

Student's Book Audioscript

UNIT 1

PAGE 5, EXERCISE D

Conversation 1

- A:** You'll never believe what I saw on my way to class today.
B: What?
A: Well, I was running to catch the bus when I saw a bear at the bus stop eating ice cream.
B: Come on!
A: No, seriously. They were shooting a video to promote some children's movie, and I guess they thought the bus stop would be a good location. In any case, by the time my bus came, they had finished the shoot.

Conversation 2 [A = teenage girl; B = mother]

- A:** Oh, no, Mom!
B: What happened?
A: That girl over there at the cashier. She's buying the sweater I was thinking of buying.
B: How did she get it?
A: She must have taken it when I was trying on this one. But I wanted that one.
B: Well, did you leave it on the table?
A: I must have. I tried it on and then I put it back on the table when I went into the dressing room to try *this* one on. I wanted to compare it with the first one. I could kick myself. I had my heart set on that sweater.
B: Well, there's no way she could have known you wanted it. I think you're out of luck, Lisa.

Conversation 3

- A:** Oh, no! I can't find my phone. Again.
B: Well, I'm sure it must be somewhere. When did you see it last?
A: Let me think. Well, I used it to text Mark.
B: Where were you when you texted him?
A: Hmm. I guess I was in the car.
B: No offense, Diane, but were you driving at the time?
A: What difference would that make?
B: Well, first, it's pretty reckless to text while driving. But the main reason I asked was to help you figure out when you sent the text.
A: Actually, I remember now. I had parked and I was in the parking garage downstairs when I texted him. Right after that, I came up here.
B: Did you have a lot of packages?
A: Yes, I did. Oh, now I remember! I stuck the phone into the bag from the supermarket. It must still be there. I haven't put the food away yet. Thanks!

PAGE 6, EXERCISE B

Conversation 1

- A:** What are Jan's plans for next year? I'll bet she'll be doing something with math—she's such a whiz.
B: As a matter of fact, she's starting engineering school in September.
A: No surprise there.
B: And three schools have already accepted her!
A: That's great.

Conversation 2 [B = French]

- A:** So, have you made up your mind about a career yet?
B: Pretty much. It's going to be something with either singing or dance. I'm really serious about a career in music.
A: Makes sense to me. You've always been the musical type.

Conversation 3

- A:** Bob seems a lot calmer than he used to. What's come over him?
B: I know—I've noticed it, too. I guess those meditation classes have really taught him how to relax.
A: So that's it.

Conversation 4

- A:** What's with Nina? Someone started talking about where we'd all be a year from now, and she just got up and walked out of the room.
B: Oh, she's a bit disappointed. She just heard from two of the three graduate programs she applied to. And she didn't get into either of them.
A: Wow. That's too bad.
B: Well, you can't blame her for feeling down.
A: Nope.

Conversation 5 [A = Australian English]

- A:** Did you hear about Tom? He just quit his job in accounting and accepted a position teaching math at the university.
B: That's quite a career change!
A: No kidding. But you know, I never thought he was really well suited for the business world.
B: Me neither. I think he'll make a great teacher, though.
A: Me too.

Conversation 6 [B = Japanese]

- A:** I hear you want to do something in medical research.
B: That's right.
A: Well, have you gone on any interviews yet?
B: Not yet. But I found out that MediLabs has an opening for a junior lab specialist.
A: Oh, great.
B: So I filled out an application, and I'm going for an interview on Monday.

PAGES 8–9, EXERCISES C, D, AND E

[A = Diana, U.S. standard; B = Dan, U.K. standard;
C = U.S. standard; D = U.S. standard]

- A:** Hello, hello, hello, and welcome to *Lifestyles*, the program that examines hot trends and other issues of interest to today's families. Today, we'll be talking about a growing trend—the stay-at-home dad. And to make this topic come alive, we've invited Dan, a real, live stay-at-home dad, who'll share his experiences with us. People here in the studio audience will have a chance to ask questions—and those of you watching at home can submit questions or comments online at #lifestylestalks. Please join me in welcoming Dan Barton to today's show. Welcome, Dan. Please make yourself comfortable.
B: Thank you, Diana. I'm pleased to be here.
A: Dan, let's start with some definitions. The most general definition of a stay-at-home dad is a father who's the daily, primary caregiver of his children under the age of 18. Now, in some cases, a stay-at-home dad's a father who's at home out of necessity. In this case, a father loses his job and stays home to take care of the kids, while his wife takes a job to support the family—or, if she already works, she becomes the sole support of the family. This dad might continue to look for a job during the time he's out of work and at home.

Another category of stay-at-home dad, which is growing exponentially, is the dad who *chooses* to be a stay-at-home parent, rather than one who has no other alternative. According to statistics, there's been a significant rise in men who fit this definition. In fact, in the U.S., in recent years, the number of fathers living with children younger than 18 and who do not work outside the home has more than doubled, from 1.1 million to more than 2 million.

I understand, Dan, that you fall into this last category. You've chosen to be the primary caregiver of your three children, and your wife is the primary breadwinner.

- B:** Yes, that's right. It may seem odd, but before my wife and I got married—long before we had children, of course—we had a heart-to-heart talk, and we decided that she would pursue her lifelong dream to be a surgeon and I would eventually stay at home, taking care of the household responsibilities, and if we had children, I would be the primary caregiver.
- A:** Dan, can you take a question from the gentleman there in the first row?
- B:** Sure.
- C:** Dan, what did your friends and family think of your plan? I mean, didn't they think it was a little strange?
- B:** Well, we did get some negative feedback. Some people thought it was completely unrealistic; some just couldn't accept it. I was amazed that so many people had feelings about this . . . that it was so controversial.
- A:** Well, it *is* a role reversal, isn't it? Traditionally, the husband's the breadwinner and the wife, even if she has a career, usually takes on the larger share of responsibilities of the household and the kids.
- B:** Right. People even asked whether there was something wrong with me. They said it was weird for a man not to have any career ambitions. All in all, it was just a lot of run-of-the-mill sexism. I mean, why automatically would a man *not* want to raise children and make a beautiful home for his family? What's so strange about that? And why would anyone think there was something wrong with a woman who had ambitious career goals? In any case, we gave ourselves plenty of time. We decided to put off being parents for a few years, and I worked to support the two of us while Sarah completed her training. We were able to save up a nest egg, and during *that* time we shared all the household responsibilities—well, maybe not exactly 50-50, but close.
- A:** So when did that all change?
- B:** Well, our first daughter was born the year after Sarah began working at the hospital. As a surgeon, she was earning enough that I could afford to stay home, and we just started off our life in the way many couples do, with one parent at home and the other out in the workforce.
- A:** You worked from home?
- B:** No. Actually, I just stopped working altogether. I suppose we could have had a higher income if I had been working too, but our goal was for our kids to have one full-time parent at home if financially possible. We realize that not every couple is able to afford that, but in our case we've been lucky and we can. We're not rich, but we have enough, and we try to live within our means.
- A:** Tell us about your typical day.
- B:** Well, now that we have three girls at home . . .
- A:** Three girls! Wow. You must feel like an alien in your own family!
- B:** Well, what can I tell you? I don't think my day is much different from any mother who's a homemaker. I shop and I cook family meals, I help the girls with their homework, I take them to their music lessons—the whole kit and caboodle.

- A:** Dan, Here's something that's just come in. [*reads*] I'm more traditional. I would be upset if my son decided to stay home and expect his wife to be the breadwinner.
- B:** Well, many people hold on to traditions, and there's nothing wrong with that. But, to Sarah and me, we don't like the idea of a double standard for men and women. We want to raise our children so they can pursue their individual dreams and not have those dreams limited based on what sex they are.
- A:** Yes. I see we have a question from the audience. Yes, ma'am, in the third row.
- D:** Dan, I can understand how you do this, since your wife's a surgeon. She probably earns a lot of money. But what about the fact that most women earn so much less money than men for the same job? Isn't it unrealistic for most couples to depend on a wife's income, since for sure it's less than what her husband could earn?
- B:** What you're saying is true. You've put your finger on a large societal problem that we're all aware of and should try to change. Don't get me wrong. I'm not saying our arrangement's realistic for *all* families, just that we feel that people should have the right to set their own goals. And we hope that in the future, the next generation won't think it's weird to do what *we're* doing—if that's what they choose.
- A:** Well, that's all the time we have for today. Please stay tuned for this important message . . .

PAGE 13, EXERCISE A

Conversation 1 [B = Chinese (Mandarin)]

- A:** That's quite a stamp collection!
- B:** I guess. I've been collecting for over 30 years now.
- A:** Really? You must have started when you were really young.
- B:** When I was five, actually. And after all these years, I still dream about having the biggest collection in the world.
- A:** And do you think you ever will?
- B:** It's hard to tell. Some people have huge collections. To be honest, though, I don't think I'll ever really be able to outdo them.
- A:** Have you found a house yet?
- B:** Nope. I've been looking for a year now, but no luck. Not even close. I'm starting to feel like maybe it's time to just give up.
- A:** What? Don't give up now! I'm sure something will turn up.
- B:** The thing is, I'm looking and looking and prices just keep going up. I'm really not sure I'll ever have a house of my own.
- A:** Look. Just be patient. Who ever said finding a house was going to be easy?

Conversation 2

- A:** I'm really fed up with working for a large corporation.
- B:** Huh? What are you all ticked off about?
- A:** I'm just tired of having to do what other people tell me to do. I want to be able to make my own decisions for a change.
- B:** OK. So, like, what are you going to do about it?
- A:** Start my own business.
- B:** Start your own business? You're dead serious, aren't you!
- A:** You bet I am. Don't tell anyone, but I've already applied for a loan.
- B:** Good for you!

Conversation 4 [A = Italian]

- A:** You know, I've always dreamed about being a flight attendant. I love traveling and meeting new people.
B: Why don't you apply for a job, then?
A: Well, I just don't think I have the right qualifications.
B: What do you mean? You speak three languages . . . and you've got some experience in the travel industry.
A: You mean the job I had as a tour guide?
B: That's right. I think they'd consider that to be related experience. Your qualifications are fine.
A: You're probably right.

UNIT 2**PAGE 18, EXERCISES A AND B****Conversation 1** [A = Portuguese]

- A:** I don't know how to tell you this, but I had a little accident with your bike.
B: Oh, no! Are you OK?
A: I'm fine. I'm fine.
B: Thank goodness.
A: But I'm afraid the bike got pretty badly damaged. Don't worry, though. The repair shop says they can fix it . . . and I will pay for the damage, of course.

Conversation 2

- A:** Uh, what happened to this suitcase? When I loaned it to you, it had two wheels.
B: Uh-oh. I guess they broke off when they were unloading the luggage. Those baggage guys are way too rough with people's bags.
A: Well, it's not going to be much use to me this way. Do you think you could get it repaired?
B: You know, it wasn't really my fault. Why don't you just call the airline and see if they'll take care of it?

Conversation 3

- A:** Frank! Why didn't you slow down? We could have been killed!
B: Didn't you see? That guy just cut me off!
A: What are you talking about? It was your fault. You were going too fast.
B: No way. If it hadn't been for him, we'd be fine.

Conversation 4

- A:** Pat, I was looking at this contract you completed. It's got June first as the due date. I'm sure it was supposed to be May first. I hope you didn't send it out like this.
B: I don't believe I missed that . . . I'm sorry. I just sent it out in the morning mail.
A: Well, we've got to do something about it.
B: I know. Look, it was totally my fault. I'll send out a revised contract right away.

Conversation 5

- A:** So, how'd the meeting go?
B: Not good. I was an hour late.
A: Uh-oh. They must have been pretty annoyed.
B: Well, I just told them the traffic was terrible.
A: Did they buy it?
B: Not really. I looked pretty bad.

Conversation 6 [A = Slovak]

- A:** Laura, this is for you.
B: What's this? My birthday isn't till next month!
A: Well, you know that scarf you loaned me? I'm afraid I lost it. Uh, I feel just terrible about it . . . so I got you this to replace it.

- B:** You didn't have to do that!
A: No, really. I want to do the right thing.

PAGES 22–23, EXERCISES D, E, AND F**Part 1**

What would you do if you had achieved fame and celebrity and you were fabulously rich? Would you use your wealth to buy the things you've always wanted? Or would you give some of it away to help people who have nothing—and use your fame to speak out for those who don't have a voice?

Over the last few decades, we have seen a huge increase in celebrity philanthropy—actors, singers, and athletes—who have added to their fame by making donations of time and money to address some of the world's biggest problems. Angelina Jolie, the U.S. actress and film director, and the Irish superstar known as Bono, who sings with the band U2, are two of the best-known celebrity philanthropists today.

Angelina Jolie began doing philanthropic work after filming a movie in Cambodia in 2000. During her time there, she observed the effect of years of conflict on Cambodian children, and she remembered what her mother had taught her—to live a life of use to others.

Jolie began working with the United Nations as a special ambassador, visiting more than twenty-five countries, providing humanitarian support to refugees who had lost their homes because of war and conflict around the world. She has used her fame to raise awareness and call attention to various global causes and humanitarian issues, including sexual violence against women. Not only has she given her name and her time to these causes, but she and actor Brad Pitt have together been key donors, contributing more than thirteen million dollars to various causes, including the creation of new schools in developing countries to make education more accessible to more children. She has also become an environmental activist, working to help protect wildlife in Africa and Southeast Asia. Jolie encourages people to live a life of use to others too, saying, *[read]* "Get outside yourself. Get outside your environment. Do something for other people."

Bono, whose real name is Paul Hewson, has been working to fight poverty and hunger for more than twenty years. He is particularly skilled at bringing very different people together—politicians, business leaders, religious leaders, and other artists—to work together on solutions to important world problems. Bono has called attention to the fact that many African countries are having difficulty paying back their huge debts. He has worked with government leaders to get those debts forgiven, so those countries can focus more on economic development for the future. In addition, his activism has helped improve medical care in Africa and fight the AIDS epidemic there. Bono has also collaborated with other artists to organize benefit concerts in order to raise money for humanitarian causes. Bono explains, quote: As a rock star, I have two instincts—I want to have fun, and I want to change the world. I have a chance to do both. Unquote.

So what motivates celebrities to get involved in philanthropic activities? Well, Angelina Jolie is one of Hollywood's highest-paid actors, and Bono is one of the world's most successful musicians. For each of them, their philanthropic work is a way to express gratitude for their own success and a way to give back by doing something for those in need. Many celebrity philanthropists are also driven by their own passion for specific causes and their concerns about the future. It is clear that both Jolie and Bono care deeply about important causes such as human rights, education, and the environment.

Celebrity philanthropy may also be driven by simple human kindness—a compassion for those who are suffering and a desire to help end that suffering. We’ve seen Jolie deeply moved by her conversations with victims of war and conflict during her travels—calling their experiences horrific and heartbreaking. And Bono has talked about holding starving children in his arms during a famine.

Philanthropy can also greatly change a celebrity’s life and help him or her develop new skills. When Jolie was younger, before her trip to Cambodia, she had a reputation as a “bad girl.” The media would often report on her sometimes strange behavior as a Hollywood actress. And although she attended New York University, Jolie had never completed her college degree. As a philanthropist, Jolie has changed the public’s perception of her and has become a leading expert on human rights and humanitarian causes.

PAGE 23, EXERCISES G AND H

Part 2

Celebrity philanthropists have gotten lots of attention, but they have also had their critics. One aid worker blogged to complain that using celebrities to do difficult humanitarian work is more trouble than it’s worth. Many celebrities can be self-centered and demanding—for example, they may insist on having a constant supply of bottled water in places where there is little water. Or they simply fly in and fly out, at great cost, and do little to learn about the people they are supposed to be helping. In the case of Jolie and Bono, however, supporters point out that the actor and singer each pay their own way and ask for no special treatment. And both are well known for their careful preparation and knowledge.

Celebrities have also been criticized for spreading a false impression about poverty—particularly in the case of Africa—that Africa is a hopeless and helpless continent and that nothing can get done there without international celebrity help. Celebrities have been criticized for ignoring the efforts of local businesspeople and humanitarian organizations. And the unfortunate result is that the huge donations raised by celebrities are providing increased opportunities for corruption.

Writer Paul Theroux argues that celebrity philanthropists seem to be motivated mainly by their own fame—that they have a need to convince the world how important they are, that they crave the attention and recognition that comes from their humanitarian efforts. Other critics argue that celebrities are just interested in looking for photo ops—opportunities to be seen in photos and video clips in the media. The media loves all this because fans want to read about their favorite celebrities. And corporations love it too, competing with each other to use these celebrities’ names in association with their products.

Clearly, Jolie’s fame today is greatly enhanced by her reputation as an activist, humanitarian, and philanthropist. The fact that she pays someone to plan and organize her philanthropic work and photo ops seems to support this view. In the case of Bono, some journalists have pointed out that, while some of Bono’s concerts had raised charitable donations, they also resulted in greater publicity and income for his band U2 at the same time.

While the criticisms may hold some truths, supporters argue that both Jolie and Bono have demonstrated long-term commitment and deep knowledge of the issues. As some have pointed out, if Jolie’s activism and passion for her philanthropic work weren’t sincere, it is unlikely that she would have been able to do as much as she has while building her film career and raising a family. And they argue that Bono has focused on using his fame to pressure

politicians to do the right thing. It would be hard to argue that these two celebrities aren’t dedicated to their work.

PAGE 25, EXERCISE A

Conversation 1 [A = Spanish]

- A:** You know Allan, that new guy at the office I was telling you about?
B: I think so. What about him?
A: Well, I hate to complain, but . . . he’s always borrowing money from me.
B: You mean he doesn’t pay you back?
A: No . . . no. He always pays me back. But the truth is, I really don’t like being put in the position of lending people money. I don’t even like borrowing money myself.
B: Oh, I see.
A: I’m wondering if maybe I should just tell him the truth next time he tries to borrow money from me.
B: Hmm. Tough call. Why don’t you just tell him you’re short of cash?
A: I don’t know . . . I really hate to tell lies.
B: Yeah, but you also don’t want to offend him, right?
A: I suppose. Maybe I’ll try that next time he asks.

Conversation 2 [A = Chinese (Mandarin)]

- A:** I’m in an embarrassing situation.
B: What happened?
A: Well, last week I borrowed this beautiful silk jacket from Mary.
B: So?
A: I lost it.
B: Uh-oh. Not good.
A: I know. I feel just terrible. I think I left it on the train.
B: Did you check the lost-and-found?
A: Of course. Twice. But no one’s returned it.
B: Yikes. So what are you going to do now?
A: Well, I can’t shift the blame to anyone else. It was my fault.
B: Why don’t you just get her a new one?
A: I would, but the thing is, she bought it in one of those out-of-the-way places she always goes to on vacation.
B: So much for buying a new one, I guess.
A: I’m just going to have to tell her what happened. Since I can’t replace the jacket, I’ll just ask her what she’d like me to buy her instead.

UNIT 3

PAGE 28, EXERCISE B

Conversation 1 [A and B = U.S. regional]

- A:** No way!
B: What’s wrong?
A: I just weighed myself. No matter how little I eat, I just can’t lose weight.

Conversation 2 [A = Brazilian]

- A:** Oh, my goodness! Look at your car!
B: No way! I just had my car washed!
A: I guess you shouldn’t have parked under that tree. There are like a million birds in it!
B: Can you believe this is the second time this has happened this week? It’s really frustrating.

Conversation 3 [B = Chinese]

- A:** So what happened when you asked your boss if you could take the day off on Friday?
B: I never got a chance to ask.
A: You’re kidding. Why’s that?

B: He said he was too busy to talk. I think he knows I'd like the day off and he's just avoiding the conversation.

Conversation 4

A: You know what?

B: What?

A: I just failed the exam again.

B: Oh, no. That must be so disappointing. I know you really studied.

A: I did. It seems that no matter how hard I study, I just can't pass that thing. I can't believe I'll have to study for it *again*. There goes my vacation!

Conversation 5

A: I don't believe it! I forgot the fish! I must have left it in the supermarket.

B: Well, that's not the end of the world. I'll just hop in the car and go back and pick it up. It won't take long.

A: There won't be enough time. The guests are coming in a half hour. You have to be here. This is just incredible! No matter how careful I am, I always forget something.

PAGES 34–35, EXERCISES B, C, AND D

You're watching **30 Minutes**. And I'm Katie Fleming. And do we have a story for you tonight—a terrible tragedy and an amazing heroic act.

The desire to save one's own life is an extremely powerful instinct in all of us. It takes tremendous courage to be able to act against such a powerful instinct, to risk one's own life to save the life of another person.

Twenty-five-year-old tour guide Seol Ik Soo was returning home with a group of South Korean tourists from a trip to Beijing, China. As the plane prepared to land at Kimhae Airport in South Korea, Seol was thinking about his wife. They'd been married one month earlier, and it was their first time apart.

Suddenly, the airplane started shaking, and he heard a crashing sound. The lights went out, and a ball of fire ran up and down the cabin. The plane crashed into a mountaintop, killing more than a hundred twenty of the passengers on board.

Somehow Seol managed to crawl through a hole in the side of the plane and escape. Seol feared an explosion, so his first thought was to run to save his own life. But he could hear the other passengers inside the plane calling for help. He went back and lifted a survivor onto his back, carrying him away from the plane to safety. Seol remembers carrying at least three or four injured people from the plane—but in fact there may have been as many as ten. When asked about it later, he said, "I don't know where the energy came from. It felt like I wasn't carrying anything at all."

Seol tore his shirt into bandages for the wounded and used his belt to bind up a man's badly bleeding leg. It wasn't until he stopped and sat down to smoke a cigarette that he realized his own face was covered in blood. When asked how he managed to perform so heroically, Seol replied, "I couldn't have done it in my right mind."

Everyone who knows Seol describes him as an ordinary guy. His boss describes him this way: "I know Seol as cheerful and hardworking, but just a normal young man. Now I have a new view of him. He's a remarkable person. We're all very proud."

Where does this kind of courage come from? How does a normal person manage to act so fearlessly? Seol says, "My parents always brought me up to believe people and life are very precious." It was this belief that enabled Seol, an

ordinary person, to do something truly extraordinary and heroic.

PAGE 37, EXERCISE A

1

Felix Tan is putting in very long hours on a big project he's been assigned to work. Felix has been working nights and weekends to finish the project on time, but it doesn't look like he'll make it. He has been telling his boss that he needs help in order to meet the project deadline, but his boss ignores his requests.

2

Robert Reston has been struggling with high blood pressure since he was a child. His doctors have tried everything they can to help him lower it, from diet to exercise and now drugs, but his blood pressure just doesn't come down.

3

Eva García's husband is turning 30 next week, and Eva would like to get him something special to mark the occasion. She's spent a lot of time and energy going from store to store in her search for the "perfect" gift, but she just can't find the right thing.

UNIT 4

PAGE 42, EXERCISE C

Conversation 1 [A = Spanish]

A: Hey, Katy. I need to bring something up.

B: Of course, Jorge. Is there anything wrong?

A: Well, you were supposed to be at the meeting this morning. We were counting on you for an update on the project.

B: Oh no. I completely forgot! I'm so sorry. I really messed up.

A: I don't want to make an issue out of it, but it's the third time.

B: You're right. It was my bad. I promise to make up for it.

Conversation 2

A: Sorry I'm late. I just had a long talk with Simon.

B: About what happened yesterday?

A: Yeah. I'm still angry about it.

B: Well, as far as I'm concerned, it was all his fault.

A: I suppose. But I just wanted him to know how I felt about it.

B: I think he should have apologized.

A: Well, he did. He knows he's too hot-tempered. He admitted that he shouldn't have lost his cool.

Conversation 3

A: Excuse me, Evan?

B: Hi, Cynthia. What's up?

A: There's something I need to bring up with you.

B: Uh-oh. What's wrong?

A: It's not a big deal. But yesterday, remember when you came by my office when I was talking with Judy?

B: Yeah?

A: Well, we were in the middle of something, but you just barged in and started talking about something else. I'd really appreciate it if you could at least ask if I was busy first.

A: Gee, I'm sorry. You're right. I guess I wasn't thinking.

B: Like I said, no huge deal. Thanks for understanding.

Conversation 4 [A = eastern European]

A: Rilla, are you OK? You look upset about something.

B: Me? Oh . . . I guess I am.

- A:** What happened?
B: It's Janis. We had a bit of an argument this morning. She's not talking to me now.
A: What? I thought you two were such great friends.
B: It was my fault. I said something I shouldn't have.
A: Well, good friends should be able to work things out, don't you think?
B: I know. I'm going to call her right now and say I'm sorry.

Conversation 5

- A:** Brian, have you got a minute? I have something I need to bring up.
B: Sure. Have a seat.
A: Well, I hope you don't mind my pointing this out, but you've been really negative this past week. I mean, no matter how much work I've gotten done, you've been super critical about everything.
B: I didn't realize I was doing that. I'm so sorry.
A: I mean I don't want to make a big issue out of it, but it's been bothering me all week.
B: Well, I apologize. I certainly didn't mean to be so critical. It's no excuse, but I've been under a lot of pressure lately. I want you to know how much I appreciate the quality of your work.
A: Thanks. I didn't want to just say nothing about it.
B: Well, I'm glad you did. Thanks for bringing it up.

PAGE 44, EXERCISES C AND D

[A = Interviewer; B = Celina Gaspari, Argentinean Spanish; C = Joseph Chu, Taiwanese]

- A:** Good evening and welcome to our continuing discussion of cultural differences in how people express anger. On the line, I have Celina Gaspari, a sales manager calling in from the city of Rosario in Argentina. Good evening, Celina.
B: Good evening.
A: And Joseph Chu, a computer technician calling from the city of Tainan in Taiwan. Good morning to you, Joseph. Sorry to get you up so early over there.
C: No problem. I always get up at this time. Thanks for having me.
A: Joseph, is there any way to generalize about how people in Taiwan handle anger? I mean, I've heard that, culturally, it's unacceptable or inappropriate to express anger openly there. Is that true?
C: Well, it depends on the situation. But in Chinese culture, we're probably less inclined to lose our cool publicly.
A: And I imagine the opposite is true in Argentina. Celina?
B: Definitely. But Argentina is somewhat unique in that there are lots of people—myself included—whose background is Italian. I think the way people express anger in other Latin American countries may be somewhat different.
A: In what way?
B: Well, I used to live and work in Lima, the capital of Peru—for about seven years. Our boss—a guy named Alejandro—was, like me, from Argentina. But most of our colleagues were Peruvian. I remember one day having a loud disagreement about something with my boss—like any Argentinean might do. Alejandro and I were good friends and colleagues, so we didn't hold anything in. And all of a sudden this Peruvian woman, Amparo, leaves the room—but she has this funny look on her face. So I was concerned and stepped outside to see if everything was OK. It turns out she completely freaked out about our argument. She thought it was really serious. I had to calm her down and explain that was just how Argentineans talk to each other when they disagree about something. I'm sure that, to her, we sounded like we were really having a fit, but to us it was nothing.
- A:** That's really interesting. Reminds me of the many films depicting Italian families arguing over dinner.
B: Exactly.
A: So, Joseph, how are things different in Taiwan?
C: Well, generally speaking, I think it would be very unusual for someone to express anger at an authority figure, like in the case of Celina's story, a boss or a manager. That would just not be considered appropriate. Speaking for myself, if I were mad at my boss about something, I certainly wouldn't lose my temper—or even bring it up.
A: So what would you do instead?
C: I might let off a little steam by taking a walk or venting to a colleague about what happened. But I'd try not to let it show in any way—to my boss, I mean. I'd definitely keep it to myself.
A: What if one of your friends or colleagues did something that made you mad? Don't people in Taiwan ever go ballistic when they're angry about something?
C: Of course. People sometimes get really angry about politics, for example. And I wouldn't want to suggest that everyone is the same.
A: Of course not.
C: But you asked about generalizations. I would say we're a little slower to anger here than people in some other places. We tend to just let things go—you'd have to be pretty upset about something before you'd actually express any anger, much less lose your temper.
B: Excuse me for interrupting, but I just had to say . . . that's definitely not true in Argentina. I may be over-generalizing a bit, but I'd say people from Argentina don't usually hold things in.
A: Clearly two very different ways of handling anger. So Joseph, give us an example.
C: Let's say you're supposed to meet a friend for lunch and he makes you wait a long time before he finally shows up. Most people here wouldn't even bring it up with that friend. But if that happened all the time with the same friend—well, you'd probably finally say something. But you'd certainly not have an outburst of anger or anything like that.
A: So it sounds like people in Taiwan generally keep things inside rather than make an issue out of every little thing.
C: I'd say that, yeah.
A: And I guess things would have to get really bad before anyone actually had a total fit about something, right?
C: Right. But even then, losing your cool with a friend or colleague would be pretty unusual. As I mentioned before, people here are fairly reluctant to express their anger.
A: Celina, based on what you told us earlier about you and your boss, I would guess the total opposite is true for Argentineans.
B: That's right. Between friends, *not* getting angry *ever* would be pretty unusual. If your friend does something that makes you angry, you say something.
A: What about in Taiwan, Joseph?
C: You might raise your voice a little—but not as much as people probably do in other places. You might even bring something up that bothered you—but nicely. I can't imagine anyone actually going ballistic with a friend or colleague here. It would be really surprising.
A: What about people who don't know each other—people who are complete strangers? For example, what would happen if you were driving your car and someone just cut you off?
C: Ah, road rage. That's one situation that might set someone off. Some people might even open the window and say something to the other driver—loudly!
A: Even you?
C: Me? Well, I might get mad, but I probably wouldn't do or say anything about it. But that's just me.
A: And road rage in Argentina, Celina?

B: We tell bad drivers off whether the window is open or not. It's no big deal.

A: Well, thank you both for joining us.

PAGE 49, EXERCISE A

Speaker 1 [Speaker = Chinese]

So I'm a manager, and my job is telling people what to do. But some of my colleagues have told me they think I'm way too controlling. I didn't listen to them at first, but then I realized that I was feeling a lot of stress at work. It was like it all fell on *me*. If I didn't take care of everything . . . if I didn't watch what everyone was doing . . . it was my fault if there were any problems. That put a lot of pressure on me. Fortunately, my company offers professional training workshops, and I found out they're pretty good. They suggested that I ask my colleagues to share the responsibilities with me instead of always trying to manage *everything* myself—and to allow them to make their own mistakes and learn from them. I still get a little nervous about it, but so far it's been great.

Speaker 2

Sometimes I feel a little overwhelmed. I mean, I know what's causing it. I'm totally disorganized. I put things away and then I can't find them. There's a mess all around my computer. I've got memos, bills, books, you name it, everywhere. I'm embarrassed to have anyone over. Last week, I decided to ask my friend Alicia for a hand. *she's* really organized, unlike me, and she's been a great friend. She helped me go through all my stuff to decide what was important and what I could throw away. I'm not sure what will happen in the future though. I may have to count on Alicia's help again.

Speaker 3 [Speaker = U.S. regional]

It's a little embarrassing to admit, but I have a bit of a problem with my temper. I mean, at work, I never show my feelings. If someone makes me angry, I usually just hold it in. But when I get home, that's another story. My kids are great kids, but when they do something wrong, I sometimes completely lose my temper and start yelling at them. The thing is, I know it's really about what happened at work. I'm just taking it out on them. Anyway, I wasn't happy about my behavior with my kids, so I went to a workshop on anger management—not that long ago, actually. I think it really helped. They suggested finding a way to let off a little steam when I'm angry. So I've taken up aerobics three times a week. It helps me think through what's been bugging me—and then I can just let it go. By the time I'm with my kids again, I have a whole new perspective on things.

UNIT 5

PAGE 54, EXERCISE B

Conversation 1

A: I saw this incredibly funny video someone posted on Facebook.

B: What was it about?

A: Well, these two guys wanted to have some fun. So they went out and bought one of those benches—you know, the kind they have in the park, where people sit and have their lunch, read the paper, whatever.

B: Yeah. A park bench.

A: Right. So the two guys carry the bench to the park and put it down, in a place where you'd see a park bench. And they sit down and take out some sandwiches they brought and sit there like they're just having lunch. Normal.

B: OK. So?

A: Well, they waited until they see a policeman walking in their direction. Then they pick up the bench and start running away with it, like they're stealing it, one guy at each end of the bench.

B: You're kidding. What happened?

A: So the cop sees them and yells, "Hey! Where do you guys think you're going with that bench?" One guy says, "It's our bench." The cop says, "You guys are under arrest."

B: No way!

A: No. Listen. At that point, the second guy takes the sales receipt for the bench out of his pocket. And of course, what could the cop do? Pretty funny, right? It really was their bench. Pretty funny, right?

B: I don't know. Maybe it went over my head.

Conversation 2 [B = Australian English]

A: Have you ever heard a knock knock joke?

B: A knock knock joke? What's that?

A: It's a typical American joke, kind of a play on words about a name.

B: OK. How do they go?

A: So one person is supposed to be knocking on the door. The jokes always start with one person saying, "Knock, knock." Then the other person answers "Who's there?" Then the first person gives a first name. And . . .

B: OK. I get it. Hit me.

A: OK. Knock, knock.

B: Who's there?

A: Banana. . . . Now you say, "Banana who?"

B: Banana who?

A: Knock, knock.

B: Who's there?

A: Banana.

B: Banana WHO!?

A: Knock, knock.

B: Who's there?

A: Orange.

B: OK. OK. Orange who?

A: Orange you glad I didn't say banana?

B: That's the joke?

A: Yeah. Isn't it funny? Get it? "Orange you glad I didn't say banana?"

B: No offense, but I think that's silly.

Conversation 3

A: Wanna hear a great joke?

B: Sure. Shoot.

A: A guy wants to park his car, so he drives up to a policeman and says, "I'm looking for a parking place. Can I park here?" The policeman says, "No." So the guy asks, "Well, what about all these other cars?" The cop says, "They didn't ask!"

B: They didn't ask? That's too much!

Conversation 4

A: Did you hear the one about the couple with the perfect marriage?

B: No.

A: Well, he's deaf and she's blind.

B: What's that supposed to mean?

A: Get it? He's deaf and she's blind.

B: Uh, that's really offensive.

A: Well, I guess it's a little politically incorrect.

Conversation 5 [B = U.S. regional]

A: Know any good jokes?

B: Umm . . . yeah. Here's a good one. An old man goes into a restaurant and orders some soup, and the waiter brings it to him.

A: And?

- B:** Well, after a minute the old man calls the waiter over and says, "I want you to taste my soup." The waiter says, "Is it cold?" The old man says, "No. It's fine. I just want you to taste it."
- A:** How weird.
- B:** So the waiter says, "Oh, I can't do that, sir. But I'd be happy to get you another bowl if there's something wrong." So again the old man says, "I said it's fine. I just want you to taste it."
- A:** So?
- B:** So finally the waiter says, "OK, OK. I'll taste your soup. Where's the spoon?" The old man says, "Aha!"
- A:** That's it?
- B:** Yeah.
- A:** I don't get it.
- B:** What do you mean you don't get it? "Aha!" He didn't have a spoon!
- A:** Oh . . . that's pretty silly, if you ask me. Sorry!

Conversation 6 [A = Australian English; B = Brazilian Portuguese]

- A:** You know the one about the woman who calls her lawyer?
- B:** No. How does it go?
- A:** She calls her lawyer and the man who answers says, "Smith, Smith, Smith, and Smith."
- B:** Smith, Smith, Smith, and Smith? That's so weird. What does that mean?
- A:** It's the name of the law firm. There are four lawyers named Smith. They're all partners.
- B:** OK. So?
- A:** So the woman says, "Let me talk to Mr. Smith." He says, "I'm sorry, he's on vacation." "Then let me talk to Mr. Smith." He says, "He's on a big case, not available for a week." "Then let me talk to Mr. Smith." He says, "He's away. He's playing golf today." "OK, then, let me talk to Mr. Smith." "Speaking."
- B:** Now that's funny!

PAGE 57, EXERCISE D

Joke 1

"How much do you charge?" a woman asks a lawyer.

"I get \$50 for three questions," the lawyer answers.

"That's awfully steep, isn't it?" says the woman.

"Yes, it is," replies the lawyer. "Now what's your final question?"

Joke 2

A couple of dog owners are arguing about whose dog is smarter.

"My dog is so smart," says the first owner, "that every morning he waits for the paperboy to come around. He tips the kid and then brings the newspaper to me, along with my morning coffee."

"I know," says the second owner.

"How do you know?"

"My dog told me."

Joke 3

A man is hitting golf balls at a driving range with his nine-year-old son. Each time he hits the ball, his son cheers him on. "Great shot, Dad!" "Perfect!" "Way to go!" A woman hitting balls next to them watches as each of the man's shots flies farther and farther away.

After a few minutes, the woman walks over and asks, "Do you think I could borrow your son for a few minutes?"

PAGE 58, EXERCISES B AND C

- A:** I've got a good one. My dad was famous for playing jokes on people. Usually they were in pretty good taste, but this one may have crossed the line.
- B:** Really? What did he do?
- A:** Well, I'll tell you the whole story. My dad was the chief of staff at Claremont Hospital—you know, they have a huge psychiatric ward with patients who have to be kept under lock and key. Well, one day, this young doctor, Dr. Adams—the butt of the joke—asks my dad to arrange for him to visit the ward.
- B:** Uh-huh.
- A:** Well, my dad invites him to come to the ward at three. But before Adams gets there, my dad goes to the guard at the ward and tells him that he's going to admit a patient who thinks he's a doctor. My dad says to just go ahead and let this guy examine the other patients.
- B:** Oh, no. I can see what's coming!
- A:** Yeah. So, at three, my dad brings Dr. Adams to the ward and then leaves. Adams starts examining the patients, and at four o'clock he asks the guard to let him out.
- B:** Uh-oh!
- A:** Uh-oh is right. Adams tells the guard, "OK. I'm ready to go now." And the guard says, "Sit down. You're not going anywhere." So Adams says, "But I'm Dr. Adams." And the guard says, "Yeah, right. And I'm Napoleon."
- B:** That's terrible!
- A:** Well, maybe so. Anyway, eventually my dad came back to the ward and straightened everything out. It's a good thing Adams could take a joke.
- B:** I would have killed him! Adams was a really good sport.

PAGE 58, EXERCISE D

Speaker 1 [Speaker = Spanish]

You won't believe what my friends did to me last night. You know, I just got a new car, and I was so excited. I invited a couple of friends out to dinner to celebrate. So when we get to the restaurant, they tell me to park in the lot instead of on the street. The car will be safer there, they said. Well, you know how it is with a new car. You really don't want anything to happen to it. So we finish dinner and when we get to the car, there's this note from some woman apologizing for scratching my car. I couldn't believe it. So I start walking around the car looking for the damage, but I can't see anything wrong. Then my friends all start cracking up. It turns out they had left the note on the car as a joke. It was all made up. Boy, did I feel dumb. But no harm done. Once I got over the shock, I was fine. Those guys! Don't worry. I'll get even with them some day.

Speaker 2 [Speaker = U.S. regional]

A couple of years ago, my friend Alex helped me get a job as a salesperson where she worked—over at Lakeside Department Store. Well, on my first day on the job, Alex was showing me the ropes, and she asked me if I'd been told yet about the "first year reward" program. I said no. And she seemed kind of surprised. So she tells me that on your first day, new employees get to pick out something from the store worth up to \$500, and at the end of the year, if you make your sales quota, you get to keep it—for free—as a sort of reward. So Alex tells me I'm supposed to walk around and choose something and then let the manager know what it is. It was still early and the store was pretty empty, so I figured it'd be a good time to browse. All of a sudden, the manager shows up and asks me what I'm doing walking around looking at everything. Why aren't I at my counter waiting for customers? I wasn't sure what to say. I mean, it dawned on me that this was some big joke—on me—so I figured I'd better say something. I just told him

I wanted to get familiar with what the store was selling so I could do a good job. But inside, I was pretty ticked off at Alex. I could have gotten fired! Oh . . . did I mention that Alex is my ex-friend?

Speaker 3

Someone actually played a practical joke on me in the office about a month ago. Because I'd gotten some long e-mail attachments I needed to print out for the General Manager, I had come in super early. She was going to make some big PowerPoint presentation that morning and I wanted to be sure the printer was free. So I turn on the computer and I can't get any of the files to open. I'm about to panic when all of a sudden this message pops up on the screen saying, "I'm taking a break. I'll be back in a half an hour." I thought, "What? The computer's telling me it's taking a break?!" And then I totally freaked. How am I going to get this done in time? I get up to ask this guy who sits right across from me and who always comes in early if he could give me a hand, when all of a sudden he starts laughing his head off. It seems the jerk had turned off my keyboard and connected his wireless keyboard to my computer and programmed the message onto my screen as some kind of practical joke. I should have known—he's always doing this sort of thing. I have to admit, it was pretty clever. And in retrospect, it was pretty funny. And P.S.: It turned out he took pity on me and helped me get all the printing in time.

PAGE 61, EXERCISE A

1

So I have this friend Mark who loves to play practical jokes. He had a friend named John, who was very cheap. I mean John *hated* to spend money, and he was always looking for a bargain. Well, there's this hamburger restaurant—it's called Bargain Burger—that's very, very inexpensive. The burgers cost almost nothing, but, of course, they're tiny little things.

So Mark wanted to play a joke on John. Mark went to the Bargain Burger and told the manager he wanted to play a joke on a friend and asked the manager if she could prepare two special *huge* hamburgers if Mark paid for them in advance. The manager said, "Sure." Then Mark paid the manager and said he was coming in for lunch with a friend and that the manager should just serve them the huge burgers and bring them a check at the regular low price. That afternoon, Mark and John had the two large hamburgers for lunch. When the check came, John was very surprised at how cheap the hamburgers were. In fact, he was so happy about the bargain that he told two other friends about the great bargains on huge hamburgers at Bargain Burger, and they all went there for lunch the next day. Well, of course, the burgers they ordered were tiny little things, which made John look really stupid in front of his friends. I think it was mean, but it was kind of funny.

2

- A:** Did you hear the one about the intelligence test?
B: No. How does it go?
A: One day this guy comes home and his wife says, "Wasn't today the day everyone at the company was supposed to take an intelligence test?" He says, "Yes, that's right." "Well," she says, "did you take the test, too?" "Absolutely," he says. So she asks him, "How'd you do?" So he says, "Well, let me put it to you this way. It's a good thing I own the company!"

3 [A = French]

- A:** How many letters are in "the alphabet"?
B: Twenty-six.
A: Wrong! There are eleven letters in "the alphabet."

B: I don't get it.

A: Eleven letters! T - H - E - A - L - P - H - A - B - E - T.

UNIT 6

PAGE 66, EXERCISES C AND D

Conversation 1

- A:** What happened to you? You look like you fell in the river!
B: Very funny! I got caught in the rain. I didn't have an umbrella and the bus was late.
A: Couldn't you get a ride with someone?
B: Actually, I finally did. Ben drove by and saw me standing at the bus stop and gave me a lift, but I was already drenched. You know what, though? I'd still be standing there if it hadn't been for him.
A: Let me make you a hot cup of tea.

Conversation 2

- A:** Wow, that was a close one!
B: Yeah! Did you see that guy? He went right through the red light. I think he was speeding too!
A: It's a good thing I looked that way when the light changed to green. If it hadn't been for that, we might have had a terrible accident.
B: I don't want to even think about it. Thank goodness we didn't!
A: I guess that's a lesson for everyone. Don't count on other drivers' observing the law!

Conversation 3

- A:** Hey, Millie. I know it's really short notice, but I have an extra ticket for the Martha's Vineyard sightseeing boat. Stan has to work and can't use it. I'd really love you to come. What do you say?
B: Gee, thanks, Iris. I'd love to, but I can't. If it weren't for this cold, I'd definitely accept that invitation. I hear the tour is spectacular, and I've been wanting to take it myself.
A: Oh, no. Do you have that awful cold that's been going around?
B: I do.
A: I guess an open boat isn't a good place to be if you have a cold. I'm so sorry to hear you're sick.
B: Thanks so much for thinking of me.

Conversation 4 [A = Spanish]

- A:** Oh, my gosh. This line is so long.
B: Well, it's to be expected. There were five international flights that landed at the same time. Immigration can't handle so many people at once.
A: Do you think we'll ever get out of here?
C: Could we please have your attention? Is there a Spanish speaker here? We need assistance translating for a traveler.
A: I'm going to raise my hand.
C: Excuse me, ma'am. Do you speak Spanish?
A: I do. Yes.
C: Do you think you could step to the head of the line with me? We need your help translating for a Spanish-speaking traveler. She doesn't speak any English.
A: Sure. But can I bring my friend with me? We're traveling together.
C: Of course. Please step this way.
B: Wow. What a lucky break. If it weren't for the fact that you speak Spanish, we'd be standing in line until 8:00 tonight!

Conversation 5

- A:** Can you believe this?! A flat tire.
B: Oh no! Now what?
A: What do you mean? We'll have to change the tire.

- B:** We? You mean you.
A: We. Are. So. Late.
B: True. It looks like we won't make the play. What a shame!
 And it was so hard to get these tickets.
A: And we left plenty early.
B: I still can't believe it. I really wanted to see it. If it weren't for this flat tire, we'd be arriving about now.

Conversation 6

- A:** Sam! What a surprise. This cruise is fantastic, isn't it?
B: It's really great, Joanne, I was so sorry to hear about your divorce.
A: Thanks, Sam. I appreciate it. It's been a hard few months. But I'll get through it.
B: How long were you and Jeremy married?
A: Almost five years. And you know, looking back, I can see why our marriage fell apart. I actually blame myself.
B: What do you mean? It's never only one person's fault.
A: Well, in this case, to be honest, I think it pretty much was. I acted more interested in my career than in my husband. I was a regular workaholic, and Jeremy had to spend so many evenings alone.
B: Can't you patch things up?
A: No. It's over. Time to move on. This trip has given me some time to focus on the future. But I can't help thinking that Jeremy and I would still be married if it hadn't been for my thoughtlessness.

PAGES 70–71, EXERCISES D, E, AND F

Part 1

This is Tina Traveler, your travel advisor with your travel tips of the day. Listen every day, and learn something new and interesting every time. So, nothing can ruin a vacation or business trip faster than not having the clothing and other belongings you shopped for and packed thoughtfully in anticipation of your trip. As we all know, baggage can be delayed, stolen, and damaged as you make your way from home to your destination. But today, we'll be talking about the worst: baggage that is simply lost, most often by an airline.

Here's the scenario: You've arrived at your final destination and waited patiently for what seems like forever at the baggage carousel as other bags roll by, picked up one-by-one by other travelers. The bags slow to a trickle until finally the carousel stops. Your bags are nowhere in sight. If you had to change planes, you wonder whether the bags were transferred to your connecting flight or whether they simply were sent to the wrong destination. You take your luggage checks to the airline's missing luggage counter and file a claim. You're optimistic. The majority of bags that don't arrive with you will usually arrive on the next flight and will be delivered to your local address within a few hours, or, if they were sent to the wrong airport, within a day or two. If you're lucky, you aren't planning to fly on to another destination, because in that case getting your bags to you can get quite complicated.

Many airlines will reimburse you for any unexpected expenses caused by the delay, such as the need to replace underwear or cosmetics and other toiletries. Ask your airline to do this and keep your receipts. And if the worst happens, and your bags are permanently lost or completely destroyed, be sure to file a claim for damages, meaning the cost you will incur to replace what you have lost. The maximum amount you can receive differs from country to country and airline to airline, but one thing is certain: you won't receive anything if you are unable to document what you lost. You may need to produce sales receipts to prove the value of the items you had in your suitcase. If you have them, include them with

your claim. Don't expect to receive the full amount you originally paid for your things. The airline will pay you for the depreciated value of your items if they aren't new.

Here are some tips to prevent the loss of your airline baggage: Put your name on the outside and inside of every bag. Put a copy of your itinerary inside the bag, especially if you're traveling to more than one destination. That way the airline can locate you. Avoid checking in to your flight late and avoid tight connections where your bag has to be transferred. These two situations are the cause of most lost or delayed bags. Don't put expensive valuables in checked bags: computers, cameras, wallets, and jewelry should go with you in your carry-on baggage. Airlines almost never reimburse you if those items are lost. Keep an itemized list of what you have in your bag for the unlikely event that you'll have to tell the airline what you've lost. And finally, be sure to look at the destination label the airline puts on your bag to be sure it's the destination you're traveling to. Mistakes happen and when they do, your bag will go where the label sends it. And be sure to hold on to the luggage checks you are given when you check in. In tomorrow's show, I'll tell you where bags lost in the United States often end up.

PAGE 71, EXERCISE G

Part 2

Tina Traveler here again with today's travel tip of the day—still on the subject of lost luggage, but from a very different angle. Yesterday we discussed how to avoid having the airlines lose your luggage. But let's say that happens. And let's say you've agreed to be reimbursed for your loss and you have moved on. But here's an interesting twist: today, we're at the Unclaimed Baggage Center, a one-of-a-kind store in the U.S., and a major tourist attraction here in the state of Alabama in the U.S. South. Over a million people visit it each year from the U.S. and over 40 other countries. The Unclaimed Baggage Center's motto is "You never know what you'll find!" This unusual business buys bags left behind by passengers—from airlines, bus companies, and railways. I know what you're thinking, but yes, some people just don't pick up their bags. They buy them sight unseen, and one company executive says, "We have no idea what's in the bags when we purchase them." The company says it sorts the contents of the luggage and only puts the best merchandise out for sale. All clothes are dry-cleaned and laundered. Fine jewelry is cleaned and priced. All electronic equipment is tested and cleared of data. What they can't sell they donate or recycle.

The Unclaimed Baggage Center feels more like a department store than the typical lost and found department you can find at any train or bus station. Here you can find top brands with some items that still have their original store price tags attached to them. Many high-end electronic products are, in spite of all advice, packed in checked luggage. In a recent year the Unclaimed Baggage Center sold over 3,000 iPads, as well as thousands of smartphones, headphones, cameras, laptops, and their accessories. It is said that the Center puts out more than 5,000 items a day and the price is right. Many are discounted as much as 80% below their original selling prices.

You might ask why these items hadn't been returned to their original owners. The owner of the Unclaimed Baggage Center says that it has contracts with airlines and other companies who have already settled and paid claims to customers. Sometimes, however, the items couldn't be returned because they had no identification on them.

Before you get mad, however, it's important to note that airlines say that only half of 1% of checked bags are lost, and of those, 98% are eventually returned to their owners.

PAGE 73, EXERCISE A

Conversation 1 [A = security woman at security checkpoint]

A: Please remove all electronic devices and laptops and place them in the container on the belt. Remove all metal items such as belts, coins, and cell phones and place them in the container.

A: Excuse me, sir. Would you mind opening your bag?

B: Sure.

A: I'm sorry, sir, but I'll have to take your shampoo and aftershave.

B: But, there's just a little shampoo left in the bottle. And the aftershave is almost empty.

A: I'm sorry sir. It's the size of the container that counts. And, besides, liquids and gels have to be in a plastic ziplock bag.

B: OK. Sorry!

B: By the way, can I get reimbursed for the confiscated items?

A: No, sir. There are no reimbursements. It's your responsibility to know the rules and follow them.

B: Just asking . . .

Conversation 2

A: You'll never believe what happened to me. Or actually, to my suitcase.

B: What happened?

A: Well, I took the airport bus out to the airport. They have those big spaces to put your luggage in under the bus?

B: Right . . .

A: Well, my bag somehow got left in the street and the driver backed up over it! Everyone on the bus heard the noise. The driver got out and called me outside—my name was on the bag.

B: So was the bag crushed?

A: Totally.

B: So what did you do?

A: Well, luckily I was really early for my flight, and there was a luggage store right there on the same street. The driver was very apologetic. He gave me a form saying the company was responsible for the damage and showing me how to submit a receipt for a replacement bag. So I went into the luggage store and got a really nice bag.

B: And what about your clothes?

A: Unbelievably, they were OK. I just moved them into the new suitcase and left the old one there. I caught the next bus and made my flight. When I get home, I'll file a claim.

B: All's well that ends well.

Conversation 3

A: How can I help you?

B: My bag was damaged. One of the wheels is broken. It was fine when I checked it in Saigon. But when I got it from the carousel, I found it like this.

A: Can I see the bag, please?

B: Sure. Here you go.

A: Well, I'm sorry. But there's no way to know if we were responsible for the damage. It's possible the wheel was in bad shape before you checked it in.

B: Actually, the suitcase was new. I got it in Saigon. Just yesterday.

A: Well, ma'am, if you wish, you can file a claim. Do you have the sales receipt for the bag? The airline'll want to see that to determine if it was new.

B: Yes, I do. By the way, what's the airline's policy on reimbursement?

A: Well, you file your claim and if it meets the requirements, you will be reimbursed for the price of the bag. It generally takes 6 to 8 weeks.

B: OK. How do I file the claim?

A: Here's the form.

B: Thanks.

UNIT 7

PAGES 82–83, EXERCISES C AND D

[B = South African]

A: I'm Timothy Allen for *It's All in Your Mind*. Are you so terrified of getting on a plane that you avoid traveling? Does seeing a spider in the sink make your blood run cold? When you go to the doctor for a shot, does the sight of the needle make you want to run the other way? If these situations—or the sight of blood, standing at the top of a mountain, going to the dentist, or being in enclosed spaces—fill you with fear, even dread, then you may have a phobia.

Today we're interviewing Dr. Karen Nordlinger of the Cape Town Psychological Association in Cape Town, South Africa. Dr. Nordlinger is a noted specialist in the treatment of phobias. Dr. Nordlinger, welcome.

B: Thank you, Tim. Thank you for inviting me.

A: Dr. Nordlinger, why do movies and TV programs often make fun of people with phobias, and why are there so many jokes about them?

B: I think that's because phobias are often laughed off. People see them as totally irrational—essentially without reason. And people who don't suffer from extreme irrational fears find them difficult to understand. If someone they know develops a phobia, their response is "It's all in your mind," suggesting that the phobia isn't real. But to the person with the phobia, the fear is real, even if they understand that it's irrational. To them, it's no joke.

A: How many people suffer from phobias?

B: It's estimated that approximately 10% of the population worldwide has some kind of phobia or overwhelming anxiety. And their fears aren't something they can just put out of their mind. People with phobias—or "phobics"—don't have much control over their phobias. They cause them both physical and mental symptoms.

A: It's interesting that they cause physical symptoms as well as mental ones. Can you elaborate?

B: Sure. We all have a built-in defense system to protect ourselves from physical danger. When we are faced with danger, our heartbeat gets faster, our throat goes dry, our sweating increases. These unpleasant physical symptoms are referred to as the fight-or-flight response and prepare us either to protect ourselves or to run away to avoid harm. However, a person with a phobia of something that doesn't present a real danger reacts in the same way—as if the danger were real. In fact, that's the distinction between a run-of-the-mill fear and a true phobia. Phobics will go to great lengths to avoid being confronted with what they fear and the unpleasant fear responses they cause. Their efforts to avoid situations that scare them can lead to difficulties at work and in everyday life. I mean, imagine you have a phobia of being on a high floor in a tall building, and one day you have to attend a meeting on the top floor. Your extreme fear response will be embarrassing and may be harmful to you in your work. People will think you're out of your mind—and they might laugh about it behind your back.

A: What are some of the most common phobias?

B: The list of recognized phobias is enormous. Two of the most common ones, though, are arachnophobia . . .

A: Arachnophobia! That's fear of spiders, right?

B: Right! . . . And claustrophobia: the fear of being in an enclosed space, such as a subway car, or even an elevator, for example.

- A:** Well, it would be pretty hard to avoid elevators, wouldn't it? That could be really limiting.
- B:** Keep in mind that people can develop fears of almost anything. For some, just being in social situations such as meetings and parties fills them with dread. They plan to go to a social event, and then suddenly at the last minute, they change their mind and call and make up an excuse, such as an illness or some other problem. Think of it. It's embarrassing to be afraid of something that no one recognizes as a real danger.
- A:** So, Dr. Nordlinger, tell us: can people with phobias be helped?
- B:** Definitely! As with other problems that can be treated, the first step is to make up your mind that you want to be free of your phobia. When you're totally sick and tired of your anxiety taking over your life—and are willing to do something about it—there are a number of effective treatments. The most popular one is cognitive behavioral therapy, or CBT.
- A:** What does that therapy consist of?
- B:** So, in CBT, the patient is exposed repeatedly to whatever causes the fear. In fact, this therapy is sometimes called "exposure therapy" for that reason. But some patients can't tolerate exposure therapy. For those patients, another treatment, called "counter conditioning," often works.
- A:** How is counter conditioning different from exposure therapy?
- B:** In counter conditioning, patients are trained to substitute a physical relaxation response for the unpleasant fight-or-flight symptoms. It can be very effective.
- A:** So what thought would you leave us with today?
- B:** I think I'd say to people with phobias: you're not alone. Lots of people have phobias, and if you make up your mind to overcome them, good treatment options exist, and the success rate is excellent.
- A:** Thank you, Dr. Nordlinger, for an interesting and informative interview.

PAGE 85, EXERCISE A

Conversation 1

- A:** Listen to this—a way to make big money in just two weeks.
- B:** Uh . . . that sounds too good to be true.
- A:** No, really. They send you a list of names and addresses. You just send the last person on the list ten dollars and then add your name to the list.
- B:** And . . .
- A:** And then someone gets your list and the money starts rolling in.
- B:** That's such an obvious get-rich-quick scam. You're not going to fall for that, are you?
- A:** Well, I suppose you're right—it's just wishful thinking on my part.

Conversation 2 [A = Portuguese]

- A:** Honestly, they must think people will believe anything!
- B:** What are you talking about?
- A:** This company has a method for learning a language while you sleep. That's impossible!
- B:** I wouldn't be so sure. Actually, it's very possible. There was something on the news just the other day. A group of students learned the basics of Russian in just one week, in a sleep-learning lab.
- A:** For real? Maybe we should get some more information. Might be a fun way to learn French!

Conversation 3 [B = Punjabi]

- A:** Here's something I'd really like to try!
- B:** What is that?

- A:** A speed-reading course. They can train you to read a 200-page book in an hour!
- B:** I don't know. I find that kind of hard to believe. I mean, I've heard of improving your reading speed, but 200 pages in one hour—it just doesn't seem likely that anyone could do that.
- A:** Yeah . . . it does sound a bit much.

UNIT 8

PAGE 94, EXERCISES B AND C

Part 1

So we've been discussing some views on intelligence, including Gardner's theory of multiple intelligences . . . but today I'd like to shift the discussion to the idea of genius. When I say the word "genius," who comes to mind? Albert Einstein, definitely. The composer Ludwig von Beethoven? Probably. So what is genius? In fact, there's a fair amount of disagreement on what it means.

To a lot of people, a genius is simply a person with an extremely high IQ. We know that most average people have an IQ score that can range from about eighty-five to one fifteen. A genius is commonly defined as a person with an IQ score of over one forty-five. I just mentioned Albert Einstein—the famous scientist who most people would agree was definitely a genius. Well, he was estimated to have had an IQ of one sixty. And his intellectual achievements clearly earned him the label of genius.

But many people disagree with a definition of genius based on IQ scores alone. They would argue that merely having a high IQ doesn't make someone a genius. At the beginning of the twentieth century, American psychologist Lewis Terman selected fifteen hundred gifted children—children with high IQ scores—who were then followed by researchers as they grew up, for a period of more than twenty years. None of these people stood out; none went on to become great inventors or brilliant thinkers. To the psychologists who studied them, this was proof that a person may have a high IQ but still not be a genius. They concluded that there is something special and unique about genius—perhaps in how that person chooses to use his or her high IQ.

PAGE 94, EXERCISE D

Part 2

So scientists have long argued about where genius comes from. And just as they've argued about where one's personality comes from, they argue about whether extreme intelligence is genetic—or inherited—in other words, passed down to us from our parents through their genes, or whether it is determined by the environment we grow up in—that is, our education, our families, our life experiences.

To get at the answer, we need to look at the origins of intelligence itself. Many researchers rely on studies of identical and fraternal twins to learn more about where intelligence, as well as other characteristics, come from. This is because identical twins—those that develop from the same egg—share the same genes. But fraternal twins come from two different eggs and therefore don't share as many genes.

Interestingly, between identical twins, in about 85% of all cases, IQ scores are fairly close. However, between fraternal twins—those who do not share all the same genes—only about 60% have similar IQ scores, even though they grew up in the same environment. This data is a strong argument in favor of the genetics argument.

But according to some experts, it could just as easily be argued that it's the shared environment that twins experience that determines their IQ scores. In fact, even though identical twins may have the same genes, they don't necessarily have the same talents and abilities.

One of the key arguments in favor of the environment being the primary factor in someone's developing extreme intelligence is this: if intelligence were inherited, every genius in history would have had extremely gifted ancestors—his or her parents, grandparents, great-grandparents—they would all have been geniuses or near-geniuses too. And this—we all know—is far from true.

Arguing in favor of the opposite view, however, supporters of the genetics explanation would say that talented families do exist—families of successful scientists or musicians, for example—and this is precisely because talent is passed on through genes. A living example in support of the theory that genius is genetically determined is the mathematical genius Srinivasa Ramanujan, from India. Ramanujan was raised in a poor village and had almost no training in mathematics. Scientists who argue against an environmental explanation note that, if genius were a product of the environment, Ramanujan's genius would be impossible to explain—except through genetics. In other words, he was born with the talent.

Now scientists have proposed other explanations of the origin of genius, but these are the two main theories—greatly simplified, of course.

PAGE 97, EXERCISE A

1: Liza

Well, unfortunately, Liza is really struggling in French and Italian. She clearly does not have a knack for languages. But she is wonderfully imaginative! And she shows a real flair for creating stories and writing poetry.

2: Ben

Ben needs to pay more attention to his academic subjects, especially math and science. He's not doing well in those areas, I'm sorry to say. However, he does show real artistic talent, especially with crafts and design. He's been making beautiful sculptures and jewelry, and his woodwork is very skilled.

3: Stella

I'm happy to tell you Stella is a very strong student, and she's doing well in all her subjects, especially German. After only two years of German, she speaks it quite fluently! Her only weakness is in music. Her lack of interest in this area really surprises me, because she has such a good ear for languages.

4: Steven

Steven is really smart in math. He understands the concepts immediately, and he's comfortable with numbers in a very practical sense: His ability to solve problems in his head is extraordinary. He's a bit shy, though, and is having trouble making friends and working with his classmates.

5: Sophie

Sophie really shines in her music and art classes. She shows a natural ability in both these areas. As I'm sure you've noticed, even though she just started piano classes, she's able to play pieces easily and with great skill. It's amazing how sometimes she can play a piece after hearing it only once or twice.

6: Dan

Well, no surprise here. What Dan seems to enjoy most is working with cars and engines . . . figuring out how they

work. The only problem I see is that he often works too quickly and doesn't pay enough attention to the little things. That can really create problems when you're trying to repair a machine!

7: Karen

Karen's power of observation is really well developed for a child of her age. She notices every single detail. Karen really stands out in that area. Where she has difficulty is in communicating her ideas. Her written work could be a bit stronger.

8: Sam

I find it fascinating how Sam seems to be able to know what other students are thinking before they even speak. But I'd like to see him develop his social skills more. Sometimes he gets a little impatient when one of his classmates needs him to explain something. He's great when he's on his own, but he's having trouble working well with the other students.

UNIT 9

PAGE 102, EXERCISES B AND C

Conversation 1

- A:** It sounds like scientists are getting pretty close to being able to use someone's genes in order to create an identical genetic copy of that person.
- B:** I've read that. But I think it's a crazy thing to do with humans.
- A:** Really? I mean, imagine if you couldn't have kids of your own. Scientists could take your genes and create an embryo that would develop into a baby. Wouldn't that be great?
- B:** What if they started to create designer babies, using genes from people who are celebrities or athletes . . . or only the wealthy . . . or geniuses . . . people who scientists have decided are superior to everyone else? To me, it'll just open a can of worms.
- A:** Well, I think the good far outweighs the bad.

Conversation 2 [B = Turkish]

- A:** Can you believe all these stories in the news about people's identities getting stolen?
- B:** I know. It's kind of scary. I've heard that once someone gets a hold of enough of your personal information, they can pass themselves off as you and spend all your money. And trying to fix it is almost impossible. Too bad they can't prevent it from happening in the first place.
- A:** Actually, there's a way to prevent it, but it's kind of weird. They say you can put a tracking device under your skin, and then no one can get away with trying to be you.
- B:** What? Would you have one of those things implanted under your skin?
- A:** Me? That's going too far.

Conversation 3 [B = Italian]

- A:** Don't you think putting animal genes into plants is kind of questionable morally?
- B:** Not really. Why do you think that?
- A:** Well, for example, I read that scientists are putting the genes of fish into tomatoes, which is something that would never happen in nature. It just doesn't seem right to me.
- B:** That's true, but that kind of technology can do a lot of good, too.
- A:** Like what?
- B:** Well, something like that could increase a plant's ability to survive cold temperatures or resist insects. That could be a really important agricultural development.
- A:** Well, it still sounds kind of fishy to me.

Conversation 4 [B = U.S. regional]

- A:** I just read that a Japanese doctor working in a Los Angeles hospital operated on a patient in a hospital in Tokyo.
B: How did he do that?
A: With some high-tech videoconferencing. The surgeon in Los Angeles used the technology to guide the surgical instruments electronically . . . in Tokyo.
B: That sounds like something out of a horror movie!
A: Well, I guess he must have been really skilled. Otherwise, why wouldn't they have just used a local surgeon?
B: I suppose. But it just doesn't sound very safe to me.

Conversation 5 [A = Korean]

- A:** I just got one of those digital chess games that you play against your computer.
B: Really? How does that work?
A: Well, the software program makes chess moves based on your moves. They say it's a lot more challenging than playing against a human.
B: You mean the computer actually thinks?
A: That's probably not true. But it does figure out the best move based on hundreds of thousands of potential moves—and it does it almost instantaneously.
B: That sounds amazing.

Conversation 6

- A:** Whoa! This is awesome! I feel like I'm actually walking on Mars.
B: Me too! It's unbelievable.
A: Hey, can you see a small mountain behind the spaceship?
B: Yeah.
A: Well, I'm going to walk toward it and see what it feels like to try and climb it.
B: OK. Listen, I'm going to quit for now. I've got some homework to do. But let me know how that works out.
A: OK. You can just leave your headset on the desk. Talk to you later.

Conversation 7

- A:** I just read about something amazing doctors are doing now to help cancer patients.
B: Oh yeah? What's that?
A: They've created these tiny capsules that can be introduced into your arteries where they can deliver medication to exactly where it's needed.
B: Actually, I heard that someday they might be able to create tiny molecular machines that can produce the medication inside your body.
A: It's incredible the things they talk about doing now.

PAGE 106, EXERCISE C

Conversation 1 [A = Indian]

- A:** You know, in this country, there is a falling fertility rate.
B: What exactly is a fertility rate?
A: It's the number of children per family. Fifty years ago, the average family had 3.2 children. Today, the rate is only 1.9.
B: What do they think is the reason for that change?
A: Apparently there are a number of factors. But the most important is that the country has changed from a mostly rural farm economy to a mostly urban technological one. Farm families need a lot of kids to help out. But children are just an added expense for urban families.

Conversation 2

- A:** Can you believe that Rongovia has only a 20% literacy rate?
B: That's horrendous. No wonder they've got so many problems. There's no way to improve the situation if so many people can't read or write.

- A:** True. But this article says the rate's been increasing. Five years ago it was just 10%. And it's going up at a rate of 2% a year.
B: At least the trend's in the right direction.

Conversation 3 [A = British English]

- A:** Just look at this statistic! There were over a thousand assaults in the city this year. That's an increase of 50% over last year.
B: That is pretty steep. Does the article say why they think the crime rate is rising?
A: They think it has something to do with the changing demographics in the area.
B: What's that supposed to mean?
A: Well, lots and lots of young men have moved here to work at the chemical factory that opened this year. The percentage of young men in the population has risen over 100% in just one year. And since the crime rate is generally higher among young men that seems to account for it.

Conversation 4

- A:** This country's going to the dogs!
B: Why? I don't think it's so bad.
A: Well, have you read this morning's paper?
B: What are you talking about?
A: They say the divorce rate's rising and the birthrate's declining. If this keeps up, there won't be enough people around to keep things going.
B: Oh, lose the gloom and doom, would you? Tomorrow there'll be another study that says we're overpopulated.

PAGES 106–107, EXERCISES D AND E

Following are some population growth trends into the second half of this century.

The United Nations reports that the world's population is growing at a rate of approximately 74 million people per year. Based on this growth rate, it is estimated that the world's population will have increased to 9 billion people by 2040. As a comparison, the world's population hit 7.3 billion in 2015. That's an increase of more than 30% by 2040. This rate of increase, however, assumes that the world's fertility rate and infant mortality rates in developing countries will decrease at the same time, controlling the rate of growth worldwide. However, some more pessimistic experts predict an increase in the world's population growth rate, with the world's total population hitting 11 billion by 2050.

Twelve countries currently account for half the world's total population and will continue to do so this century. These, in order by size, are China, India, the United States, Indonesia, Nigeria, Pakistan, Brazil, the Democratic Republic of the Congo, Ethiopia, the Philippines, Mexico, and Egypt. Before 2050, a United Nations report predicts that China will have been surpassed by India as the world's most populous country. In fact, more than 95% of the increase in the world's population will be found in developing countries like China, India, and Brazil, and nearly all in rapidly expanding urban areas.

In contrast, populations in most developed countries—like those of Western Europe—will not grow significantly. And in other developed countries, such as Japan, Russia, and Germany, populations will actually decrease. Some experts predict that the world's total population will continue to grow through 2070, but will have stabilized by then and will have stopped growing.

Increased life expectancy and falling birthrates will contribute to a continuing shift toward aging populations worldwide, especially in high-income developed countries.

Worldwide, the number of people 65 or older will triple in size. Newsweek.com reports that, by 2050, one in every six people in the world will be seniors over the age of 65. In fact, there will be twice as many seniors as children—with the exception of Africa. According to a UN report, the number of children under 18 years old in Africa will increase by two thirds—representing 40% of all children worldwide. In 1950, they only represented 10%.

These demographic trends will present challenges in the countries that experience them. For countries with younger populations, more funding for education will be required. For an aging population, health care resources will need to be increased. And for a growing total population, more food will have to be produced.

PAGE 109, EXERCISE A

Conversation 1

- A:** Isn't it amazing how smart computers are getting? I've heard that one thing programmers would like to be able to do is to help doctors by getting computers to perform all the steps of diagnosing patient health—without human help.
- B:** That sounds a little scary to me. Can we really trust a computer to do something like that?
- A:** Well, computers already do things with a high level of accuracy, so I don't see why not. They're already taking over all kinds of human activities.
- B:** But it still sounds weird to me. I mean, you'd have to really trust the computer to do everything a doctor would normally do.
- A:** I think it would be a huge advance for medicine to have computers that can do things to reduce the chance of human errors.

Conversation 2

- A:** You know I love to travel, but I worry a lot about all the things that could go wrong. Like what if something happened when I was overseas and I needed surgery?
- B:** Uh . . . they have doctors in other countries, you know. Very good doctors.
- A:** I know. But I really trust my doctor.
- B:** Well, one day doctors are going to be able to operate on you from anywhere. The doctor won't have to be in the operating room with you to perform surgeries.
- A:** I've read about that, but I just don't think I'd feel comfortable about it.

Conversation 3 [A = Spanish]

- A:** Did you hear they found that little boy who'd been lost since this morning?
- B:** That's fantastic. How did they find him?
- A:** He had one of those things under his skin, you know? The police department was able to pick up his signal and they were able to locate him at Smith Park.
- B:** Is he OK?
- A:** Yeah. They said he was tired and hungry, but he was fine. He'd just wandered off while his father was reading a magazine.
- B:** You know, I have mixed feelings about putting one of those things under a kid's skin. They say it's the wave of the future, but I think it's a slippery slope.
- A:** Really? This has totally convinced me it's a great thing.

Conversation 4 [B = Australian English]

- A:** Are you really going to drink that milk?
- B:** I was planning to. Shouldn't I?
- A:** Don't you know what they do to prepare that brand?
- B:** Not really.

- A:** Well, they use the latest dairy technology to mix the genes of their cows with those from a variety of reptiles. And that's how they make that milk. It's supposed to prevent it from going bad without refrigeration.
- B:** What's wrong with that? That's progress. It's great that they can improve animals so they produce better milk.

UNIT 10

PAGE 112, EXERCISE B

Conversation 1

- A:** Have you been following the news about the refugees?
- B:** I have been. It's really distressing, isn't it? I can't imagine what it must be like for them to suddenly become homeless.
- A:** Apparently they have nothing—just the clothes on their backs.
- B:** Terrible. It's bad enough that they have lost their homes, but I heard that relief groups are running out of food for them. The situation must be just awful.
- A:** It's really a crisis. The government has got to come up with an effective emergency plan or it's going to be a catastrophe—thousands of people are going to die.

Conversation 2

- A:** Have you heard about the polio epidemic in Afghanistan?
- B:** What? I thought polio had been wiped out years ago.
- A:** It was in a lot of places, but apparently not everywhere.
- B:** That's too bad. I wonder why it hasn't been wiped out there.
- A:** Well, they've been trying to wipe out polio once and for all by convincing more people to get vaccinated. It hasn't been a problem in urban areas. But in some more rural places a lot of people feel it's against their religion. So they've just refused to get vaccinated.
- B:** That's really a shame. Sounds like a losing battle.
- A:** Maybe so.

Conversation 3

- A:** Have you been following the story about the economic crisis?
- B:** Yeah. It's unbelievable. They say workers are getting laid off left and right.
- A:** It makes you realize how lucky we are, doesn't it? I feel really bad for those people who lost their jobs.
- B:** Well, the good news is a group of super wealthy celebrities have been pressuring the president to come up with a plan to turn things around. And the president has actually been paying attention.
- A:** How do you like that! It just goes to show you, money talks.
- B:** Hey, as long as it gets the ball rolling to end the crisis, I'm all for it. But get this . . . the president has come up with a plan. But the liberals and the conservatives haven't been able to agree on how to pay for it.
- A:** Well, this is no time for them to be sitting on the fence.
- B:** I totally agree.

PAGE 118, EXERCISES B AND C

[A, radio announcer; B, Susan Cahill = British; C, Berat Yildiz = Turkish]

- A:** You're listening to WKBC. And this is *Road Runner*, with Susan Cahill.
- B:** Culture shock. Anyone who has spent more than a day or two in another country has experienced some degree of it—that disorientation you experience when you are in an unfamiliar culture. If you haven't yet spent

time in another country, experts say it can help to be aware—before you go—of the kinds of feelings you might experience as a result of culture shock. Well, today's program is going to help you do just that.

When you're traveling or living in a new culture, everything is unfamiliar to you—the way the food smells and tastes, the weather, how people act socially, the daily customs . . . In other words, everything you're used to suddenly seems so different. Even if you're traveling on business, you may discover that the rules you've been familiar with are not the same—for example, what you can talk about during a business lunch, or how to address a manager . . . At first, it's fascinating and you enjoy all the new sights and sounds. Berat Yildiz, an exchange student from Istanbul, Turkey, who has spent two years studying in London, knows culture shock firsthand, and we spoke with him earlier today. Let's listen as Berat describes what it was like during his first month here.

- C:** I was really excited to be in London. It had long been a dream of mine to study here, and it had finally come true. I mean, this is such a famous place . . . There were so many things to do. And people were really nice. I just felt like I was in heaven. Everything was interesting to me . . . even ridiculous things like counting out money when I had to pay for things. I felt like a kid. I had to ask for help all the time because I couldn't tell the coins apart. And the most disorienting thing was the traffic. In Turkey we drive on the right, but as everyone knows, drivers in London drive on the left. So I had to be extra careful when I crossed the street. But it was all fun and new. I really loved being here.
- B:** Sociologists say culture shock has four stages to it, and they call what Berat is describing the honeymoon stage—like newlyweds on a honeymoon, everything seems great. But it doesn't last forever. After a while the new culture becomes a bit overwhelming and you start wishing you were back at home again where everything is comfortable and familiar. Listen as Berat describes what came next.
- C:** After a couple of months, things seemed to change for me. The London weather started to really get to me—it seemed like it was cold and rainy all the time. For someone like me—from Turkey, where it's warm and sunny—well, I felt like a fish out of water. It was hard to take. And I was finding it difficult to make friends. British people seemed a bit cold to me, which is very different from the way people act in my country. The food was also a problem. I got really tired of it and dreamt of the food back home. Thank goodness there are some good Turkish restaurants in London.
- B:** Here Berat was experiencing what experts call the frustration stage of culture shock. You start to feel negative about the new culture and everything about your own culture, which right now is very far away, seems wonderful. Listen as Berat continues.
- C:** After a while, everything about London began to really get to me. It was bad enough that Londoners seemed so formal all the time. But even worse, they were constantly apologizing—always saying, "Sorry!" It really seemed insincere to me, and it got on my nerves. I felt really homesick. I missed my family and friends back home, so I would call them and complain about my life in London. I also just felt sad a lot of the time, though I wasn't really sure why. It was actually affecting my studies. I still had over a year to go and I really wondered at that time if maybe my decision to come here had been a mistake.
- B:** This is the hardest stage of culture shock—what some experts call the depression or distress stage. Some people have strong feelings of sadness or loneliness—even anger, or they don't sleep well. Some actually experience physical symptoms such as headaches. Fortunately there's a light at the end of the tunnel. Berat describes what came next.

C: It took about a year for me to get my feet back on the ground again. But by that time I had gotten used to the weather—I learned that it's all about dressing right. And crossing the street was a piece of cake by then—you just have to remember to look both ways. But most importantly I made friends in my classes, both Brits and other foreigners like me. What a difference that made! I started to feel like I had a place where I belonged. And I was really able to appreciate some of the things that made British and Turkish culture different. I still prefer Turkish food, but I've come to appreciate what they call a full English breakfast. My cousin Orhan is coming to visit next week, and I'm looking forward to showing him around my adopted city.

B: In the end, Berat finally experienced the acceptance stage of culture shock. He learned to appreciate the differences from his own culture and to find his own place in the culture he was living in. Culture shock is something everyone goes through when they travel overseas—the important thing is to be aware of what's happening to you. For those who will be staying in an unfamiliar culture for an extended period of time, we also have these suggestions: Even though you might feel strange, don't avoid people. Get out and be social. Meeting new people can help you manage any negative feelings. Wherever you're staying, take some time to settle in and make it feel like home. Put up your own decorations. Walk around your new neighborhood and get to know it well. Identify some favorite places and visit them often so people get to know you too. Get into the habit of greeting people. And get to know the city you're living in. Learn about its history and culture. I'm Susan Cahill, and good night.

PAGE 119, EXERCISE D

1

Berat Yildiz, an exchange student from Istanbul, Turkey, who has spent two years studying in London, knows culture shock firsthand, and we spoke with him earlier today. Let's listen as Berat describes what it was like during his first month here.

2

I was really excited to be in London. It had long been a dream of mine to study here, and it had finally come true. I mean, this is such a famous place . . . There were so many things to do. And people were really nice. I just felt like I was in heaven. Everything was interesting to me . . .

3

I had to ask for help all the time because I couldn't tell the coins apart. And the most disorienting thing was the traffic. In Turkey we drive on the right, but as everyone knows, drivers in London drive on the left. So I had to be extra careful when I crossed the street.

4

Some people have strong feelings of sadness or loneliness—even anger, or they don't sleep well. Some actually experience physical symptoms such as headaches. Fortunately there's a light at the end of the tunnel. Berat describes what came next.

5

It took about a year for me to get my feet back on the ground again. But by that time I had gotten used to the weather—I learned that it's all about dressing right. And crossing the street was a piece of cake by then—you just have to remember to look both ways. But most importantly I made friends in my classes, both Brits and other foreigners like me. What a difference that made!

PAGE 121, EXERCISE A

Report 1

According to an annual report prepared by the Worldwatch Institute, consumers in developing countries have been catching up with those in developed countries in the purchase of nonessential luxury goods such as electronic gadgets and entertainment systems. And they warn that this increase in consumption of luxury goods will have a negative impact on the environment as the production of these goods puts more pressure on the Earth's supplies of water and other natural resources. Gary Gardner, director of research for Worldwatch, believes we need to figure out how we can provide people all over the world with an adequate standard of living, using the lowest amount of resources. If we fail to do this, he warns, supplies of natural resources may be threatened.

Report 2

A new report is available from the Pew Global Attitudes Project, which conducts extensive research on attitudes about globalization around the world. A recent survey conducted among respondents from over 44 countries has revealed that, people continue to be concerned about social and economic issues—their country's standard of living, deteriorating working conditions, and the growing gap between the rich and the poor. Yet, despite that, the majority of respondents were not inclined to blame these concerns on globalization. Their attitudes about globalization remain positive.

Report 3 [Speaker = British English]

Did you know that the Starbucks Coffee Company, the U.S.-based company that has opened its highly recognizable coffee shops worldwide, opened its first shop in the city of Seattle in 1971? Since then, the company has opened more than twenty-one thousand stores in 65 countries on six continents. From Peru to Saudi Arabia to Korea, Starbucks has changed the way the world sees coffee. Starbucks CEO Howard Schultz describes their success this way: "Starbucks has a universal language because of the quality of the coffee, the social atmosphere, the romance—all of these things are as relevant in Singapore and China as they are in Zurich or Seattle." Starbucks also presents itself as a socially conscious company, giving to local charities and working to preserve the environment.

TEST-TAKING SKILLS BOOSTER

UNIT 1

PAGE 151, LISTENING COMPLETION

- A:** Oh, no! I can't find my phone. Again.
B: Well, I'm sure it must be somewhere. When did you see it last?
A: Let me think . . . well, I used it to text Mark.
B: Where were you when you texted him?
A: Hmm. I guess I was in the car.
B: No offense, Diane, but were you driving at the time?
A: What difference would that make?
B: Well, first, it's pretty reckless to text while driving. But the main reason I asked was to help you figure out when you sent the text.
A: Actually, I remember now. I had parked and I was in the parking garage downstairs when I texted him. Right after that, I came up here.
B: Did you have a lot of packages?
A: Yes, I did. Oh, now I remember! I stuck the phone into the bag from the supermarket. It must still be there. I haven't put the food away yet. Thanks!

UNIT 2

PAGE 152, LISTENING COMPLETION

Celebrity philanthropists have gotten lots of attention, but they have also had their critics. One aid worker blogged to complain that using celebrities to do difficult humanitarian work is more trouble than it's worth. Many celebrities can be self-centered and demanding—for example, they may insist on having a constant supply of bottled water in places where there is little water. Or they simply fly in and fly out, at great cost, and do little to learn about the people they are supposed to be helping. In the case of Jolie and Bono, however, supporters point out that the actor and singer each pay their own way and ask for no special treatment. And both are well known for their careful preparation and knowledge.

Celebrities have also been criticized for spreading a false impression about poverty—particularly in the case of Africa—that Africa is a hopeless and helpless continent and that nothing can get done there without international celebrity help. Celebrities have been criticized for ignoring the efforts of local businesspeople and humanitarian organizations. And the unfortunate result is that the huge donations raised by celebrities are providing increased opportunities for corruption.

UNIT 3

PAGE 153, LISTENING COMPLETION

Twenty-five-year-old tour guide Seol Ik Soo was returning home with a group of South Korean tourists from a trip to Beijing, China. As the plane prepared to land at Kimhae Airport in South Korea, Seol was thinking about his wife. They'd been married one month earlier, and it was their first time apart. Suddenly, the airplane started shaking, and he heard a crashing sound. The lights went out, and a ball of fire ran up and down the cabin. The plane crashed into a mountaintop, killing more than a hundred twenty of the passengers on board.

Somehow Seol managed to crawl through a hole in the side of the plane and escape. Seol feared an explosion, so his first thought was to run to save his own life. But he could hear the other passengers inside the plane calling for help. He went back and lifted a survivor onto his back, carrying him away from the plane to safety. Seol remembers carrying at least three or four injured people from the plane—but in fact there may have been as many as ten. When asked about it later, he said, "I don't know where the energy came from. It felt like I wasn't carrying anything at all."

Seol tore his shirt into bandages for the wounded and used his belt to bind up a man's badly bleeding leg. It wasn't until he stopped and sat down to smoke a cigarette that he realized his own face was covered in blood. When asked how he managed to perform so heroically, Seol replied, "I couldn't have done it in my right mind."

Everyone who knows Seol describes him as an ordinary guy. His boss describes him this way: "I know Seol as cheerful and hardworking, but just a normal young man. Now I have a new view of him. He's a remarkable person. We're all very proud."

UNIT 4

PAGE 154, LISTENING COMPLETION, EXERCISE A

Sometimes I feel a little overwhelmed. I mean, I know what's causing it. I'm totally disorganized. I put things

away and then I can't find them. There's a mess all around my computer. I've got memos, bills, books, you name it, everywhere. I'm embarrassed to have anyone over. Last week, I decided to ask my friend Alicia for a hand. *She's* really organized, unlike me, and she's been a great friend. She helped me go through all my stuff to decide what was important and what I could throw away. I'm not sure what will happen in the future though. I may have to count on Alicia's help again.

PAGE 154, LISTENING COMPLETION, EXERCISE B

It's a little embarrassing to admit, but I have a bit of a problem with my temper. I mean, at work, I never show my feelings. If someone makes me angry, I usually just hold it in. But when I get home, that's another story. My kids are great kids, but when they do something wrong, I sometimes completely lose my temper and start yelling at them. The thing is, I know it's really about what happened at work. I'm just taking it out on them. Anyway, I wasn't happy about my behavior with my kids, so I went to a workshop on anger management—not that long ago, actually. I think it really helped. They suggested finding a way to let off a little steam when I'm angry. So I've taken up aerobics three times a week. It helps me think through what's been bugging me—and then I can just let it go. By the time I'm with my kids again, I have a whole new perspective on things.

UNIT 5

PAGE 155, LISTENING COMPLETION

So I have this friend Mark who loves to play practical jokes. He had a friend named John, who was very cheap. I mean John *hated* to spend money, and he was always looking for a bargain. Well, there's this hamburger restaurant—it's called Bargain Burger—that's very, very inexpensive. The burgers cost almost nothing, but, of course, they're tiny little things.

So Mark wanted to play a joke on John. Mark went to Bargain Burger and told the manager he wanted to play a joke on a friend and asked the manager if she would prepare two special *huge* hamburgers if Mark paid for them in advance. The manager said, "Sure." Then Mark paid the manager and said he was coming in for lunch with a friend and that the manager should just serve them the huge burgers and bring them a check at the regular low price. That afternoon, Mark and John had the two large hamburgers for lunch. When the check came, John was very surprised at how cheap the hamburgers were. In fact, he was so happy about the bargain that he told two other friends about the great bargains on huge hamburgers at Bargain Burger, and they all went there for lunch the next day. Well, of course, the burgers they ordered were tiny little things, which made John look really stupid in front of his friends. I think it was mean, but it was kind of funny.

UNIT 6

PAGE 156, LISTENING COMPLETION

Here's the scenario. You've arrived at your final destination and waited patiently for what seems like forever at the baggage carousel as other bags roll by, picked up one by one by other travelers. The bags slow to a trickle until finally the carousel stops. Your bags are nowhere in sight. If you had to change planes, you wonder whether the bags were transferred to your connecting flight or

whether they simply were sent to the wrong destination. You take your luggage checks to the airline's missing luggage counter and file a claim. You're optimistic. The majority of bags that don't arrive with you will usually arrive on the next flight and will be delivered to your local address within a few hours, or, if they were sent to the wrong airport, within a day or two. If you're lucky, you aren't planning to fly on to another destination, because in that case getting your bags to you can get quite complicated.

Many airlines will reimburse you for any unexpected expenses caused by the delay, such as the need to replace underwear or cosmetics and other toiletries. Ask your airline to do this and keep your receipts. And if the worst happens, and your bags are permanently lost or completely destroyed, be sure to file a claim for damages, meaning the cost you will incur to replace what you have lost. The maximum amount you can receive differs from country to country and airline to airline, but one thing is certain: you won't receive anything if you are unable to document what you lost. You may need to produce sales receipts to prove the value of items you had in your suitcase. If you have them, include them with your claim. Don't expect to receive the full amount you originally paid for your things. The airline will pay you for the depreciated value of your items if they aren't new.

UNIT 7

PAGE 157, LISTENING COMPLETION, EXERCISE A

- A:** Listen to this—a way to make big money in just two weeks.
B: Uh . . . that sounds too good to be true.
A: No, really. They send you a list of names and addresses. You just send the last person on the list ten dollars and then add your name to the list.
B: And . . .
A: And then someone gets your list and the money starts rolling in.
B: That's such an obvious get-rich-quick scam. You're not going to fall for that, are you?
A: Well, I suppose you're right—it's just wishful thinking on my part.

PAGE 157, LISTENING COMPLETION, EXERCISE B

- A:** Honestly, they must think people will believe anything!
B: What are you talking about?
A: This company has a method for learning a language while you sleep. That's impossible!
B: I wouldn't be so sure. Actually, it's very possible. There was something on the news just the other day . . . a group of students learned the basics of Russian in just one week, in a sleep-learning lab.
A: For real? Maybe we should get some more information. Might be a fun way to learn French!

UNIT 8

PAGE 158, LISTENING COMPLETION

One of the key arguments in favor of the environment being the primary factor in someone's developing extreme intelligence is this: if intelligence were inherited, every genius in history would have had extremely gifted ancestors—his or her parents, grandparents, great-grandparents—they would all have been geniuses or near-geniuses too. And this—we all know—is far from true.

Arguing in favor of the opposite view, however, supporters of the genetics explanation would say that

talented families do exist—families of successful scientists or musicians, for example—and this is precisely because talent is passed on through genes. A living example in support of the theory that genius is genetically determined is the mathematical genius Srinivasa Ramanujan, from India. Ramanujan was raised in a poor village and had almost no training in mathematics. Scientists who argue against an environmental explanation note that, if genius were a product of the environment, Ramanujan's genius would be impossible to explain—except through genetics. In other words, he was born with the talent.

Now scientists have proposed other explanations of the origin of genius, but these are the two main theories—greatly simplified, of course.

UNIT 9

PAGE 159, LISTENING COMPLETION

Some experts predict that the world's total population will continue to grow through 2070, but will have stabilized by then and will have stopped growing.

Increased life expectancy and falling birthrates will contribute to a continuing shift toward aging populations worldwide, especially in high-income developed countries. Worldwide, the number of people 65 or older will triple in size. Newsweek.com reports that, by 2050, one in every six people in the world will be seniors over the age of 65. In fact, there will be twice as many seniors as children—with the exception of in Africa. According to a UN report, the number of children under 18 years old in Africa will increase by two thirds—representing 40% of all children worldwide. In 1950, they only represented 10%.

These demographic trends will present challenges in the countries that experience them. For countries with

younger populations, more funding for education will be required. For an aging population, health care resources will need to be increased. And for a growing total population, more food will have to be produced.

UNIT 10

PAGE 160, LISTENING COMPLETION, EXERCISE A

According to an annual report prepared by the Worldwatch Institute, consumers in developing countries have been catching up with those in developed countries in the purchase of nonessential luxury goods, such as electronic gadgets and entertainment systems. And they warn that this increase in consumption of luxury goods will have a negative impact on the environment as the production of these goods puts more pressure on the Earth's supplies of water and other natural resources. Gary Gardner, director of research for Worldwatch, believes we need to figure out how we can provide people all over the world with an adequate standard of living, using the lowest amount of resources. If we fail to do this, he warns, supplies of natural resources may be threatened.

PAGE 160, LISTENING COMPLETION, EXERCISE B

A new report is available from the Pew Global Attitudes Project, which conducts extensive research on attitudes about globalization around the world. A recent survey conducted among respondents from over 44 countries has revealed that, people continue to be concerned about social and economic issues—their country's standard of living, deteriorating working conditions, and the growing gap between the rich and the poor. Yet, despite that, the majority of respondents were not inclined to blame these concerns on globalization. Their attitudes about globalization remain positive.