.

So what is the responsibility of the host? It's simply to make the guests feel at ease and as valued as possible in an atmosphere of warmth and hospitality.

Excerpted from "Hospitable Hosts, Gracious Guests." Used with permission of Hilka Klinkenberg, Managing Director, Etiquette International.



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13 Excuses, excuses

You accepted the invitation. You *should* have gone. But you didn't. The truth is too embarrassing. So ... what do you say?

BELIEVABLE

- Our baby-sitter got sick at the last minute, and we couldn't find anyone to stay with the kids.
- My water heater broke. I spent all night cleaning water out of my basement.
- I caught a 24-hour stomach virus and spent almost the entire day in bed.
- I was at the office all weekend taking care of urgent business.

BARELY BELIEVABLE

- I locked myself out of the house.
- The garage door broke, so I couldn't get my car out.
- I got lost on the way to the party and didn't have your phone number with me.
- I took a nap because I was so tired, and I didn't wake up until it was too late to come.

LAME

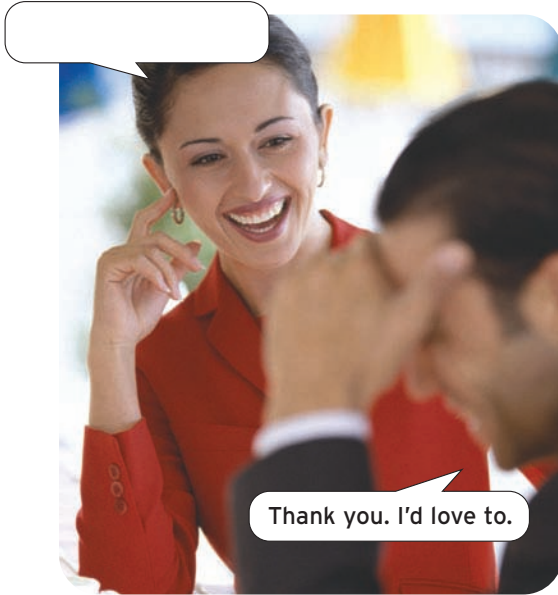
- I forgot.
- My watch stopped, and I completely lost track of time.
- Sheila and I had a fight and she wouldn't get in the car with me.
- My dog ate the invitation, so I didn't know which day the party was.

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Chapter Check

Now you can ...

A Extend an invitation



B Accept an invitation



C Decline an invitation



D Express thanks and compliment the host



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Don't forget!



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What do you do for fun?

Topics

Entertainment

Concerts

Movies

Plays

Objectives

Discussing weekend activities

Talking about entertainment

Talking about activities and events

Choosing a movie

Grammar

Modal auxiliary verbs

so / too / either / neither



1 DISCUSSING WEEKEND ACTIVITIES

Colleen: What do you do for fun on the weekend, Rosalie?

Rosalie: We usually go out. My husband and I, I mean. We sometimes get tickets for a concert or a play. We both love the theater.

Colleen: Really? I haven't seen very many plays. I guess I'm more of a movie person.

Rosalie: Maybe it just takes the right play to see how great theater can be. In fact, there's a terrific production of *Noises Off* at the Wilma right now.

Colleen: Do you think I'd like it?

Rosalie: You'll love it. It's very funny.

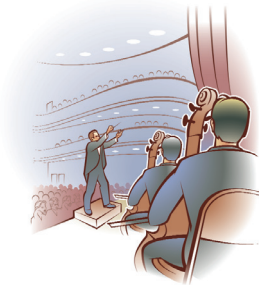
Colleen: OK, you've convinced me. You said it's called ...

Rosalie: *Noises Off* — at the Wilma.

Colleen: Got it. Thanks. I'll let you know how I like it.

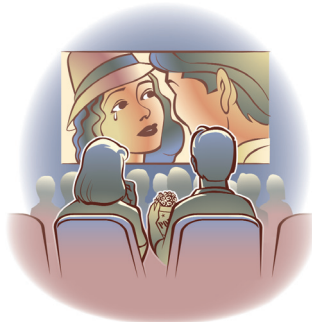
Talking about entertainment

2 What did you see?



concert

- What did you do Friday?
- We went to Orchestra Hall.
to a jazz club
to see a rock band



movie

- Seen any movies lately?
- Yes, we saw the new Coen film.
an old silent film
a really good one



play

- Did you see a play last night?
- Yes, we saw a great musical.
a production of
King Lear

3 How was it?

- How was the performance last night?
- It was unforgettable.
- That good, huh?
- We really didn't know what to expect.
We loved it.
- Can I take that as a recommendation?

GREAT!	AVERAGE	TERRIBLE!
excellent	so-so	awful
terrific	all right	horrible
amazing	nothing special	lousy
IN THE UK:		
brilliant	not too bad	rubbish

4 What kind of movie was it?

comedy



drama



horror



science fiction



animated



western



romance



adventure



thriller



documentary



Focusing on language

5 Modal auxiliary verbs

ABILITY

I **can** play the piano.
It was so dark I **couldn't** see a thing.
We'll **be able** to meet you tomorrow.

ADVICE

You **shouldn't** drive so fast.
You **ought** to see a doctor about that cold.

PERMISSION

May I use your phone?
You **can** sit here, if you like.

NECESSITY

I **have to** get in touch with John today.
We **must** finish the report by 5:00.

Was Sheila able to make a reservation at Jack's Grill?
Can I ask you a question?
The new Ben Stiller movie is a lot of fun. You should see it.
Don't you have to call Peter?
Can you meet me at the airport?
It's nice to see you. You ought to stop by more often.
Must you always be so negative?

TIP!

ought to is rarely used in questions or negative constructions



6 WORD PLAY Ways to express enthusiasm

We enjoy going to the opera. —————> We're opera **buffs**.
I think Buster Keaton was great. —————> I'm a big **fan of** Buster Keaton.
George loves horror movies. —————> George is **crazy about** horror movies.
Hiroko likes architecture a lot. —————> Hiroko's really **into** architecture.
I love that show; I could watch it every night. —————> I **can't get enough of** that show!

- What kind of music are you into?
- I like all kinds of music, but I'm crazy about Chet Baker's trumpet-playing.
- Sarah tells me you read a lot. She says you're a real history buff.
- It's true. I'm fascinated by military history and can't seem to get enough of it.

7 so / too / either / neither

- We listen to a lot of jazz.
- **So** do we. / We do, **too**.
- I'm into old western movies.
- **So** am I. / I am, **too**.
- I'm not much of a ballet fan.
- I'm not, **either**. / **Neither** am I. / Me, **neither**.
- I didn't like the ending of the play.
- I didn't, **either**. / **Neither** did I. / Me, **neither**.

Talking about activities and events

8  What do they like to do?



CLIFFORD



LILIANA



STEPHAN

- A1. Clifford plays _____.
A2. He practices _____ days a week.
- B1. Liliana is interested in _____.
B2. She watches tennis _____.
C1. Stephan is a big fan of _____.
C2. He _____ at a university theater.
- a. the trombone
a. seven
a. sports
a. with her sister
a. movies
a. studies
- b. in a group
b. three or four
b. watching TV
b. by herself
b. film festivals
b. sees films

9 Let's go listen to some live music!

WEEKEND PLANNER MUSIC

Big Mountain, Pleasant Street Dance Club, Saturday 10 p.m., \$20 in advance, \$23 at the door.

The Dolls, University Auditorium, Friday and Saturday 9 p.m., \$25 and \$30, 555-2921.

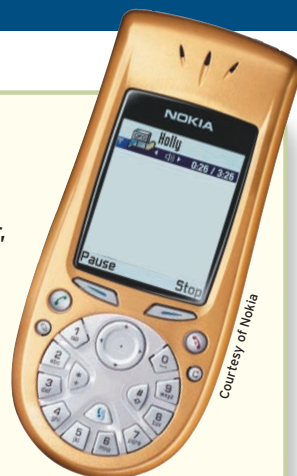
Slinkers Jazz Band, with special guest Josh Simon, Smith Concert Hall, Saturday 7:30 p.m., \$20.

Chamberworks Trio, Hubbard Music Center, Sunday 9 p.m., \$18.

- Do you feel like going out to hear some music on Saturday?
- Sure. Any idea who's playing this weekend?
- No, but I've got the listings from the paper right here, so we can take a look.
- Hey, the Slinkers are going to be at Smith Hall Saturday night. Have you ever seen them?
- Never. Are they good?
- They're incredible. It's probably sold out, but it's worth a call.
- OK. I'll call right now.

10 ON THE PHONE

- Ticket sales. May I help you?
- Hi. I'd like to get two tickets to *The Ice Man Cometh* at the Hancock Theater, and I was wondering if there are any good seats left for this Sunday's performance.
- Let's take a look. There are two performances on Sunday — a matinee at 2 p.m. and an evening performance at 7:30. Which show would you like tickets for?
- The evening performance.
- Just a second. Let me see what's available.



11 Choosing a movie

AT THE MOVIES

Coming of Age: (PG-13) *** A comedy about the troubles of a teenager who doesn't fit in at his new school. Directed by John Briggs. Garden Cinema, 7:30 and 9:45.

Canal Route: (R) * Bruce Wilton stars as a retired U.S. Marine sent to Panama to find a dentist who has disappeared without a trace. Riverview, 7:15 and 9:50.

- Do you want to go see *Coming of Age*?
- Is that the movie with John Briggs?
- Well, he has a small role, but it's actually his first film as a director. It's supposed to be very funny.
- Oh, I'd like to see that.
- Let's see ... There are shows at 7:30 and 9:45.
- Let's go to the late show so we can have dinner first.

TIP!

doesn't fit in = is very uncomfortable; feels out of place



12 CULTURE CORNER



Critics' Choices

Every ten years since 1952, *Sight and Sound* magazine has asked the world's leading film critics to name the ten best films of all time. In 2002, the films listed below were chosen. There was a tie for seventh place. The asterisks (*) next to a film's title indicate how many other times this film has been counted among the ten best since 1952.

1. *Citizen Kane* **** Welles, 1941
2. *Vertigo* ** Hitchcock, 1958
3. *The Rules of the Game* ***** Renoir, 1939
4. *The Godfather (I & II)* Coppola, 1972 & 74
5. *Tokyo Story* Ozu, 1953
6. *2001: A Space Odyssey* * Kubrick, 1968
7. *Battleship Potemkin* ***** Eisenstein, 1925
7. *Sunrise* Murnau, 1927
9. *8 1/2* ** Fellini, 1963
10. *Singin' in the Rain* * Kelly, Donen, 1952

Chapter Check

Now you can ...

A Discuss weekend activities



What do you like to do on weekends?

B Talk about entertainment



What did you do Friday?



How was the performance?

C Talk about and choose activities

WEEKEND PLANNER MUSIC

Big Mountain, Pleasant Street Dance Club, Saturday 10 p.m., \$20 in advance, \$23 at the door.

The Dolls, University Auditorium, Friday and Saturday 9 p.m., \$25 and \$30, 555-2921.

Slinkers Jazz Band, with special guest Josh Simon, Smith Concert Hall, Saturday 7:30 p.m., \$20.

Chamberworks Trio, Hubbard Music Center, Sunday 9 p.m., \$18.

What's going on in town this weekend?

AT THE MOVIES

Coming of Age: (PG-13) *** A comedy about the troubles of a teenager who doesn't fit in at his new school. Directed by John Briggs. Garden Cinema, 7:30 and 9:45.

Canal Route: (R) * Bruce Wilton stars as a retired U.S. Marine sent to Panama to find a dentist who has disappeared without a trace. Riverview, 7:15 and 9:50.

What's playing at the movies?

See you there!

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The trip was perfect!

Topics

Good and bad travel experiences

Compliments and complaints

Objectives

Describing travel experiences

Voicing a complaint

Grammar

Review of passive voice

Passive voice: progressive forms



1 DESCRIBING A TRAVEL EXPERIENCE

Max: How was your trip to Rome, Jeff?

Jeff: It was perfect — the city, the people, the hotel — even the flight.

Max: Really? What was so special about the flight?

Jeff: On the way there, it was overbooked, so we were upgraded to first class. You know how comfortable it is to be in first class on a long trip.

Max: Yeah, you were lucky.

Jeff: And the flight was really smooth. I slept almost the entire trip.

Max: And how was the hotel?

Jeff: That was great, too. That was our first time in Italy, you know. The hotel employees went out of their way to be helpful to us and make us comfortable. And the view from our window was incredible.

Max: It sounds like a nice place. So what did you see in Rome anyway?

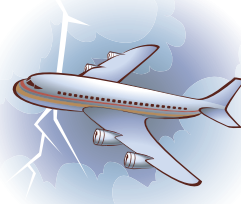
Jeff: We saw it all — well, almost.

Talking about travel experiences

2 How was the flight?

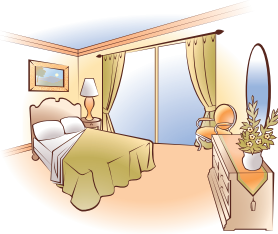


- How was the flight?
- It was great. I slept for most of it.
The flight was ...
 - quiet and relaxing
 - very smooth
 - comfortable

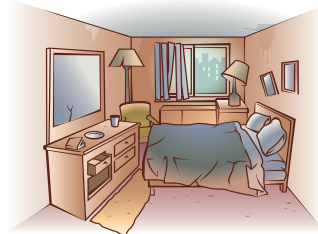


- How was your trip?
- Not good. The weather was awful,
and the flight was ...
 - noisy
 - bumpy
 - uncomfortable

3 How was the hotel?



- How was your room at the hotel?
- It was beautiful. It was ...
 - spacious
 - elegant
 - sunny
 - immaculate



- How was the hotel?
- Disappointing. The room was ...
 - cramped
 - run-down
 - dark
 - dirty



- And how about the service?
- Outstanding. The staff was very ...
 - attentive
 - helpful
 - courteous



- How was the service?
- Horrible. The employees were ...
 - inattentive
 - unhelpful
 - rude

Focusing on language

4 Review of passive voice

ACTIVE

The hotel restaurant serves dinner until 10:00.

Travel Bug magazine published a review of the restaurant.

The airline has canceled Flight 438.

Security will inspect all your luggage.

PASSIVE

Dinner **is served** until 10:00 at the hotel restaurant.

A review of the restaurant **was published** in *Travel Bug* magazine.

Flight 438 **has been canceled**.

All your luggage **will be inspected** by security.

All the rooms have just been painted. The hotel will re-open next week.

Are credit cards accepted there?

The flight was overbooked, so we were upgraded to first class.

Good news, Mr. Barnes, your luggage has been located and will be delivered to your hotel.

5 Passive voice: progressive forms

PRESENT

ACTIVE

The doorman is calling a taxi for you.

The bellmen are bringing your baggage down now.

PASSIVE

A taxi **is being called** for you.

Your baggage **is being brought** down now.

PAST

ACTIVE

When I arrived, they were discussing next year's budget.

During the fire, the hotel staff was directing all guests to take the stairs.

PASSIVE

When I arrived, next year's budget **was being discussed**.

During the fire, all hotel guests **were being directed** to take the stairs.

– Is my room ready yet?

– Not quite, sir. It's being cleaned at the moment.

– Why didn't they send the proposal?

– They said the details were still being worked out.

Jenny called just as dinner was being served.

The new fire alarm systems are being tested this week.

6 PRONUNCIATION PLUS

The room's **being** cleaned right now.

I'm **being** picked up at the airport.

The passports are **being** checked.

Our records are **being** updated.

The plane is **being** held on the runway.

The flight's **been** canceled.

We've **been** upgraded to business class.

The baggage has already **been** inspected.

Have you **been** invited to Jane's party?

The passengers have not **been** told why.

7 Conversation snippets



ROXANNE



Where? _____

Why? _____



JASON





ERIKA





NEIL



8 Voicing a complaint

- May I help you?
- Yes, I'd like to speak to the hotel manager, please.
- Yes, I'm the manager. Is everything all right?
- No, it's not. I'm very disappointed with my room.
- I'm sorry to hear that. What exactly is the problem?
- I don't think it was properly cleaned after the last guest. And there's a strange odor in the room.
- I'm very sorry. Would you mind having a seat for a moment while I look into this?
- Actually, I would. I have to leave for a meeting in twenty minutes. I just want a clean room.

Getting assistance with a problem

LEAST URGENT

- Could you look into this when you have a moment?
- Could you check into this and get back to me?
- I'd like you to take care of it right away.
- I'd like to know when this problem will be fixed.
- I want this taken care of right now.
- You're not helping me. Who else can I talk to?

MOST URGENT

9 WORD PLAY Ways to talk about helpful / unhelpful staff

HELPFUL

They went out of their way
went the extra mile
bent over backwards to help us.

UNHELPFUL

They didn't even try
couldn't be bothered
barely lifted a finger to help us.



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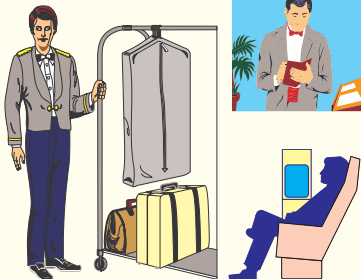
10 When you've absolutely had it!

- I'd like a refund, please.
- I'd like to have my money back.
- I won't be coming back ever again.
- You just lost a customer.

11 ON THE NET

PlanetFeedback is a free and independent service that enables consumers to send a complaint, compliment, question or suggestion to over 20,000 companies, including airlines, hotels and restaurants in the United States. PlanetFeedback's easy-to-use letter generator will help you draft a letter in minutes and make your voice heard.

The letter of complaint at right was created using the PlanetFeedback service.



March 14, 2005

TO: Stephen Elliott, CEO
Vacation Airlines
New York, NY 12345

Dear Mr. Elliott,

I am writing to tell you about a problem I recently had with your airline. I am extremely frustrated. I sincerely hope you are able to address this. My complaint concerns the airline staff in Boston, MA. This particular incident occurred on January 15.

When I arrived at the airport to check in, I discovered that there was no record of my reservation for Orlando. I showed my itinerary with all the correct information to the check-in attendant, but he was unable to locate my reservation. He insisted that there was no seat for me on that plane. When he tried to book me on the next flight, the computer doubled the price and the attendant said that he could not fix it. I paid \$850 for a ticket that I had originally booked at \$425. This is inexcusable.

I am enclosing a copy of my reservation. Please find out why this problem occurred and please refund to me the \$425 that I was overcharged.

Thank you for your time and attention to this matter. I would greatly appreciate a prompt response.

Sincerely,
Robin Winfield

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Chapter Check

Now you can ...

A Describe a flight

How was the flight?



How was your trip?



C Talk about hotel service

How was the service?



How was the hotel's staff?

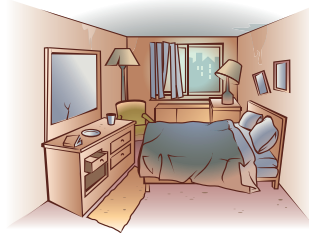


B Describe a hotel room

How was your hotel room?



How was the hotel?



D Voice a complaint



How do you like it?

Topics

- New technology
- Products and product features
- Gadgets

Objectives

- Describing products
- Identifying product features
- Explaining the purpose of a device
- Getting technical assistance

Grammar

- Relative clauses
 - definitions
 - adding information



1 DESCRIBING A PRODUCT

- Yoshi: So how do you like the new cell phone?
- Michiko: It's great. I'm really happy with it.
- Yoshi: What features does it have?
- Michiko: It's got so many that I probably haven't discovered half of them yet, but I really like the built-in speakerphone, and the messaging options are excellent.
- Yoshi: Can you send text messages with images and sound?
- Michiko: I should be able to. I just haven't figured out how to do it yet.
- Yoshi: When you do, send me one — *my* phone is supposed to be able to *receive* them.

Talking about products and their features

2 Identifying product features



cell phone
super lightweight
hi-res color display
voice-activated dialing



digital camera
10X zoom
16 MB memory
45 mm display



personal computer
3.06 GHz processor
200 GB hard drive
16X DVD drive



television
flat screen
high-definition
surround sound



fax machine
stores up to 600 pages
network-ready printer
copies, enlarges, reduces



stereo system
digital cinema sound
multi-room output
remote control

3 When there's a problem ...

- Are you having trouble with the fax?
- Yes, it won't take my page.
- What do you think is the matter?
- I have no idea.
- Here, let me have a look.

... and you don't understand —

- I can't figure it out.
- This doesn't make any sense to me.
- I can't make heads or tails of this.
- I don't get it.



4 How new is it?



OLD

cutting edge state of the art up-to-date recent outdated obsolete

Focusing on language

5 Relative clauses – definitions

A copier is a machine. The machine copies documents.

——> A copier is a machine **that copies documents**.

A technology nut is a person. The person loves to try new gadgets.

——> A technology nut is a person **who loves to try new gadgets**.

An auto showroom is a place. You can look at new cars there.

——> An auto showroom is a place **where you can look at new cars**.

A customer is a person who buys something.

A DVD player is a machine that plays digital video discs.

A discount store is a place where you can buy things cheaply.

6 Match the device with its use

A modem

A microwave oven

A camcorder

An MP3 player

A pager

is a device that

plays music.

makes movies.

records messages and phone numbers.

cooks food quickly.

connects a computer to a phone line.

7 Relative clauses – adding information

My new cell phone wasn't expensive. It has voice-activated dialing.

——> My new cell phone, **which has voice-activated dialing**, wasn't expensive.

Mr. Sato has worked at BXI for ten years. He recently accepted a position overseas.

——> Mr. Sato, **who recently accepted a position overseas**, has worked at BXI for ten years.

Tahiti is a paradise on earth. We spent our last vacation there.

——> Tahiti, **where we spent our last vacation**, is a paradise on earth.

Laptop computers, **which have become very lightweight**, are much cheaper these days.

Anita Logan, **who(m) I met at the meeting last Thursday**, is our new CFO.


Min-Ho Kim, **whose wife works in our company**, is my tennis partner.

TIP!



Use a comma (,) before and after clauses that add information.

Explaining the purpose of a device

8  What does it do?



toaster ___



calculator ___



iron ___



walkman® ___

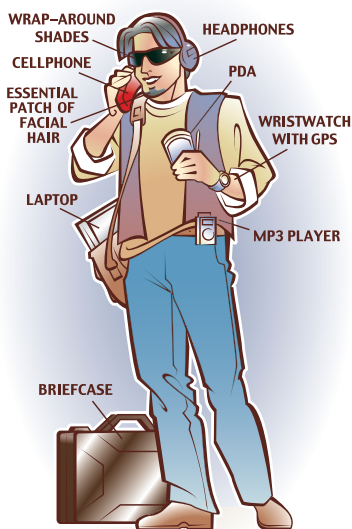


scale ___

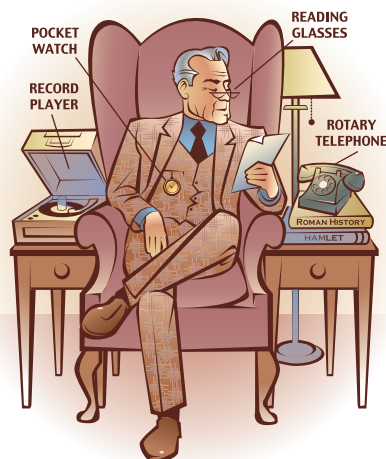


blender ___

9 The two ends of the spectrum



Miles A. Head



Stan Dingback

Miles Head lives for technology. He is always on the lookout for the latest gadgets, and he usually buys them as soon as they appear on the market. It's not unusual for Miles to be checking e-mail, watching a movie and listening to music — all at the same time. Miles feels very strongly that his gadgets make his life easier and more efficient. He believes that his "toys," as he calls them, allow him to stay on top of what's happening in the news, in the entertainment world and in his family life.

At the other end of the spectrum lives Stan Dingback, a man who has little interest in trying to keep up with technology. He grew up at a time when big technology changes were infrequent and, over time, he has become used to the things in his life and has never thought to replace them. Busy with his job and his own interests, Stan takes little notice as new gadgets appear on the market. He's aware of some products that his friends and family recommend to him with great enthusiasm, but he never seems to find the time to learn more about them.

10 Shopping for the latest and the greatest

NEW! Leather-covered "Human Touch" Robotic Massage Recliner



Amazingly realistic "Human Touch" back massage chair now gives you the pleasure of a foot massage!

- Incredible dual massaging discs feel like hands, fingers and thumbs.
- Recommended by the American College of Chiropractic Orthopedists.
- Massage quality like that of massage therapists and chiropractic professionals.
- Gently relieves aches and pains in calves and feet.

#HW556BLK

\$1,799.95

Courtesy of Sharper Image

11  **ON THE PHONE** Getting technical assistance

Miguel: Westwood Computers. This is Miguel.
 Carla: Hi. My name is Carla Schafer. I recently bought a computer from you.
 Miguel: Great. How is it working out for you?
 Carla: Fine up until this morning.
 Miguel: I'm sorry to hear that. What kind of problem are you having?
 Carla: I received an e-mail with some graphics attached. When I try to open the attachments, the computer asks me what application I want to use to open them.
 Miguel: I think I know what the problem is. There's a program in the Microsoft Office suite called Photo Editor. I'm sure it's installed on the system. It may just need to be activated.
 Carla: Can I do that myself?
 Miguel: Sure. I can talk you through it. Are you in front of the computer now?
 Carla: Uh-huh.
 Miguel: Great. First click the Start button at the lower left ...



Courtesy of Nokia

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12 **WORD PLAY** What to call something when you don't know its name

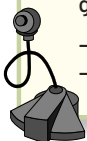
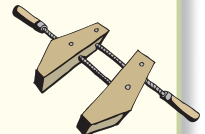
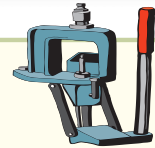
THE THING FAMILY

thing thingy thingamajig thingamabob

AND THEIR COUSINS

gadget contraption gizmo whatchamacallit doohickey doodad

- What is that gizmo?
- It's my garage-door opener.
- What does this thingamajig do?
- That? That's an electronic address book.



Chapter Check

Now you can ...

A Describe a product



B Identify product features



What features does it have?

C Explain the purpose of a device



What does it do?

D Get technical assistance



See you there!



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Time flies!

Topics

- Major life events
- Turning points
- Announcements of events

Objectives

- Talking about the stages of life
- Describing important events
- Sharing exciting news
- Responding to announcements

Grammar

- Past perfect and past perfect progressive tenses
- Time clauses



1 TALKING ABOUT A FORMER COLLEAGUE

Sean: Guess who I ran into the other day — Eduardo Acuna. You remember him, don't you? He worked here a number of years ago.

Vera: Sure, I remember Eduardo. He was in accounting, right? How's he doing?

Sean: He's fine. He told me that he had just retired.

Vera: Retired? I thought he was a lot younger than that.

Sean: You're right. He is. He's only in his fifties. I guess things have gone pretty well for him.

Vera: Didn't he take a job with a small technology firm when he left here?

Sean: That's right. He was their CFO for the past six years.

Vera: It sounds like it was a good move for him. Too bad he didn't take us along with him.

Sean: You're not ready to retire yet, are you, Vera?

Vera: Who, me?

Talking about the stages of life

2 Life's rich pageant



▲ BIRTH

Somewhere in the world, four children are born every second.

With proper **care** and **nourishment**, most **babies** crawl by their sixth month and begin to walk by age one. It is also around this time that a **child** begins to speak.

Formal education begins at age 5 or 6 for most children. From age 18 until 21 or 22, many young people **attend** university. After **graduation**, most will enter the **work force**. A select few will continue their educations at the graduate level. These individuals — our best and brightest — will become our doctors, lawyers, scientists, engineers and professors.



▲ EDUCATION



▲ EMPLOYMENT

In some countries, a person's first job could also be his or her last. This is the concept of **lifetime employment**. In many other countries, however, a **career** is built upon a succession of positions, often at different companies and, typically, with an ever-increasing level of responsibility.

Although the **ceremonies** celebrating its beginning differ from culture to culture, **marriage** is the most significant **relationship** for a vast majority of people.

Marriage is also the foundation on which **couples** become families, and families become **generations**.



▲ MARRIAGE



▲ RETIREMENT

Between the ages of 60 and 70, most people **retire** from full-time employment. Although the word retirement suggests rest and relaxation, it is nothing of the kind for many of today's energetic **seniors**. With average **life expectancies** in the eighties for men and women in developed societies, **retirees** enjoy opportunities to pursue interests, to travel, to cultivate long-neglected talents and to "give something back."

Focusing on language

3 Past perfect and past perfect progressive tenses

THREE YEARS AGO	LAST YEAR
Kevin started his first job. Denise moved to Argentina.	He got married. She retired last June.

Kevin **had started** his first job before he got married.
Kevin **had been working** two years before he got married.

Denise **had moved** to Argentina two years before she retired.
When Denise retired, she **had been living** in Argentina for two years.

I ran into Ted Simmons yesterday. I hadn't seen him since our college days!
Lena had just finished dinner when Allen called.

Naoko hadn't been waiting long when William arrived.
Kathy had been looking for a job for three months before she found one.

Now it's your turn!

1. We finished the presentation. After that, we went home.
2. Frank worked at Maslo Industries for five years. Then he was promoted.
3. The music started. Then we arrived.
4. I bought a car in 1993. Three months later I got my driver's license.
5. Steve and Andrea dated for two years. Then they got married.

4 Time clauses

I had already applied to three medical schools **before** I finished university.
Brad moved to New York **after** he sold his house in Chicago.
When she became vice president, Ms. Stoltz accepted responsibility for sales and marketing.
We haven't heard from George **since** he married Helen.
While you're in Chicago, could you stop by Barbara's Bookstore for me?
As soon as I hear back from you, I'll put together the rest of the report.
Tony and Samantha didn't get married **until** they had saved enough money for a house.

Now it's your turn — again!

1. _____ she began working at DataPro, Shirley's days have gotten longer and longer.
2. I can't join you _____ I finish the project for Dana.
3. _____ I left the restaurant, I realized that I had forgotten to leave a tip.
4. Be sure to call me _____ you come over. I'm not sure exactly _____ I'll get back.
5. The Winfields want to depart today. They're going to leave _____ they can get tickets.

Describing important events

5  What was the most important event in your life?



DANIEL

What? _____

When? _____



BIRGIT



LYNN



RICHARD

6  **ON THE PHONE** Sharing exciting news

Kay: Liz, it's Kay — I have some wonderful news!

Liz: What is it?

Kay: Phil and I just got engaged.

Liz: Oh, Kay, that's wonderful. Congratulations. Have you called Mom yet?

Kay: No, I'd better do that right now. Don't tell her I called you first. Bye!



Courtesy of Nokia

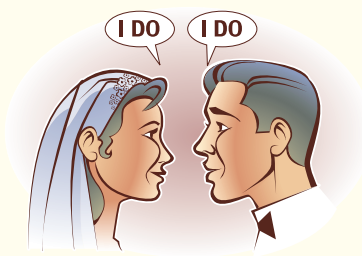
7 **WORD PLAY**

– Are Nancy and John married yet?

– Didn't you hear? They ... last week!



tied the knot



said their vows



took the plunge

8 Responding to announcements

Congratulations!

Happy anniversary.

That's wonderful!

I'm so happy for you.

That's great news!

Happy birthday.

That's terrible!

I'm so sorry to hear that.



9 At a retirement party

- Congratulations on your retirement, Jack. How does it feel?
- Actually, it feels great. I'm looking forward to it.
- So how are you planning to spend your time?
- Well, I'll be seeing a lot more of my grandchildren. I have four — two boys and two girls. And I'd like to travel to a few places I've never been. I've always wanted to go to Africa.
- That sounds exciting. You're a big reader, too, aren't you?
- Oh, yes. I've got a pile of books I've been meaning to get through. And I'd like to take up painting again. I had dreamed of being an artist once upon a time.
- Grandkids, travel, reading, painting. You're going to be busier in retirement than when you were working, Jack.

10 CULTURE CORNER How do you spend your time?



In a recent survey conducted by the AARP (American Association of Retired Persons), adult Americans aged 18 and older from all walks of life were asked to name the activities in which they invest most of their time and energies.

At right is a summary of the activities respondents identified as those in which they were *very involved* (in order of most to least). It is to be expected that as respondents reach retirement age the amount of time they devote to a particular activity could change significantly.

Activity

1. Home & family
2. Earning a living
3. Hobbies & entertainment
4. Watching & participating in sports
5. Visiting friends
6. Religious activities
7. Activities with teens & children
8. Education
9. Volunteer work
10. Neighborhood/community

Chapter Check

Now you can ...

A Talk about the stages of life



How old were you when you learned to walk?



Where did you go to school?



What was your first job?

C Share exciting news and respond appropriately



B Describe important events



Are you married?
Do you have any children?



How will you spend your retirement?

Don't forget!



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Review

Now You Can ...!

- Talk about the stages of life
- Describe important events
- Share exciting news
- Respond to announcements
- Describe products
- Identify product features
- Explain the purpose of a device
- Get technical assistance
- Describe travel experiences
- Voice a complaint
- Discuss weekend activities
- Talk about entertainment
- Talk about activities and events
- Choose a movie
- Invite a client out
- Extend an invitation
- Accept and decline an invitation
- Express thanks
- Compliment the host

ACTION MODULE 1 – ROLE CARD A

Can you join me for a drink?

You are a sales representative for a large manufacturing company. You are visiting the office of an important client in a foreign country.

It's the last day of your stay, and you have finished your work with your client. It's 5:30 p.m. You are going to dinner this evening with the president of the company and a number of other executives at 7:30. You have some urgent business to complete before dinner. It will take you about an hour and a half to complete your business, then you will be free to go out for the evening.

ACTION MODULE 2 – ROLE CARD A

What shall we do?

You recently made a new friend, who has suggested that you do something together this weekend. Your friend will call to set up the date. You would very much like to go out with this person.

You have something planned for Saturday night, but you are free the rest of the weekend. Although you don't have any specific plans for Sunday morning, you usually reserve that time for yourself.

YOU LIKE TO DO THESE THINGS:

- go to art exhibits
- go to live performances (especially concerts)

YOU DON'T LIKE TO DO THESE THINGS:

- go to the opera
- watch spectator sports

Your phone is ringing. Answer the phone.

ACTION MODULE 3 – ROLE CARD A

I have a reservation

You and a colleague are attending a business convention in another city. You have been coming to this city and staying in the Ashley Hotel for years and have never had a problem with the hotel.

You and your colleague have been asked to share a room in order to save money for your company. Before leaving for the convention, you called the hotel and made a reservation for a room with two queen-size beds. At the Ashley, you prefer the rooms on the upper floors because it is quieter. The employee at the Ashley who made your reservation said that there would be no problem getting a room on one of the upper floors.

The hotel sent you an e-mail confirmation of your reservation, but you forgot to bring it with you.

You have arrived at the hotel before your colleague and want to register. Talk to the clerk at the front desk.

ACTION MODULE 1 – ROLE CARD B

Can you join me for a drink?

You are the president of a company that has been doing business with a large manufacturing company based in a foreign country. The sales representative of the company has been visiting your office for the last few days, and you have completed most of your work together. It's 5:30 p.m.

You and other executives from your company will be going to dinner with the representative at 7:30 this evening. Before dinner, you would like to meet privately with the representative to discuss a new area of possible collaboration between your two companies. Invite the representative for a drink for the hour before dinner to discuss your ideas.

ACTION MODULE 2 – ROLE CARD B

What shall we do?

You recently made a new friend. The two of you agreed that you would try to get together this weekend. You told your friend that you would call to arrange the date.

You are busy Saturday afternoon but are free Saturday evening. You are also free all day on Sunday.

YOU LIKE TO DO THESE THINGS:

- go to the opera or concerts
- go to sporting events
- go out for breakfast on Sunday mornings

YOU DON'T LIKE TO DO THESE THINGS:

- eat in expensive restaurants
- go to art exhibits

It's time to call your friend and make a date.

ACTION MODULE 3 – ROLE CARD B

I have a reservation

You are a new registration clerk at the front desk of the Ashley Hotel. A business convention is in town this week, and the hotel is very busy.

The hotel recently installed a new hotel management system on its computers. While the software does facilitate many aspects of the hotel's business, there has been an alarming frequency in the number of "lost" reservations. Hotel management has established a policy of asking guests their name and confirmation number if they have made a reservation.

Only two rooms are available at this time:

1. A room with two queen-size beds on the ground floor. Because the hotel is on a busy street, this room can be noisy. This room is being cleaned now, but it will be available in an hour.
2. A room with one queen-size bed on the top floor. An extra, smaller bed can be put into this room.

A customer is approaching the front desk. Greet the customer.

ACTION MODULE 4 – ROLE CARD A

Buying a fax machine

You often work at home during the evening and on weekends. You need a new fax machine for your office there. You don't want to spend more than \$200.

You already have a scanner/copier and a printer, so you don't need a fax machine that has these combined features. You have also heard that the combined units don't last as long as the stand-alone fax machines.

You decide to go to a local electronics store to compare various fax machines and possibly make a purchase. You walk into the store and see a salesperson.

ACTION MODULE 5 – ROLE CARD A

Big changes

You manage a small department in a large organization. Yesterday, the executive vice president of the company thanked you for your dedication to your work and for the excellent results your department has produced over the past three years.

The vice president offered you responsibility for an important new initiative at the company. It will be your job to build the team that will make the initiative a reality. The two of you discussed possible team members for the project. You both agreed that your departmental controller should play a critical role in the project.

The vice president has given you the honor of announcing this important assignment to your controller.

Go to your controller's desk and share the news.

ACTION MODULE 4 – ROLE CARD B

Buying a fax machine

You are a salesperson at a store that sells all types of electronic equipment, including fax machines.

Your most popular fax machines are the following:

- the CP 100 stand-alone fax machine (\$50)
- the FNX 950 copier/printer (\$250)
- the QEZ 1200 printer/fax/scanner (\$700)

Your store has a large supply of the FNX 950s, and the manager has asked each salesperson to sell 15 of these machines every month.

It is almost the end of the month, and you have only sold 8 FNX 950s.

A customer walks into your store. Greet the customer.

ACTION MODULE 5 – ROLE CARD B

Big changes

You are the controller of a small department in a large organization. You have worked in your current position two and a half years. By the end of your first year on the job, you had learned all the ins and outs of the position.

While you respect your supervisor and your colleagues, and genuinely like the company, you are ready for new challenges. For the past nine months, you have been asking your supervisor to give you more responsibility and to involve you in special projects. Although your supervisor has seemed sincerely interested in keeping you happy in your work, he has told you on several occasions that, unfortunately, he does not have additional responsibilities to offer you at the present time.

Two months ago, you interviewed at another company for a job that would, in fact, offer you many of the professional challenges you are seeking. Three weeks ago, the company offered you the job.

You have decided to accept the position and, with some regret, have just printed out your letter of resignation. You are trying to decide how to share the news with your supervisor.

Your supervisor has just appeared at your desk.

Your Turn

- 1** A: Tell the class about a recent experience you had socializing with a business colleague or colleagues. Were you the host or the guest? Where did you go? What did you do? Did you find out anything interesting about the person you socialized with?
- B: Ask a classmate about his experience socializing with business colleagues. How often does it happen where he works? Where does the socializing take place? Is it an important part of his job? Report your findings to the class.
- 2** A: Tell the class what you like to do for entertainment. Do you like live performances, such as concerts or plays? Do you ever go to art exhibits? What kind of art do you like best?
- B: Ask a classmate what she does on weekends. Does she prefer to go out or to stay home? What does she do for entertainment in the evenings?
- 3** A: Tell the class about an excellent or a terrible experience you have had in a hotel. What happened? If it was a terrible experience, did you do anything to take care of the problem?
- B: Ask a classmate about experiences he has had as a passenger on an airplane. Are there any flights that were different from the rest? What was special about the trip?
- 4** A: Tell the class your feelings about gadgets and technology. Are you a “technology nut”? Do you like to use the latest gadgets, or are you more comfortable with older, more established technology?
- B: Ask a classmate to describe a device without telling you what it is. Try to guess the name of the gadget. Was it easy or difficult to guess what it was? Would you describe the gadget in the same way? Report your discussion to the class.
- 5** A: Tell the class about a “turning point” in your life. When did it happen? Why was it a turning point for you?
- B: Ask a classmate about her plans for retirement. Does she have any plans? When does she expect to retire? What does she plan to do when she retires?

Check it out!



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CHAPTER 1 – ROLE CARD A

Let's do lunch.

You are a member of the public relations team for a large London firm. You're spending the week in meetings with your company's advertising consultants.

You and a few colleagues plan to have lunch today at a restaurant near your offices. You have agreed to invite the junior member of the consulting team, who seems to be spending a lot of time with the senior consultant.

Here's the junior consultant now. This is a perfect opportunity to extend the invitation. Speak to the consultant.

CHAPTER 2 – ROLE CARD A

Don't miss it!

You love going to the movies, and you always know what's playing at the cinemas in town. Friends frequently call you for advice about what to see. You recently made a short list of movies you want to see and have checked off the ones you've already seen:

MOVIE TITLE	DIRECTOR	LEAD ACTOR(S)
✓ <i>Lord of the Rings</i>	Peter Jackson	Viggo Mortensen, Elijah Wood
<i>Chicago</i>	Rob Marshall	Renée Zellweger, Catherine Zeta-Jones
<i>Far from Heaven</i>	Todd Haynes	Dennis Quaid, Julianne Moore
✓ <i>Insomnia</i>	Christopher Nolan	Al Pacino, Robin Williams

Your telephone is ringing. Answer it.

CHAPTER 3 – ROLE CARD A

Where should I stay?

You are traveling in a foreign country. You have just arrived in a busy city. The reservation you had made prior to your departure turned out to be in a hotel on the outskirts of the city, far from the historical sites you had planned to visit.

You'd like to change hotels. Just in case you encountered difficulties during your trip, your travel agent back home had given you the name and telephone number of a local travel agency where English is spoken. Call the agency and find out if there are any rooms available closer to the sites you'd like to visit.

CHAPTER 1 - ROLE CARD B

Let's do lunch.

You are a new employee at an advertising consulting firm. You're spending a week in London to work with one of your company's most important clients. You're traveling with your boss.

You've been in London for three days now, and every day has been the same: breakfast with your manager, meetings all morning, lunch with your manager and associates from the client's team, meetings all afternoon, and dinner with your manager.

You have a good relationship with your boss, but you're finding it increasingly difficult to be spending so much time together. You were thinking today that it would be nice to have lunch on your own. You'd like a little "quiet" time.

One of your client's team members is approaching. Smile and say hello.

CHAPTER 2 - ROLE CARD B

Don't miss it!

You enjoy going to the movies, but you often have trouble deciding what to see. Sometimes you choose movies based on which actors appear in a film, but this method hasn't always worked well.

You like Al Pacino, Catherine Zeta-Jones, Daniel Day Lewis and Julianne Moore. And you usually like dramas, thrillers, or historical films.

You'd like to see a movie this weekend, so you decide to invite a friend of yours who knows a lot about movies and always has a suggestion of what to see.

Call your friend now.

CHAPTER 3 - ROLE CARD B

Where should I stay?

You are a travel agent in a busy city. You book flights and hotels and organize walking tours around your city. It's now your busy season.

Many of your clients have complained recently about one of the hotels your agency worked with last summer. The hotel is conveniently located near many historical sites, but it is very old. Lately, people have complained that the rooms are dirty and badly lit and that the air conditioners don't usually work. They have also mentioned inefficient room service and poorly prepared food.

All of the other hotels in that neighborhood are booked through the end of the month. The questionable hotel still has a few rooms left.

Your telephone is ringing. Answer it.

CHAPTER 4 - ROLE CARD A

A software purchase

You are a customer service representative in the electronics and computers department at a downtown department store. People come to the department to purchase new computers and accessories. One of your recent customers is walking towards you now.

This customer recently bought a software package that included the Dreamweaver Website design program. At your suggestion, the customer also purchased the complete user's manual and a simplified guide for new users. You always recommend that your customers go through the new software tutorials very carefully and that they read the manual before using the programs. You usually show customers how to contact the software developer's customer service department, as well.

You remember this customer very well because you spent a long time demonstrating the features of a few Web-design programs. As part of the demonstration of one of the programs, you even created a sample page together, so the customer could see how everything worked.

Greet the customer.

CHAPTER 5 - ROLE CARD A

Guess what?

You work for a large international corporation. You've been there for many years and know everyone in your country's branch offices and many of your colleagues worldwide. You've always been a loyal and enthusiastic employee.

Lately you've noticed some troubling changes at work. Colleagues with little or no experience have been rapidly promoted. You find yourself having to deal with new people and new problems every day. You have experienced regular job "restructuring," and you've begun to consider making a change.

A few months ago, you interviewed for a position at another company. The interview went very well and you were impressed by what you saw of the organization.

The person who interviewed you called this morning to offer you the job. The salary and benefits would be a significant improvement over what you currently receive.

A colleague is approaching your desk. You have worked with this colleague for many years. The two of you have great respect for each other. Speak to the colleague.

CHAPTER 4 – ROLE CARD B

A software purchase

You are the owner of a small business. You've taught yourself everything about running your business and have been quite successful so far. You would like to expand into Internet sales and have decided to create your own Website. Just last week you got your URL* and purchased a Web-design program.

You don't understand why the new software is so difficult to use. When the salesperson demonstrated it, it seemed very user-friendly. However, since you started using it on your own, you've had nothing but trouble. Every time you try to change the page backgrounds and graphics, your computer freezes. Then when you restart the computer, you lose the other parts of the images you had already inserted. The page set-up doesn't look right, either. Nothing stays in place when you upload it to your Website.

You never bother to read manuals or do tutorials. Most of the time things just eventually work themselves out for you, but the Dreamweaver package is more difficult than you'd expected.

You have decided to go back to the store to speak to the salesperson who sold you the program and was so helpful when you visited the store.

*URL = Universal Resource Locator = Web address

CHAPTER 5 – ROLE CARD B

Guess what?

You work for a large international corporation. You've been with the company for many years and know everyone in your country's branch offices and many of your colleagues worldwide. You've always been a loyal and enthusiastic employee.

The company has gone through many changes in recent years, some of which have been difficult for you and your colleagues to accept. You have done your best to accept them, however, and have even found some positive sides to the changes. After all, change, growth and development are necessary in any business.

Some of your long-time colleagues don't seem to appreciate these changes and have been resisting them. Meetings between older and newer employees have been, at times, a little tense. Luckily for you, there's one colleague, for whom you have the greatest respect, who has helped you survive some of the more difficult changes.

Here's that colleague now. Say hello.

Vocabulary Index

- adventure (2)
all right (2)
amazing (2)
animated (2)
attend (5)
attentive (3)
average (2)
awful (2)
- baby (5)
be able to (2)
birth (5)
blender (4)
brilliant (2)
brunch (1)
buff (movie ~) (2)
bumpy (3)
by the time (5)
- calculator (4)
camera (digital ~) (4)
care (5)
career (5)
ceremony (5)
chat (1)
child (5)
color display (4)
comedy (2)
comfortable (3)
commitment (1)
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copy (v.) (4)
couple (5)
courteous (3)
cramped (3)
crawl (5)
cutting edge (4)
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digital cinema sound (4)
dirty (3)
disappointing (3)
display (4)
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DVD drive (4)
- education (formal ~) (5)
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- fan (a ~ of) (2)
feature (4)
film critic (2)
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- gadget (4)
generation (5)
gizmo (4)
graduation (5)
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horror (2)
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- illness (1)
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incredible (2)
iron (4)
- jazz club (2)
join (1)
- life expectancy (5)
lifetime (5)
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lousy (2)
- marriage (5)
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memory (4)
musical (n.) (2)
must (2)
- neither (2)
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noisy (3)
not too bad (2)
nothing special (2)
nourishment (5)
- obsolete (4)
ought to (2)
outdated (4)
outstanding (3)
overbooked (3)
- perfect (3)
printer (4)
processor (4)
production (theater ~) (2)
- quiet (3)
- rain check (1)
recent (4)
reduce (4)
relationship (5)
relaxing (3)
remote control (4)
retire (5)
retiree (5)
retirement (5)
rock band (2)
romance (2)
rubbish (2)
rude (3)
run-down (3)
- scale (4)
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seniors (senior citizens) (5)
silent movie (2)
small talk (1)
smooth (3)
so-so (2)
spacious (3)
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stereo system (4)
store (v.) (4)
sunny (3)
surround sound (4)
- terrific (2)
thing (4)
thriller (2)
toaster (4)
- uncomfortable (3)
unforgettable (2)
unfortunately (1)
unhelpful (3)
up-to-date (4)
upgraded (3)
- voice-activated dialing (4)
- western (2)
work force (5)
- zoom (n.) (4)

Expressions Index

Any idea who's playing? (2)
Are you doing anything tonight? (1)
Are you free? (1)
Are you having trouble with ...? (4)

be on the look-out for (4)

Can I take a rain check? (1)
Congratulations! (5)
Could you check into this and get back to me? (3)
Could you look into this when you have a moment? (3)

Definitely. (1)
Do you want to get some lunch? (1)

Everything was wonderful. (1)

Happy anniversary. (5)
Happy birthday. (5)
How about dinner tonight? (1)
How about tomorrow? (1)
How is it working out? (4)

I can talk you through it. (4)
I can't figure it out. (4)
I can't get enough of ... (2)
I can't make heads or tails of this. (4)
I don't get it. (4)
I had a great time. (1)
I have another commitment. (1)
I have no idea. (4)
I want this taken care of right now. (3)
I won't be coming back ever again! (3)
I'd like a refund, please. (3)
I'd like that very much. (1)
I'd like to have my money back. (3)
I'd like to know when this problem will be fixed. (3)
I'd like you to take care of it right away. (3)
I'd love to. (1)
I'm a big fan of ... (2)
I'm crazy about ... (2)
I'm fascinated by ... (2)
I'm so happy for you. (5)
I'm so sorry to hear that. (5)
I'm sorry, but I'm busy. (1)
I'm starving. (1)
It's worth a call. (2)

Let me have a look. (4)
Let's take a look. (2)

Seen any movies lately? (2)
Something has come up. (1)
Sorry, I can't. (1)
Sounds great. (1)

Thank you again. (1)
Thank you for a lovely evening. (1)
Thank you for the invitation. (1)
Thank you, I'd love to. (1)
Thanks again. (1)
Thanks anyway. (1)
Thanks for letting me know. (1)
That was so nice of you. (1)
That would be great. (1)
That's great news! (5)
That's terrible! (5)
That's wonderful! (5)
They barely lifted a finger. (3)
They bent over backwards for us. (3)
They couldn't be bothered. (3)
They went the extra mile for us. (3)
They went out of their way for us. (3)
This doesn't make any sense. (4)
Tonight's not good for me. (1)

We're history buffs. (2)
What's the matter? (4)
What kind of music are you into? (2)
Who else can I talk to? (3)
Why don't you come to dinner? (1)
Would you care to join us? (1)

You just lost a customer. (3)

CHAPTER 1

would like + pronoun + infinitive

- *Would like* + pronoun + infinitive is used to state a wish or desire in a polite, not-so-direct manner: *I'd like you to send me the report before 5:00.* This construction is also used to extend invitations: *We'd like you to join us for dinner this evening.*

Polite requests with *would* and *could*

- Phrasing questions with *would* and *could* makes them more polite, less direct. By using *would* and *could*, the speaker is allowing for the possibility that the listener may choose to say no in response. *Could we get together later? Would you have time for a meeting tomorrow?* The politeness of such constructions can be emphasized with the appropriate tone of voice.

so vs. *such*

- *So* is an adverb and functions very much like the word *very*: *You're so kind. That was so sweet of you.*
- *Such* is an adjective and is often used for emphasis: *We're having such cold weather.* It is frequently paired with the article *a*: *Helen is such a good tennis player.*

CHAPTER 2

Modal auxiliary verbs

- The modal auxiliaries *can* and *be able to* are often used to express **ability**: *Tina can really sing! Gerald is able to get anyone to listen to his stories.*
- The modal auxiliary *could* is also used to express ability; it appears in past tense constructions: *Albert could read adult books by the age of seven.*
- The modal auxiliary verbs *can* and *may* are often used to ask for or give **permission**: – *May I have a day off this week?* – *Yes, you can take Thursday off.*
- The modal auxiliary verbs *should* and *ought to* are often used to give **advice**: *You should turn on the light. You shouldn't read in the dark. You really ought to wear your glasses when you read.*
- The modal auxiliary verbs *have to* and *must* are used to express **necessity**: *We have to call Mary. You must go outside if you want to smoke.*

so / too / either / neither

- Use *so* and *too* to agree with a positive statement — *so* + auxiliary verb + subject: – *I love this movie.* – *So do I.* Subject + auxiliary verb + *too*: – *I do, too.*
- Use *neither* and *either* to show agreement with a negative statement — *neither* + auxiliary verb + subject: – *I didn't like that movie at all!* – *Neither did I.* Subject + modal auxiliary + *either*: – *I didn't, either.*

CHAPTER 3

Review of passive voice

- The passive voice is used to emphasize the object of a sentence: *A man hit my car.* • *My car was hit.* It is also used when the agent of an action is unknown or unimportant: *Credit cards are accepted here. A crime was committed.*
- The passive voice is formed with the verb *be* and the past participle of the main verb: *The man is injured. The car was damaged.*

Passive voice: progressive forms

- The present progressive form of the passive voice is created by using *is / are being* plus the past participle of the main verb: *Dinner is being served.*
- The past progressive form of the passive voice is created by using *was / were being* plus the past participle of the main verb: *While we slept, arrangements were being made.*

CHAPTER 4

Relative clauses – definitions

- A *clause* is a phrase that contains a subject and verb.
- Relative clauses of definition use
 - *who* for people *A cartographer is a person who makes maps.*
 - *that* for objects *A generator is a machine that produces power.*
 - *where* for locations *A gym is a place where people exercise.*

Relative clauses – adding information

- Relative clauses that add information use
 - *who* for people *The new intern, who is from China, loves living in New York.*
 - *which* for objects *My new cell phone, which is extremely small and light, is easy to program.*
 - *where* for locations *Budapest, where we are opening a new office, is a fascinating city.*

CHAPTER 5

Past perfect tense

- The **past perfect** tense is used to distinguish the sequence of two actions that occurred in the past. The action that occurs first is expressed using the past perfect. The subsequent action is expressed using the simple past.
- The past perfect is formed using *had* plus the past participle of the verb: *Yves had already accepted a job when we called to offer him one at our company. The train had already left by the time we arrived at the station.*

Past perfect progressive tense

- Use the **past perfect progressive** tense to show an ongoing action that was completed before another action in the past.
- Form the past perfect progressive tense using *had + been + the -ing* form of the verb: *We had been living in Boston eight months before our first child was born.*


Time clauses

- Time clauses can come at the beginning or end of a sentence: *Before I became a manager, I worked as an office assistant. We didn't buy a house until we had saved the money for a down payment.*
- If the main clause is in the simple present or simple past tense, the time clause should be in the same tense.
- If the main clause is in the near future tense (*going to ...*), the time clause should be in the simple present tense: *I'm going to be twenty-five by the time I finish law school.*

1 Complete the conversations below using one of the expressions in the box.

make up for check in get together stop by come up

1. - Could you _____ my office this afternoon?
- Sure. How's 3:30 for you?
2. - Will you be at the meeting?
- Unfortunately, no. Something has _____.
3. - We're way behind schedule on this project.
- That's OK. We can _____ it next week.
4. - Are you coming to dinner with us?
- Yes, I am. Just let me _____ at the office first.
5. - I need to talk with you.
- OK. Let's _____ for lunch.

2  **TRACKS 36 - 40:** Listen to the invitations. Check the box to indicate whether the invitation was accepted or declined and whether it was formal or informal.

	Accepted	Declined	Formal	Informal
1				
2				
3				
4				
5				

3 Make statements with **would like** following the example.

Example: Could you join us for dinner?

We'd like you to join us for dinner.

1. Could you play golf with us this weekend?

2. Could Mr. Jackson meet with me tomorrow morning?

3. Could you come to our house for brunch on Sunday?

4. Could you and your colleague join me for drinks?

1  **TRACK 46:** Listen to the conversation and fill in the blanks below.

- What do you do for _____ on Saturday nights?
- I usually get tickets for a _____ or a play.
- Did you see the recent _____ of *Death of a Salesman* at the Regent?
- No, I didn't. I'm not a very big _____ of Arthur Miller.
- That's too bad. Lloyd Whitaker played the lead role. It was an _____ performance.

2 Circle the word that *doesn't* belong.

- | | | | |
|------------------|--------------|------------|-------------|
| 1. entertainment | a. play | b. TV | c. traffic |
| 2. excellent | a. terrific | b. so-so | c. amazing |
| 3. movie | a. silent | b. horror | c. live |
| 4. concert | a. actor | b. music | c. piano |
| 5. theater | a. play | b. camera | c. musical |
| 6. comedy | a. funny | b. concert | c. laughter |
| 7. terrible | a. brilliant | b. lousy | c. awful |
| 8. ballet | a. stage | b. dancing | c. singer |

3 Complete the conversations with one of the following: **can, couldn't, may, should, ought, have, must**. In some cases, more than one answer is correct.

1. - _____ I borrow your pencil?
- Of course!
2. - How was the movie?
- It was great! You _____ to see it.
3. - _____ you sing?
- No, I can't.
4. - Are there any messages for me?
- You have an urgent call from Mr. Yamada. He says you _____ call him right away.
5. - How was the play?
- I _____ go because I got sick.
6. - I feel really tired.
- You've been working too hard. You _____ take a vacation!

Practice

4 Rewrite the sentences. Use the expression in parentheses.

1. We love the theater. (*crazy about*)

2. I think westerns are great. (*fan*)

3. Bill loves silent movies. (*buff*)

4. We like live music. (*be into*)

5. Charlie Chaplin films are fantastic! I'd see them again and again. (*can't get enough*)

5 Match the statements and the responses.

1. I'm a silent movie fan. _____

a. We couldn't, either.

2. We sometimes go to concerts on weekends. _____

b. I haven't, either.

3. I liked the art show a lot. _____

c. Neither am I.

4. I haven't gone to many plays. _____


d. So do we.

5. We couldn't get tickets for the matinee. _____

e. I am, too.

6. I'm not crazy about opera. _____

f. So did I.

6  **TRACKS 47 - 51:** Listen to the people talk about a movie they just saw. What kind of movie was it?

A. 1. a. documentary b. romance

2. a. thriller b. horror

3. a. drama b. comedy

4. a. animated b. science fiction

5. a. adventure b. western

TRACKS 52 - 56: Now listen again. Did they like the movie?

B. 1. yes no

2. yes no

3. yes no

4. yes no

5. yes no

1 Match each word in the left column with its opposite in the right column.

- | | | |
|---------------|-------|----------------|
| 1. smooth | _____ | a. rude |
| 2. quiet | _____ | b. inattentive |
| 3. immaculate | _____ | c. run-down |
| 4. helpful | _____ | d. dark |
| 5. courteous | _____ | e. bumpy |
| 6. spacious | _____ | f. noisy |
| 7. sunny | _____ | g. dirty |
| 8. elegant | _____ | h. cramped |


2 Think about a recent travel experience. Describe the trip by completing the sentences below. Try to use vocabulary from page 13 of the chapter.

The flight was _____.

The hotel was _____.

The room was _____.

The hotel staff was _____.

3  **TRACKS 57 - 64:** Listen to the sentences. Do you hear **being** or **been**? Check the appropriate column in the chart.

	being	been		being	been
1.			5.		
2.			6.		
3.			7.		
4.			8.		

4 Complete the sentences with a verb in the box. Use the passive voice and the verb tense indicated in parentheses.

check	delay	plan	allow	book
-------	-------	-------------	-------	------

Example: Our dream vacation in Brazil was planned over a year ago. (past)

- The plane reservation to Rio de Janeiro _____ months in advance. (past)
- Our passports _____ already _____; we're waiting to board. (present perfect)
- Smoking _____ not _____ in this restaurant. (present)
- Unfortunately, our departure _____ for over an hour. (future)

Practice

5 Rewrite the sentences below in the passive voice following the example.

Example: They're announcing the arrival of Flight 389.

The arrival of Flight 389 is being announced.

1. They're inspecting the bags. _____
2. They're calling all passengers. _____
3. Someone was cleaning the room. _____
4. Someone is calling a cab for us. _____
5. They were canceling all the flights. _____
6. Someone was making the beds. _____

6  **TRACK 65:** Listen to the first part of the conversation and answer the questions.

1. Where is Mr. Shields? _____
2. Who is he talking to? _____
3. What is the problem? _____

TRACK 66: Now listen to the rest of the conversation and circle the correct answers.

1. The party is in Room _____. a. 304 b. 302
2. The front desk employee is going to _____. a. complain b. call the room
3. The employee thinks it will be quieter _____. a. in ten minutes b. immediately

7 Circle the word that best completes the sentence.

1. The flight was (*overbooked / upgraded*), so they offered us a free round-trip ticket.
2. Airport security decided to (*cancel / inspect*) every piece of luggage on the flight.
3. The concierge was excellent. He bent over (*bothered / backwards*) to help us.
4. I wasn't satisfied with my room, so I made a (*compliment / complaint*) to the manager.
5. The front desk employee went out of his (*time / way*) to help us.
6. Sheila asked if there was someone (*other / else*) on the hotel staff she could talk to.
7. Marco was so angry about his hotel stay that he demanded a (*refund / record*).
8. We have absolutely no (*itinerary / intention*) of eating at that restaurant ever again.

1 Complete the conversations. Use the words in the box.

memory	digital	wrong	features	zoom	gadget	figure
--------	---------	-------	----------	------	--------	--------

A.

- How do you like your new _____ camera?
- Oh, it's fine, I guess. I'm still learning how to use it.
- What _____ does it have?
- Well, it has an 8X _____ and 16 MB of _____.

B.

- Can you help me with this _____?
- Sure. What's _____ with it?
- Nothing. I just can't _____ out how to turn it off.

2 Match the products with the features.

- | | | |
|-------------------|-------|-------------------------------------|
| 1. television | _____ | a. sends text messages |
| 2. copier | _____ | b. AM/FM tuner |
| 3. radio | _____ | c. automatic flash |
| 4. cellular phone | _____ | d. prints up to 15 pages per minute |
| 5. digital camera | _____ | e. 32-inch screen |

3 Circle the word in a, b, or c that belongs with the first word.

- | | | | |
|-------------|-------------|------------|--------------|
| 1. cutting | a. edge | b. machine | c. nut |
| 2. flat | a. computer | b. screen | c. modem |
| 3. mobile | a. phone | b. camera | c. dialing |
| 4. product | a. gadget | b. feature | c. store |
| 5. remote | a. player | b. camera | c. control |
| 6. surround | a. sound | b. screen | c. processor |
| 7. stereo | a. machine | b. digital | c. system |
| 8. hard | a. feature | b. drive | c. memory |

Practice

4 Combine the sentences to make definitions. Use **who**, **that** or **where**.

Example: A scale is a device. The device weighs things.

A scale is a device that weighs things.

1. A scanner is a machine. It records images.

2. A personal trainer is a person. The person helps you follow an exercise program.

3. A shopping mall is a place. There are many different stores there.

4. A headhunter is a person. The person looks for candidates for management positions.

5. The Zagat Survey is a service. It rates restaurants.

5 Complete the sentences below with relative clauses. Use the information in the box and add correct punctuation.

We have several branch offices there.
His job takes him all over the world.

It costs only \$89.95.
She joined our company recently.

1. Samantha Loos _____ has a background in marketing.

2. The Hawaiian Breeze desktop fan _____ is a best-selling item this month.

3. São Paulo _____ is a great place to do business.

4. Carlos _____ lives in New York.

6  **TRACKS 67 - 71:** Listen to the conversations. Which product are the people talking about?

1. a. cell phone b. laptop computer

2. a. camcorder b. DVD player

3. a. scanner b. fax machine

4. a. pager b. remote control

5. a. MP3 player b. CD player

- 1** Find the phrase in the box that has the same meaning as the underlined words in the sentence. Write the phrase in the space.

began working	stop working	most talented
a successful change	do other things	got a better position

- Arnold was one of the best and brightest students in his college. _____
- After he got his MBA, he started a career in business. _____
- Soon he became very successful. He was promoted several times. _____
- Then he started his own company. That was a good move for him. _____
- Now he's 65. He's about ready to retire. _____
- After retirement, he's going to pursue other interests. _____

- 2** Complete the sentences using one of the two words in parentheses.

- Most babies (*crawl / care*) by the age of eight months.
- Many young people (*educate / attend*) university between the ages of 18 and 22.
- The very best students often go on to do (*graduate / high*) -level study.
- A (*career / lifetime*) is built over many years as a person matures in a profession.
- (*Ceremony / Marriage*) is the most important relationship in many people's lives.
- For some of us, (*retirees / retirement*) isn't the end; it is the next beginning.

- 3** Complete the sentences using words in the box. Make any necessary changes.

run into	go well for	sound like	look forward to	hear from
----------	-------------	------------	-----------------	-----------

- Things have _____ Mario the last few years. He'll have plenty of money when he retires.
- Have you _____ Bettina about her plans for next weekend? If we're going to the game, I need to get the tickets right away.
- While I was shopping at the mall yesterday, I _____ a colleague from work.
- Cathy just called. It _____ she and Roger are thinking about getting married.
- I'm glad we're going away for the weekend. I'm really _____ it.

Practice

4 Combine each pair of sentences using the past perfect or the past perfect progressive.

1. Jim was working in an advertising agency. Then he was offered a sales job for a large manufacturing firm.

2. Dana ordered her dinner. After that, Carl arrived at the restaurant.

3. My daughter learned to speak German. Then we went to Germany.

4. Cindy and Emilio were living in Toronto for five years. Then they had their first child.

5 Match the clauses to make logical sentences.

- | | |
|--|---------------------------------------|
| 1. Since Mike left Ergo Systems, ____. | a. when they bought a house |
| 2. I didn't retire ____. | b. the party will be over |
| 3. While Jeremy was giving a presentation, ____. | c. as soon as it becomes available |
| 4. Tom and Lynn had been married three years ____. | d. he's been living in Costa Rica |
| 5. I will apply for the position in sales ____. | e. until my children finished college |
| 6. By the time Connie arrives, ____. | f. he got a call on his cell phone |

6 TRACKS 72 - 76: Listen and choose the best response.

- | | |
|-------------------------------------|-----------------------------|
| 1. a. Happy birthday! | b. And how old will you be? |
| 2. a. I'm glad he's feeling better. | b. I'm sorry to hear that. |
| 3. a. See you on Friday. | b. Have a safe trip. |
| 4. a. I'm so happy for you. | b. Who's the lucky guy? |
| 5. a. Good for you. | b. I hope you get it! |

7 TRACK 77: Listen to the conversation. Circle the correct answers.

- | | | |
|--|-------------|------------------|
| 1. Ben is married to ____. | a. Janet | b. Jennifer |
| 2. He used to be a lot ____ serious. | a. less | b. more |
| 3. He became more serious when he had his first ____. | a. child | b. house payment |
| 4. Now Ben feels more ____. | a. carefree | b. responsible |
| 5. Janet understands Ben's ____. | a. feelings | b. wife |
| 6. She and her husband were able to ____ when they had their second child. | a. relax | b. handle |

Answer Key

CHAPTER 1

Exercise 1

1. stop by 2. come up 3. make up for 4. check in 5. get together

Exercise 2

1. accepted; formal 2. accepted; informal 3. declined; formal 4. accepted; informal
5. declined; informal

Exercise 3

1. We'd like you to play golf with us this weekend. 2. I'd like Mr. Jackson to meet with me tomorrow morning. 3. We'd like you to come to our house for brunch on Sunday. 4. I'd like you and your colleague to join me for drinks.

Exercise 4

1. such 2. such 3. so 4. such 5. so 6. so

Exercise 5

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

Exercise 6

Answers will vary. Possible answers:

1. I'm looking forward to brunch tomorrow and to seeing your beautiful garden again. 2. I'm sorry I couldn't attend the party last night. I had a problem with my car. 3. Thank you so much. My wife and I love chocolates. 4. Thank you for treating me to lunch. 5. I'm sorry I wasn't able to come for dinner last night. My son was injured playing ball and we had to take him to the hospital. 6. Dinner was wonderful, but I'm afraid I'm going to have to leave. Something urgent has come up.

CHAPTER 2

Exercise 1

fun; concert; production; fan; amazing

Exercise 2

1. c 2. b 3. c 4. a 5. b 6. b 7. a 8. c

Exercise 3

1. May/Can 2. ought/have 3. Can 4. should/must 5. couldn't 6. should/must

Exercise 4

1. We're crazy about the theater. 2. I'm a great fan of westerns. 3. Bill is a silent movie buff.
4. We're into live music. 5. I can't get enough of Charlie Chaplin films!

Exercise 5

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

Exercise 6

- A. 1. b 2. a 3. b 4. a 5. a
B. 1. yes 2. yes 3. no 4. yes 5. yes

CHAPTER 3

Exercise 1

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

Answer Key

Exercise 2

Answers will vary.

Exercise 3

1. been 2. been 3. being 4. been 5. being 6. being 7. been 8. being

Exercise 4

1. was booked 2. have ... been checked 3. is ... allowed 4. will be delayed

Exercise 5

1. The bags are being inspected. 2. All passengers are being called. 3. The room was being cleaned. 4. A cab is being called for us. 5. All the flights were being canceled. 6. The beds were being made.

Exercise 6

Answers may vary slightly. Possible answers:

1. He is in Room 302. 2. He's talking to the person at the front desk. 3. The people in the next room are having a party and making a lot of noise.

1. a 2. b 3. a

Exercise 7

1. overbooked 2. inspect 3. backwards 4. complaint 5. way 6. else 7. refund
8. intention

CHAPTER 4

Exercise 1

A. digital; features; zoom; memory

B. gadget; wrong; figure

Exercise 2

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

Exercise 3

1. a 2. b 3. a 4. b 5. c 6. a 7. c 8. b

Exercise 4

1. A scanner is a machine that records images. 2. A personal trainer is a person who helps you follow an exercise program. 3. A shopping mall is a place where there are many different stores. 4. A headhunter is a person who looks for candidates for management positions. 5. The Zagat Survey is a service that rates restaurants.

Exercise 5

1. Samantha Loos, who joined our company recently, has a background in marketing. 2. The Hawaiian Breeze desktop fan, that costs only \$89.95, is a best-selling item this month. 3. São Paulo, where we have several branch offices, is a great place to do business. 4. Carlos, whose job takes him all over the world, lives in New York.

Exercise 6

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

CHAPTER 5

Exercise 1

1. most talented 2. began working 3. got a better position 4. a successful change
5. stop working 6. do other things

Answer Key

Exercise 2

1. crawl 2. attend 3. graduate 4. career 5. Marriage 6. retirement

Exercise 3

1. gone well for 2. heard from 3. ran into 4. sounds like 5. looking forward to

Exercise 4

Answers may vary. Possible answers:

1. Jim had been working in an advertising agency when he was offered a sales job for a large manufacturing firm. 2. Carl arrived at the restaurant after Dana had ordered her dinner.
3. We went to Germany after my daughter had learned to speak German. 4. Cindy and Emilio had been living in Toronto for five years before they had their first child.

Exercise 5

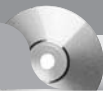
1. d 2. e 3. f 4. a 5. c 6. b

Exercise 6

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

Exercise 7

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



CHAPTER 1

ACTIVITY 1 | TRACK 1

- Are you free this evening after the meeting?
We'd like you to join us for dinner.
- Thank you. I'd love to.
- Do you like Spanish cuisine?
- Oh yes, very much.
- Good. We have a reservation at Emilio's. It's one of our favorite places in the area.
- I'd like to check in at the office before we go. Would that be all right?
- Of course. You can use the phone in my office if you'd like.

ACTIVITY 9 | TRACK 2 | A

- Would you like to play some golf this weekend?
- Sure, I'd love to. What day were you thinking?
- How about Saturday — say, around nine o'clock?
- That'd be great.

TRACK 3 | B

- Any interest in going out for a drink after work tonight?
- Oh, sorry, I can't tonight. I'm meeting Tom for dinner. Could I take a raincheck on that?
- Sure. You want to shoot for sometime next week?
- Great. I'd like that.

TRACK 4 | C

- Are you free Thursday evening, Mr. Okada? I'd like to invite you to my home for dinner.
- Oh, thank you. That would be wonderful.
- I could pick you up at your hotel at seven o'clock, if that's convenient for you.
- That would be fine. Thank you.

TRACK 5 | D

- Didn't we talk about getting together this weekend for lunch and a visit to the museum?
- We sure did.
- So what's your schedule like?
- Saturday's going to be a bit hectic, but Sunday looks good.
- Why don't you come to my house for brunch and then we can drive into town together?
- Sounds great. What time do you want me to be there?
- How about 10:30?
- Perfect. See you Sunday!

ACTIVITY 13 | TRACK 6 | Believable

You accepted the invitation. You should have gone. But you didn't. The truth is too embarrassing. So ... what do you say?

- Our baby-sitter got sick at the last minute, and we couldn't find anyone to stay with the kids.
- My water heater broke. I spent all night cleaning water out of my basement.
- I caught a 24-hour stomach virus and spent almost the entire day in bed.
- I was at the office all weekend taking care of urgent business.

TRACK 7 | Barely Believable

- I locked myself out of the house.
- The garage door broke, so I couldn't get my car out.
- I got lost on the way to the party and didn't have your phone number with me.
- I took a nap because I was so tired, and I didn't wake up until it was too late to come.

TRACK 8 | Lame

- I forgot.
- My watch stopped, and I completely lost track of time.
- Sheila and I had a fight and she wouldn't get in the car with me.
- My dog ate the invitation, so I didn't know which day the party was.

CHAPTER 2

ACTIVITY 1 | TRACK 9

- What do you do for fun on the weekend, Rosalie?
- We usually go out. My husband and I, I mean. We sometimes get tickets for a concert or a play. We both love the theater.
- Really? I haven't seen very many plays. I guess I'm more of a movie person.
- Maybe it just takes the right play to see how great theater can be. In fact, there's a terrific production of *Noises Off* at the Wilma right now.
- Do you think I'd like it?
- You'll love it. It's very funny.
- OK, you've convinced me. You said it's called ...
- *Noises Off* — at the Wilma.
- Got it. Thanks. I'll let you know how I like it.

ACTIVITY 8 | TRACK 10 | Clifford

I'm really into music. I play the trumpet and belong to a jazz quartet. I practice pretty much every day — three or four days a week with the group and



the other days I practice on my own. I also go out quite a lot to the clubs to hear what other groups are playing. I guess you could say that when I'm not playing, I'm listening.

TRACK 11 | Liliana

I know this may sound a little strange for a woman, but I watch a lot of sports. I first got interested because my husband watches sports on TV almost every weekend. You know the saying, if you can't beat 'em, join 'em. So we started to watch football and basketball games on TV together. I like to watch tennis, too. The Williams sisters are amazing.

TRACK 12 | Stephan

I'm kind of a movie buff. It all started a few years ago when a friend and I went to Toronto during the film festival. I couldn't believe how many great movies I saw from other countries — the kinds of movies that never make it to the regular theaters. Since then, I've discovered a small university theater and an art-house cinema in town that show foreign, independent and classic films. I had no idea what I was missing. I've got a lot of catching up to do!

ACTIVITY 10 | TRACK 13

- Ticket sales. May I help you?
- Hi. I'd like to get two tickets to *The Ice Man Cometh* at the Hancock Theater, and I was wondering if there are any good seats left for this Sunday's performance.
- Let's take a look. There are two performances on Sunday — a matinee at 2 p.m. and an evening performance at 7:30. Which show would you like tickets for?
- The evening performance.
- Just a second. Let me see what's available.

CHAPTER 3

ACTIVITY 1 | TRACK 14

- How was your trip to Rome, Jeff?
- It was perfect — the city, the people, the hotel — even the flight.
- Really? What was so special about the flight?
- On the way there, it was overbooked, so we were upgraded to first class. You know how comfortable it is to be in first class on a long trip?
- Yeah, you were lucky.
- And the flight was really smooth. I slept almost the entire trip.
- And how was the hotel?
- That was great, too. That was our first time in

Italy, you know. The hotel employees went out of their way to be helpful to us and make us comfortable. And the view from our window was incredible.

- It sounds like a nice place. So what did you see in Rome anyway?
- We saw it all — well, almost ...

ACTIVITY 6 | TRACK 15

*Listen to the sentences. Pay special attention to the pronunciation of **being** and **been**.*

The room's **being** cleaned right now.
The flight's **been** canceled.

I'm **being** picked up at the airport.
We've **been** upgraded to business class.

The passports are **being** checked.
The baggage has already **been** inspected.

Our records are **being** updated.
Have you **been** invited to Jane's party?

The plane is **being** held on the runway.
The passengers have not **been** told why.

ACTIVITY 7 | TRACK 16 | Roxanne

... couldn't have been worse. The people next door were having some kind of party — they kept us up all night. We called the front desk, but that didn't help at all.

TRACK 17 | Jason

... considering the awful weather, surprisingly problem-free. We got off on time and landed twenty-five minutes early ... OK. I'll call you after I've picked up my bags.

TRACK 18 | Erika

... they made what might have been a disaster a really charming experience ... Oh, it was tiny, all right — more like a closet really, but the staff was so thoughtful — so attentive ... sure, I would. Everything else about the place was wonderful.

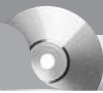
TRACK 19 | Neil

... between the noise, the delays and being completely ignored ... yes, you could say I was ... I don't know. I pushed the button — you know, to call the attendant — nothing, no response at all. What kind of service is that?

CHAPTER 4

ACTIVITY 1 | TRACK 20

- So how do you like the new cell phone?



- It's great. I'm really happy with it.
- What features does it have?
- It's got so many that I probably haven't discovered half of them yet, but I really like the built-in speakerphone, and the messaging options are excellent.
- Can you send text messages with images and sound?
- I should be able to. I just haven't figured out how to do it yet.
- When you do, send me one — *my* phone is supposed to be able to *receive* them.

ACTIVITY 8 | TRACK 21 | Product A

It's something that helps you prepare food. It has two separate parts. You put the food in the top and cover it. Then you turn on the machine, which chops, grinds, or mixes the food. Sometimes it can be pretty noisy when it's doing this.

TRACK 22 | Product B

It's a product that helps you with your laundry. You plug it in, then turn it on and wait until it gets hot. Then you pass it over the clothing to remove the wrinkles.

TRACK 23 | Product C

It's a device that makes it easy to do math. You can use it to add, subtract, multiply and divide figures. It usually has a battery inside to run it. Some are solar-powered.

TRACK 24 | Product D

It's a device that's used to weigh things. If you want to weigh something, you put the item on top and read its weight through a little window. You can weigh yourself, too, of course.

TRACK 25 | Product E

It's an appliance that is used in the kitchen. It has two or more slots in the top where you can insert slices of bread. You put the slices in and push them down into the machine. When they're ready, the slices pop up.

TRACK 26 | Product F

This is something that you use to listen to music and radio programs. It's portable and you can take it with you anywhere. It has a headset so you don't disturb other people when you're using it. A lot of people like to use this device when they exercise.

ACTIVITY 11 | TRACK 27

- Westwood Computers. This is Miguel.

- Hi. My name is Carla Schafer. I recently bought a computer from you.
- Great. How is it working out for you?
- Fine up until this morning.
- I'm sorry to hear that. What kind of problem are you having?
- I received an e-mail with some graphics attached. When I try to open the attachments, the computer asks me what application I want to use to open them.
- I think I know what the problem is. There's a program in the Microsoft Office suite called Photo Editor. I'm sure it's installed on the system. It may just need to be activated.
- Can I do that myself?
- Sure. I can talk you through it. Are you in front of the computer now?
- Uh-huh.
- Great. First click the start button at the lower left ...

CHAPTER 5

ACTIVITY 1 | TRACK 28

- Guess who I ran into the other day — Eduardo Acuna. You remember him, don't you? He worked here a number of years ago.
- Sure, I remember Eduardo. He was in accounting, right? How's he doing?
- He's fine. He told me that he had just retired.
- Retired? I thought he was a lot younger than that.
- You're right. He is. He's only in his fifties. I guess things have gone pretty well for him.
- Didn't he take a job with a small technology firm when he left here?
- That's right. He was their CFO for the past six years.
- It sounds like it was a good move for him. Too bad he didn't take us along with him.
- You're not ready to retire yet, are you, Vera?
- Who me?

ACTIVITY 5 | TRACK 29 | Daniel

I think the most important thing for me was when I went to France during college. Everything seemed so different and interesting, and I loved the people and the food. I worked really hard on my French, and after a year I could speak it pretty well. So I decided to become a French teacher. I'm back here in the States now, teaching French. There's no question that that year in France changed my life forever.



TRACK 30 | Birgit

The most important event in my life? That's easy. It was when my daughter was born three years ago. My husband and I had wanted a child for several years, and we had started to think it would never happen. Then it did. Finally! We were both so thrilled.

TRACK 31 | Lynn

Probably the most important event for me was when I started my present job ten years ago. I had worked at a couple of places before that, but I wasn't happy. But when I started here, the place and the job just felt right. I'm not thinking about going anywhere else right now. I may even stay here until I retire.

TRACK 32 | Richard

The most important thing happened to me when I decided to move to California in 1993. Up until that time, I had lived all my life in the Midwest. I had my friends and family there, but I wanted to break out on my own, and I knew I would have to go to a different place to do that. Now I'm married, and my family and friends are here. That was a big change for me.

ACTIVITY 6 | TRACK 33

- Liz, it's Kay — I have some wonderful news!
- What is it?
- Phil and I just got engaged.
- Oh, Kay, that's wonderful. Congratulations. Have you called Mom yet?
- No, I'd better do that right now. Don't tell her I called you first. Bye!

TRACK 34

- Hi, Mom, it's me.
- Kay, is that you? It's eleven o'clock! Don't you have to be up in the morning?
- Oh, Mom, I have great news.
- Is it you and Phil, honey?
- Yes, it is, Mom. He proposed to me tonight after dinner.
- I'm so happy for you. You're going to have to tell me all about it, but first let me get your father so you can tell him. Hold on, honey.

TRACK 35

- Hello?
- Hi, Dad. It's Kay.
- Kay? What time is it? Don't you have to be up in the morning?

- Mom already asked me that, Dad.
- She did, huh? Well, so ...
- Dad, are you sitting down?
- Yes, I am. What's going on, honey?
- Dad, Phil and I are going to announce our engagement tomorrow.
- Oh, honey. That's wonderful. That Phil is one lucky boy.
- Da-aad.
- I mean it, Kay. You're the —
- Don't embarrass her, Mitchell. Why don't you hang up so Kay can tell me all about what happened.
- I want to hear this. She's my baby, too, you know.

PRACTICE: CHAPTER 1

EXERCISE 2 | TRACK 36 | One

Listen to the invitations. Check the box to indicate whether the invitation was accepted or declined and whether it was formal or informal.

- Would you like to meet us for drinks after work tonight?
- Thank you. I'd love to.

TRACK 37 | Two

- There's a project I'd like to talk to you about. Can we get together for lunch sometime next week?
- Absolutely. My schedule's open. Just let me know what day works best for you.

TRACK 38 | Three

- We'd like you to join us for dinner on Thursday evening.
- Thank you for the invitation. I'm sorry, but I have plans that evening.

TRACK 39 | Four

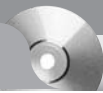
- How about a movie this weekend?
- Sounds great. We haven't been to the movies in a long time.

TRACK 40 | Five

- You doing anything tonight?
- Yes, unfortunately, there are some things I've got to take care of. Can I take a rain check?

EXERCISE 5 | TRACK 41 | One

Listen to the requests and select the best response.
Would you happen to have the time?



TRACK 42 | Two

Could I see you after the meeting?

TRACK 43 | Three

Let's get together for lunch sometime soon.

TRACK 44 | Four

Would you mind calling me tonight?

TRACK 45 | Five

Could I ask you to do something for me?

PRACTICE: CHAPTER 2

EXERCISE 1 | TRACK 46

Listen to the conversation and fill in the blanks below.

- What do you do for fun on Saturday nights?
- I usually get tickets for a concert or a play.
- Did you see the recent production of *Death of a Salesman* at the Regent?
- No, I didn't. I'm not a very big fan of Arthur Miller.
- That's too bad. Lloyd Whitaker played the lead role. It was an amazing performance.

EXERCISE 6 | TRACK 47 | One

Listen to the people talk about a movie they just saw. What kind of movie was it?

It was about a man and a woman from different countries who meet while they're on a trip. They fall in love, but when their trip is over, they have to go back to their former lives. It was sad, but I really enjoyed it.

TRACK 48 | Two

It was very exciting. The police were trying to catch a dangerous criminal. They kept getting close to catching him, but then he would find some way to get away. I never knew what would happen next — I was on the edge of my seat.

TRACK 49 | Three

The movie was about a family that took a trip together in their car. The car breaks down on the trip and all kinds of things happen to them. It was supposed to be funny, and there were one or two good jokes, but I thought it was boring.

TRACK 50 | Four

It's a story that takes place in the jungle. The main character is a gorilla named Momba. He's big and powerful. He wants to be king of all the animals, and he tries to convince the other animals to follow

him, but the animals prefer to follow Tabu, the lion. The kids loved it, and I enjoyed it, too.

TRACK 51 | Five

It was a wonderful film for the family. It was the story of a boy who left the city to live in the wilderness. He made his home in the hollow of a huge tree and survived six months on his own before deciding to go back to the city to see his family. I think it was based on a true story.

Now listen again. Did they like the movie?

[Note: TRACKS 52 - 56 are a repeat of TRACKS 47 - 51.]

PRACTICE: CHAPTER 3

EXERCISE 3 | TRACK 57 | One

Listen to the sentences. Do you hear **being** or **been**? Check the appropriate column in the chart.

How many passengers have been checked in?

TRACK 58 | Two

We've been upgraded to first class.

TRACK 59 | Three

The room is being inspected by hotel security.

TRACK 60 | Four

All the information has been entered into the computer.

TRACK 61 | Five

Because of the complaints, a refund is being offered to several customers.

TRACK 62 | Six

You're being unreasonable, sir.

TRACK 63 | Seven

Please understand that all the flights have been delayed.

TRACK 64 | Eight

Not all the passengers were being asked to show photo IDs.

EXERCISE 6 | TRACK 65

Listen to the first part of the conversation and answer the questions.

- Front desk.
- Hello, this is Mr. Shields in Room 302. There's a problem with the people in the next room.
- Yes, sir. What seems to be the problem?



- They're having a party and making a lot of noise. It's really late. I have an important meeting in the morning, and I need to get some sleep. Can you do something about this?
- Yes, I'm sure I can, Mr. Shields. I'm very sorry about this.

TRACK 66

Now listen to the rest of the conversation and circle the correct answers.

- Do you know what room the party is being held in?
- It's right next door — Room 304, I think.
- All right. I'll call the room immediately and tell them a complaint has been made by one of our other guests. If it's not quieter in about ten minutes, please let me know.
- I'll do that. Thanks for your help.
- Good night, Mr. Shields.

PRACTICE: CHAPTER 4

EXERCISE 6 | TRACK 67 | Conversation 1

Listen to the conversations. Which product are the people talking about?

- How do you like it?
- It's great. I took it with me on my last trip. I had to prepare a presentation, so I was able to work on it while I was waiting to get on the plane.

TRACK 68 | Conversation 2

- Do you use it a lot?
- Not really. When we first got it, we recorded everything our children did. I followed them around everywhere with it. But I started to feel a bit like a spectator. Now we just use it to record important occasions.

TRACK 69 | Conversation 3

- How does it work?
- Oh, it's really easy. You just put the document in face down, like this. Then push this button, and dial the number you're sending it to.

TRACK 70 | Conversation 4

- Do you use it a lot?
- Yes, I do. I have a lot of clients who need to talk to me during the day. I'm out of the office most of the time, so it's just a lot easier to take one with me. That way I pick up their number right away, and I don't have to call into the office to get my messages.

TRACK 71 | Conversation 5

- How do you use it?
- I download songs from the Web and copy them to it. Then it works pretty much the same way a Walkman® does.

PRACTICE: CHAPTER 5

EXERCISE 6 | TRACK 72 | One

Listen and choose the best response.
I'm 32 years old today.

TRACK 73 | Two

My father is very ill.

TRACK 74 | Three

I'm leaving for Thailand on Thursday.

TRACK 75 | Four

We're celebrating our 10th anniversary tonight.

TRACK 76 | Five

I just got a promotion.

EXERCISE 7 | TRACK 77

Listen to the conversation. Circle the correct answers.

- Have you always been so serious, Ben?
- Not really, Janet. I wasn't like this when I was younger.
- What changed?
- I think the turning point was soon after Jennifer and I got married. We were going to have our first child, and I realized that I would be responsible for a family. I wasn't just a carefree kid anymore.
- That happens to a lot of people. My husband and I went through the same thing. Then we had our second child.
- Don't tell me you stopped being responsible ...
- No, of course not, but I guess we had gotten used to our responsibilities by then. We'd been through it all before, so we knew we could handle it.
- You mean, having a child didn't seem like such a big deal anymore?
- Well, it was still a big deal, sure. It's just that we felt a lot more relaxed about it.