

# 25 On the phone



**2.01** When Julie Morrison called the Studios Inn Hotel, she heard a recorded message. The message told her that she could use a touch-tone phone to contact various numbers directly. Listen to the recording. What were the touch-tone numbers for these locations?

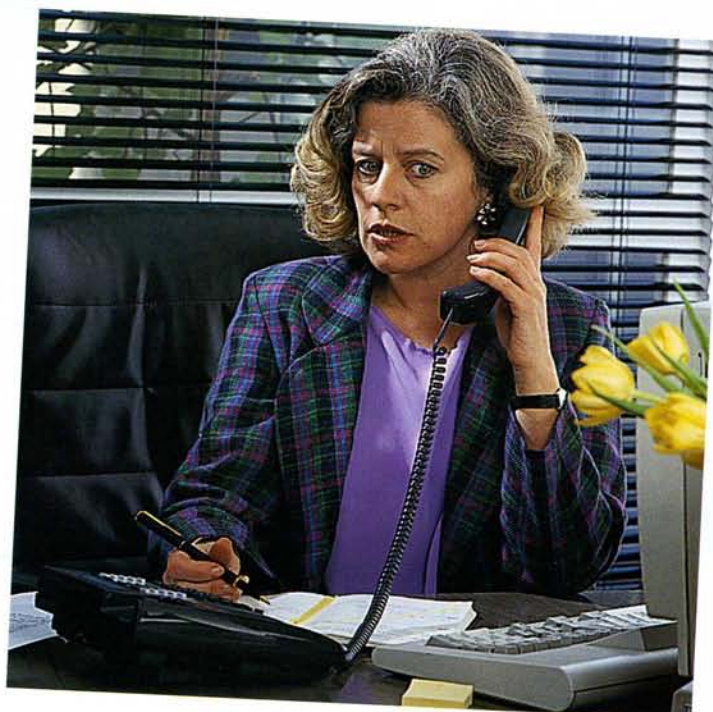
Location	Number
Hotel Reservations	
Hotel Management	
Guest Services	
Conference Center	
Business Services	
Guest Rooms	
Consuela's room	



**2.02** Jessica Adams is receiving a business call. Circle the words the caller uses to spell his name. What is his name?

A Alpha	H Hotel	O Oscar	V Victor
B Bravo	I India	P Papa	W Whiskey
C Charlie	J Juliet	Q Quebec	X X-ray
D Delta	K Kilo	R Romeo	Y Yankee
E Echo	L Lima	S Sierra	Z Zulu
F Foxtrot	M Mike	T Tango	
G Golf	N November	U Uniform	

This is the international word recognition chart. It is used by air traffic control and many emergency services. They chose words that didn't sound like any other words on the chart. It's useful when you're spelling words on the phone.



**1** **2.03** Listen to the chart. Check (✓) the words which are the same, or nearly the same in your language.

**2** Ask and answer:

- Do long recorded messages annoy you?
- Do you always leave messages on answerphones?
- Do you send text messages?
- Do you use a WAP (Internet) phone?
- Do you use a video-camera phone?

**3** Make up your own word recognition chart with new words. Don't show your partner. (You can use names, countries, international words, cities, famous people's names.)

**4** How would you make someone understand these names? Use your chart. For example: *Quixote. That's Q for ...*

- a Quixote
- b Wahlberg
- c Fitzroy
- d Jackson
- e Davidson
- f Murphy

Culture File 25 Phones





http://www.wwe.com

Back Forward Stop Refresh Home AutoFill Print Mail


Address: http://www.wwe.com go

## Worldwide Entertainment

SEARCH   
PASSWORD

Welcome to the Web site of Worldwide Entertainment™

### Pals




View images:  
click on any picture for full-screen image

IMAGE GALLERY:  
"Pals"© sit-com wwe  
Image 3 (0984.PALS.jpg)

Actors Tyrone Evans, Pearl Garcia, Sara Parker and Brad Lewis as Mike, Emma, Liza and Wayne in episode 2 'Road trip - Orlando'

Left sidebar menu:  
About WWE  
Video clips  
Audio files  
Current programs  
Image archive  
Regional offices  
Clients only  
News  
Contact us



1 Look at the Web page. How many words are the same (or nearly the same) in your language? How many words do you understand?

2 Find the meaning of these words:  
download / upload / archive / secure site / access / view / image / client / password / key in

3 Write the symbols after the words:  
dot forward slash back slash hyphen colon line parentheses plus arrows

Culture File 26 The Internet

4 2.04 Listen. Julie Morrison is calling Ryan Thomas at Worldwide Entertainment. She wants to see some publicity pictures from Worldwide Entertainment's new sit-com, 'Pals'. Put these instructions in order from 1 to 5.

- |  |  |
|--|--|
| <input type="checkbox"/> Go to 'clients' on the menu | <input type="checkbox"/> Key in the site address |
| <input type="checkbox"/> Key in the password         | <input type="checkbox"/> Choose 'search'         |
| <input type="checkbox"/> Key in 'NSW media'          |  |

5 Discuss. Which of these things do you do on the Internet?

<input type="checkbox"/> access English-language sites	<input type="checkbox"/> access English-teaching sites
<input type="checkbox"/> search for information	<input type="checkbox"/> view video clips
<input type="checkbox"/> download audio files	<input type="checkbox"/> use a chat room
<input type="checkbox"/> search for images	<input type="checkbox"/> download images

What's your favorite Web site?



# 27 Airport arrivals



**2.05** Read the I-94 form and the Inspector's questions below. Guess Young Ho Kim's answers. Then listen to the conversation and compare your answers.

**Inspector:** Good morning. Where have you come from?

**Mr. Kim:** .....

**Inspector:** Fine. May I see your passport?

**Mr. Kim:** .....

**Inspector:** What is the nature of your visit?

**Mr. Kim:** .....

**Inspector:** And how long are you staying in the United States?

**Mr. Kim:** .....

**Inspector:** Fine. Here's your passport back.

**Mr. Kim:** .....

**Inspector:** Welcome to the United States. Enjoy your stay.

U.S. Department of Justice  
Immigration and Naturalization Service

OMB No. 1115-0148

**Welcome to the United States**

**I-94W Nonimmigrant Visa Waiver Arrival/Departure Form**

**Instructions**  
This form must be completed by every nonimmigrant visitor not in possession of a visitor's visa, who is a national of one of the countries enumerated in 8 CFR 217. The airline can provide you with the current list of eligible countries.

Type or print legibly with pen in ALL CAPITAL LETTERS. USE ENGLISH.

This form is in two parts. Please complete both the Arrival Record, items 1 through 11 and the Departure Record, items 14 through 17. The reverse side of this form must be signed and dated. Children under the age of fourteen must have their form signed by a parent/guardian.

**Item 7 -** If you are entering the United States by land, enter LAND in this space. If you are entering the United States by ship, enter SEA in this space.

**Admission Number**  
771668572 09

Immigration and Naturalization Service  
Form I-94W (05-29-91) - Arrival Record  
**VISA WAIVER**

1. Family Name KIM	3. Birth Date (day/month/year) 10/12/81
2. First (Given) Name YOUNG HO	5. Sex (male or female) MALE
4. Country of Citizenship KOREA	7. Airline and Flight Number K.E. 0017
6. Passport Number J.R. 091429Z	9. City Where you boarded SEOUL
8. Country where you live KOREA	10. Address While in the United States (Number and Street) 1313 HOLLYWOOD BLVD
11. City and State HOLLYWOOD, CALIF	
<b>Government Use Only</b>	
12.	13.

**I-94 FORM**

As a foreign national (except for Canadian citizens and U.S.) you are required to fill out an I-94 form. This form will be given to you during the flight.

- Please provide your personal data and travel-related information.
- Please fill out only the front side: do not use the reverse side.
- This form must be kept in your passport until you leave the U.S.A.
- One form is required for every member of the family.
- Please complete the I-94 form legibly in English and in capital letters.

OMB No. 1115-0148

**Welcome to the United States**

**Vaiver Arrival/Departure Form**

**Instructions**  
nonimmigrant visitor not in possession of a visitor's visa, who is a national of one of the countries enumerated in 8 CFR 217. The airline can provide you with the current list of eligible countries.

Type or print legibly with pen in ALL CAPITAL LETTERS. USE ENGLISH.

This form is in two parts. Please complete both the Arrival Record, items 1 through 11 and the Departure Record, items 14 through 17. The reverse side of this form must be signed and dated. Children under the age of fourteen must have their form signed by a parent/guardian.

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Immigration and Naturalization Service  
Form I-94W (05-29-91) - Arrival Record  
**VISA WAIVER**

1. Family Name	3. Birth Date (day/month/year)
2. First (Given) Name	5. Sex (male or female)
4. Country of Citizenship	7. Airline and Flight Number
6. Passport Number	9. City Where you boarded
8. Country where you live	10. Address While in the United States (Number and Street)
11. City and State	
<b>Government Use Only</b>	
12.	13.

## 1 Look at this part of the conversation.

**Inspector:** How long are you staying in the United States?

**Mr. Kim:** About three weeks.

**Ask and answer similar questions using:**

- at the Hilton / three days
- in Brazil / a week
- in Osaka / twenty-four hours
- at the Park Towers / five days
- in Mexico City / two weeks

## 2 Interview another student and complete the second I-94 form with their details.

## 3 Role-play a conversation with an Immigration Inspector.

## 4 Discuss. What experiences have you had going through Passport or Immigration check points?





## 28 Lost baggage

**2.06** Wilbur Meeks is waiting at the baggage claim at Boston's Logan airport.

### Conversation A

**Woman:** I hate waiting for baggage, don't you?

**Wilbur:** Yes, mine always seems to be the last.

**Woman:** Last year they lost my suitcase. Have they ever lost yours?

**Wilbur:** Mine? No, never.

**Woman:** Ah! There's my bag now. Bye.



### 2.07 Conversation B

**Wilbur:** Excuse me. My bag hasn't arrived yet.

**Airline Representative:** Which flight?

**Wilbur:** Redwood Airlines from Seattle.

**Airline Rep:** RRA 438?

**Wilbur:** Yes. Everyone else's bags came off the baggage claim, and now it's stopped.

**Airline Rep:** Uh huh. Did it have your name on it?

**Wilbur:** It had my name, address, zip code and telephone number.

**Airline Rep:** We'll try to find it for you, sir. Can you fill out this form? Description of bag, flight number, value of contents etc.

**Wilbur:** Oh. Yes.

**Airline Rep:** Do you have an itemized list of the contents?

**Wilbur:** No. Why?

**Airline Rep:** Your insurance company might ask for a list. You'd better write one.

**Wilbur:** OK.

**Airline Rep:** And don't worry. Ninety-eight percent of lost bags turn up eventually.

**Wilbur:** I hope so.

**Airline Rep:** If it doesn't turn up within twelve hours your insurance will pay for the things you need right now – a clean shirt, socks, underwear, that kind of thing.



- 1** **2.08** Listen to Conversation C. Underline the stressed words in these sentences.
- Well, actually I didn't lose it. You lost it.
  - We've found your suitcase, Mr. Meeks.
  - Now the bad news.

- 2** Listen again. Where did Wilbur's suitcase go? Check (✓) the boxes.

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| <input type="checkbox"/> Bangkok   | <input type="checkbox"/> Bombay      |
| <input type="checkbox"/> Hong Kong | <input type="checkbox"/> Beijing     |
| <input type="checkbox"/> Baltimore | <input type="checkbox"/> New York    |
| <input type="checkbox"/> Boston    | <input type="checkbox"/> Los Angeles |
| <input type="checkbox"/> Las Vegas | <input type="checkbox"/> Seattle     |
| <input type="checkbox"/> Rome      | <input type="checkbox"/> Bologna     |

- 3** Write an itemized list of the things you would pack for (1) a business trip to a cold climate (2) a vacation to a hot climate. Interview another person and find out what they would take.

**4** Discuss:

- Has an airline ever lost your baggage?
- Was it lost forever or was it found?
- Do you take out travel insurance when you fly?
- Have you ever made a travel insurance claim?

Culture File **28** Airline baggage





2.09

**Customs Officer:** Excuse me. Do you have anything to declare?

**Mr. Kim:** No, nothing. Just the normal allowance.

**Customs:** Have you read the customs form, sir?

**Mr. Kim:** Yes, I have.

**Customs:** OK, then, could you open up your suitcase for me, please?

**Mr. Kim:** Sure.

**Customs:** That's fine, thank you. You may proceed.

**Mr. Kim:** Thanks.

**Customs:** Enjoy your stay in the United States.

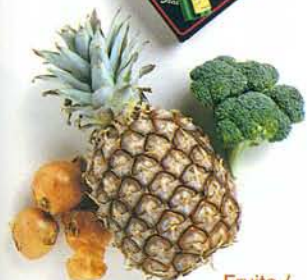
## CAUTION: Some Prohibited Items



Plants



Liquor-filled candy



Fruits / Vegetables



Meats



Ivory

## CUSTOMS FORM

Before arriving in the U.S., each traveler (or head of family) is required to fill out a Customs Declaration Form.

- Please complete the form in English and in capital letters.
- Most of the questions on the Customs Declaration Form can be answered by writing "Yes" or "No".
- Please remember to sign your name at the bottom of the reverse side.
- This form will be distributed during the flight.



DEPARTMENT OF THE TREASURY  
UNITED STATES CUSTOMS SERVICE

## Customs Declaration

19 CFR 122.27, 148.12, 148.13, 148.110, 148.111, 1498; 31 CFR 5316

FORM APPROVED  
OMB NO. 1515-0041

Each arriving traveler or responsible family member must provide the following information (only ONE written declaration per family is required):

1. Family Name  
First (Given) \_\_\_\_\_ Middle \_\_\_\_\_
2. Birth date Day \_\_\_\_\_ Month \_\_\_\_\_ Year \_\_\_\_\_
3. Number of Family members traveling with you \_\_\_\_\_
4. (a) U.S. Street Address (hotel name/destination) \_\_\_\_\_  
(b) City \_\_\_\_\_ (c) State \_\_\_\_\_
5. Passport issued by (country) \_\_\_\_\_
6. Passport number \_\_\_\_\_
7. Country of Residence \_\_\_\_\_
8. Countries visited on this trip prior to U.S. arrival \_\_\_\_\_
9. Airline/Flight No. or Vessel Name \_\_\_\_\_
10. The primary purpose of this trip is business: Yes ☐ No ☐
11. I am (We are) bringing:
 

(a) fruits, plants, food, insects:	Yes <input type="checkbox"/>	No <input type="checkbox"/>
(b) meats, animals, animal/wildlife products:	Yes <input type="checkbox"/>	No <input type="checkbox"/>
(c) disease agents, cell cultures, snails:	Yes <input type="checkbox"/>	No <input type="checkbox"/>
(d) soil or have been on a farm/ranch/pasture:	Yes <input type="checkbox"/>	No <input type="checkbox"/>
12. I have (We have) been in close proximity of (such as touching or handling) livestock: Yes ☐ No ☐
13. I am (We are) carrying currency or monetary instruments over \$10,000 U.S. or foreign equivalent: (see definition of monetary instruments on reverse) Yes ☐ No ☐
14. I have (We have) commercial merchandise: (articles for sale, samples used for soliciting orders, or goods that are not considered personal effects) Yes ☐ No ☐
15. Residents — the total value of all goods, including commercial merchandise I/we have purchased or acquired abroad, (including gifts for someone else, but not items mailed to the U.S.) and am/are bringing to the U.S. is: \$ \_\_\_\_\_  
Visitors — the total value of all articles that will remain in the U.S., including commercial merchandise is: \$ \_\_\_\_\_

Read the instructions on the back of this form. Space is provided to list all the items you must declare.

I HAVE READ THE IMPORTANT INFORMATION ON THE REVERSE SIDE OF THIS FORM AND HAVE MADE A TRUTHFUL DECLARATION.

X

(Signature)

Date (day/month/year)

For Official Use Only

Customs Form 6059B (04/02)

## 1 Guess the questions and replies.

2.10

Then listen and compare.

**Customs:** Excuse me. Do you ..... ?

**Natalie:** Well, I .....

**Customs:** How ..... whiskey .....

**Natalie:** .....

**Customs:** That's OK. Do ..... anything else?

**Natalie:** ..... perfume.

**Customs:** There ..... restrictions on perfume for personal use. Is that all?

**Natalie:** .....

**Customs:** That's OK. You can go through.

Culture File 29 Allowances

## 2 Imagine you are entering the United States and complete the Customs Declaration form. Interview another student and find out what's on their form.

## 3 COMMUNICATION ACTIVITIES

Student 1 - Go to Communication Activity H

Student 2 - Go to Communication Activity U

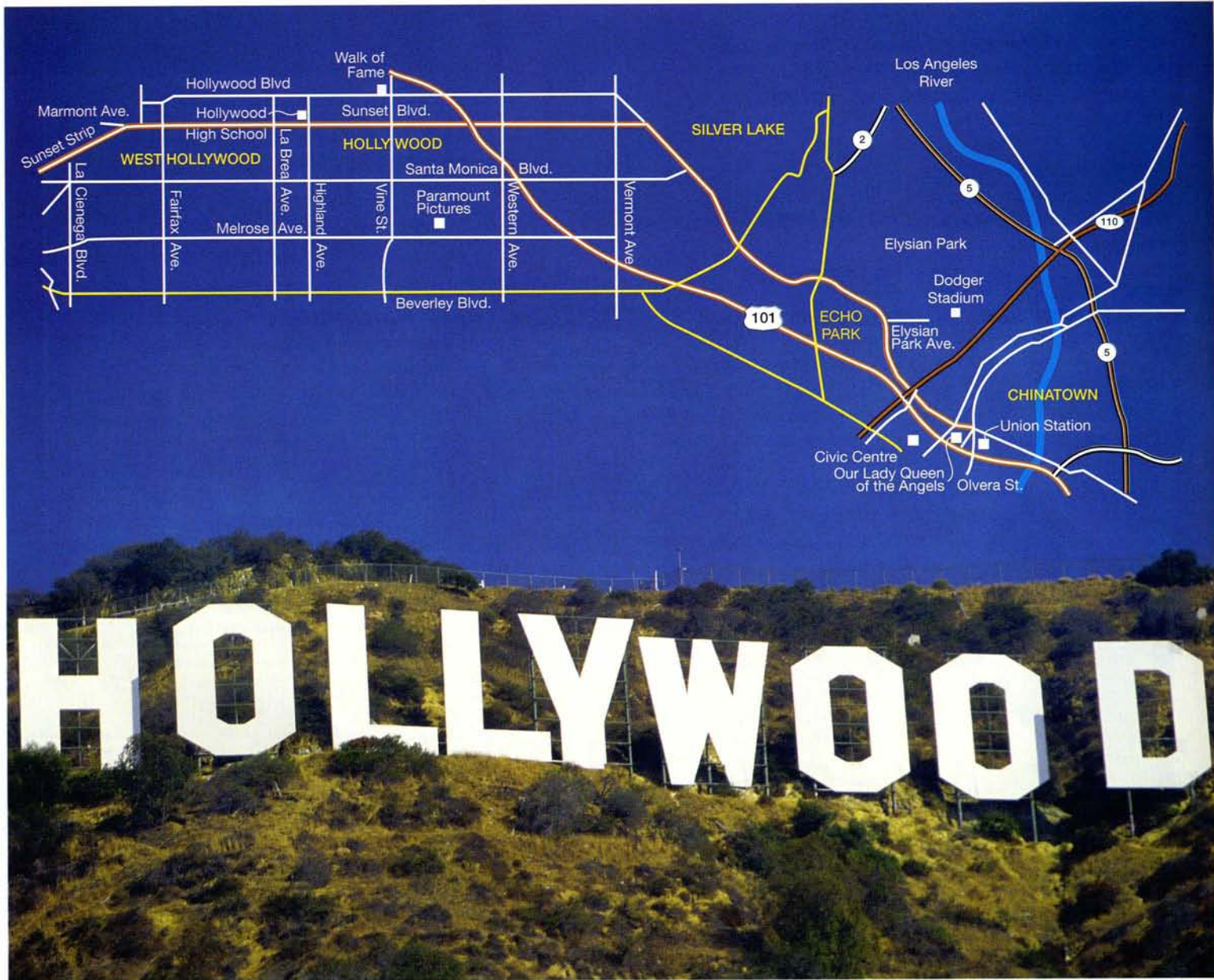
## 4 Discuss:

- Is it important to have customs at international borders? Why? / Why not?
- What kind of items do people try to smuggle?
- Could more be done to stop smugglers?





## 30 Asking for directions



**1** Find abbreviations on the map for:  
Boulevard      Avenue      Street

**2** On the map find:

- a somewhere you can take a train from
- b a motion picture studio
- c somewhere you can watch a baseball game
- d a famous church
- e somewhere you can find Asian restaurants

**3** **2.11-13** **Locate the Hollywood High School. This is your starting point. Listen to three conversations, and follow the directions.**

Culture File **30** Walking in the U.S.A.

**4** **Choose a location and give directions to another student. They should follow the route on the map. Use these directions to help.**

Go      left  
Turn      right  
Take a

Go      straight ahead.  
across (Vermont Avenue).  
down / up (Sunset Boulevard).  
past (the ...).  
north / south / east / west  
through the intersection of ... and ...

Take the      (first) exit on your (right).  
exit 15A.  
second turn on your (right).  
turn onto (Highland).

You'll see it.  
You can't miss it.





2.14

**Max:** Hello? This is Max Devereux.

**Wilbur:** Good morning, Mr. Devereux. How are you today?

**Max:** What the ... Who is this?

**Wilbur:** It's me Mr. Devereux. Wilbur Meeks, calling from the Boston office. I'm sorry to call you at home, sir, but I ...

**Max:** Wilbur? Do you know what time it is?

**Wilbur:** Yes, sir. It's eight a.m.

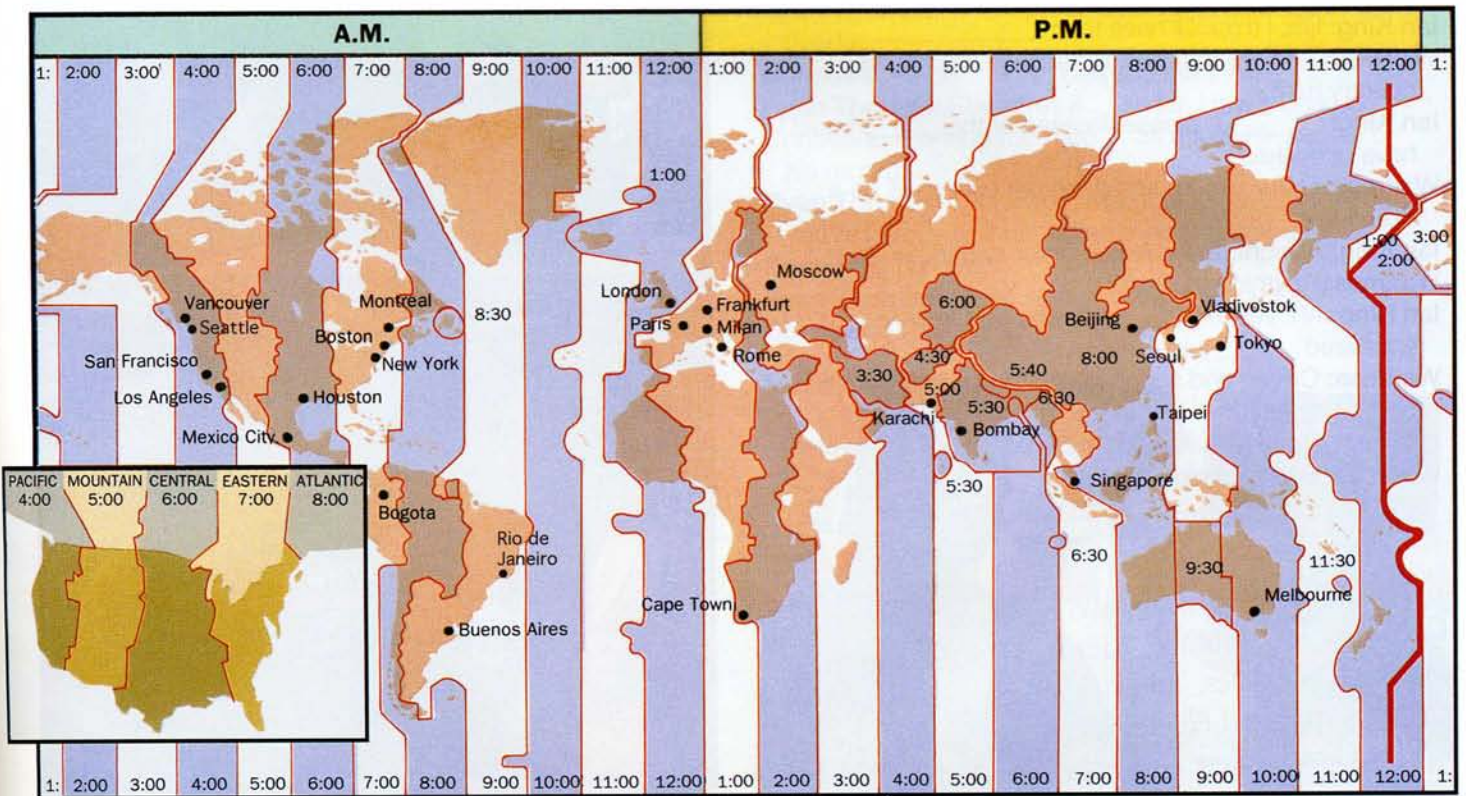
**Max:** But do you know what time it is here in Seattle?

**Wilbur:** Yes, sir. It's eleven a.m. Pacific Time.

**Max:** Wilbur! Pacific Time is three hours *behind* Eastern Standard Time, not three hours ahead!

**Wilbur:** Oh! You mean ...

**Max:** I mean it's five o'clock in the morning! This had better be very important, Wilbur. Wilbur? Are you there? Huh. He hung up on me!



## 1 Look at the map and answer:

- When it's 5 p.m. in Boston, what is the time in:  
Los Angeles Taipei  
Paris Moscow  
London Mexico City
- When it's 3 a.m. in Tokyo, what time is it in:  
Cape Town Rome  
Melbourne Bogota  
Beijing Buenos Aires

## 2 Look at the map again. Choose six cities and make sentences like this:

When it's 7 p.m. in Paris, it's noon in Mexico City.  
When it's 3 p.m. in Milan, it's 11 p.m. in Seoul.

When it's 6 p.m. in New York, it's 8 a.m. the next day in Tokyo.

## 3 Find out:

- How many hours is Montreal ahead of Seattle?
- How many hours is Karachi behind Singapore?
- When it's 6 p.m. in New York, what time is it here?

## 4 Now ask and answer similar questions.

Culture File 31 Daylight Savings Time

## 5 Decide on two cities and two times. Practice a telephone conversation like the one between Max and Wilbur.





## 32 Breakfast in America

2.15 Ian King is at a hotel in Florida.

**Waitress:** Hi! How are you doing today? Are you ready to order?

**Ian King:** Yes, I am, thank you. I'll have the Farmer's Breakfast.

**Waitress:** How would you like your eggs - sunnyside-up, over-easy, or ...?

**Ian King:** Sunnyside-up?

**Waitress:** Oh, I see. You're British! Well, that's when the egg's not flipped over. You can also have your eggs poached or scrambled.

**Ian King:** Uh, I think I'll have them \_\_\_\_\_.

**Waitress:** And will that be link sausage, bacon, or country ham?

**Ian King:** \_\_\_\_\_, please. Instead of the \_\_\_\_\_, could I have pancakes?

**Waitress:** Sorry, sir. I'm afraid the pancakes will be a side order.

**Ian King:** All right, then. A side order of pancakes.

**Waitress:** Anything to drink?

**Ian King:** Ah, yes. A \_\_\_\_\_, please, and freshly-squeezed \_\_\_\_\_ juice.

**Waitress:** Cream and sugar are on the table. I'll bring your \_\_\_\_\_ right away.

**Ian King:** Thank you. Could I also have a glass of water?

**Waitress:** Sure. Coming right up.



**Farmer's Breakfast** - two eggs any style.  
Choice of link sausage, bacon or country ham.  
Breakfast potatoes. Traditional Southern corn grits.  
Freshly-squeezed Florida orange or grapefruit juice.  
Coffee (bottomless cup), tea or hot chocolate.

1 Guess the words to complete the conversation above.

2 2.15 Then listen to the recording and compare.

3 Find answers.

- In which ways can Ian King have his eggs cooked?
- What does sunnyside-up mean?
- What's a side order?
- What did Ian King ask for as a side order?

4 Discuss. What do people eat for breakfast in your country and other countries you've been to? How is it different from American breakfasts?

PLEASE HANG ROOM SERVICE BREAKFAST ORDER OUTSIDE DOOR BEFORE 2:00 A.M.

### ROOM SERVICE BREAKFAST

Indicate number of breakfasts, time required and check each item required.

No. of breakfasts required: ☐ Room no. ☐ Date: ☐

☐ 6-6:30    ☐ 6:30-7    ☐ 7-7:30    ☐ 7:30-8  
☐ 8-8:30    ☐ 8:30-9    ☐ 9-9:30    ☐ 9:30-10  
☐ 10-10:30    ☐ Other time (available 24 hours)

Juice: ☐ Orange    ☐ Grapefruit    ☐ Tomato  
 Yoghurt: ☐ Natural    ☐ Blueberry    ☐ Fruit flavored Low Fat  
 Cereals: ☐ Cornflakes    ☐ Branflakes    ☐ Granola  
           ☐ Cheerios    ☐ Oatmeal  
 Drinks: ☐ Coffee    ☐ Decaff. coffee    ☐ Tea    ☐ Milk  
 Breads: ☐ Muffins    ☐ Croissants    ☐ Danish  
           ☐ Wholewheat Rolls    ☐ Toast  
 Selection of jams/jellies, honey, butter, low-fat spread.

Guest signature \_\_\_\_\_

15% Service Charge added to all Room Service orders. Sales tax will be added.

5 Ask your partner what they would like for breakfast tomorrow and fill in the card.

Culture File 32 American breakfasts