

Supplement

Listening for information

🎧 Captain's announcement on the plane

You will hear an announcement. Listen to the announcement and try to understand it.

Good afternoon, passengers. This is your captain speaking. First I'd like to welcome everyone on Asiawing Flight AW238. We have now reached our cruising altitude of 33,000 feet at an airspeed of 400 miles per hour. So, I am going to switch the Fasten Seat Belt sign off. Feel free to move about as you wish, but please stay inside the plane till we land. It's a bit cold out there. You may now turn on your electronic devices such as calculators, CD players and laptop computers. In a few moments, the cabin crew will be coming around to offer you a light snack and beverage, and the inflight movie will begin shortly after that. I'll talk to you again before we reach our destination. Until then, sit back, relax and enjoy the rest of the flight. Thank you.

Key Words

captain	the pilot in charge of an airplane
cruising altitude	the height at which a plane usually flies when it has risen into the sky
airspeed	a speed at which a plane travels
fasten	attach
cabin crew	the group of people whose job is to take care of the passengers on a plane
beverage	a hot or cold drink
destination	the place you are going to
rest	remainder; leftover



STUDENT'S BOOK

ABOUT THE AUTHORS



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After a few years, he left the company to start his own language school. Then, he was asked to teach English at one of the largest cram schools in Japan. He was offered to teach English by satellite so that students all over Japan could watch his lectures. He was also a lecturer at Matsumoto University. Having achieved a perfect score (990) on the TOEIC® test, he taught at such companies as Sony, Panasonic, Epson and Kodak. He now lives in Cebu.

Publications:

“A Handbook to the New TOEIC® Test” published by the Society for Testing English Proficiency (STEP) in 2006

“TOEIC® Test First Step Seminar” published by the Society for Testing English Proficiency (STEP) in 2008

“QQ English On-line Course Books One-on-One” published by QQ English in 2011



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Unit 1

Making Travel Arrangements



Listening for information

- Listen to the dialogue between Naomi and a travel agent and try to understand it without looking at the words in your book.
- Now you can look at the Key Words while the teacher explains them.

At a travel agency

Naomi: Good afternoon. I'd like a return air ticket from Narita to London, please.

Travel agent: Certainly. When would you like to go?

N: I'd like to take the flight on Sunday and come back next Friday.

Ta: Would you like to buy a first class air ticket?

N: No. Economy class.

Ta: And your name is . . . ?

N: My name is Naomi Abe.

Ta: How would you like to pay, Ms. Abe?

N: I'd like to pay by credit card.

Ta: Certainly. Here is your ticket.

N: Thank you.

Key Words

travel agency

shop where you buy travel tickets

'd like

would like (= a polite way to say 'want')

(UK) **return** (US: **round trip**)

going to a place and back again

cf. (UK) **single** (US: **one way**)

going to a place but not coming back

certainly

yes, of course

Ms (UK) Ms. (US) /məz/ used before a woman's family name when you don't know whether she is married or not

flight journey in a plane

Using the language

- ◎ Saying 'want' in a polite way

Exercise 1

Now look at the text. What expression do people use to say what they want in a polite way?

Grammar Spot

Contraction

'd like is a contraction of would like

Exercise 2

Use 'would like' to say the following in a polite way.

1. She wants to book a table for this evening.
2. Jane wants to have a shower.
3. He wants to buy a ticket to Amsterdam.
4. They want a room with seaview.
5. You want a business class ticket.

Grammar Reference

(ENGLISH VERB TENSES)

THE SIMPLE PRESENT

I
You
We
You (plural)
They

} want

He/ She → wants We add '-s' to a verb to make it 3rd person singular Present Tense.

I
You
He/ She
We
You (plural)
They

} would like

'Would' (together with will, may, can, must, ect.) is called a modal auxiliary. Modal auxiliaries generally express a speaker's attitudes, or "moods". 'Would' in this case is used to say 'want' in a polite way. We don't add '-s' to modals, no matter what the subject is.

© How to make questions in English (Part 1)

Forming questions is one of the most important skills in learning English. There are two types of questions: Yes/No questions and WH questions.

(A) "Would you like to buy a first class air ticket?"

Does this question ask for a Yes or No answer? - - - Yes. This is a Yes/ No question.

● Yes/ No questions with modal auxiliaries

First, you make a statement with the modal auxiliary, and then you simply put the modal in front.

Statement

You **would** like to buy a first class air ticket.

Would you like to buy a first class air ticket? (Yes / No question)

(B) "When would you like to go?"

Does this question ask for a Yes or No answer? - - - No. This question asks for information by using a question word 'When'. So this is a WH question.

● WH questions with modal auxiliaries

First, you make a statement with the modal auxiliary and then make a Yes/ No question.

You **would** like to go to London.

Would you like to go to London? (Yes/ No question)

And finally, put a question word in front.

When would you like to go to London? (WH question)

Exercise 3

For each of the following, first make a yes/no question. Then make a WH question using 'Why'.

1. She would like to book a table for this evening.
2. Jane would like to have a shower.
3. He would like to buy a ticket to Amsterdam.
4. They would like a room with seaview.

Exercise 4

Write 'is', 'am', or 'are'.

- | | | |
|------------------|-----------------|------------------------|
| 1. I | Naomi. | (I = Naomi) |
| 2. You | a travel agent. | (You = a travel agent) |
| 3. My name | Naomi Abe. | (My name = Naomi Abe) |

Grammar Spot*the **be** verb*

I	→ am
You/We/They	→ are
He/She/It	→ is

Exercise 5

Change the above statements into questions and give short answers.

-? Yes,
-? Yes,
-? Yes,
-?

Exercise 6

Complete the questions with the right question word.

- () do you live, in Tokyo or in Osaka?
- () is your best friend?
- () time do you start work?
- () old is your brother?
- () is the meeting, on Monday or on Tuesday?
- () are you looking at me like that?

Grammar Reference

<u>QUESTION WORD</u>	<u>USAGE</u>	<u>EXAMPLE</u>
WHAT	To ask for information	What are you doing?
WHO	To ask about identity	Who is he?
WHERE	To ask about location	Where are you?
WHEN	To ask about time	When do you go home?
WHICH	To ask about a set of choices	Which one do you want?
WHOSE	To ask about the possession	Whose pen is this?
WHY	To ask about reason and purpose	Why are you happy?
HOW	To ask about process and method	How do you make coffee?

Exercise 7

Answer the following questions about the above dialogue without looking at the text.

- Where is Naomi going?
- How is she paying?
- When is she leaving?
- Would she like two single tickets?

Conversation Tips

Here is your ticket. / Here are your tickets.

It is not very polite to give something to someone without saying anything.

The expressions "Here is/ are something" also "Here it is/ Here they are" are used when you are giving something to someone. Other expressions include "Here you are/ Here you go."

◎ Role-playing

◎ Let's review the numbers.

Listen and practice.

9 2 8 10 6 4 0 3 5 7 1

19 12 18 20 16 14 13 15 17 11

Unit 2

At the Airport

Listening for information (1)

A. At the Information Desk



- You will hear a dialogue. Listen and try to understand it without looking at the words in your book.

Naomi: Excuse me. Where's the check-in desk for Eurasia Airlines?

Information clerk: That's in Terminal 2. This is Terminal 1.

N: Is there a shuttle bus between terminals?

Ic: Yes. There's one right in front here.

- Now you can look at the Key Words while the teacher explains them.

Key Words

check-in	place where you report your arrival at an airport, etc.
terminal	big building where people wait to get onto planes, buses, etc.
shuttle bus	bus used for transporting people back and forth between two points

Grammar Spot

Contraction

Where's = (contraction of) **Where is**

That's = (contraction of) **That is**

There's = (contraction of) **There is**

Exercise 1

How many *be* verbs can you see in the text?

Grammar Reference

There are two main functions of the *be* verbs as main verbs.

1. **Existence** verbs (e.g. There **is** a book on the desk. We **are** in Japan.)

2. **Linking** verbs : to link the subject to a noun or an adjective.

(e.g. My name **is** Naomi. My name = Naomi. I **am** happy. I = happy.)

The existence *be* verb is related to **place**.

The linking *be* verb is related to **equation**. (A = B: A is B)

Exercise 2

Classify the following *be* verbs into two groups.

1. Where **is** the check-in desk...
2. That **is** in Terminal 2.
3. This **is** Terminal 1.
4. **Is** there a shuttle bus ... ?
5. There **is** one ...

**More polite way of asking for information**

Where is the washroom / restroom?

- **Could you tell me where the washroom/ restroom is, please?** (US)
→ **Could you tell me where the toilet is, please?** (UK)

Conversation Tips

The expression 'Excuse me.' is used to get somebody's attention.

© Role-playing

Listening for information (2)

B. At the check-in desk



- You will hear a dialogue. Listen and try to understand it without looking at the words in your book.

Check-in clerk: Good morning.

Naomi: Good morning. Is this the check-in for the flight to London?

Cc: Yes, it is. May I have your ticket and your passport, please?

N: Certainly. Here is my passport. And here is my ticket.

Cc: Could you put your baggage on this scale, please?

N: Can I take this brief case as hand baggage?

Cc: Yes, that's all right. Where would you like to sit? Smoking or no smoking?

N: No smoking, please.

Cc: Would you like an aisle or a window seat?

N: I'd like an aisle seat, please.

Cc: OK. Here is your boarding card and this is your baggage label. Your gate number is 18.

N: Can I board the aircraft now?

Cc: Could you wait for the boarding announcement for your flight?

Announcement: "Eurasia Airlines flight 401 to London is now boarding. Would all passengers proceed to gate 18?"

Cc: Boarding now at Gate 18.

N: Thank you.

- Now you can look at the Key Words while the teacher explains them.

Key Words

baggage/ luggage  suitcases, bags,  etc.

scale machine for weighing things

aisle seat seat next to a long passage between rows of seats

board get on a plane, ship, train etc.

boarding card (UK) = **boarding pass** (US) an official card to show before you get onto a plane

proceed to move forward to

Using the language

◎ Polite request

(a) 'May I . . .?' is used to request permission in a polite way with "I" as the subject.

'May' here is another modal auxiliary, used to ask politely for permission to do something.

(E.g. May I borrow your pen? May we use your office for a few minutes?)

(b) 'Could you . . .?' is used for a polite request with "you" as the subject.

'Could' here is again another modal auxiliary.

Exercise 3

Ask and answer polite request.

Student: Make a polite request for the given situation.

Teacher: Give a typical response.

1. You want to ask your teacher a question.

S: *May I ask you a question?*

T: *Yes, certainly.*

2. You and your teacher are sitting at the dinner table. You want the butter.

S: *Could you pass me the butter, please?*

T: *Certainly. Here you are.*

3. You are at your friend's apartment. You want to use the phone.

4. You are at a gas station. You want the attendant to check the oil.

5. You want to borrow your teacher's dictionary. (*borrow=use something that belongs to someone else for a period of time*)

6. You want a stranger in an airport to keep an eye on your luggage while you get a drink of water.

◎ Asking if you can do things

'Can I . . .?' is used to ask if you can do things.

Exercise 4

1. You want to know if you can take your briefcase on the plane.

Can I take my briefcase on the plane?

2. You want to know if you can pay by cheque.

3. You want to know if you can take your laptop on the plane.

4. You want to know if you can use your cellphone on the plane.

◎ How to make a question (Part 2)

Forming questions is one of the most important skills in learning English. There are two types of questions Yes /

No questions and WH questions.

(A) Is this the check-in for the flight to London?

Does this question ask for a Yes or No answer? Yes. This is a Yes/ No question.

● **Yes/ No questions with the verb to be**

You make a statement with the verb to be, and then you simply put the *be* verb in front.

Statement A

There is a shuttle bus between terminals. (→ Existence be)

Is there a shuttle bus between terminals?

Answer

(Positive)→ Yes, there is.

(Negative)→ No, there isn't.

Statement B

This is the check-in for the flight to London. (→ Linking be)

Is this the check-in for the flight to London?

Answer

(Positive)→ Yes, it is.

(Negative)→ No, it **isn't**.

Grammar Spot

'*not*' expresses a negative idea, and immediately follows *be* or an auxiliary verb.

isn't is a contraction of is not

wouldn't is a contraction of would not

● **WH questions with the verb to be**

First, put a question word in front, and then put the *be* verb, and finally the subject.

E.g. Where is the check-in desk for Eurasia Airlines?

Exercise 5

Fill each gap with one suitable be verb.

1. Where he?
2. there taxis in Disney World?
3. Where you?
4. Where the washroom?
5. Where I?
6. Who she?
7. Where the boarding gate?

◎ **Countable Nouns vs Uncountable Nouns**

In English, nouns can be divided into countable and uncountable nouns.

Most common nouns are countable and have both singular and plural forms; e.g. a bag – two bags.

Other common nouns are uncountable; e.g. furniture ~~furnitures~~ ~~a furniture~~

luggage/ baggage ~~luggages~~ ~~a luggage~~

Exercise 6

Fill each of the gaps with a suitable word or phrase.

1. Some new have arrived.
a) furnitures b) pieces of furnitures c) pieces of furniture
2. These are mine.
a) two luggages b) two bags c) two baggages

Conversation Tips

English for Travel is used between people you meet for the first time. So, we should try to focus on the importance of politeness.

☒ please ☒ thank you

Would you like more tea? Yes, **please**. No, **thank you**.

◎ **Role-playing**

Vocab Review

Match the words with the meanings.

travel agency

'd like

(UK) return (US: round trip)

cf. (UK) single (US: one way)

certainly

flight

yes, of course

going to a place but not coming back

going to a place and back again

would like (= a polite way to say 'want')

journey in a plane

shop where you buy travel tickets

Unit 3

At the Gate

Listening for information



◎ Some short announcements you will hear at the gate

A. You will hear an announcement. Listen to the announcement first.

Grammar Spot

'will' is a 'modal auxiliary' used to talk about the future.

"Attention, please, Passengers of Eurasia Airlines flight 401 to London. We would like to invite our first- and business-class passengers, and passengers requiring special assistance to board at gate 18."

- Now you can look at the Key Words while the teacher explains them.

Key Words

passengers	<i>people traveling in a vehicle, such as a car, bus, or plane</i>
invite	<i>ask someone to do something</i>
requiring	<i>needing</i>
assistance	<i>help</i>
board	<i>get on the plane</i>

B. You will hear an announcement. Listen to the announcement and try to understand it without looking at the words in your book.

"We would now like to invite all passengers seated in Zone 2 – that's rows 16- 35 – to begin boarding Eurasia Airlines flight 401 to London at gate 18."

- Now you can look at the Key Words while the teacher explains them.

Key Words

row	<i>each line of seats on a plane</i>
------------	--------------------------------------

C. You will hear an announcement. Listen to the announcement and try to understand it without looking at the words in your book.

"We would now like to invite all passengers to board Eurasia Airlines flight 401 to London at gate 18."

Exercise 1

Listen to the announcements again and fill each of the gaps with a suitable word.

A. "Attention, please. Passengers of Eurasia Airlines flight 401 to London. We would like to invite our first- and business-class passengers, World Club Premium members, and passengers requiring special () to board at gate 18."
(assistant/ assist/ assistance)

B. "We would now like to invite all passengers seated in Zone 2 – that's () 16- 35 – to begin boarding Eurasia Airlines flight 401 to London at gate 18."
(rows/ laws/ lows)

C. "We would now like to invite all passengers to () Eurasia Airlines flight 401 to London at gate 18."
(bored/ board/ border)

On the plane (1)



© Talking to a Flight Attendant (1)

Listen to the dialogue between Naomi and a flight attendant and try to understand it without looking at the words in your book.

Naomi: Excuse me. Could you help me put this bag in the overhead compartment?

Flight attendant: Certainly. There you go.

Grammar Spot

'help' someone (to) do something

Conversation Tips**There you go. / There you are.***This expression is used when you have done something for someone.***Listening for information**© In-flight Service Director's announcement on the plane

You will hear an announcement. Listen to the announcement and try to understand it without looking at the words in your book.

Ladies and gentlemen:

Welcome aboard Eurasia Airlines flight 401 bound for London. My name is John Carter and I am your In-flight Service Director. We are sorry for the delay in our departure from Narita.

We are waiting for take-off clearance from the Air Traffic Control tower. We are currently second in line for take-off. Please fasten your seat belts and secure all baggage underneath your seat or in the overhead compartments.

- Now you can look at the Key Words while the teacher explains them.

Key Words

aboard	on or onto a boat, airplane, train, etc.
bound for (a place)	travelling towards
in-flight service director	someone responsible for service during a plane journey
delay	the length of the waiting time
departure	leaving a place
take-off	the time when a plane leaves the ground and begins to fly
clearance	official permission
on time	at the correct time or the time that was arranged
currently	at the present time; now
be in line for	be waiting one behind another for
fasten	join together firmly
secure	fix firmly
compartment	one of the separate spaces used for keeping things in

Exercise 2

Listen to the announcement again and fill in the blanks. The first letter is given for you.

Ladies and gentlemen:

Welcome a..... Eurasia Airlines flight 401 b..... for London. My name is John Carter and I am your In-flight Service Director. We are sorry for the d..... in our d.....from Narita.

We are waiting for take-off c..... from the Air Traffic Control tower. We are currently second in

l..... for t..... Please f..... your seat belts and s..... all baggage underneath your seat or in the overhead c.....

Exercise 3

Choose the correct answer without looking at the text.

1. Where are you listening to this announcement?
(a) On a train (b) On a plane (c) On a bus
2. What is your destination?
(a) London (b) Narita (c) Eurasia
3. Are you taking off on time?
(a) Yes, we are not. (b) Yes, we are. (c) No, we are not.

Using the language

- ◎ Let's review the verb to be.

Grammar Reference

The *be* verb is one of the most commonly used English words.

- A sentence with *be* as the main verb has three basic patterns:

Existence Verb	(1) Naomi is at the airport.	} <i>be</i> as the main verb
Linking Verb	(2) Naomi is <u>an accountant</u> . (NOUN)	
	(3) Naomi is happy. (ADJECTIVE)	
- A sentence with *be* as the auxiliary verb has two basic patterns:

Auxiliary Verb	(1) Naomi is <u>writing</u> a letter. is = auxiliary; writing = present participle = action in progress (=progressive form)
	(2) The letter is <u>written</u> by Naomi. is = auxiliary; written = past participle = in the passive (←Naomi writes the letter. =in the active)

Exercise 4

Now look at the text. How many *be* verbs (*am/ are/ is*) are there in the announcement?

Exercise 5

Explain each pattern of the above *be* verbs.

Grammar Reference

(ENGLISH VERB TENSES)

THE PRESENT PROGRESSIVE

'**be + present participle**' (= **the present progressive**) is used when we talk about temporary actions in progress now (at the moment of speaking).

E.g. We **are waiting** for take-off clearance.

We use '**will + be + present participle**' (= **the future progressive**), when we talk about temporary actions taking place in the near future.

E.g. We **will be taking** off shortly.

Exercise 6

Use either **the present simple** (used to express habitual activity like 'He drives a bus.=He is a bus driver' and also general statements of fact, such as 'The world is round.') or **the present progressive** of the verbs in parentheses.

1. Jane can't come to the phone because she (wash) her hair.
2. Jane (wash) her hair every other day.
3. John usually (sit) in the front row during class, but today he (sit) in the last row.
4. I'm Japanese and I (speak) Japanese, but I (not/ speak) Japanese now. I (speak) English.

Exercise 7

Turn the following imperative sentences into polite requests.

Example: Fasten your seat belts.

Possible responses: Please fasten your seat belts. / Could you please fasten your seat belts?
(polite) (very polite)

Example: Give me some water.

Possible responses: Please give me some water. / May I have some water? / Could you please give me some water?

1. Secure all baggage underneath your seat.
2. Make sure that your seat belt is securely fastened.
3. Place your life jacket over your head.
4. Don't inflate it while you are still inside the aircraft.
5. Fill out the forms in BLOCK letters. (UK) fill in

Grammar Memo**Using imperative sentences to make polite requests (=polite imperative)**

An imperative sentence has a hidden subject (you), and the verb is in the base form.

E.g. Shut the door. Be on time.

In the negative, 'Don't' precedes the base form of the verb

E.g. Don't shut the door. Don't be late.

When we add the word 'please', we can make polite requests.

E.g. Please shut the door. Please be on time.

Don't shut the door, please. Don't be late, please.

© Talking with a Flight Attendant (2)

Listen to the dialogue between Naomi and a flight attendant and try to understand it without looking at the words in your book.

Flight attendant: Fish or chicken?

Naomi: Sorry?

Fa: Would you like fish or chicken?

N: I'll have the chicken, please.

Fa: Anything to drink?

N: A Diet Coke, no ice, please.

Fa: Here you go.

N: Thank you.

Grammar Spot**Contraction**

I'll have is a contraction of **I will have**

Conversation Tips

If you didn't understand what the flight attendant said, you can say **"Sorry"** (with rising intonation) to ask him or her to repeat it.

© **Let's review the numbers.**

Match the numbers.

- | | | |
|----|---|--------------|
| 21 | → | twenty-six |
| 22 | | twenty-four |
| 23 | | twenty-one |
| 24 | | twenty-seven |
| 25 | | twenty-two |
| 26 | | thirty |
| 27 | | twenty-eight |
| 28 | | twenty-three |
| 29 | | twenty-five |
| 30 | | twenty-nine |

© Role-playing

Vocab Review

Match the words with the meanings.

check-in
terminal
shuttle bus
baggage/ luggage
scale
aisle seat
board
boarding card = boarding pass
proceed to

an official card to show before you get onto a plane
machine for weighing things
seat next to a long passage between rows of seats
get on a plane, ship, train etc.
big building where people wait to get onto planes, buses, etc.
bus used for transporting people back and forth between two points
suitcases, bags, etc.
move forward to
place where you report your arrival at an airport, etc.

Unit 4

On the plane (2)

© Talking about problems on board



Situational English

Fill in the blanks.

1. You see that someone else is sitting in your seat. What would you say?

You: "Excuse me. I think you are"

a) a sitting mistake b) sitting wrong number c) in my seat

2. The other passenger: "Oh, me check my boarding card. . . Yes, I'm sorry. My mistake." a) give b) let
c) allow

You: "No, problem."

Grammar Spot

let someone **do** something
Let me help you.

© Role-playing

2. It's very cold in the cabin. You need another blanket.

You: "Excuse me. give me another blanket?"

a) May I b) I would like c) Could you

Flight attendant: "Certainly.a pillow as well?"

a) May I b) Would you like c) Could you

You: "No, thank you."

© Role-playing

3. You want to listen to music, but your headset doesn't work.

You: "Excuse me. My headset doesn't work.have another one?"

a) May I b) I would like c) Could you

⊙ **How to make a question (Part 3)**

⊙ **Yes/ No questions with other verbs than the verb to be**

To make a Yes / No question with other verbs in the Simple Present, you simply borrow auxiliary '**Do**' (=Dummy Auxiliary) and put it in front. Use '**Does**', if the subject is 3rd person singular (He/ She / It / Naomi/ His mother, etc.)

Positive You/ I/ We/ They want a room with seaview.

Question Do you want a room with seaview?

Positive He wants a room with seaview.

Question Does he want a room with seaview?

The same applies to making negatives. Use 'do not' or 'does not'.

Negative They do not (=don't) want a room with seavies.

Negative He does not (=doesn't) want a room

● **WH questions with other verbs than the verb to be**

To make a question with question words in the Simple Present, you simply make a normal question, and then put a question word in front.

Does he want a room with seaview? → Why does he want a room with seaview?

Listening for information

- You will hear an announcement. Listen to the announcement and try to understand it without looking at the words in your book.
- Now you can look at the Key Words while the teacher explains them.

"Ladies & Gentlemen! In a moment, we will be distributing Arrival Cards and Customs Declaration forms. Please fill in the forms in BLOCK letters by the time we arrive. Thank you."

Key Words

'will'(future) + be + —ing = action taking place in the very near future

distribute give out

arrival card = incoming passenger card/ landing card/ disembarkation card

customs declaration form a statement showing goods being imported

fill in (UK) = fill out (US) write all the necessary information on a form

by the time before but no later than the time

- Listen to the dialogue between Naomi and a flight attendant and try to understand it without looking at the words in your book.
- Now you can look at the Key Words while the teacher explains them.

Naomi: Excuse me. May I borrow a pen to fill in all these forms for customs and immigration?

Flight attendant: I don't have one on me right now, but I'll get one for you.

(THE FLIGHT ATTENDANT COMES BACK WITH A PEN)

N: Thank you. Do you know when we will be landing?

Fa: In about 2 hours.

Key Words

borrow *use something belonging to someone else and give it back to them later*

one = (pronoun) *a pen*

customs *the place where your bags are checked when entering the country*

immigration *the place where officials check the documents of everyone entering the country*

form *document*

land *make a plane move safely down onto the ground at the end of a journey*

© Role-playing

Writing

You have the following arrival card. Fill in the answers on the form. Use the Notes if you need to.

DISSEMBARKATION CARD (For Arriving Passengers)

Please complete in BLOCK letters

Surname First name Middle name

.....

☐ Male Birthday (MM / DD / YY) Country of birth

☐ Female

.....

Nationality/ Citizenship

.....

Home address

.....

Address in the UK

.....

Passport number Place of issue Date of issue (MM / DD / YY)

.....

Purpose of visit

.....

Occupation

.....

Airport of origin Flight number

.....

Date Signature

.....

Notes

disembarkation card	arrival card /incoming passenger card/ landing card
birth	being born
block letters	LIKE THESE
occupation	job

© Let's review the numbers.

1. Listen and repeat

10 20 30 40 50 60 70 80 90 100

2. Say the number your teacher write on the whiteboard.

3. Write the numbers you hear.

Vocab Review

Match the words with the meanings.

passengers
invite
requiring
assistance
board
row
aboard
bound for (a place)
in-flight service director
delay
departure
take-off
clearance
on time
currently
be in line for
fasten
secure
compartment

someone responsible for service during a plane journey
fix firmly
at the correct time or the time that was arranged
join together firmly
at the present time; now
official permission
one of the separate spaces used for keeping things in
be waiting one behind another for
people traveling in a vehicle, such as a car, bus, or plane
leaving a place
the length of the waiting time the length of the waiting time
help
each line of seats on a plane
needing
get on the plane
travelling towards
the time when a plane leaves the ground and begins to fly
ask someone to do something
on or onto a boat, airplane, train, etc.

Unit 5

Entering the UK



At passport control

Listening for information

- Listen to the dialogue between Naomi and an immigration officer and try to understand it without looking at the words in your book.
- Now you can look at the Key Words while the teacher explains them.

Immigration officer: May I have your passport and arrival card, please?

Naomi: Here you are.

Io: What's the nature of your visit? Business or pleasure?

N: Pleasure. I'm on holiday.

Io: How long are you going to stay in the UK?

N: About one week.

Io: What is your occupation?

N: I work as an accountant for a Japanese trading company.

Io: Do you have a return ticket?

N: Yes, here it is.

Io: That's fine. Enjoy your stay.

N: Thank you.

Key Words

immigration

entering another country

occupation

a job

accountant

someone skilled in keeping accounts

Using the language

© 'have' as the main verb is used as a normal verb (with do in questions and negatives)

Positive I have a return ticket.

Question Do you have a return ticket?

Negative You don't have a return ticket.

Positive He has a return ticket.

Question Does he have a return ticket?

Negative He doesn't have a return ticket.

© 'be + going + to + the bare form of the verb' is used to express future time, especially when something is already planned.

E.g. She is going to visit her uncle this weekend.

Role-playing

Going through Customs



Duty Free ... Know Before You Go

Reading for information

Look at the information below and answer the questions.

When travelling from outside the EU to the UK you are allowed to bring in the following amount of duty/tax free goods, provided you travel with the items and do not intend to sell them:

- 200 cigarettes, or 100 cigarillos, or 50 cigars, or 250g of tobacco
- 4 litres of still wine
- 1 litre of spirits or strong liqueurs over 22% volume or 2 litres of fortified wine, sparkling wine or other liqueurs that are less than 22% volume
- 16 litres of beer
- up to £390 worth of all other goods including gifts, perfume and souvenirs (£270 if arriving by private plane or private boat)



If you have more than the duty-free allowances listed or if you have prohibited or restricted goods, go into the RED CHANNEL and declare them to an officer.



If you have nothing more than the duty-free allowances and no prohibited or restricted goods, go straight through the GREEN CHANNEL unless you are asked to stop by an officer.

Key Words

goods	<i>items</i>
allow	<i>can do something</i>
provided	<i>if</i>
intend	<i>have something in mind as a plan</i>
souvenir	<i>memento; something you keep as a reminder</i>
prohibit	<i>not allow</i>
restrict	<i>limit or control the amount of something</i>
unless	<i>if... not</i>

1. You are arriving in the UK from Tokyo. You have 250 cigarettes and 3 litres of sparkling wine. Which channel would you go into?
2. You are flying from Narita to London. You want to buy perfume without paying duty. How much can you buy at the duty-free shop at Narita airport?

Listening for information

- Listen to the dialogue between Naomi and a customs officer and try to understand it without looking at the words in your book.
- Now you can look at the Key Words while the teacher explains them.

Customs officer: Would you like to put your luggage on here? . . . Thank you. Can I see your passport, please?

Naomi: Here it is.

Co: Thank you. How long are you staying in the UK?

N: For about a week.

Co: OK. Well, you understand that you've come into the Green Channel and it means you have nothing to declare.

N: Yes.

Co: Do you have any spirits, wine or tobacco in excess of the duty free allowance?

N: Just this bottle of whisky.

Co: Are you bringing any gifts for anybody in the UK?

N: Well, the whisky is a present, but that's all.

Co: OK. Enjoy your visit.

N: Thank you.

Key Words

spirits *strong alcoholic drink*

Using the language

© **'you've come'** is a contraction of 'you have come'. This form, 'Subject + have/has + past participle', is called the Present Perfect, and is used to express actions that happened at some point in the past and they have an effect on the present moment. It does not matter when exactly they happened.

You've come into the Green Channel. = You came into the Green Channel at some point in the past (it doesn't matter what time exactly) and you are still there now

- **We use this form when there is very specific evidence now of the event that took place in the past.**

E.g. Oh, You've **had** a haircut.

I **have** already **eaten** lunch. (The present perfect shows you that it doesn't matter what time this action happened in the past, but the action has effect on the present moment. = So I am not hungry.)

I **ate** lunch **at 12 noon**. (The past tense shows you that you are only stating the action happened in the past and this action has no effect on the present moment.)

- × I **have already eaten lunch at 12 noon**. (We don't use the present perfect with past time expressions.)

- We also use this form to refer to experiences that people have had. Although the action took place in the past, its connection with the present is that the experience is part of that person in the present.
E.g. I've been to Italy. ↔ I went to Italy two years ago.

Grammar Reference

(ENGLISH VERB TENSES)

THE PRESENT PERFECT

The present perfect shows a relationship between past time and present time to describe an action that happened at some point in the past

Basic form

I	}	have		+ past participle
You				
We				
You (plural)				
They				
He/ She		has		

Exercise

Put the verbs in brackets into the past tense or present perfect.

1. He (teach) English in four different countries.
2. He (teach) English two years ago.
3. She (already/ do) her homework.
4. She (do) her homework last night.
5. (be you) to Italy? <When you want to ask experiences>
6. Yes, I (be) to Italy but I (never/ be) to Spain.
7. I (go) to Italy three years ago.
8. I (visit) Italy three times as a child.

◎ **Let's review the numbers.**

1. Listen and repeat

101	200	300	400	500	546
600	700	800	900	999	1,000

2. Say the number your teacher write on the whiteboard.

3. Write the numbers you hear.

© Role-playing

Vocab Review

Match the words with the meanings.

'will' (future) + be + —ing

distribute

disembarkation card

customs declaration form

fill in (UK) = fill out (US)

by the time

borrow

one

customs

immigration

form

land

birth

block letters

occupation

before but no later than the time

make a plane move safely down onto the ground at the end of a journey

being born

= (pronoun) a + noun

LIKE THESE

= action taking place in the very near future

job

a statement showing goods being imported

document

the place where officials check the documents of everyone entering the country

the place where your bags are checked when entering the country

give out

= arrival card /incoming passenger card/ landing card

write all the necessary information on a form

use something belonging to someone else and give it back to them later

Unit 6

Review 1

Vocab Review of Unit 1

Match the words with the meanings.

travel agency
'd like
(UK) **return** (US: round trip)
cf. (UK) **single** (US: one way)
certainly
flight

yes, of course
going to a place but not coming back
going to a place and back again
would like (= a polite way to say 'want')
journey in a plane
shop where you buy travel tickets

Vocab Review of Unit 2

Match the words with the meanings.

check-in
terminal
shuttle bus
baggage/ luggage
scale
aisle seat
board
boarding card = boarding pass
proceed to

an official card to show before you get onto a plane
machine for weighing things
seat next to a long passage between rows of seats
get on a plane, ship, train etc.
big building where people wait to get onto planes, buses, etc.
bus used for transporting people back and forth between two points
suitcases, bags, etc.
move forward to
place where you report your arrival at an airport, etc.

Vocab Review of Unit 3

Match the words with the meanings.

passengers
invite
requiring
assistance
board
row
aboard
bound for (a place)
in-flight service director
delay
departure
take-off
clearance
on time
currently
be in line for
fasten
secure
compartment

someone responsible for service during a plane journey
fix firmly
at the correct time or the time that was arranged
join together firmly
at the present time; now
official permission
one of the separate spaces used for keeping things in
be waiting one behind another for
people traveling in a vehicle, such as a car, bus, or plane
leaving a place
the length of the waiting time the length of the waiting time
help
each line of seats on a plane
needing
get on the plane
travelling towards
the time when a plane leaves the ground and begins to fly
ask someone to do something
on or onto a boat, airplane, train, etc.

Vocab Review of Unit 4

Match the words with the meanings.

'will' (future) + be + —ing
 distribute
 disembarkation card
 customs declaration form
 fill in (UK) = fill out (US)
 by the time
 borrow
 one
 customs
 immigration
 form
 land
 birth
 block letters
 occupation

before but no later than the time
 make a plane move safely down onto the ground at the end of a journey
 being born
 = (pronoun) a + noun
 LIKE THESE
 = action taking place in the very near future
 job
 a statement showing goods being imported
 document
 the place where officials check the documents of everyone entering the country
 the place where your bags are checked when entering the country
 give out
 = arrival card /incoming passenger card/ landing card
 write all the necessary information on a form
 use something belonging to someone else and give it back to them later

Vocab Review of Unit 5

Match the words with the meanings.

immigration
 occupation
 accountant
 goods
 allow
 provided
 intend
 souvenir
 prohibit
 restrict
 unless
 spirits

can do something
 not allow
 strong alcoholic drink
 if . . . not
 entering another country
 limit or control the amount of something
 memento; something you keep as a reminder
 have something in mind as a plan
 a job
 if
 items
 someone skilled in keeping accounts

Unit 7

Accommodation



Listening for information

- Listen to the dialogue between Naomi and an accommodation agent and try to understand it with out looking at the words in your book.
- Now you can look at the Key Words while the teacher explains them.

At an accommodation agency at Heathrow airport

A. Naomi hasn't booked a hotel in London. So she goes to an accommodation agency at Heathrow airport.

Clerk: Good afternoon. Can I help you?

Naomi: Good afternoon. I'm looking for some accommodation, please.

C: Yes, and may I have your name, please?

N: My name is Naomi Abe.

C: Could you spell it out for me, please?

N: A-B-E.

C: What kind of accommodation would you like?

N: A single room with bathroom, please.

C: And how much would you like to pay?

N: Well, how much will it be?

C: Will £50 be all right?

N: Yes, that'll be all right.

C: How many nights would you like to stay?

N: Five nights, please.

C: Just a moment then, please.

◎ Role-playing

B. Naomi has booked a hotel now. It's in central London. She wants to know how to get there.

Naomi: What's the fastest way to get to central London from here?

Clerk: Take the Heathrow Express. Just follow signs for Trains to reach Heathrow Central station. From there, take a Heathrow Express service to London Paddington. Journey time is 15 minutes. Paddington Station is at the heart of London's West End and has excellent connections to the rest of the city. Your hotel is near there.

N: Oh, good! Thank you very much.

Key Words

book *reserve; arrange to use a hotel room or have a ticket at a particular time*

Using the language

◎ Asking for the best way to do things

Superlative

What's the fastest way to + verb

What's the best way to + verb

What's the cheapest way to + verb

E.g. What's the fastest way to lose weight? What's the best way to learn English? What's the cheapest way to eat in London?

Grammar Spot

<u>adjective</u>	–	<u>comparative adjective</u>	–	<u>superlative adjective</u>
fast		faster		fastest
good		better		best
cheap		cheaper		cheapest

Exercise 1

Put the adjectives into the comparative or superlative form.

- Where is the (near) bus stop?
- I hope this exam is (easy) than the one I did yesterday.
- This watch is (cheap) than that one.
- What's the (cheap) way to go to Paris?

© Role-playing



Listening for information

- Listen to the dialogue between Naomi and an accommodation agent and try to understand it without looking at the words in your book.
- Now you can look at the Key Words while the teacher explains them.

At the hotel

Receptionist: Good afternoon. Welcome to the Grand QQ Hotel. Can I help you?

Naomi: Good afternoon. I have a reservation here under the name of Abe.

R: Could you spell that out for me, please?

N: Certainly. A-B-E.

R: Ms Abe. Yes, room 425. Would you like to register? Just fill in this form, please.

N: Thank you.

R: And may I see your passport, please? Thank you. And how will you be paying?

N: Is Visa OK?

R: That'll be fine.

N: Can I get dinner here this evening?

R: Yes, we do serve dinner in the Roof Garden.

N: Good. And what time is breakfast?

R: Breakfast is from 7:00 to 9:00 in the ground-floor restaurant. If you need anything, just dial 0 on your room phone. Also, there is internet available in the lobby 24 hours a day. And here's your key. Room 425. I'll just get a porter to take your luggage up.

Key Words

receptionist	<i>someone employed to receive and assist guests</i>
reservation	<i>booking</i>
register	<i>put your name on a list</i>
serve	<i>bring food to the table</i>
available	<i>can be used</i>

◎ **Role-playing**

Grammar Spot
The emphatic *do*

'*do*' is often used as an auxiliary verb to add emphasis to the main verb, that is, to show that we feel strongly about what we are saying.
E.g. We **do** serve dinner. You **do** look nice today! **Do** sit down!

Grammar Reference

(English Verb Patterns)

Causative verbs

'Get' can be used to express the idea that "X" causes "Y" to do something. 'Ask', 'tell', 'have' can also be used as causative verbs.

FORM:

X gets/ asks/ tells/ wants Y to do something. \leftrightarrow **X has Y do** something

E.g. I'll **get** the waiter **to bring** you the menu.

I'll **have** the waiter **bring** you the menu.

Note that 'have' is much more common in American English; 'get' is common in spoken British English.

Exercise 2 : Use the words in parentheses to complete the sentences.

1. Naomi asked the waiter her some tea. (bring)
2. I had my brother my suitcase. (carry)
3. The receptionist will get a porter my luggage. (carry)
4. Naomi told the housekeeper her room. (clean)
5. Naomi had the housekeeperher room. (clean)
6. His parents want him..... abroad. (go)

Key Words

housekeeper *someone who does the cleaning in a hotel*
abroad *to foreign countries*

◎ **Let's review the numbers.**

1. Listen and repeat

1,000 2,000 3,000 5,000 10,000 11,000
20,000 30,000 40,000 50,000 80,000 100,000

2. Say the number your teacher write on the whiteboard.

3. Write the numbers you hear.

Unit 8

At the Hotel



Requesting a Wake-up Call

Listening for information

- Listen to the dialogue between Naomi and a front desk clerk and try to understand it without looking at the words in your book.
- Now you can look at the Key Words while the teacher explains them.

Naomi calls the front desk to arrange a wake-up call for 7 and then sets a 7 am alarm on her cellphone.

Naomi: Hello? Is this the Front Desk?

Front Desk: Yes. Can I help you?

N : Could you give me a wake-up call tomorrow morning? I'm in 425.

FD: Certainly. What time would you like us to call you?

N: At 7, please.

FD: Not a problem. We'll call you tomorrow morning at 7. Can I help you with anything else?

N: No, I think that's about it.

FD: Okay. Have a pleasant evening.

Key Words

Front Desk =reception

That's about it that's all

◎ Role-playing



Having some problems

Listening for information

- Listen to the dialogue between Naomi and a front desk clerk and try to understand it without looking at the words in your book.
- Now you can look at the Key Words while the teacher explains them.

Naomi has some problems in the hotel

1.

Reception: Hello. Reception.

Naomi: Hello. Could you help me? The heating in my room is not working and it's very cold here. I'm in 425.

R: I'll send someone immediately to fix it, Ms. Abe. Anything else?

Key Words

work *do what is supposed to do*

immediately *without delay*

fix *repair*

◎ Role-playing

2.

Naomi: Yes, could you tell the people in the room next to me to be quiet at night? They were screaming all night and I couldn't sleep.

R: Absolutely. I'll ask them to keep the noise down. Anything else?

Key Words

scream *make a loud high noise with your voice; shriek*

absolutely *used to say that you completely agree*

3.

Naomi: Yes. Could you tell me where I could make a photocopy of a document?

R: No problem, Ms. Abe. There's a copy machine in our computer lab.

N: Very good! Is there a charge?

R: It's 5 pence a copy.

N: That sounds reasonable. I'll be down there immediately.

R: I don't think there will be any long lines. Anything else?

Key Words

lab

laboratory; special room

reasonable

not too expensive

4.

Naomi: Yes. Is there a hospital near here? I'm not feeling well. I would like to see a doctor.

R: Yes, there is a good hospital in the vicinity, called 'St. Mary's Hospital'.

N: Good. Could you please reserve a taxi for me at three thirty?

R: Certainly. Where would you like the taxi to take you?

N: My destination is St. Mary's Hospital.

R: Certainly. I'll have a taxi waiting for you at three thirty. Anything else?

N: No, I think that's about it. Thank you very much.

Key Words

in the vicinity

nearby; not far away

destination

the place that someone is going to

At the hospital



Listening for information

- Listen to the dialogue between Naomi and a front desk clerk and try to understand it without looking at the words in your book.
- Now you can look at the Key Words while the teacher explains them.

Doctor: What seems to be the trouble?

Naomi: I'm not feeling well, doctor. I have a sore throat.

D: Do you have any aches and pains?

N: Yes, my back aches.

D: Let me take your temperature. . . How long have you been feeling ill?

N: It began last night.

D: You have a temperature, but it's nothing serious. It's probably just the flu. I'll give you a prescription. **Take this to the chemist's. Take one tablet every four hours.**

N: Thank you very much, doctor.

Key Words

sore *painful*

© Role-playing

Exercise

Match a symptom in column A with an expression in column B..

A	B
If your head hurts,	you have (or have got=UK) a backache.
If your stomach hurts,	you feel dizzy.
If your back hurts,	you have (or have got=UK) a headache.
If the world is going around in circles,	you have (or have got=UK) a stomachache.
If you have to go to the toilet very often,	you feel nauseous
If you feel you need to vomit,	you have diarrhea.

symptom *condition of disease apparent to the patient*

vomit *be sick, bring up food from the stomach*

© **Let's review the numbers.**

1. Listen and repeat

12,345	54,321
123,456	1,000,000

2. Say the number your teacher write on the whiteboard.

3. Write the numbers you hear.

Vocab Review

Match the words with the meanings.

accommodation
be looking for
spell (out)
single room
double room
that'll
£ /páund/
Just a moment
book
receptionist
reservation
register
serve
available

a room large enough for two people to sleep in
wait a short period of time
the standard unit of money in Britain, which is divided into 100 pence
someone employed to receive and assist guests
a place for someone to stay
booking
show how a word is spelled by saying the letters separately in order
be trying to find
reserve; arrange to use a hotel room or have a ticket at a particular time
a room large enough for one person to sleep in
bring food to the table
can be used
contraction of that will
put your name on a list

Unit 9

Taking a Taxi



Today Naomi wants to take one of the world famous London cabs. Licensed cab drivers in London have an intimate knowledge of the geography of London streets. She hails a cruising taxi in the street. When a sign saying 'TAXI' is illuminated, it means the vehicle is available for hire.

Key Words

intimate

detailed

illuminated

lit up by lights

vehicle

a machine with an engine used for transporting people, such as a car, bus, or truck

available

able to be used

Listening for information (1)

- Listen to the dialogue between Naomi and a taxi driver and try to understand it without looking at the words in your book.
- Now you can look at the Key Words while the teacher explains them.

Naomi : Taxi! Taxi!

Taxi-driver: Where to, madam?

N: Covent Garden, please.

D: OK.

N: I have to go to the Royal Opera House. The performance starts at 7:30. Do you think I'll make it?

D: Yes, easily. It's only five past seven. Don't worry. I'm taking a route without much traffic.

N: Thank you . . .

D: Here you are. The Royal Opera House. And you have ten minutes to spare.

N: Oh, good. How much is it?

D: It's twenty-two pounds on the meter.

N: Here's twenty-five. Keep the change.

Key Words

taxi *cab*

madam (UK) *ma'am (US), used to address a woman in a polite way*

performance *an act of presenting a play, concert, or other form of entertainment to a group of people*

© Role-playing

Riding the London Underground



Listening for information (2)

- Listen to the dialogue between Naomi and a front-desk clerk and try to understand it without looking at the words in your book.
- Now you can look at the Key Words while the teacher explains them.

Naomi is at the front desk of the hotel. She wants to learn how to ride the London Underground, usually referred to as the Tube.

Naomi: Hello. Could you tell me how to ride the Tube in London?

Front Desk: Certainly. First, find a large, wall-mounted Tube map as soon as you get to the Tube station. Pick up a paper map from the holder next to the wall map, and put it in your pocket. Find the icon on the wall map indicating the station where you are currently and the one for the station where you intend to go.

N: Yes. And then?

FD: Purchase an off-peak one-day Travelcard for Zone 1 and 2. I recommend an off-peak Travelcard because it is very crowded at peak times, that is 8 to 9:30am and 5 -6:30pm. And it's better to get one for Zone 1 and 2 because all the major city-centre sights are located in Zone 1 or 2. Then, have your Travelcard ready as soon as you reach the ticket barrier and pass it through the slot at the entrance to the barrier, walk through and collect the card at the other side.

N: I see.

FD: And also try to have some small change on you in case you need to use the bathroom at a Tube station.

N: Thank you for your advice.

Key Words

barrier	<i>gate</i>
slot	<i>a long narrow hole in a surface</i>
change	<i>small coins</i>

Grammar Spot

Imperatives

An imperative sentence can be used to give directions

Vocab Review

Match the words with the meanings.

Front Desk
That's about it
fix
work
immediately
fix
scream
absolutely
lab
reasonable
in the vicinity
destination
sore
symptom
vomit

do what is supposed to do
repair
that's all
=reception
painful
be sick, bring up food from the stomach
condition of disease apparent to the patient
the place that someone is going to
nearby; not far away
repair
laboratory; special room
used to say that you completely agree
without delay
make a loud high noise with your voice; shriek
not too expensive

Unit 10

Asking the Concierge for Sightseeing Advice



Listening for information

- Listen to the dialogue between Naomi and the concierge and try to understand it without looking at the words in your book.
- Now you can look at the Key Words while the teacher explains them.

(At the hotel)

Naomi: The front desk told me to ask you for sightseeing advice.

Concierge: Of course. I'd be more than happy to help. I am the hotel's concierge. Every good hotel has a concierge like me.

N: Concierge? I'm not familiar with that word.

C: A concierge directs hotel visitors to popular places to visit, shop, and eat. You know London is full of museums, galleries, and historic landmarks to visit.

N: Very good. So where should I start my sightseeing?

C: How about starting at Big Ben, one of London's most famous landmarks? Big Ben is the name given to the massive bell inside the clock tower. It is the largest four-faced chiming clock in the world. The clock tower looks spectacular at night when the four clock faces are illuminated. In fact, people say don't leave London without visiting Big Ben!

Key Words

be familiar with
museum

gallery
landmark
massive
chiming clock
spectacular
illuminate
in fact

have a good knowledge of
a building where important cultural, historical, or scientific objects are kept and shown to the public
a building where people can see famous pieces of art
something that is easy to recognize and that helps you to know where you are
very large and heavy
a clock that makes a ringing sound to tell you what time it is
very impressive
light up
in reality;



Role-playing

Conversation Tips

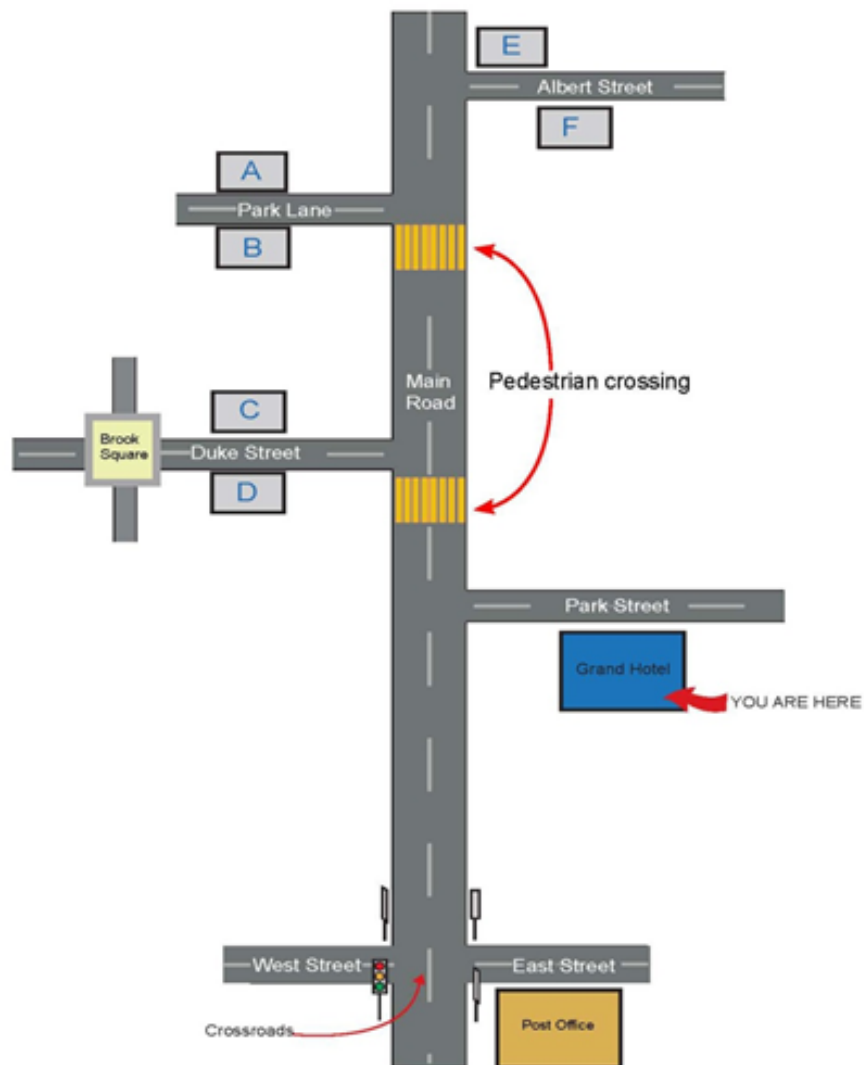
In fact

We use this expression to emphasize what we have just said.

E.g. I know the mayor really well. In fact, I had dinner with him last week.

Asking for and Giving Directions





Dialogue 1. Listening for information

- Listen to the dialogue between Naomi and a receptionist and try to understand it without looking at the words in your book.
- Now you can look at the Key Words while the teacher explains them.

Naomi wants to go to the post office to send some post cards to Japan. She asks one of the hotel receptionists the way to the post office.

Naomi: Excuse me. Could you tell me the way to the post office, please?

Receptionist: Turn left outside the hotel and go straight ahead until you get to the main road. Turn left and keep on the main road. You'll come to the first traffic lights. Turn left there and you'll easily find the post office. You can't miss it.

N: What's the name of the road?

R: East Street.

N: And which side of the road is it on?

R: On the right hand side. It's opposite the theatre.

N: Is it far to walk?

R: It's within walking distance. It's a ten-minute walk, I think.

N: Thank you very much.

Key Words

traffic lights

a set of red, yellow, and green lights that control traffic

opposite

facing each other

© Role-playing

Dialogue 2.

Listening for information

a) Listen to the dialogue between Naomi and a pedestrian and try to understand it without looking at the words in your book.

b) Now you can look at the Key Words while the teacher explains them.

After the post office, Naomi decides to go to a bank. So she asks a pedestrian to give her directions to the nearest bank.

Naomi : Excuse me. Could you tell me the way to the nearest bank, please?

Pedestrian : Well, it's in Duke Street, near Brook Square.

N : Is it far to walk?

P : It isn't far from here. It's a fifteen-minute walk, I think. Go back to the main road. Turn right and keep on the main road. You'll come to the first pedestrian crossing. Walk over the crossing, and there's a turning to the left. It's Duke Street. Go up there and the bank is about fifty meters up there on the right hand side. It is next to the Library.

N: Thank you very much indeed.

Key Words**pedestrian***a person walking***directions***(pl.) instructions about how to get from one place to another***pedestrian crossing (UK)***a specially marked place for people to walk across the road; zebra crossing;***=cross walk (US)**© **Role-playing****Exercise 1**

Listen to Dialogue 2 again and answer the following questions without looking at the text.

1. Where is the turning to the bank? Is it at the first pedestrian crossing or at the second pedestrian crossing?
2. Do you need to turn right or left?
3. What is the name of the street that you need to turn into?
4. Which side of the road is the bank on?
5. Find the bank on the map. Is it A, B, C, D, E, or F?

Exercise 2

With your teacher, ask for and give directions to F and then A. Start from YOU ARE HERE on the map.

Vocab Review**Match the words with the meanings.****intimate****illuminated****vehicle****available****taxi****madam (UK)****performance****barrier****slot****change***cab**small coins**a long narrow hole in a surface**gate**detailed**an act of presenting a play, concert, or other form of entertainment to a group of people**ma'am (US), used to address a woman in a polite way**able to be used**a machine with an engine used for transporting people, such as a car, bus, or truck**lit up by lights*

Unit 11

Review 2

Vocab Review of Unit 7

Match the words with the meanings.

accommodation
be looking for
spell (out)
single room
double room
that'll
£ /páund/
Just a moment
book
receptionist
reservation
register
serve
available

a room large enough for two people to sleep in
wait a short period of time
the standard unit of money in Britain, which is divided into 100 pence
someone employed to receive and assist guests
a place for someone to stay
booking
show how a word is spelled by saying the letters separately in order
be trying to find
reserve; arrange to use a hotel room or have a ticket at a particular time
a room large enough for one person to sleep in
bring food to the table
can be used
contraction of that will
put your name on a list

Vocab Review of Unit 8

Match the words with the meanings.

Front Desk
That's about it
fix
work
immediately
fix
scream
absolutely
lab
reasonable
in the vicinity
destination
sore
symptom
vomit

do what is supposed to do
repair
that's all
=reception
painful
be sick, bring up food from the stomach
condition of disease apparent to the patient
the place that someone is going to
nearby; not far away
repair
laboratory; special room
used to say that you completely agree
without delay
make a loud high noise with your voice; shriek
not too expensive

Vocab Review of Unit 9

Match the words with the meanings.

intimate
illuminated
vehicle
available
taxi
madam (UK)
performance
barrier
slot
change

cab
small coins
a long narrow hole in a surface
gate
detailed
an act of presenting a play, concert, or other form of entertainment to a group of people
ma'am (US), used to address a woman in a polite way
able to be used
a machine with an engine used for transporting people, such as a car, bus, or truck
lit up by lights

Vocab Review of Unit 10

Match the words with the meanings.

be familiar with
museum
gallery
landmark
massive
chiming clock
spectacular
illuminate
in fact
traffic lights
opposite
pedestrian
directions
pedestrian crossing

a set of red, yellow, and green lights that control traffic
in reality;
a specially marked place for people to walk across the road; zebra crossing;
(pl.) instructions about how to get from one place to another
a person walking
light up
facing each other
a clock that makes a ringing sound to tell you what time it is
a building where important cultural, historical objects are kept and shown to the public
have a good knowledge of
very impressive
very large and heavy
something that is easy to recognize and that helps you to know where you are
a building where people can see famous pieces of art

● **Fill each of the blanks with a word from the list.**

pedestrian
sore
spare

heart
fill
wake-up

concierge
get
directions

working
fix
reservation for

fastest
way
in connections

spell
destination
register

1. I'm lookingsome accommodation, please.
2. Could youit out for me, please?
3. What's the way to get to central London from here?
4. Paddington Station is at theof London's West End and has excellentto the rest of the city.
5. I have a here under the name of Abe.
6. Would you like to? Just in this form, please.
7. I'll just a porter to take your luggage up.
8. Could you give me a call tomorrow morning? I'm 425.
9. The heating in my room is not and it's very cold here.
10. I'll send someone immediately to it,
11. My is St. Mary's Hospital.
12. I have athroat.
13. You have ten minutes to
14. Adirects hotel visitors to popular places to visit, shop, and eat.
15. Could you tell me the to the post office, please?
16. She asks ato give herto the nearest bank.

Unit 12

Eating Out



Asking the Concierge for Restaurant Advice

Listening for information (1)

- Listen to the dialogue between Naomi and the concierge and try to understand it without looking at the words in your book.
- Now you can look at the Key Words while the teacher explains them.

Naomi: Hello. I need your help again, if you don't mind. I'd like to eat out at a good restaurant tomorrow evening. Could you recommend one?

Concierge: I'm always at your service! What is your budget for the dinner?

N: I'm prepared to spend up to £ 50.

C: Well, in that case, may I suggest QQ Brasserie? It's a very popular tourist spot, with great food and music.

N: That sounds good! Could you tell me how to get there?

C: Of course, madam. It's in the City of London. Take the Tube to Bank station. It's only 5 minute walk from the station. The address is 18 Lombard Street, London EC3V 9AA.

N: Do you know the phone number?

C: Let me check my book. . . Yes, it's 20-7929-6611. And their opening hours are from 5:30pm to 10pm.

N: Thank you very much. I'll call them and get a reservation.

Key Words

recommend

be at sb's service

budget

be prepared to

advise: say that something is good

be available to help someone

the money available

be willing to

© **Role-playing**

Getting a Reservation at a Restaurant



Listening for information (2)

- Listen to the dialogue between Naomi and a restaurant staff and try to understand it without looking at the words in your book.
- Now you can look at the Key Words while the teacher explains them.

Restaurant Staff: Thank you for calling QQ Brasserie. How may I help you?

Naomi: I'd like to reserve a table for one.

RS: For which day and for what time?

N: It's for tomorrow at 7 o'clock.

RS: And the name on the reservation?

N: Abe. A-B-E.

RS: And a phone number where we can reach you, please?

N: 20-7850-0500.

RS: Okay. Let me repeat back to you the information I have. This is a reservation for tomorrow evening at 7 o'clock. A table for one. Ms Abe. Is that correct?

N: Yes, that's right.

RS: Very good. We'll reserve a table for you.

N: Thank you very much.

RS: We'll see you tomorrow, Ms Abe. Thank you.

Key Words

correct

having no mistakes

Ms (UK) =Ms. (US)

used before a woman's family name when she doesn't want to be called 'Mrs' or 'Miss', or when you don't know whether she is married or not.

© Role-playing

Ordering a Meal



Listening for information (3)

- Listen to the dialogue between Naomi and a waiter and try to understand it without looking at the words in your book.
- Now you can look at the Key Words while the teacher explains them.

Waiter: Good evening and welcome to QQ Brasserie. Are you ready to order?

Naomi: Yes, I think so. I'll have home made soup as a starter.

W: And for the main course?

N: I'll have the fillet steak, please.

W: Well-done, medium or rare?

N: Medium, please. With potatoes and vegetables.

W: And would you like anything to drink?

N: I'd like some red wine. Is there a good French wine you can recommend?

W: Well, the Asda Beaujolais 2009 is very nice.

N: All right, a bottle of the Asda Beaujolais then, please.

W: Thank you.

W: Is everything all right, madam?

N: Yes, thank you. That was very nice.

W: Would you like a dessert?

N: Just a single espresso, please. And could I have the bill, please?

W: Certainly, madam.

Key Words

meal	<i>any of the regular daily occasions when food is eaten, or the food you eat on that occasion</i>
ready	<i>prepared</i>
starter (UK)	<i>=appetizer (US) ; a small amount of food eaten at the start of a meal</i>
well-done	<i>meat cooked thoroughly</i>
rare	<i>meat cooked for a short time and still red</i>
dessert	<i>sweet food served after the main part of a meal</i>
bill	<i>= check</i>

© **Role-playing**

Unit 13

At a Bank



Listening for information (1)

- Listen to the dialogue between Naomi and a bank teller and try to understand it without looking at the words in your book.
- Now you can look at the Key Words while the teacher explains them.

Teller: Hello. Can I help you?

Naomi: Yes, please. Can I change some yen traveler's checks into pounds, please?

T: Certainly. How much would you like to change?

N: 20,000 yen, please.

T: May I see your passport, please?

N: Yes, here it is.

T: Thank you. Could you sign the checks, please?

N: Yes. May I borrow a pen?

T: Here you are.

N: By the way, can I use my card in this cash machine?

T: Yes, this card is fine.

Key Words

teller	= V an employee of a bank who receives and pay out money
cash machine (UK)	= ATM (US)
by the way	used when saying something not related to the subject you were talking about before

GRAMMAR MEMO

We say 100 pounds, 100 dollars, 100 euros, but we don't say 100 yens (no plural form for the standard unit of money in Japan).



Role-playing

Shopping

There are a vast amount of options for shopping in London with something to suit everybody's taste.



Listening for information (2)

- Listen to the dialogue between Naomi and a sales assistant and try to understand it without looking at the words in your book.
- Now you can look at the Key Words while the teacher explains them.

Naomi: Excuse me.

Sales Assistant: Can I help you?

N: Yes, please. I like these shoes, but do you have them in white?

SA: Wait a second, please. I'll just check. What size?

N: Well, in Japan I take a 23, so I think that's a 4 here.

SA: Here they are. How do they feel?

N: They feel a bit tight actually. Do you have a larger size?

SA: Let's try a 4 and a half, then. Do they fit all right?

N: They feel fine. Are these shoes leather?

SA: Yes, they are.

N: Good. I think I'll take them.

SA: OK. Would you like to come to the cash desk?

Key Words

shop assistant (UK) = sales clerk (US)

Conversation Tips

We use **'in'** to indicate the material of something and the colour of it.

Can I get these dresses **in** silk?

I like the pattern, but I would prefer it **in** blue instead of red.

◎ **Role-playing**

Listening for information (3)

- Listen to the dialogue between Naomi and a sales assistant and try to understand it without looking at the words in your book.
- Now you can look at the Key Words while the teacher explains them.

Sales Assistant: Are you being served?

Naomi: No, I'm not. I'd like a navy blue dress, rather like this on the stand here.

SA: Yes, madam. Do you know your size?

N: No, I'm not sure of the English sizes. Could you measure me?

SA: Certainly, madam.

(The sales assistant measures Naomi.)

SA: Size 30 should fit you.

N: I see, size 30.

SA: This is a nice style, madam, and it's size 30.

N: I'd like to try it on, please. And could I try on two others: this beige one and the white one. Where is the fitting room?

SA: This way, please.

(After a while)

SA: How are you getting on, madam? Oh, that looks very nice on you.

N: Yes, I like this beige one, and the fit is very good.

SA: Yes, it's a very good style, and it is washable, as you can see from the label.

N: Good. I'll take it.

Key Words

stand

the rail on which the dresses are hung

fitting room

small room where dresses can be tried on

label

the ticket on the dress showing the size and price

Conversation Tips

If you don't want to buy something, say "I'll leave it / them. Thanks."
If you want to buy it / them, say "I'll take it / them."

© Role-playing

Vocab Review

Match the words with the meanings.

recommend
be at sb's service
budget
be prepared to
correct
meal
ready
starter (UK)
well-done
rare
dessert
bill

= check
sweet food served after the main part of a meal
=appetizer (US) ; a small amount of food eaten at the start of a meal
meat cooked thoroughly
prepared
meat cooked for a short time and still red
having no mistakes
the money available
be willing to
any of the regular daily occasions when food is eaten, or the food you eat on that occasion
be available to help someone
→ advise: say that something is good

Unit 14

Buying Gifts and Souvenirs



Listening for information (1)

- Listen to the dialogue between Naomi and a store clerk and try to understand it without looking at the words in your book.
- Now you can look at the Key Words while the teacher explains them.

Naomi decides to buy some gifts and souvenirs before she leaves London.

Store Clerk: Can I help you find something?

Naomi: Yes, does this scarf come in beige?

SC: No, we don't have it in beige. . . only in orange, red, and grey.

N: Oh, I see. And it's on offer, right?

SC: Yes, it is. All our scarves are 20% off today and tomorrow.

N: And what about the hats?

SC: They are normal price.

N: OK. I'll take three orange scarves and four grey ones. Could you gift-wrap them individually?

SC: Anything else? We sell souvenirs, too. Some mugs, fridge magnets, T-shirts and more. . . They are right over there.

N: All right. Let me browse around the shop.

Key Words

souvenir

on offer (UK)

gift-wrap

individually

fridge magnet

browse

a thing kept as a reminder of a place you have visited

=on sale (US) available to be bought at a lower price than normal

wrap a present with attractive coloured paper

separately, not together in a group

a piece of iron that attracts similar objects used for decorating the outside of a refrigerator

look at the goods in a shop without a particular purpose

© Role-playing

Checking out



Listening for information (2)

- Listen to the dialogue between Naomi and a hotel clerk and try to understand it without looking at the words in your book.
- Now you can look at the Key Words while the teacher explains them.

Naomi: Excuse me. Could you tell me what time I have to check out tomorrow?

Hotel Clerk: You'll have to leave your room by 12pm.

Naomi: OK. Thank you.

(Next day)

I'm checking out. Here is the key to my room.

Hotel Clerk: Thank you. I'll just print out your bill.

(Naomi reviews her bill carefully)

Naomi: My bill says that I owe £10 for a movie, but I never ordered one.

HC: Let's see. It says that you were charged Wednesday at 8pm for the movie "Love Story".

N: That's absolutely wrong! I was out at a restaurant in the City Wednesday evening.

HC: OK, let me see what I can do. . . Yes, we can take the £10 off your bill.

N: Thank you for taking my word over the computer's word. By the way, is there somewhere I can leave my bags until the evening?

HC: Yes, you can leave them in our storage room. And thank you for staying with us, Ms Abe. We hope to see you soon.

N: Thank you.

Key Words

owe	<i>have to pay someone for something</i>
charge	<i>ask someone for a particular amount of money</i>
storage	<i>putting things away and keep them until you need them</i>

© Role-playing

Vocab Review

Match the words with the meanings.

teller
cash machine (UK)
by the way
shop assistant (UK)
stand
fitting room
label

the ticket on the dress showing the size and price
the rail on which the dresses are hung
small room where dresses can be tried on
= ATM (US)
= sales clerk (US)
used when saying something not related to the subject you were talking about before
= cashier an employee of a bank who receives and pay out money

Conversation Tips

If you don't want to buy something, say "I'll leave it / them. Thanks."
If you want to buy it / them, say "I'll take it / them."

© Role-playing

Vocab Review

Match the words with the meanings.

recommend
be at sb's service
budget
be prepared to
correct
meal
ready
starter (UK)
well-done
rare
dessert
bill

= check
sweet food served after the main part of a meal
=appetizer (US) ; a small amount of food eaten at the start of a meal
meat cooked thoroughly
prepared
meat cooked for a short time and still red
having no mistakes
the money available
be willing to
any of the regular daily occasions when food is eaten, or the food you eat on that occasion
be available to help someone
→ advise: say that something is good

Unit 15

Review 3

Vocab Review of Unit 12

Match the words with the meanings.

recommend
be at sb's service
budget
be prepared to
correct
meal
ready
starter (UK)
well-done
rare
dessert
bill

= check
sweet food served after the main part of a meal
=appetizer (US) ; a small amount of food eaten at the start of a meal
meat cooked thoroughly
prepared
meat cooked for a short time and still red
having no mistakes
the money available
be willing to
any of the regular daily occasions when food is eaten, or the food you eat on that occasion
be available to help someone
advise: say that something is good

Vocab Review of Unit 13

Match the words with the meanings.

teller
cash machine (UK)
by the way
shop assistant (UK)
stand
fitting room
label

the ticket on the dress showing the size and price
the rail on which the dresses are hung
small room where dresses can be tried on
= ATM (US)
= sales clerk (US)
used when saying something not related to the subject you were talking about before
=cashier an employee of a bank who receives and pay out money

Vocab Review of Unit 14

Match the words with the meanings.

souvenir
on offer (UK)=on sale (US)
gift-wrap
individually
fridge magnet
browse
owe
charge
storage

ask someone for a particular amount of money
separately, not together in a group
look at the goods in a shop without a particular purpose
have to pay someone for something
putting things away and keep them until you need them
wrap a present with attractive coloured paper
available to be bought at a lower price than normal
a thing kept as a reminder of a place you have visited
a piece of iron that attracts similar objects used for decorating the outside of a refrigerator

- Fill each of the blanks with a word from the list.

prepared
starter
tight

being
repeat
gift-wrap

change
into
use

recommend
in
browse

checking
on
come

budget
reserve
take

way
bill
have

1. What is your for the dinner?
2. Could youa good restaurant?
3. I'd like toa table for one.
4. Let me back to you the information I have.
5. I'llhome made soup as a
6. Could I have the, please?
7. Can I some yen traveler's checks pounds, please?
8. By the can I my card in this cash machine?
9. I like these shoes, but do you have them white?
10. Well, in Japan Ia 23, so I think that's a 4 here.
11. They feel a bit actually.
12. I'd like to try it, please.
13. Are you served?
14. Does this scarf in beige?
15. Could you..... them individually?
16. Let me around the shop.
17. I'm out.
18. I'm..... to spend up to £50.