



## 1.02 Ian King has just arrived in Atlanta.

**Ian King:** Taxi!

**Cab Driver:** Hi, mister. Where to?

**Ian:** The Sheraton, please.

**Driver:** Which one? There are three Sheratons here in Atlanta.

**Ian:** Oh, sorry. The Sheraton Century Center.

**Driver:** OK. Are you here on business or on vacation?

**Ian:** On business.

**Driver:** Right. Hey, where are you from?

**Ian:** England.

**Driver:** England? Which part?

**Ian:** Winchester. Do you know it?

**Driver:** No. But I was in London last year. Great country.

**Ian:** Thanks.

## 1.03

**Driver:** Well, here we are. This is the Sheraton Century Center. That's \$16.80.

**Ian:** Thank you. Keep the change.

**Driver:** Hey, mister! This is a five dollar bill!

**Ian:** Sorry. I thought it was a twenty. There you go.

**Driver:** Thanks. Have a good stay.



## 1 Change the conversations above. Use these expressions:

Where to? / Where are you going?

Are you here on business or on vacation? / Is this trip for business or pleasure?

Where are you from? / Where do you come from?

\$16.80 / five dollar bill / a twenty / \$42.95 / ten dollar bill / a fifty

Have a good stay. / Enjoy your visit.

## 2 Match.

a cent

a nickel

a dime

a quarter



Culture File 1 Tips

## 3 Ask and answer:

a Do you tip in your country?

☐ yes

☐ sometimes

☐ never

b (If you tip) Who do you tip?

☐ waiters

☐ cab drivers

☐ other

☐ hairdressers

☐ bellhops

c (If you tip) How much do you tip?

☐ small change

☐ 10%

☐ 15%

☐ more than 15%



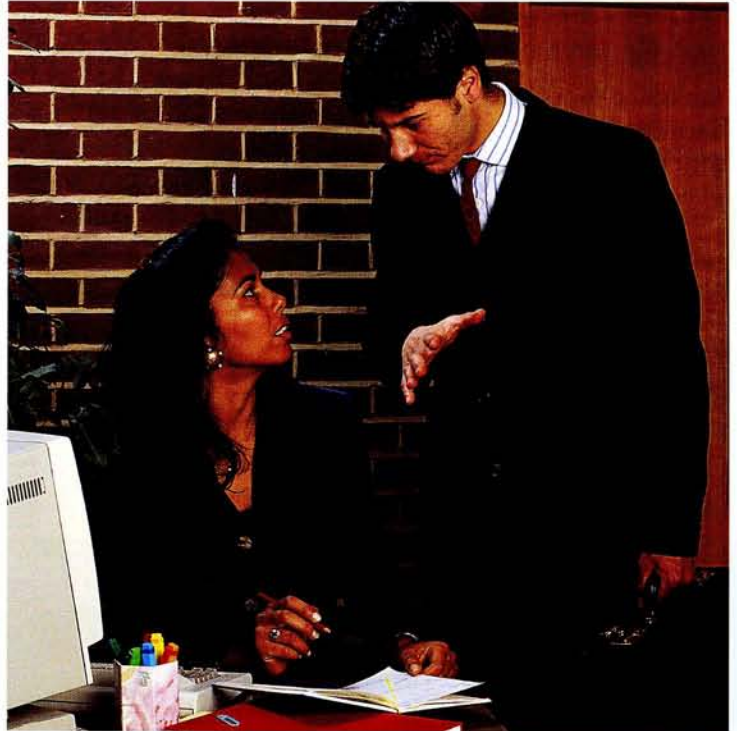


## 2 Introductions

**1.04** **Michael Robertson has arrived at Chicago Associated Industries.**

**Michael:** Good morning. My name's Michael Robertson.  
**P.A.:** Good morning, Mr. Robertson. How can I help you?  
**Michael:** I have an appointment with Ms. Adams.  
**P.A.:** Ah, yes. Mr. Robertson. Ten fifteen?  
**Michael:** That's right. Sorry I'm late.  
**P.A.:** No problem. Please follow me. It's this way.

**1.05** **Jessica:** Mr. Robertson? How do you do?  
**Michael:** Fine, thank you, Ms. Adams. And you?  
**Jessica:** I'm fine. Please, call me Jessica.  
**Michael:** OK, Jessica. And I'm Michael.  
**Jessica:** So, how was the trip, Michael?  
**Michael:** Not too bad. But the plane was late. I'm sorry.  
**Jessica:** That's OK. How was the traffic from the airport?  
**Michael:** Pretty bad!



**1.06** **There is a knock at the door.**

**Jessica:** Oh, that'll be Dave. Come in. Michael Robertson, this is Dave Scott, our Canadian representative.  
**Michael:** Good to meet you, Dave.  
**Dave:** It's good to meet you too, Michael.  
**Jessica:** Michael is the Purchasing Manager at AlphaCom in Toronto.  
**Dave:** Yes, I know AlphaCom ... Tell me, is this your first trip to Chicago, Michael?  
**Michael:** Yes. Yes, it is ...



**1 Match the greetings with the most likely responses.**

Greeting	Response
How do you do?	Hello.
Good morning.	Good morning.
Good afternoon.	Hi!
Good evening.	Good to meet you, too.
Hello, there.	Fine, thank you. And you?
Hi!	Good evening.
Good to meet you.	Good afternoon.

**What is the general rule for responses to greetings?**

**2** **Practice greetings and responses.**

**3 Look at the conversations and highlight the three questions which are useful for 'breaking the ice' (starting a friendly conversation).**

**4 What other things could you ask about to 'break the ice'?**

- ☐ How was your trip?
- ☐ How was the traffic (from the airport)?
- ☐ Do you like (this city)?
- ☐ Did you find our offices easily?
- ☐ How is your family?
- ☐ Is this your first visit to (Chicago)?

Culture File **2** Names



# 3 Appointments



**1.07** Julie is phoning Ryan Thomas in Los Angeles.

Julie: Mr. Thomas?

Ryan: Yes? Ryan Thomas speaking.

Julie: This is Julie Morrison from NSW Media in Sydney.

Ryan: Good to speak with you, Julie. What can I do for you?

Julie: I'm planning to be in L.A. next week. Can we meet?

Ryan: Sure. How about **the 15th**?

Julie: What day of the week is that?

Ryan: **Wednesday**.

Julie: That's fine. Morning or afternoon?

Ryan: I'm free all day.

Julie: Then how about **12:30**? We can have **lunch**.

Ryan: Great. See you **at 12:30 on Wednesday**.



new
reply
reply all
delete
send & receive
address book
calendar

notes vacation

Sun.	Mon.	Tue.	Wed.	Thur.	Fri.	Sat.
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

month	hour	minute
January	a.m.	05
February	8:00	10
March	9:00	15
April	10:00	20
May	11:00	25
June	12:00	30
July	p.m.	35
August	1:00	40
September	2:00	45
October	3:00	50
November	4:00	55
December	5:00	00

**1** Make similar conversations for other days, dates and times on the calendar. Change the words in blue.

**2** Look at the calendar and make sentences for February to December.

*January's the first month of the year.*

*It's (cold / hot / wet / dry) in my country.*

**3** **1.08-10** Listen and complete the table.

Caller	day	date	time
A Jessica Adams			
B Consuela Rodriguez			
C Ian King			

Culture File **3** Time, dates

**4** What dates are important to you – birthdays, appointments, national holidays etc.? Ask and answer questions about the dates. For example:  
 When's your birthday?  
 Which is your favorite national holiday?  
 When is it?  
 What holidays do you know from other countries?





## 4 Arrangements

**1.11** Jessica Adams is talking to Dave Scott about her trip to East Asia.

**Jessica:** I'm going to be away for ten days. Can you look after Michael Robertson for me?

**Dave:** Sure.

**Jessica:** And call me on **Thursday**.

**Dave:** OK. Where are you going to be on **Thursday**?

**Jessica:** I'm going to be in **Seoul in the morning**.

**Dave:** When do you leave **Seoul**?

**Jessica:** **Late afternoon**. On the **18:40 Korean Airlines flight to Tokyo**.

**Dave:** So, when do you arrive in **Japan**?

**Jessica:** **Late Thursday evening**. **20:55 at Narita Airport**.

**Dave:** It's a long way into the city.

**Jessica:** I know. Here's a print out of my itinerary. If you need to contact me, I'll have my laptop and my cell phone. Just e-mail, or text me.

The screenshot shows a web browser window with the address bar displaying "www.jetset.travel.bus". The page features the Jetset logo and a search bar. Below the search bar, there are tabs for "Flight Schedules", "Outbound date 12th March", "Departure airport Chicago O'Hare", "Airline", "Inbound date 21st March", and "Route Map". The main content area is titled "Itinerary for: Ms. Jessica Adams" and contains a table with the following data:

Day	Date	Flight number	From	Depart	To	Arrive
Monday	12th	Korean KE038	Chicago ORD	13:00	Seoul ICN	16:20 + 1 day
Thursday	15th	Korean KE701	Seoul ICN	18:40	Tokyo NRT	20:55
Saturday	17th	by train	Tokyo		Osaka	
Tuesday	20th	JAL JL793	Osaka KIX	11:15	Shanghai PVG	12:15
Wednesday	21st	United UA858	Shanghai PVG	11:30	Chicago ORD	15:00

Below the table, there is a legend for airport codes: ORD Chicago O'Hare, ICN Seoul Incheon International, NRT Tokyo Narita, KIX Osaka Kansai International, and PVG Shanghai Pu Dong International. The Jetset logo and address "2008 Michigan Avenue, Chicago, Illinois" are also visible.

**1** Make similar conversations using the itinerary. Change the words in blue.

**2** Look at the itinerary again. Ask and answer:

- Where is Jessica going to be on Tuesday 13th?  
... on Friday 16th?  
... on Monday 19th?  
... on Tuesday 20th?
- When does she leave Korea?  
... arrive in Tokyo?  
... return to Chicago?

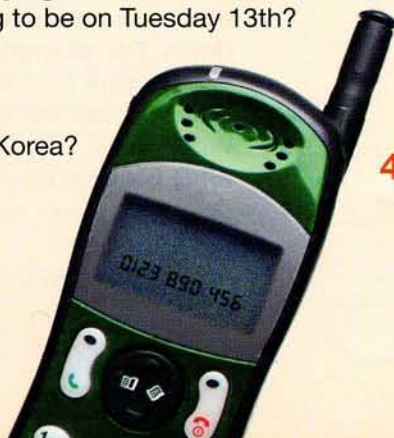
**3** Discuss:

- What arrangements do you have for this week?
- When you travel, are you given an itinerary? Is it useful?
- Are you going to travel soon? On business? On vacation?
- What time do you leave home every day? What time do you arrive at work?

### 4 COMMUNICATION ACTIVITIES

- Student 1 - Go to Communication Activity A  
Student 2 - Go to Communication Activity N

Culture File **4** Cell phones





# 5 What do you do?



1.12

**Dave:** Is **Toronto** your hometown, **Michael**?

**Michael:** No, I was born in **Montreal**. We moved to **Toronto** when I was **ten**. I was brought up there.

**Dave:** Do you live in the city?

**Michael:** No, I live in **Scarborough**. Do you know it?

**Dave:** Sure. I have friends there. What exactly do you do at **AlphaCom**, **Michael**?

**Michael:** I'm **in charge of purchasing computer hardware**. Hey, can I ask you something, **Dave**?

**Dave:** Sure. Go ahead.

**Michael:** What exactly does Jessica Adams do? I mean, what's her job description?

**Dave:** That's easy, **Michael**. She owns the company!



## CAI Chicago Associated Industries Inc.



Jessica Adams  
C.E.O. & President

Charles Stevens  
Executive  
Vice-President

Andrea Muller  
Vice-President,  
Sales & Marketing

Sara Adamski  
Finance Manager

Mario Leone  
Marketing Manager

Daniel Hanson  
Production Manager

Amy Park  
Publicity Manager

**1** **Make a similar conversation and change the words in blue.**

**2** **Ask and answer questions about the organization chart. For example:**

What does (Jessica Adams) do?

Who is the (Finance Manager)?

Who is in charge of (publicity)?

### 3 COMMUNICATION ACTIVITIES

Student 1 - Go to Communication Activity B

Student 2 - Go to Communication Activity O

Culture File **5** **Difficult questions**

**4** Find three people in your class and find answers to these questions. Note the answers.

	Name: 1.....	2 .....	3 .....
1 Where were you born?			
2 Where were you brought up?			
3 What do you do now?			
4 Who do you work for?			
5 Where do you work?			
6 Do you live there?			
7 Where do you live?			





## 6 The convenience store

1.13

Clerk: Hi. Can I help you?

Michael: Yes. Do you have *Newsweek* magazine?

Clerk: Yes, it's right over there.

Michael: Oh, yes, I see it. How much is it?

Clerk: *Five ninety-five*. Will there be anything else?

Michael: Could I have a box of tissues, please?

Clerk: There you go. Is that all?

Michael: I'll take two packs of gum, too.

Clerk: Regular or sugarless?

Michael: Sugarless. That's it.

Clerk: Alright. You have *Newsweek* magazine, a box of Kleenex, and two packs of gum. That'll be twelve dollars and eighteen cents with the tax.

Michael: There you go.

Clerk: Out of twenty. Seven dollars and eighty-two cents change.

Michael: Thanks.

Clerk: You're welcome.



1 1.14-17 Listen then circle the correct description and write the prices with tax.



medium soft \$ \_\_\_\_\_



large small \$ \_\_\_\_\_



40 exposure  
25 exposure \$ \_\_\_\_\_



AAA AA \$ \_\_\_\_\_

2 Make conversations about the items.  
Change the words in blue.

Culture File 6 Prices, tax

3 Discuss:

- Do you have convenience stores in your country?
- What kind of products do they sell?

- In your country, are convenience stores open 24 hours a day, 7 days a week?
- Are superstores open 24/7? (24 hours a day, 7 days a week)
- In the U.S.A., the tax is added to the total price at the cash register. Is the tax included in the price, or added to the price in your country?
- Which do you prefer?



## 7 Check-in at a hotel



**1.18** **Consuela Rodriguez is checking in to the Studios Inn Hotel. Read and listen to Conversation A.**

### Conversation A

**Clerk:** Good afternoon. May I help you?

**Consuela:** Yes. Do you have any vacancies starting tonight?

**Clerk:** Yes, ma'am, we do. Is that a single or a double?

**Consuela:** A single.

**Clerk:** How long would you like to stay?

**Consuela:** For four nights.

**Clerk:** Will you be paying by credit card?

**Consuela:** Yes. MasterCard. Here you are.

**Clerk:** That's Ms. Rodriguez? I'll just swipe your credit card. Would you please complete the guest registration card?

### 1.20 Conversation B

**Clerk:** Here's your credit card, Ms. Rodriguez, and your room key.

**Consuela:** Thank you.

**Clerk:** This is your room charge card. You'll need this if you charge anything in the restaurant or lobby shops. Could you sign it here?

**Consuela:** OK.

**Clerk:** Your room is 743, on the seventh floor. The bell captain will take your bags up to your room.

**Consuela:** Thank you. Oh, is the restaurant still serving lunch?

**Clerk:** Our main restaurant closes at two thirty, but you can get something to eat in the All-Day Coffee Shop. It's just across the lobby.

**Consuela:** Thank you very much.

**Clerk:** You're very welcome. Enjoy your stay with us.

**1.19** **Listen again. This time the recording only has the voice of the Front Desk Clerk. You take the part of Consuela Rodriguez.**



### 1 COMMUNICATION ACTIVITIES

**Interview another student and complete a guest registration card for them.**

Student 1 - Go to Communication Activity C

Student 2 - Go to Communication Activity P

### 2 Listen to Conversation B and answer these questions:

- What does the Front Desk Clerk give Consuela?
- What floor is Consuela's room on?
- Which room is she in?
- What time does the main restaurant close?

### Culture File 7 Credit cards

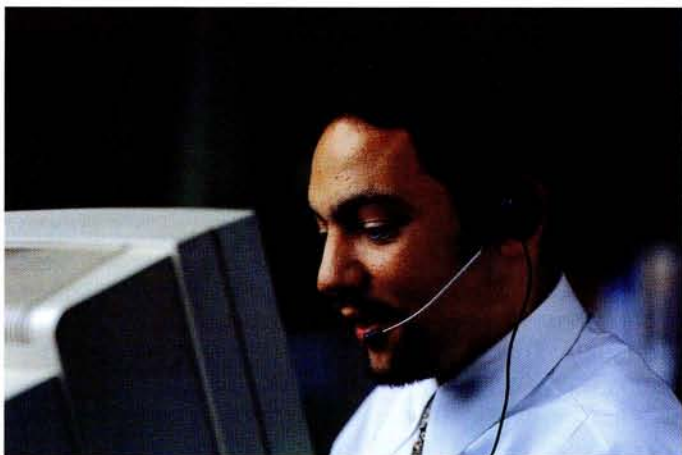
#### 3 Discuss:

- What are the major credit cards in your country?
- What kind of things can you buy with a credit card?
- Can you use them for small purchases?
- Do you think people will use cash at all in the future?





## 8 Hotel information



### 1.21 Listen to Conversation A.

#### 1 Find these facts:

- a What kind of room does Julie Morrison want?
- b How much will the room be per night?

#### 2 Listen again to Conversation A.

Have a similar conversation asking about hotel room prices.

#### 3 Listen to Conversation B below and read the Studios Inn price list. Then, ask and answer similar questions with *Does it have ...? / Do you have ...?*



1.22 Consuela Rodriguez is phoning a friend from her room at the Studios Inn.

#### Conversation B

Consuela: Hi, Karen? This is Consuela.

Karen: Consuela! Great to hear from you. Where are you?

Consuela: At the Studios Inn, in Hollywood.

Karen: Really? What's it like?

Consuela: Very nice. The room's huge.

Karen: Yes? Does it have a DVD player?

Consuela: No, it doesn't, but it has cable TV ...

## ★ STUDIOS INN HOTEL ★

Hollywood Boulevard

### PRICES

**Executive suite (two luxury bedrooms)** **\$895 per night**

Bedroom 1 has king-size bed, bathroom with plasma TV

Bedroom 2 has two queen-size beds, bathroom plus connecting living room with plasma TV, DVD, hi-fi, wet bar, guest washroom.

#### Standard suite

**\$550 per night**

Bedroom with king-size bed, bathroom, VCR, living room, wet bar

#### Double room

**\$375 per night**

With two queen-size beds, bathroom, minibar

(Children under 14 sharing a room with two adults stay FREE)

**Small double room** (1 person occupancy) with one double bed, bathroom, minibar

**\$295 per night**

#### Extras:

Cot/Rollaway bed (for children under 12)

**\$30 per night**

ALL OUR ROOMS HAVE PRIVATE BATH, SHOWER, DIRECT-DIAL TELEPHONE, INDIVIDUAL CLIMATE CONTROLS, HIGH SPEED INTERNET ACCESS AND WIDESCREEN CABLE TV.

State tax (currently at 8%) will be added to all charges.  
Service charge of 17.5% included.  
Additional gratuities at your discretion.

### Culture File 8 Hotel facilities

#### 4 Look at Conversation C at the Orange Grove Motel. Before you listen, guess the 'You' sentences. Then listen to the recording and compare.

### 1.23 Conversation C

Front Desk Clerk: What kind of room do you want?

You: \_\_\_\_\_

Front Desk Clerk: Fine. I have a double room available.

You: \_\_\_\_\_

Front Desk Clerk: No, it doesn't. But it has a shower.

You: \_\_\_\_\_

Front Desk Clerk: \$99 per night. How are you paying?

You: \_\_\_\_\_