

# Student's Book AUDIO SCRIPTS

## 1 FRIENDS AND FAMILY

### LESSON A, Ex. 5 [p. 4, CD 1 Tracks 2 and 3]

#### 1. Marcos

Well, I guess the biggest change in my life over the last five years is that I got married. You know, I used to be into going out with friends every weekend – and staying out late. We were pretty wild and crazy back then. Now, I'm more of a family man. I don't mind staying at home, watching TV – that kind of thing. I'm even learning to cook! It's not so bad. I guess you could say that I started to grow up. I wasn't so interested in going out all the time. I was ready to settle down and have a family.

I have to be honest. My heart wasn't really in the right place before. I mean, before, I didn't mind being, well, a little irresponsible at times, even selfish. I was always out having fun with my friends, but I never wanted to hear about their problems. I just didn't care. But now that I have a wife and a little boy, it's different. I'm trying to become more, you know, more generous and kind. I want to be there to help them out, no matter how small the problem.

#### 2. Heather

I have to say, five years ago I was a completely different person. I never said much in a crowd, and I always tried to avoid making small talk with people I didn't know very well. But, really, I was just incredibly shy and reserved. Anyway, then I went away to college, and I had this roommate, Nora. She had a great sense of humor and laughed at all my jokes. That really gave me a lot of confidence.

Nora and I joined a small study group at school. When we finish studying, a bunch of us go out for coffee. Conversation is easy because we all have a lot of the same interests. Now my new friends think of me as the funny one in the group. Can you believe it? So, I'd say I'm much more friendly and outgoing now. I don't worry about speaking up and giving my opinion anymore. In fact, I'm thinking about joining a few more clubs so I can meet even more new people and do more things.

### LESSON B, Ex. 2 [p. 6, CD 1 Tracks 4 and 5]

**Paul:** So, Andrea, I heard you're staying with your in-laws for the holidays.

**Andrea:** Well, yeah. We leave tomorrow afternoon. How about you, Paul?

**Paul:** Actually, I still live with my parents, so I don't have to go anywhere. You know, you don't sound very excited about your trip.

**Andrea:** I guess I'm just a little nervous. The whole time I was growing up, it was just me and my mom and dad. It was quiet around the house – very quiet. But my husband's family is huge. I mean, there are so many people!

**Paul:** Wow! How many?

**Andrea:** Well, he grew up in an extended family. So there were his parents and his grandparents, and his younger sister,

and his two younger brothers – no, wait, *three* younger brothers. All under one roof! So that's what, nine total?

**Paul:** Wow. What do they all do?

**Andrea:** Oh, let me think. My sister-in-law, she's the youngest, maybe 20 or 21. She's a law student here in Chicago. And the oldest brother-in-law is a musician in New York. The other brothers are a lawyer and . . . a teacher, I think. We haven't been married long, so I don't know them that well, you know. But they all seem very nice and friendly. So, how about you? How big is your family?

**Paul:** Well, when I was a kid, our family was a lot like your in-laws! It was me, my parents, my older sister and brother – and my grandparents, too. But both my grandparents passed away a while ago, unfortunately, so it's just the five of us now.

**Andrea:** Are your sister and brother coming in for the holidays?

**Paul:** Yeah, they're coming with their families. My sister and her husband live near Boston. They have two little girls. Then my brother and his wife and their three kids will come over as well. My brother's a doctor here in Chicago. It'll be great! We love getting together.

**Andrea:** So that's . . . How many people is that?

**Paul:** Uh, 12, I think.

**Andrea:** Wow! That's even more than my in-laws.

**Paul:** Yeah. The hard part about it is my mom has to cook so much food. Of course, the great thing about having a big family is that there are a lot of people to help her.

### LESSON B, Ex. 6 [p. 8, CD 1 Tracks 6 and 7]

**Sue:** Hey, Victor, you're back in town! So, how did it go?

**Victor:** Oh, it was great! I wasn't sure I was going to enjoy it, but it turned out to be a lot of fun.

**Sue:** Was your grandmother surprised?

**Victor:** Completely! She knew we'd do something special for her eightieth birthday, but she never expected that the whole family would turn up for a reunion.

**Sue:** How many people were there?

**Victor:** Lots – I'd say about 60 or so. Folks showed up from all over the place. We had people from Texas, Illinois, Florida, California, and even Mexico. I got to see people I hadn't seen for years, like Lu Ann, my uncle's cousin. Actually, I don't think I've seen her since I was a little kid! Oh, and my brother Rudy was there with his wife and their new baby – Grandma's first great-granddaughter.

**Sue:** That sounds like fun. So was there anyone there you didn't recognize?

**Victor:** Yeah, but that was OK because as soon as we got there, we each got a name tag showing how we were related to Grandma. Like mine said: "Victor – Anita's grandson, Hector's son."

**Sue:** That's a cool idea. So you could immediately see how you were related to someone.

**Victor:** Yeah, most people have changed a lot over the years, plus my mother-in-law came along because she hadn't seen any of these people since our wedding, so the name tags worked out really well.

**Sue:** So, were there other people at the reunion who weren't directly related to your grandmother?

**Victor:** Oh, sure. There were quite a few people who weren't directly related to her, like some in-laws, neighbors, friends of the family . . . But their name tags said who they were and what the connection was.

**Sue:** Sounds like it must have been a lot of fun. I bet your grandmother was happy.

**Victor:** Yeah. Really happy.

## 2 MISTAKES AND MYSTERIES

### LESSON A, Ex. 2 [p. 10, CD 1 Tracks 8 and 9]

Have I ever made any bad decisions? Me? Oh yeah, all the time. I made a terrible decision just the other day. My next-door neighbor knocked on my door and said she was going to visit her sister in Canada for a week. Then she asked me if I could feed her cat while she was away. I didn't know her very well, but she said the person who usually takes care of her cat couldn't do it this time. And without even thinking about it, I said I'd help her.

This was just a terrible decision. I mean, for one thing, I'm allergic to cats. I mean *really* allergic. And also, I knew I was going to be really busy at work – I mean *really* busy – and there was no way I'd have time to take care of her cat properly. And on top of that, I'm a really absent-minded person in general. I forget stuff all the time. That's why I don't have pets. I don't even have a plant!

But my neighbor made me feel like I had to help, I guess. So, I agreed to do it. And the problems started right away. I was supposed to start feeding the cat on Thursday morning, but I just forgot to do it. I should have marked my calendar so I wouldn't forget. But I didn't. I mean, I told myself to mark the calendar, but I never did. The next thing I knew it was Thursday afternoon, and I was in the middle of a meeting at work, and suddenly I remembered. So I had to leave work early to go home and feed the cat.

Then, the next day, I knew I needed to leave work on time to catch the train home and feed the cat. But my boss said I had to stay late to finish this report. So I missed that train, and the next one didn't come for an hour. When I finally got home, the cat was OK, luckily. But he was pretty hungry, and he was mad at me, I guess, because he scratched me.

Then it was the weekend. I brought the cat over to my own apartment. I thought it would be easier to remember it that way. But, I really shouldn't have done that because of my allergies. I remembered to feed the cat, but I was sneezing all weekend.

### LESSON A, Ex. 6 [p. 12, CD 1 Tracks 10 and 11]

#### 1. Ray

The problem that I had . . . well, it was a real learning experience. You see, I went to the doctor for my yearly checkup. I think it was last spring. And, anyway, the doctor said I'd gained some weight and – and this was a surprise to me – but he said my health wasn't really too good. He told me I needed to start exercising and eating better. So, I got one of those low-fat cookbooks. And I started jogging around my neighborhood. And you know, at first I felt great! But then, one day I was jogging, and I guess I was pushing myself too hard, and I fell and twisted my ankle. So, after that, I didn't do any exercise for a few days. And I started to feel really lazy and unhealthy, so – and here's where I made my mistake – I started jogging again, even though my ankle was still a little sore. I really shouldn't have done that. I should have gone to the doctor about it and followed his advice. Well, surprise, surprise, after a few days of that, I was running and I felt this awful pain. It was just terrible – it hurt so much. I could barely walk home. So I went to the doctor after that – finally. He told me that I shouldn't have started running again so soon. That just aggravated the problem. Now I can't go jogging for a couple of months.

#### 2. Felipe

The problem was our next-door neighbor, Eddie. It got so bad that I just wanted to move out and sell my house, but then I figured no one would buy it. You see, my neighbor's hobby is fixing up old cars that he can sell later. That's fine, I guess, but he always runs into some problem while he's fixing them up, and then he just quits. So the cars just sit there in the front yard. Right now, he's got three out there, and they're horrible to look at. For a long time, I didn't say anything, but I kept getting madder and madder. Then last Saturday morning, at about seven o'clock, Eddie was out there working on a car and making so much noise it woke us up! Well, I had to do something. So I stomped out there in my pajamas and started yelling. Of course, Eddie started yelling back. It got pretty bad. I guess I shouldn't have done that. So later that day, when I was a little calmer, I went out and suggested he build a fence so I wouldn't have to look at that mess. He thought it was a good idea, surprisingly, but he also thought I should pay half the cost. We haven't solved the problem yet, but at least we're dealing with it. We're talking about it like adults.

#### 3. Jennifer

One time, my best friend Keiko and I were supposed to work on a big school project together. It started off OK. We figured out what needed to be done, and then we divided the work between us. The problem was . . . I didn't do the work I was supposed to do. Keiko kept calling me, and I kept making excuses – you know, just ignoring the whole problem. The day before we had to hand it in, I had to tell her that I hadn't done my share. She worked all day and all night and finished the project by herself. The teacher loved it and told the class what a great team Keiko and I were. I didn't say anything, and neither did Keiko. I avoided her in class that week, and when she called me, I didn't answer or call her back. See, I really hated confrontation. I couldn't deal with problems like that. I thought it was better to just pretend there was nothing wrong. I thought Keiko might be mad for a couple of days and then forget about it. That was five years ago. Now, when I see Keiko, she just says hello and keeps walking. I guess I should

have apologized right away. Then I might have avoided the whole problem. Or better yet, I should have just done my share of the work.

### LESSON B, Ex. 5 [p. 16, CD 1 Tracks 12 and 13]

**Sheila:** Hey, Adam. Where did you call me from earlier? It was so noisy.

**Adam:** A gas station. I called while I was filling up my tank.

**Sheila:** Oh, no! You shouldn't have called me from there! I heard it's dangerous to use a cell phone at a gas station.

**Adam:** Really?

**Sheila:** Yes! Cell phones produce microwave radiation, you know, the beam of energy that sends the message. I believe it can ignite gasoline.

**Adam:** Oh, so that's what you're worried about. Well, you don't have to worry anymore. It's not really true, Sheila. They investigated that question on an episode of *Solving Mysteries*, that TV show that exposes the truth about everyday myths and mysteries.

**Sheila:** *Solving Mysteries*? I love that show.

**Adam:** Yeah, it's great. Well, as I was saying, on this one episode, they experimented with cell phones and gasoline, and they found that it's not actually possible to cause a gasoline explosion with a cell phone. The *real* danger is an electrical spark caused by static electricity – you know, the kind of spark you get when you touch a doorknob after walking across a carpet. But that has nothing to do with cell phones.

**Sheila:** Oh, I guess I must have missed that episode. But I loved the one around the question of whether talking to plants really helps them grow. Did you see it?

**Adam:** No, I don't think so. But I wouldn't think that talking to plants helps with their growth. I mean, plants can't understand what we say to them, right?

**Sheila:** Well, that's true, but a scientific study showed that plant growth actually speeds up if you expose the plants to certain sounds for a long time. So talking to plants for a long time might actually help them. But, of course, the amount of time any normal person would have to talk to plants doesn't help them.

**Adam:** Interesting. But I still don't think I'll start talking to my plants.

**Sheila:** That's OK. I don't do it, and my plants are all doing fine.

**Adam:** Do you remember when *Solving Mysteries* investigated whether a singer can break a glass using just his or her voice?

**Sheila:** I didn't see that one. But it sounds too incredible to believe. Our voices just don't have that kind of power.

**Adam:** Well, it's true that most of us can't do it, but a few people really can break crystal glasses using just their voices. They have to sing just the right note. I saw a rock singer do it. First, he tapped the side of the glass. He listened to the ringing sound the glass made and then sang that same note very, very loudly. It only took a few seconds before the glass shattered.

**Sheila:** Wow! I wish I'd seen that one. The last episode of *Solving Mysteries* I saw was kind of boring. It was exploring whether yawning is contagious.

**Adam:** You mean, if other people around me yawn, will I start yawning?

**Sheila:** Exactly.

**Adam:** Well, when I yawn I express my own tiredness or boredom. If other people aren't tired or bored, they won't yawn just because I do.

**Sheila:** Well, actually, scientists believe that people yawn when someone else does as a way of expressing their connection with that person.

**Adam:** Hmm . . . I don't know about that.

**Sheila:** No, really. Researchers have even found contagious yawning among chimpanzees, but mostly among chimpanzees that are part of the same group, and therefore have a bond or connection with each other.

**Adam:** I suppose that could be true. Maybe I should have yawned when you yawned a few minutes ago. I guess that would have made us better friends?

**Sheila:** That's OK, Adam. You can communicate with me using language. We're not chimpanzees, after all!

## 3 EXPLORING NEW CITIES

### LESSON A, Ex. 2 [p. 18, CD 1 Tracks 14 and 15]

**Andy:** Well, this is Andy Wong, and we're just about at the end of another episode of *Where in the World . . . ?* But before we sign off, I'd like to tell you a little about tomorrow's program. Tomorrow we'll have a very interesting report on two very exciting cities that I'm sure you won't want to miss. Our reporters in the field, Diana and Matt, are standing by to fill us in on the details. Diana! Can you hear me?

**Diana:** Yes, Andy, loud and clear!

**Andy:** Well, where are you?

**Diana:** You know I can't tell you that, Andy! You'll have to watch tomorrow's program to get the answer.

**Andy:** Oh, right, that's right. Well, tell us about the place anyway.

**Diana:** OK. As you said, this city is a very exciting place to visit. First of all, it is one of the 10 largest metropolitan areas in the world. It's a very cosmopolitan city with a strong identity of its own. And the local food is delicious! I'm really enjoying the restaurants that serve barbecued beef, which is grilled right at your table. But I must warn you, a lot of the food is spicy, so come prepared. Do you like spicy food, Andy?

**Andy:** I sure do.

**Diana:** Well, you should come on over, then! Andy, this city is very old. And it's divided by the beautiful Han River. The city has a striking combination of modern and ancient architecture. With its efficient subway system, it's very easy to get around and see the sights. But be sure and use public transportation because the traffic can be heavy!

**Andy:** Great, Diana. Thanks so much for . . .

**Diana:** Oh, wait, Andy! One more thing I forgot to mention. The shopping. The street vendors here sell everything from shoes to electronics to furniture – all at discounted prices. Oops! Have I said too much?

**Andy:** No, no, not at all. Sounds like you're having a fantastic time. We're looking forward to hearing your full report tomorrow and finding out just where in the world you are right now! Before we run out of time, though, let me turn it over to Matt. Matt? Are you there?

**Matt:** I sure am. Hello, everyone. Well, my city is *very* old. It was founded over 3,000 years ago by the Greeks. It is now the largest city in the country, with over three and a half million inhabitants – that's about a third of the population of the country. It's quite fascinating. It's surrounded by mountains, and it overlooks the sea. And if you enjoy swimming, there are beautiful beaches in the suburbs.

**Andy:** Well, Matt, I guess we know where you've been the last few days . . . On the beach!

**Matt:** Well, not exactly, Andy. There's so much to see and do here. By the way, this city has some of the world's best museums and one of its best-known monuments. This world famous ancient Greek temple that sits on the top of a rocky hill in the center of the city has to be seen with your own eyes to be believed.

**Andy:** Mm-hmm. I'll take your word for it. So, what do people who live there like to do at night?

**Matt:** Well, there are a lot of theaters, including outdoor theaters. And there's a local restaurant district just down the hill from the temple where people eat, talk, sing, and dance all night.

**Andy:** That sounds great, Matt! Thanks a lot. Well, Diana and Matt certainly have given our listeners plenty to think about, but I'm sorry to say we're out of time. That's it, folks. This is Andy Wong reminding you to tune in tomorrow for the next installment of our travel show, *Where in the World . . . ?* So long, everybody!

## LESSON A, Ex. 6 [p. 20, CD 1 Tracks 16 and 17]

**Interviewer:** Hi, guys.

**Carlos:** Hi.

**Vicki:** Hey!

**Interviewer:** Thanks for agreeing to meet me here on such short notice.

**Carlos:** No problem.

**Interviewer:** Well, listen, as I said to you on the phone, I'm doing a story for a magazine. I'm interviewing foreign students to get their impressions of different cities in the United States. Um, . . . this should only take about 10 minutes or so. Let's see . . . uh, do you mind if I record our interview?

**Vicki:** Oh no, not at all.

**Interviewer:** OK. Then, Carlos, why don't we start with you? What do you think of San Francisco? How do you like it here so far?

**Carlos:** It's OK, I guess.

**Interviewer:** Hmm, you don't sound very enthusiastic.

**Carlos:** No, no, I like it. It's just that I've been so busy studying. I haven't had much time to explore the city.

**Interviewer:** Oh, that's too bad.

**Carlos:** I know. And when I have the time, well, it's so cloudy and foggy here – especially in the summer. I never thought I'd be wearing a sweater in July!

**Interviewer:** Well, this is Northern California. Maybe you should move south. I hear Los Angeles is warmer. Vicki?

**Vicki:** Oh, I love it here. I think San Francisco is a beautiful city. The rolling hills, the views of the bay – it's very romantic.

**Interviewer:** Oh, yes. Many people agree. So, how do you guys spend your free time?

**Carlos:** Well, I'm studying architecture, and I'm somewhat of a photographer.

**Interviewer:** Really?

**Carlos:** Oh, I'm just an amateur. Anyway, I . . . I'm always taking pictures of the buildings in this city. You know, the Victorians, the modern skyscrapers downtown . . . There's such a variety of buildings here. The architecture is really great. I've also taken pictures of other landmarks, like the Golden Gate Bridge. It looks totally different when the weather changes.

**Interviewer:** That's interesting. So, Vicki, now it's your turn. What do you like to do?

**Vicki:** Well, I'm a bit of a night person. There's always a new club, or a film, or a great outdoor café to check out with my friends. And we also like to explore the different neighborhoods. It's pretty easy thanks to BART. You know, Bay Area Rapid Transit.

**Interviewer:** Yeah, that's a great subway system.

**Vicki:** Anyway, yesterday we went to the Italian neighborhood, North Beach, to buy some pastries and have a cup of espresso. Today, I'm going down to the Mission district to get a burrito for lunch.

**Interviewer:** So, you like Mexican food, do you?

**Vicki:** Yes. And actually, I like the Mission a lot. It's a Latino neighborhood. We don't have anything like that where I come from.

**Interviewer:** OK, well, I think that's about it. Any final comments?

**Carlos:** No, not really.

**Vicki:** I'd just like to say that this is a great place to live. I'm glad that I got a chance to study here.

## LESSON B, Ex. 5 [p. 24, CD 1 Tracks 18 and 19]

- Interviewer:** How do you enjoy living in Sydney, Maria?
- Maria:** I love it. I lived in a little mountain town in the U.S. before I moved here, so I'm really enjoying Sydney life. And the climate is great most of the year.
- Interviewer:** What do you like most about it?
- Maria:** Well, for one thing, it's a very easy city to get around. The public transportation is pretty good, which is important for me because I don't have a car. So, you see, I use buses and trains most of the time. I can usually get wherever I want to pretty easily.
- Interviewer:** How about you, Ian?
- Ian:** Well, it's a very beautiful city. I love the harbor and the opera house. And the beaches are great, of course.
- Maria:** Oh, yeah, the beaches *are* great! There are great beaches close to town, like Bondi Beach.
- Ian:** I know, it's true. But I don't have a lot of time to go to the beach because I have to work two jobs to make enough money to pay the rent. Actually, I'd really prefer to live somewhere smaller. I find Sydney too fast, too noisy, and definitely too expensive.
- Maria:** Oh, I don't know. Maybe I'm just lucky, but my rent's not bad at all. Actually, since I'm splitting the rent with two roommates now, it's about the same as I was paying in the U.S. And . . . um . . . yeah, I love the nightlife here, too. On weekends, my friends and I usually go to a club or a place with live music. There's always something interesting going on downtown. I've made lots of friends since I moved here.
- Interviewer:** That's great. Ian, what do you do for fun in Sydney?
- Ian:** Well, not much, I'm afraid. It's so expensive to do anything here. Also, you know, because of the high rents I can only afford to live out in the suburbs. And there isn't much happening out there, believe me. Hmm . . . I guess once in a while I like to go to Chinatown, though. There are plenty of restaurants there where you can eat fairly cheaply. Good ones, too.
- Maria:** Is that right? I can't seem to find cheap food anywhere. In fact, the restaurants near me are so pricey that I hardly ever eat out.
- Interviewer:** All right, here's a question. If you could change one thing about the city, what would it be?
- Ian:** The traffic, without a doubt. I used to drive back in my hometown, but I hardly ever drive here. There are far too many cars, and drivers are very aggressive. You have to know where you're going, and you have to drive fast, otherwise other drivers can be really rude.
- Maria:** See, I don't have a car so that doesn't really bother me. Actually, you know, I wouldn't change anything. It's so much better here than in the tiny little town where I used to live!
- Ian:** I don't know. Sometimes I think life is better back home. Sure, it's smaller, but it's easier to live a good life. And you get to know the people better, too.

## 1-3 COMMUNICATION REVIEW

### Ex. 3 [p. 27, CD 1 Tracks 20 and 21]

- Chris:** Hello and welcome to *Who's Sorry Now?* Today, we're going to be taking your calls about what you *could* have done, what you *wish* you'd done, and what you really *should* have done, because you're sorry *now*! Here's our first caller. Hello, Mark.
- Mark:** Hi, Chris.
- Chris:** So, Mark, what did you do? What do you think you should, or maybe shouldn't, have done?
- Mark:** OK. When I was in college I shared a house with a couple of other guys. We used to play practical jokes on each other. You know, hide each other's shoes, put salt in the sugar bowl – that kind of thing.
- Chris:** OK. Right.
- Mark:** Well, I'm pretty good at faking voices. So this one time, my roommate Luke applied for a job at a store in town. The store manager called to ask him to come in for an interview. I pretended I was Luke.
- Chris:** OK . . .
- Mark:** I told him that I – I mean, me pretending to be Luke – that I didn't really want the job.
- Chris:** And . . . ?
- Mark:** So I did n't tell Luke about the call.
- Chris:** Uh-huh . . .
- Mark:** So Luke thought they weren't interested in him and that was that.
- Chris:** Not very nice.
- Mark:** No, I felt terrible. I still do. I should have told him about the call.
- Chris:** So, who's sorry now, Mark?
- Mark:** I am. I'm really, really sorry, Luke.
- Chris:** OK. Thanks, Mark. Next caller: Anna.
- Anna:** Well, I was on vacation with my family. We were driving around national parks. It should have been a great trip, but my brother had just gotten a harmonica for his birthday. He loved it, and he played it *all* the time. And I had to listen to it *all* the time. And he was terrible. So, we stopped at this place in the desert, and when he wasn't looking, I threw it as far away from the car as I could. When he discovered it was missing, he looked everywhere for it.
- Chris:** You didn't really need to throw it away, did you? You could have just hidden it.
- Anna:** Yeah, you're right. I should have just put it in my suitcase or something. I didn't have to throw it out. But I did.
- Chris:** And you're sorry now?
- Anna:** Yeah, very. He saved up and bought a drum set when we got home, and then I had to listen to *that* every night.
- Chris:** Aw, too bad for you. Next caller: Luke.

**Luke:** Hi, Chris. Your first caller was my old roommate Mark. He told you about my job interview.

**Chris:** Right. He never should have pretended to be you. That was kind of mean. I bet you're feeling pretty angry after what you just heard.

**Luke:** No, not really. Even before Mark spoke to the manager, I'd already decided I didn't have time for a job – I really needed to study, you know – and so I called the manager to tell him. That's when he told me he already knew I didn't want the job. I knew right away what Mark had done.

**Chris:** So, you weren't angry when you found out?

**Luke:** A little. He *was* supposed to be one of my best friends. I probably should have told him I knew what he'd done. But I kind of enjoyed his call tonight. He's had to live with his "secret" all these years. So, all I can say is, "I got you, Mark!"

**Chris:** OK, OK. That's all we have time for tonight on *Who's Sorry Now?* Tune in next week to hear more people talk . . .

## 4 EARLY BIRDS AND NIGHT OWLS

### LESSON A, Ex. 5 [p. 30, CD 1 Tracks 22 and 23]

#### 1. Sean

You know, I never appreciated all the things my mother did until I moved here to go to school. Since getting my own place, I've had to grocery shop, cook, clean, and do laundry. And I have to go to classes, research stuff, write essays, and study! Having all this stuff to do really makes me feel pressured. And when I feel pressured, I get stressed out, and then I have no energy to do anything. So, when I start feeling that way, I call home. I talk to my parents and have a few laughs with my kid brother. As soon as I start talking to my family, I feel better. It's like magic.

#### 2. Lisa

I just don't think there are enough hours in the day. My husband and I both work, and we have two small children, so we're on the go from the moment we get up until the time we go to bed. We love our jobs, and we adore our kids, but sometimes, enough is enough. Every so often, my husband and I just need a little downtime. If we don't get any, we start to feel the stress and fatigue building up. After the last time it happened, I found the perfect solution. Now, before things get out of hand, I arrange for my children to sleep over at my neighbor's place. It's fine because Betty – that's my neighbor's name – Betty and I are good friends. And her kids and our kids are friends, too. Actually, the kids really like going over there. So anyway, after the kids leave, my husband and I have a quiet dinner and maybe watch a video or just listen to some music and talk. I can almost feel the stress melt away. Of course, Betty's kids sleep over here sometimes, too.

#### 3. Victor

Traffic stresses me out. My family lives in a quiet little suburb north of the city. That means I have to drive in for school and my part-time job. I used to start getting tense even before I got on the highway. Some rush-hour drivers can be very rude, and the traffic is usually bumper to bumper. You have

to be alert because someone's always trying to cut in front of you. Anyway, now I leave home before the traffic gets too heavy. I know I'll be early, but as soon as I get on campus, I go to a little café I know and have a coffee and read the news or review for my classes. I've made friends with the other regulars, so now I'm always full of energy and ready to start the day.

### LESSON B, Ex. 4 [p. 34, CD 1 Tracks 24 and 25]

**Kate:** Hey, Sérgio, do you ever have recurring dreams?

**Sérgio:** Yeah, sure. Why, Kate?

**Kate:** Well, I had one last night. I'm back in high school, and in my dream, the school looks mostly the same as it did, but much bigger. The weird thing is, although I'm 23 years old, I'm back in high school with all these 15-year-olds. It's very embarrassing. No one seems to notice that I'm much older and shouldn't be there in the first place. But still, it's very uncomfortable. I keep thinking, "What am I doing here?" Well, I know it must be the end of the school year because everyone is talking about final exams. And that's when it hits me that I've forgotten to go to math class all year, and there's a big math test today.

**Sérgio:** Oh, that's terrible.

**Kate:** Yeah, I'm *totally* unprepared. So I start to go to class, but then I realize I can't find it. No matter how far, how many hallways, I just can't find it. I know I'm late for class, and this really worries me. Finally, I wind up in my math class, but it's almost over. So I've missed most of the test, and I think I'm going to fail or something. Basically, that's the dream.

**Sérgio:** That's a bad one. Do you have that dream a lot?

**Kate:** Sometimes. I guess it means that I'm worried or overwhelmed about something that is happening in my life.

**Sérgio:** Yeah. I sometimes have this bad dream – I guess it's really a nightmare. I'm in danger, but I'm not sure from what, and I can't move or scream or anything. I can feel something coming closer and closer to me. You know, it's really strange because usually in the dream I am exactly where I am in real life – like in my own bed, in my bedroom – and everything is very realistic. The only part that is dreamlike is that I can't move. Sometimes I can't even open my eyes, or I can only open one eye. Usually I have to alert someone, or possibly save someone, although the person often changes. Anyway, I can't do anything because I can't move. It's really terrifying.

**Kate:** Yeah, it sounds terrifying. So, what do you think it means?

**Sérgio:** I'm not sure, but you know, I think the dream means that I'm feeling there's something in my life that I can't control, although I feel like I should be able to. Once I had the dream when one of my friends was very sick, and I just felt completely helpless. I hate feeling that way.

**Kate:** Yeah, I know what you mean.

## 5 COMMUNICATION

### LESSON A, Ex. 5 [p. 38, CD 2 Tracks 2 and 3]

- Liz: Hi, are you Pete?  
Pete: Yes. Hello.  
Liz: I'm Liz Morton. Tom Morton's mother?  
Pete: Oh, right. Nice to meet you, Mrs. Morton.  
Liz: You, too. So, are you enjoying the party?  
Pete: Yeah, it's great. This might be the last time I see some of these people for a long time, so I've been pretty busy trying to make sure I get a chance to talk to everyone.  
Liz: You know, it's strange to think that all you kids are graduating. Do you have any plans after graduation?  
Pete: Well, I've applied for a teaching job overseas. I guess I'll probably find out if I got the job or not next week.  
Liz: You're more adventurous than Tom. I can't believe he's going to take a job right here in town. But it's a good job, I guess. And, of course, I would miss him if he went far away.  
Pete: Yeah, I know. My mom doesn't want me to go far away, either. Oh, ... wait a minute. I'm sorry. I think another friend of mine is leaving. Excuse me, Mrs. Morton, I need to say good-bye to him before he goes.  
Liz: Oh, sure, it was great to meet you, Pete.
- Harry: Hey, Jim, great music. What group is it?  
Jim: I don't know. It's the radio. Maybe they'll say after it's over.  
Harry: Well, it's a good thing Sheryl isn't here, or she'd make me dance to it. You know she loves that old-fashioned dancing.  
Jim: Yeah, I know, Meg is the same way.  
Harry: Myself, I haven't danced since my wedding day. And I intend to keep it that way.  
Jim: Yeah, I'm with you.  
Harry: Although I do like this old-fashioned dance music. The bands back in those days could really play. Not like today. It's all image now, you know?  
Jim: Oh, I don't know about that. It's just the styles change, that's all. I mean, a lot of those pop stars are actually pretty talented.  
Harry: You really think so?  
Jim: Sure. Actually, I've been listening to this music my grandson left on my computer last Thanksgiving. It's some of that, uh - what do you call it? That hip-hop music.  
Harry: You what? You've gotta be kidding me.  
Jim: No, no. A lot of it isn't bad! I mean, at least the lyrics are about something, you know?  
Harry: Hmm. I don't know.  
Jim: No, try it! You'll see! Wait, wait, I'll play it now.  
Harry: I'd rather go out dancing. Anyway, I should get going. I'll call you later.

- Samantha: Mmm, Jenny ... this is delicious. I love stuffed grape leaves.  
Jenny: Yeah. Me, too. It all tastes delicious. Do you think they made all this themselves? Or did they have it catered?  
Samantha: Oh, no. George is a great cook. Why would they cater it?  
Jenny: Really?  
Samantha: Oh, yeah.  
Jenny: George cooks?  
Samantha: You didn't know that? Lynn's always saying that's half the reason she married him!  
Jenny: Well, that is a good reason. Is she ever lucky! I wish my husband liked to cook. He completely avoids anything that has to do with the kitchen.  
Samantha: You know, my husband's talking about signing up for an Italian cooking class on Saturdays. I hope he does it.  
Jenny: Oh. I wonder if I could convince my husband to do that. I'd sure love being the taste tester for his recipes.  
Samantha: Exactly what I was thinking. Well, I'll let you know when the class starts.  
Jenny: Great! Please do. In the meantime, I think I'll go mention it to him. Talk to you soon.

### LESSON B, Ex. 5 [p. 42, CD 2 Tracks 4 and 5]

- Nicole: I got some incredible news over the weekend!  
Man: Yeah? What happened, Nicole?  
Nicole: Well, my sister is finally getting married.  
Man: Really? Well, that is exciting! How long have they been seeing each other?  
Nicole: Oh, I mean, it's been over four years since they met. My mother has always said that they would get married someday, but no one expected it to happen now. And you know what? The funny part is how it happened.  
Man: Yeah?  
Nicole: Yeah. OK, listen. My sister told me that they were eating at this fancy restaurant, and while they were reading over the menu, listening to some classical music ...  
Man: Ah ... let me guess. He pulled out a ring and asked her to marry him.  
Nicole: Actually, it was the other way around. *She* asked him! She said she got right down on one knee and proposed!  
Man: Yeah?  
Nicole: Yeah! And he was pretty surprised, I think. But of course, he immediately said, "Yes." They're planning a wedding for the fall.  
Man: Well, that is great news. Yeah ... and I'm sure they'll be very happy together.  
Nicole: Yeah. Now I have to start thinking about the wedding. She asked me if I would be a bridesmaid. So, you know, I have to buy a dress, and then ...

2. Tony

Woman: Why the long face, Tony?

Tony: Oh, I got some bad news today.

Woman: What happened?

Tony: Well, you know my job at the design studio?

Woman: Yes.

Tony: Well, . . .

Woman: Oh, no!

Tony: Oh, yes. Today, the boss called me into his office and told me they had to lay me off. That means as of April 30, I'm out of work.

Woman: Oh!

Tony: No more job.

Woman: Oh, Tony, I'm so sorry. You said you really liked working there, too.

Tony: Yeah, well, it's not all bad news. The boss told me there's still a small chance that the company would call me back in the summer if the work picked up. You never know what'll happen. They may need me then.

Woman: Oh. But this is so sudden, isn't it?

Tony: Well, not really. Two other employees had already been laid off, and I had a feeling I might be the next one in line. You know, I've only been working there 10 months, so I don't have any seniority. If they're going to lay people off, it's always going to be the newer employees first.

Woman: What are you going to do?

Tony: Like I said, I've still got a job until the end of the month. In the meantime, I plan to send out résumés and, if possible, go on some interviews . . .

years of debate, two experts from the Van Gogh Museum in Amsterdam finally authenticated the painting, stating that it is, indeed, a genuine van Gogh.

3.

Next we go to Mexico, where a hurricane pounded Cancún and nearby areas last night, leaving many people homeless. The strong winds and heavy rains made for horrible conditions. Floods and landslides destroyed homes and cars, especially in the beach front areas. Rescue operations are particularly difficult because streets are blocked, in most cases, by mud. It's believed that some people are trapped inside their homes and cannot get out. Most people have left their homes and are now safely in temporary shelters. Mexican authorities predict that the disaster is going to have a huge impact on the tourist business in the area this year.

4.

And finally, a story for all you parents out there: How often do your kids push you to your limit, and what do you do about it? One tired and harassed mother from Illinois decided she'd had enough yesterday. Instead of yelling at her children, as she normally would, she decided to leave. She walked out the door and climbed a tree – the tree with her children's tree house in it, that is. She told her children she had decided to stay in their tree house until they started appreciating her more. She put a sign in front of the tree house that said, "On Strike – No cooking, cleaning, doctoring, banking, or driving until demands met!" The children tried to persuade her to come down, but were unsuccessful. Finally, one of them had the smart idea of baking their mother's favorite treat – brownies. Well, they must have smelled good because that did the trick. Mom agreed to come down and read the contract her children wrote promising not to fight, along with other promises of good behavior. That's it for now. We'll be back in an hour with more news.

## 6 WHAT'S THE REAL STORY?

### LESSON A, Ex. 5 [p. 46, CD 2 Tracks 6 and 7]

1.

It's seven o'clock and time for the news. First, this just in from the World Health Organization, or WHO. WHO has reported that the global epidemic of tuberculosis, also known as TB, is not as widespread as it was in the past. However, although the number of cases of TB has been decreasing worldwide, this disease is still a problem. According to a recent study, about one-fourth of all known TB cases are untreatable because of new drug-resistant strains of the disease. The drugs previously used to treat TB are simply not working on those strains. WHO has been developing new drugs to combat the problem, and they have an international program to educate people about the dangers of TB.

2.

And now we have a report on a scandal involving famous nineteenth-century painter Vincent van Gogh and one of his most famous paintings, *Sunflowers*, completed in 1888. The painting was bought by a large multinational corporation for several million dollars in 1987. At that time, a scandal erupted in London over the authenticity of this painting, with many critics claiming that the painting was a forgery. After

### LESSON B, Ex. 2 [p. 48, CD 2 Tracks 8 and 9]

1.

You see, my mother had this ring. It was kind of old. It had been given to her by her mother, my grandmother. It had been in our family for years. Anyway, my mother asked me to take it to the jeweler to get it repaired. She told me to be very careful with it.

Later that day, I dropped the ring off at the jeweler and ran off to do the rest of my errands. It was a busy day, and I was feeling really stressed. I went back to the jeweler just before they closed, paid for the ring, and raced home. Everything seemed fine.

But when I got home . . . I mean, I was sure I'd picked up my mother's ring at the jeweler, but then I couldn't find it when I got home. I checked all my pockets, but all I found was the receipt. The ring wasn't there. I looked *everywhere*! You can imagine how panicked I felt. Up until then, I had never lost anything important, so I didn't know what to do.

Just then, the phone rang. It was the jeweler. He was calling to say I had run out of the store in such a hurry that I'd forgotten to take the ring! The ring was still at the store. So the ring wasn't lost after all. What a relief!



2.

I had this big meeting at work that day. Really important. I had left for work a little earlier than usual. I always take the subway to work. So, I got to the subway station, and the train was right there. What luck, right? And I got on *just* as the doors closed.

Well, after a couple of minutes, I realized that my skirt had been caught in the subway doors. I couldn't pull it out! A woman standing next to me tried to help me, but we still couldn't get it out. By this time, I was *so* embarrassed. Other people were staring at me. And my skirt was really stuck.

Well, wouldn't you know it, the doors to the subway opened on the *other* side for the next six or seven stations. I had to miss my stop. I just stood there, with my skirt stuck in the door, unable to move. Finally, the doors opened on my side. I was able to leave the train. But now, I was really late.

When I got to work, my boss asked to speak to me. I knew he would never believe why I was late. I felt so stupid! Of course, later, we all laughed about it.

## LESSON B, Ex. 4 [p. 50, CD 2 Tracks 10 and 11]

Host: Welcome back, everyone. We're talking to Hollywood star Dan Carville. Before the break, we were talking about your life, Dan, *before* you became a big star. I mean, you didn't just become a big star overnight. You struggled for *many* years.

Dan: You can say that again.

Host: Tell us a little about it.

Dan: Yeah, uh, OK. Well, I think I must have worked 20 or 30 different jobs.

Host: Really? That's a lot.

Dan: Well, in the beginning, I couldn't find steady work as an actor, so I had to do something to put food on the table. You have to eat, right?

Host: That's true. So, what kinds of jobs did you have?

Dan: A little bit of everything, I guess. I worked in a department store, as a taxi driver, and as a house painter, to name a few. I wasn't good at any of them. I think I ended up getting fired from most of those jobs.

Host: Oh, yeah? Come on, tell us a few stories.

Dan: Well, uh, this is so embarrassing, but OK . . . So, one time I was working as a salesperson for a big department store in Chicago – in the luggage department. It was *so* boring. I mean, we didn't have many customers during the day, and that's when I worked. Sometimes, when I got sleepy, I used to lie down behind the luggage racks and take a nap.

Host: Really? So, what happened?

Dan: Well, one day I got caught – by my boss. And he fired me on the spot. It was terrible. Then there was the time I decided to get a job painting houses. You know, you have to climb these high ladders to do the job, right? Well, it turned out that I was afraid of heights. The first time I climbed up a ladder, I got dizzy and fell and broke my wrist.

Host: No!

Dan: Yes! But the worst thing was that when I fell, I knocked a can of paint over and paint poured down all over my co-workers. So, naturally, I got fired again.

Host: Again? Really? So, do you have any other stories?

Dan: Well, you're not going to believe this, but I got hired as a cab driver. I drove a taxi, but that only lasted a few days.

Host: Did you get fired?

Dan: How did you guess? On my third day, I had an accident. Luckily, no one was hurt – my passenger was fine, and so was I. But my boss didn't think *he* was so lucky, and that was the end of my days as a driver.

Host: It seems you're a little accident-prone. It's a good thing you made it as an actor!

Dan: Yes, I guess you could say that.

Host: Thanks for sharing your stories with us, Dan. Coming up after the break, we'll talk with Dan about his latest movie, scheduled for release in September.

## 4-6 COMMUNICATION REVIEW

### Ex. 3 [p. 53, CD 2 Tracks 12 and 13]

Good morning, everybody. Thank you for coming. I know that you're all busy studying for finals and finishing your projects. I hope coming here so early this morning hasn't been too stressful for you.

Today, I'll be talking about the causes of stress for college students. Then I have some suggestions for dealing with stress. We'll end with a short relaxation activity.

One cause of stress that I probably don't need to tell you about is not having enough money. Money issues affect so much of your life as a student. Do you buy a book that you need, or do you reward yourself for all your hard work by going out for a good meal? Now, this is a pretty obvious one. Some of you may, in fact, be dealing with this already by working part-time.

This leads me to another major cause of stress for students – trying to juggle going to classes, keeping up with coursework, studying for exams, *and* working. Some of us also try to fit in a social life.

There are, of course, other causes of stress for students. You may be studying too much. If you're a new student who is living away from home, you may be learning to live on your own and do things for yourself for the first time in your life. You may also be missing family and friends you left behind.

So, how do you handle stress? I've got a few suggestions. First, find a physical activity that you enjoy and make time for it. For example, playing tennis, going for a walk, swimming – anything that gets you moving. Secondly, organize your time and set reasonable goals that can be accomplished. Third, don't make unnecessary appointments or agree to impossible deadlines. Learn to say "No." Number four, make time to relax. Create opportunities when you can relax your entire mind and body. Time to just chill out. Five, eat breakfast. And try to space your meals evenly throughout the day. And don't drink too much coffee. Finally, learn to develop a sense of humor about yourself and your problems.

Now, we're going to try that relaxation activity . . .

## 7 THE INFORMATION AGE

### LESSON A, Ex. 4 [p. 55, CD 2 Tracks 14 and 15]

**Host:** Welcome to "Share Your Opinion," the part of our show where members of the studio audience can speak their minds. Today's topic is social networking. How about you, sir? Would you like to start us off?

**Michael:** Sure!

**Host:** Great! You can start by telling us your name . . .

**Michael:** It's Michael.

**Host:** OK, Michael. What's your opinion about social networking?

**Michael:** Well, I've found social networking to be incredibly useful when it comes to getting advice. When I'm not sure of myself about, say, changing jobs or maybe moving to a different place, I get lots of great advice on social networking sites - from friends and even experts.

**Host:** It's useful, no doubt. But does social networking have a downside, in your opinion?

**Michael:** Yeah, I wish people wouldn't log in to social networking sites so much at work. I think too many people are doing that at my office, and they're ignoring their work. Not enough work is getting done, if you ask me.

**Host:** Yes, I see what you mean. I guess you'd say they're taking company time. Thanks, Michael. And what's your name, miss?

**Lisa:** Lisa. It's Lisa.

**Host:** You'll need to speak up a little, Lisa.

**Lisa:** I'm sorry. Is this better?

**Host:** Yes, that's just fine. Now, what are *your* views on social networking?

**Lisa:** I think that, for some people, it's easier to make friends on social networking sites than it is in person. I mean, shy people or people who don't have the best social skills, like me. I've never had more than a couple of friends at a time in my life - away from the Internet, that is.

**Host:** I see. And how about on social networking sites?

**Lisa:** Right now I have over 50 friends there! It's an awesome way to make friends. But, of course, I mean that mainly for adults. It's not really great for children.

**Host:** What do you mean?

**Lisa:** As I understand it, psychologists think young children who spend too much time on social networking websites and, umm, neglect their "real world" relationships can develop social problems. I mean, well, they might have problems interacting with people *offline*.

**Host:** That is certainly something to keep in mind. We have time for one more person. How about you, young man? What's your name?

**Daniel:** It's Daniel.

**Host:** What's *your* point of view on online social networking?

**Daniel:** For me, it's all about the creativity. Social networking sites give me a chance to express myself. I love to share links to podcasts and blogs. I'm also into photography, and I'm always sharing great shots with my friends. I make and share cool videos, too. I really like hearing people's opinions about the things I create.

**Host:** So, you're very positive about it.

**Daniel:** Yes, but at the same time, I'm careful with it. For example, I never post anything that's rude or might give people a negative impression of me. You see, if I'm lucky, I'm going to be interviewed by a big advertising firm next month, and I don't want to hurt my chances of getting the job. And companies are checking social networking sites more often these days. You know, when hiring decisions are being made.

**Host:** That's very true. Thank you, Daniel, for sharing your views with us.

### LESSON B, Ex. 5 [p. 60, CD 2 Tracks 16 and 17]

**Host:** Sports and weather are coming up. But first, here's *Health Watch*, with our medical specialist, Dr. Linda Byrne. Dr. Byrne, there's no question that technological advances in recent decades have made our lives easier, but all this technology has its downside as well, doesn't it?

**Dr. Byrne:** That's right, Peter - especially for those suffering with syndromes caused by the stress of our high-tech lifestyles.

**Host:** And these syndromes, as you call them - they're a relatively recent development, aren't they?

**Dr. Byrne:** Definitely. Such syndromes were nearly unheard of in the early 1990s, before the explosive growth of the Internet and the high-tech industry, and the widespread use of computers, cell phones, and other mobile devices. Since then, however, various technology-related stress syndromes have been identified. They're really quite common now, and people of all ages are suffering from them. It's really important to get the word out so that people can avoid these problems in the first place.

**Host:** Could you give us some examples?

**Dr. Byrne:** Well, one of these syndromes is *texter's thumb*. We're talking about an injury of the thumb caused by too much texting over a long period of time. The base of the thumb becomes painful. It hurts to use the thumb for texting, and it may also ache when you're not doing anything with it. My advice is to use other fingers, not the thumb, to type in text messages. I also recommend sending fewer and shorter text messages.

**Host:** That's great advice. I'd never heard of *texter's thumb* before.

**Dr. Byrne:** Yes, that's one of the most recent of these syndromes. Another is the well-known carpal tunnel syndrome – a very painful condition of the hands and arms caused by the overuse of keyboards and mice. My advice would be to follow a regimen of stretching and strengthening exercises – under the direction and care of a trained physical therapist, of course. That has brought good results in many cases.

**Host:** So, the syndromes are usually physical?

**Dr. Byrne:** There can also be psychological problems. Take, for instance, a third syndrome we informally call “gadget addiction.” It applies to people who use electronics all day long, nonstop. These people have a deep sense of loneliness whenever they put down their cell phones or log off the Internet. In such cases, I recommend seeing a professional therapist, ideally one who has experience treating gadget addiction. I also advise learning to disconnect from the wired world. Leave technology behind for a few hours. Take up a new hobby or go for a bike ride with friends – just be sure to leave all the gadgets alone.

**Host:** Thanks, Dr. Byrne. And for more information, go to our website and click on our *Health Watch* link. And then turn off the computer!

## 8 PUTTING THE MIND TO WORK

### LESSON A, Ex. 5 [p. 64, CD 2 Tracks 18 and 19]

#### 1. Samira

Well, um, I guess I'd have to say that creativity is essential to my work. I'm an architect, and the creative part is looking at old things and trying to make them look new. What I mean is we recycle a lot of ideas and then adapt them to fit our needs. And, of course, we have to stay on top of new trends. We have to know all about new building styles and efficient ways to use energy – you know, uh, the kinds of things that homeowners worry about. No one wants a house that isn't heated or cooled efficiently, or one that looks outdated. And we work long hours. But I have to say, the job's pretty interesting. You never know what to expect next!

#### 2. Alex

Well, I run my own small business. I think all business owners, especially small business owners, have to be pretty creative. I mean, we have to do everything. I do the work, answer the phones, take care of the accounts, whatever. And you know, there are so many potential problems, and there's no one else to turn to. I mean, I can't just ask my boss for help. I *am* the boss! The hardest part is figuring out how to identify your customers. Who are they? Where are they? How can you get to them? You also need to think creatively about the competition. How can you make your business services more attractive than what the competition has to offer? Well, it's certainly challenging, and I think it requires a lot of creativity.

#### 3. Naomi

I'm an interior designer, so what I do is go into people's homes and create a suitable environment for them. You know – my clients – they don't know what they want, so I have to look at their homes and help them decide what would look best.

Not every idea works in every home. You have to match the appropriate idea with the right place. So, after I come up with an idea, I present it to my client. Sometimes they don't like my first idea, and boy, that can be frustrating. You have to start all over again. So I need creativity to both come up with the ideas *and* to communicate them. Creativity also comes in handy when I want to convince a client that my idea is the best one. I don't always succeed, but I do manage to get my way a lot of the time.

### LESSON B, Ex. 5 [p. 68, CD 2 Track 20]

#### 1. Bill Bowerman

Great ideas often begin with a passion. Bill Bowerman was a college track-and-field coach, and his passion was running. One of his ideas was this: The lighter the shoe, the faster a runner could go. He was so convinced that lighter shoes were key to speed that he decided to make shoes that were lighter than what was available. In the late 1950s, he approached established footwear companies with his ideas, but they weren't interested. Nonetheless, Bowerman wouldn't give up and continued making and refining shoes for his runners. One of those runners was Phil Knight. After graduating, Knight found a company that would produce Bowerman's shoe designs. In 1964, Bowerman and Knight formed their own company, and in 1972, the two started the Nike brand of running shoes.

#### 2. Fred Smith

Sometimes good ideas grow out of frustration. When Fred Smith was a student at Yale University, he had some paperwork that he needed to have delivered across the country the next day. Smith was amazed to find out that overnight delivery was impossible. Why couldn't there be a reliable overnight mail delivery service? He decided to design one, and then he turned his design into a class project. His business professor gave him only a C for his efforts. However, Smith was not through. He refined the ideas in that class project and eventually turned them into one of the first and most successful overnight mail services in the world – FedEx.

## 9 GENERALLY SPEAKING

### LESSON A, Ex. 6 [p. 72, CD 3 Tracks 2 and 3]

#### 1. Yoshiko

In some ways, small ways, I'm just a typical Japanese teenager. I go to high school five days a week, just like everyone else. I have interests similar to most of my friends. A bunch of us joined the sports club at school. Right now, it's our volleyball season. When the weather gets nicer, we'll start track. And, oh, I love hip-hop music. It drives my parents crazy!

There's one big way I'm different, though. I spent almost six years living outside Japan. My father's company transferred him overseas – to Mexico – and of course we went with him. Fitting in to a foreign culture was really tough at first, but I guess I'm lucky in a way. I learned to speak Spanish fluently, and I made a lot of good friends there. We still email each other almost every day. So you can see that I'm really quite a bit different from my classmates!

## 2. Diego

I don't know. My life is pretty typical, I think. I head off to school at seven in the morning, and school finishes early afternoon. After school, I usually study or play sports. On weekends, I like to get together with my friends. We usually hang out in one of the shopping malls. Everyone just shows up there on Saturdays and Sundays. It's a lot of fun . . . most of the time.

I think one way I'm kind of different is that I like to do my own thing sometimes. I don't always want to hang out with the group, you know? My friends *always* want me to hang out with them, but I don't always listen to what they say. I guess you could say that I think for myself. Sometimes it makes my friends upset, but too bad – that's just the way I am. But really, overall, I think I'm pretty typical for my age.

## 3. Suzanne

I guess I worry about the same things other kids my age do . . . you know, grades, and getting along with my parents, and stuff like that. I guess I'm doing OK in school, but I have to study really hard. I just want to make sure that my grades are good enough so I can get into a decent university. I'm pretty much like everyone else. I go to classes, attend club meetings after school, and then do my homework at night. Weekends are great because I get to sleep late. And, uh, oh yeah, I'm also a member of the orchestra at school. I play the violin.

My school is a little different from most schools in the U.S., though. We study all the core subjects, like most other students. In the morning, science, math, English, history – the usual stuff. But *unlike* most schools, we study things like music, dance, and art in the afternoon. See, I go to a special school for the arts. A lot of us have dreams of becoming dancers or singers someday. That's why we spend so much time learning the arts. So, yeah, I guess my life is pretty different from most kids my age.

## LESSON B, Ex. 5 [p. 76, CD 3 Tracks 4 and 5]

### 1. Dominique

I used to see something I liked and I would just buy it. But now, I'm saving for my future. I mean, someday I want to own my own home. Anyway, I find making expensive purchases quite difficult. Probably because now I don't want to make a mistake and get stuck, especially for something that costs a lot of money, like a car. So, when I bought my car, I knew I just couldn't go to a used car lot and choose one! No impulse buys for me! I needed a lot of time to think it over and consider the options. So, first, I read consumer magazines and did research online to see how the cars were rated. I wanted to know the average prices and safety records of different cars. I mean, you never know. And once I decided which one I liked, I read the classified ads until I found someone who was selling one used. I suppose you could say that my approach takes a lot of time, but once I make up my mind, I feel secure in my decisions. It's so different from the way I used to be.

### 2. Carla

I'm in charge of hiring new staff for my department at work. Recently, I had to hire someone for a pretty important position in the company. Now, I had it narrowed down pretty quickly to two people, Tony and Max. It was a little harder after that because they had very similar résumés. And they were both really impressive during the interview.

Now, I have to admit that I hate to waste time making decisions. So here's what I did. First, I wrote down a few important questions and called each person right away to talk to them one last time. Then I hung up the phone, looked at the clock, and gave myself five minutes to decide. It didn't even take me that long. Tony had said he would work for less money than we were offering, so I hired Max. I didn't want to hire someone who was willing to settle for less.

The way I see it, you just have to go with your instincts – that is, you do what you think is best and then just hope that it works out. I mean, we all get strong feelings about things, and usually, those feelings are right. The important thing is to act quickly! I've been pretty lucky so far. The people I've hired have all worked out – no major problems yet.

### 3. Wayne

Now I know why I never used to get anything done. I used to try and make important decisions all by myself, but I would just get really confused. It was like the more I thought about something and considered all the options, the more frustrated I got. I could sit and analyze something forever. My friends say that I can always see both sides of everything, which makes it hard to decide on anything! You can imagine how irritated my friends must have been with me. I finally got tired of never accomplishing anything. Now, when I have to make an important decision, I talk to a lot of people and get their input.

When I was deciding where to spend my winter vacation last year, I asked everyone for their opinion. Basically what I did was pose this question: "Where would you go in December if you had three weeks?" I listened to all the answers and then made my decision. And then, after that, I searched on the Internet for the best price. You might think I'm strange, but it worked. Based on everyone's advice, I went to Miami. I had an amazing vacation and I got a great deal, too!

## 7-9 COMMUNICATION REVIEW

### Ex. 3 [p. 79, CD 3 Tracks 6 and 7]

Tony: Hello?

Annie: Hi, Tony.

Tony: Hi, Annie!

Annie: So, how was the first day of work at the advertising agency?

Tony: Actually, it was really interesting.

Annie: Really? What happened?

Tony: Well, our agency was just hired by a new client. It's a cell phone company, and they want to change their whole image. It's a huge project, so my boss is putting together a team of people to work on the project. The first thing we did was a test to see what sort of team role we're best at.

Annie: I guess your boss needs a lot of creative people for the project, people who are really innovative.

Tony: Well, not only creative people. Apparently, the most effective teams are a mixture of five different personality types. They call them STEAM teams.

**Annie:** Really? *Steam* like S-T-E-A-M? What are the five types? What does STEAM stand for?

**Tony:** Well, as you said, he needs creative people. You know, somebody who's able to solve problems creatively. That person is called the Solver, which is the *S* in *STEAM*.

**Annie:** Right.

**Tony:** Then you need a Team Manager. Somebody good at organizing everybody, and very patient. It's not the most exciting role, but it's very important. The Team Manager is the *T*.

**Annie:** I see.

**Tony:** Then you need somebody really resourceful and willing to explore all the possible alternatives. That's the *E* – the Explorer.

**Annie:** OK, what does the *A* stand for?

**Tony:** The Analyst. That's someone really good at analyzing situations and who is also very disciplined.

**Annie:** And the *M*?

**Tony:** The Motivator. That's someone really enthusiastic and passionate, someone who motivates the rest of the team; someone really energetic.

**Annie:** So, which one are you?

**Tony:** Guess. You know me.

**Annie:** No, I don't want to guess.

**Tony:** Come on. Guess.

**Annie:** OK. Well, I think you're very responsible and sensible. You're very calm. I think you're probably a Team Manager. Am I right?

**Tony:** No. I'm a Motivator. Anyway, I'll tell you more later. I've got to go right now and . . .

**Man:** So what did you do?

**Jane:** Well, after about 15 minutes, I got dressed and went up there and asked them to be quiet. I was so mad. But they said they were sorry and that they hadn't realized I'd been able to hear them. I told them it was OK, but then of course, after that, I couldn't go back to sleep.

**Man:** Oh, don't you hate it when that happens? You can't fall asleep, and then before you know it, it's morning and the alarm clock is going off.

**2. Kyle**

**Woman:** Hey, Kyle! So, how was the movie?

**Kyle:** Well, I didn't really enjoy it very much.

**Woman:** Why? That film got great reviews. It's really popular.

**Kyle:** Oh, the movie was fine. I just got irritated by the people sitting in front of me.

**Woman:** What happened?

**Kyle:** Well, first, they came in late. It took them a while to get into their seats. All this was happening right during an exciting part of the movie. And then they started talking.

**Woman:** Oh, I hate when that happens!

**Kyle:** There were two of them: a man and a woman. The man had seen the movie before. And get this – he was telling the woman the entire story. Like they were the only two people in the theater!

**Woman:** Did you do anything about it?

**Kyle:** Well, no. But another person asked them to be quiet.

**Woman:** Did that work?

**Kyle:** No. They just started arguing! Their voices were getting louder and louder. One guy was saying, "You shouldn't talk during the movie," and the other guy was saying, "I paid my money, and you can't tell me what to do!"

**Woman:** So, what finally happened?

**Kyle:** Well, I went and found the usher because it was getting out of hand. Everyone quieted down eventually, but it was too late. They had already ruined the movie for me.

## 10 THE ART OF COMPLAINING

### LESSON A, Ex. 2 [p. 80, CD 3 Tracks 8 and 9]

**1. Jane**

**Man:** Hi, Jane. . . . Say, are you OK? You're looking a bit tired.

**Jane:** Oh, I am. It's my neighbors.

**Man:** Oh, so they're acting up again, huh?

**Jane:** Yep. Unfortunately, they are.

**Man:** What is it this time? Loud music again?

**Jane:** Well, not exactly. You've been to my apartment, right?

**Man:** Yeah. I've been there once. It's a nice place.

**Jane:** Well, thank you. So you remember I live on the top floor, right? Well, last night, around midnight, my neighbors decided to go up on the roof!

**Man:** The roof? What for?

**Jane:** Apparently, they had this guy in from out of town, and they wanted to show him the view! Can you believe it? I'm fast asleep, and all of a sudden I hear "stomp, stomp, stomp!" They're walking around on the roof. It sounded like my ceiling was going to fall in.

### LESSON B, Ex. 2 [p. 84, CD 3 Tracks 10 and 11]

**Phone:** Hello. Thank you for calling the Dial Rite Pharmacy's automated phone message system. Please listen carefully to our menu options: If you are calling from a physicians' office, say, "Physician." If you need to speak to someone at the pharmacy, say, "Pharmacist." If you are calling to refill a prescription and know your prescription number, say, "Refill." If you wish to hear these options repeated, say, "Repeat."

**Gabriel:** Refill.

**Phone:** Using our automated voice-recognition system, please say your prescription number, which is located in the upper right-hand corner in the pink shaded area.

**Gabriel:** 0422708837.

**Phone:** I heard 0-4-2-2-7-0-8-8-3-7. If this is correct, please say, "Yes."

**Gabriel:** Yes.

Phone: Now say the phone number where you can be reached in case the pharmacist has a question.

Gabriel: 333-555-5123.

Phone: I heard 3-3-3-5-5-5-1-2-3. If this is correct, please say, "Yes."

Gabriel: Yes.

Phone: Your refillable prescription will be ready by 8:15 A.M. If you would like to pick it up then, say, "Yes." If you would like to pick it up later, please say, "Later."

Gabriel: Later.

Phone: What time would you like to pick up your prescription?

Gabriel: Uh, nine?

Phone: I'm sorry. I can't understand you.

Gabriel: I said, "Nine."

Phone: I'm sorry. I can't understand you.

Gabriel: Nine, nine, nine!

Phone: I'm sorry. I can't understand you. Please call again later. Thank you for calling the Dial Rite Pharmacy. Good-bye.

Gabriel: Argh!

## 11 VALUES

### LESSON A, Ex. 2 [p. 88, CD 3 Track 12]

#### 1. Aaron

I was with my son at the supermarket – he was about eight years old at the time – and he found a wallet on the floor. Inside it was a hundred-dollar bill! A hundred dollars! He picked it up and got all excited. In fact, neither of us could really believe it. He started talking about all the things he would buy. Right away, I told him that we couldn't keep it. He seemed disappointed at first. We started asking people if they had lost anything. After asking around for a while, we hadn't found anyone, and I was beginning to think we'd asked everyone.

But then, as we were walking to the front of the store, I noticed a man – actually, my son noticed him – pacing back and forth, shaking his head, and muttering something. I thought it was probably *his* wallet, so we asked him, and it was. My son felt better when he saw how relieved the man was about getting his money back. That was our good deed for the day, and the man gave my son 10 dollars as a reward for returning the wallet.

#### 2. Leanne

I was on a train from Washington, D.C., to New York last month when I found a book lying under my seat. It was just a little book, not an expensive one. It was probably only worth a few dollars. Well, I really wanted to read it. It was pretty interesting, and by the end of the trip, I was still reading it, so I decided to keep it. I took it home and finished it.

Now, every time I see it on my bookshelf, I wonder if I should have taken it or not. I mean, do you think I should have given it to the train conductor? Who knows? Like I said, it wasn't a very expensive book, so I didn't really feel guilty about taking it.

### LESSON B, Ex. 4 [p. 94, CD 3 Tracks 13 and 14]

Andy: We're back on the street for the "Ask the People" portion of our show. Today our question is: "What values do you think are the most important, and why?" Now, I just have to find some people who are willing to talk to me. . . . Excuse me, sir?

Man: Yes?

Andy: My name is Andy Simmons. I'm a reporter for WQZ, and we're on the air. Do you have a moment to talk with us?

Man: Well, uh, I'm on my way to work.

Andy: This should just take a moment.

Man: Well, OK. But make it fast.

Andy: OK. We're asking people what they think are the most important values in today's society and why.

Man: Hmm . . . that's a tough one. I guess I think it's important to listen to your parents. Kids these days . . . my kids *never* listen to anything I say.

Andy: Ah-ha. So you think it's important to respect your parents.

Man: That's right. Sorry, I've got to go. Bye.

Andy: Good-bye. Boy, was he in a hurry! Miss. Excuse me, miss? Hello?

Woman 1: Hmm? Yes?

Andy: Do you have a second? I'm Andy Simmons from WQZ. I'm doing a radio show . . .

Woman 1: Uh-huh?

Andy: Well, um, . . . we're asking people on the street what values they think are important and why.

Woman 1: I'm sorry, I don't really have much time . . .

Andy: It'll just take a second.

Woman 1: OK, then. I don't know. I guess that honesty is important. You know what they say: Honesty is the best policy.

Andy: OK. That's interesting.

Woman 1: Well, I mean, you're just going to get in trouble if you're not honest. At least that's been *my* experience.

Andy: I see.

Woman 1: Listen. I have to go.

Andy: Thanks. Let's see if I can find one more person . . . Oops!

Woman 2: Ouch!

Andy: I'm sorry. I didn't see you standing there behind me. Are you OK?

Woman 2: No! You stepped on my toes! What are you doing standing here, anyway?

Andy: Well, actually, I'm interviewing people. I'm Andy Simmons from WQZ.

Woman 2: What's that?

**Andy:** I'm Andy Simmons. From the radio station WQZ. I'm doing on-the-street interviews.

**Woman 2:** Oh. OK.

**Andy:** We're asking people about values. What values do you think are most important in today's society?

**Woman 2:** Privacy. I'd have to say privacy. I think people need to respect each other's privacy. Like right now. You really need to leave me alone. Ha!

**Andy:** Uh, . . . oh, . . . well, . . . um, sorry. Uh, folks, that's all the time we have today for our show. Today's question was: "What values do you think are important in today's society, and why?" After this experience, I'd have to say one thing we all need to work on is being kinder. Especially to news reporters. This sure is a tough job. This is Andy Simmons of WQZ radio signing off until next time.

### 3. Layla

I came to the U.S. from the Middle East. My family opened up a restaurant here. At first, I found it difficult. Everything seemed so different. Just using public transportation, for example, or going to a doctor, was so different. I was pretty overwhelmed. And I guess because I wasn't feeling comfortable, I tended to make friends only with people from my country. I felt like I was living in a bubble, separated from the rest of the people all around me. But once I started feeling more confident about my English, I started meeting local people. I found them very friendly and open, and it turned out to be very easy to make friends.

But there was one thing about people from the U.S. that bothered me at first. I found it hard to get used to the way they talked so much about themselves. It took me a long time to understand that you were supposed to talk about *yourself*, too, because that is how people get to know one another. It's still hard for me to talk a lot about myself, but I'm getting better at it.

## 12 MOVING AROUND

### LESSON A, Ex. 5 [p. 98, CD 3 Tracks 15 and 16]

#### 1. Andrew

When I was in college, I spent a semester studying in London. And even though we speak the same language, English people and people from the U.S. are very different. I guess I felt that people from the U.S. have a . . . a bad reputation. Some people think we're loud, and that we speak our minds too much. So I tried to listen a bit more and not be so assertive, if that makes sense. I wanted to make a good impression. I suppose I shouldn't have worried about it, but I did. And, you know, I think it worked somehow.

I loved the lifestyle in London. During my free time, I had a lot of fun playing soccer with my British friends – of course they call it football over there. And I really loved the old buildings. I mean, they're really old. We don't have anything that old in the U.S., so that part was pretty amazing! Another thing was TV. The British have a different sense of humor . . . very dry. I really like it. Their comedy shows are really funny!

I'd have to say my experience was a positive one overall, except for the rainy weather, of course. I had trouble getting used to that.

#### 2. Rachel

I lived in Madrid for a whole year. And I have to be honest and say that at first, well, I wasn't very happy. You see, I was homesick. I missed my family, and I just wanted to go home. Part of the problem was my Spanish. I couldn't communicate very well.

But I love to eat! And that's what really saved me. I tried tapas, those small plates of food with bite-sized portions that they serve in places all over the city. There were so many kinds! Fried squid, sausages, olives, all kinds of meat and seafood in sauces . . . Oh! It makes me hungry just thinking about it! And of course, tapas are meant to be shared with other people, so it's really fun. I made some Spanish friends, and we'd go out for tapas all the time. So, I got to eat a lot of delicious food, and, of course, my Spanish improved dramatically as well. But there was one thing that was difficult to adjust to, and that was that dinner was always served at a late hour. I wasn't used to eating at eleven o'clock at night!

### LESSON B, Ex. 2 [p. 100, CD 3 Tracks 17 and 18]

#### 1. Cindy

You'll probably be surprised to hear what I did! I was on a business trip. The flight was a long one, and when I arrived at my destination, I was eager to get my bags and get to my hotel to relax. Well, you know, they always tell you to be careful to get the right bag, but I was in a hurry. You can guess what happened: My black suitcase looked just like every other one, so I picked up someone else's. I didn't realize my mistake until I got to the hotel. Well, I immediately called the airport, and fortunately, it all worked out. I had to go back to the airport, though, to pick up my suitcase and return the other one. And of course, I also had to apologize. If only I'd checked the name tag more carefully! It's funny, this sort of thing almost never happens to me when I travel.

#### 2. Scott

This is kind of a funny story. I was in Panama City and had a layover between flights. I'd arrived at about 6:00 P.M., and my flight out wasn't until about 8:30. Well, my flight was delayed . . . and delayed. It got really crowded at the departure gate. I was getting tired, and there were so many people around – I hate crowds – so I went to sit away from the departure gate to escape the crowds. I was reading and feeling drowsy. I wish I'd slept on the flight to Panama. Anyway, the next thing I know, I wake up and there's no one around! The crowd is *gone!* I'd fallen asleep and *missed my flight!* They must have made lots of announcements, and I missed them all! Boy, did I feel stupid. I had to stay in Panama City overnight and catch a flight out the next morning.

## 10-12 COMMUNICATION REVIEW

### Ex. 3 [p. 105, CD 3 Tracks 19 and 20]

**Trainer:** It's great to see all of you. Welcome to the training workshop. This time next week, you'll be dealing with real customers. Working at the airport information desk is a great job, but it can be a tough job. You need to know all about the airport, the airlines, and the facilities. You also need to be sensitive, *and* you need to be resilient because people who are traveling are often very tired and can be difficult. So, let's go through a few "what-if" situations and find out what you'd do.

OK, customer number 1 walks up to the desk and says that he missed his flight and there isn't another flight until tomorrow night. What would you do? Sammy?

**Sammy:** I'd offer to call the airport hotel and make a reservation for him. I'd also check whether he had a frequent flyer number or was entitled to any special deals or discounts.

**Trainer:** Fine. Luckily, customer number 1 is reasonable. I'm afraid we can't say that about customer number 2. Customer number 2 has missed his connecting flight. He gets agitated and blames the airport. He says he never would have missed the flight if the airport weren't so big and confusing. What would you do in that case? Andrea?

**Andrea:** Well, I'd explain that there is an interactive map on the website so people can plan everything before they arrive at the airport. I'd say that we advise people to allow plenty of time between connecting flights. I'd tell him that if he'd left a little more time, he wouldn't have missed his flight. And I'd probably say that the information desk attendants are ready and willing to help passengers find their way and tell him he should have asked them for directions.

**Trainer:** Hmm. That might not work. You might need to show a little more compassion. We'll try this one again in a role play. Before we do that, though, we've got customer number 3. Customer number 3 comes up to the desk. She is angry because her flight has been delayed by bad weather. She's sure that by the time she gets to the meeting she is on her way to, they'll have been discussing the issues for an hour and all the key decisions will have been made. What are you going to do about it? Ricardo?

**Ricardo:** I'd explain to her that it's a shame that her flight is delayed, but that, really, the weather is nobody's fault.

**Trainer:** That is true, but it usually isn't a very popular response. In fact, it usually infuriates people. Does anyone else have an idea? Hannah?

**Hannah:** Well, I'd probably say I know what she means. It's so frustrating. Depending on which airline she's flying with, I'd try to get her into one of the business lounges. That's if she hadn't already been directed there by the airline. She could get a bite to eat and something to drink, use the Wi-Fi, or just relax for a while in peace and quiet. That should improve her mood.

**Trainer:** Nice one. OK, let's try some of these roleplays...