

33 Making conversation



2.16 The best way to continue a conversation is to ask questions.

Keiko Ishida has just been introduced to Natalie Trudeau from WorldWide Entertainment.

Conversation A

Keiko: WorldWide Entertainment? Do you know Paul Steinway from your New York office?

Natalie: I don't know him personally, but I've spoken to him on the phone. I work in our Paris office.

Keiko: I met Paul last year.

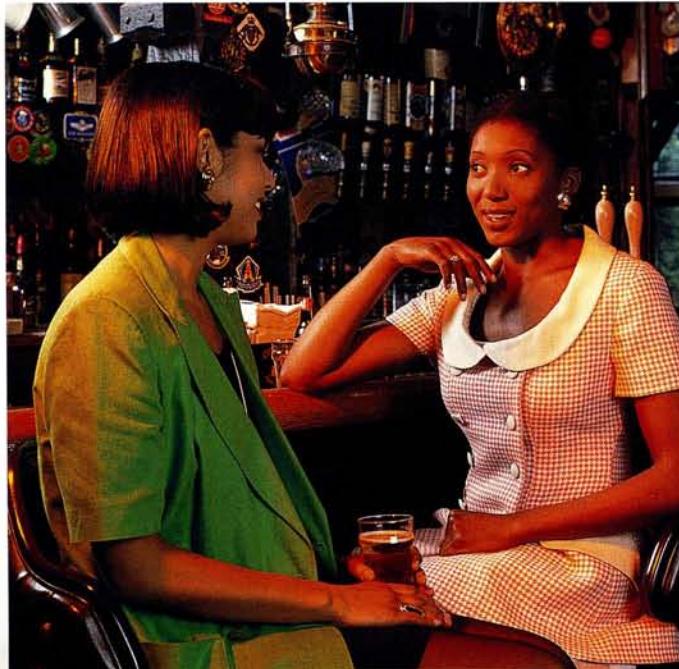
Natalie: Oh, really, where was that?

Keiko: At the film festival in Osaka. He was with a bearded man - I can't remember his name.

Natalie: A tall guy with a beard and glasses?

Keiko: That's right.

Natalie: Oh! That was Ryan Thomas. He works here in L.A.



1 Listen to Conversation A and answer these questions:

- a Which office does Paul Steinway work in?
- b Where does Natalie work?
- c What does Ryan Thomas look like?
- d Where did Keiko meet Ryan and Paul?

2 In Conversation B highlight:

- a a greeting
- b a question about the family
- c an invitation
- d an acceptance

2.17 If you've met someone's family, it's polite to ask about them.

Consuela Rodriguez has just arrived at WorldWide Entertainment's Los Angeles office.

Conversation B

Ryan Thomas: Consuela! Come in. It's great to see you again.

Consuela: It's good to see you, too. How's Marguerite?

Ryan Thomas: She's fine.

Consuela: And how are the kids?

Ryan Thomas: They're fine. Laura's just started First Grade.

Consuela: Really? How does she like it?

Ryan Thomas: She loves it ... so far. How's Enrique?

Consuela: Working too hard ... as usual! He sends his regards.

Ryan Thomas: Thank you. Marguerite says that while you're here, you must come over and visit us.

Consuela: I'd love to.

Ryan Thomas: Great. Is tomorrow evening OK?

Consuela: That's fine.



3 Discuss:

In your country, do you ...
exchange business cards?
ask about business acquaintances' families?
ask about their colleagues?
invite business contacts to your home?

Why? / Why not?

Culture File **33** Describing people 1



34 Describing people

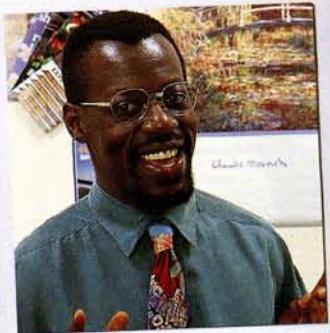
Worldwide Entertainment is holding a launch party for the new sit-com, 'Pals'. Tony and Ashley are at the party with these other guests.



Consuela Rodriguez



Brad Lewis



Ryan Thomas



Julie Morrison



Tyrone Evans



Pearl Garcia

2.18 Conversation A

Ashley: Tony, who's that man who's talking so loudly?

Tony: Which one? Everybody's talking loudly.

Ashley: The bald man ... the one with the mustache.

Tony: Oh, him! That's Mark Harris. He's the producer of 'Pals'.

Ashley: And that woman who's standing next to him. Is she his wife?

Tony: The one with the gray hair? Why do you reckon she's his wife?

Ashley: She's the only one who isn't laughing at his jokes!

Tony: Right. Everyone else has to! Same again?

Ashley: No, thanks. I'll just have a mineral water.

2.19 Conversation B

Man: Hello, I haven't seen you before.

Ashley: That's because I don't work here. My husband does.

Man: Oh, what's his name?

Ashley: Tony. Tony Moreton. Do you know him?

Man: No. I don't work here either – my girlfriend's in 'Pals'. Her name's Pearl Garcia. I expect she knows him.

Ashley: Where is she?

Man: She's over there. That tall girl who's talking to that funny little man with glasses? I wonder who he is?

Ashley: That "funny little man" is my husband!

1 Connect the sentences below with "who's" or "who":

I don't know the	tall	man	who's	talking.
He's the	blonde	woman	who	wearing a blue dress.
She's the	young	guy		produced the program.

- a He's the tall attractive guy. He's telling them about the program.
- b She's the dark-haired woman. She works for Mexican TV.
- c They're the ones. They starred in the sit-com.
- d That's the person. She works in the Design Department.

Culture File 34 Describing people 2

2 Look at the language below and ask questions about the people in the pictures.

Is	Consuela	tall?	Does	she	have	long hair?
	Ryan	blonde?		he		short hair?

- Is Consuela tall?
- Is Ryan blonde?
- Does she have long hair?
- Is she dark-haired?
- Is she slim?
- Does she have short hair?
- Is she attractive?

Which one is Consuela Rodriguez?
She's the dark-haired woman. She's in her thirties.

4 COMMUNICATION ACTIVITIES

Student 1 - Go to Communication Activity I
Student 2 - Go to Communication Activity V

35 Describing things



1 Discuss:

What storage media do you have in your home / office?
Do they store pictures? video? sound? text?
What features do you look for in ...
computer storage media?
storage media for video?
storage media for sound?
storage media for digital photos?

2 2.20 Listen to this conversation between Wilbur Meeks and Kelly Osgood from MidWest Retail. Who says these things? Write K for Kelly. W for Wilbur.

I know all that.
May I finish?
Sorry. Yes. Go on.
Please let me continue.
Uh, I guess so.
Can we stick to the point?

3 2.21 Look at the description of the Devereux Egg III. Then listen to the rest of the conversation and complete the information.

DIMENSIONS:

Height: _____

Width: _____

Length: _____

STORAGE CAPACITY: _____ MB

CONNECTIVITY:

1) _____ 2) _____ 3) _____

The Devereux EGG III

Portable storage media for programs, pictures, sound & video

Version III the newest and the best!

- ▲ smaller
- ▲ larger memory
- ▲ better-looking aluminum finish
- ▲ faster drive
- ▲ greater connectivity
- ▲ supports PC / Mac / Handhelds + all digital photo cards
- ▲ easy link to video projectors
- ▲ suitable for presentations software, video clips, slide shows, audio storage, personal MP3 player
- ▲ waterproof



For full details: www.devereux.com/products/eggIII/html



4 What can you say about EGG III? Read these sentences.

Now make a short presentation about EGG III.

It's (suitable / ideal / perfect) for (presentations).

You can use it for (presentations / music).

It's (bigger / smaller / better) than (the previous model).

It's the (biggest / smallest / fastest) (on the market / you can get).

It can (store 100 MB / a lot) of information.

It's (300 millimetres) (wide / high / long / deep).

Culture File 35 Comparing things

5 COMMUNICATION ACTIVITIES

Student 1 - Go to Communication Activity J

Student 2 - Go to Communication Activity W



36 Talking about your job



	CD track number	Working hours (from-to)	Days worked per week	Vacation per year	Where they eat lunch	What they usually wear at work
Mark	2.22	10 - 3 + 7 - 11.30	6	6 weeks	no lunch	chef's uniform
Susan						
Ingrid						
Oliver						
Lee						
Emily						

1 What kind of jobs do these people do?

Label them with these sectors:

Healthcare
Sales

Engineering
Retail

Office / Business
Hotel and catering

2 Look at the information in the table about Mark and guess information about the other five people. Make notes separately.

3 Listen. Match the voices to the people by writing the CD track number on the table.

4 Listen again. Complete the table with the missing information.

5 Talk about the main characters in this book.

What do you know about their jobs?
Can you guess?

Culture File **36** Working times

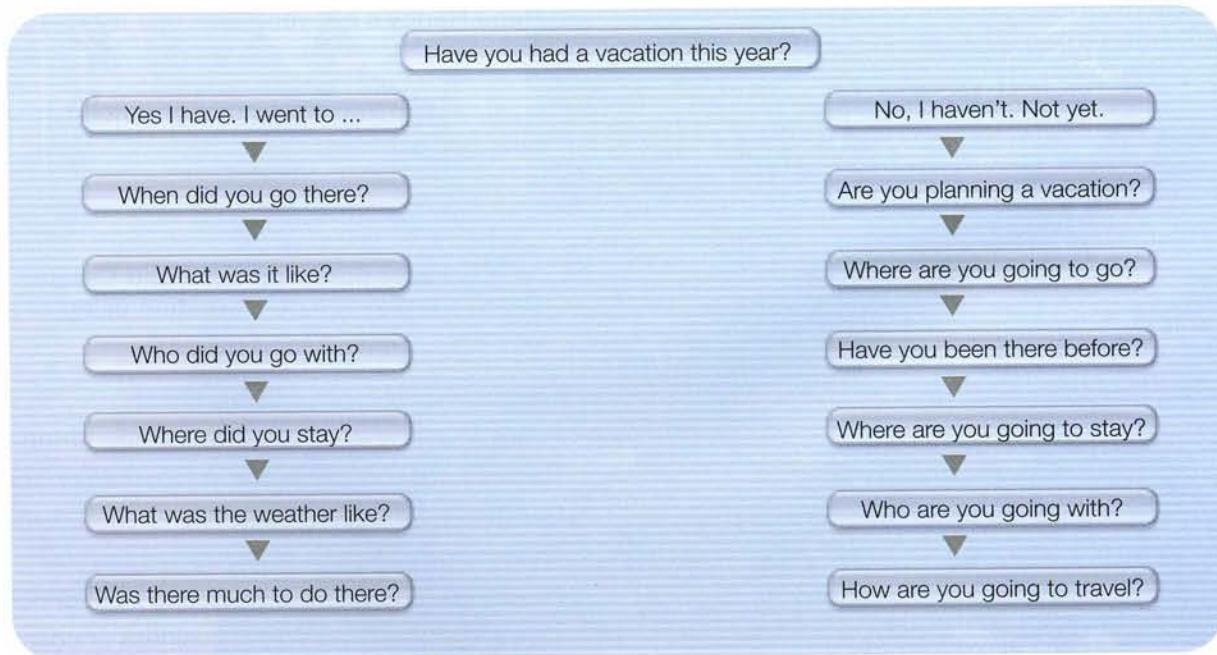
6 Discuss your working conditions. Include:

working hours (start, finish, overtime, which days of the week)
work clothes (uniform, custom)
work breaks (coffee, lunch etc.)
vacations
extras (subsidized food, company car, company leisure facilities, expense account etc.)

37 Talking about vacations



An active vacation **Relaxing** **Great weather**
Great for couples **Great for swimming** **Quiet** **Lots of fun**
A famous city **Good for shopping** **Plenty of fresh air**
Educational **Perfect for families** **Plenty of things to do**
Too crowded **EXPENSIVE** **Great for kids** **Romantic**
Great for singles **Great for seniors** **Fine for a weekend break**
Lots of history **Healthy** **Perfect for winter sports**
Exciting **Great for sailing** **Beautiful** **Great scenery**
Dull **OK in bad weather**



1 Find these words in the descriptions:
words for groups of people (e.g. singles)
descriptive adjectives (e.g. beautiful)

2 2.28-31 Listen to four descriptions of vacations.
Match them to the pictures. Use the table below.

3 Then write in which description they use.

CD track	Speaker	Picture?	Descriptions?
2.28	Max Devereux		
2.29	Charlene Meeks		
2.30	Wilbur Meeks		
2.31	Helena Devereux		

4 Use the table above, to ask your partner about vacations.

5 Describe the place you went to for your last vacation. Include:
how big the place is
the best season to visit it
how popular it is
what kind of people go there
the most important things to see

Culture File 37 Vacations



38 Options



Nancy Lee is reserving an airline ticket from Los Angeles to Hong Kong. She has to make a lot of choices.

Travel Agent: Good morning. Can I help you?

Nancy: Yes, I'd like to reserve a seat for a flight to Hong Kong.

Agent: Hong Kong? Would that be a round-trip ticket or one-way?

Nancy: _____, please.

Agent: And for what date?

Nancy: The eighteenth of this month, if possible.

Agent: Friday, the eighteenth? What about the return date? Do you have a fixed date in mind, or do you want an open ticket?

Nancy: I have to return on the 30th. _____.

Agent: Non-stop? There are some cheaper flights via Canada, Japan or Korea.

Nancy: Definitely _____.

Agent: What class?

Nancy: _____. I can't afford the others!

Agent: OK. What time of day do you want to depart?

Nancy: _____.

Agent: Well, both Cathay Pacific flights are late departures, 11:45 p.m. and 1:40 a.m., so you could sleep. It's a fifteen-hour flight. United leaves in the morning at 11:30 a.m. and it's a daytime flight.

Nancy: Mm, I have a United frequent flyer card, but I'll take the _____.

Agent: OK. If you'll bear with me, I'll check availability. Yes, that's fine. Do you have a seating preference?

Nancy: _____. How much is that going to be?

Agent: Two thousand, three hundred and forty-two dollars, please.

1 Read Nancy's conversation and try to guess her choices.

2 **2.32** Now listen to the conversation and note her choices.

Culture File **38** Air tickets

3 Look at the Categories and Options box. Then role-play the conversation using different options.

Category	Options
Flight	one-way or round-trip
Restrictions	fixed return date or open ticket
Departure time	morning, afternoon, evening
Flying time	overnight or daytime
Stops	connecting flight or non-stop
Class	first, business or coach
Seating preference	aisle, middle, window extra leg-room

4 COMMUNICATION ACTIVITIES

Student 1 - Go to Communication Activity K
Student 2 - Go to Communication Activity X

5 Ask your partner these questions:

- What's your favorite airline? Why?
- Do you belong to a frequent flyer program?
- Do you collect air miles on a program?
- Do you choose an airline because of air miles?
- Have you ever traveled in business class?
- Has an airline ever upgraded you to a better seat?
- Where do you prefer to sit?

39 Reservations



2.33 Jessica Adams has called the *Worth the Earth* restaurant to reserve a table.

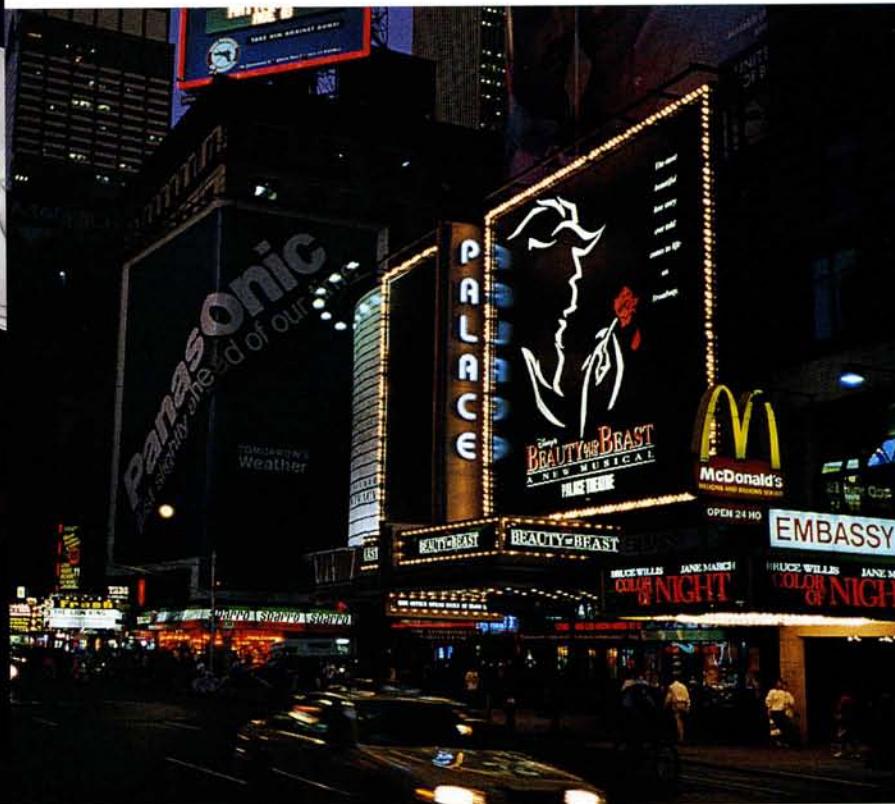
Hussein: *Worth the Earth*. Hussein speaking.

Jessica: Oh, hello. Do you have a table for a party of six, for tomorrow night?

Hussein: At what time?

Jessica: Eight thirty.

Hussein: We're pretty busy tomorrow night. I have a



1 Role-play reserving a table for dinner next Thursday at 8:00.

2 2.34 Michael Robertson is calling a theater to reserve tickets. Listen to his conversation and complete the credit card slip for Jasmine. Then check with the transcript (the words are in green).

3 Role-play reserving five seats for a performance of 'Bombay Dreams' next Saturday. Pay with a credit card.

Culture File 39 Paying over the phone

table for nine o'clock, or for seven o'clock, but not for eight thirty.

Jessica: Nine o'clock will be fine.

Hussein: Smoking or no-smoking?

Jessica: No smoking. I just want to check something else. I haven't eaten there before, and I have a client who's a vegetarian. Do you have a vegetarian menu?

Hussein: No problem, ma'am. We have at least three vegetarian dishes on the menu every day.

Jessica: That's great.

Hussein: Party of six for nine o'clock. May I have your name, please?

Jessica: Jessica Adams.

Hussein: Fine. We'll see you tomorrow, Ms. Adams.

HUDSON THEATER: PHONE SALE: CUSTOMER NOT PRESENT

TYPE OF CARD: Visa MasterCard AmEx Diners Club

CARD MEMBER ACCOUNT NUMBER: _____

EXPIRATION DATE: _____

NAME AS PRINTED ON CARD: _____

AUTHORIZATION CODE (All sales over \$250.00): _____

SEAT NUMBERS ASSIGNED: _____

TOTAL DEDUCTION: _____



40 Medical problems

2.35 Conversation A At the Drug Store

Pharmacist: May I help you?

Natalie: Yes, do you have anything for a sore throat?

Pharmacist: How long have you had it?

Natalie: It just started yesterday.

Pharmacist: Well, I'd recommend these antiseptic lozenges. They'll relieve the pain.

Natalie: Thank you.

Pharmacist: But if it gets any worse, you should see a doctor.

2.36 Conversation B Emergency dental treatment

Front Desk Clerk: How can I help you?

Consuela: I need a dentist. I've **lost a filling**.

Clerk: How bad is it? There's a dentist **down the road**, but they're closed over the weekends.

Consuela: It's pretty painful! And, I'm traveling to San Francisco **tomorrow**.

Clerk: There is a 24-hour emergency dental service downtown. Wait here. I'll call them for you.

2.37 Conversation C At the Medical Center

Wilbur: I'd like to see a doctor, please.

Nurse: Are you a regular patient here?

Wilbur: No, I'm just visiting the area.

Nurse: Can I ask you to complete this form?

We'll need some information about you.



SUFFOLK COUNTY MEDICAL CENTER BOSTON
Request for Emergency Treatment

Name: _____ Sex: _____
 Address: _____
 City: _____ State: _____ Zip: _____
 Telephone: _____
 Your doctor's name & address: _____
 City: _____ State: _____ Zip: _____
 Name of next of kin: _____
 Known allergies to drugs: _____
 Pre-existing medical conditions: _____
 Present complaint: _____
 Signature: _____ Date: _____

1 Match the problems with the treatment.

sore throat	after-sun lotion
headache	medicated lozenges
cold	antihistamine cream
a cut	decongestant
an insect bite	painkiller
sunburn	antacid
indigestion	kaolin liquid
upset stomach	Band-aid, antiseptic cream

2 **Look at Conversation A and the words in the box above. Role-play similar conversations at the drug store.**

3 **Look at Conversation B and the words in blue and make similar conversations.**
 chipped a tooth / a toothache / broken dentures
 down the street / uptown / on Birch Street
 today / on Sunday / this evening

4 **Read and listen to Conversation C. Then, complete the patient registration form for your partner.**