

Communication Activities

COMMUNICATION ACTIVITY A Unit 4 Student 1

Interview your partner and find the missing information.

Ask:

Where's she going on (Thursday 24th)?

What time does the flight (to Los Angeles) leave?

What's the flight number?

What time does it arrive?

Where's she leaving from on (Friday 25th)?

Itinerary for: Keiko Ishida

Day	Date	Flight number	From	Depart	To	Arrive
Monday	21st		Osaka		Los Angeles	
Thursday	24th	American AA2408	Los Angeles	06:40		11:46
Friday	25th	American AA258		12:48	Orlando	
Monday	28th		Orlando	11:31		13:18
Wednesday	30th	Air Canada AC783	Chicago	07:45	Vancouver	10:16
Thursday	31st	All Nippon NH1891	Vancouver		Osaka	15:30

COMMUNICATION ACTIVITY B Unit 5 Student 1

You have information about Julie Morrison. Your partner has information about Dave Scott. Ask and answer questions and complete the table. e.g.

Where was he / she born? / brought up?

Who does he / she work for?

What does he / she do?

Where does he / she live?

	Julie Morrison	Dave Scott
Nationality	Australian	_____
Place of birth	Brisbane	_____
Date of birth	2 July 1979	_____
Brought up in	Melbourne	_____
Works for	NSW Media, Sydney	_____
Job description	Program Buyer	_____
Lives	downtown in Sydney	_____

COMMUNICATION ACTIVITY C

Unit 7 Student 1

You are the Hotel Front Desk Manager. Interview your partner and complete the Guest Registration Card for him or her.
(They can give imaginary answers if they prefer.)

Hollywood Towers Hotel

Wilshire Boulevard



GUEST REGISTRATION CARD

Family name: _____
 First name: _____ Middle initial: _____
 Title: Mr./Mrs./Ms./Dr. _____
 Address: _____
 Telephone: (____) _____
 Cell phone: _____
 E-mail: _____
 Business: _____
 Business address: _____
 Business phone number: (____) _____
 Nationality: _____
 Passport number (if applicable): _____
 Next address: _____
 Car License #: _____ State: _____

COMMUNICATION ACTIVITY D

Unit 12 Student 1

You are at an airport information desk. Ask questions and complete the missing information. Then check and compare your information with your partner.

When does flight BA421 depart / leave?
 What's the flight number of the Chicago flight?
 Where does UA755 fly to?
 What's the gate number for the Toronto flight?
 Is the AeroMexico flight to Mexico City boarding yet?

FLIGHT DEPARTURES

Flight #	Destination	Time	Gate #	Information
AC171	TORONTO	3:45		DELAYED - 6:30 pm
BA421	LONDON		23	CLOSED
	CHICAGO	5:30	17	LAST CALL
UA755		5:30	2	NOW BOARDING
AM591	MEXICO CITY	5:40	6	
UA632	SAN FRANCISCO		10	WAIT IN LOUNGE
AA186	BOSTON	6:00		WAIT IN LOUNGE
UA409	LOS ANGELES	6:00	12	
AA299	HOUSTON	6:10	23	WAIT IN LOUNGE
VS201		6:15	8	WAIT IN LOUNGE

Key to airlines:

AA - American Airlines
 AC - Air Canada
 AM - AeroMexico
 BA - British Airways
 UA - United Airlines
 VS - Virgin Atlantic

COMMUNICATION ACTIVITY E

Unit 16 Student 1

Write 6174 on a piece of paper. Don't show your partner. Give instructions to your partner.

Instruction	Example
A You can use a calculator. Pick four numbers between 0 and 9 and don't tell me them.	7 - 8 - 2 - 3
B Arrange them to make the largest possible number.	8732
C Now arrange them to make the smallest number possible.	2378
D Subtract the smaller number from the larger one.	8732 - 2378 = 6354
E Take the answer, and arrange the numbers to make the largest possible number.	6543
F Now make the smallest possible number.	3456
G Subtract the smaller from the larger.	6543 - 3456 = 3087
H (If the answer is not 6174) Repeat stages E to G.	8730 - 0378 = 8352
I (If the answer is still not 6174) Repeat stages E to G again.	8532 - 2358 = 6174

6174 will always be the answer if you repeat stages E to G enough times. Show your partner the piece of paper. Did the game work? Did you get the right results? Do you know any other math games?

COMMUNICATION ACTIVITY F

Unit 20 Student 1

Ask questions and complete the missing information. Role-play asking for information. e.g.
Could you tell me what's on the _____ floor?
What floor is the _____ on?

★ STUDIOS INN HOTEL ★ HOTEL GUIDE	
Front Desk	Lobby
	Lobby
Parking Garage	Basement level 1&2
All-Day Coffee Shop	
Shopping Gallery	Mezzanine floor
Stars Rooftop Restaurant	
Fitness Center, Pool	3rd floor
	11th floor
Guest Rooms	3rd-10th floors
Business Center	

COMMUNICATION ACTIVITY G

Unit 24 Student 1

This is a very special restaurant menu. You have information about the appetizers, your partner has information about the entrées. Ask for information about the entrées.

Which things on the menu would you eat?
Which things on the menu wouldn't you eat?
What other things wouldn't you eat?

REGIONS
<i>The regional specialty restaurant</i>
Appetizers
Black pudding Blood sausage from Lancashire in England.
Foie Gras Paté made from goose livers. The birds eat the richest food until their livers are huge.
Escargots Snails from France. Served in their shells.
Tree top treat The brains of red squirrels from the Appalachian mountains of the U.S.A.
Entrées
Gator Tail in tomato sauce
Rattler Chowder
Wiener Schnitzel
Bambi Sausages

COMMUNICATION ACTIVITY H

Unit 29 Student 1

Note: The allowances table was correct at the time of writing this book, but it may have changed before you do this activity!

Role-play a customer and an assistant in an airport duty free shop.

Ask your partner about Saudi Arabia and the U.S.A.

Answer your partner's questions about the European Union and Japan.

Use these patterns to help:

How much whiskey am I allowed to take to the U.S.A.?

How many cigarettes am I allowed to take to Saudi Arabia?

	Cigarettes	Cigars	Tobacco	Wine	Spirits	Perfume
European Union	200	or 50	or 250 grams	2 liters	1 liter	50 grams
Japan visitors	400	or 100	or 500 grams	3 bottles	or 3 bottles	2 oz
residents	200	or 50	or 250 grams	3 bottles	or 3 bottles	2 oz
Saudi Arabia						
U.S.A. visitors-gifts						
visitors-personal use						
residents						

COMMUNICATION ACTIVITY I

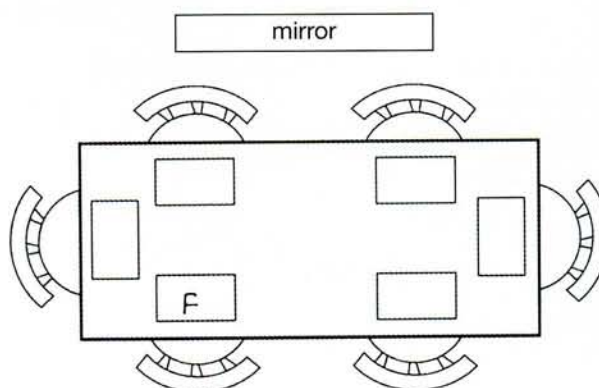
Unit 34 Student 1

Look at the diagram. Who's sitting where? Take turns reading each piece of information. Student 1 starts. Write the letters in the boxes on the table.

Person **A** is the man with glasses. He is sitting across from the man with dark hair. He is person **F**.

Person **C** is the man with the beard. He is sitting on the left of the woman with glasses.

Person **E** is the woman with glasses. She is sitting across from the woman with short, dark, curly hair.



COMMUNICATION ACTIVITY J

Unit 35 Student 1

1 There are pictures of two scanners. You have information about the CrystalScan X, and your partner has information about the Dev-Scan 4800. Role-play a customer and sales person, ask questions and complete the tables.

2 Then compare the two scanners. Which one is more expensive? faster? bigger? has the longer / better warranty etc.?

		
	CrystalScan X	Dev-Scan 4800
Width	248 mm	
Depth	352 mm	
Thickness	30 mm	
Speed (2400 dpi color scan 8" x 10")	1 minute 13 seconds	
Resolution	1200 x 2400	
Warranty	3 years (parts and labor)	
Price	\$75	
Special features	Power via USB Transparency scanner - optional extra	

COMMUNICATION ACTIVITY K

Unit 38 Student 1

Role-play a conversation. First you are the travel agent. Your partner wants to book an airline ticket. You have information about flights from Hong Kong to London.

Then role-play another conversation. You are the customer and you are booking an airline ticket. Your partner has information about flights from London to Los Angeles. Book a ticket for Thursday 31st August, with an open return date and no stops.

Days of service 1=Monday	Departure time	Arrival time	Airline	Stops
123467	00:30	06:20	Cathay Pacific	0
5	00:30	05:55	Cathay Pacific	0
Daily	23:25	05:05	British Airways	0
Daily	23:35	04:35	Virgin Atlantic	0

COMMUNICATION ACTIVITY L

Unit 42 Student 1

1 Role-play a conversation. You are a guest at a hotel, and your partner is the Front Desk Clerk. This is your problem:

It's 3 a.m. You're in room 1305. There's a noisy party in the room next door, 1306, and you can't sleep. You have to get up at 6 a.m. to go to the airport. You don't want to change rooms. You don't want a refund for the night's stay. You've been at the hotel for seven days and you've spent a lot of money.

2 Role-play another conversation. You are the Front Desk Clerk at a hotel, and your partner is a guest. This is the problem and some suggestions:

It is 9:30 p.m.
The guest's laundry hasn't been returned.
Ask if the guest gave the laundry to housekeeping before 9 a.m.
The hotel sends laundry out to a laundry service company.
They're closed for the night. You can't contact them until tomorrow at 8 a.m.
Offer to mail the laundry to the guest.
Offer the guest a free T-shirt with the hotel name on it.

COMMUNICATION ACTIVITY M

Unit 47 Student 1

1 Look at your room bill (Room 2367). Role-play a conversation with the hotel Accounts Clerk. You only had one beer from the minibar, and it was \$2.95. You switched on the movie by mistake, and only watched two minutes, so you should be charged nothing. Therefore, the 'total', 'state tax', and total

'amount due' are wrong. You should point out all the mistakes and correct them with the Accounts Clerk. (The state tax is supposed to be 10%.)

2 Look at your partner's room bill (Room 946). Role-play a conversation. You're the Accounts Clerk.

Room 2367 Room charges August 30th

Room charge 8/29	\$205.00
Laundry charge 8/29	\$49.72
Minibar	\$295.00
Movie charge	\$15.00
Room-service breakfast	\$23.95
Total	\$588.67
State tax	\$105.96
Amount due	\$964.63

Room 946 Room charges August 30th

Room charge 8/29	\$145.00
Laundry charge 8/29	\$115.27
Minibar	\$4.30
Room-service breakfast	\$43.95
International telephone	\$58.45
Total	\$366.97
State tax	\$66.05
Amount due	\$433.02

COMMUNICATION ACTIVITY N

Unit 4 Student 2

Interview your partner and find the missing information.

Ask:

Where's she going on (Wednesday 30th)?

What time does the flight (from Chicago) leave?

What's the flight number?

What time does it arrive?

Where's she leaving from on (Thursday 31st)?

Itinerary for: Keiko Ishida

Day	Date	Flight number	From	Depart	To	Arrive
Monday	21st	JAL JL069	Osaka	13:45	Los Angeles	05:40 next day
Thursday	24th	American AA2408		06:40	Dallas	
Friday	25th	American AA258	Dallas	12:48		16:28
Monday	28th	American AA2074		11:31	Chicago	
Wednesday	30th		Chicago			
Thursday	31st	All Nippon NH1891		12:35	Osaka	15:30

COMMUNICATION ACTIVITY O

Unit 5 Student 2

You have information about Dave Scott. Your partner has information about Julie Morrison. Ask and answer questions and complete the table. e.g.

Where was he / she born? / brought up?

Who does he / she work for?

What does he / she do?

Where does he / she live?

Dave Scott

Nationality	American
Place of birth	Springfield, Illinois
Date of birth	25 January 1978
Brought up in	Springfield
Works for	Chicago Associated Industries, Chicago, Illinois
Job description	Sales Representative for Canada
Lives	Evanston, near Chicago

Julie Morrison

COMMUNICATION ACTIVITY P

Unit 7 Student 2

You are the Hotel Front Desk Manager. Interview your partner and complete the Guest Registration Card for him or her. (They can give imaginary answers if they prefer.)

★ **STUDIOS INN HOTEL** ★

Hollywood Boulevard

GUEST REGISTRATION CARD

Last name: _____
 First name: _____ Middle initial: _____
 Title: _____
 Home address: _____

 Home phone number: (____) _____
 Cell phone number: _____
 E-mail address: _____
 Company name: _____
 Company address: _____

 Work phone number: (____) _____
 Nationality: (only for non-U.S. citizens) _____
 Passport number: _____
 Next destination: _____

 Car License plate: _____ State: _____

COMMUNICATION ACTIVITY Q

Unit 12 Student 2

You are at an airport information desk. Ask questions and complete the missing information. Then check and compare your information with your partner.

When does flight AC171 depart / leave?
 What's the flight number of the Mexico City flight?
 Where does BA421 fly to?
 What's the gate number for the Houston flight?
 Is the United Airlines flight to Denver boarding yet?

FLIGHT DEPARTURES

Flight #	Destination	Time	Gate #	Information
AC171	TORONTO		11	DELAYED - 6:30 pm
BA421		5:15	23	CLOSED
AA322	CHICAGO	5:30		LAST CALL
UA755	DENVER	5:30	2	
	MEXICO CITY	5:40	6	NOW BOARDING
UA632		5:45	10	WAIT IN LOUNGE
AA186	BOSTON	6:00	15	
	LOS ANGELES	6:00	12	DELAYED 60 MINS
AA299	HOUSTON	6:10		WAIT IN LOUNGE
VS201	LONDON		8	WAIT IN LOUNGE

Key to airlines:

AA - American Airlines
 AC - Air Canada
 AM - AeroMexico
 BA - British Airways
 UA - United Airlines
 VS - Virgin Atlantic

COMMUNICATION ACTIVITY R

Unit 16 Student 2

Give instructions to your partner.

Instruction

Example

- A** You can use a calculator.
Tell your partner to key in this number,
37,037 (thirty seven thousand and thirty-seven).
- B** Ask your partner to choose any number between 1 and 9.
- C** Tell your partner to multiply the number in B by three.
- D** Then tell him/her to multiply 37,037 by the answer to section C.
- E** The answer will be the number in B in a row.
- F** Repeat A to E with a different number in B.
- G** Check that this works with every number.

37,037

5

$$5 \times 3 = 15$$

$$37,037 \times 15$$

555,555

9

$$9 \times 3 = 27$$

$$37,037 \times 27$$

$$= 999,999$$

4

$$4 \times 3 = 12$$

$$37,037 \times 12$$

$$= 444,444$$

Did the game work? Did you get the right results? Do you know any other math games?

COMMUNICATION ACTIVITY S

Unit 20 Student 2

Ask questions and complete the missing information.
Role-play asking for information. e.g.
Could you tell me what's on the ____ floor?
What floor is the _____ on?

★ STUDIOS INN HOTEL ★ HOTEL GUIDE	
Front Desk	
Concierge Desk	Lobby
	Basement level 1&2
All-Day Coffee Shop	Lobby
	Mezzanine floor
Stars Rooftop Restaurant	12th floor
Fitness Center, Pool	
Conference Center	11th floor
	3rd-10th floors
Business Center	Mezzanine floor

COMMUNICATION ACTIVITY T

Unit 24 Student 2

This is a very special restaurant menu. You have information about the entrées, your partner has information about the appetizers. Ask for information about the appetizers.
Which things on the menu would you eat?
Which things on the menu wouldn't you eat?
What other things wouldn't you eat?

REGIONS

The regional specialty restaurant

Appetizers

Black pudding

Foie Gras

Escargots

Tree top treat

Entrées

Gator Tail in tomato sauce Alligator tail from Florida.

Served in a tomato and herb sauce with rice.

Rattler Chowder Rattlesnake tail chowder from Arizona.

Served with vegetables.

Wiener Schnitzel Veal steak made from the youngest milk-fed calves.

Bambi Sausages Venison sausages made from young, tender deer from New England forests.

COMMUNICATION ACTIVITY U

Unit 29 Student 2

Note: *The allowances table was correct at the time of writing this book, but it may have changed before you do this activity!*

Role-play a customer and an assistant in an airport duty free shop.

Ask your partner about the European Union and Japan.

Answer your partner's questions about Saudi Arabia and the U.S.A.

Use these patterns to help:

How much whiskey am I allowed to take to France?

How many cigarettes am I allowed to take to Japan?

	Cigarettes	Cigars	Tobacco	Wine	Spirits	Perfume
European Union						
Japan visitors						
residents						
Saudi Arabia	600	or 100	or 500 grams	Strictly prohibited	Strictly prohibited	for personal use
U.S.A visitors-gifts	Nil	100	no limit	Nil	Nil	no limit
visitors-personal use	200	or 50	or 3 pounds	1 U.S. quart	or 1 U.S. quart	no limit
residents	200	or 100	no limit	1 liter	or 1 liter	no limit*

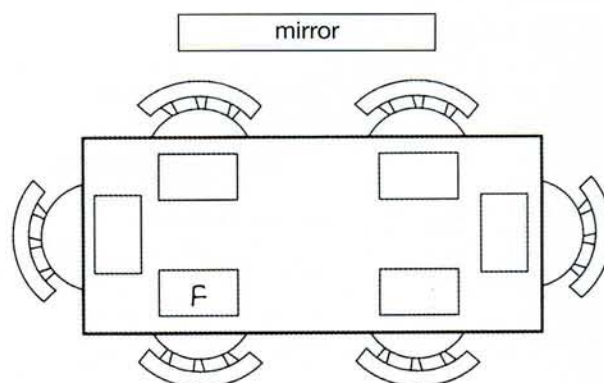
COMMUNICATION ACTIVITY V

Unit 34 Student 2

Look at the diagram. Who's sitting where? Take turns reading each piece of information. Student 1 starts. Write the letters in the boxes on the table.

Person **B** is the woman with short, dark, curly hair. She can see herself in the mirror, and is sitting between the man with the beard, and the man with dark hair.

Person **D** is the the woman with long blonde hair. She is sitting between the man with the dark hair, and the man with the glasses.

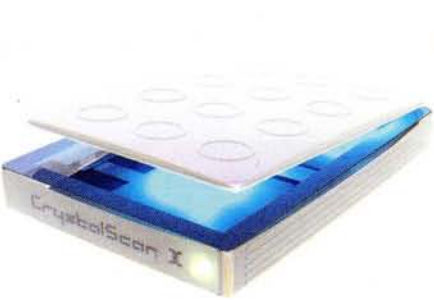



COMMUNICATION ACTIVITY W

Unit 35 Student 2

1 There are pictures of two scanners. You have information about the Dev-Scan 4800, and your partner has information about the CrystalScan X. Role-play a customer and a sales person, ask questions and complete the tables.

2 Then compare the two scanners. Which one is more expensive? faster? bigger? has the longer / better warranty etc.?

		
	CrystalScan X	Dev-Scan 4800
Width		240 mm
Depth		346 mm
Thickness		21 mm
Speed (2400 dpi color scan 8" x 10")		57 seconds
Resolution		1200 x 2400
Warranty		2 years (parts only)
Price		\$89
Special features		Separate power supply FireWire, USB

COMMUNICATION ACTIVITY X

Unit 38 Student 2

Role-play a conversation. First you are the customer and you are booking an airline ticket. Your partner has information about flights from Hong Kong to London. Book a ticket for Thursday 31st August, with an open return date.

Then role-play another conversation. You are the travel agent. Your partner wants to book an airline ticket. You have information about flights from London to Los Angeles.

Days of service 1=Monday	Departure time	Arrival time	Airline	Stops
Daily	11:05	14:35	American Airlines	0
Daily	12:00	15:20	British Airways	0
56	13:10	21:10	Delta	1
Daily	13:45	21:20	NorthWest	1

COMMUNICATION ACTIVITY Y

Unit 42 Student 2

1 Role-play a conversation. You are the Front Desk Clerk at a hotel, and your partner is a guest. This is the problem and some suggestions:

It's 3 a.m. The guest is in 1305. There's a noisy party in room 1306.

A famous rock group is staying on the 13th floor. They have booked 25 rooms (four are expensive suites) and they're spending a lot of money on room service.

Offer to change the guest to room 209. It's very quiet there.

Offer to send a bellboy to move everything.

Offer the guest a free night's stay at any hotel in the hotel chain.

2 Role-play another conversation. You are a guest at a hotel, and your partner is the Front Desk Clerk. This is your problem:

It's 9:30 p.m.

Your laundry hasn't been returned. The laundry form said 'Same day service. Guaranteed return by 8 p.m.'

You gave the laundry to housekeeping at 7:15 a.m. this morning.

You're leaving at 7 a.m. tomorrow morning.

You don't have a clean shirt / blouse nor any nightclothes.

You have important meetings tomorrow.

COMMUNICATION ACTIVITY Z

Unit 47 Student 2

1 Look at your partner's room bill (Room 2367). Role-play a conversation. You're the hotel Accounts Clerk.

2 Look at your room bill (Room 946). Role-play another conversation with the Accounts Clerk. You're leaving in five minutes. Your laundry hasn't come back from the laundry service, so you should be charged nothing. You didn't have room service breakfast and shouldn't be charged. Instead, you ate

in the buffet downstairs and paid there. You tried to make an international call, but you didn't get a connection, so should be charged only \$2 connection fee. Also, you had a \$43 bottle of champagne from the minibar. They have this as \$4.30. Therefore, the 'total', 'state tax', and total 'amount due' are wrong. You should point out all the mistakes and correct them with the Accounts Clerk. (The state tax is supposed to be 10%.)

Room 2367

Room charges August 30th

Room charge 8/29	\$205.00
Laundry charge 8/29	\$49.72
Minibar	\$295.00
Movie charge	\$15.00
Room-service breakfast	\$23.95
Total	\$588.67
State tax	\$105.96
Amount due	\$964.63

Room 946

Room charges August 30th

Room charge 8/29	\$145.00
Laundry charge 8/29	\$115.27
Minibar	\$4.30
Room-service breakfast	\$43.95
International telephone	\$58.45
Total	\$366.97
State tax	\$66.05
Amount due	\$433.02