

English Advantage



Intermediate

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Book 5

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Book 5: Intermediate

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How to study

Blended-learning Components

Blended-learning Components

Let's look at the different tools RSLC provides to help you meet your English goals.



With Rosetta Stone E-learning

You will have 24/7 access to materials, so you can study anywhere, anytime. Rosetta Stone Advantage will allow you to improve your grammar and vocabulary, so that you can focus on speaking in your one-on-one lessons.



With Lesson Preview

You will be familiar with the lesson theme, grammar, and vocabulary, which means you'll be completely ready for each lesson.



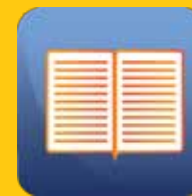
With Power Review Lesson Notes

You will be able to review new words, the goal of the lesson, and different corrections so that you never forget what you learned in each lesson.



With Power Review Lesson Recordings

You will be able to improve your listening skills, pick up little points you missed, and hear your speaking speed improve.



With Reading Homework

You will be able to review what you studied in the lesson and test your **passive skills** while at the same time learning new vocabulary.



With Writing Homework

You will be able to test your **active skills** and lock away new content by completing realistic writing situations that are similar to what a native speaker would do.



With Self Input

(i.e. studying by yourself - this can be anything from reading vocabulary books to watching TV shows.) You will start to develop a well-balanced English ability.



With Self Output

(i.e. using your English to communicate with real people either by speaking or in writing.) You will be able to put everything you have learned into practice and truly start to see rapid progress.

Lesson breakdown


Let's take a look at how a 40-minute lesson is put together.

Goal based lessons
Each lesson has an interesting, immersive, and relevant goal based on the communicative approach, and is aligned with CEFR to give the highest standard of quality. The goal is always presented at the start of the lesson.

Let's start
This is a warm-up task that gets the student thinking about the topic.
Estimated time: 5 min

Let's try
This is a listening task that introduces a short model of the goal of the lesson.
Estimated time: 5 min

Gamification
There are 90 lessons spread over three textbooks in the B1 level. Each textbook contains 30 lessons. Each lesson is visually represented in the progress bar to the right. By visually showing progress, students are more likely to maintain a higher level of motivation throughout the course.



Lesson 01

Goal: Hitting it off with new people

Let's start Look at the list below of ways to make a great first impression. Which three do you think are the most important and why?

Did you know
If you want to meet new people and make some new friends, look for meetups in your local area.

| | |
|---|---|
| <ul style="list-style-type: none"> • be confident • be yourself • be interesting • be humble (don't brag) | <ul style="list-style-type: none"> • make eye contact • find a connection • use friendly body language • close on a good note |
|---|---|

Let's try Listen to the three excerpts from conversations between people meeting for the first time. Make some notes, then tell your teacher about each conversation. Are the excerpts from the start, middle, or end of the conversations?

| | |
|----------------|--|
| David and Paul | |
| Toby and Sarah | |
| Carl and Gwen | |

Progression

Reading homework Read the business article on page 80, then complete the assigned tasks. You are welcome to preview the reading content before the lesson.

Writing homework (100-200 words) Write a short blog post about some different things you can do to make sure you always make a great first impression.

Let's practice Read the dialogue with your partner and find examples of where the topics below are mentioned. Discuss and expand on the topics together, then use the dialogue and the topics to practice hitting it off with new people.

Dialogue


Situation: Steve is at a friend's party in Tokyo. A man has just approached him.

Ben: Hi. Are you a friend of Peter's?
Steve: Yeah. I'm Steve. I know Peter through work.
Ben: Nice to meet you, Steve. I'm Ben. Where are you from?
Steve: I'm from Sydney, but I grew up in New York.
Ben: Whereabouts in New York?
Steve: Queens. A place called Fresh Meadows. Do you know it?
Ben: Yeah. I used to live in Brooklyn.
Steve: Wow! Small world.
Ben: So, what brings you to Tokyo?
Steve: I'm here on business. I'm a programmer. I'm here for a conference. I'm just in town for a week. What do you do for a living?
Ben: I'm a fashion designer. What kind of programming do you do?
Steve: Web pages mostly, but I do some other stuff too. Have you ever tried programming?


.... (conversation continues)....

Steve: Well...
Ben: So, listen. It's been great talking to you today Steve, but I need to go check on some of the other guests. Enjoy the rest of the party. OK?
Steve: Will do. It was nice talking to you.


starting a conversation



continuing a conversation



ending a conversation



Let's speak Read the information below, then role-play the situation with your partner.

Situation: You are at work. A new staff member is supposed to start today. You see someone new in the office. Introduce yourself and find out about them. Try to find some things in common.

Homework Complete the reading and writing activities below as well as the recommended e-learning activities listed in your pacing document.

Let's practice
This activity introduces a dialogue related to the goal of the lesson. The student will practice their fluency by:

- Reading the dialogue
- Finding examples of usage
- Expanding on the topic and learning related content
- Discussing the topic using the newly introduced content

Estimated time: 20 min

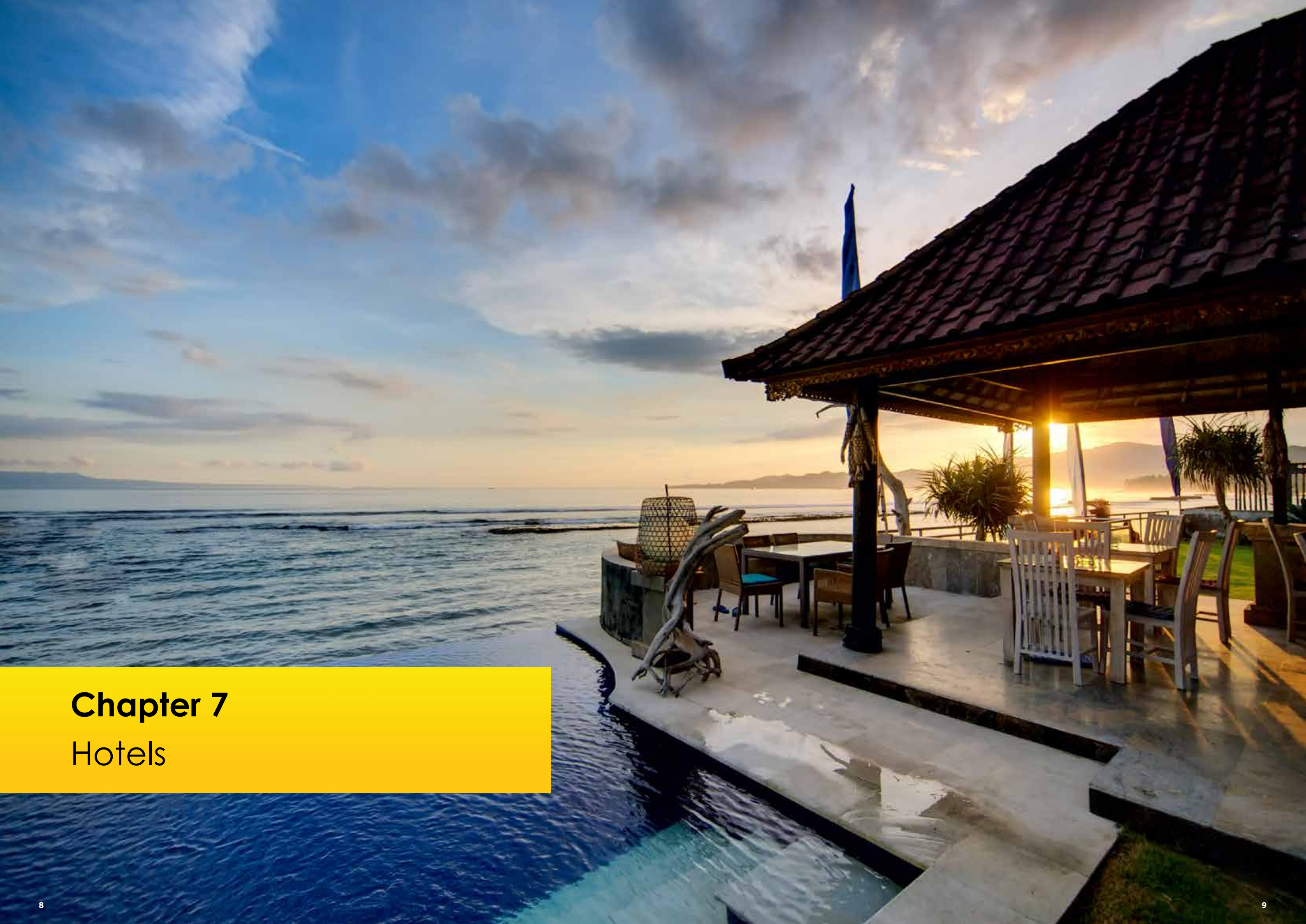
Let's speak
This section gives the student a chance to practice using the new structures in a real conversation. Some different types of fluency activities include: role-plays, speeches, debates, and presentations.
Estimated time: 5 min

Homework
Each lesson contains three optional but recommended homework components. Each component is estimated to take 40 minutes to complete. Before the lesson:

1. Reading

After the lesson:

2. Writing
3. E-learning



Chapter 7

Hotels



Goal: Choosing a hotel

Let's start

Which of the following forms of accommodation have you stayed at before? What made you choose each one?

- a luxury hotel
- a budget hotel
- a motel
- a resort
- a bed and breakfast
- a serviced apartment
- a capsule hotel
- an Airbnb
- a youth hostel
- a guest house

Discuss the following questions with your teacher:

1. What's important to you when booking a hotel other than the price?
2. What's the most interesting place you have stayed at?

Let's try

Tracks #1-3

Listen to the people talk about what's important to them when choosing a place to stay. Fill in the table below, then tell your teacher.

| | Important | Not important |
|---------|-----------|---------------|
| John | | |
| Claudia | | |
| Travis | | |

Let's practice

Read the dialogue with your partner and find examples of where the topics below are mentioned. Discuss and expand on the topics together, then use the dialogue and the topics to practice choosing a hotel.

Dialogue

Situation: Ben is helping his friend find a hotel.

Ben: Hey, Alice. Have you found a place to stay yet?
Alice: Nah, not yet. I'm still looking.
Ben: OK. Are you thinking of staying in a hotel, Airbnb, resort...?
Alice: There is no way I'd be able to afford to stay at a resort. I'll probably just stay in a hotel.
Ben: OK. How do you usually choose a hotel?
Alice: Well, of course, price is important. It has to be safe, clean and quiet. And I like to stay somewhere that is really central - ideally, within a five minute or so walk from a station.
Ben: What about facilities like having a pool, a restaurant, or a business center?
Alice: Nah, I don't care too much about that stuff. It's winter so I won't use the pool. And I much prefer checking out local restaurants. If the place had a washing machine, that would be great since we're staying six nights.
Ben: What about things like airport transfers?
Alice: Nah, that's not too important for me. I usually just take the train.
Ben: What's your budget?
Alice: I don't want to spend more than \$150 US a night.
Ben: And how many people are you staying with?
Alice: I'm going with my whole family. Seven people in total.
Ben: If you're staying with that many people and you don't need a swimming pool or restaurant, I'd recommend staying at an Airbnb. It will probably work out cheaper.

trip details



what's important



recommendation



Let's speak

Read the information below, then role-play the situation with your partner.

Situation: Your partner is coming to Japan, but they don't know where to stay. Discuss what's important to them when choosing a hotel, then recommend some different hotels you think they might like.

Homework

Complete the reading and writing activities below as well as the recommended e-learning activities listed in your pacing document.

Progression



Reading homework

Read the forum posts on page 80, then complete the assigned tasks. You are welcome to preview the reading content before the lesson.

Writing homework
(100-200 words)

You are planning a trip with a friend. You organized the hotel. Write an email to your friend explaining what hotel you've chosen and why.



Goal: Booking a hotel room

Let's start

How do you usually book a hotel room?

Discuss which of the following you prefer and why.

- staying at a luxurious hotel vs staying at a cheap hotel
- staying at the same hotel each time vs staying at a different hotel
- booking a hotel yourself vs using a travel agency.
- booking a hotel online vs booking a hotel via the telephone

Let's try

Tracks #4-6

Listen to each person as they book a hotel. Fill in the table below, then tell your teacher about each person's reservation.

| | Guest #1 | Guest #2 | Guest #3 |
|------------------|----------|----------|----------|
| Reservation name | | | |
| Number of guests | | | |
| Check-in date | | | |
| Check-out date | | | |
| Room preference | | | |
| Total price | | | |

Let's practice

Read the dialogue with your partner and find examples of where the topics below are mentioned. Discuss and expand on the topics together, then use the dialogue and the topics to practice booking a hotel room.

Dialogue

Situation: Claire is making a reservation at a hotel over the phone.

Staff: Good afternoon. This is the George Hotel. Rachael speaking, how may I help you?
Claire: Hello. I'd like to make a reservation, please.
Staff: Certainly. For which nights?
Claire: Check in April 14th, departing on April 22nd.
Staff: Please hold one moment while I check the availability ... yes, we have rooms available for those nights. How many guests will be staying?
Claire: Two adults and two children. We'd prefer a king sized bed with twin singles, if possible.
Staff: OK. A family room is \$400 a night, or if you like, we currently have a special deal on our villas. I can upgrade you to a deluxe villa for an extra \$50 per night.
Claire: That sounds great. OK, we'll take a villa. Oh, is breakfast included in the price?
Staff: I'm sorry, no. Our intercontinental breakfast is an extra \$23 per person.
Claire: OK, sure. Can we get breakfast for four people?
Staff: Certainly. May I have your name and contact details, please?
Claire: It's Wensleydale. That's W-E-N-S-L-E-Y-D-A-L-E. My phone number is 555-852-456.
Staff: That's great, and may I have your credit card details, please?
Claire: My credit card number is 2845-8542-8523. Expiry date 12/21.
Staff: Thank you very much. The total for the reservation comes to \$4,336.

reservation details
people / nights / rooms etc



common questions, offers, and requests



confirmation and payment details



Let's speak

Read the information below, then role-play the situation with your partner.

Situation:

The hotel you and your friends would like to stay at doesn't have a website. Call the hotel and make a reservation. Explain when you want to stay, what kind of rooms you want, and how many rooms you want. Find out a little bit about the hotel, its facilities, and any current offers.

Homework

Complete the reading and writing activities below as well as the recommended e-learning activities listed in your pacing document.

Progression



Reading homework

Read the emails on page 82, then complete the assigned tasks. You are welcome to preview the reading content before the lesson.

Writing homework
(100-200 words)

You work at a hotel. Write an email to a guest confirming their reservation at your hotel.



Goal: Staying at a hotel

Let's start

- 1. late charge
- 2. vacancies
- 3. alarm call
- 4. kitchenette
- 5. rate
- 6. bellboy
- 7. adjoining rooms
- 8. attractions
- 9. complimentary
- 10. ice machine

Fill in the gaps in the sentences below using the most appropriate word from the vocabulary box.

1. Would you like the _____ to take your bags to the room?
2. Could you tell me if the room has a _____?
3. Is the _____ per person or per night?
4. A _____ will be applied if you check out after 11:00.
5. You can enjoy a _____ glass of Champagne on arrival.
6. The _____ is located on the 6th floor.
7. I'm very sorry, but we don't have any _____ at the moment.
8. We are traveling as a group. Do you have any _____?
9. Can you give me some information about local _____?
10. My flight leaves at 10.20am. Can you give me an _____.

What are some questions you have asked hotel staff before?

Listen to three exchanges between the guests and the hotel staff. Make some notes, then tell your teacher about each exchange.







Progression



Reading homework

Read the story on page 84, then complete the assigned tasks. You are welcome to preview the reading content before the lesson.

Let's practice

Read the dialogue with your partner and find examples of where the speaking skills below are mentioned. Discuss and expand on the skills together, then use the dialogue and the skills to practice staying at a hotel.

Dialogue

Situation: Jane is asking the concierge for information.

Jane: Hi.
Staff: Good morning, Ma'am. What can I do for you today?
Jane: Yeah, I'd like to get some information on the local area. I was wondering if you could recommend somewhere to take the kids. We have already been to the beach and to the local mall.
Staff: Certainly. What kind of place do you have in mind?
Jane: Somewhere fun. Do you know if there are any amusement parks close by?
Staff: There is an amusement park about 20 minutes from here. They have great roller coasters, and a nice little zoo. Also, they have a new panda exhibit on at the moment where you can play with baby pandas.
Jane: That sounds great. Would you happen to know how much the tickets are?
Staff: \$65 for adults, \$45 for kids.
Jane: What's the best way to get there?
Staff: You can take the train, but it's probably easier to just take a taxi. Here's a brochure. Would you like me to arrange tickets for you and call a taxi?
Jane: Yes, that would be great. Thank you so much.
Staff: No problem. I'll do that right now.

direct requests



indirect requests



polite offers



Let's speak

Read the information below, then role-play the situation with your partner.

Situation:

You made a reservation online two weeks ago through a discount travel website. Upon checking in, the staff can't find your reservation. Solve the problem. Also, you want to know how to connect to the Wi-Fi in the room, where the pool and gym are, and if it's possible to get a late checkout. Additionally, you'd like to get some information about tourist sites in the area.

Homework

Complete the reading and writing activities below as well as the recommended e-learning activities listed in your pacing document.

Writing homework
(100-200 words)

Write an online review for a hotel that you have stayed at. Include the good points and bad points, plus any suggestions you have.



Goal: Responding to complaints

Let's start

What are some problems that people commonly experience at hotels? Look at the list below and brainstorm some common problems with your partner.

- a problem with the room
- a problem with the facilities in the hotel
- a problem with the reservation details

Discuss the following question with your teacher:

- Have you ever experienced a problem at a hotel? What was it?

Let's try

Tracks #10-14

Listen to some different complaints from guests. Note down the complaint and if you think the response to the complaint was appropriate or not.

| | Complaint | Response |
|-----------------|-----------|----------|
| Conversation #1 | | |
| Conversation #2 | | |
| Conversation #3 | | |
| Conversation #4 | | |
| Conversation #5 | | |

Progression



Reading homework

Read the emails on page 86, then complete the assigned tasks. You are welcome to preview the reading content before the lesson.

Let's practice

Read the dialogue with your partner and find examples of where the steps below are mentioned. Discuss and expand on the steps together, then use the dialogue and the steps to practice responding to complaints.

Dialogue

Situation: A guest is complaining about her room over the phone.

Maria: Hello, this is Maria Smith in room 536. There seems to be something wrong with the bathroom in my room. I just tried to take a shower, but there's no hot water.

Staff: I'm very sorry about that. I understand that is quite frustrating and I'm going to do everything I can do to make sure we resolve this as quickly as possible. I can have someone from maintenance sent up right away, or if you like I can change you to a different room.

Maria: Could I change rooms, please?

Staff: Of course. Room 703 is available. It's a beautiful seaside room. You are welcome to stay in this room at no extra cost.

Maria: Thank you.

Staff: Would you like me to send someone up to move your things?

Maria: No, it's OK. I can manage.

Staff: OK. Please come and collect the new key. Is there anything else I can help you with?

Maria: Yes, the bed in my room is a little hard. I didn't sleep well last night.

Staff: I'm sorry to hear that. We want to ensure you are as comfortable as possible during your stay. If you like, we could have the maid bring some extra comforters that you can sleep on to make sure the bed feels softer.

Step 1:
listen

Step 2:
apologize

Step 3:
empathize

Step 4:
take action

Let's speak

Read the information below, then role-play the situation with your partner.

Situation:

You work at a hotel. A guest has just approached the front desk. They don't appear to be happy. Listen to the guest's different complaints and come up with solutions for each of them. After you have solved the guest's complaints, follow up with them the next day to see if they are satisfied with how you solved the issues and if there is anything else you can do.

Homework

Complete the reading and writing activities below as well as the recommended e-learning activities listed in your pacing document.

Writing homework
(100-200 words)

You work at a hotel. You received a complaint from a guest last week. Write a follow-up email to the guest.

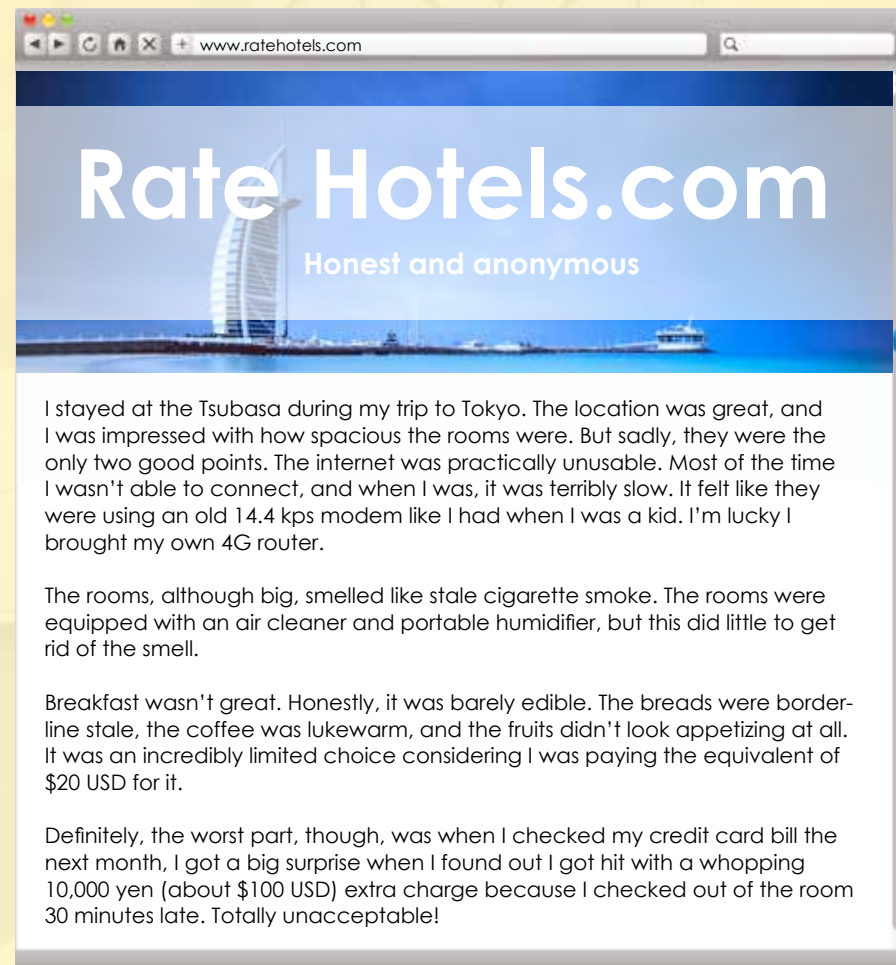
Milestone The Tsubasa Hotel

Situation:

You are the manager of the Tsubasa Hotel - a business hotel in Tokyo. The owner is currently looking for ways to improve the hotel. Use the reading, listening, and interview sections to identify how the hotel could be improved.

Reading:

Read the review of your hotel that was posted on a popular travel site, then answer the questions on the following page.



1. What was the room like?
2. What was the internet like?
3. What was breakfast like?
4. Why was the person surprised when they saw their credit card bill?

Listening:

Tracks #15 - 17

Listen to James, Doug, and Celine talk about their stay at the Tsubasa Hotel. Note down the good and bad points they mention.

| | Good points | Bad points |
|---------|-------------|------------|
| James | | |
| Doug | | |
| Celine | | |
| Teacher | | |

Interview:

Your teacher recently stayed at the Tsubasa hotel as well. Interview them and find out what they liked and didn't like. Fill in the table above.

Task:

1. Meet with your partner. Discuss the different problems the guests mentioned, then come up with a list of possible improvements you can make to the hotel.
2. Present your proposal for improvements to the owner.

Homework:

- Write an email to the owner outlining the improvements you suggest.
- Complete the recommended e-learning activities listed in your pacing document.





DO YOU SPEAK
ENGLISH?

Chapter 8

The world of English

Goal: Comparing English-speaking countries

Let's start

English has lots of words that originate from outside of England. Think about the following nouns. Can you guess which language they come from?

- Marathon (Greek / Dutch)
- Pyjama (Swedish / Hindi)
- Voyage (French / Arabic)
- Siesta (Spanish / Scottish)
- Graffiti (Italian / Russian)
- Kindergarten (Indonesian / German)
- Cookie (Dutch / Korean)
- Mosquito (Portuguese / Japanese)
- Sofa (Arabic / Spanish)
- Ketchup (Chinese / French)

Let's try

Tracks #18-19

Listen to a story first in British English then in American English. Fill in the tables below with the words that differ between British and American English.

| UK English | US English |
|------------|-----------------|
| | apartment |
| | candy & cookies |
| | sweater |
| | 1st floor |
| | main street |
| | grocery store |
| | scallion |
| | zucchini |
| | French fries |

| UK English | US English |
|------------|------------|
| telly | |
| trousers | |
| trainers | |
| lift | |
| pavement | |
| chemist | |
| aubergine | |
| queue | |
| takeaway | |

Let's practice

Read the dialogue with your partner and find examples of where the topics below are mentioned. Discuss and expand on the topics together, then use the dialogue and the topics to practice comparing English-speaking countries.

Dialogue

Situation: Mike (British) just came back from a trip to New Zealand.

Kate So, what was New Zealand like, Mike?

Mike It was great! I also spent a few days in Australia, and the two countries are actually quite similar, especially culturewise. Both Aussies and Kiwis seemed really friendly and laid back. I was really blown away by how helpful and friendly everyone was. They really went out of their way to make you feel welcome. It was such a nice place to visit.

Kate Is New Zealand English similar to Australian English?

Mike Yeah, it's pretty similar. There were a few differences, though. Like, in New Zealand it sounds like they pronounce "fish and chips" as "fush and chups."

Kate Haha. What else?

Mike One of the main differences I noticed was that New Zealand English used a lot of loan words from Maori, especially for place names. I went to Waitomo, Moeraki, and Wakatipu, all these places have Maori names. There is a growing trend there to replace names with their original Maori ones. Also, I found out that even the word "kiwi" is from Maori.

Kate Cool. Anything else?

Mike Yeah, a few words were different to what we say back home. Like, people said "tramping" instead of "hiking". Spelling seemed pretty much the same, though. They spelled metre and centre with an "re" like we do, not "er", like they do in America.

culture



vocabulary



pronunciation



grammar / spelling



Let's speak

Read the information below, then role-play the situation with your partner.

Situation:

You would like to visit your teacher's country. Interview your teacher about what differentiates the English spoken in their country from the English spoken in other countries.

Homework

Complete the reading and writing activities below as well as the recommended e-learning activities listed in your pacing document.

Progression



Reading homework

Read the blog post on page 88, then complete the assigned tasks. You are welcome to preview the reading content before the lesson.

Writing homework
(100-200 words)

You have traveled to many countries. Write an email to your friend comparing two English speaking countries you visited.



Goal: Discussing immigration

Let's start

How well do you know the famous immigrants below? Which countries were they born in?

- | | |
|-------------------------|-------------------------------------|
| • Natalie Portman | India / Sweden / Israel |
| • Michael J. Fox | Cuba / Portugal / Canada |
| • Wyclef Jean | Mexico / Haiti / Spain |
| • Charlize Theron | Hawaii / South Africa / New Zealand |
| • Arnold Schwarzenegger | France / Belgium / Austria |
| • Albert Einstein | Germany / Switzerland / Denmark |

Discuss the following questions with your teacher:

1. What are some reasons why someone might want to emigrate from their country / immigrate to your country?
2. What are some countries that have a high number of immigrants?
3. Do you think increased immigration is good or bad?

Let's try

Tracks #20-22

Listen to each person as they describe where they would like to immigrate to and why. Make some notes, then tell your teacher about each person.







Progression



Reading homework

Read the newspaper article on page 90, then complete the assigned tasks. You are welcome to preview the reading content before the lesson.

Writing homework
(100-200 words)

You are currently living overseas. Write an email to your pen friend explaining the pros and cons of being an expat.

Let's practice

Read the dialogue with your partner and find examples of where the topics below are mentioned. Discuss and expand on the topics together, then use the dialogue and the topics to practice discussing immigration.

Dialogue

Situation: Two friends are discussing immigrating to a different country.

April Would you ever like to immigrate to a different country?

Maya Sure! I've often thought about it. I'd love to live somewhere where the cost of living is low so I could take advantage of the exchange rate. Maybe, somewhere tropical like, say, Thailand, where it's warm all year round.

April That could be fun. How's your Thai?

Maya Not bad. I can read the alphabet and get by with day-to-day stuff, but I'll really need to knuckle down and study if we move there. It's a pretty complicated language. I've heard it takes about 1000 hours to learn. Also, some people say that Thailand can be quite dangerous, but every time I've been there I've always felt safe. Of course, every country has some crime, but as long as you are careful, you'll be fine. The only thing I'm a little worried about is employment and schooling. I'm not really sure what I'd be able to do over there, and I'm not sure how well my kids would respond to being enrolled in a non-English-speaking school.

climate



cost of living



security



education



employment



language



Let's speak

Read the information below, then role-play the situation with your partner.

Situation:

Your company has given you the option of a three-year overseas posting in America, China, or Germany. Meet with your friend and compare the different countries, then decide which one you will go to.

Homework

Complete the reading and writing activities below as well as the recommended e-learning activities listed in your pacing document.



Goal: Discussing studying abroad

Let's start

Look at the different study-abroad options listed below. Which of them might you be interested in doing? Why?

- an internship abroad
- volunteering abroad
- teaching abroad
- intensive language school abroad
- a full degree abroad
- student exchange
- a homestay
- a summer program
- a semester program
- a working holiday

Discuss the following questions with your teacher:

1. What are some of the benefits of studying abroad?
2. Where would you like to study abroad and why?
3. What would be your biggest concern about studying abroad?

Let's try

Tracks #23-25

Listen to three people talk about their different study abroad experiences. Make some notes, then tell your teacher about each person's experience.







Progression



Reading homework

Read the magazine article on page 92, then complete the assigned tasks. You are welcome to preview the reading content before the lesson.

Let's practice

Read the dialogue with your partner and find examples of where the topics below are mentioned. Discuss and expand on the topics together, then use the dialogue and the topics to practice discussing studying abroad.

Dialogue

Situation: Jason is talking to his study abroad counselor.

Jason I'm thinking about studying abroad, but I don't know where to go. I'd like to improve my Spanish so that I have more career options in the future. I'd also really like to push myself and see if I can survive in another country. My brother spent a year in China teaching English and he said it was an experience that he'll never forget.

Tom OK, so how long do you want to stay for? And are you planning on living alone?

Jason Not too long. Maybe six months or so. I would probably prefer to live with someone. That way I can make some friends and practice the language more.

Tom It sounds like a homestay is the way to go. Let's try to narrow down some options. Would you prefer to go somewhere rural or urban?

Jason Probably urban. I think I'd be more at home in a big city. And chances are they would have better English support than someplace out in the country. Honestly, I'm a little worried about the language barrier. My Spanish isn't great.

Tom Don't worry. You'll be fine. Just keep studying before you leave. Also, you're going to go to a language school while you are over there, right?

Jason Yeah.

Tom I think Mexico city or Madrid will be your best options. Both cities have great homestay programs and a large variety of language schools. Mexico city is, of course, going to be a little cheaper when you factor in the cost of living.

study aboard trip details



goals and motivation



concerns and preparation



Let's speak

Read the information below, then role-play the situation with your partner.

Situation:

Your friend is a study abroad counselor. Meet with them and discuss your upcoming study abroad trip. Discuss where you want to go, how long you want to stay, what kind of program you'll do, and your budget. Also, discuss what you hope to get out of the trip, and what some of your concerns are.

Homework

Complete the reading and writing activities below as well as the recommended e-learning activities listed in your pacing document.

Writing homework
(100-200 words)

You just finished your first homestay. Write an email thanking your host family for the great time you had studying abroad.



Goal: Explaining cultural etiquette

Let's start

Which of the tips on cultural etiquette below do you think are true?

- 1. Giving a "thumbs up" in Argentina is always welcome. **True / False**
- 2. In China, always address someone by their title. **True / False**
- 3. Don't receive anything in your left hand in India. **True / False**
- 4. It's OK to kiss in public in Malaysia. **True / False**
- 5. In Mexico, you should tip 10-20%. **True / False**
- 6. Don't talk with your hands in your pockets in Germany. **True / False**
- 7. In Vietnam, always give handkerchiefs as a gift. **True / False**

Discuss the following questions with your teacher:

- 1. What are the benefits of knowing about cultural etiquette?
- 2. What aspects of Japanese etiquette do you think surprise travelers?

Let's try

Tracks #26-28

Listen to the people talk about their experiences doing business abroad then fill in the table below about cultural etiquette "dos and don'ts".

| | Dos | Don'ts |
|---------|-----|--------|
| Finland | | |
| China | | |
| Mexico | | |

Let's practice

Read the dialogue with your partner and find examples of where the topics below are mentioned. Discuss and expand on the topics together, then use the dialogue and the topics to practice explaining cultural etiquette.

Dialogue

Situation: Dave is asking Andy for some advice about his upcoming business trip.

Dave Hey, Andy. You've been to India, right?
Andy Yeah. I usually go two or three times a year. Actually, I was there just last month. Why do you ask?
Dave Well, I'm off to India next week to meet with a new supplier, and I was wondering if you'd be able to give me a few hints and tips.
Andy Sure. I'd be happy to. There were a few things that surprised me the first time I went. In most places it's considered proper etiquette to eat with your hands; this is how the majority of the people in India eat. It's completely normal. Try it. It's actually quite fun.
Dave OK. Cool. What else?
Andy In regards to greetings, typically greet the eldest person in the room first. Giving flowers as a gift is fine, as long as they aren't frangipanis - because those are associated with funerals. Hmm, personal space is important too. So try and leave about an arm's length between you and the person you are talking to.
Dave What about business etiquette?
Andy In meetings, it's considered rude to just start talking about business straight away. There is usually quite a lot of getting-to-know-you talk required. Also, decisions usually come from the top so try to deal with the highest level person available.

- meeting and greeting**
e.g. norms and naming conventions
- body language**
e.g. gestures and personal space
- socializing**
e.g. dining and visiting someone
- business etiquette**
e.g. meetings and negotiations



Let's speak

Read the information below, then role-play the situation with your partner.

Situation:
Your teacher is coming to Japan on business next week. They have never been to Japan before. Explain what etiquette is expected in different situations and why.

Homework

Complete the reading and writing activities below as well as the recommended e-learning activities listed in your pacing document.

Progression



Reading homework Read the online article on page 94, then complete the assigned tasks. You are welcome to preview the reading content before the lesson.

Writing homework (100-200 words) Your friend is coming to Japan soon. Write an email to them explaining some common dos and don'ts in Japan.

Milestone

A year abroad

Situation:

You would like to study overseas for a year, but you can't decide where to go. To help with your decision you have decided to find out what some other people who have studied abroad think. Use the reading, listening, and interview sections to decide where to study abroad.

Reading:

Read the blog post below, then fill in the table on the following page.

School Review.com
Study abroad options in the Netherlands

Last year, I was fortunate to spend an amazing year abroad completing part of my degree in the Netherlands. I learned so much. Of course, this was due to the incredible teachers and courses the university offers, but it's also due to the diverse range of students. Studying and doing projects with an international team was a challenging, but exceptionally worthwhile experience. When you are studying abroad you need to learn quickly. The first thing I learned was that in the Netherlands everyone puts mayonnaise on their fries.

Living in Amsterdam was great. I always felt safe wherever I went and everything was very convenient - although a little expensive. There is just so much to do in the city, from roaming around enjoying the incredible architecture to seeing Van Gogh's masterpieces. Also, I was surprised that almost everyone could speak English, although people sometimes used Dutch grammar instead of English resulting in expressions like "What do you now?"

The immigration process was long but straightforward. For my student visa, there were just three conditions. I had to show that I had been accepted by the university, had sufficient long-term funds, and I had to obtain at least 50% of the academic credits for each year. Also, just FYI, if you don't have an IELTS score of at least 6.0, you'll need to do a preparatory period.

| | Netherlands | Singapore | _____ |
|----------------------------|-------------|-----------|-------|
| program details | | | |
| what living there was like | | | |
| language | | | |
| cultural etiquette | | | |
| immigration | | | |

Listening:

Track #29

Listen to your friend talk about their experience studying abroad and fill in the table above.

Interview:

Your teacher also has experience studying abroad. Interview them about their experience, then fill in the table above.

Task:

Meet with your friend and discuss the pros and cons of studying abroad in each country. Then select the country you'd like to study abroad in and plan your trip.

Homework:

- You have just completed your one year abroad. Write an email to your friend about your experiences.
- Complete the recommended e-learning activities listed in your pacing document.



Chapter 9

Traveling



Goal: Describing a travel destination

Let's start

1. New Zealand
2. Mexico
3. Sweden
4. China

Match the countries to their descriptions, then create a description for Japan.

- _____ with a population of over 1.381 billion is the most populous country in the world. It has a vast and diverse landscape with deserts, subtropical rainforests, and mountain ranges.
- _____ is a Scandinavian country situated in Northern Europe. It's famous for having been inhabited by Vikings from 800-1050 AD.
- _____ is a country consisting of 2 main islands. It has a beautiful landscape where both volcanos and glaciers can be found.
- _____ located between the U.S. and Central America is home to many ancient Aztec and Mayan ruins.

Let's try

Tracks #30-31

Listen to the people describe where they went, then fill in the table below.

| | Eastbourne | Cairns |
|----------------|------------|--------|
| location | | |
| climate | | |
| people | | |
| transportation | | |
| famous sites | | |

Let's practice

Read the dialogue with your partner and find examples of where the topics below are mentioned. Discuss and expand on the topics together, then use the dialogue and the topics to practice describing a travel destination.

Dialogue

Situation: Alex is asking his friend about her recent trip.

Alex How was your holiday?
Gwen Oh, it was great. We went to Marseille. It's on France's south coast, and it's the country's second largest city. We made sure to book the trip in summer because that's when the weather is just beautiful.
Alex Cool! So what was Marseille like?
Gwen Fantastic! The place is a real melting pot. There were people there from almost every country. Getting around was easy too; they had a great subway and bus system, plus they had a free bike sharing service called Le Vélo. On the first day, we went to Fort Saint-Jean. It's this beautiful fort built in 1660 by Louis XIV. While we were on the tour we learned a little bit about Marseille's history. Apparently, people have been inhabiting Marseille for over 30,000 years. Another thing that really surprised me was the rap scene there. There was rap music everywhere. I talked to a few locals, and it seems that Marseille is well known all across France for its hip hop music.

geography and climate



culture



demographics



famous sites



history



infrastructure



Let's speak

Read the information below, then role-play the situation with your partner.

Situation:

Your teacher is writing an article for a travel magazine about great places to visit. Choose a place you like, either domestically or abroad, then tell your teacher about the place, and why you like it.

Homework

Complete the reading and writing activities below as well as the recommended e-learning activities listed in your pacing document.

Progression



Reading homework

Read the website on page 96, then complete the assigned tasks. You are welcome to preview the reading content before the lesson.

Writing homework
(100-200 words)

You've just finished a round-the-world trip. Write an email to your friend describing some of the different places you went to.



Goal: Discussing transportation overseas

Let's start

- gondola
- hydrofoil
- coco taxi
- Trolleybuses
- tuk-tuks
- maglev
- dog sled
- cyclo

Match the transportation methods to the places they are popular in. Which of them have you used / would like to use?

1. The _____ is a fast way to get around the Greek islands.
2. Some couples dream of going on a romantic _____ ride around Venice.
3. A _____ is a popular alternative to a regular taxi in Cuba.
4. The _____ in Shanghai is one of the world's fastest trains.
5. _____ are a fast and cheap way to get around Bangkok.
6. A _____ is a great way to get around Vietnam.
7. _____ are a clean and efficient way to get around Moscow.
8. In remote areas of Alaska, it's not uncommon to see people traveling via _____ in winter.

Let's try

Tracks #32-34

Listen to each speaker as they describe how they get around their city. Make some notes. Tell your teacher how each person feels about the transportation system in their city.







Progression



Reading homework

Read the academic article on page 98, then complete the assigned tasks. You are welcome to preview the reading content before the lesson.

Let's practice

Read the dialogue with your partner and find out which of the topics below isn't mentioned. Discuss and expand on the topics together, then use the dialogue and the topics to practice discussing transportation overseas.

Dialogue

Situation: Dan is asking his friend about her recent trip.

Dan What was it like getting around in Moscow?
Lucy It was fine. There were a lot of ways to get around. There are buses, trolleybuses, trams, monorails, a metro, and even high speed rail. Two interesting transportation trends I noticed while I was there were, one - there is little difference between taking a taxi and hitchhiking, as it's quite common for Russians to offer strangers lifts for free. And two - more and more people are riding bicycles. They even have a cool bicycle sharing system there named "Velobike", which I'm sure is helping lower CO₂ emissions.
Dan What about the trains?
Lucy Well, as train tickets are relatively cheap, trains are a popular mode of transportation. If you want to get from Moscow to St. Petersburg quickly, you can take the high-speed Sapsan train, but if you are short on money it's possible to get to Saint Petersburg by riding the Elektrichkas - electrical passenger trains, and not buy a ticket. This practice is commonly referred to as "dog-riding" in Russia.

modes of transportation



trends



ticketing



advances in technology



recommended routes



environmental impact



Let's speak

Read the information below, then role-play the situation with your partner.

Situation:

You are writing an article about transportation in different countries. Your friend travels a lot. Interview them and find out what the transportation systems are like in different countries and how they compare.

Homework

Complete the reading and writing activities below as well as the recommended e-learning activities listed in your pacing document.

Writing homework
(100-200 words)

You are a travel writer. Write a short article comparing the public transportation systems in two or more countries.



Goal: Giving directions around a city

Let's start

What places in a city do you usually use when giving directions? Unscramble the words below. Does your hometown have any of them?

- types of streets
vaeune / lleay / ulevboard / tormoway / lnea / oen-wya setret
- parts of streets
insitecteon / sswcroalk / opaverss / netunl / rouboutnda
- buildings
umemonnt / rberba soph / ghhi-reis / qumose / thedrcaal

Discuss the following questions with your teacher:

1. What app do you usually use to find out directions? Why?
2. What places do you know like the back of your hand?

Let's try

Tracks #35-36

Listen to the speakers as they ask for and give directions. Make some notes, then tell your teacher how to get to each destination.

| | destination | directions |
|--------|-------------|------------|
| Mark | | |
| Travis | | |

Let's practice

Read the dialogue with your partner and find examples of where the steps below are mentioned. Discuss and expand on the steps together, then use the dialogue and the steps to practice giving directions around a city.

Dialogue

Situation: Trent is giving his friend directions to the upcoming party.

Trent Hey, Kali. You're coming to the party next week, aren't you?
Kali Sure. I'll be there. I'm not sure how to get there, though. I usually just use GPS, but my phone's broken. Can you give me directions?
Trent No problem. You know my station, right?
Kali Yeah.
Trent Great. Go there, then go out of the west gate and turn left. Head down that road for about 300 meters until you come to a school. You should pass a park along the way. If you see the movie theater, it means you've gone too far. Make a right at the school. Soon you'll come to a big intersection. It's a little hard to see but there is a small set of stairs across the road. Go up those stairs and follow that path for about five minutes. You should be able to see my place on your right. It's the apartment building with the red roof. The name of the building is "Lions Apartments". I'm in room 503. Just ring the door bell when you get here. You got all that?

indicate starting location



specify distance/duration



indicate turns/transfers



warn about confusing parts



indicate final location



confirm understanding



Let's speak

Read the information below, then role-play the situation with your partner.

Situation:

You work at the front desk at a large hotel. A guest has just asked you for directions to their conference. The journey seems complicated. It will require a bus, two trains, and a long walk. Explain the directions to the guest.

Homework

Complete the reading and writing activities below as well as the recommended e-learning activities listed in your pacing document.

Progression



Reading homework

Read the website on page 100, then complete the assigned tasks. You are welcome to preview the reading content before the lesson.

Writing homework
(100-200 words)

You are an expert on the local area. Write a guide for your local area. Explain where things are and how to get there.



Goal: Describing travel experiences

Let's start

Look at the list of travel experiences below. Which do you think are fortunate events? Which do you think are unfortunate events?

- getting a free upgrade
- getting sunburnt
- arriving ahead of schedule
- getting a great exchange rate
- getting bumped from a flight
- having your wallet or bags stolen
- losing your luggage
- getting stuck in traffic
- missing a travel connection
- having great weather

Let's try

Tracks #37-39

Listen to the three people talk about trips they have taken. What fortunate or unfortunate events did each person experience?

| | fortunate events | unfortunate events |
|-------|------------------|--------------------|
| Mark | | |
| Julia | | |
| Alice | | |

Progression



Reading homework

Read the blog post on page 102, then complete the assigned tasks. You are welcome to preview the reading content before the lesson.

Let's practice

Read the dialogue with your partner and find examples of where the topics below are mentioned. Discuss and expand on the topics together, then use the dialogue and the topics to practice describing travel experiences.

Dialogue

Situation: Greg is talking to his friend about his recent trip.

Greg Hey, Simon! Welcome back. How was Thailand?

Simon It was great! As we went there in the middle of summer, it was quite hot. Luckily though, the hotel had an amazing swimming pool. We spent the mornings just lounging around the pool. Then in the afternoon, when it was cooler, we would go and explore the local area. As you know, my wife is a bit of a thrill seeker so every day we embarked on a different adventure. I think the zip lining was my favorite. Flying through the rainforest in Phuket was a truly amazing experience.

Greg Cool. I'd like to try that. Oh, how was the flight?

Simon Well, the flight going there was great. We got a free upgrade to first class; what's more, we arrived ahead of schedule. The flight coming home was a nightmare, though. Even though we booked business-class seats, the plane was overbooked so we got bumped to economy! To make matters worse, we were stuck next to a screaming baby.

Greg That doesn't sound fun.

where you went



how you traveled



what you did



why you did it



fortunate events



unfortunate events



Let's speak

Read the information below, then role-play the situation with your partner.

Situation:

Tell your teacher about a trip you have taken. Explain where you went, how you got there, and some things you did. Also, describe some fortunate or unfortunate events that happened on your trip.

Homework

Complete the reading and writing activities below as well as the recommended e-learning activities listed in your pacing document.

Writing homework
(100-200 words)

You have just finished your round-the-world trip. Write a blog post about some of your interesting travel experiences.

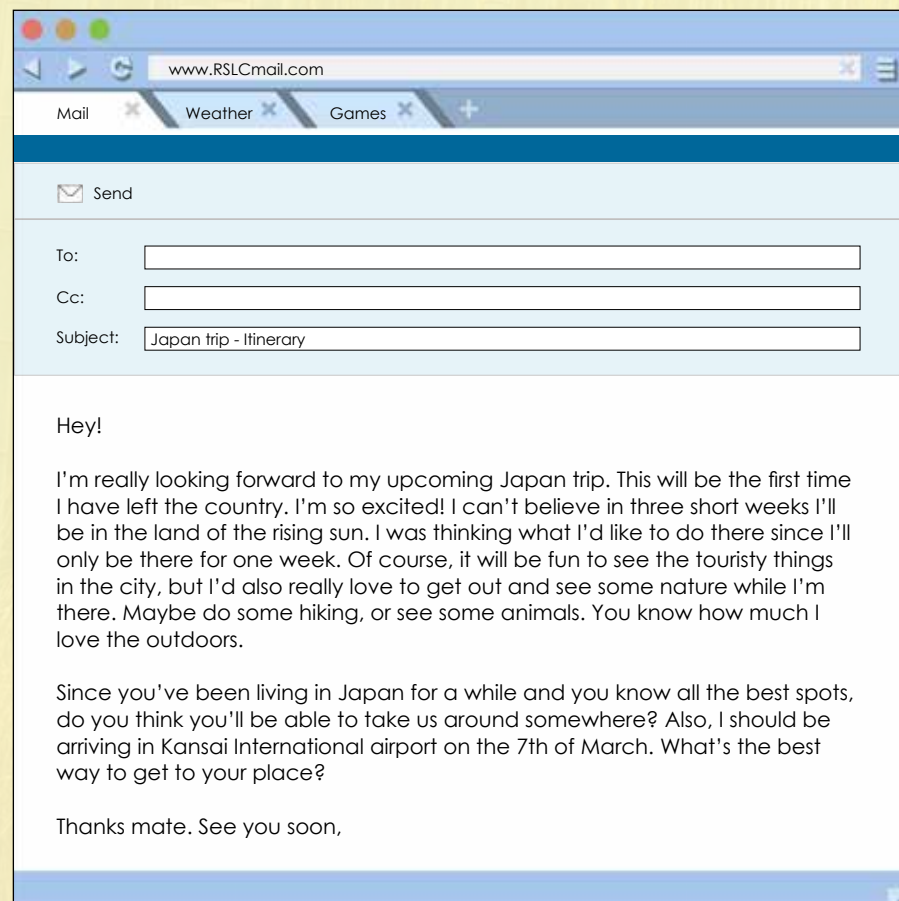
Milestone Triple trip

Situation:

Three of your friends are coming to Japan at the same time. Each has a different interest. Use the reading, listening, and interview sections to find out what your friends want to do on their trip. Then work with your partner to plan the ultimate one-week Japan vacation.

Reading:

Read the email from your friend Greg below, then answer the questions on the following page.



1. When is Greg arriving?
2. Has he been to Japan before?
3. What does he want to see in Japan?
4. Does Greg know how to get to your place?

Listening:

Track #40

Listen to your friend talk about what she wants to do when she comes to Japan and answer the questions below.

1. What is she interested in?

2. How's her Japanese?

3. What does she want to do in Japan?

4. When will she be arriving?

Interview:

Your teacher will play the role of one of your friends also coming to Japan in March. Interview them about their upcoming trip to Japan. Find out about their travel details and what they want to do while they are here.

Task:

1. Meet with your teacher and plan an itinerary for your three friends based on previous trips you have taken in Japan. Discuss locations, transportation, and experiences.
2. Present your itinerary to your friends. Explain why you think your friends will like the places you have chosen. Also, remember to give meeting directions.

Homework:

- Write an email to your friends that explains the itinerary you prepared for them.
- Complete the recommended e-learning activities listed in your pacing document.





Chapter 10
My company



Goal: Discussing job hunting

Let's start

Look at the list below. Which kind of company would you like to work for? Why / why not?

- a Japanese company
- a foreign company
- a multinational company
- an NGO
- a start-up company
- a family-owned company

Discuss the following questions with your teacher:

1. What do you like about your job?
2. What do you think is the most difficult job interview question?
3. How do you usually find out about new jobs?

Let's try

Tracks #41-43

Listen to three people talk about their jobs. What do they do? What are some of the benefits they get?

| | Justin | Martin | Megan |
|----------|--------|--------|-------|
| Job | | | |
| Benefits | | | |

Let's practice

Read the dialogue with your partner and find out which of the topics below isn't mentioned. Discuss and expand on the topics together, then use the dialogue and the topics to practice discussing job hunting.

Dialogue

Situation: Diana is asking Peter about his recent job search.

Diana Hey Peter, how's the job search going?
Peter Yeah, not bad. I interviewed for a manager position last week. If I get the job, I'll be responsible for 30 people.
Diana That sounds like a good opportunity. I hope you get the job. Besides pay, what is important to you when you are deciding whether or not to accept a job offer?
Peter Well, of course, benefits are important, you know like dental and a 401(k). But for me, something that is equally as important is the location. I found in my last job that I was spending over two hours a day commuting. I was getting home at 10:00 pm most days, which was then having a negative effect on my work/life balance. Commuting over two hours is now a dealbreaker for me. Another point that I look for when accepting a new position is the work environment. You know, what the people there are like, how they interact - are they very serious or laid back? It's important to find a company which has similar values to you.

position / responsibilities



benefits / compensation



company location



work environment



future prospects



dealbreakers



Let's speak

Read the information below, then role-play the situation with your partner.

Situation:

You are looking for a new job at the moment. Meet with a friend and discuss how your job search is going and what kind of position you're looking for. See if your friend has any advice for you.

Homework

Complete the reading and writing activities below as well as the recommended e-learning activities listed in your pacing document.

Progression



Reading homework

Read the business article on page 104, then complete the assigned tasks. You are welcome to preview the reading content before the lesson.

Writing homework
(100-200 words)

Your company is looking to hire some new people. Write a job advertisement for one of the newly vacant positions at your company.



Goal: Introducing your company

Let's start

Look at the industries below. Can you name one company in each industry?

- telecommunications
- music
- banking
- real estate
- food and beverage
- manufacturing
- retail
- travel
- transportation
- pharmaceutical

Discuss the following questions with your teacher:

1. What kind of company do you work for?
2. What does your company do?
3. What department do you work in?
4. How long have you worked there?

Let's try

Tracks #44-46

Listen to the people introduce their companies. Make some notes and tell your teacher about each company.



Progression



Reading homework

Read the email on page 106, then complete the assigned tasks. You are welcome to preview the reading content before the lesson.

Let's practice

Read the dialogue with your partner and find examples of where the steps below are mentioned. Discuss and expand on the steps together, then use the dialogue and the steps to practice introducing your company.

Dialogue

Situation: Sam and Bruce are meeting for the first time at a conference.

Sam So, what do you do?
Bruce Well, you know how finding new staff can eat up quite a lot of time and money? First, there is the cost of the advertisement itself, then the time cost of the assistant recruiter who has to search for applicants, reply to emails from applicants, set up interviews and screen resumes. Also, there's the time cost of the internal recruiter doing the interviews. Once the new employee is hired, the training costs can be huge. Just hiring a \$10-an-hour employee can end up costing a company over \$4,000 in indirect costs.
Sam Yeah. Now that you mention it.
Bruce That's where my company comes in. We specialize in matching the right person with the right job in the shortest time possible. We make sure that people have the right skills so that they can join the company with the smallest amount of training possible. We pride ourselves on our "perfect fit" system.
Sam It sounds interesting. Where are you based?
Bruce Our HQ is in Seattle, but we have offices in most major cities.

Step 1:
explain a problem people face

Step 2:
explain the impact of the problem

Step 3:
explain how you solve it

Step 4:
share additional information

Additional information

- Type of company
- Industry
- Date founded
- Revenue
- Net income
- Workforce
- Parent company
- Subsidiaries
- Headquarters

Let's speak

Read the information below, then role-play the situation with your partner.

Situation:

During your morning elevator ride, you run into an old friend. You've changed companies since you saw them last. Tell them all about your new company before the elevator ride finishes.

Homework

Complete the reading and writing activities below as well as the recommended e-learning activities listed in your pacing document.

Writing homework
(100-200 words)

You have been asked to write the Wikipedia page for your company. Write a draft of the page. Include all necessary information.



Goal: Scheduling a meeting

Let's start

Look at the situations below. Do you think the person should schedule a meeting or just send an email?

- You want to report on this week's data from your department.
- You want to brainstorm solutions to an issue the company is having.
- You want a decision on a topic where multiple people are involved.
- You want to talk about problems you are having in your department.
- You want to allow for feedback and discussion on a new product.
- You want to update everyone on what you did this week.

Discuss the following questions with your teacher:

1. How often do you set up meetings?
2. When was the last time you arranged an appointment or business meeting?
3. What system do you have for remembering the times/dates of meetings?

Let's try

Tracks #47-48

Listen to the following telephone dialogues. What is the purpose and register of each exchange?

Listening #1
 Purpose: _____
 Register: Casual / Formal

Listening #2
 Purpose: _____
 Register: Casual / Formal

Progression



Reading homework

Read the email on page 108, then complete the assigned tasks. You are welcome to preview the reading content before the lesson.

Let's practice

Read the dialogue with your partner and find examples of where the steps below are mentioned. Discuss and expand on the steps together, then use the dialogue and the steps to practice scheduling a meeting.

Dialogue

Situation: John is returning a missed call.

John Hello, this is John Barrett from Pearson and Price calling. Could I speak to Linda, please?
Linda Speaking. How are you today, John?
John Oh, hi, Linda. Yeah, not bad. Yourself?
Linda Can't complain. So, thank you for returning my call. I'd like to arrange a meeting with you for this week to go over the new marketing plan if possible.
John Sure. Currently, I'm free on Tuesday after 4:00 pm, and on Wednesday between 12:00 and 3:00 pm. Do either of those times work for you?
Linda I believe I am available on Wednesday in the afternoon. How about 1:00 pm?
John Excellent. And where might be a good place for us to meet?
Linda Would you be able to come to our office at Lexington Plaza?
John No problem.
Linda Thank you. I'll send the plans tonight. If you have time, could you look them over before the meeting?
John Sure thing. So, just to confirm, that's Wednesday at 1:00 pm, at your office?



Key steps to scheduling a meeting on the phone

1. State your name and ask to speak to the appropriate person if necessary.
2. Engage in some small talk.
3. State your desire to have a meeting and the purpose of the meeting.
4. Decide on the time and date of the meeting
5. Decide on the location of the meeting.
6. Discuss any necessary preparation details.
7. Confirm the meeting details.

Let's speak

Read the information below, then role-play the situation with your partner.

Situation:

You are planning to be in New York next week on business. There is a colleague at the New York office you'd like to meet while you are in town. Call your colleague and set up a lunch meeting with them.

Homework

Complete the reading and writing activities below as well as the recommended e-learning activities listed in your pacing document.

Writing homework
 (100-200 words)

You have a meeting with your colleague tomorrow, but you need to reschedule it. Email them and explain why you need to reschedule.



Goal: Presenting a product

Let's start

Look at the customers' needs below. What product would you recommend to each customer?

- My cell phone is always running out of battery when I need it most.
- I don't have time to vacuum my house because I'm so busy at work.
- I want to buy a fan, but I think the spinning blades are a bit dangerous.
- Riding my bicycle uphill to the station every day is so tiring.
- I'm looking for a great toy for my daughter. She just turned four.

Discuss the following questions with your teacher:

1. What's a recent product you purchased? Why did you buy it?
2. What's something you've had to sell before?
3. Would you like to be a salesperson? Why? Why not?
4. What do you think makes a good salesperson?

Let's try

Tracks #49-51

Listen to each salesman present their product. Make some notes, then tell your teacher about each product. Which pitch do you think is the best?







Progression



Reading homework

Read the business article on page 110, then complete the assigned tasks. You are welcome to preview the reading content before the lesson.

Let's practice

Read the dialogue with your partner and find examples of where the steps below are mentioned. Discuss and expand on the steps together, then use the dialogue and the steps to practice presenting a product.

Dialogue

Situation: Steve is looking to buy a new computer.

Brian Hello. Can I help you with something, sir?
Steve Yes. I'm looking for a new computer that is light and easy to carry. I'm not sure if I should get a new laptop or a tablet, though.
Brian Have you considered buying a Slate?
Steve A Slate?
Brian Yes, it's a sleek new 2-in-1 computer. Here, have a look. It offers people the full Windows 10 experience but with the portability of a tablet. It's designed for people who want a portable all-in-one PC that they can take with them wherever they go. Also, with the addition of the new Slate pen, it makes the Slate Pro perfect for both designers and people who just want to take notes. Here, write something.
Steve Wow, it feels like I'm writing on paper. That's really cool.
Brian What's more, it comes with regular and infrared cameras to authenticate the user. It's really easy to type on thanks to the new keyboard cover. Plus, it comes with a big sharp display that makes everything look amazing.

Step 1:
state what the product is

Step 2:
explain what the product does

Step 3:
say who the target customer is

Step 4:
describe the benefits of the product

Example product profile: Internet TV Box

- what it is: small set-top box
- what it does: converts your TV into a smart TV e.g. You can stream movies, music, or play games.
- Target consumer: people who want a smart TV but can't afford one.
- Benefits: 4K, web browser, 1,000 channels, movie store, remote with touch pad, smart-phone screen mirroring

Let's speak

Read the information below, then role-play the situation with your partner.

Situation:

You are a salesperson in a store. A customer has just come in. Find out what they are looking for, then show off some different products you have. Try to find the perfect product for your customer.

Homework

Complete the reading and writing activities below as well as the recommended e-learning activities listed in your pacing document.

Writing homework
(100-200 words)

Think about something you have purchased recently that you are very happy with. Email a friend and recommend they buy it, too.

50

Milestone Time for a change

Situation:

You are an experienced manager looking to change jobs. You currently work in marketing, but you have lots of transferable skills. You have found three jobs you might be interested in. Use the reading, listening, and interview sections to find out more about each position.

Reading:

Read the job ad, then fill in the table on the next page.

Jobs.com
 > Hospitality > Management
MAXIS Hotels: Hotel General Manager, Tokyo \$60,000 - 80,000

Job type: Full time
 Industry: Hotels and Lodging
 Workforce: 320
 Company type: Public / Multinational

Are you tired of staying at boring hotels where every room looks identical each time you travel? Do you want a room that reflects your personality? Do you ever dream of sleeping on a spaceship or perhaps in an ancient castle? At Maxis, you can! At each of our hotels, we have over 100 individually themed rooms. We are currently expanding and looking for a general manager for our new Tokyo hotel. We offer great advancement opportunities, competitive salaries, full dental and health care, a company car and travel opportunities.

As the hotel general manager, you will be responsible for daily operations of the hotel. Your primary duties will include overseeing the development, implementation, and monitoring of our sales and marketing plans and identifying new business growth opportunities. Other responsibilities include ensuring the highest levels of quality and customer service are being delivered, and promoting our hotel in the community.

Qualifications:

- College degree preferred, but not required
- Minimum of four years of management experience
- Outstanding oral and written communication skills
- Track record of business and customer development
- Strong background in sales
- Excellent analytical and problem-solving skills

| | MAXIS | TaxiPLUS | _____ |
|---------------------|-------|----------|-------|
| Company profile | | | |
| Product/Service | | | |
| Position | | | |
| Responsibilities | | | |
| Location | | | |
| Salary and benefits | | | |

Listening:

Track #52

Listen to the recruiter explain about the available position and fill in the table above.

Interview:

Your teacher works for a large multinational company. There is currently a position available. Ask your teacher questions to find out about the position and fill in the table above.

Task:

1. Compare the three different companies and decide where you want to work.
2. Call the company representative on the phone and schedule a meeting to talk with them more about the position. Time permitting, interview for the position.

Homework:

- Write an email to your friend explaining about your new company and what they do.
- Complete the recommended e-learning activities listed in your pacing document.



Chapter 11
Health

Goal: Describing injuries

Let's start

Look at the list of activities below. Can you think of one or more injuries associated with each activity?

- riding a bike
- cooking
- playing tennis
- working out
- playing contact sports
- skiing/snowboarding
- running
- filing documents

Discuss the following questions with your teacher:

1. When was the last time you or someone you know injured themselves?
2. How did it happen?

Let's try

Tracks #53-55

Listen to the people describe their injuries. Make some notes, then tell your teacher what's wrong with each person and how they injured themselves.

| | what's wrong | cause of injury |
|--------|--------------|-----------------|
| Justin | | |
| Mary | | |
| Trevor | | |

Progression



Reading homework

Read the medical article on page 112, then complete the assigned tasks. You are welcome to preview the reading content before the lesson.

Let's practice

Read the dialogue with your partner and find examples of where the topics below are mentioned. Discuss and expand on the topics together, then use the dialogue and the topics to practice describing injuries.

Dialogue

Situation: Paul is describing an injury to the doctor.

Doctor Hi. Come on in and have a seat. Now, what seems to be the problem?
Paul Hello. Thanks for seeing me, doctor. I think I did something to my wrist. As you can see, it's all swollen and it hurts anytime I move it. Ouch!
Doctor Yes, it does look quite swollen. How did you do that?
Paul I was playing soccer with my friends and I tripped and landed badly.
Doctor Can you describe the pain?
Paul It started hurting right after I fell. It's a light, but constant pain. Sometimes it hurts more. At the moment, it's manageable.
Doctor It looks like it might just be a sprain, but let's do an x-ray to make sure it's not broken. If it's a break, we will have to put your arm in a cast. However, if it's just a light sprain, you should be fine with a bandage and ice. Please follow the nurse. She will take you to the x-ray room.

location of injury



sensation



pain duration



triggers



cause



treatment



Let's speak

Read the information below, then role-play the situation with your partner.

Situation:

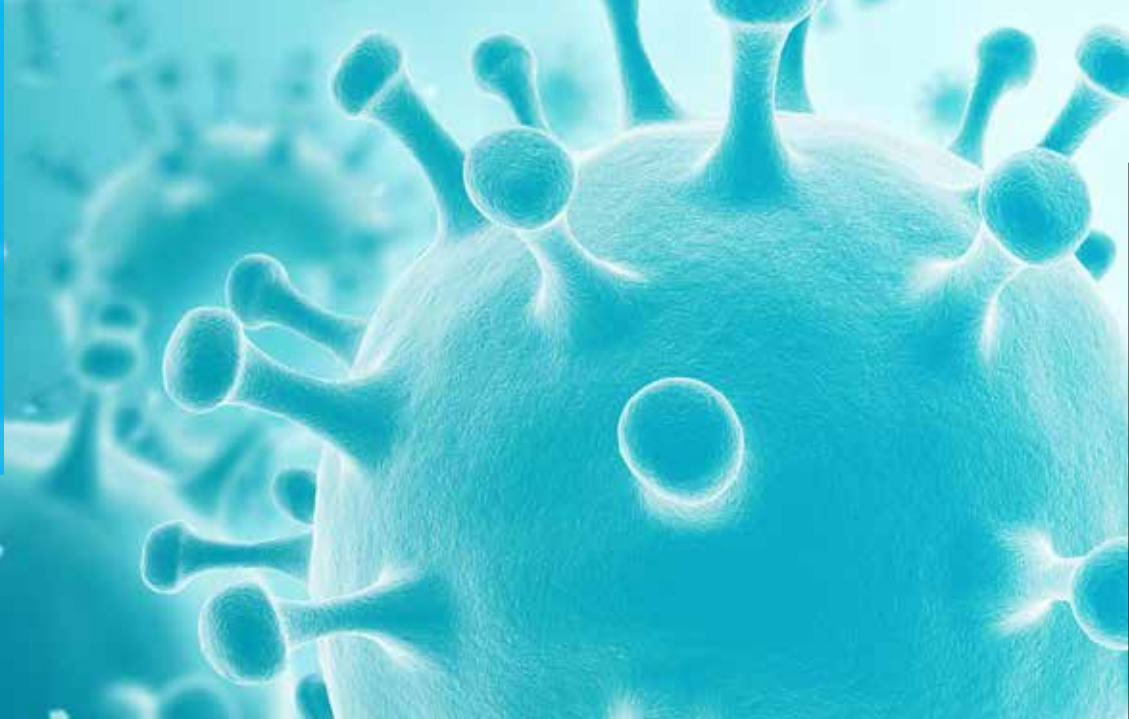
While on vacation overseas you and your friends had an accident. Each person has different injuries. Because your friends can't speak English, you will need to be the one to describe everything to the doctor. Go to the hospital and explain what happened to you and your friends.

Homework

Complete the reading and writing activities below as well as the recommended e-learning activities listed in your pacing document.

Writing homework
(100-200 words)

You saw your doctor last week, but your condition has worsened. Email your doctor explaining how your condition has changed.



Goal: Discussing diseases

Let's start

Look at the list of diseases below. Discuss what you know about them with your teacher. Try to come up with one sign or symptom for each.

- asthma
- dandruff
- influenza
- diabetes
- arthritis
- chickenpox
- common cold
- altitude sickness

Discuss the following questions with your teacher:

1. When you get sick, how do you treat different symptoms?
2. Why are vaccinations important?
3. Have there been any diseases in the news recently?

Let's try

Tracks #56-58

Listen to each speaker as they describe a disease and how to treat it. Make some notes, then relay the information to your teacher.







Progression



Reading homework

Read the medical article on page 114, then complete the assigned tasks. You are welcome to preview the reading content before the lesson.

Let's practice

Read the dialogue with your partner and find examples of where the points below are mentioned. Discuss and expand on the points together, then use the dialogue and the points to practice discussing diseases.

Dialogue

Situation: A doctor is describing a fictitious disease.

Susan Welcome to "Breakfast at 8". With us in the studio today is acclaimed television doctor, Dr. Richard Matthews. Thanks for joining us today.

Richard Delighted to be here, Susan.

Susan So, Dr. Matthews, I understand there is a new pandemic affecting South America.

Richard Yes, that's right. The Enolo bug.

Susan Would you be able to tell us more about it?

Richard Certainly. The Enolo bug is a virus which affects the stomach.

Susan I see.

Richard The illness was first diagnosed in Columbia and then spread to neighboring countries.

Susan What are the symptoms?

Richard Symptoms include non-stop hiccuping and repeated trips to the bathroom.

Susan Is it contagious?

Richard Yes, Enolo is an infectious disease. You can catch it by coming into contact with an infected individual. Wearing a mask can help reduce your chances of infection. Fortunately, the disease is easily treatable with a course of antiviral pills.



Key points to discussing diseases

1. what the name of the disease is
2. in what areas of the world the disease is a problem
3. what part of the body it affects
4. what the signs and symptoms are
5. how the disease spreads
6. how the disease can be prevented / treated

Let's speak

Read the information below, then role-play the situation with your partner.

Situation:

You work in HR. There is a new virus going around. Tell your boss what the name of the virus is, the parts of the body it affects, how it spreads, and what the signs and symptoms are. Discuss some procedures you can enact at your company to make sure your employees don't get sick.

Homework

Complete the reading and writing activities below as well as the recommended e-learning activities listed in your pacing document.

Writing homework
(100-200 words)

You work in HR. Write an office email about how to protect yourself during flu season.

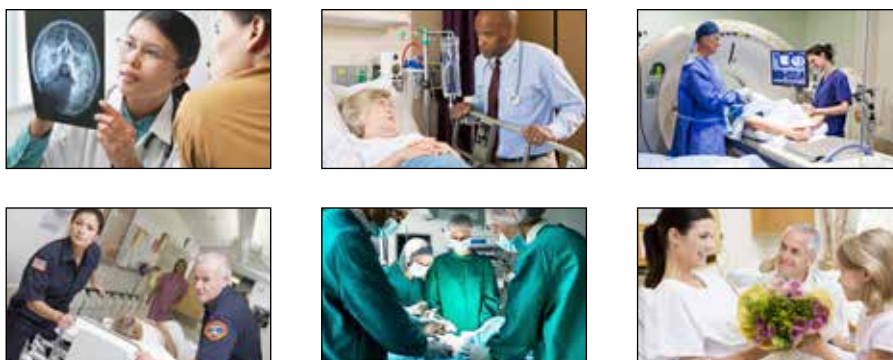


Goal: Describing hospital visits

Let's start

- an MRI
- a paramedic
- surgery
- a bouquet
- explain a diagnosis
- check on someone

Use the words in the vocabulary box to explain what is happening in each of the pictures below. What are some different people/things in a hospital?



Let's try

Track #59

Listen to the person talk about visiting their friend in the hospital. Make notes under the two headings below, then relay the information to your teacher.

| hospital | friend |
|----------|--------|
| | |

Progression



Reading homework

Read the email on page 116, then complete the assigned tasks. You are welcome to preview the reading content before the lesson.

Let's practice

Read the dialogue with your partner and find examples of where the points below are mentioned. Discuss and expand on the points together, then use the dialogue and the points to practice describing hospital visits.

Dialogue

Situation: Jason is telling his friend about his recent hospital stay.

Dave Hey, Jason. I didn't see you around the office last week. Everything OK?
Jason Yeah, I had a big week. I had my tonsils removed.
Dave No way. I thought only kids got that done.
Jason Me too. I went to the doctor because I had a nasty case of strep throat and I was having a few breathing problems. I was expecting some medicine or something, but my doctor recommended a tonsillectomy. It was a simple procedure. I had to fast the day before the surgery, which was a little annoying. Then the next day, I checked into the hospital, filled out some forms then talked to the doctor. When they were ready to operate, they put me under and when I woke up - maybe two hours or so later - my tonsils were gone.
Dave How long were you in the hospital for?
Jason They kept me in the hospital for a few hours after the procedure so they could monitor my blood pressure and heart rate, but I was discharged the same day. I still need a while to recuperate, though, so I think I'll be eating a lot of ice cream and pudding for the next few days.



Key points to discussing diseases

1. reason for the hospital visit
2. the name of the procedure
3. what you had to do before the procedure
4. the details of the procedure itself
5. what you had to do after the procedure
6. recuperation time

Let's speak

Read the information below, then role-play the situation with your partner.

Situation:

Your friend is going to the hospital for the first time next week. They are a little nervous. You went to the hospital for the same reason as your friend recently so you know what's going to happen. Tell your friend what they need to do when they get to the hospital, what the procedure will be like, and what your experience at the hospital was like.

Homework

Complete the reading and writing activities below as well as the recommended e-learning activities listed in your pacing document.

Writing homework
(100-200 words)

You work in HR. Write an email explaining the procedure for the upcoming annual health check and what people should expect.



Goal: Describing sleeping habits

Let's start

How can people sleep better? Work with your teacher and come up with four things people should avoid, or try to do.

| Avoid | Try to |
|---------|---------|
| • _____ | • _____ |
| • _____ | • _____ |
| • _____ | • _____ |
| • _____ | • _____ |

Discuss the following question with your teacher:

1. How many hours sleep do you need?
2. Do you ever sleep walk?
3. What are some reasons why people can't sleep?

Let's try

Tracks #60-62

Listen to the people talking about their sleeping habits. Make some notes, then tell your teacher about each person.







Progression



Reading homework

Read the academic article on page 118, then complete the assigned tasks. You are welcome to preview the reading content before the lesson.

Let's practice

Read the dialogue with your partner and find examples of where the topics below are mentioned. Discuss and expand on the topics together, then use the dialogue and the topics to practice describing sleeping habits.

Dialogue

Situation: Chloe's friend appears to be sleeping at her desk.

Chloe Hey Ann, are you sleeping?
Ann Sorry, just resting my eyes. I haven't really been sleeping all that well. As you know, I'm a bit of a night owl. If I go to bed before midnight I can't get to sleep.
Chloe What time do you usually hit the hay?
Ann Normally around 1:00 ish. I get home from work at around 10:00. Then I usually do some exercise and buckle down and study for a while. I find studying makes me sleepy.
Chloe I find a nice relaxing bath always helps me go to sleep. Anyway, this is no time to be taking a nap. We have an important meeting in 10 minutes.
Ann Sorry, actually I was up all night preparing for it. Then, when I almost got to sleep the neighbor's new dog decided to start barking. I got maybe three hours sleep - tops.
Chloe Wow! That stinks. Drink this coffee, then go freshen up. I'll see you in the meeting.
Ann Thanks.

duration of sleep



how you get to sleep



quality of sleep



sleeping problems



effects of lack of sleep



advice for better sleep



Let's speak

Read the information below, then role-play the situation with your partner.

Situation:

Recently you have been having some trouble sleeping. Go see your doctor. Describe your sleeping habits. Discuss what effects your lack of sleep is having on your job and your personal life. Discuss possible reasons for this and work together to come up with a solution.

Homework

Complete the reading and writing activities below as well as the recommended e-learning activities listed in your pacing document.

Writing homework
(100-200 words)

You are a writer. Write a short blog article about why sleep is important and what people can do to improve their sleeping habits.

55

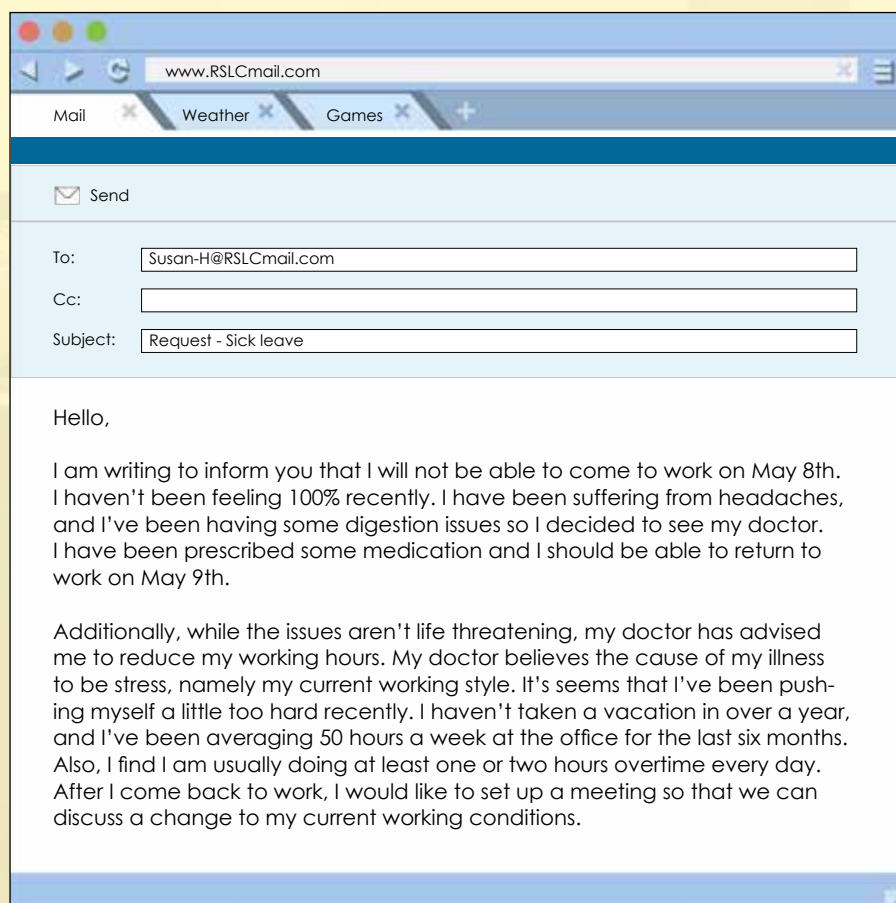
Milestone An increase in absenteeism

Situation:

Recently, you have noticed an increase in absenteeism in your company. Use the reading, listening, and interview sections to identify the different reasons for the increase, then come up with a proposal for improvements the company can make to address the issues and decrease absenteeism.

Reading:

Read the email you received from an employee, then answer the questions on the following page.



1. What reason does the employee give to take sick leave?
2. What was the cause of the problem?
3. What do you think the person / the company could have done to prevent this problem?

Listening:

Tracks #63-65

Listen to the three employees explain why they missed work recently. Make some notes, then tell your teacher about each person. What do you think the people / the company could have done to prevent these problems?

1. Marcus

2. Jenny

3. Tobias

Interview:

Your teacher will play the role of an employee who missed quite a few days of work recently. Interview your teacher and find out why they missed work. What do you think the person / the company could have done to prevent this problem?

Task:

Meet with your partner and discuss the information related to the recent absenteeism. Discuss the causes and what the effects might be on the company. Then come up with some new procedures the company can enact to help create healthy workers and cut down on absenteeism.

Homework:

- Write a proposal of the suggested changes.
- Complete the recommended e-learning activities listed in your pacing document.





Chapter 12
Technology



Goal: Discussing the news

Let's start

Look at the list of news sources below. Which do you use? Why?

- TV news programs
- Internet news pages (e.g. CNN)
- SNS (e.g. Twitter / Facebook)
- satire shows (e.g. The Daily Show)
- podcasts
- word of mouth
- RSS feeds
- the radio
- newspapers
- magazines

Discuss the following questions with your teacher:

1. What's been a big story in the news recently?
2. How did you find out about it?
3. How has how you get the news changed over the last 10-20 years?
4. Would you ever consider being a newscaster or a journalist?

Let's try

Tracks #66-68

Listen to the people talking about the news. How do they get their news? Make some notes and tell your teacher about each person.

Listening 1:

Listening 2:

Listening 3:

Progression



Reading homework

Read the news article on page 120, then complete the assigned tasks. You are welcome to preview the reading content before the lesson.

Let's practice

Read the dialogue with your partner and find examples of where the topics below are mentioned. Discuss and expand on the topics together, then use the dialogue and the topics to practice discussing the news.

Dialogue

Situation: Doug and Simon are discussing an article in the paper.

Doug Did you see the article yesterday about the pope endorsing Trump?

Simon Yeah, but don't get too excited about it. It's a hoax. Check out Snopes.com. They will verify it. These days, since there are so many people getting their news exclusively from Facebook or Twitter it seems there is more and more fake news going around. SNS can be a great way to get the news. It's almost instant, it's super convenient, and there are so many sources, but your news feed can quickly fill up with heavily biased and incorrect content if you aren't careful.

Doug How do you usually get your news, Simon?

Simon A variety of sources. I have an RSS feed set up on my phone that gives me all the top stories from the BBC, Guardian, CNN and Sky Sports. Having an RSS is great because you can save time since you don't need to visit the individual websites. I then watch the news on TV every night at 10 to fill in the gaps with important news stories from BBC 24 or Sky News.

Doug Why do you use so many sources?

Simon I think it's important to try and avoid bias whenever possible, and everyone is a little biased. The only way you can truly find out the whole story is to get as many viewpoints as possible.

news sources



pros and cons



current news topics



current trends



Let's speak

Read the information below, then role-play the situation with your partner.

Situation:

You have just moved to your teacher's country. You would like to stay up to date with the news, but there are so many different news publications. Interview your teacher about how they get their news, which publications they recommend to use, and which publications they recommend to avoid. Then compare it to how you get the news in your country.

Homework

Complete the reading and writing activities below as well as the recommended e-learning activities listed in your pacing document.

Writing homework
(100-200 words)

You love watching the news and staying informed. Write a short blog article comparing two popular news channels/companies.



Goal: Discussing smartphones

Let's start

What type of phone do you have? Which of the features below does your phone have? What kind of features do you look for when buying a new phone?

- a large screen
- a long-lasting battery
- wireless charging / connectivity
- cases and accessories
- downloadable apps / games
- a fingerprint scanner
- a high resolution camera
- a touch screen
- waterproof
- a large amount of storage

Discuss the question below with your teacher:

- If you had to choose, would you rather go without using your smartphone for one day, or go without eating for a day?

Let's try

Tracks #69-71

Listen to each speaker as they describe their phone. Make some notes, then tell your teacher about each speaker's phone.







Progression



Reading homework

Read the tech article on page 122, then complete the assigned tasks. You are welcome to preview the reading content before the lesson.

Let's practice

Read the dialogue with your partner and find examples of where the topics below are mentioned. Discuss and expand on the topics together, then use the dialogue and the topics to practice discussing smartphones.

Dialogue

Situation: Meg and her friend are showing off their new phones.

Meg Hi, Tim. I see you've got the new uPhone.
Tim That's right. I picked it up last night. I had to stand in line overnight, but it was definitely worth the wait. What can I say? I'm an early adopter. I love how small and sleek it is. It's the perfect size for me. I can easily use the touchscreen with one hand, and the rear curving makes it really nice to hold. Oh, check out the camera, isn't it great? I pretty much bought this phone just for the camera. I mainly use my phone for taking photos and videos, so a good camera is so important. I don't really play games on my phone.
Meg Yeah. I heard about the camera. Apparently, it's supposed to be really good. What else can the phone do?
Tim It's waterproof which is a big plus, and I love the long battery life, plus videos look incredible on it thanks to the HD screen. So yeah, I watch a lot of Youtube on it.
Meg You must use a lot of data doing that. What plan did you get it on?
Tim S-Mobile. It's \$80 a month for 10 gigs which is perfect for me.

model



why you bought it



design/features



what you like/dislike about it



carrier/service plan



how you use it



Let's speak

Read the information below, then role-play the situation with your partner.

Situation:

It's Gadget Hour on XFM radio. Listeners can call in to give a personal review of their handset. Call the radio host and tell them about your phone. Give it a review score out of ten. Would you recommend this device?

Homework

Complete the reading and writing activities below as well as the recommended e-learning activities listed in your pacing document.

Writing homework
(100-200 words)

You have just purchased a new smartphone. Write an online review for it. Note the good and bad points, plus any suggestions you have.



Goal: Discussing the Internet

Let's start

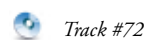
Look at the list of things people do on the Internet. What do you usually use the Internet for? What sites do you know for the following activities?

- finding information
- watching online media
- networking/socializing
- sending emails
- shopping
- selling
- chatting with people
- playing games

Discuss the following question with your teacher:

1. How often do you use the Internet?
2. What was your first experience using the Internet?
3. What's the best thing about the Internet?
4. What are some security issues you think about when using the Internet?

Let's try



Listen to a person explain how the Internet has changed different aspects of his life, then answer the questions below.

1. What can the Internet be used for?

2. What pros of the Internet Age do they mention?

3. What cons of the Internet Age do they mention?

4. What do they predict could happen in the future?

Progression



Reading homework

Read the tech article on page 124, then complete the assigned tasks. You are welcome to preview the reading content before the lesson.

Let's practice

Read the dialogue with your partner and find examples of where the topics below are mentioned. Discuss and expand on the topics together, then use the dialogue and the topics to practice discussing the Internet.

Dialogue

Situation: Sam and Lara are talking about how they use the Internet.

Sam Do you remember like 20 years ago when we didn't have the Internet?

Lara Yeah. I don't think my family could live without the Internet now. My youngest is hooked on Netflix, while my oldest is always in his room playing online games. I use the Internet a lot too; all my day-to-day communication at work is done through email. I hardly ever call people anymore. Also, now that I think about it, I don't even remember the last time I went to the bank in person. I almost exclusively pay for everything on credit then just manage my finances via online banking.

Sam Yeah, I'm the same. Oh, and for research, it's so useful. I'm planning a trip at the moment and I was able to find all the information I needed online, then I just booked and paid for everything with the click of a button.

Lara I know, right? I changed jobs a few months ago and I was able to do it all online too. I just found the listing, sent off an application, then did the interview via Skype.

communication



banking



research



gaming



buying/selling



entertainment



Let's speak

Read the information below, then role-play the situation with your partner.

Situation:

Your friend is doing a survey about how the Internet has affected different people's lives. Consider both positive and negative changes that can be attributed to the Internet. Then explain those changes to your friend. Remember to include reasons and examples.

Homework

Complete the reading and writing activities below as well as the recommended e-learning activities listed in your pacing document.

Writing homework
(100-200 words)

Write a blog article explaining how the Internet has made your life easier. Compare your life now to your life before the Internet.



Goal: Discussing TV shows

Let's start

Look at the TV show genres listed below. Work with your teacher to name a TV show for each genre.

- drama
- news
- sitcom
- children's
- animation
- documentary
- history
- music
- sports
- reality

Discuss the following questions with your teacher:

1. What did you watch on TV recently?
2. What's your favorite show of all time? Why?
3. How much TV do you think someone should watch per day?

Let's try

Tracks #73-75

Listen to each speaker as they describe the TV shows they like. Make some notes, then tell your teacher about each show.







Progression



Reading homework

Read the online article on page 126, then complete the assigned tasks. You are welcome to preview the reading content before the lesson.

Let's practice

Read the dialogue with your partner and find examples of where the topics below are mentioned. Discuss and expand on the topics together, then use the dialogue and the topics to practice discussing TV shows.

Dialogue

Situation: Tom is talking to his friend about his favorite TV show.

Tom Did you watch Quest of Kings last night? Wow! What an amazing episode!
Kim Nah, sorry. Quest of Kings? What's that? Is it a History Channel show?
Tom You've never heard of it? It's that great new drama with Emma Fox that everyone's been talking about. IMDB just gave the most recent episode 10/10.
Kim Oh, yeah. I might have heard something. So, what's it about?
Tom Well, it takes place in medieval England. The story revolves around three kings as they each try to take control of the country. I love it! Each episode keeps you on the edge of your seat. You never know what's going to happen! I don't want to spoil anything, but don't get attached to any one character as characters aren't known to stay on the show for too long.
Kim Cool. I'll check it out. When's it on?
Tom Every Sunday at 7:00 pm on Channel 7.

genre



premise



cast



channel and time



why you like it



reception



Let's speak

Read the information below, then role-play the situation with your partner.

Situation:

You have just finished watching a great TV show and you are now looking for some new TV shows to watch. Ask your partner for a recommendation. Discuss what kind of TV shows you like. Also, recommend some TV shows that your partner might like.

Homework

Complete the reading and writing activities below as well as the recommended e-learning activities listed in your pacing document.

Writing homework
(100-200 words)

Your favorite Japanese TV show doesn't have an English IMDB page. Write a draft for the content to include on the page.

Milestone

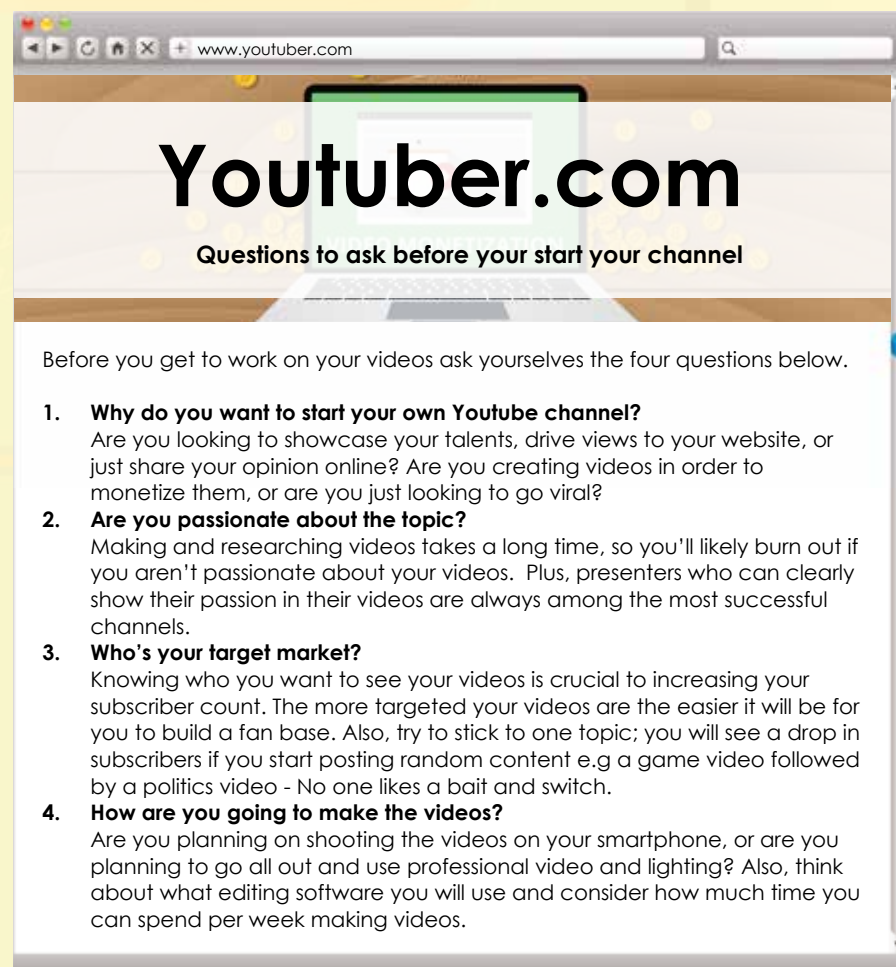
My own channel

Situation:

You are interested in starting your own Youtube channel. You want to make a successful channel, but you don't really know how. Use the reading, listening, and interview sections to find out how you can start your own successful Youtube channel.

Reading:

Read the web page below, then answer the questions on the next page.



Before you get to work on your videos ask yourselves the four questions below.

- 1. Why do you want to start your own Youtube channel?**
Are you looking to showcase your talents, drive views to your website, or just share your opinion online? Are you creating videos in order to monetize them, or are you just looking to go viral?
- 2. Are you passionate about the topic?**
Making and researching videos takes a long time, so you'll likely burn out if you aren't passionate about your videos. Plus, presenters who can clearly show their passion in their videos are always among the most successful channels.
- 3. Who's your target market?**
Knowing who you want to see your videos is crucial to increasing your subscriber count. The more targeted your videos are the easier it will be for you to build a fan base. Also, try to stick to one topic; you will see a drop in subscribers if you start posting random content e.g a game video followed by a politics video - No one likes a bait and switch.
- 4. How are you going to make the videos?**
Are you planning on shooting the videos on your smartphone, or are you planning to go all out and use professional video and lighting? Also, think about what editing software you will use and consider how much time you can spend per week making videos.

1. What are some reasons for starting a Youtube channel?
2. How can you make money from your videos?
3. Why is passion important?
4. Why is it important to understand your target market?

Listening:

Tracks #76-78

Listen to the three Youtubers explain how they make their channels successful. Make some notes then tell your teacher.

- Youtuber #1
- Youtuber #2
- Youtuber #3

Interview:

Your teacher runs a successful Youtube channel. Interview your teacher about their channel. Find out:

- what their channel is about
- what some of their most popular videos are and why
- what equipment they use to film / edit their show
- how they advertise their channel online

Task:

- Meet with your partner and discuss what kind of channel you are going to start, what videos you'll make, how you'll film them, and how you will make your channel successful.
- Role-play pitching your idea to your friend.

Homework:

- Write a plan for your Youtube channel. Explain how you'll make it a hit.
- Complete the recommended e-learning activities listed in your pacing document.

Reading Section

Chapter 7 - Hotels - Lesson 31

Reading Interaction

Topic: Choosing a hotel
- Understanding an online forum

Instructions

Read the forum posts, then complete the tasks on the next page.

The screenshot shows a forum page with the following posts:

- Laura P** (55 posts): Hey Guys, I'm planning to take my girlfriend to Barcelona next month and I want to find a really nice hotel for us to stay in. I'm looking for something romantic, but not too expensive if you know what I mean. Any ideas?
- Polly H** (5 posts): We stayed in the Hotel Neri. It was lovely. It was in a really nice quiet area and it was a really pretty hotel. It wasn't that cheap, but it was worth it.
- Hugo C** (21 posts): If you want to stay right in the center (near the main street - Las Ramblas), you should try the Meridien. It's in a great location and it has a really nice restaurant. It can get a little noisy at night, but it's fine.
- Victor D** (94 posts): Hotel-B is amazing. It's a really beautiful, modern hotel - and there's a swimming pool on the roof. It's a little hard to find, but you'll love it.
- Brian S** (54 posts): Whenever we go to Barcelona, we stay at the Atrium. The staff is really friendly and helpful and the rooms are beautiful. The only downside is the food isn't great, but there are plenty of restaurants nearby.
- Chris P** (13 posts): The rooms in the Majestic are a little small, but it's in a fabulous location and it feels like a real luxury hotel. For a short romantic break, I think it would be perfect.

Questions

Skim the forum posts and answer the question below.

1. What is the topic of this forum?

Scan the forum posts and answer the question below.

2. What does "94" refer to?

Find words or phrases from the forum that fit the definitions below.

3. post two "a word that indicates the value of something"

4. post five "anytime / every time"

5. post five "a negative aspect of something"

6. post six "very good"

Read the forum posts and complete the table.

| Hotel | Pros | Cons |
|--------------|------|------|
| Hotel Neri | | |
| The Meridien | | |
| Hotel-B | | |
| The Atrium | | |
| The Majestic | | |

Answers available on page 128.

Reading Section

Chapter 7 - Hotels - Lesson 32

Reading Interaction

Topic: Booking a hotel room
- Understanding multiple emails

Instructions

Read the three emails, then complete the tasks on the next page.

The screenshot shows a web browser window with the address bar at www.RSLCmail.com. The browser has three tabs: Mail, Weather, and Games. The email inbox shows three messages:

Message 1:
Inbox
Dear Sir or Madam,
I am writing to make a booking at your hotel. I would like to book a room for four people – me, my husband, and my two children. We want to book for the nights of June 4th and June 5th. Our children are still very young, so we'd like to all share a room. We'd also like a cot in the room.
We won't need dinner because we will be arriving quite late on the first night – probably after nine – and going out on the second night. However, we would like breakfast both days.
Do you have a room available for us?
Regards,
Susan Taylor

Message 2:
Dear Sir or Madam,
I'd like to make a reservation at your hotel. I will be arriving at lunchtime on May 6th and departing May 8th. I just need a single room – and I want WiFi access in the room for the duration of my stay.
I'd like to have breakfast both days and dinner for the first night only.
Could you confirm this booking for me?
Thanks,
Carlos Banner

Message 3:
Dear Sir or Madam,
Please can you reserve four single rooms in your hotel from July 3rd to July 7th. If possible, we would like the four rooms next to each other. We'd like to get the room plus breakfast deal as advertised on your website.
We should get to the hotel at about two thirty on July 3rd.
Many thanks,
Yuri Jones

Questions

Skim the emails and answer the question below.

- Are the emails from hotel staff or customers?

Scan the emails and answer the question below.

- What does "nine" refer to?

- What does May 8th refer to?

Find words or phrases from the emails that fit the definitions below.

- email one "a small bed for a baby"

- email two "the length of time that something lasts"

- email three "arrive at a place"

- email three "thank you"

Read the emails and complete the table below.

| | Susan | Carlos | Yuri |
|------------------|-------|--------|------|
| Arrival date | | | |
| Arrival time | | | |
| Number of nights | | | |
| Rooms required | | | |
| Meals | | | |
| Special requests | | | |

Answers available on page 129.

Reading Section

Chapter 7 - Hotels - Lesson 33

Reading Interaction

Topic: Staying at a hotel
- Understanding a story

Instructions

Read the story, then complete the tasks on the next page.

Checking into a Hotel

I work at the front desk of a big hotel in New York. I know it's not the most exciting job in the world, but I like it. I like being part of somebody's holiday. Anyway, I thought today was going to be a typical Monday, but it wasn't.

The first guest turned up at 10:00 a.m. "I'd like to check in, please," the young man said. He was wearing a suit, so I guessed this must be a business trip. He looked really tired. "I'm sorry, sir," I said politely, "you can't check in until after 2 pm." He was confused, so I said I could look after his bags for him until his room was ready. He thanked me and went to get a cup of coffee. I told him about my favorite coffee shop around the corner.

The next guests arrived at 1:00 p.m. They were an elderly couple, probably on a sightseeing trip. "I'd like to check in, please," the woman said. "Certainly," I replied. "Would you like some help with your bags?" The woman smiled and said yes. I asked them what they were going to do while they were in New York and told them about a few of my favorite places. They thanked me and set off to see some sights.

On Mondays, my shift finishes at 9 p.m. It's usually very quiet at the end of the day. All the guests have checked in and they're either out having dinner or watching TV in their rooms. However, today, five minutes before I went home, a man showed up. He looked a little strange. It was night time, but he was wearing sunglasses and a baseball cap. He wanted to check in, but it was almost 9 p.m. - check in time had finished an hour ago. If guests don't let us know they will be late, we don't keep their room for them. However, I checked the computer and found a room for him. I don't mind working a few extra minutes if I can help someone.

The man thanked me and said he had a surprise for me. He took off his baseball cap and sunglasses and I saw it was actually the CEO of the hotel company. I was shocked. "I've been checking customer service in this hotel today," he said, "and you have really impressed me. Today, you helped my son when he was too early to check in, you helped my parents with their bags, and you helped me when I arrived late. And I want to say thank you."

It was hot in Hawaii. I walked into the hotel, smiled at the man behind the front desk and said, "I'd like to check in, please."

Questions

Skim the story and answer the question below.

1. Is the story written in the past tense or the future tense?

Scan the story and answer the question below.

2. What does "10 am" refer to?

3. What does "9 pm" refer to?

Find words or phrases from the story that fit the definitions below.

4. paragraph one "an expression used to start a new subject"

5. paragraph two "to arrive"

6. paragraph three "to leave"

7. paragraph five "to cause someone to feel admiration"

Read the story and answer the questions below.

8. What time does check in open at this hotel?

9. What time does check in close?

10. What should guests do if they will be late?

11. Who was the man in the baseball cap?

12. Why did the man in the baseball cap come to the hotel today?

13. What was the employee's reward?

Answers available on page 129.

Reading Section

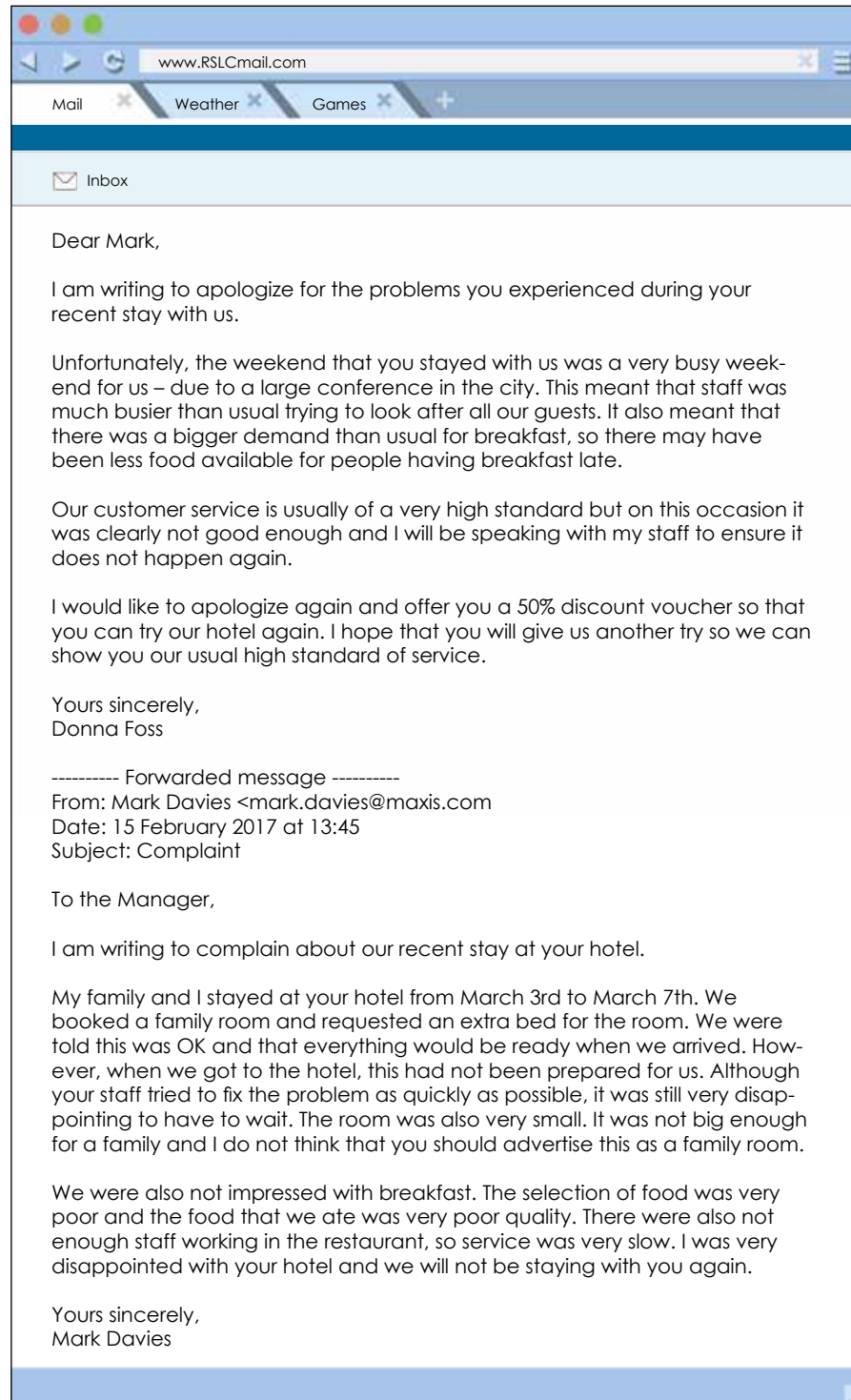
Chapter 7 - Hotels - Lesson 34

Reading Interaction

Topic: Responding to complaints
- Understanding multiple emails

Instructions

Read the emails, then complete the tasks on the next page.



Dear Mark,

I am writing to apologize for the problems you experienced during your recent stay with us.

Unfortunately, the weekend that you stayed with us was a very busy weekend for us – due to a large conference in the city. This meant that staff was much busier than usual trying to look after all our guests. It also meant that there was a bigger demand than usual for breakfast, so there may have been less food available for people having breakfast late.

Our customer service is usually of a very high standard but on this occasion it was clearly not good enough and I will be speaking with my staff to ensure it does not happen again.

I would like to apologize again and offer you a 50% discount voucher so that you can try our hotel again. I hope that you will give us another try so we can show you our usual high standard of service.

Yours sincerely,
Donna Foss

----- Forwarded message -----
From: Mark Davies <mark.davies@maxis.com>
Date: 15 February 2017 at 13:45
Subject: Complaint

To the Manager,

I am writing to complain about our recent stay at your hotel.

My family and I stayed at your hotel from March 3rd to March 7th. We booked a family room and requested an extra bed for the room. We were told this was OK and that everything would be ready when we arrived. However, when we got to the hotel, this had not been prepared for us. Although your staff tried to fix the problem as quickly as possible, it was still very disappointing to have to wait. The room was also very small. It was not big enough for a family and I do not think that you should advertise this as a family room.

We were also not impressed with breakfast. The selection of food was very poor and the food that we ate was very poor quality. There were also not enough staff working in the restaurant, so service was very slow. I was very disappointed with your hotel and we will not be staying with you again.

Yours sincerely,
Mark Davies

Questions

Skim the emails and answer the question below.

1. Who sent the first email; Mark or Donna?

Scan the emails and answer the question below.

2. What does 50% refer to?

3. What does 13:45 refer to?

Find words or phrases from the emails that fit the definitions below.

4. email one "a strong need for something"

5. email one "a level of quality"

6. email one "to make something certain"

7. email one "a document that gives you the right to get something"

Read the emails and answer the questions.

8. What two problems did the guest have with their room?

9. What three problems did the guest have at breakfast?

10. What excuse did the manager have for the problems?

11. What action did the manager promise to take?

12. What did the manager offer as an apology?

Answers available on page 129.

Reading Section

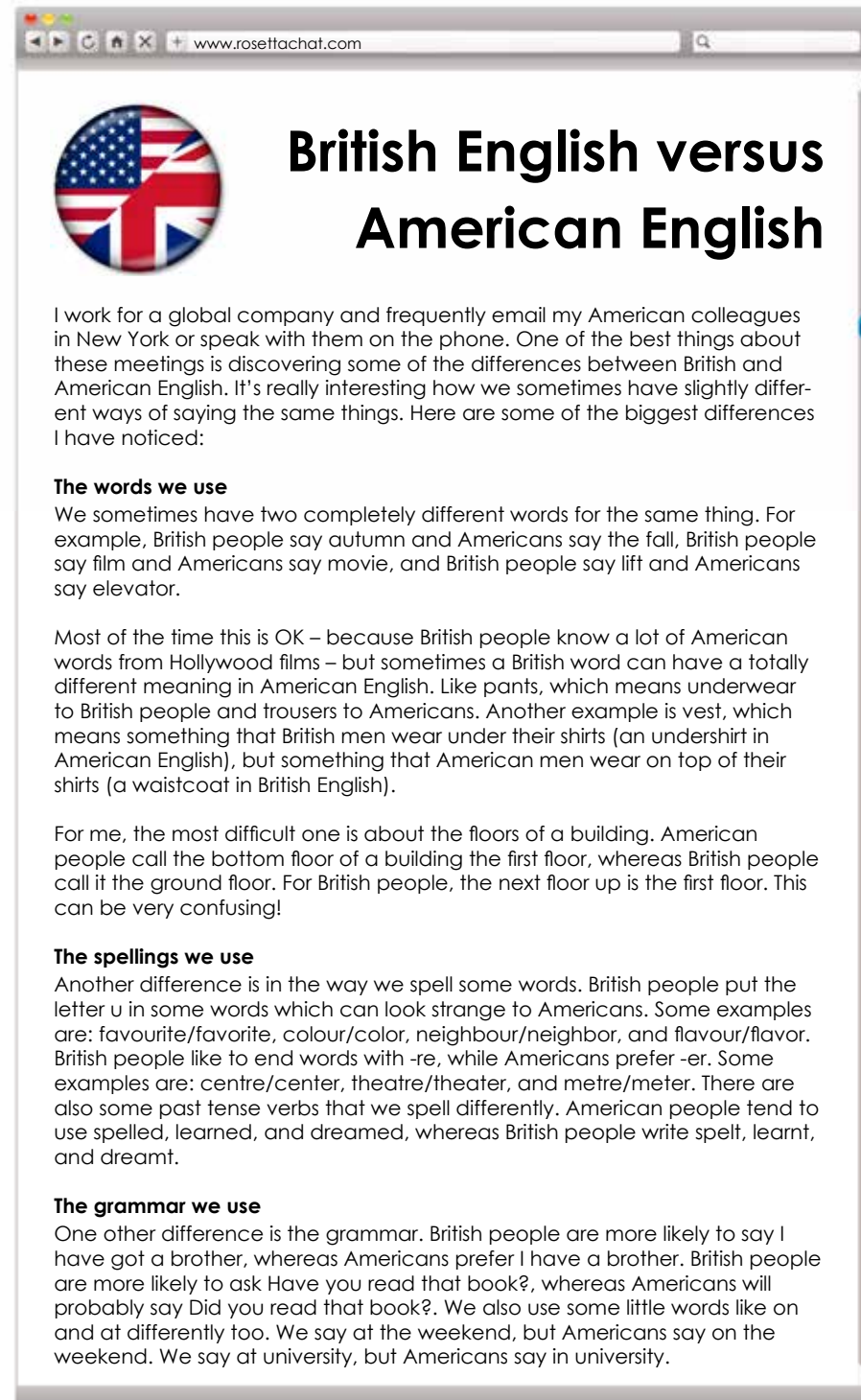
Chapter 8 - The world of English - Lesson 36

Reading Interaction

Topic: Comparing English-speaking countries
- Understanding a blog post

Instructions

Read the blog post, then complete the tasks on the next page.



British English versus American English

I work for a global company and frequently email my American colleagues in New York or speak with them on the phone. One of the best things about these meetings is discovering some of the differences between British and American English. It's really interesting how we sometimes have slightly different ways of saying the same things. Here are some of the biggest differences I have noticed:

The words we use

We sometimes have two completely different words for the same thing. For example, British people say autumn and Americans say the fall, British people say film and Americans say movie, and British people say lift and Americans say elevator.

Most of the time this is OK – because British people know a lot of American words from Hollywood films – but sometimes a British word can have a totally different meaning in American English. Like pants, which means underwear to British people and trousers to Americans. Another example is vest, which means something that British men wear under their shirts (an undershirt in American English), but something that American men wear on top of their shirts (a waistcoat in British English).

For me, the most difficult one is about the floors of a building. American people call the bottom floor of a building the first floor, whereas British people call it the ground floor. For British people, the next floor up is the first floor. This can be very confusing!

The spellings we use

Another difference is in the way we spell some words. British people put the letter u in some words which can look strange to Americans. Some examples are: favourite/favorite, colour/color, neighbour/neighbor, and flavour/flip. British people like to end words with -re, while Americans prefer -er. Some examples are: centre/center, theatre/theater, and metre/meter. There are also some past tense verbs that we spell differently. American people tend to use spelled, learned, and dreamed, whereas British people write spelt, learnt, and dreamt.

The grammar we use

One other difference is the grammar. British people are more likely to say I have got a brother, whereas Americans prefer I have a brother. British people are more likely to ask Have you read that book?, whereas Americans will probably say Did you read that book?. We also use some little words like on and at differently too. We say at the weekend, but Americans say on the weekend. We say at university, but Americans say in university.

Questions

Skim the blog post and answer the question below.

1. Is the writer British or American?

Scan the blog post and answer the question below.

2. What are some words that are spelled differently between British English and American English?

Find words or phrases from the blog post that fit the definitions below

3. paragraph one "to find something for the first time"
4. paragraph three "clothing worn under other clothing"
5. paragraph three "a piece of clothing without sleeves worn over a shirt" [British English]
6. paragraph four "but"

Read the blog post and rewrite these American English sentences in British English.

7. I love looking at the trees in the center of town in the fall.
8. Did you choose what color pants to buy yet?
9. Do you want to watch a movie on the weekend?
10. My neighbor learned Spanish in university.
11. I dreamed I was eating my favorite flavor ice cream.
12. Take the elevator to the third floor.

Answers available on page 130.

Reading Section

Chapter 8 - The world of English - Lesson 37

Reading Interaction

Topic: Discussing immigration
- Understanding a newspaper article

Instructions

Read the article, then complete the tasks on the next page.

Questions

EURO NEWS

www.EN.com Europe's Favorite Newspaper - Since 2015 -

World Politics

Immigration is a hot topic in world politics right now. We asked two politicians with very different viewpoints to explain their opinions on the issue.



Ruby Marsh

Obviously, I don't want us to turn away people who really need help. However, as a result of immigration, the population of this city has increased a lot in recent years and we do not have room for all these extra people. First of all, there are not enough jobs for people in this area. Employers can hire immigrants on lower wages and that means local people cannot get jobs. Secondly, we don't have enough housing. Increased demand for houses means that prices are increasing and it's becoming harder for young families to buy homes. And finally, all the extra people are putting extra pressure on public services. For example, trains and buses are more crowded. We have to control immigration and limit the number of people coming into our country.



Lucas Arnold

I understand that some people are worried about immigration. I know that some people think that immigrants take jobs and houses away from local people, but it's not true. The fact is that immigrants contribute a lot to this country. Many immigrants work in public services – for example, as doctors, teachers, and bus drivers. Not only do their tax contributions help the city, but the jobs that they do are essential for the city. On top of that, immigrants bring new ideas and new energy to the country. Some immigrants start new businesses. Some immigrants open shops or restaurants to share their cultures with us. Immigrants make our city more interesting. Yes, we do need to build some new houses, but building houses will create jobs and help us to develop this great, international city.

Skim the article and answer the question below.

1. Does the article give similar or opposing viewpoints on immigration?

Scan the article and answer the question below.

2. Who is for immigration?

3. Who is against immigration?

Find words or phrases from the article that fit the definitions below

4. paragraph one "something that many people are talking about"

5. paragraph two "a person who comes to a country to live there"

6. paragraph three "to give something to help someone or a group of people"

7. paragraph three "very important"

Read the article and complete the table below.

| Arguments against immigration | Arguments for immigration |
|-------------------------------|---------------------------|
| | |
| | |
| | |

Answers available on page 130.

Reading Section

Chapter 8 - The world of English - Lesson 38

Reading Interaction

Topic: Discussing studying abroad
- Understanding a magazine article

Instructions

Read the magazine article, then complete the tasks on the next page.



Thinking of studying abroad? Want to know what it's like? We asked five people to tell us about their experiences and offer some advice.

I studied in Madrid for six months when I was in university. It was amazing. I'd never been outside of the States before, so it was a real adventure for me. I'm still in touch with my host family and I hope to visit them again one day. I would definitely recommend staying with a host family. It's a great way to see what family life is like in another country.
- Daniel

I'd always wanted to study abroad, but I couldn't afford it when I was a student. Then after I graduated, it was hard to go away because of my job. However, this summer I went to Boston for a week to do a business course and had a great time. It was only a short trip, but it was a fantastic experience. So make sure you look for different ways you can study abroad and choose the one that suits you.
- Hiroshi

I went to university in London. I'd always wanted to study abroad and I thought that studying in London would help me to improve my English. It was hard at first, because everyone spoke so fast. However, I made some good friends with other people who were learning English too and we all helped each other. My advice is to join some clubs to help you make some friends.
- Olga

I spent a few months in Paris, but it was hard. I got really homesick and I didn't like living in a big city - I'm from a small town in the US. I didn't make many French friends. I mostly hung out with some other Americans. If I did it again, I would go to a smaller town. Before you go, think carefully about what kind of city you want to live in. Big cities are not for everyone.
- Martha

My major was German and I spent a year in Vienna. It was incredible. I want to go back as soon as I can. I absolutely loved living there. I went to so many amazing places and living abroad really is the best way to learn a language. You need to speak the language as much as you can while you're there.
- David

Questions

Skim the magazine article and answer the question below.

1. In the article, are the people talking about studying in their home countries or overseas?

Scan the magazine article and answer the question below.

2. How many countries are mentioned in the article?

Find words or phrases from the magazine article that fit the definitions below

3. paragraph two "to regularly contact someone"

4. paragraph three "to travel"

5. paragraph four "to feel sad because you are away from your home"

6. paragraph five "to spend time with someone"

Read the magazine article and complete the sentences below.

7. Daniel thinks that people should...

8. Olga recommends...

9. Martha advises people to...

10. David's advice is to...

11. Hiroshi suggests...

Answers available on page 131.

Reading Section

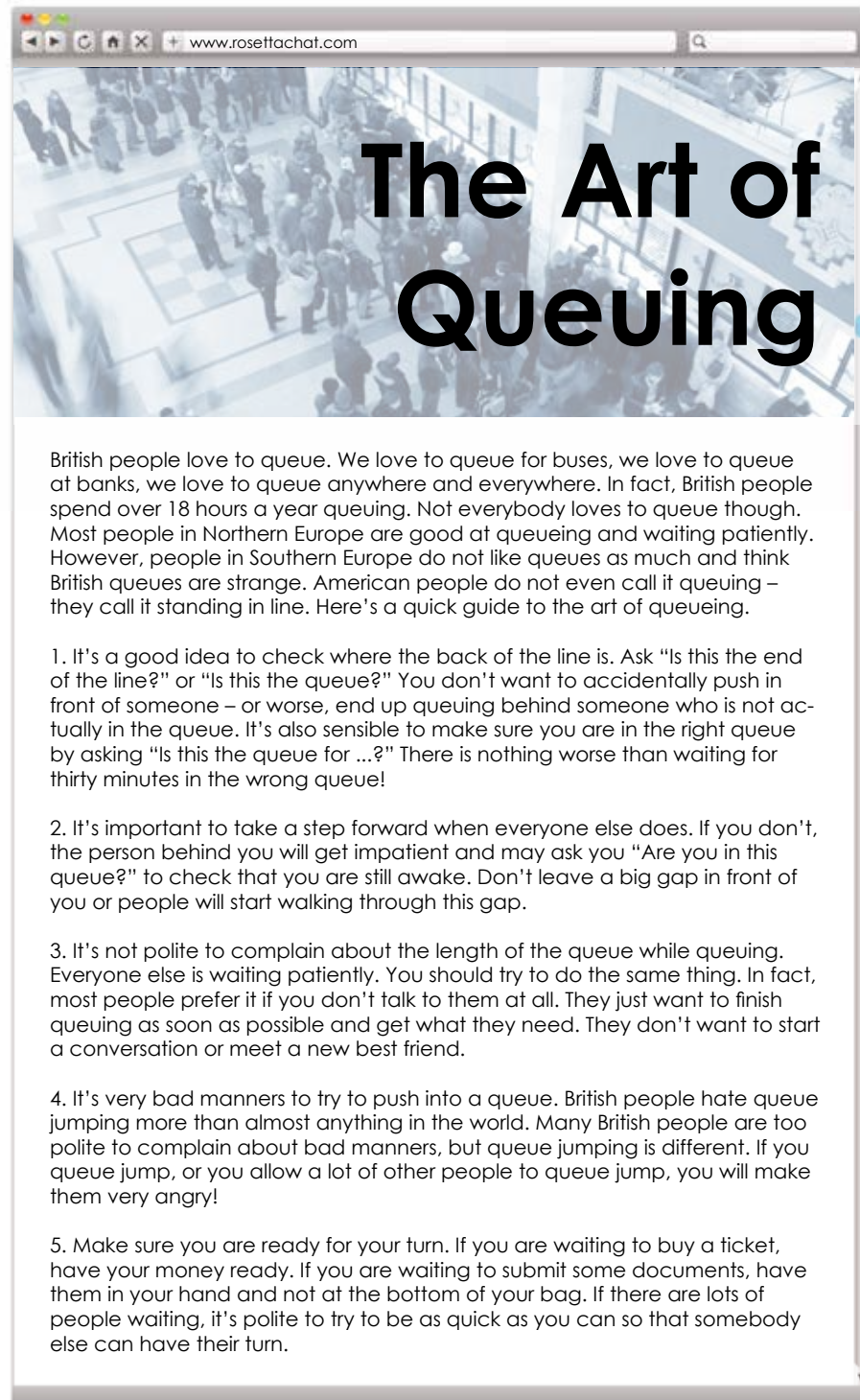
Chapter 8 - The world of English - Lesson 39

Reading Interaction

Topic: Explaining cultural etiquette
- Understanding an online article

Instructions

Read the article, then complete the tasks on the next page.



The Art of Queuing

British people love to queue. We love to queue for buses, we love to queue at banks, we love to queue anywhere and everywhere. In fact, British people spend over 18 hours a year queuing. Not everybody loves to queue though. Most people in Northern Europe are good at queueing and waiting patiently. However, people in Southern Europe do not like queues as much and think British queues are strange. American people do not even call it queueing – they call it standing in line. Here's a quick guide to the art of queueing.

1. It's a good idea to check where the back of the line is. Ask "Is this the end of the line?" or "Is this the queue?" You don't want to accidentally push in front of someone – or worse, end up queueing behind someone who is not actually in the queue. It's also sensible to make sure you are in the right queue by asking "Is this the queue for ...?" There is nothing worse than waiting for thirty minutes in the wrong queue!
2. It's important to take a step forward when everyone else does. If you don't, the person behind you will get impatient and may ask you "Are you in this queue?" to check that you are still awake. Don't leave a big gap in front of you or people will start walking through this gap.
3. It's not polite to complain about the length of the queue while queueing. Everyone else is waiting patiently. You should try to do the same thing. In fact, most people prefer it if you don't talk to them at all. They just want to finish queueing as soon as possible and get what they need. They don't want to start a conversation or meet a new best friend.
4. It's very bad manners to try to push into a queue. British people hate queue jumping more than almost anything in the world. Many British people are too polite to complain about bad manners, but queue jumping is different. If you queue jump, or you allow a lot of other people to queue jump, you will make them very angry!
5. Make sure you are ready for your turn. If you are waiting to buy a ticket, have your money ready. If you are waiting to submit some documents, have them in your hand and not at the bottom of your bag. If there are lots of people waiting, it's polite to try to be as quick as you can so that somebody else can have their turn.

Questions

Skim the article and answer the question below.

1. What country's etiquette is being explained in the article?

Scan the article and answer the question below.

2. How many hours a year do British people spend queuing?

Find words or phrases from the article that fit the definitions below.

3. paragraph two "showing good judgement"

4. paragraph three "a space between two things"

5. paragraph five "the act of pushing into a queue so that you can be served before you turn"

6. paragraph six "to give someone a document so that it can be approved"

Read the article and complete the sentences with "should" or "shouldn't".

7. You _____ check that you are in the right queue.
8. You _____ move forward as soon as everyone else does.
9. You _____ talk to the person behind you about how slow the queue is.
10. You _____ try to cut into the queue if you are in a hurry.
11. You _____ queue in a group rather than just have one person queue for the group.
12. You _____ keep your documents in your bag until you get to the counter.

Answers available on page 131.

Reading Section

Chapter 9 - Traveling - Lesson 41

Reading Interaction

Topic: Describing a travel destination
- Understanding a website

Instructions

Read the website, then complete the tasks on the next page.



Japan offers an amazing mix of traditional culture and cutting edge technology. Walk through bamboo forests. Visit golden temples. Eat dinner at a robot restaurant. You can do it all in Japan. Here are some great places you can go on your trip:

Tokyo might be the most exciting city in the world. With a population of over 125 million, it can seem like a very busy place – but it's full of the most amazing places for you to discover. Buy the latest fashions or technology and then party among the neon lights.

Kamakura is a large industrial city south of Tokyo. You can visit several famous temples there and see a giant bronze Buddha. It's a great day trip from Tokyo.

Kyoto is the capital city of Japan. It is full of history and tradition. You can walk the old streets and see some of the most beautiful temples in Japan. If you're lucky, you might see a geisha.

Mount Fuji is known all over the world as a symbol of Japan. At a height of 5,776 meters, Mount Fuji can be seen from miles away. See breathtaking views from Hakone or Kawaguchiko, or climb Fuji to watch the sunrise over Japan.

Miyajima is a small mountain close to Hiroshima. It's famous for its shrine and the shrine gate which stands in the water. It's a beautiful scene – even better at sunset.

Nagasaki is a historic city on the east coast of Japan. It was an important city for trading with other countries, so it has a lot of interesting European and Chinese buildings. You can also visit the Peace Park.

Nagoya is a beautiful city in the mountains. It hosted the Winter Olympics in 1998. You can go hiking in summer and skiing in winter.

Questions

Skim the website and answer the question below.

1. Who is the article aimed at?

Scan the website and answer the question below.

2. What does "125 million" refer to?

3. What does "5,776" refer to?

Find words or phrases from the website that fit the definitions below.

4. paragraph one "very new"

5. paragraph three "relating to factories"

6. paragraph five "something that represents a particular idea or quality"

7. paragraph seven "famous or important in history"

Read the website and find the factual mistakes. There are seven mistakes.

- The population of Tokyo is not 125 million. It's 14 million.

- _____
- _____
- _____
- _____
- _____
- _____

Answers available on page 132.

Reading Section

Chapter 9 - Traveling - Lesson 42

Reading Interaction

Topic: Discussing transportation overseas
- Understanding an academic article

Instructions

Read the academic article, then complete the tasks on the next page.

Subway Systems Around the World

Graham Skerritt
Rosetta University

A subway system is an underground electric railway. There are currently subway systems in 157 cities in 55 countries around the world – and another 45 subway systems are under construction. Subway systems have different names around the world. In the UK, the subway system in London is referred to as the Underground or the Tube. In Germany, the subway system in Berlin is called the U-Bahn. In some countries, they call the subway system a metro system.

The first subway system was opened in London in 1863. These first trains were steam trains with gas-powered lighting inside, so there was a lot of smoke inside the carriages. However, it was a great success and over 38,000 passengers used the service on its first day. The first electric railway opened in 1890. Today, the London Underground has 11 lines and 270 stations. Despite its name, only 45% of the subway system is actually underground. The Underground carries 4.8 million passengers per day. The busiest station on the Underground is Waterloo, which handles 100 million passengers per year (about 270,000 people per day).

The subway with the most stations is the New York City Subway. It has 36 lines with 472 stations – although 40% of the system is above ground. It carries over 5.7 million passengers per day. The busiest station is Times Square, which is used by 72 million passengers per year (almost 200,000 people per day).

The busiest subway system in China is the Beijing Subway, which opened in 1969. It has 19 lines and 345 stations and is the second longest subway system in the world (after Shanghai). It serves 10 million people per day. The busiest station is Dawanglu, which 58.4 million people use per year (160,000 people per day).

The busiest subway station in the world is Ikebukuro in Tokyo. About 200 million per year pass through Ikebukuro station (550,000 people per day). However, many passengers in Tokyo also use above ground trains. In fact, only 22% of the 40 million passengers per day in Tokyo use the subway. Therefore, the busiest station in Tokyo is actually Shinjuku, which has 3.64 million passengers per year (almost 1 million per day). Shinjuku station is the busiest in the world.

Questions

Skim the article and answer the question below.

1. What form of transportation is the article about?

Scan the article and answer the question below.

2. How many cities have subway systems?

3. What does "345" refer to?

Find words or phrases from the article that fit the definitions below.

4. paragraph one "located below the ground"

5. paragraph two "used to say that something happens even though there is something that might stop it from happening"

6. paragraph two "to deal with a situation successfully"

7. paragraph five "for that reason"

Read the article and answer the questions below.

8. How many countries have a subway system?

9. What is the Tube?

10. What kind of trains did the first subway system use?

11. How many people pass through Time Square station each day?

12. Where is the longest subway system in the world?

13. What is the busiest station in the world?

Answers available on page 133.

Reading Section

Chapter 9 - Traveling - Lesson 43

Reading Interaction

Topic: Giving directions around a city
- Understanding a website

Instructions

Read the website, then complete the tasks on the next page.

www.rossettachat.com/restaurants

Hungry?

If you're thinking of going out for dinner, there are lots of great restaurants near the hotel. These ones are our favorites:

- Tony's Italian: Great pasta and pizza**
Go out of the hotel and turn left. Walk two blocks and you'll see it across the street.
- Tokyo Sushi: Lovely fresh fish**
Go out of the hotel, turn right, walk two blocks, and then turn right again. It's on the left.
- Super Steak House: Amazing steak**
Go out of the hotel, turn right, then take the first left. You'll see it on the left.
- The Green Room: Delicious vegetarian food**
Go out of the hotel, turn left, walk two blocks, make a right, and you'll see it on the right.
- Curry Heaven: Perfect if you like spicy food**
Go out of the hotel, turn right, then take the second left. You'll see it across from the church.
- Shanghai Diner: Cheap Chinese food**
It's just across from the hotel!

Map grid with locations: Movie Theatre, Church, Swimming Pool, Church, Hotel, and various lettered squares (A-Q).

Questions

Skim the website and answer the question below.

- Who is the website aimed at?

Scan the website and answer the question below.

- How many different restaurants are suggested?

- What does "opposite the church" refer to?

Find words or phrases from the website that fit the definitions below

- paragraph two "an area of land surrounded by four streets"

- paragraph two "on the other side"

- paragraph four "to turn left at the first intersection"

- paragraph five "to turn right "

Read the website and find the places on the map. Write the correct letters next to the restaurant names.

- Tony's Italian _____
- Tokyo Sushi _____
- Super Steak House _____
- The Green Room _____
- Curry Heaven _____
- Shanghai Diner _____

Answers available on page 133.

Reading Section

Chapter 9 - Traveling - Lesson 44

Reading Interaction

Topic: Describing travel experiences
- Understanding a blog post

Instructions

Read the blog post, then complete the tasks on the next page.



Katie's Travels

My Russian Adventure: Day 1

I arrived in Moscow this morning. It was quite a short flight from London, but it's a very different place. For a start, it's much, much colder. I'm glad I brought a lot of warm clothes. I need my hat, my scarf, my gloves, my big coat, and about four layers of clothing. And it's not even December yet! The other big difference is the feel of the city. London feels like an international city, but Moscow is definitely a Russian city with Russian buildings, Russian signs, and Russian fashion.

After I checked in at my hotel, I walked to Red Square to see the Kremlin. The buildings are absolutely beautiful and so unlike anything back home. I wanted to look at them for longer, but it was so cold that I went into a shopping mall instead to warm up. I didn't mind. It's fun to look around the shops. I saw some great souvenir shops. One place was selling handmade Russian dolls – the ones that stack inside each other. They were amazing. I bought some for my niece.

A friend of mine works in Moscow, so he took me out for dinner. The restaurant had a huge coat room downstairs for all the big coats. My friend told me that all restaurants have a coat room like this. The food we had was really good. It was a kind of bright red stew called Borscht. It was made of beef and lots of vegetables – the bright red color comes from the beetroot.

It was a short walk back to the hotel, but it was even colder because it was evening. I was very glad to get back to my hotel and get into my nice warm bed!

Now I'm writing this blog in bed and thinking about my plans for tomorrow. My friend suggested I go to a cathedral near here, and, if it's warm enough, I might go to a big park called Gorky Park, which is supposed to have some interesting art to look at. Then tomorrow night, I'm taking the train to St Petersburg where I'll stay for two nights then it's time to go home again.

Questions

Skim the blog post and answer the question below.

1. Is Katie's trip finished?

Scan the blog post and answer the questions below.

2. Did she go to Russia in December?
3. How long is she staying in Russia for?

Find words or phrases from the blog post that fit the definitions below.

4. paragraph two "to arrange in a neat pile"
5. paragraph two "different from"
6. paragraph three "a type of red vegetable"
7. paragraph five "a main church"

Read Katie's blog post and answer the questions below.

8. Where did she go?
9. What was the weather like?
10. What did she do?
11. Did she buy any souvenirs?
12. What did she eat?
13. How long did she stay?

Answers available on page 133.

Reading Section

Chapter 10 - My company - Lesson 46

Reading Interaction

Topic: Discussing job hunting
- Understanding a business article

Instructions

Read the article, then complete the tasks on the next page.



Career+

'An Expert's Top Tips for Jobseekers'
by Jenny Mayweather,
Management Consultant for Rhino Recruitment

Job interviews are never easy and, in many cases, the recruitment process is only becoming more and more demanding. That being said, the first piece of advice I have for anyone is to be positive, enthusiastic, and upbeat. Remember that being invited for an interview is a success in itself. Your enthusiasm will come across when you eventually meet your potential employer. Companies want to see you that you have a positive character. Seven out of ten major employers agreed that a candidate's personality is more important than what's on their resume.

My second point is related to the first. It's body language. Pay attention to the non-verbal signals and cues being given off. Greet your interviewer with confidence and a smile. Sit with good posture and make eye contact. Nod to show that you are actively listening. Remember that up to 80% of communication is non-verbal. Of course, it is important not to overdo it. Sitting too casually, mumbling, and playing with your ballpoint pen might suggest to the employer that you uninterested or even arrogant.

My next piece of advice would be to do your homework. Research the company thoroughly. It's likely that one of the first questions an interviewer asks will be regarding what you know about their company. Be prepared to give a short but comprehensive reply. Just about the worst thing anybody could ask at a job interview would be something like, "So, what exactly do you guys do here?" Asking relevant points about how the company the company functions will help the interviewer to view you as a prospective colleague. The number one reason for failing an interview is not doing enough research about your potential employer.

Finally, follow up. Send your interviewer an email to say thank you and reiterate your interest in the position. This shows courtesy and professionalism and it also helps you get remembered. If there is a relevant and brief question you forgot to raise during the interview, include it in the email. A follow-up message like this is something that many people forget or choose not to do send, but in a tough job climate, it can really make the difference between success and failure.

Questions

Skim the article and answer the question below.

1. Is the article a list of tips or a story?

Scan the article and answer the question below.

2. How many major employers agreed that a candidate's personality is more important than what's on their resume?

3. What accounts for up to 80% of communication?

Find words or phrases from the article that fit the definitions below.

4. paragraph one "requiring much skill or effort"

5. paragraph two "to say something quietly so that others can't hear it"

6. paragraph three "to do research"

7. paragraph four "to say something again"

Read the article and answer the questions.

8. What is her first point of advice?

9. What is her second point of advice?

10. What is her third point of advice?

11. What is her fourth point of advice?

Answers available on page 134.

Reading Section

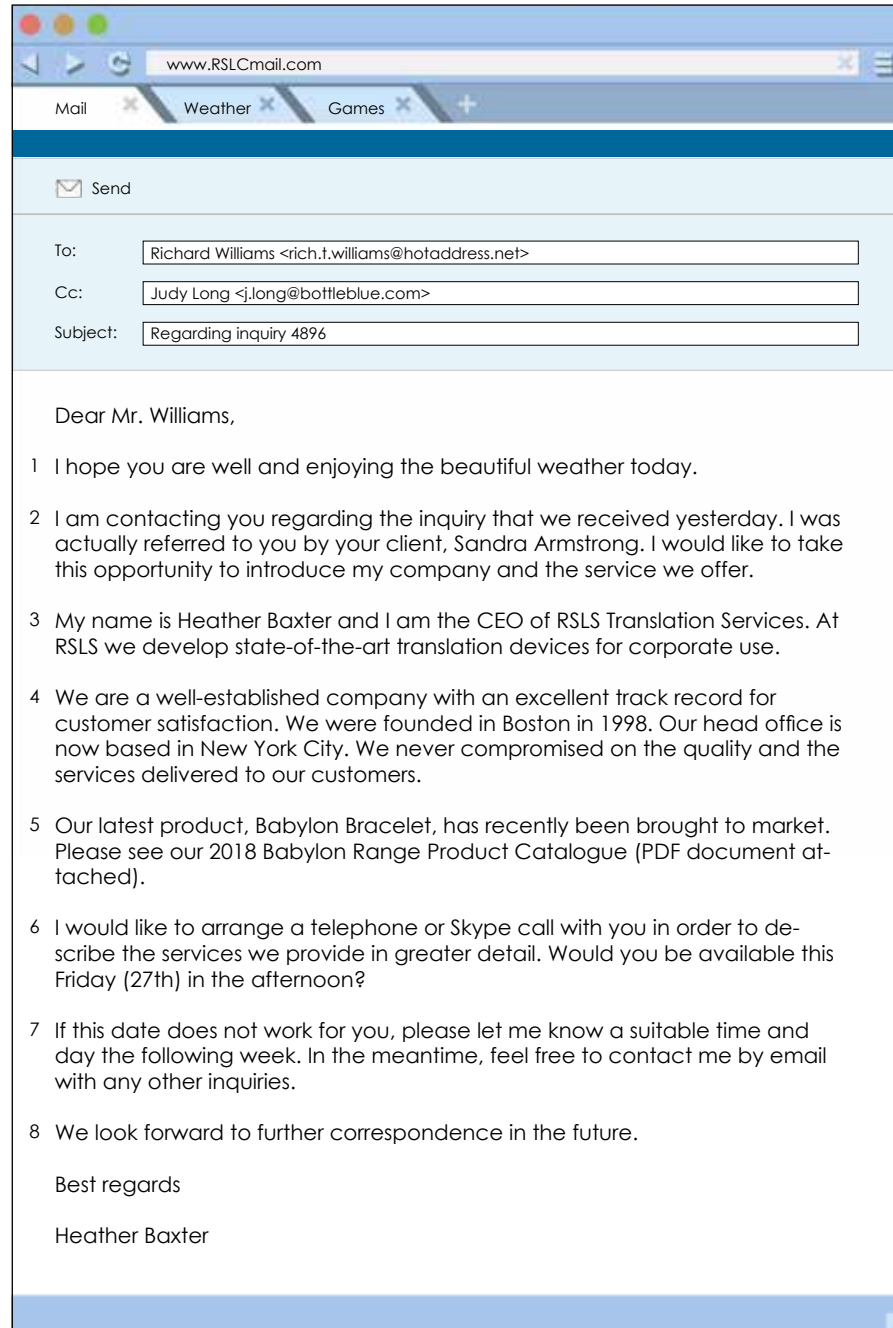
Chapter 10 - My company - Lesson 47

Reading Interaction

Topic: Introducing your company
- Understanding email

Instructions

Read the email, then complete the tasks on the next page.



The screenshot shows a web browser window with the address bar displaying 'www.RSLCmail.com'. The browser has several tabs open: 'Mail', 'Weather', and 'Games'. The email interface shows a 'Send' button and the following header information:

To: Richard Williams <rich.t.williams@hotmail.net>
Cc: Judy Long <j.long@bottleblue.com>
Subject: Regarding inquiry 4896

The body of the email contains the following text:

Dear Mr. Williams,

- 1 I hope you are well and enjoying the beautiful weather today.
- 2 I am contacting you regarding the inquiry that we received yesterday. I was actually referred to you by your client, Sandra Armstrong. I would like to take this opportunity to introduce my company and the service we offer.
- 3 My name is Heather Baxter and I am the CEO of RSLS Translation Services. At RSLS we develop state-of-the-art translation devices for corporate use.
- 4 We are a well-established company with an excellent track record for customer satisfaction. We were founded in Boston in 1998. Our head office is now based in New York City. We never compromised on the quality and the services delivered to our customers.
- 5 Our latest product, Babylon Bracelet, has recently been brought to market. Please see our 2018 Babylon Range Product Catalogue (PDF document attached).
- 6 I would like to arrange a telephone or Skype call with you in order to describe the services we provide in greater detail. Would you be available this Friday (27th) in the afternoon?
- 7 If this date does not work for you, please let me know a suitable time and day the following week. In the meantime, feel free to contact me by email with any other inquiries.
- 8 We look forward to further correspondence in the future.

Best regards
Heather Baxter

Questions

Skim the email and answer the question below.

1. Is this a personal email or a business email?

Scan the email and answer the question below.

2. What company was founded in 1998?

3. What does "Friday the 27th" refer to?

Find words or phrases from the email that fit the definitions below.

4. paragraph two "to send someone to another person for help / advice"

5. paragraph four "having existed for a long time"

6. paragraph seven "during the time before something happens"

7. paragraph eight "communication by exchanging letter or emails"

Read the email and answer the questions.

8. Who is the recipient of the email?

9. Who was the email been copied to?

10. What company does Heather Baxter work for?

11. In what city was Heather's company originally founded?

12. What has been attached to the email?

13. Who referred Heather Baxter to Richard Williams?

Answers available on page 134.

Reading Section

Chapter 10 - My company - Lesson 48

Reading Interaction

Topic: Scheduling a meeting
- Understanding double emails

Instructions

Read the emails, then complete the tasks on the next page.

The screenshot shows a web browser window with the address bar at www.RSLCmail.com. The browser has three tabs: Mail, Weather, and Games. The email interface shows a 'Send' button and the following fields:

To: Adam Shakespeare <a.shakespeare@stratfordmail.net>
Cc:
Subject: Re: Meeting on Thursday

Adam,

Thanks ever so much for your email.

1 Unfortunately, something has come up. One of our senior staff members is out with the flu the rest of the week, so I will have to reshuffle my schedule. I will be unable to make it on Wednesday morning.

2 Would it be possible to reschedule the meeting to the same time the next day, instead? Please confirm ASAP.

3 By the way, there are two Starbucks on Oxford square. I think it's best we meet on the 3rd floor one between Foster's and McDonald's -- there should be more seating available.

Regards,
Judy

> Sent: Monday, June 12, 2017, at 3:05 PM
> From: <a.shakespeare@stratfordmail.net>
> To: Judy Long <j.long@bottleblue.com>
> Subject: Meeting on Thursday

> Hi Judy,

4 Hope you are well. Thanks for the chocolates you gave us last week. My wife and I really enjoyed them!

5 This is just a quick email to double check about meeting this week ahead of the 2018 Trade Conference this Friday. I'd like to confirm the time and date. If I remember correctly we scheduled the meeting as follows:

Wednesday (June 14) at 10am, Oxford Square Starbucks

6 There are a few things we need to sort out. Please bring your USB flash drive because there are some files we need to share.

- Adam

Questions

Skim the emails and answer the question below.

1. Would you describe the e-mail as formal or informal?

Scan the emails and answer the question below.

2. What does "3rd" refer to?

3. What does "10:00 am" refer to?

Find words or phrases from the emails that fit the definitions below

4. paragraph one "to occur unexpectedly"

5. paragraph two "to change a meeting time"

6. paragraph five "to check something again"

7. paragraph six "to find a solution to "

Read the emails and answer the questions.

8. Do Judy and Adam already know each other?

9. What gift did Judy send to Adam?

10. What event do they need to prepare for?

11. What item does Adam ask Judy to bring?

12. Why does Judy need to reschedule the meeting?

13. On what day of the week would Judy prefer to meet?

Answers available on page 135.

Reading Section

Chapter 10 - My company - Lesson 49

Reading Interaction

Topic: Presenting a product
- Understanding a business article

Instructions

Read the article, then complete the tasks on the next page.



Tips for an exciting and effective sales presentation
By Thom Harrison

One of the most important things is to start your presentation with a bang. You need to grab the attention of your audience. Create a connection. I like to begin my presentations with a brief story to paint a picture of a problem that needs solving. A joke might work to break the ice, too. In a recent survey, 76% of respondents agreed that having a good sense of humor made sales-people seem more trustworthy.

One key question is this: does your listener already have an interest? If you are speaking to a crowd who already have a good idea of what they want, you can start out with the 'bottom line'. Begin with your recommendation. Get to the point. You might even begin with the price. Then work back and justify why your product is superior to others. This type of "hard and fast" approach might work best when selling items, such as kitchen utensils.

The most challenging thing in sales, however, is convincing an audience who does not have a desire in the first place. When a customer walks into a DIY store to buy a drill, they don't want a drill; they want a hole in the wall. Your task is to convince them why they should choose your fancy electric drill and not a regular old screwdriver. A totally new product might be the hardest to sell. Back in the early 80s, it was comparatively difficult to get people to buy home computers, for example.

Practice is really important. Most people only practice their sales pitch once or twice, if at all. The best salespeople will practice much more. I recommend practicing your pitch at least 10 times. In the process, try to enjoy it. You probably shouldn't be in the industry unless you enjoy making a sale. As Steve Jobs once said, "The only way to do great work is to love what you do."

Questions

Skim the article and answer the question below.

1. Is this article about presentations or meetings?

Scan the article and answer the question below.

2. What does "76%" refer to?
3. What does "the early 80's" refer to?

Find words or phrases from the article that fit the definitions below

4. paragraph two "to describe something in a particular way"
5. paragraph two "the most important factor"
6. paragraph three "to cause someone to change their mind"
7. paragraph four "a speech that attempts to persuade someone to buy something"

Read the article and decide if the sentences below are true or false.

8. It's important to start your presentation off with a bang.
True / False
9. Having a good sense of humor makes you seem untrustworthy.
True / False
10. A hard-and-fast approach works well when selling things such as kitchen utensils.
True / False
11. The easiest thing in sales is convincing someone who has no interest in something to buy it.
True / False
12. Practice is not important.
True / False

Answers available on page 135.

Reading Section

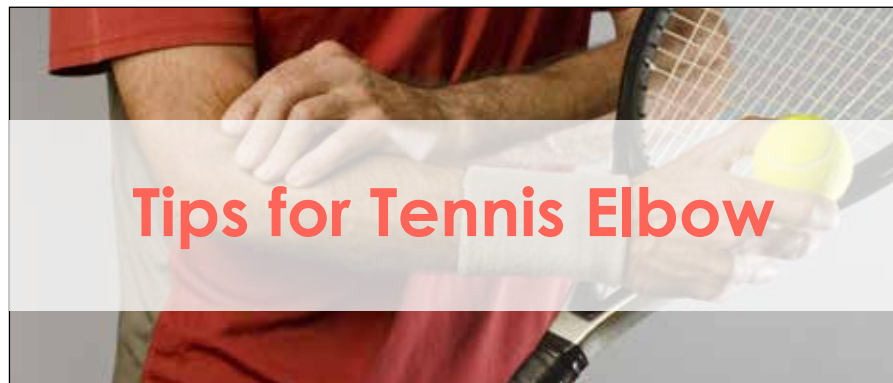
Chapter 11 - Health - Lesson 51

Reading Interaction

Topic: Describing injuries
- Understanding a magazine article

Instructions

Read the article, then complete the tasks on the next page.



Tips for Tennis Elbow

Imagine getting back from the gym one day and noticing a twinge in your left elbow. You don't think anything of it and go back the next day. While using free weights, your twinge becomes a sharp pain. You try going again the next week, but your elbow is still painful and a little swollen. You go to your doctor, and it turns out you have developed tennis elbow, where the tendons in your elbow have become inflamed. Despite being painful and a nuisance, tennis elbow is luckily very treatable.

Prevention is the best medicine

- Using good technique for repetitive arm movements is necessary for preventing tennis elbow. Whether you are lifting weights, turning a screwdriver, playing the drums, or practicing your backhand in tennis, it's important to keep your wrist straight and strong.
- Stretching your elbow helps prevent injuries. With your arms at your side and elbows bent at a 90-degree angle, slowly straighten your arm as much as possible without pain. Repeat 10 times.

How to treat tennis elbow

- Rest is the easiest and most effective treatment for tennis elbow. It can take anywhere between a week and a month for your tendons to heal. During that time, avoid activities that put stress on your elbow, and take it easy when you decide to return to the gym or tennis court.
- A counterforce brace can reduce pain when moving your elbow, and may be an option if you have to use your arms while suffering from tennis elbow. However, it can't replace good technique, and shouldn't be used instead of resting.
- Ultrasound therapy can help soothe and heal the tendons in the elbow. This is a good option for those suffering from a serious case of tennis elbow.

Tennis elbow can temporarily get in the way of our favorite hobbies, but with enough rest and by practicing good technique, you can make it a thing of the past.

Questions

Skim the article and answer the question below.

1. Is Tennis Elbow a disease or an injury?

Scan the article and answer the question below.

2. What does "90" refer to?

3. What does "10" refer to?

Find words or phrases from the article that fit the definitions below.

4. paragraph one "a sudden sharp pain"

5. paragraph two "characterized by repetition"

6. paragraph three "a force which makes an opposing force less effective"

7. paragraph four "for a limited time"

Read the article and decide if the sentences below are true or false.

8. Tennis Elbow is not treatable.

True / False

9. Good technique is necessary for preventing tennis elbow.

True / False

10. Stretching doesn't help prevent injuries.

True / False

11. Rest is the most effective treatment for tennis elbow.

True / False

12. A counterforce brace should be used instead of resting.

True / False

13. Ultrasound therapy can help to treat tennis elbow.

True / False

Answers available on page 136.

Reading Section

Chapter 11 - Health - Lesson 52

Reading Interaction

Topic: Discussing diseases
- Understanding a medical article

Instructions

Read the article, then complete the tasks on the next page.



Avoiding Dengue Fever this summer

Summer is right around the corner and everyone is getting excited to enjoy the beautiful Miami weather. But before firing up the barbecue or heading to Miami Beach, it's important to make sure you're ready to avoid mosquito bites. Besides being unbearably itchy, there is another reason steer clear of these little bugs: dengue fever.

"Dengue fever is a lot like the flu. It's caused by a virus, and its symptoms include fever, nausea, vomiting, and a distinct rash" says Jessica Hatfield, a public health nurses at the Dade County Health Department. "Unlike the flu, it is spread by mosquitoes and not person to person."

The dengue mosquito - *Aedes aegypti* - breeds in standing water. "It's important for citizens to identify and remove standing water from around their homes and communities" Hatfield explains. "Look for buckets, cans, bird baths, even clogged rain gutters - anywhere that water can get trapped - and either clean it out regularly or throw it away."

Another important note is that the dengue mosquito likes being indoors, and usually flies low to the ground. However, if you see a mosquito like this, it doesn't mean it has the dengue virus. In fact, most *Aedes aegypti* don't even carry the disease.

If you do contract dengue fever, unfortunately, there is no medicine to treat the virus. However, due to the fever and vomiting, you run a risk of becoming dehydrated, so make sure to drink lots of fluids. In about 5% of cases, the symptoms are very severe and hospitalization is required. Luckily, humans can't spread dengue fever to other humans, so your friends and family can feel safe while taking care of you.

"But prevention is by far the best medicine," says Hatfield. "Doing little things like putting on bug spray, wearing pants and long sleeve shirts instead of shorts and tank tops, and clearing away standing water can ensure that you will have a happy, healthy, and much less itchy summer."

Questions

Skim the article and answer the question below.

1. What disease is the article warning the reader about?

Scan the article and answer the question below.

2. Who is "Jessica Hatfield"?
3. What is "*Aedes aegypti*"?

Find words or phrases from the article that fit the definitions below

4. paragraph one "to start a barbecue"
5. paragraph two "easy to recognize since it's different to others"
6. paragraph three "to mate and produce babies"
7. paragraph five "to lose water from your body"

Read the article and answer the questions.

8. What are two symptoms of Dengue fever?
9. What is Dengue fever similar to?
10. Where does the Dengue mosquito breed?
11. Do most Dengue mosquitoes carry the virus?
12. Is there medicine to treat the virus?
13. What does Jessica Hatfield suggest you do to prevent mosquito bites?

Answers available on page 136.

Reading Section

Chapter 11 - Health - Lesson 53

Reading Interaction

Topic: Describing hospital visits
- Understanding an email

Instructions

Read the email, then complete the tasks on the next page.

The screenshot shows a web browser window with the address bar at www.RSLCmail.com. The browser has several tabs open: Mail, Weather, and Games. The email interface includes a 'Send' button and the following fields:

- To: Jasmine Foster
- Cc:
- Subject: Re: Tonsillectomy inquiry for my son

The email body contains the following text:

Dear Ms. Foster,

Thank you for your inquiry about a surgical procedure to have your son's tonsils removed. You mentioned that your doctor recommended a tonsillectomy for your son because of his frequent sore throats. This is a common reason to have this procedure, and at Southwest General Hospital, we treat many children every week in a similar situation.

You asked about the process of having a tonsillectomy. First, patients have an appointment with a doctor in order to determine whether surgery is the best option. If so, we schedule a surgery date, usually within the next month. We ask patients to not take aspirin for two weeks before the operation, and to not eat after midnight the day before the operation.

On the day of the operation, you will have a meeting with your surgeon, who will go over the surgery schedule and answer any final questions you might have. Following that, your son will be taken to the operating room. You will be allowed to accompany your son into the operating room.

The operation only takes about 30 minutes, but it will take a few hours for your son to awaken from the anesthesia. After he wakes up, there will be another meeting with the surgeon. Tonsillectomies are typically outpatient surgeries, which means your son can return home the same day as the operation.

During recovery, your son will experience pain in his throat and ears. This is normal and can be treated with pain killers. Please ensure your son drinks lots of fluids and gets plenty of rest. He should stay out of school for at least a week while he recovers. Also, avoid spicy or crunchy foods as they can cause throat pain.

Please let me know if you have any further questions.

Best regards,

Harlin Mitchell
Southwest General Hospital Customer Services

Questions

Skim the email and answer the question below.

1. Is the email from a patient or a staff member?

Scan the email and answer the question below.

2. What does "two weeks" refer to?

3. What does "30 minutes" refer to?

Find words or phrases from the email that fit the definitions below

4. paragraph one "the surgery for removing someone's tonsils"

5. paragraph two "to decide something by getting information"

6. paragraph three "a drug that can cause people to become unconscious"

7. paragraph out "a kind of surgery where the patient doesn't need to stay in hospital overnight"

Read the email and answer the questions.

8. Who's having a tonsillectomy?

9. What the first step when someone has a tonsillectomy?

10. Should people take aspirin before the surgery?

11. How long will it take to awaken from the anesthesia?

12. Where will someone experience pain during recovery?

13. What should someone do during recovery?

Answers available on page 137.

Reading Section

Chapter 11 - Health - Lesson 54

Reading Interaction

Topic: Describing sleeping habits
- Understanding an academic article

Instructions

Read the article, then complete the tasks on the next page.

Effects of Sleep Deprivation on Mental Tasks

Stephen Evans
Rosetta University

Purpose

Researchers at the Nelson Morris College of Medicine recently conducted a study on how sleep deprivation affects people's mental ability. We wish to show the effects of sleep deprivation on speed, ability, and effort involved in completing a task.

Methods

For this study, we used four test groups of 20 people each:

- Group 1 - severely sleep deprived (3 hours of sleep per night)
- Group 2 - slightly sleep deprived (6 hours of sleep per night)
- Group 3 - well rested (8 hours of sleep per night)
- Group 4 - control (no change to their regular sleep schedule)

The study took place across one month. We conducted bi-weekly tests on each group. The tests included a variety of logic problems, memory tests, and ethical dilemmas. Participants were graded on their speed, accuracy, thoroughness, and effort. To measure their level of effort, we monitored brain activity and measured how hard the brain was working while solving the problems.

Findings

Group 1 showed severe drops in both their speed and accuracy. Despite taking longer to complete the tasks, their answers were less thorough. Also, compared to the other groups, there was more brain activity involved in completing the same tasks, leaving them more tired and stressed after testing sessions.

In contrast, Group 3 showed improvement over the month in speed and accuracy. It's possible this is due to being able to learn better when well rested. One explanation for this could be that because the testing created less stress for Group 3, they were better able to learn from the tasks and apply that knowledge in future sessions. It's also possible that sleep itself plays an important role in consolidating memories, so they are better able to remember what they learned from past sessions.

Questions

Skim the article and answer the question below.

1. What is the article about?

Scan the article and answer the question below.

2. What does "20" refer to?

3. What does "8" refer to?

Find words or phrases from the article that fit the definitions below.

4. paragraph one "the state of not having something you need"

5. paragraph three "a situation where someone needs to make a difficult choice"

6. paragraph four "careful about doing something in the correct way"

7. paragraph five "to join together"

Read the article and answer the questions.

8. Where was the study conducted?

9. Did the study take place across two months?

10. What did the tests include?

11. Which group showed severe drops in speed and accuracy?

12. Which group showed the most improvement?

13. Is it possible that sleep plays a role in consolidating memories?

Answers available on page 137.

Reading Section

Chapter 12 - Technology - Lesson 56

Reading Interaction

Topic: Discussing the news
- Understanding a news article

Instructions

Read the article, then complete the tasks on the next page.

www.roseltachat.com

Channel 9

Who Watches the Watchers?

by Stephen Evans

- 1 Last year, there was a news story from Pomroy News regarding businessman and philanthropist Scott Young's involvement in bribing a public official. Mr. Young denied the claims, but the rumors continued. After a short trial, the evidence against Mr. Young was decided to be inconsequential, and Mr. Young walked free. However, the negative coverage greatly affected his business and reputation, and his company's stock prices have only just begun recovering.
- 2 So what was the punishment for the news source that created this story? One point of view is the government should be able to protect people from the press by fining news companies, or not allowing them to create news anymore. But actually, there is very little the government is allowed to do.
- 3 In the US Constitution, there is "freedom of the press." Basically, this means the government isn't allowed to interfere with the news. There are some exceptions. For example, you aren't allowed to broadcast indecent material such as nudity or cursing to the general public. If you do, the Federal Communications Commission (FCC) will give you a hefty fine. But for the most part, there is very little media regulation in the US.
- 4 Luckily, Mr. Young was able to fight back on his own. In reporting news that was damaging and false, Pomroy News committed a crime known as "libel," and Mr. Young sued them and won. However, he didn't keep the money. He donated it to the Society of Professional Journalists (SPJ).
- 5 The SPJ is a group which promotes both freedom of the press and high quality, honest journalism. They have a code of ethics for journalists which consist of four rules:
 - Seek truth and report it
 - Minimize harm
 - Act independently
 - Be accountable and transparent
- 6 By supporting and donating the money to SPJ, Mr. Young made a strong statement without words that Pomroy News was unethical.
- 7 With organizations like SPJ and the ability to protect yourself legally, honest people have nothing to fear from the press. It's safe to say that the press and the government can continue their separate relationship.

Questions

Skim the article and answer the question below.

1. What is the article about?

Scan the article and answer the question below.

2. What does "FCC" refer to?

3. What does "SPJ" refer to?

Find words or phrases from the article that fit the definitions below

4. paragraph one "someone who donates a lot of money to help people"

5. paragraph one "not important"

6. paragraph three "offensive or shocking"

7. paragraph four "the act of publishing fake statements"

Read the article and decide if the sentences below are true or false.

8. Scott Young was not involved in bribing a public official.

True / False

9. The evidence against Mr. Young was decided to be important.

True / False

10. There are many things governments are allowed to do to protect people from the press.

True / False

11. If you broadcast offensive or shocking material the FCC will give you a small fine.

True / False

12. Mr. Young won the lawsuit.

True / False

13. SPJ doesn't promote honest journalism.

True / False

Answers available on page 138.

Reading Section

Chapter 12 - Technology - Lesson 57

Reading Interaction

Topic: Discussing smartphones
- Understanding a tech article

Instructions

Read the article, then complete the tasks on the next page.



Tech Talk

Smartphone or Tablet...Why not both!
by Stephen Evans

The smartphone market has become tough to enter. It's incredibly difficult for new companies to compete with Apple and Samsung. However, German tech company BossTek is attempting to do just that. Although they can't compete with the big companies in terms of production, distribution, and experience, BossTek has a secret weapon which they've incorporated into their phones: Flexible Screens.

Ever since they were first released, smartphones have tried to balance offering the usefulness of a computer, while maintaining the portability of a mobile phone. This has been difficult, as a boost to usefulness often results in a sacrifice to portability, and vice versa. Now, there are a wide variety of tablets of different sizes and functions, but they are still lacking in portability.

However, what if you could have a phone that fits in your pocket, but the size could be adjusted to the size of a tablet? That's exactly what BossTek has done with their new phone, the Origami PX. When it is phone sized, it's no bigger than an iPhone. However, this is only a third of its maximum size. With the push of a small button on the side of the phone, it can be folded out like a brochure.

The secret is in a new technology the company has been developing for over a decade called FlexScreen. Instead of being made of glass, their screens are made of flexible sheets of transparent plastic. They also use a new method of displaying images so the image will remain consistent even if the screen is bent.

The Origami PX will be released later this month for the staggering price of \$1,400 each. Even though it's quite a steep price tag, early reviews have been generally very good, and company stocks have been soaring. We will see if it lives up to the hype.

Questions

Skim the article and answer the question below.

1. What is the article about?

Scan the article and answer the question below.

2. What does "1,400" refer to?

3. Who does "Origami PX" refer to?

Find words or phrases from the article that fit the definitions below

4. paragraph one "to include something as part of something else"

5. paragraph two "the act of giving up something you want so that you can keep something else"

6. paragraph four "able to be seen through"

7. paragraph five "to meet expectations"

Read the article and answer the questions.

8. Is it easy to enter the smartphone market?

9. What is BossTek's secret weapon?

10. What do smartphones try to balance?

11. What is FlexScreen made of?

12. Is the Origami PX expensive?

13. Has the BossTek's stock price been going up or down?

Answers available on page 138.

Reading Section

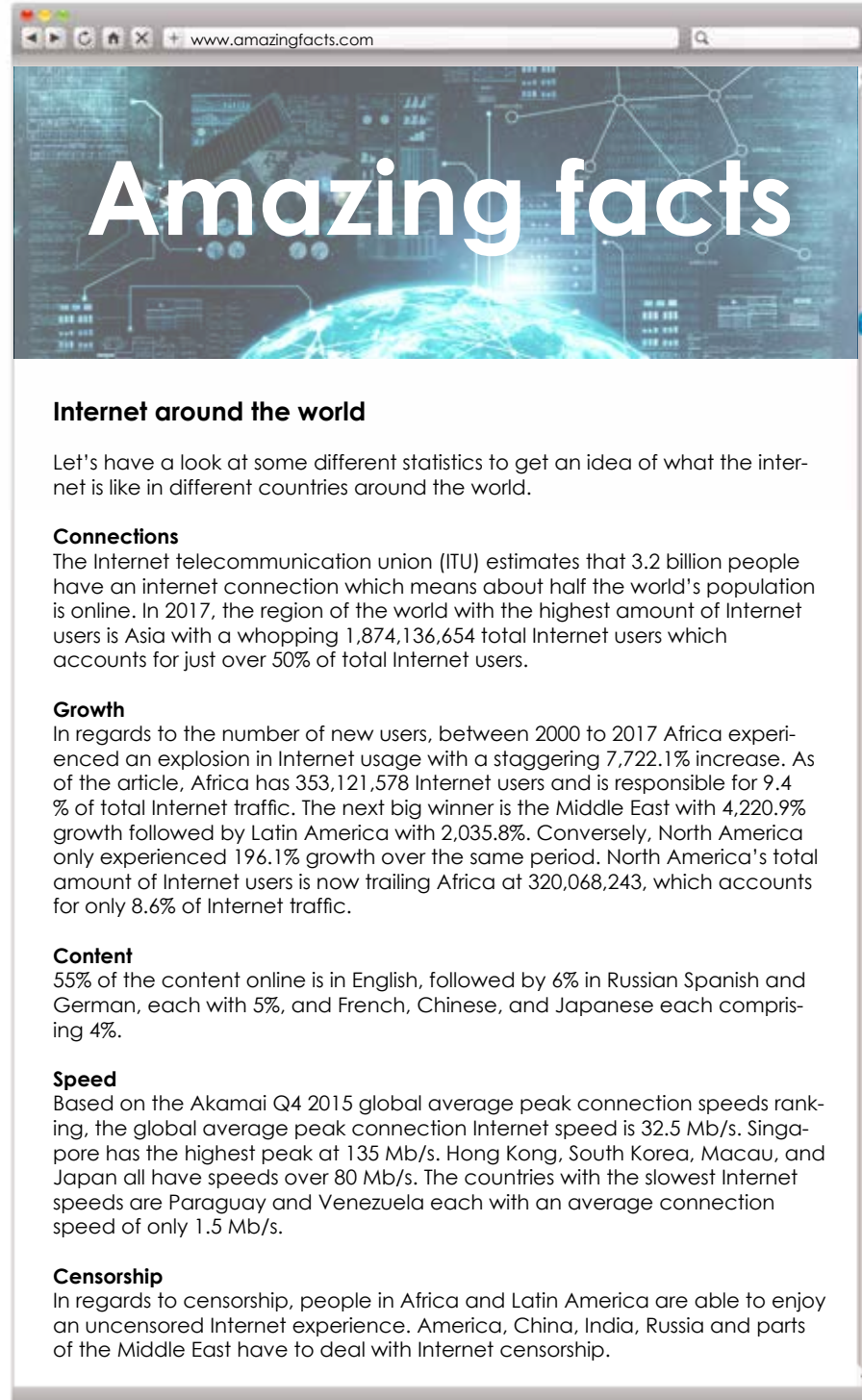
Chapter 12 - Technology - Lesson 58

Reading Interaction

Topic: Discussing the Internet
- Understanding a tech article

Instructions

Read the article, then complete the tasks on the next page.



Amazing facts

Internet around the world

Let's have a look at some different statistics to get an idea of what the internet is like in different countries around the world.

Connections
The Internet telecommunication union (ITU) estimates that 3.2 billion people have an internet connection which means about half the world's population is online. In 2017, the region of the world with the highest amount of Internet users is Asia with a whopping 1,874,136,654 total Internet users which accounts for just over 50% of total Internet users.

Growth
In regards to the number of new users, between 2000 to 2017 Africa experienced an explosion in Internet usage with a staggering 7,722.1% increase. As of the article, Africa has 353,121,578 Internet users and is responsible for 9.4 % of total Internet traffic. The next big winner is the Middle East with 4,220.9% growth followed by Latin America with 2,035.8%. Conversely, North America only experienced 196.1% growth over the same period. North America's total amount of Internet users is now trailing Africa at 320,068,243, which accounts for only 8.6% of Internet traffic.

Content
55% of the content online is in English, followed by 6% in Russian Spanish and German, each with 5%, and French, Chinese, and Japanese each comprising 4%.

Speed
Based on the Akamai Q4 2015 global average peak connection speeds ranking, the global average peak connection Internet speed is 32.5 Mb/s. Singapore has the highest peak at 135 Mb/s. Hong Kong, South Korea, Macau, and Japan all have speeds over 80 Mb/s. The countries with the slowest Internet speeds are Paraguay and Venezuela each with an average connection speed of only 1.5 Mb/s.

Censorship
In regards to censorship, people in Africa and Latin America are able to enjoy an uncensored Internet experience. America, China, India, Russia and parts of the Middle East have to deal with Internet censorship.

Questions

Skim the article and answer the question below.

1. Is the article about the internet in one country or many countries?

Scan the article and answer the question below.

2. What does 4,220.9 refer to?

3. What does 32.5 refer to?

Find words or phrases from the article that fit the definitions below

4. paragraph two "very large"

5. paragraph three "a large increase"

6. paragraph three "used to introduce something that is different to something you have just said"

7. paragraph four "to form part of something"

Read the article and answer the questions.

8. Which region has the most Internet users?

9. Which region experienced the most growth in Internet users?

10. How much of the Internet is in English?

11. Which country has the fastest connection?

12. Which countries have the slowest connection?

13. Is the Internet in the USA censored?

Answers available on page 139.

Reading Section

Chapter 12 - Technology - Lesson 59

Reading Interaction

Topic: Discussing TV shows
- Understanding an online article

Instructions

Read the article, then complete the tasks on the next page.

www.roseffablog.com/techtalk

TV Time

by David White

A unique premise
The premise of the show should be interesting from the get go. You should want to watch the show just from hearing the premise, and you should be able to recommend the show to your friends with just one sentence.

- Seinfeld
A show about nothing that has something for every time.
- X files
Two FBI agents - a conspiracy theorist and a realist work together to uncover the truth behind unexplained mind-bending cases.

Good dialogue
Good shows need clever writers that are able to bring viewers back week after week. The dialogue should always sound natural for the characters. Whether it be a gritty cop drama or a silly sitcom, dialogue can make or break a show. A TV show known for its consistently amazing dialogue is Parks and Recreation.

Contemporary issues
A show should include themes people want to talk about such as religion, ethics, politics etc. Exploring contemporary issues, especially controversial ones in a different setting is something that television shows are perfectly suited for. A show that did this extremely well was Star Trek. The original Star Trek show included social themes in many of its episodes ranging from addiction to, gender, race, war, and even the dangers of automation.

Setting
Where the show is set is also important as it has an effect on how relatable it is to the viewer. A show set in a modern metropolis will likely feel more relatable than the same show set in a spaceship in the future. The Sopranos created the now famous setting for their show by shooting the show in Jersey to give it a different feel to other crime dramas.

Character depth and growth
Change is necessary. People want to see their characters grow throughout the seasons, but it's important to balance fans' expectations. You can't change a show too much because then you will alienate long time fans, but if the show starts to become stale, then it will start to experience a drop in viewership. The best shows seem to always be stories with complex character arcs where the characters at the end of the show have grown significantly since they were introduced in the first episode. Some notable examples include Full Metal Alchemist and Breaking Bad.

Questions

Skim the article and answer the question below.

1. What would be a good title for the article?

Scan the article and answer the question below.

2. How many shows does the article mention?

Find words or phrases from the article that fit the definitions below.

3. paragraph one "an idea that a TV show is based on"

4. paragraph three "likely causing disagreement"

5. paragraph three "the introduction of automatic equipment"

6. paragraph five "no longer fresh"

Read the article and decide if the sentences below are true or false.

7. A premise should not be interesting.

True / False

8. Dialogue is not important, and should not be written to sound natural.

True / False

9. Star Trek explored some social issues.

True / False

10. The setting of a show affects how relatable it is for viewers.

True / False

11. The Sopranos was set in Jersey.

True / False

12. The best shows have characters with simple character arcs.

True / False

Answers available on page 139.

ANSWER QUESTIONS

Reading Section Answers

Lesson 31

1. The topic of the forum is hotel advice.
2. 94 refers to the number of posts the user has made.
3. worth
4. whenever
5. downside
6. fabulous

| Hotel | Pros | Cons |
|--------------|----------------------------------|------------------|
| Hotel Neri | Quiet area, pretty hotel | Expensive |
| The Meridien | Great location, nice restaurant | Noisy at night |
| Hotel-B | Beautiful, swimming pool on roof | Hard to find |
| The Atrium | Friendly staff, beautiful rooms | Food isn't great |
| The Majestic | Great location, luxury hotel | Small rooms |

Lesson 32

1. The emails are from customers.
2. "nine" refers to the time Susan will be arriving.
3. "May 8th" refers to when Carlos will be departing.
4. cot
5. duration
6. to get to
7. many thanks

| | Susan | Carlos | Yuri |
|------------------|-------------------------|----------------------------------|--------------------------------|
| Arrival date | June 4th | May 6th | July 3rd |
| Arrival time | After 9 pm | lunchtime | 2:30 |
| Number of nights | 2 | 2 | 4 |
| Rooms required | 1 family room | 1 single room | 4 single rooms |
| Meals | Breakfast | Dinner 1st night only, Breakfast | Breakfast |
| Special requests | Wants a cot in the room | Wants WiFi access | Wants rooms next to each other |

Lesson 33

1. The story is written in the past tense
2. 10 am refers to the time the first guest arrived
3. 9 pm refers to when his shift finishes on Mondays
4. anyway
5. turned up
6. to set off
7. to impress
8. 2 pm
9. 8 pm
10. Tell the hotel.
11. The CEO of the hotel company.
12. To check customer service in that hotel
13. A holiday in Hawaii.

Lesson 34

1. Mark sent the first email.
2. 50% refers to the value of the discount voucher.
3. 13:45 refers to the time when Mark's email was sent.
4. to demand
5. a standard
6. to ensure
7. a voucher
8. The room was missing a bed and it was too small.
9. The food selection was poor, the quality was bad, and the service was slow.
10. The hotel was very busy because of a conference.
11. She will speak to her staff about the problems.
12. A 50% discount voucher.

ANSWER QUESTIONS

Reading Section Answers

Lesson 36

1. The writer is British.
2. favourite/favorite, colour/color, neighbour/neighbor, and flavour/fluor, centre/center, theatre/theater, and metre/meter, spelt/spelled, learnt / learned, dreamt /dreamed
3. to discover
4. underwear
5. a waistcoat
6. whereas
7. I love looking at the trees in the centre of town in autumn.
8. Have you chosen what color trousers to buy yet?
9. Do you want to watch a film at the weekend?
10. My neighbour learnt Spanish at university.
11. I dreamt I was eating my favourite flavour ice cream.
12. Take the lift to the second floor.

Lesson 37

1. The article gives two opposing viewpoints on immigration
2. Lucas Arnold is for immigration
3. Ruby Marsh is against immigration
4. a hot topic
5. to immigrant
6. to contribute
7. essential

Arguments against immigration

- It is causing unemployment.
- It is causing house prices to rise.
- It is putting extra pressure on public services.

Arguments for immigration

- Immigrants do important jobs.
- Immigrants contribute tax.
- Immigrants share their culture.

Lesson 38

1. The people are talking about studying overseas.
2. Five countries are mentioned: Spain, USA, England, Paris, and Germany
3. in touch with
4. to go away
5. homesick
6. to hang out
7. stay with a host family.
8. joining some clubs to make some friends.
9. think carefully about what kind of city you want to live in.
10. speak the language as much as you can.
11. looking for courses of different lengths.

Lesson 39

1. England's (the UK's) etiquette is being explained in the article.
2. British people spend over 18 hours a year queuing
3. sensible
4. a gap
5. queue jumping
6. to submit
7. should
8. should
9. shouldn't
10. shouldn't
11. should
12. shouldn't

ANSWER QUESTIONS

Reading Section Answers

Lesson 41

1. The article is aimed at people traveling to Japan.
2. 125 million refers to Tokyo's (incorrect) population.
3. 5,776 meters refers to the (incorrect) height of Mt. Fuji.
4. cutting edge
5. industrial
6. a symbol
7. historic
 - Kamakura is not a large industrial city. It's a small traditional town.
 - Kyoto is not the capital of Japan. It is the former capital of Japan.
 - Mount Fuji is not 5,776 meters high. It is 3,776 meters high.
 - Miyajima is not a mountain. It is an island.
 - Nagasaki is not on the east coast of Japan. It is on the west coast.
 - Nagoya did not host the Winter Olympics. Nagano hosted the Winter Olympics.

Lesson 42

1. The article is about subways.
2. 157 cities have subways.
3. "345" refers to the number of stations in the Beijing Subway.
4. underground
5. despite
6. to handle
7. therefore
8. 55.
9. It's a name for the subway system in London.
10. Steam trains.
11. 200,000 people.
12. Shanghai.
13. Shinjuku.

Lesson 43

1. The website is aimed at guests of the hotel.
2. Six different restaurants are suggested.
3. "Opposite the church" refers to the location of Curry Heaven
4. a block
5. across
6. to take the first left
7. to make a right
8. L
9. Q
10. I
11. F
12. J
13. H

Lesson 44

1. No, her trip is not finished.
2. No, she didn't go to Russia in December.
3. She staying in Russia for 4 nights.
4. to stack
5. unlike
6. beetroot
7. a cathedral
8. She went to Moscow and St. Petersburg in Russia.
9. It was very cold.
10. She visited the Kremlin, went shopping, went to a cathedral, and went to Gorky Park.
11. Yes, she bought some Russian dolls for her niece.
12. She ate some Russian stew called Borscht.
13. Four days – two days in Moscow and two days in St. Petersburg.

ANSWER QUESTIONS

Reading Section Answers

Lesson 46

1. a list of tips
2. seven out of 10
3. non-verbal signals
4. demanding
5. to mumble
6. to do one's homework
7. to reiterate
8. be positive
9. pay attention to non-verbal signals and cues being given off
10. do your homework
11. follow up

Lesson 47

1. a business email
2. RSLs Translation Services
3. The date Heather would like to meet Richard Williams.
4. to refer
5. well-established
6. in the meantime
7. correspondence
8. Richard Williams
9. Judy Long
10. RSLs Translation Services
11. Boston
12. the 2018 Babylon Range Product Catalogue
13. Sandra Armstrong

Lesson 48

1. informal
2. the floor the Starbucks is on
3. the original meeting time
4. to come up
5. to reschedule
6. to double check
7. to sort out
8. Yes, they do.
9. chocolates
10. 2018 trade conference
11. a USB key
12. an absent staff member due to the flu
13. Thursday

Lesson 49

1. presentations
2. the number of people who think that having a good sense of humor makes you seem more trustworthy
3. when it was difficult to get people to buy computers
4. to paint a picture
5. the bottom line
6. to convince
7. a pitch
8. True
9. False
10. True
11. False
12. False

ANSWER QUESTIONS

Reading Section Answers

Lesson 51

1. an injury
2. the number of degrees you should bend your elbow
3. the number of repetitions you should do
4. twinge
5. repetitive
6. a counterforce
7. temporarily
8. False
9. True
10. False
11. True
12. False
13. True

Lesson 52

1. Dengue fever
2. a public health nurse at Dade County Health Department
3. The scientific name for the dengue mosquito
4. to fire up a barbecue
5. distinct
6. to breed
7. to dehydrate
8. fever, nausea, vomiting, and a distinct rash
9. the flu
10. in standing water
11. no, they don't
12. no, there isn't
13. putting on bug spray, wearing pants and long sleeve shirts instead of shorts and tank tops, and clearing away standing water

Lesson 53

1. a staff member
2. the time before an operation when you shouldn't have aspirin
3. how long the operation usually takes
4. a tonsillectomy
5. to determine
6. anesthesia
7. outpatient
8. Ms. Foster's son
9. patients have an appointment with their doctor
10. no, they shouldn't
11. a few hours
12. throat and ears
13. drink lots of fluids, get lots of rest, avoid spicy foods, stay home for a week

Lesson 54

1. the effects of sleep deprivation on mental tasks
2. the number of people in each group
3. the hours of sleep the people in group 3 got
4. deprivation
5. a dilemma
6. thorough
7. to consolidate
8. The Nelson Morris College of Medicine
9. No, it took place across one month.
10. a variety of logic problems, memory test, and ethical dilemmas
11. group 1
12. group 3
13. Yes, it is.

ANSWER QUESTIONS

Reading Section Answers

Lesson 56

1. Media regulations in the US
2. Federal Communications Commission
3. Society of Professional Journalists
4. a philanthropist
5. inconsequential
6. indecent
7. libel
8. True
9. False
10. False
11. False
12. True
13. False

Lesson 57

1. a new kind of phone that can fold
2. The price of the phone
3. The name of the phone
4. to incorporate
5. a sacrifice
6. transparent
7. to live up to the hype
8. No, it isn't.
9. a new material called FlexScreen
10. the usefulness of a computer and the portability of a mobile phone
11. transparent plastic
12. Yes, it is.
13. They have been going up.

Lesson 58

1. many countries
2. the growth of Internet users in Africa between 2000 and 2017
3. the global average peak connection speed
4. whopping
5. an explosion
6. conversely
7. to comprise
8. Asia
9. Africa
10. 55%
11. Singapore
12. Venezuela and Paraguay
13. Yes, it is.

Lesson 59

1. What makes a good TV show (answers may vary)
2. seven
3. a premise
4. controversial
5. automation
6. stale
7. False
8. False
9. True
10. True
11. True
12. False



Lesson 32

Listening Script

Lesson 31

Track #1

For me, the price is probably the most important. I always travel on a strict budget. I don't mind too much about the location because I usually hire a car. Oh, and I don't like staying at boring business hotels, I like staying at places that have a bit of character, you know a certain *je ne sais quoi*. On my last trip to England, I stayed in this beautiful B&B built in the 17th century. It was just fantastic. Of course, the facilities are important too, for example, if I travel in winter, I always make sure the hotel has decent heating, ideally heated floors. Oh, and if they provide breakfast, that's always a bonus.

Track #2

Yeah, the first thing I want is a central location near a metro stop, then a quiet, safe, clean hotel. You know, no street noise and well-insulated walls. When I go to a hotel, it's really important for me to get a good night sleep, otherwise, I'm useless the next day. I know it usually goes without saying, but, cleanliness is really important. I've only encountered a dirty hotel once, but I don't want to repeat the experience. Of course, price and location are important too. I don't want to spend a lot of time on the subway so I prefer to be closer to the city center. Things that don't matter as much to me are decor, elevator, and breakfast. If they have a gym or something that's great, but I rarely use it.

Track #3

When we book a place for a family vacation the key consideration is staying at a place that's family friendly - somewhere that has great facilities. You know, like kid's club so the kids always have something to do and we can take advantage of the free babysitting, lots of organized activities, nice restaurants in or near the resort, and most importantly a big pool where the whole family can relax. Also, the kids love staying in their own room, so a place with adjoining rooms is always a must. Value is important too; we always check to see how the prices of the other resorts in the area compare. Oh, and free airport pick up, how could I forget! There is nothing worse than having to lug everyone's suitcase around while you try to navigate the train network in a new country.

Track #4

- A) Hello. Welcome to the Maxis Hotel. How may I help you?
B) I'd like a room, please.
A) Certainly. Would you prefer a single or a double, sir?
B) A double, please.
A) How many are in your party?
B) Just two.
A) How many nights will you be staying?
B) Just tonight.
A) And, may I have your name?
B) Mark Reilly.
A) Would you be able to spell that for me?
B) R-E-I-L-L-Y.
A) Thank you. OK. That comes to \$180. How will you be paying?
B) Do you guys take Mastercard?
A) We sure do.
B) Here you are.
A) OK. All done. Here's your key. Your room is on the 9th floor. Room 903.

Track #5

- A) Good afternoon, Marigold Hotel.
B) Hello. I'd like to book a room for two, please.
A) Thank you. What date would you like to arrive?
B) We'd like to check-in on the 21st Oct and check-out on the 24th.
A) So, that's a stay for 3 nights. What kind of room would you like, sir?
B) Do you have any suites available?
A) Yes, we do.
B) Great. Could we get one with a sea view?
A) Let me check... that's no problem, sir. We have a sea view room available. It's £1,310 per night.
B) That's great. I'll take that.
A) Certainly. What name shall I put the reservation under?
B) Conway.
A) OK. Your reservation comes to a total of £3,930. May I have your credit card information?



Listening Script

Track #6

- A) Avalon Hotel, Julia speaking, how may I help you?
B) Hello. I wish to inquire about your rates.
A) Certainly Madam. Our single rooms are €130, our double rooms are €240 and we have suites for €420. All prices are per night, not per person.
B) Great. And I'd like to know if breakfast is included in the daily rate.
A) Yes, a complimentary continental breakfast is provided for all guests. It's served in the restaurant on the second floor until 11:30 am.
B) Great. Can I make a reservation for two single rooms, please? Check in January 1st, check out January 7th.
A) One moment, please. Let me just check the availability. Yes, we have rooms available. Two single rooms for six nights comes to €1,560. What name shall I put the reservation under?
B) Coburn. C-O-B-U-R-N.

Track #7

- A) Hello, front desk.
B) Yes, hello. I'd like to order a bottle of champagne, please.
A) Certainly, sir. May I have your room number and last name?
B) Torrance, room 237.
A) And which champagne would you prefer sir? We have Taittinger, Moët & Chandon, and Dom Perignon.
B) It's a special occasion so I think we'll go with the Dom Perignon.
A) Very good, sir.
B) Oh, and could you bring up two glasses and an ice bucket?
A) Of course. Is there anything else?
B) That's everything, thank you.
A) Certainly. The porter will bring your champagne shortly.

Lesson 34

Track #8

- A) Good afternoon. Are you checking in?
B) Yes, please. I have a reservation under Richardson.
A) Let me see... Ah, yes. Welcome to the Parkview, Ms. Richardson. So, that was a double room for three nights?
B) That's right.
A) Excellent. Your room number is 602. Here is your key card. The elevator is just over there.
B) Thank you. Oh, could you tell me what time breakfast closes?
A) Breakfast is served until 11:30 in the main restaurant.
B) Thank you very much.

Track #9

- A) Good morning. I'd like to check out. Room 403.
A) Did you enjoy your stay, Mr Daniels?
B) Very much so, thank you.
A) Your room has already been paid. There are just a few extra charges for the minibar and the pay-per-view.
B) Not a problem.
A) So that comes to a total of \$57.50.
B) I'll pay by cash for that. Oh, and would you be able to call a taxi for me? I need to go to the airport.
A) No problem, sir. I'll call one right away.

Track #10

- A) Hello, I can't connect to the Wi-Fi in my room. I don't know what the password is.
B) I'm sorry to hear you are having difficulty with the Wi-Fi. I know that can be frustrating. Let me just look up the password for you. OK. The password is "FREE-WIFI" in all caps. Did that work?

Track #11

- A) Excuse me, the elevator seems to be broken.
B) Yeah. It's been like that for a while now. Why don't you just take the stairs?

Track #12

- A) Reception? Listen, the view from the balcony isn't what I asked for.
B) It's a beautiful view, sir. What are you talking about?

Track #13

- A) Hello. There are no towels in my room.
B) I'm sorry about that. I'll send someone up immediately with more towels.

Track #14

- A) Hi. The hot water isn't working.
B) Of course, it's not. We always run out by 11:00 am.



Listening Script

Lesson 35

Track #15

Is it small? Yes. Is it a 5-star resort? No. Is it trying to be? Nah, not really. If you are looking for a quiet, clean, and cheap hotel right next to Tokyo station, this is probably going to be your best bet. The place looks a little old and out-dated, but we had a comfortable stay. The facilities were fine. There was no pool or gym but we knew that when we booked it. The rooms are clean and quiet. The bathroom was a little on the small side, though. Also, we stayed at the hotel in August which is right in the middle of Summer in Tokyo, so it was quite hot, The A/C was OK, but it could have been a little stronger.

Track #16

Sadly, I wasn't able to actually stay at the hotel. I had booked the hotel months in advance, but a week before the trip we had to cancel our reservation due to a scheduling conflict. I was expecting a full refund, or at the very least 50% back, but the hotel refused to refund any of my money and I was \$2000 out of pocket.

Track #17

I booked this hotel based solely on location - right next to Tokyo Station - which is great. So convenient. However, that was really the only good thing about the hotel. The staff at the front desk didn't speak English which made communication difficult, and you wouldn't believe this, but they actually had, and enforced a curfew - we had to return to the rooms by 11:30 pm otherwise we were locked out! They had breakfast available in the hotel foyer, it didn't look great, though, so I just skipped it. There was no restaurant in the hotel, but that wasn't really a problem because there were quite a few restaurants and convenience stores close by so it was no trouble picking up a snack or something for dinner.

Lesson 36

Track #18

I was in my flat watching the telly, eating sweets and biscuits, when I started to feel a bit hungry. I put on my jumper, trousers, and trainers, and took the lift down to the ground floor. I walked along the pavement of the high street to the chemist's. On the way home I went to the greengrocers, but I didn't buy anything. All the vegetables there were so expensive, especially, spring onions, aubergines, and courgettes. Also, there was a big queue. So, I went next door and bought takeaway chips instead.

Track #19

I was in my apartment watching TV, eating candy and cookies when I started to feel a bit hungry. I put on my sweater, pants, and sneakers, and took the elevator down to the 1st floor. I walked along the sidewalk of the main street to the drug store. On the way home I went to the grocery store, but I didn't buy anything. All the vegetables there were so expensive, especially scallions, eggplants, and zucchinis. Also, there was a big line. So, I went next door and got take-out french fries instead.

Lesson 37

Track #20

If I could live anywhere, I'd love to live in London. I think it would be an amazing city to live in. There is so much history and culture. I could go to a different museum or gallery almost every weekend. The schools in London would be better for my children. They also have a decent health care system. I think the property prices in London would be a problem, though. To live in the city center, you'd need to have a good salary.

Track #21

My family and I are seriously considering moving to Singapore. My company has offered me a job posting that's just too good to turn down. I've never been before, but I think it could be a nice place to live. It's famous for its food, and I think it'll be cleaner and safer than where we live now. The transport links are good and we could live close to the center of the city. My husband would have to find a new job, though. But that should be easy as almost everyone there speaks English.

Track #22

The traffic is awful where I live, some days you can't even see due to the smog, the crime rate and unemployment rate are both on the rise too, and don't get me started on the health care system here. My wife and I have been talking about emigrating to the south of Spain when we retire. But we might do it sooner. It wouldn't be that hard really. Since we have a Euro passport, we can live anywhere in Europe without going through all that visa nonsense. We could sell this house and buy a good house for half as much. We'd like to live in the countryside. I think we'd miss the family back home, but they could visit whenever they wanted.



Lesson 39

Track #26

So I just got back from my business trip to Finland and I must say, they do business very differently to us. Some things are the same, like everyone shakes hands when meeting and everyone always makes eye contact when speaking, but other parts are quite different. For example, people usually keep quite a large physical distance between each other when talking. Also, unless you are really close, avoid hugs, kisses, pretty much any kind of touching. During business, long silences are common so it's best not to interrupt these. Also, don't expect much small talk. Finns usually just get right down to business. Probably the most surprising thing though was that business discussions may be held in a sauna. You can wear a bathing suit if you like - like I did - but apparently doing so is considered pretty strange.

Track #27

So, I just got back from my first business trip to China, and wow! Did I learn a lot! The best part of the trip was definitely the socializing after work. Everything was quite new to me, but I learned quickly. Here are some points I picked up. First, always arrive exactly on time for dinner, never early. Also, it's usually common for people to not bring their spouse along. However, bringing your secretary is perfectly fine. In regards to drinking, make sure not to drink before the initial toast. It can be considered quite rude to do so. You shouldn't refuse a drink either unless you are quite drunk. If you can't drink anymore, just sipping your drink is usually fine. One thing that really surprised me is that slurping your soup is perfectly acceptable. Also, a word of warning, don't discuss any matters related to business unless your host initiates it. Probably the most important point though is that the person who invites you out usually pays the bill for everyone.

Track #28

Since I do a lot of business in Mexico, I've picked up a few points on cultural etiquette. First, Spanish is the language of business, if you can't speak Spanish either hire an interpreter or don't go. Little things are important too. Like, if you are offered a drink by your friend or counterpart, never refuse it. Doing so is quite rude. Also, don't stand around with your hands on your hips. This signifies that you are angry. I actually caught myself doing this a few times. In regards to meetings and negotiations, always make sure you get a written agreement on things, a promise does not necessarily mean that your request will be carried out. Also, if you are invited out to a social engagement, whatever you do, don't show up on time. You'll probably be waiting a long time until everyone else shows up. As a rule of thumb, try to arrive about an hour or so late.

Lesson 38

Listening Script

Track #23

After high school, my parents sent me to university in New Zealand. I did my full degree abroad - in English. It was one of the toughest but most rewarding experiences of my life. The universities in my country are OK, but they are incredibly expensive. Going to an international university really makes your resume stand out. Plus, it was a great way for me to improve my English. When I got back to Korea everyone commented on how natural my English was, some people even asked if I was an expat. If you want to get a good job, studying abroad is a great way. It worked for me.

Track #24

Over the summer I volunteered in India. I love helping people and I had been dying to go overseas so it seemed a great way to kill two birds with one stone. I was only in India for three weeks, but living with the people there really opened my eyes. Now, I'm thinking about changing my major to politics so that I'll be able to help people and make a difference.

Track #25

I had never really been all that independent or adventurous, but I wanted to change that so I decided to do a working holiday in Australia. It was a great chance for me to improve my English and to learn to live by myself. At first I was a little overwhelmed, living alone in a foreign country. But after a few weeks, I started settling into my new routine and I just loved it. I discovered a love for surfing and made a lot of great friends, many of whom I'm still in touch with.



Listening Script

Lesson 40

Track #29

As part of my degree, I needed to spend one year studying abroad. I chose Singapore because everyone speaks English, they offered the course I wanted to study, and the university where the course was offered is ranked as one of the best universities in Asia. It was such a great experience. The city was amazing, the university was state-of-the-art, the people were really friendly, and the food was just incredible; there is no better cost-effective lunch than Chicken Rice. Getting around in Singapore was so easy, and cheap, thanks to their great transportation system. And that view! I don't think I will ever forget that ultra-modern skyline. The experience taught me a lot. I learned so much about Singapore and myself. I'm now more independent, I can work in a bilingual workplace and I have a newfound love of architecture thanks to the incredible buildings there.

Life in Singapore is great. Almost everyone speaks English there, some people speak Standard Singapore English, which is quite similar to British English, while others there speak a more colloquial form commonly referred to as Singlish. Singlish is similar to English, but it's a bit more basic. Like, for tag questions, people usually just use the tag "isn't it", so you commonly hear questions like "You are coming today, isn't it?". Something I quickly learned while living in Singapore is to never touch a person's or child's head. This is because the head is considered sacred. Also, you should avoid public displays of affection. So yeah, no kissing in public.

Getting into the university there was easy, I just had to apply for what they call a "student pass". And best of all it only cost SGD 60 which is about US\$ 50. I was able to work while I was there too which was a great way to experience Singaporean culture and make some extra money at the same time. Some of the international students I was studying with had to pass an IELTS or TOEFL test but since I'm a native speaker, I didn't have to do that.

Lesson 41

Track #30

Eastbourne is a sunny coastal town in the south of England. Eastbourne is located to the east of Beachy Head, which is the highest chalk sea cliff in England. Eastbourne experiences a maritime climate with cool summers and mild winters. Eastbourne holds the record for the most sunshine in one month. The seafront in Eastbourne is almost entirely comprised of Victorian style buildings. There are many churches too because Eastbourne has a large Christian community. The car is the most used form of transport in the town, with hardly anyone usually taking the bus.

Track #31

Cairns is a city in North Queensland, Australia located on the east coast of the Cape York Peninsula. Cairns, like the rest of Australia, is a real melting pot, with people from a variety of races and religions. It is a popular tourist destination because of its tropical climate and access to the Great Barrier Reef, which is one of the seven natural wonders of the world. Cairns is also a popular tourist destination due to its tropical climate with an average temperature of 17 to 32 degrees. However, it does have a monsoon season and like most of North Queensland, Cairns is prone to tropical cyclones. So it's best to check the weather before you plan your trip. Most people get around by car, but there are local buses available and there is a high-speed rail link between Cairns and Brisbane that runs 5 times a week.

Lesson 42

Track #32

The public transportation system here is very modern and efficient so I don't need to own a car. Every morning I walk to the metro station. It's less than a kilometer from my apartment building. I swipe my pre-paid travel card at the gate and take the Metropolitan line. It's only 8 stops to my office; a 20-minute journey. I usually read a book on the way. The trains are clean and almost never delayed.

Track #33

Public transport in my city is absolute hell! There's no train station near my place so I take the bus. People are packed like sardines. Most of the time there is no air conditioning, either. I need to change buses twice so if the first bus is late - which it usually is - that means I miss the second one! I wish the government would invest more money in public transport.

Track #34

We have a tram system here in our city. It's really convenient. You can hop on and hop off anywhere in the center of the city and the best thing is, it's totally free! The city center has been pedestrianized too. That means there are no cars about. Most people walk, cycle, or take a tram to work.



Listening Script

Lesson 43

Track #35

- A)** Excuse me. Could you please tell me how I get to the Prince Hotel?
- B)** Now let me think. Ah yes, it's not too far. The easiest way is via Bristol Street. First, continue down this road and go straight at the lights. When you reach the next intersection, take a left. Continue up the hill for about 200m. The hotel will be on your left, across from a large monument. If you see the barber shop, you've gone too far.

Track #36

- A)** Sorry to bother you. I'm trying to find my way to the Quacking Duck Pub. Do you know where it is?
- B)** Oh yes, I know. Well, first of all, you're heading in the wrong direction! Make a U-turn and continue back along this road until you reach the roundabout again. Get into the left lane and turn left onto Southern Boulevard. You'll pass over a bridge. Keep going for about half a kilometer and you'll reach a big intersection. Turn left again and the Quacking Duck will be on your right.

Lesson 44

Track #37

Our holiday got off to a good start when we checked the weather and found out that forecast for the week was perfect, beautiful sunny skies all week. But, it was all down hill after that. First, the airline lost our luggage, so we had to spend the first few days of our holiday wearing the clothes we traveled in! Fortunately, there was a cheap clothes shop near the airport where we could buy some clothes. The hotel was also a nightmare! It was overbooked so we couldn't get the room we booked. Instead, they gave us a really cramped room. To top it all off, we were woken up by builders right outside our window, we couldn't sleep at all!

Track #38

It was the holiday from hell! My husband and I wanted a holiday away from the hustle and bustle of the city. All we wanted to do was relax on the beach. But when we got there, it wasn't exactly what we were expecting. There had been a party on the beach the night before so there was trash everywhere, and we couldn't swim in the sea because the surf was too rough. Fortunately, when we went back to the hotel we were greeted with free cocktails.

Track #39

We just got back from a family vacation to Disney World. My kids had always dreamed of going there so we thought we would surprise them for their 10th birthday. It was such a nice vacation. On the flight over there, we accidentally booked separate seats for us and the kids, but the nice couple beside us offered to move so our kids could sit beside us. We went to three parks. When we got to the Magical Kingdom some of the rides were closed, but that's OK, there were plenty of other things to see and do. I think Epcot was the highlight of the trip. We all loved the World Showcase.

Lesson 45

Track #40

I'm really looking forward to my upcoming trip to Japan. One week in Japan. I'm so excited. I just love Japanese food. I usually have it once or twice a week. There is a great ramen restaurant near my house, and I know a fantastic teppanyaki restaurant in the city near my office. When I get to Japan there is so much Japanese food I want to try. I studied Japanese in high school so I can read Hiragana and Katakana and I can speak enough Japanese to get by, but I can't read many Kanji, so ordering off a menu by myself might be hard. I hope my friend there will be able to take me to some nice restaurants. Also, I've recently started getting into sake. I'm really starting to develop a taste for it and it's fun learning about the different types and how to drink it, you know, should you have it hot or cold. I would love to check out some local sake bars, and maybe see a brewery if we have time. Probably my favorite thing about Japan is the culture. I love watching anime, and playing Japanese video games. It would be cool to check out some of the temples and castles too. I wonder what the weather is going to be like when I get there in March. Oh, my flight arrives in the morning on March 7th at Narita.



Listening Script

Lesson 46

Track #41

My job? Oh, I'm a realtor. Maybe you've seen my face on some billboards or park benches around town. This job is a perfect fit for me. I can work from home most of the time. And I can work my own hours, and control my own income. I do alright. I usually get quite a nice commission. Of course, there are a lot of responsibilities, like preparing the open houses and managing the listings, and the whole sales aspect of it. But the thrill you get from selling a house makes it all worth it. Also, I love driving and showing people around so this job really is a perfect match for me. Business is going very well recently, so I'm actually thinking about expanding.

Track #42

I took a part time job as a fry cook at a fast food restaurant near my house because I wanted to earn some extra cash but still have time to focus on my studies. The pay is OK, I get \$11 an hour, plus a staff discount. No holidays or health care, though. My manager has said there are opportunities for me to move to a full-time position or to become a store manager, but I'm not really interested in it. I'm happy just flipping burgers.

Track #43

I'm a programmer. I work in the city at a software firm. It's quite a commute from my house but I love the company. I just love the working environment, everyone is so friendly and positive, plus the office is lots of fun. We have a pool table, a great employees lounge, and even have a slide in the office. The salary is great, and I get plenty of time off too. The company offers all the regular benefits like health care, dental, and retirement, but they also have some other great benefits like we can use any of the hotels our company is partners with for reduced rates, and we can get reimbursed for approved training expenses. Plus the company has a few international offices so there is also the chance for travel or an international posting.

Lesson 47

Track #44

The name of my company is Denoco Electrics. We are in the computer business. We make and manufacture semiconductors. We are becoming a major player in both Europe and the Middle East. Our headquarters is located in Dublin, and we have factories in Taiwan and Korea. Our company was founded back in the 1960s with the idea of making high-quality affordable electronics. We have a workforce of around 30,000 employees.

Track #45

I work for Capton Consulting. We are a management consulting and training firm. We were established back in the 1920s, but we are currently a subsidiary of JTS Training. We mainly operate in Europe. Our company has grown a lot recently due to a high demand for our services. Our revenue last year was just over 25 million dollars. We have a workforce of approximately 100 people, but we are looking to expand soon and set up new offices in America and Singapore.

Track #46

Let me tell you a little about my company. As you know, every year thousands of people lose their homes to natural disasters. Precious family belongings lost forever. The cost of rebuilding can be hundreds of thousands of dollars - all of which isn't covered by insurance. That's where we come in. At Century Insurance we make sure that people can quickly and easily rebuild not only their homes but also their lives. Our disaster insurance policy provides total coverage and total satisfaction for any and every problem. We also pride ourselves on our customer service. That might be why we have won "best insurance company" three years in a row.

Lesson 48

Track #47

- A) Good afternoon, Richardson Estates, Samuel speaking
B) Hello. This is Emma Jenkins.
A) Oh hello, Ms. Jenkins. How may I help you?
B) I am calling regarding the property on Fitch Street.
A) Ah yes, the Fitch Street project.
B) I would like to schedule a meeting with Mrs. Thomas to discuss it.
A) Certainly.
B) Will Mrs. Thomas be available the morning of Monday 17th?
A) Let me see. Yes, she has an opening at 10 am. How does that sound?
B) 10 am would be perfect. Thank you.
A) Great. We look forward to seeing you on the 17th at 10 am.
B) Thank you. Take care. Bye.
A) Goodbye.



Lesson 50

Listening Script

Track #48

- A) Hey, Steve!
B) How's it going, man?
A) Not so bad, not so bad. Yourself?
B) Pretty good. Say, Are you free now?
A) Sure. What's up?
B) Just wanted to pick your brain about the new project I'm working on.
A) OK. No problem. Do you want me to come to your office?
B) That would be great.
A) Sure, let me just finish what I'm working on and I'll pop over.
B) Thanks, mate.
A) See you soon.

Lesson 49

Track #49

Gather round, everybody. Behold, the new Kitchen Genius. A design so incredible, you can cut a watermelon in half - mid-air! Our blade makes cutting, slicing, mincing, and dicing, easier than ever. Our patented, platinum design is unique. Look how easily it can dice these onions! Cutting meat and fish is just as simple. This product is only available in this store - and for the limited price of \$99.95.

Track #50

So this car over here is probably the cheapest thing we've got at the moment. It needs a bit of work. The inside is in all right condition, but as you can see, there are a few dents and scratches on the hood. Quite a bit of rust on the doors, too - it probably needs a new paint job. It's not the best car in the world. Probably not the best car in our selection, to be honest.

Track #51

I'd like to present our new product - "Shades". They are sunglasses with built in speakers. The glasses can wirelessly connect to your phone via Bluetooth and stream audio directly from your phone. You can even answer calls with them by pressing this button here. The product retails for \$199, comes in three colors, weighs 100 grams, and has interchangeable lenses which are sold separately. You'll never need to bring your headphones with you again.

Track #52

So let me tell you a little about the company first. Are you sick of paying for taxis and getting bad service? Would you rather hail a taxi from an app on your phone than talking to someone over the phone and explaining where you are? If you answered yes, it sounds like you would be perfect for Taxi-PLUS. They are a new private transportation company that seeks to redefine how people get around.

Let me tell you little about the service. It's a "point a-to-b" private driver service which allows people to get where they are going in the most convenient way possible. The target customer is anyone who doesn't have a car. The key benefits of the service are: it's cheaper than taking a regular taxi, but it has a higher level of service and convenience. Plus, it's cool.

The company is currently expanding and looking for a new operations manager. You will be responsible for supporting the day-to-day issues of the thousands of drivers in our system, analyzing data and finding areas to improve, plus negotiating with businesses for partner rewards. The candidate should have a bachelors degree in economics or a similar field, and over 5 years management experience. This position is in the NY headquarters, so it will require you to relocate. Of course, the company will pay for your moving expenses and help you get set up.

The position comes with an initial salary of \$72,000 with some nice benefits including a 401(k) plan, gym reimbursement, full medical and dental plus a flexible vacation policy where you'll be able to take off any time you need.



Listening Script

Lesson 51

Track #53

- A) Why are you walking funny?
B) Oh, I think I might have pulled a muscle in my leg while playing with my kids.
A) Oh no, how do you feel now?
B) It's not so bad. It just kind of a dull pain. You know, like it's always there. It only really starts to hurt when I put pressure on it.
A) How long have you had this pain?
B) Maybe a few days.
A) I think you should definitely see a doctor about it. It sounds pretty bad.

Track #54

- A) Are you OK? You look terrible.
B) Don't worry. I'm OK. I just fell off my bike the other day.
A) Wow!
B) Yeah. Initially, it was pretty bad. I was in excruciating pain while I was waiting to see the doctor.
A) I can imagine.
B) The doctor fixed me up really well, though. I thought I had broken my wrist, but it turned out only to be a light sprain.
A) That's good.
B) Yeah. The swelling has gone down a lot now, too. Although at the moment, anytime I bend my elbow it still hurts. Also, this area here is still really tender so it hurts when I walk.
A) Did the doctor prescribe you anything for the pain?
B) Yeah, I've got some pain meds.

Lesson 52

Track #55

- A) Why are you sitting in that awkward position?
B) I hurt my back.
A) How did you do that?
B) Exercising. Initially, I felt a sharp pain and I thought it was something serious, but it doesn't hurt much now. It only really hurts when I sit up straight. That's why I'm sitting like this, leaning to the side.
A) How long have you had this pain?
B) It happened last night.
A) Are you taking any medication for it?
B) Not yet, I'm using ice but that's about it.
A) The last time I hurt my back I used a heat-pack. It really helped.
B) Thanks. I'll try that.

Track #56

Tuberculosis is an airborne disease which affects the lungs. It is bacterial; it is caused by a bacteria called *Mycobacterium tuberculosis*. Symptoms include a cough and a high fever. It's very dangerous if left untreated. Doctors will usually prescribe a course of antibiotics. It is most dangerous for people in developing countries who cannot receive proper treatment.

Track #57

Diabetes is a disease which causes your blood sugar level to become too high. There are two types; type 1 and type 2. The second type is much more common and is often associated with obesity and age. Symptoms include feeling thirsty, tired, and having a frequent need to urinate. There is no cure for diabetes so its treatment involves making lifestyle choices, such as exercising often and eating well.

Track #58

Is it possible to totally eradicate a disease? Yes! One famous example is the smallpox virus. An English physician named Edward Jenner pioneered the smallpox vaccine in the late 18th century. After a global vaccination campaign, the disease was completely eradicated. The last occurring case was diagnosed in 1977.



Lesson 54

Track #60

I'm a bit of an early riser. I always wake up at 5:00. I like to go for a ride before work. I don't need a lot of sleep. I'm fine on six hours. I go to bed every night at 11:00 and wake up at 5:00. I never have a problem getting to sleep. Once I get into bed I'm usually out like a light within a few minutes. Also, I'm a pretty heavy sleeper. I can sleep through almost anything.

Track #61

I'm quite a night owl. I'm usually up to about 1:00 or 2:00 am every night. I find I'm most creative at night time, and it's when I can get some of my best work done. It's just hard for me to go to bed early. When I do, I just can't get to sleep and I find myself just staring at the ceiling or playing on my phone. I usually wake up around 9:00 or so. I like to sleep for about seven or eight hours a night. Also, I've been told I snore. I should probably do something about that.

Track #62

In our family, sleep is very important. All the kids have set bedtimes and evening routines. At 7:30, it's bath time, then homework, and in bed by 9:00. We always read our kids a bedtime story before they go to sleep. In the morning, we wake the kids up at 7:00 which gives them ideally 10 hours sleep. Recently, we have a new member of the household. Our new baby James. He can't sleep through the night yet, and he needs to be fed every few hours so it's hard to get a good night sleep. That's why my husband and I take turns.

Listening Script

Lesson 53

Track #59

Today, I went to visit my friend in the hospital. I had never been to a hospital in Japan before. The hospital was easy to find as it was located close to the station. Upon arriving at the hospital, I was immediately impressed with how new and clean everything was. I went to the front desk and asked which room my friend was in. I was then directed to the 4th floor. My friend's room was located just next to the general surgery department.

Before I saw my friend I went to the gift store to buy him some snacks. While I looked for the gift store, I was able to see more of the hospital. The hospital seemed to have everything! They even had a pharmacy and cafe inside the hospital.

When I opened the door to my friend's room, he was playing on his phone as usual. He looked fine. My friend loved the snacks and told me about his operation. Apparently, the surgery had been a complete success and he will be discharged tomorrow. Best of all, since he has private health insurance, he won't need to pay for anything. Lucky! I should probably look into getting private health insurance as well.



Lesson 56

Track #66

I live in Oklahoma, America. I get almost all of my news online. On my PC, I have several sources for local, national and world news, for example, CNN or the BBC. I also check some different blogs for auto, finance, and tech news. On my phone, I use Twitter for local news because it's updated so frequently. For the weather, I have some different apps on my phone, I always check them before I leave the house so I can choose suitable clothing for the day. I can't remember the last time I watched the news on TV.

Track #67

I get the majority of my news from the newspaper. It's reliable and gives me something to read in my free time. I have a subscription. Every morning they deliver it straight to my door. My son and I read the same paper, although, he reads his on his iPad. I also get my news from the local radio station. I like to listen to the radio on my drive to work. They always have regular updates on what's going on in the area.

Track #68

I love watching the nightly news. It's kind of a tradition in my house. Every night at 7:00 the news comes on and the whole family sits on the couch and watches. It's fun to see what's going on in the world. After the family has gone to sleep, I usually watch the Late Show or the Tonight Show. They are both really funny and always comment on current issues.

Track #69

The Sphone 7 was released today. I lined up at the store at midnight to pick mine up! It's the most advanced smart phone in the world. Look at it - it's so cool. It's got a huge screen, but you can easily operate it with one hand. What I love most about it is the camera. It has an amazing camera for both still pictures and video. It was a little pricey at \$800, but I got it on a two-year contract which gives me 10 GB a month for \$80, which isn't too bad.

Track #70

I've had this pre-pay phone for a couple of years now; I can top it up with vouchers. I'm not sure if it is what you would call a "smart phone". I make calls and send texts, that's all. But it does everything I need. It's really durable, too. I've dropped it on the floor so many times, but it still works just fine. The battery life is great, too. One charge and it's good to go for up to 5 days. I suppose the one negative is the reception. Whenever I'm in the countryside, I can't send or receive anything at all.

Track #71

We received these Raspberry phones through our company. Mine is the Raspberry 3310. What it can't do in terms of apps or games, it makes up for in security and office needs. I receive emails instantly and it is synced to my work email account. I do a lot of driving and the service provider we use provides the best coverage around the country.

Listening Script

Lesson 55

Track #63

I'm really sorry about showing up late to work the other day. My alarm didn't go off. I know it's a bad excuse. Honestly, I've been having a bit of a problem sleeping recently. I don't think I'm getting enough sleep. Shift work makes it hard to get a good sleeping habit. Some days I'm doing day shifts and other days I'm doing night shifts. Also, I'm working very long shifts; I usually work from 12:00 to 9:00. Plus, I have a really big commute. It's about two hours each way. So I usually get home around midnight. It would be great if I could change my contract so that my shifts were more regular.

Track #64

Sorry I missed the meeting yesterday. I tripped over a cable and hurt my leg. I had to go to the doctor. Fortunately, nothing was broken, it's just a big bruise. It still hurts to walk, though. We should probably do something about all the cables in the office. It's not really safe.

Track #65

Yeah, sorry about calling in sick last week. I almost never get sick. I came down with a nasty cold and I was sick in bed for three days. I had a fever of 40 degrees. Not fun! But I guess it was kind of inevitable. Almost everyone in the office was coughing last week and no one was wearing a mask. I think we should probably make a new policy about coming to work when you are sick.

Lesson 57



Listening Script

Lesson 58

Track #72

The world used to have to write letters and wait for days to communicate with friends and family who live far away. Now with a simple click of a button, we are able to send and receive messages a lot faster. However, this also means that there are more chances for people to commit cyber crimes, like stealing your money online, or tricking you into giving them sensitive information. The Internet can be a convenient but dangerous place.

We used to have to drive to the shops, or the mall to buy what we needed, but nowadays it is easier to buy things online. It's also easier to compare prices of lots of different shops. On the other hand, we cannot check if they fit us. Furthermore, this means there are a lot more online vendors with fake products that we cannot check. You have to be extra careful when buying online.

Finally, youngsters nowadays are watching less and less TV and more YouTube, Netflix or Hulu! People used to sit down in the living room with their families and wait for their favorite episode to come on TV, now youngsters are sitting in their bedrooms alone. If this continues, in the future, the communal aspect of watching TV might be lost.

Lesson 59

Track #73

Did you see the first episode of Debbie Meets Eddie last night? It's a sitcom on Channel 4, set in a New York bar in the 1980s. It stars David Stanhope and that actress from Family Feeling, what's her name? Emma something? Anyway, it's a really cool new show. It got great reviews in the papers, too. Debbie is my favorite character. She's really sharp and witty. I think she's going to fall in love with Eddie. There are 12 episodes in the series and I can't wait for the next one!

Track #74

I don't watch TV very often but when I do I tend to watch historical or biographical shows. I've been enjoying a show at the moment called 'History's Greats'. Each episode in the series focuses on a different person from history. It's written and presented by Jonathan Whiteheart. He's one of my favorite TV historians. Last night's episode was about Winston Churchill. The next one is going to be about Gandhi. I'll TiVo it so I can watch it later and skip the ads.

Track #75

The European football final is on tonight! I don't have a TV in the house at the moment so I'll stream it on my laptop instead. I'm subscribed to the EFL streaming service. It's cheaper than cable and I think the coverage is better. Gregg Richards is the main commentator, but there are lots of other pundits. Also, it's in HD, and you get all the best angles on this network.

Lesson 60

Track #76

I think one of the ways to make a successful channel is to create videos regularly. To do that, I shoot videos on my phone. I've always got my phone with me and it's got a great camera and microphone so it makes it easy to shoot anywhere. Plus, I've got some great editing apps on my phone so I'm able to edit the clip right after I shoot it, add subtitles, graphics and funny effects, then I can upload it right away. Consistency is key, uploading regularly and making all your videos look similar is a great way to get more viewers. So I just have a template saved and use it for each video. It saves time and looks good.



Listening Script

Track #77

One of the secrets to my channel's recent success is my formula. Each show follows the same formula. Let me tell you a little about my show. It's a pop culture theory show. People send in different theories they have heard and my team will research them and try to prove them right or wrong. We mainly specialize in theories about movies and video games. We just did a video about *Game of Thrones* and it was really popular. Each episode follows the same flow. We introduce an idea, then we go through the research in a fun way and see if the research supports or disproves the theory. We publish one video a week, always on Friday and always around 7:00 pm. So far the reception has been good, we are getting about 10,000 views per video, which is great. I find interacting in the comment section with viewers is a great way to turn people into fans and get them to subscribe to your channel.

Track #78

I have two kinds of videos. I have my main videos, which are all about TV shows and I always publish four every week. These are definitely my most popular videos, with each video usually getting around 500,000 views. My other kinds of videos are my current news ones. I like commenting on current news and sharing those videos with my fans. I find making these videos is much easier and less time consuming than making my regular TV show-related ones, which can take over 5 hours per video. Finding the news to make the videos is pretty easy, I have an RSS feed for some popular websites, but definitely, the best way is Twitter, I follow all the big shows and celebrities so that when news breaks, I'm always the first to hear it.

