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IT’S THE BEST SITE PERIOD FOR ENGLISH LANGUAGE LEARNERS.

- LARRY FERLAZZO, USA
Using This Book

This book is meant to compliment the low level video content of EnglishCentral. The book can be used in class and students can then “speak” the videos and do the quizzes on EnglishCentral. It is built in recycling of the curriculum.

**In class, 3 steps are recommended.**

**Watch**
Ask a few pre-viewing questions to students. Then WATCH the video together. Repeat as necessary. Students can follow with the script if needed. The script can also be used as a listening cloze.

**Speak**
Model the dialogue with students, using a high level student. In pairs/groups, students make their own dialogue – personalizing it and completing it with their own information. Students can then present the dialogue for the class.

**Learn**
Students complete a simple “fill in the blanks” activity to consolidate their learning of the vocabulary and language forms.

That’s it! Students can then in a language lab or at home, use EnglishCentral and “SPEAK” the videos + do the video quizzes for each video. Teachers can track their progress.

We hope you enjoy using EnglishCentral in this “blended” fashion.

[http://www.englishcentral.com/academic](http://www.englishcentral.com/academic)
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Before You Watch

1. What ways can you say hello? Say good-bye?
2. How can you “make a good impression” so others will like you? Give some tips.
3. When do you shake hands with clients? How do you shake hands?
4. What topics can you discuss when “making small talk”

Task:

You are meeting guests who just arrived in the hotel lobby. Act out a conversation, introducing yourself and the guests to your manager. Tell the guests what to do. Perform for the class.
Greetings At The Airport

Are you ________________?

Yes, you must be ___________. It's nice to finally meet you in person.

Thank you for picking me up.

You're welcome. We're happy to have you here.

I'll take you to _________________ first to check in.

And then we can meet to discuss your account.

Sounds _________________. 
Finish the sentences:

1. The _________________ was too expensive.
2. Can we _________________ this tomorrow? I’m tired.
3. Your plans _________________ great!
4. I’ll take you to your room _________________, so you can relax.
5. It’s nice to _________________ you.
6. He can _________________ you to your hotel after the meeting.
7. We’re _________________ to have you here.
8. I’m happy to _________________ly meet you.
9. Let’s relax and _________________ we can talk business.
10. Do you have an _________________ with this bank?
Meet My Friend

Hi Lauren. Have you met my friend _____________?

No, I haven’t. Nice to meet you ________________.

You too Lauren!

__________ is in my _________ class and I work with Lauren at the ____________.

That sounds _______________!

Yeah, I like it there. I work in the __________________________.

I work with kids too. I tutor them with ________________.

Cool. That sounds really interesting.

See. I knew you ____________ would like each other.
Complete the sentences:

1. Have you met my ________________ David?
2. David is in my French ________________.
3. It was nice to _____________ you.
4. Do you ________________ my friend John?
5. ___________. I knew you guys would like each other.
6. I ________________ for a school and teach physics.
7. Dancing ________________s really fun!
8. The physics class was very ________________ing.
9. My child goes to ________________ in the morning.
10. My teacher is an interesting ________________.
Hello, Mr. Tanaka. Welcome to Silicon Valley Software. I'm Jack, VP of Sales. Very nice to ____________________________ you.

I'm Takashi Tanaka, General Manager of Tokyo Technology. It's nice to meet you as well. Please ____________________________ me Taka.

I'm Victoria, VP of Marketing. It's great to finally meet you face to face. After speaking so _____________ on the phone, it's nice to "put a face with the voice".

Thank you for coming all the way from Japan to visit our company. We've been looking forward to meeting you today. How was the __________________?

   It was long... but very good. I just arrived at San Francisco airport 3 hours ago.

Wow... you must be tired from the long flight. Is the jet ________________ bothering you?

I'm fine. I was able to get some sleep on the airplane.

Would you like something to _______________? We have coffee, tea, soda and water here.

   Oh, thank you. I could use some coffee. The caffeine will help me stay awake during the meeting.

Of course. My ____________________________ will bring it for you right away.
Complete the sentences:

1. Can I _______________ with Tanaka, please?
2. I am happy to _______________ you with any problems you may have.
3. Would you like something to _______________?
4. Don’t _______________ me. I am studying for the test tomorrow.
5. I’m _______________ to fix the machine.
6. We need to stay _______________ while we drive at night.
7. When does the flight _______________ at the airport?
8. _______________ s has increased significantly this year.
9. I need some _______________ to stay awake.
10. I will _______________ you some cookies and juice.
So you've come to a place and you need to introduce yourself. What are some tips? Well, let's talk about them more. I am Hazely Lopez from Hazely Academy of Refinement and Modeling and I'm here to talk to you about how to introduce __________________________.

When you enter a room, the most important thing is to be confident and secure about yourself. Always make __________________ contact. That says a lot about you. Also, when you introduce your name, you have to say your first and last name. Ask for the other party's names and follow that by ________________________ it. "It's nice to meet you, Mary." It's really important to always look for conversations. You may wanna tell them how you have some things in common to them or how do you know the host of the ___________________________.

These are some ideas that you may think about. If you have a nickname, you may also tell them that when you're actually introducing yourself to __________________________. Another thing to do is to always try to look for things about your background that you may wanna show that person. That can ________________________ to other conversations and to really have a good time and be confident and happy with yourself and with the other person.

I am Hazely Lopez from Hazely Academy of Refinement and Modeling and it's a pleasure to meet you.
Complete the sentences:

1. When you ____________ a room at the office, you should knock on the door first.
2. When you _______________ yourself, say your first and last name.
3. The most important thing is to be ____________ and secure about yourself.
4. When you greet a person with s handshake, ______________ an eye contact.
5. You may wanna tell them how you have some things in ____________ to them.
6. ____________ thing you wanna do is a handshake when you meet people.
7. ____________me please, I will show you the way.
8. To ____________ this information, press nine.
9. Tell me about your educational ________________.
10. The ____________ poured some good wine.
Smiling Is Important

All right, now we are going to talk about introductions, meeting new people.

One of the first things that you want to make sure ______________________s in an introduction, and we're going to talk about several things that are real important to introductions, but one of the most important, we've been talking about it, is smiling.

When you are introduced to people or even when you introduce people, you want to make __________________ and smile. You know, you might be nervous. You might be a little uncomfortable, but again smile because what this shows is that you are open, that you are positive, that you are approachable, that you are ______________________. It shows off lots and lots of positive qualities about you that will make the person that's meeting you feel good about you, and feel comfortable with you rather than if you didn't ______________________________ at all.

If you don't smile when you're meeting new ________________________, that gives very negative information, so make sure when you are meeting people for the first time, that you smile.
Complete the sentences:

1. I get __________ when I make a speech in public.
2. These running shoes are designed for _______________ and performance.
3. This bag is a high _______________ one.
4. Make __________ you smile when you meet new people.
5. Please accept my ___________ thanks.
6. She is very ____________ able even though she is a big star.
7. Seek the positive rather than the ________________.
8. He wrote ___________ books about travelling around the world.
9. Please ___________ us of any changes of address.
10. It’s very ________________ to know about the rules.
Unit 2 Travel Troubles

Before You Watch

1. What problems do people have when they travel. List some.
2. Are you afraid to fly? What can people do if they are afraid?
3. Have you ever missed a flight or had a flight delayed? What happened?
4. What do people like to eat and drink when they fly?

Task: You are a flight attendant. A passenger is angry. Try to solve the problem and make the passenger happy. Perform for the class.
**Jet Lag!**

Well, it's time to wake up and learn a little bit about jet lag. Over 90% of people who travel through three time __________________ experience symptoms of jet lag which include insomnia, fatigue, constipation, poor concentration, irritability and depression. There is no treatment and recovery may take up to two weeks.

But here are some __________________ for minimizing its effect.

If flying from east to west, exercise in the sunlight in the late afternoon.

If flying from west to east, exercise in the sun in the mid - morning.

Talk to a ______________________ about using a mild sleeping aid such as Ambien or Sonata if you are taking a red-eye flight from west to east. Over-the-counter antihistamine such as Benadryl have also been used with some success. My personal favorite is melatonin, which is a __________________ly occurring hormone that's been linked to the control of the human circadian rhythm. Dosage varies from 2 to 5 milligrams taken about 30 minutes before normal bedtime on the day of travel; and then 1/2 a milligram each day for 4 days after arrival at your ______________________. Other recommendations include drinking lots of fluids, reserving a window seat, watching a ____________ movie or enjoying a spa or massage treatment after arrival.
Complete the sentences:

1. A good sleep will relieve your ____________.
2. What will you ____________ me to wear? A T-shirt or a blouse?
3. The doctor told me to drink plenty of ________________s.
4. Does the price ________________ sales tax as well?
5. What’s your ________________? Chicago?
6. She gets ________________ed when the weather is bad.
7. If you don’t eat vegetables enough, I will be ________________d.
8. What is your ________________ color? I like red.
9. How long have you ____________n Tylenol?
10. That accident was out of my ________________ to prevent.
The Rapping Flight Attendant

This is Flight 372 on SWA.
The flight attendants on board serving you t_________________.
Theresa in the middle, David in the back.

My name is David and I'm here to tell you that shortly after takeoff, first things first,
there are soft drinks and _____________ to quench your thirst, but if you want another
kind of drink then just holler. Alcoholic beverages, that'll be four dollars. If a Monster
Energy Drink is your plan, that'll be three dollars and you get the whole ________.
We won't take your cash, you gotta pay with plastic.
If you have a coupon, then that's fantastic. We know you're ready to get to new ______.

Open up the bins, put away your suitcases. Carry-on items go under the seat
in front of you, so none of you have things by your feet.
If you have a seat on a row with the _____________, we're gonna talk to you so you might as well expect it.
You gotta help evacuate in case we need you,
if you don't wanna then we're gonna reseat you.
Before we leave, our advice is put away your ___________________ devices.
Fasten your seatbelt, then put your trays up.
Press the button to make the seat back raise ____________.
Sit back, relax, have a good time.
It's almost time to go, so I'm done with the rhyme.
Thank you for the fact that I wasn't ignored.
This is Southwest Airlines. Welcome __________________!
Finish the sentences:

1. The juice and soft drinks will ________________________ your thirst.
2. Please turn off all ________________________ devices.
3. The plane is going to take off. Please put on your ________________________.
4. Your ________________________ can go in the overhead bin.
5. You can buy duty free. We take cash or ________________________.
6. If you need something, just ________________________.
7. Press the ________________________ if you need anything.
8. Shortly after ________________________ we will serve drinks.
9. In case of emergence, ________________________ by the nearest exit.
10. You are allowed only one ________________________ bag.
Fear of Flying

Have you ever had a really _______________ airplane flight?

You mean like landing in the Hudson river?

Well, no. But sometimes the _______________ is a little bumpy. I don't like it when the plane bounces around!

I know what you _______________.
But I don't think it's scary.
Air travel is really very _______________ these days.
Complete the sentences:

1. Flying is quite ________________ these days.
2. I was sick because the flight was very ________________.
3. The ________________ kept bouncing around!
4. Air ________________ is so expensive.
5. I don’t think flying is very ________________y.
6. But ________________ there is bad weather.
7. Remember the plane that ________________ed in a river!
8. It was the best flight ________________.
9. The flight was a ________________late.
10. I know what you ________________.
Time Zones

Watch

Speak

Do we have a conference call scheduled with ________________ today?

   Yes. She said she could talk at 10 a.m. ________________ time.

OK. But what time zone is ________________ in?

Mountain or ________________?

   I think it's ________________ Time.

So that's a ________________-hour difference?

   That's right. So, we'll call at ________________.

Alan wanted to call in too. He's at a conference in ________________.

   Oh boy. What time is it there?

Actually, that's easy to remember. It's a ________________-hour time difference.

   Oh! So ________________ here is ________________ there!
Complete the sentences:

1. Do they have a meeting ___________d with Jane today?
2. It’s easy to _______________ your name.
3. That’s a thirteen-hour time _______________ between Korea and Canada.
4. ___________ is your work to do. Good luck!
5. Please send me an email ___________ away.
6. What is the ___________ difference between the U.K and the U.S?
7. I have a cold so I will ___________ in sick tomorrow.
8. ___________ing goodbye is not easy.
9. What do you ___________ for dinner?
10. We will have a ___________ence call soon.
Before You Watch

1. What ways can people travel around the city?
2. If you had a tour bus for your city, what places would you show tourists?
3. What are the cheapest and most expensive ways to get around when traveling? What would you recommend?
4. What are some tips for traveling cheaply? List them.

Task: You are a hotel clerk. Practice giving directions to people who ask you how to get to different places in your city.
Catching A Bus

Excuse me. Is this where I get the bus for ______________________?

Yes, it is. Actually, that bus just ________________.

_____________________ when the next one is due?

I think the schedule is posted right over there.

Thanks. It looks like it’ll be here in _________________ minutes.

They’re usually on time.

Oh no! I hope I have enough ________________.

They take ________________ bills you know.

Oh good. Then, I’m all ________________.
Complete the sentences:

1. The bus ____________ is posted over there.
2. The buses ____________ly come on time.
3. It will come in fifteen ________________s.
4. I only have a five dollar ________________.
5. I hope I have ________________ money. I just have fake money.
6. Take a ________________ at that man! He’s had five hamburgers.
7. I have missed the bus. When is the ____________ one?
8. Do you have ________________ for a five dollar bill?
9. I don’t have ________________ money for the bus.
10. The schedule is ________________ed on the wall.
Midnight Rider weighs 25 and a half tons. That's the equivalent of 10 to 12 super stretch limousines.

It's 70 feet long, _______ feet high, and eight and a half feet wide. It has 22 wheels, 440 horsepower. It takes a crew of five, has a bar, a forward lounge, an observation lounge and a rear lounge to carry _________ passengers. And we are very pleased to have it in the Guinness Book of World Records.

Well, we weren't originally trying to ___________________________ a world record. That kind of came about as we were in the planning stages of building the Midnight Rider. It took us _________________ years to build it and we built it in the household by ourselves, four people basically. And we wanted people to be able to travel together in _________________ again at a slower pace like they used to do in the railroad days.

I grew up reading the Guinness Book of World Records. Never in my _________________est dreams would I have thought we'd be in it as the heaviest limousine in the world. And we are just so excited that that has happened.
Complete the sentences:

1. Eight kilometers is roughly _______________ to five miles.
2. The Midnight Rider has 22 wheels, 440 ________________.
3. We’re so ____________d to announce the big news.
4. How __________ is the Everest?
5. The helicopter _________________ies about 10 people.
6. I grew up ______________ing the Guinness Book of World Records.
7. We weren't _______________ trying to obtain a world record.
8. There are 30 ________________s in this town.
9. We have a sky ______________ on this floor.
10. How tall are you? I’m five_________ nine.
How To Travel Cheaply

Just because you're short on cash, doesn't mean you can't see the world. You will need: Patience to sniff out the best deals, willingness to rough it, and the ability to be flexible. Optional: A budget travel guidebook.

Step 1: Use travel consolidators on- and off-line. They snatch up empty airline seats, and unsold cruise cabins, and resell them at a great discount. ________ to receive information on last-minute deals. Call hotels directly to see if you can negotiate a cheaper rate.

Step 2: Consider youth hostels, especially in the more _______________ cities around the world. You'll sacrifice privacy, but you'll save a bundle. If you live in a popular travel destination, consider swapping homes with someone.

Step 3: Rely on street food vendors for most of your meals. If you like to eat out, make lunch your daily restaurant treat instead of ________________.

Step 4: Check out student rates on bus and rail passes. Be a "voluntourist" in a country you'd like to visit. You'll get to explore a new culture while helping out the __________s and maybe, even wrangle some school credit for the experience.

Step 5: Be flexible. Monday and Thursday departures are generally cheaper than weekend fares, and save a bundle by flying into a less popular city, and then catching a train, or driving to your d__________ed destination.

Step 6: Vacation in the off-season, when prices are cheaper and you don't have to fight the crowds. Did you know? According to one survey, French air travelers ______________ safety as less important than getting a cheap seat.
Complete the sentences:

1. The ___________s of Korea and Japan are different.

2. We traveled on a tight ____________.

3. I paid 5 dollars for this T-shirt. It was a great ____________.

4. I gotta go and ___________ a bus.

5. If you live in a popular travel destination, consider _____ping homes with someone.

6. There were a ___________ of hundreds of people on the street.

7. You should ____________ other people before you act

8. You'll sacrifice privacy, but you'll save a ____________.

9. Please let us know the time of your _________________.

10. Monday and Thursday departures are generally ___________er than weekend fares.
Guess what? I'm taking a trip to ______________ with ____________ next month!

Really? That's so cool. I've never been there. Have you, ______________?

Yeah, I went once with my ____________________. But I've never been by myself!

I've always wanted to go back.

Mai, did you go to ________________ when you went with your

__________________?

No, I went to __________. I've never been to ______________ but I've heard it's great.

______________________, have you ever been out of the country?

No. But I've traveled a lot within _____________________.

Now that's something I haven't done yet!
Complete the sentences:

1. Have you ____________ed with your friend?
2. No, I’ve never been out of the ________________.
3. I’ve ___________ wanted to go abroad on my vacation.
4. My ________________s live in New Jersey.
5. It’s great to _____________ from you.
6. He’s going to Paris next ________________.
7. Really? That's so _______________. I've never been there.
8. He wanted to ____________ back to his country.
9. My ________________ trip will be to Las Vegas.
10. You got a bonus. That’s so _________________!
Before You Watch

1. What’s the most expensive and the cheapest place to stay in your city or country?
2. Where did you go last vacation? Where did you stay? Describe it.
3. What places does a hotel usually have? List them.
4. What is the most important thing about accommodation when traveling?

Task: You are phoning about a hotel room. Ask questions about the room and the hotel. Role play and perform for the class.
If you are a student currently planning on going to Paris to study, and if you are looking for a _________ to stay, then you might start by having a look at the Cite Internationale Universitaire of Paris.

It's a huge ____________ where no less than 5,600 students can find accommodations, libraries, sports facilities, concert ______________s, etc.

It's a great place to visit and stay, for all the 38 houses that _______ ____________ built between 1925 and 1969 have different styles.

Have a look at their ___________________ to find out how to stay there!
Complete the sentences:

1. This hotel has a sports ____________________.

2. The school has libraries, cafeteria, and concert ____________s.

3. Every building is decorated in a unique _________________.

4. The hotel can _______________ up to 400 guests.

5. Her house is really _______________ and has many rooms.

6. There are lots of interesting books in the ________________.

7. Go to our ________________ and find the information about the price

8. The children were very loud during the music _________________.

9. I’m a student ________________ly planning on going to Paris to study.

10. We’re looking for a place to ________________.
Talking About Vacations

The last time we had a vacation, my husband and I went ________________________.

I haven't been ______________________ in ages. How was it?

Marvelous. We stayed near an area that is a ski resort in winter, but we were there in the summer. There was a quaint little __________________ in the valley at the base of the ski slopes. It was a little touristy, but very picturesque.

Did you rent a ______________________ there?

No, we camped in a tent. We spent most of our time __________________ in the mountains, but on several evenings we went into town to look around and do some ______________________.
Complete the sentences:

1. I haven’t seen you in ______________s.
2. I like to __________________ in the mountains.
3. There is heavy traffic in the downtown ______________.
4. We had a ______________ lous time on our trip.
5. Did you __________________ a car in Hawaii?
6. We stayed near an area that is a ski ______________ in winter.
7. We live ______________ where you do.
8. They ______________ed in the Rocky mountains
9. What will you do when on __________________?
10. Maui is the most ______________ of the islands.
The Ice Hotel

Are you into skiing? Is winter your favorite time of year?
If you like snow and ice, maybe you should stay at the Ice Hotel in Quebec, Canada.
But you can only _________________ to this hotel during the winter. Why? Because this hotel is made _________________ly of ice and snow!

This amazing hotel is built every December. It has 32 rooms and ____________ people can stay there each night. The hotel has a movie theater, an art gallery, and a church. Of course, all of these parts of the hotel are made of ice. In fact, all the furniture, art, lights, and even plates, and drinking _________________ are made of ice. Because this hotel is so unusual, it has become very popular. People from all over the world come to the Ice Hotel to look at the fantastic ice ________________, drink and eat from designer ice dishes, and experience the unique atmosphere. Some couples have even gotten married in the hotel's ice ch________________________.

However, all the guests keep their winter coats on! Because of all the ice, the temperature inside the hotel is always between -2 and -5 degrees Celsius. Surprisingly, sleeping is not a problem in the freezing cold hotel rooms. Every _________________ gets a special cold weather sleeping bag and some fur blankets. These keep them cozy and warm until morning.
Complete the sentences:

1. I felt warm and ____________ sitting by the fire.
2. It is a wonderful ____________________ to stay in the Ice Hotel.
3. I have never seen such a big fire in my ___________________ life
4. Every Sunday, We go to the art ____________________.
5. Water ____________________s at 0 degrees Celsius.
6. They are a married ____________________.
7. People come to the Ice Hotel to watch at the ____________________ shows.
8. Water boils at 100 ____________________s Celsius.
9. I have a nice, warm _____________ coat.
10. Music and lights lend a romantic ________________ to a party.
Hotel Lutetia

In Paris, most of the luxury hotels are __________________________ on the Right Bank.

One on the Left Bank and the most famous one is called the Lutetia and it was the first Art Deco hotel in Paris.

    The facade is __________________________ly stunning.

It was inaugurated in December _____________ and it has a long and interesting history.

It was the Gestapo headquarters during World War II and then it became the place where the __________________________ refugees were put in transits, while the authorities were looking for their families right after the __________________________.
Complete the sentences:

1. The __________ of that building is made of wood.
2. This hotel is 5 star and considered a ________________ hotel.
3. The people who escaped from their country stayed in a ___________e camp.
4. The new theater was __________________________d in July.
5. The hotel is ___________________d on First Avenue.
6. The ______________________ies looked for the families.
7. This building has a long and _______________________ing history.
8. The outside of the hotel is beautiful. Very __________________ning.
9. It was the Gestapo ________________s during World War II.
10. Studying the ________________________ of Korea is interesting.
Before You Watch

1. How do you usually reserve a room at a hotel?
2. What kind of positions (jobs) are there at a hotel? List them.
3. What do guests usually complain about at a hotel?

Task: A guest arrives at the front desk. Take the guest's reservation and give them directions to their room and their key. Perform for the class.
I'd like to check in, please.

Of course. What is your ________________ name?

It's Moreno. I'm staying ________________ nights.

I have your reservation here, Miss Moreno.

Here is your room ________________.

You'll be in room 235, on the second floor.
Complete the sentences:

1. What __________ is my room on?
2. How many __________ s would you like to stay?
3. Here’s your room ___________.
4. I’d like to _______________ a room for 3 nights.
5. What’s your ___________ name?
6. ______________ tell me your first name?
7. My ___________ number is 235.
8. I’d ___________ to stay in this hotel.
9. ___________ is your towel.
10. We ___________ ed the bus, so we got to walk.
Could you tell me what time the ________________ opens?

Yes, it is open every day from ___________ a.m. to _____________ p.m.

Thanks. And where is the hotel gym?

It's on the _______________ floor, across from the elevators.

You will need your room key to get in.

Does the gym have a ____________________?

Yes, sir. There are three of them.

Great, I'll be in early tomorrow _________________________!
Complete the sentences:

1. We have a swimming __________ on the main floor.
2. Does the __________ have a treadmill?
3. I __________ a swimsuit for the swimming class.
4. Does the gym have a ________________________?
5. Could you __________________ me when your store is open?
6. I always get up __________________ in the morning.
7. Does the gym have a swimming pool? Yes, __________. There are three of them.
8. What __________ do you open? 9 a.m.
9. We are __________ Monday through Friday.
10. See you early ________________ morning.
I'm Alex Villareal with the VOA Special English Economics Report. They are not even _______ millimeters long and cannot fly or jump. Yet bedbugs strike fear in homeowners and business owners. Missy Henriksen speaks for the National Pest Management Association. She says they are now seeing bedbugs in unusual places. Schools and hospitals, ________________, and movie theaters. So, as the numbers have grown, those bedbugs are spreading out and traveling along with people.

Mr. White says bedbugs nearly disappeared from the United States for 50 or 60 years. Now, researchers are looking for faster, ______________ ways to control them without the kinds of poisons used in the past. In September, an industry event called BedBug University's North American Summit 2010 took place near Chicago, Illinois. More than _____________ people attended the 2-day meeting.

The industry says bedbugs are the most difficult pest to control. Treatments can cost from several hundred dollars to thousands of dollars in a hotel or apartment building. Missy Henriksen says Americans spent almost ___________ million dollars on bedbug treatments last year. That was only 5% of total spending on pest control, but that number does not include other costs. She says the total economic effect is much ________________________er.
Complete the sentences:

1. I have an ________________ to peanuts.
2. Bedbugs ________________ fear in homeowners and business owners.
3. Mr. White says bedbugs nearly ________________ ed for 50 or 60 years.
4. He emphasized the bad ________________ of smoking.
5. The number one killer in the U.S is heart ________________.
6. Will you ________________ the conference tomorrow?
7. My arm is ________________ y because of the mosquito bites.
8. The number of bedbugs have ________________ n so fast.
9. We can’t ________________ the bedbugs without the kinds of poison used in the past.
10. How much does the computer ________________ ? 1,000 dollars.
Room Service

Front desk, how may I help you?

Yes, I'd like to ________________ room service.

I'm in Room 235.

Yes, sir. What would you like?

Two ________________ eggs, whole wheat toast, ____________ and a plate of ________________.

Anything to drink, sir?

Oh, yes. ________________ with cream and sugar.

We'll bring your breakfast right up.
Complete the sentences:

1. What do you want for ______________________?
2. Would you like something to _______________? Juice or coffee?
3. How much _______________ do you take your coffee? 2 spoons please.
4. How would you _____________ your eggs? Sunny side up please.
5. How may I _______________ you?
6. We'll __________________ your breakfast right up.
7. I'd like to __________________ some food.
8. Would you like to have _______________ and sugar in your coffee?
9. I like some _______________ salad.
10. Greeks like to break _______________s to celebrate special occasions.

Featured Words

| SCRAMBLE | ROOM | HELP | ORDER |
| COFFEE | TOAST | DRINK | WHOLE |
| SUGAR | CREAM | BACON | PLATE |
| LIKE | FRUIT | WHEAT | BREAKFAST |
| EGG | YES | BRING | SIR |
Before You Watch

1. What facilities would you like a hotel to have?
2. What is a nice place to stay during winter? Where would you recommend?
3. Who has the most difficult job at a hotel? Why? Share your reasons?

Task: Design your dream hotel. What would it have and what would it look like? How many rooms? How many employees? What would be the room costs? Share your dream hotel with the class.
Every year around the same period, December through March, they install a _____________ ice rink in front of the Hotel de Ville, town hall.

Where Parisians can skate for free until ___________________________

That is providing you have your own blades, of course.

Otherwise, you have to ___________________ some.

I love the idea even if I only tried it ______________________!
Complete the sentences:

1. You have the ______________ glasses as mine.
2. I bring my _______________ skates.
3. Close the window. ______________ it’ll get colder in here.
4. He will get his phone _______________ ed tomorrow.
5. I love the idea even if I only tried it _______________.
6. Can I _______________ your new pen?
7. This offer is available for a limited time _______________.
8. We decorate the Christmas tree _______________ Christmas time.
9. It’s an excellent _______________. How did you come up with it?
10. I like _______________ skating in winter.
Excuse me, do you know where the Duck Tours ___________________?

By the Museum of Science, near the front entrance.

It's up the street, on the ___________________.

Great. Thanks for your ___________________.

Concierge
Complete the sentences:

1. ____________ desk, how may I help you?
2. Where is the ____________ of this building?
3. The museum is _____________ the city hall.
4. The protesters are blocking the ____________________.
5. On your _____________, you’ll see the science museum.
6. Do you _________________ where the city hall is?
7. _________________ you for your help
8. I _________________ work at nine.
9. I want to see dinosaur exhibitions at the ________________ museum.
10. Thanks for your ________________.
Quebec: Another Ice Hotel

It took 30,000 tons of snow and about 500 tons of ice to make the Ice Hotel in Quebec.

These days, about 100,000 people a year will visit the hotel, but about __________ have the nerve to spend the entire night. You'll get complete instructions on what to wear and how to use the extra-strength ________________ bag.

A few common areas include crystalline halls, a slide, and a coffee shop. One of the most stunning aspects of the Ice Hotel is this chapel here. Some ______ couples got married here this year. Imagine the wardrobe.

The place where everyone goes is to the ______ ________, where unique beverages are served up in ice glasses. It's like being dropped onto the set of a science fiction movie and animated visitors are finding all sorts of ways to keep warm while enjoying the unique ambience. In the day time, before the overnight guests check in, visitors can tour all of the ____________s. Many of which are artistically carved along a special theme. One suite is like a crystal palace and another is called the mermaid room. All of the ice block ______________es are covered in a piece of faux fur and a colorful fiber-optic lighting creates a surreal touch.

Open for three months of the year, the enigmatic Ice Hotel is about a 40-minute ____________ from Quebec City. For TravelVideo.tv, I'm Bea Broda.
Complete the sentences:

1. The mountains are __________ed with snow.
2. Sam and I are really close. We have lots of things in ____________.
3. One suite is like a crystal palace and ___________ is called the mermaid room.
4. She knows the local __________ very well.
5. Keep your dresses in the ________________.
6. She ______________ s the dolls from wood.
7. The hotel has a very warm and friendly ________________.
8. We had wine at the ____________.
9. Many ______________ s go to Hawaii for their honeymoon.
10. They’ll get ____________ instructions on what to wear and how to use the bag.
Switchboard Speaking!

Good afternoon! JP&B Associates. How _________________ I help you?

I'd like to speak with Larry Smith, please.

Please _________________ while I put your call through.
I'm sorry. I'm afraid Mr. Smith is out of the office at the moment.
Would you like to _________________ a message?

I wanted to check to make sure he remembered our meeting tomorrow.

If you _________________ your name and number, I'll ask him to call you back when he gets in.

Certainly. My name is _________________ ____________________.
Complete the sentences:

1. Please _______________ on a moment while I put your call through.

2. How may I _______________ you?

3. Could you ________________ a message for him?

4. I'm sorry. I'm ________________ Mr. Smith is out of the office at the moment.

5. I’d like to _______________ to make sure he remembered the conference today.

6. I will ask him to ______________ you back when he gets in

7. I’d like to _______________ with Mr. Love.

8. She looks _________________ to win the game.

9. He’ll be _________________ at the office tomorrow.

10. Can I ask your name and phone ________________, please.
Before You Watch

1. Have you ever spoken in English on the phone? How was it?
2. Why is speaking on the phone so difficult in English?
3. What phrases do you use when speaking on the phone? List some.

Task: You are calling to speak to Mr. Jones. He isn’t there. Role play the conversation with a partner (back to back), leaving a message. Perform for the class.
Opening A Telephone Call

Opening a Call.

My name is ____________________. Is Ms. Brown in?

May I ask the reason of your call?

Ms. Brown asked me to ________________ the status of her order with us.

Ms. Brown is not at her desk at the moment.
If you give me your name and number, I can ask her to call you back.

Alright. My name is ____________________.
My last name is spelled "__" as in ___________________,"____" as in ____________,
"___" like ________________, "____" ________________, "___" like ________________,
"____" _________________.
I'll give her the message, Ms. Strait.
Finish the sentences:

1. Can I ask you the ______________ of your call?
2. I just want to ______________ if you are alright.
3. Can you ______________ your name please? Okay, J-O-H-N.
4. He ______________ me to check the status of his order.
5. He is out of the office at this ________________.
6. Can I take a ________________ for Mr. Brown?
7. Did you place an ________________ from the Chinese restaurant?
8. What is your telephone ________________?
10. ________________ is the hottest season.
Receiving and Taking Messages

Linda is not here right now. Can I take a message?

This is her _________________. Could you ask her to call me?

I'm at my office, but she needs to call me at extension number _____________.

I'd better write this down. Hold on a moment while I find a ________.

OK. Go ahead.

My office number is 471-_____________. Extension ________________.

Let me repeat that back to make sure I got it. 471-_____________ and extension ____________.

That's right.
Finish the sentences:

1. ________ me know if you want to go home.
2. He’ll be _____________ to the office soon.
3. What’s her _____________ number? Is it 354?
4. Would you _____________ the number? I didn’t hear it well.
5. Can I take a _____________?
6. He would _____________ the package by noon.
7. My _____________’s name is Peter Jackson.
8. Can you _____________ me your name again?
9. I’d _____________ write your number down.
10. Hold on a _____________ while I find a pen.
Structuring a Call

I'm calling to confirm that I've received your order by _____________. However, we need to discuss the payment schedule for your order.

Can I get back to you about this? I don't usually deal with payments and the person who usually handles them is out to ________________.

I see. Would you like me to explain the payment options to that person?

I think we talked about that when we met here in my office. I think you can leave it to me to inform her of the payment ________________s.

When you have decided on the option you'd like to use, please call me back.

I'll do that. Is there anything _____________ we need to discuss regarding our order?

No. Once we organize the payment _________________, everything will be set.
Complete the sentences:

1. Do you know who _______ the order of the products?
2. I ______ed that our products are on the way.
3. I’d like to ______ why it happened.
4. We ______ed not to buy the computer.
5. I’ve ______d your order by email.
6. Can you tell me the payment ________s?
7. How would you like to send the documents, by mail or by ______?
8. He is not the _______ who deals with the order.
9. We need to ______ the payment schedule for your order.
10. No one is _______ to solve the problem but me.
Calling Back

This is __________________. I got a message you called, so I'm returning your call.

Hi, __________________. Thanks for getting back to me so soon.

The reason I called you was to check and see if our ______________ has been shipped.

Yes, it was shipped ______________.

Great! I'll need to check the information later.

If you like, I can go over the ______________ with you now.
Are you available now to talk about it?

Actually I have an appointment. Is it alright if I call you back in ______________?

No problem. Talk to you soon.

Thanks. Bye.
Complete the sentences:

1. I want to __________ if you are available now.
2. He __________ed from the business trip last week.
3. We will send you an ______________ with the products you ordered.
4. How much is the ______________ cost of the product?
5. I have an ______________ment with my doctor today.
6. The products were __________________ed yesterday.
7. Thanks for __________ing back so soon.
8. The service is not ______________ at this moment.
9. What is your business __________s in your store.
10. Are you available to __________ about it now?
What Makes A Good Phone Call?

What Makes a Good Telephone Call?

Would it be possible to get some tips from you for calling customers?

Sure, I can show you the ____________ I use when I call customers.

You prepare everything you're going to say before you call?

No. But I have an _________________ I follow for calls.

If it is a "cold call", I greet the customer and identify myself, then I tell them the _________________ for my call.

You don't start the conversation with small talk?

No. I get to the point by politely asking if they are interested. It ____________ time.

Do you ever leave messages for people on their voice mail?

Not usually. And if I get a ____________ signal, I call that person again later in the day.
Complete the sentences:

1. We have an outline we _____________ for calls.
2. Do you usually leave ______________ for people on their voice mail?
3. I first _______________ myself to people I call.
4. Is it _______________ to make it on time?
5. I take the subway to ____________ time instead of take a bus.
6. Are you ______________d in the picture I painted?
7. I ___________ the customer and identify myself if it is a cold call
8. At Walmart, the ____________ service is excellent.
9. I get to the point by___________ly asking if they are interested.
10. I usually __________the conversation with small talk.
Before You Watch

1. What are the top 10 places you’d like to visit? Why?
2. What things must you bring when traveling to a city for a weekend?
3. What are some fun things for people to do in your city?

Task: Your friend is going to a famous city. Give them advice. What should they do / buy / bring / eat / see / explore? Make a list.
The Big Apple

I’m going to visit ______________________ on my next vacation.

First on my agenda is going to be _______________________________.

And after that I want to explore ________________________________.

I hear you can ______________________ there in the _________________!

I also want to cross the ____________________ and see the ________________________!

I won’t have a ________________ while I’m there but there are lots of ways for tourists to get around ________________________.

You can take a train from ______________________ station or ride the subway to most points in the city.

I hope I can see all these things in only ________________ days!
Finish the sentences:

1. You can ride the _______________________ to most points in the city.
2. I’m going to Mexico on my next __________________________.
3. You can _______________ a train from Grand Central Station.
4. I want to ______________________ Central Park.
5. The first thing on my ______________ is to visit the Empire State Building.
6. The city is full of _______________________s in the summer.
7. I ________________ I have time to see everything!
8. There are many ships in the ________________________.
9. There are subways to most ________________s in the city.
10. On my day off, I’m going to ____________________ the city.
How To Have Fun At a Water Park

Every getaway should be fun and relaxing. Prepare to ensure your trip to the water park is a splashing _____________________.

**You will need:** A computer with Internet access, food and beverages, a bathing suit, sunscreen, goggles, small plastic bags, a camera, and maps. Optional: A room with a refrigerator and ______________________.

**Step 1:** Call the water park and see if they are offering any promotions. Check their website for deals. Reserve a room with a refrigerator and microwave.

**Step 2:** Pack __________________ and beverages. Vending machines and restaurants at water parks can be very expensive.

**Step 3:** Pack the necessities, such as a bathing suit, sunscreen, goggles, and small plastic bags to keep your cell phone and _________________________ dry.

**Step 4:** Bring your camera to capture all the great memories you will make.

**Step 5:** Get thorough directions to and from the water park. Keep ________________ in your car's glove compartment and keep the park's phone number handy.

**Step 6:** Arrive early and stay late. Most hotels will let you enjoy the water park hours before check-in and let you stay in the park after you ___________________ out. Did you know? There were over 180 indoor water parks in 2007.
Finish the sentences:

1. The festival was ______________d on film.
2. Always keep pen and paper ________________.
3. You will need a computer with internet ________________.
4. Please ________________ that the oven is turned off.
5. Staying in the resort hotel for a week was a great ________________.
6. Get thorough ________________s to and from the water park.
7. ________________ your own tools to fix the broken machine.
8. I paid this computer for 300 dollars. Isn’t wasn’t a great ________________?
9. ________________ early if you want to avoid the crowds.
10. Double ________________ that you have everything before leaving.
What are you going to do this ________________?

   After _________________? I'd like to take a road trip across ________________

Really? That sounds great! Where will you go?

   _________________, of course!

I've always wanted to take a road trip.
Do you think I could come with you?

   Sure, why not? There's room in the ________________ seat.
Complete the sentences:

1. Can I go with you? ___________, I’ve always wanted take a trip with you.
2. He’s never wanted to ____________ a road trip.
3. Would you like to come to my birthday party? Sure, That ____________ s great.
4. There's ____________ in the back seat.
5. I _____________ you’ll be very happy when you hear the news.
6. I’d like to take a _____________ trip across the country.
7. It’s ____________ to see you again.
8. Do you have any plans for _____________ vacation?
9. After I _________________, I’m going on a road trip.
10. Let’s take a _________________ this summer.
Scheduling Problems

Taka, what is your plan for the rest of your stay in the US?

Tomorrow I will visit one customer in ________________.
After that meeting, I fly to ________________ for another meeting.
I will fly back to ________________ on the following day.

When are you going back to ________________?

I will leave the US on Friday.

Wow, you have a pretty tight schedule!

Every time I come to the US, the schedule is always very tight.
Business trips are very tiring, because we schedule so many ________________s.
To cut costs, we are reducing the number of business trips company-wide.

It's the same here. We're doing many more conference calls ________________.
Recently, we got an advanced video conference system.
It was very expensive, but it could ________________ a lot of money, compared with travel costs.
Less tiring too!
Complete the sentences:

1. What are you going to do for the ________ of your vacation?
2. Using conference calls is less ________ than going on business trips.
3. To cut costs, He has to ____________ eating out.
4. Wow, He has a _________ tight schedule!
5. It could save a lot of money, ________ with travel costs.
6. We have the ________ problem as you.
7. He ____________ s Los Angeles on Sunday.
8. We have ____________ meeting after this one.
9. Bring lots of ____________ if you go to Paris.
10. What are your ____________ s for the weekend?
Language Focus

1. When at a restaurant, what English phrases would you hear?  
   Make a list.
2. What’s your favorite restaurant? Why is it your favorite?
3. What is important for a restaurant. Make a list and rank the items.

Task: You are a waiter. Take the orders at a table. Then return with the orders. Can you remember what everyone wants? Perform for the class.
Ordering Drinks

Hello. Can I get you something to drink?

A ___________________________, please.

And what about you?

I'll have _______________________.

Would you like ________________________?

_________________, please.

Great. I'll be back in a few minutes.
Complete the sentences:

1. What can I get you something to ________________?
2. I take my coffee ________________.
3. I’ll have a slice of ________________ with that.
4. I’ll be right ________________.
5. Would you ________________ some dessert?
6. Can we have the check, ________________?
7. I’ll just be a ________________.
8. I take cream in my ___________ not my coffee.
9. She must have put ________________ in my coffee. It’s so sweet.
10. I prefer ________________ not cream, in my coffee.
Seinfeld meets Superman

Watch

Two.

Do you have a reservation?

Superman.

I don't see anything.

Might be under "The Man of Steel".

Man of Steel, Man of Steel. Oh yeah, Man of Steel. Right here. This ___________.

Man of Steel. Why do you do that?

Wanna sit by the ____________________________?

No.

No, you don't. I mean, how could they put this much mayonnaise on tuna fish and expect people to eat it.

What do you __________________? You're invulnerable to harm.

It's not harm, it's too rich. Makes me queasy.

Send it back.

Nah.

You got a little.

Huh? __________________?

Why? It's impervious to stain. ............
Complete the sentences:

1. I ______________________ dined at the Ritz Carlton.
2. I’ll have the tuna _____________ sandwich.
3. What do you __________________ in this cheap place?
4. Can you pass me a ______________________?
5. What do you ________________? You have lots of money.
6. You have some __________________ on your face.
7. Do you have a ______________________ for a room?
8. Let’s try the pasta. Can’t do no ________________.
9. My brother’s ________________ding was very extravagant.
10. There is something ________________ ing from your mouth.
And what would you like?

I’ll have a ____________________.

How would you like that: rare, medium or well done?

__________________, please.

That comes with potatoes. Do you want mash, baked or French-fried?

I’ll have ____________________.

Would you like ____________________.

__________________!
Complete the sentences:

1. Would you like something to drink? ________________!
2. How would you like your steak? ________________
3. Do you want ________________ on your fries?
4. I’ll have a ________________ with onions and lettuce.
5. I’d ________________ mine well-done.
6. I’ll have the ________________d potato.
7. I’ll have my steak medium rare, ________________.
8. Do you ________________ mashed potatoes?
9. I’ll have ________________ed potatoes with my burger.
This isn’t what I ordered!

Here you go. I'll be back in a ________________ to take your order.

Oh no!

What's wrong?

My __________________________________. This isn't what I ordered.

Let's tell the waitress.

Excuse me. I ordered ________________________.

This one ________________________________.

Oh! I'm sorry. Here you go. Your ________________________ on us.
Complete the sentences:

1. I’ll be __________________ in a moment.
2. I didn’t __________________ this!
3. The __________________ in this restaurant is horrible!
4. I take my coffee __________________ with sugar.
5. Your __________________ will take your orders in a minute.
6. You got our orders __________________!
7. I’ll have _____________ and sugar in my coffee.
8. I’m terribly __________________!
9. If you can wait a ________________, I’ll get a new one.
10. Let’s ________________ the waitress about your food.
Before You Watch

1. What kind of places do people shop? Make a list.
2. What is your favorite place to shop? Why?
3. What makes a good sales clerk?

Task: You are a sales clerk. A customer would like to return a 2 month old pair of jeans. Role play the conversation.
Sweater Shopping

Your total's gonna be sixty-nine dollars and twenty-five cents.

Will you be using your _______________________________ card to pay?

I can give you _______________percent off if you use your card today.

   Yes, okay.

If I could just have your ___________________________ right here.

   Sure.

Thank you. Would you like your _______________________ in the bag?

   Yes, please.

Okay, you're all set. Enjoy your new __________________!
Complete the sentences:

1. Would you like a copy of your ________________?
2. How would you like to ________________?
3. I’ll use my credit ________________.
4. I can give you 30 ________________ off, if you pay in cash.
5. ________________ your new sweater.
6. I need your ________________ right here at the bottom.
7. Would you like a ________________ with your purchase?
8. ________________ you be paying with a credit card?
9. I’m looking for a wool ________________.
10. If you could ________________ wait a moment.
Good ____________. How are you today? May I help you with something?

Yes, I'm looking for a ____________________ dress.

Great. We just received our ____________ collection.

Are you looking for something ____________ or ____________________?

Something _________________. I'd like something just _____________________.

How about this _____________ here?

Do you have it in ________________?

Yes, we do. Shall I start a fitting room for you so you can _______________ a little?

That's okay. I'd like to try it on right now.

Absolutely! Follow me. The fitting rooms are _______________.

Thanks.

So, how'd you make out? Do you like it?

I like the _______________ but it feels a bit _____________________.

Trying On Clothes
Complete the sentences:

1. Do you have it in red? Yes, _______________!
2. Do you have this dress in a _______________er size?
3. Our fall _______________ion just arrived.
4. It is a _______________ big.
5. We just _______________d our fall collection.
6. Do you _______________ it?
7. Would you like to _______________ a little?
8. I’m looking for a cocktail _________________.
9. How does the dress fit? Does it _______________ okay?
10. The dress is a little tight on the _______________s.
Hi ____________. Thanks for helping me with my shopping. I’m ________________.

Oh, it’s no problem.

I need a _________________ for my job interviews.

Okay. What’s your budget?

Well, I’m not sure. I don’t know what _______________s cost.

I think you could get a nice one on sale for about _____ or ____ hundred dollars.

What? That’s a SALE price?

Yes. Quality _______________s are expensive.

Hmmm. Okay. I guess I have no choice.
Complete the sentences:

1. I _______________________ I have no choice.
2. I need a suit for my ________________ interview.
3. How much does a good suit ___________________?
4. I __________________ a tie to go with my suit.
5. Do you have any suits on __________________?
6. You have two _________________s - blue or grey.
7. Quality __________________s are expensive!
8. That’s the regular _________________.
9. I ________________ you could get it on sale if you wait.
10. I can’t spend much. I’m on a tight _________________.

**Featured Words**

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</table>
Leisure Time

I'm planning to meet a good friend for dinner in _____________________
Friday night. Also, I have to make time to buy some nice _____________
wines. Every time I come to ________________, I always buy good wine. It's
much cheaper here.

So, you like good wine, do you? Have you been to ________________?

Yes, I went there last year and enjoyed tasting tours at a few wineries.
Do you know a lot about wine?

Actually, ______________________ knows quite a bit about wine.

That's true. I love wine more than just about anything else!
One of my friends owns a small winery in ________________. I help out there sometimes.
When you come back next, I would like to invite you to a tour there.

Thanks, that sounds ________________.
I'd better start planning that next business trip after all.
Complete the sentences:

1. ________________ly, I like white wine, not red wine.
2. My brother owns a large ________________ in California.
3. Wine is much ________________er in Spain.
4. I ________________ a glass of white wine, now and then.
5. He ________________s quite a bit about wine.
6. I’ve never been to a winery ________________.
7. There are very ________________ expensive wines available.
8. I like champagne more than anything ________________.
9. I ________________ a glass of red with dinner.
10. Every ________________ I go to France, I buy lots of wine.
May I help you?

Yes, I'm looking for a gift for a baby.

How old is the baby?

He's ____________ old. It's a birthday gift.

Well, you could get him a toy or some clothes.

A toy sounds good.

How about blocks? Blocks are an excellent choice for a ________________ old.

The blocks over here are very soft and play music when you squeeze them.

They're made in __________________________.

That's a little too expensive. I want to spend around ________________ dollars.

What about a bath toy? This ________________ is popular.

If you pour water in here, it spins and makes noise.

That's great. I'll buy that one.

Do you need a card?

Yes, the one with the __________________________ is nice.
Complete the sentences:

1. I’m looking for a ________________ for my baby.
2. Do you need a birthday ________________?
3. It’s a little ________________. Do you have something cheaper?
4. That’s an ________________ choice!
5. It makes a ________________ when you squeeze it.
6. Our toy cars are very ________________.
7. I’m ________________ for a doll for my child.
8. You could ________________ him a water toy?
9. May I ________________ you?
10. I want to spend ________________ $50.00.
Record Your Progress!

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<td>I’ll have a burger</td>
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<td>This isn’t what I ordered!</td>
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### Answer Key Unit 1

#### Greetings

1. hotel  
2. discuss  
3. sound  
4. first  
5. meet  
6. take  
7. happy  
8. final  
9. then  
10. account

#### Meet My Friends

1. friend  
2. tutor  
3. meet  
4. know  
5. cool  
6. work  
7. sound  
8. interest  
9. daycare  
10. guy

#### Nice To Meet You

1. speak  
2. assist  
3. drink  
4. bother  
5. able  
6. awake  
7. arrive  
8. Sale  
9. coffee  
10. bring

#### Social Etiquette

1. enter  
2. introduce  
3. confident  
4. make  
5. common  
6. another  
7. follow  
8. repeat  
9. background  
10. host

#### Smiling Is Important

1. nervous  
2. comfort  
3. quality  
4. sure  
5. sincere  
6. approach  
7. negative  
8. several  
9. inform  
10. important
### Answer Key Unit 2

#### Jet Lag
1. fatigue  
2. recommend  
3. fluid  
4. include  
5. destination  
6. depress  
7. constipate  
8. favorite  
9. take  
10. control

#### Rapping Attendant
1. quench  
2. electronic  
3. seatbelt  
4. suitcase  
5. plastic  
6. holler  
7. button  
8. takeoff  
9. exit  
10. carry-on

#### Fear Of Flying
1. safe  
2. bumpy  
3. plane  
4. travel  
5. scar(e)  
6. sometimes  
7. land  
8. ever  
9. little  
10. mean

#### Time Zones
1. schedule  
2. remember  
3. difference  
4. Here  
5. right  
6. time  
7. call  
8. say  
9. want  
10. confer
### Answer Key Unit 3

#### Catching A Bus
1. schedule  
2. usual  
3. minute  
4. bill  
5. actual  
6. look  
7. next  
8. change  
9. enough  
10. post

#### The Heaviest Limousine
1. equivalent  
2. horsepower  
3. excited  
4. high  
5. carr(ies)  
6. read  
7. originally  
8. household  
9. lounge  
10. foot

#### How To Travel Cheaply
1. culture  
2. budget  
3. deal  
4. catch  
5. swap  
6. crowd  
7. consider  
8. bundle  
9. departure  
10. cheap

#### Places Visited
1. travel  
2. country  
3. always  
4. parent  
5. hear  
6. month  
7. cool  
8. go  
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<td>10. history</td>
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### Answer Key Unit 5

#### Checking In
1. floor  
2. night  
3. key  
4. reserve  
5. last  
6. Please  
7. room  
8. like  
9. Here  
10. miss  

#### Guest Services
1. pool  
2. gymnasium  
3. need  
4. treadmill  
5. tell  
6. early  
7. sir  
8. time  
9. open  
10. tomorrow  

#### Bed Bugs
1. allergy  
2. strike  
3. disappear  
4. effect  
5. disease  
6. attend  
7. itch  
8. grow  
9. control  
10. cost  

#### Room Service
1. breakfast  
2. drink  
3. sugar  
4. like  
5. help  
6. bring  
7. order  
8. cream  
9. fruit  
10. plate
## Answer Key Unit 6

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<td>4. area</td>
<td>4. afraid</td>
</tr>
<tr>
<td>5. wardrobe</td>
<td>5. check</td>
</tr>
<tr>
<td>6. carve</td>
<td>6. call</td>
</tr>
<tr>
<td>7. ambience</td>
<td>7. speak</td>
</tr>
<tr>
<td>8. bar</td>
<td>8. certain</td>
</tr>
<tr>
<td>9. couple</td>
<td>9. back</td>
</tr>
<tr>
<td>10. complete</td>
<td>10. number</td>
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</tbody>
</table>
## Answer Key Unit 7

### Opening A Telephone Call
1. reason
2. check
3. spell
4. call
5. moment
6. message
7. order
8. number
9. alright
10. Summer

### Messages
1. Let
2. back
3. extension
4. repeat
5. message
6. receive
7. husband
8. tell
9. better
10. moment

### Structuring A Call
1. handle
2. confirm
3. explain
4. decide
5. receive
6. option
7. fax
8. person
9. discuss
10. here

### Returning A Call
1. see
2. return
3. invoice
4. actual
5. appoint
6. ship
7. get
8. available
9. hour
10. talk

### A Good Call?
1. follow
2. message
3. identify
4. possible
5. save
6. interest
7. greet
8. customer
9. polite
10. start
## Answer Key Unit 8

### The Big Apple

1. subway
2. vacation
3. take
4. visit
5. tour
6. show
7. hope
8. harbor
9. point
10. explore

### Water Park

1. capture
2. handy
3. access
4. ensure
5. getaway
6. direction
7. Bring
8. deal
9. Arrive
10. check

### Road Trip

1. sure
2. take
3. sound
4. room
5. think
6. road
7. great
8. summer
9. graduate
10. trip

### Scheduling Problems

1. rest
2. expensive
3. reduce
4. pretty
5. compare
6. same
7. leave
8. another
9. money
10. plan
**Answer Key Unit 9**

<table>
<thead>
<tr>
<th>Ordering Drinks</th>
<th>Superman</th>
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<tbody>
<tr>
<td>1. drink</td>
<td>1. once</td>
</tr>
<tr>
<td>2. black</td>
<td>2. fish</td>
</tr>
<tr>
<td>3. lemon</td>
<td>3. expect</td>
</tr>
<tr>
<td>4. back</td>
<td>4. napkin</td>
</tr>
<tr>
<td>5. like</td>
<td>5. care</td>
</tr>
<tr>
<td>6. please</td>
<td>6. mayonnaise</td>
</tr>
<tr>
<td>7. minute</td>
<td>7. reservation</td>
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<td>8. tea</td>
<td>8. harm</td>
</tr>
<tr>
<td>9. sugar</td>
<td>9. wed</td>
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<td>10. milk</td>
<td>10. hang</td>
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<table>
<thead>
<tr>
<th>Burger</th>
<th>Not What I Ordered</th>
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<tbody>
<tr>
<td>1. Absolutely</td>
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</tr>
<tr>
<td>2. Medium</td>
<td>2. order</td>
</tr>
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<td>3. ketchup</td>
<td>3. service</td>
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<td>4. burger</td>
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<td>5. like</td>
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<td>6. bake</td>
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<td>7. please</td>
<td>7. cream</td>
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<td>9. mash</td>
<td>9. minute</td>
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# Answer Key Unit 10

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<th>Sweater</th>
<th>Trying On Clothes</th>
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<tr>
<td>1. receipt</td>
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<td>2. pay</td>
<td>2. small</td>
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<td>3. card</td>
<td>3. collection</td>
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<td>4. percent</td>
<td>4. little</td>
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<td>5. Enjoy</td>
<td>5. receive</td>
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<td>6. signature</td>
<td>6. like</td>
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<td>7. bag</td>
<td>7. browse</td>
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<td>8. Will</td>
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<td>9. sweater</td>
<td>9. feel</td>
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<td>10. just</td>
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<td>2. winery</td>
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<td>3. cost</td>
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<td>4. need</td>
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<td>5. sale</td>
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<td>9. think</td>
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<table>
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<th>Baby Gift</th>
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<td>2. card</td>
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<td>3. expensive</td>
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<td>8. get</td>
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<td>9. help</td>
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<tr>
<td>10. around</td>
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</table>
About the Author

David Deubelbeiss is professor, teacher trainer and technology advocate presently living in North Bay, Ontario. He has traveled and taught EFL around the world. A “working man’s teacher”, he espouses the philosophy of “When one teaches, two learn.” Find out more about him through his google profile or his online teacher professional development website – EFL Classroom 2.0.