

Oral Communication

Academic year: 2019-2020

Course Description

The aim of this course is to develop students' basic communication skills in the context that they will most need those skills. Students will learn skills needed for daily interactions. they will learn to start and continue a conversation naturally, using a number of communication strategies such as asking follow-up questions

and giving extended answers. They will also learn about turn taking and how to control the flow of a conversation by adding information. Finally, will be introduced to context-related idioms

1. Course Goals

Upon completion of this course, students should be able to:

- Introduce themselves and talk about familiar, everyday conversation topics
- discuss various personal and ethical problems and solutions
- Acquire tools and techniques to help students perfect their communication styles.
- Acquire communication skills to properly communicate facts, feelings, thoughts,

2. Text and materials

Materials include instructor-created handouts and worksheets usually distributed in class and instructor-provided videos. Other learning resources include texts and articles. The purpose to provide enough practice and make students better communicators

3. Teaching method

The course will be conducted through

- a. Presentations by the students
- b. Discussions of the topics assigned
- c. Workshops

4. Methods of assessment

1. Participation in class
2. Group activities and discussions
3. Writing activities in class
4. End term oral exam

LESSON 1: REMEMBERING

Ingrid the Informant

Ingrid arrives late for her appointment with Inspector Gordon. How does he get from her the information that he needs?

- **Inspector:** Ingrid. You're late. Did you forget our appointment?
- **Ingrid:** I'm sorry. It must have slipped my mind.
- **Inspector:** OK, Ingrid. We want you to tell us where Biggs is hiding.
- **Ingrid:** I'm sorry. I seem to be drawing a blank.
- **Inspector:** I see. Maybe this will help refresh your memory.

(The inspector gives Ingrid fifty dollars).
- **Ingrid:** Come to think of it, I do seem to remember something about a bridge.
- **Inspector:** Which bridge?
- **Ingrid:** The name escapes me.

(The inspector hands Ingrid another fifty dollars)

Hmm ... it's on the tip of my tongue.

(He gives her a hundred dollars)

Oh, yes! The Bay Bridge.

- **Inspector:** One last thing, Ingrid. Is there a shipment coming in tonight?
- **Ingrid:** Now that you mention it, I think there is, but for the life of me I can't remember at what time.
- **Inspector:** Maybe you need a little inspiration.

(He hands her fifty dollars).
- **Ingrid:** Wait. It's coming to me now...

(He gives her a hundred dollars.)

That's right! There's a shipment coming in at 11:30 tonight.
- **Inspector:** Thanks, Ingrid. You've been a big help. Remind me to take you out to dinner sometime.
- **Ingrid:** Your treat?

I. SORTING

- *Complete the chart below with expressions from both the dialogue and the second exercise.*

Remembering	Forgetting
.....
.....
.....
.....
.....

II. MATCHING

- *Make a phrase by matching the correct words and phrases. Try to do it without looking at the dialogue.*

A	B	NEW PHRASE
1. refresh your	a. right!
2. come	b. a blank
3. it slipped my	c. tongue

4. That's	d. memory
5. to draw	e. to think of it
6. for the life	f. escapes me
7. it's coming	g. you mention it
8. It's on the tip of my	h. mind
9. Now that	i. to me now
10. The name	j. of me I can't remember

III. PAIR WORK

- *Using the phrases above, what's another way of saying:*

1. To help someone remember
2. "At first I did not remember, but after some more thought, now I do.".....
.....
3. "I am very close to remembering and saying something."
4. "I would not have thought of it otherwise, but what you have just said has made me remember."
5. "Right now I am remembering."
6. "My memory right now is failing me completely."
7. "It is difficult for me to remember the name."
8. To forget to do something.
9. "I'm trying very hard to remember, but it's not working."
10. "I now remember!"

IV. WHERE WERE YOU?

- Have you any memories of some important event? Where were you and what were you doing at the time? Imagine a dialogue between you and you partner

WORKSHEET 1: IDIOMS

Spain. When Cristina Sanchez was a little girl, she loved to watch her father fight bulls. She knew that bullfighting was a dangerous profession. And she knew that there were no women bullfighters in Spain. But still she wanted to become a matador, to follow in her father's footsteps. So at the age of 12, Cristina started practicing with cows.

Her father was opposed to her future plans. "It's impossible. Women don't become bullfighters," he said. But Cristina insisted. "I didn't want the role of a traditional woman," she says. Finally, her father changed his mind and gave in. he saw that Cristina had bullfighting in her blood. He gave her the green light to attend the most famous school in Spain to learn the ropes of bullfighting. And then he became her trainer. Now Cristina is a star in her country. As the first female matador, she is always in the public eye. But if hasn't been sooth sailing for her. She has been hurt three times by bulls. Also, many people are angry about her participation in the sport. Some male matador refuse to share the bullring with her, and she often hears insults from the audience. "When I hear insults from the crowd," says Cristina, "it makes me try harder. I want those people to eat their words."

I. Write the idioms and expressions in front of their corresponding meanings.

- in one's personality or character.
- agree to something you didn't want to agree to before
- admit that what one said is wrong
- disagree strongly with a plan, an idea, etc.
- learn how to do something
- well known; in the news
- easy and without any problems
- feel very upset or unhappy about a situation
- give someone permission to do or start something
- begin to think differently about something

II. Answer these questions.

1. Is your family opposed to any of your ideas or dreams?
2. Are boys and girls treated in the same way in the Moroccan families?
3. How have female roles in the society changed over the last few years?

III. Complete the dialogue with the given idioms.

Give in - be angry about - give me the green light - learn the ropes - opposed to – change my mind.

A: Hi, honey. How was your first day at work?

B: It wasn't bad. I'm starting to (1) In a few months, I'll have enough money for a motorcycle.

A: You know I don't like motorcycles. I'm absolutely (2) the idea.

B: But Stefano has one. And a lot of other kids do too.

A: I know, but I think motorcycles are very dangerous.

B: But, Mom, ...

A: I'm not going to (3) You won't make me (4)

B: Oh, Mom. Have a heart! You have to (5) on this one!

A: Sorry, Denny. Please don't (6) this. It's for your own good.

LESSON 2: DECISIONS

Fickle Fernando

Fernando is talking to his sister. What is his problem? Complete the dialogue using the phrases in the box at the bottom. There is only one correct order.

- **Fernando:** I can't make up my mind.
- **Mercedes:** 1.....
- **Fernando:** About Adela and Karen. Right now I'm leaning toward Adela. But then again, Karen is also good.
- **Mercedes:** 2.
- **Fernando:** I have mixed feelings about them. On the one hand. Adela has a good sense of humor. On the other hand, Karen has a great car.
- **Mercedes:** 3.
- **Fernando:** I could go either way. On the plus side, laughter makes the relationship fun, but on the minus side she keeps laughing even when we're kissing.
- **Mercedes:** 4.
- **Fernando:** Yeah, but I kind of had my heart set on Adela. So I'm debating whether to break up with Karen or simply not tell her about Adela.
- **Mercedes:** 5.
- **Fernando:** You're right. I think I'm going to go with telling the truth. On second thought. maybe I should just stay with Martha.
- **Mercedes:** 6.

- a- Then Karen's the one for you
- b- Who's Martha?
- c- About what?
- d- What's more important to you — laughter or transportation?
- e- Tell me what you like about them
- f- I always say honesty is the best policy.

I. SORTING

- *Underline phrases and expressions of making or inability of making decisions in the dialogue above.*

II. PHRASE JUMBLE

- *Re-write the following in the correct order. Once you are done, go back and underline the part of the expressions which you want to remember.*

1. toward I'm leaning Adela.....
2. I way go either could.....
3. I'm go going with to vanilla.....
4. mind my I can't up make.....

5. But tea also again then like I.....
6. I mixed about feelings them have.....
7. I heart my on had set food Mexican
8. On thought chocolate second I'll the have one.....
9. I'm whether debating to call her or letter her write a
10. On side the plus beautiful it's; minus the on expensive side it's.....
11. On hand one the we out go can; other the on hand home stay can we TV and watch.....

III. CLOZE

- *Only one phrase is possible to complete the sentence.*

1. Maybe I will....., maybe I won't
 - a. but then again
 - b. I had my heart set on
 - c. on the one hand
 - d. on the minus side
2.stay at home or go out tonight.
 - a. I had my heart set on
 - b. on second thought
 - c. on the plus side
 - d. I'm debating whether to
3. I think..... buying a new car instead.
 - a. on the one hand
 - b. on second thought
 - c. I'm going to go with
 - d. I could go either way
4.really. I like both public transit and driving.
 - a. I could go either way
 - b. On second thought
 - c. I'm leaning toward driving
 - d. But then again, driving
5. I don't know which to choose. Right now..... the blue one.
 - a. I could go either way
 - b. I'm leaning toward
 - c. I'm going to go with
 - d. I had my heart set on
6. I'll write her a letter..... I'll give her a call
 - a. On second thought
 - b. But then again
 - c. On the plus side
 - d. On the minus side
7. A: Where are you going this summer?
B: I don't know.....
 - a. I could go either way.
 - b. I can't make up my mind
 - c. But then again, no.
 - d. On the other hand, yes.
8.Erik is responsible. -..... Kristina is responsible and efficient.
 - a. On the one hand, on the other hand
 - b. On the plus side, on the minus side
 - c. On the other hand, on the one hand
 - d. On the minus side, on the plus side
9. A: I thought you wanted to buy the house on Market Street?
B: Sure I like the one on Market, but.....the one on Church
 - a. on second thought
 - b. then again
 - c. on the one hand
 - d. I had my heart set on

10. Well,it's close to where I work:....., it's far away from the beach
- a. On the one hand, on the other hand
 - b. On the plus side, on the minus side
 - c. On the other hand, on the one hand
 - d. On the minus side, on the plus side

WORKSHEET 2: HEALTH RELATED IDIOMS

Read this short story. What is it about?

Boston, MA, USA

Ed Rosenthal lives in a nursing home in Boston with other elderly people. Ed is a Senior citizen, 91 years old.

When Ed was 84 years old, a doctor came to the nursing home. She saw that Ed was out of shape and his body was weak. She told him to exercise and get in shape. So Ed started going to the exercise center to pump iron. He worked out for seven years, day in day out.

Now Ed has big muscles, and his stomach is as flat as a pancake. He feels like a million dollars. His family and friends are surprised. They cannot believe their eyes. Now Ed Rosenthal, at 91, is as fit as a fiddle!

I. Write each of the underlined expressions in the text in front of its corresponding meaning given below.

- a. in good physical condition
- b. healthy and physically fit
- c. lift weights
- d. a person more than 65 years old
- e. very flat
- f. not believe what one sees because of surprise
- g. exercise
- h. regularly; all the time
- i. be very healthy and happy
- j. not in good physical condition

II. Pair work. Answer the questions.

*Do you work out? If so, how often? Where? What do you do? Do you pump iron?

*What things do you do day in day out?

*When you're Ed's age, what kind of shape will you be in?

III. Complete the sentences. Write something true about yourself.

*In my opinion, the best ways to stay as fit as a fiddle are

*When I'm a senior citizen,

*I feel like a million dollar dollars when

IV. Complete the dialogue. Use the following idiomatic expressions.

In shape Out of shape senior citizen fit as a fiddle work out
Not believe her eyes feel like a million dollars

A: Grandpa, do you want to go for a bike ride with me today?

B: No, I don't think so.

A: Come on, Grandpa! Please!

B: Give me a break, Ana. I'm a (1), you know. I'm too much (2) to ride a bike.

A: You should (3) like Grandma. She's as (4)

B: All right, all right. I know I should get (5) I'll go with you if we don't go too far or too fast.

A: Oh, thanks, Grandpa! We'll just ride to the park. You're going to (6) after you exercise.

B: Your grandmother will (7) when she sees me on a bike!

LESSON 3: SHARING PROBLEMS

One good way of letting a person know that you are listening is to use phrases to identify with the speaker - not necessarily to agree with the speaker, but to try to show that you are interested in what he or she is saying by responding. Tibor and Roberta are sharing a house in Sydney, Australia, where they are doing an English course. Can you relate to their complaints?

Roberta walks in, throws her bag down, and slams the door behind her.

- **Tibor:** One of those days, huh?
- **Roberta:** Yeah. I'm just a little angry because no one seems to understand my English.
- **Tibor:** Oh, don't you hate that? Every time I go out people ask me, 'Where are you from?'
- **Roberta:** I hate when that happens. The other day I said 'Good morning to the doorman and he said 'Buon giorno.' That really made me angry.
- **Tibor:** I can imagine. But if it makes you feel any better, this morning I had to ask the woman at the post office to write down the price for the stamps because I couldn't understand her accent.
- **Roberta:** Ouch. That must've been really embarrassing,
- **Tibor:** Very. I'm going to go to a different post office next time
- **Roberta:** I don't blame you. Sometimes I wonder if my English will ever sound perfect.
- **Tibor:** Tell me about it.
- **Roberta:** Sometimes I feel like giving up.
- **Tibor:** I know the feeling. At first I felt like I was learning a lot, and now..
(Tibor shakes his head)
- **Roberta:** I know what you mean. I want to be treated as a native speaker of English
-not as a woman from Italy.
- **Tibor:** Yeah, I can relate.
- **Roberta:** What?

I. MATCHING

- *In pairs, make a phrase by matching the correct word(s). Try to do it without the dialogue.*

1. I hate when that 2. One of those 3. I can 4. I don't 5. I can	a. blame you. b. relate. c. happens. d. days, huh? e. imagine.
1. I know 2. That must've 3. Tell me 4. Don't you 5. I know what	f. about it g. the feeling h. you mean. i. been terrible j. hate that?

II. DISCUSSION

1. What things frustrate you about your English?
2. What do you find the most difficult to do in English?
3. What things do you like in your English classes? What things don't you like?
4. What kinds of teachers do you not like?
5. What do you like about the room you are in right now and what don't you like about it?

III. PAIR WORK

- *Which phrases from the dialogue can be used to respond to the following questions?*

1. I locked the keys in my car
 - a. I know what you mean.
 - b. I can imagine
 - c. I hate when that happens.

2. That's the second time I've tripped and fallen today!
 - a. I can imagine.
 - b. One of those days, huh?
 - c. I don't blame you.

3. I miss home a lot.
 - a. I know what you mean.
 - b. That must've been horrible!
 - c. One of those days, huh?

4. I don't feel so well. I'm going to leave work early today.
 - a. I know what you mean.
 - b. I don't blame you.
 - c. That must've been awful!

5. I worked until three in the morning! I'm so tired.
 - a. I can imagine
 - b. That must've been embarrassing!
 - c. Don't you hate that?

6. Every time I eat popcorn I get thirsty.
 - a. Don't you hate that?
 - b. One of those days, huh?
 - c. That must've been embarrassing!

7. He told me he had fallen in love with someone else.
 - a. I don't blame you.
 - b. Tell me about it.
 - c. That must've been awful!

8. I think I'm ugly and stupid.
 - a. I know the feeling
 - b. I hate when that happens.
 - c. That must've been embarrassing!

9. I'm tired of learning English.
 - a. Tell me about it.
 - b. One of those days, huh?
 - c. That must've been awful!

10. I understand most phrasal verbs but I'm too dumb to know how to use them.
 - a. I can relate
 - b. I don't blame you.
 - c. I can imagine

WORKSHEET 3: MARRIAGE RELATED IDIOMS

Read this short story and underline the idioms and expressions that it contains.

Antillo, Italy.

Vittoria Celemi and Sebastio Maraconi live in a small village in Sicily. They are in love. One day, Sebastio gives Vittoria an engagement ring and asks her to marry him. Vittoria accepts, but she adds, "Let's wait to get married until we can afford the perfect wedding! We don't have enough money now."

Vittoria begins to shop for a wedding dress, and she soon finds the perfect one. It's long, lacy, and beautiful. But it costs an arm and a leg! So Vittoria starts to save her money. She makes a small payment every year. She saves up for 40 years!

At long last, after a 40-year engagement, Vittoria can buy the wedding dress. She and Sebastio decide to tie the knot. At the wedding, Vittoria looks beautiful in her dress. The newlyweds are in seventh heaven. They dance, drink champagne, and eat caviar. Afterwards, they ride off in a horse-drawn carriage. Their friends watch them and think, 'It's about time!'

Write the idioms and expressions in front of their corresponding meanings.

.....	after a very long time ; finally
.....	be very expensive
.....	keep money so one can use it later
.....	it's later than expected
.....	be very happy
.....	marry
.....	have enough money to buy something

Read this conversation and fill in the blanks with some of the idioms above.

A : Eva, hi ! what's new ?

B : Oh, hi, Stephanie. Guess what ! Mario and I are going to (1) in June !

A : Congratulations, (2) ! You've been engaged for five years ! I
wasn't sure you were ever going to (3)

B : Yeah. I had cold feet.

A : But now you're ready ?

B : Yeah, I know Mario's the one for me. (4) !

A : Are you going to have a big wedding ?

B : We don't know yet. I hope so. If we (5)it, I'd like about 300
guests, a dance band, champagne ...

A : Cool. I know a great band- the Hot Peppers. And they don't (6)

B : Oh, really ? I want to get the details, but I should go now. I'll call you soon.

LESSON 4 ENCOURAGING: IT IS NOW OR NEVER

Rick takes a Risk

Rick and Angie are waiters at a Mexican restaurant. *Have you ever been in a situation like this?*

- **Rick:** I deserve a raise. I think I'm going to ask him today
- **Angie:** Go for it. It's certainly worth a try.
- **Rick:** But do you think I stand a chance?
- **Angie:** You stand as good a chance as anyone. There's only one way to find out.
- **Rick:** I'm scared
- **Angie:** Come on, Rick. Just do the best you can. What have you got to lose?
- **Rick:** My job
- **Angie:** No, really. What's the worst that could happen? Just give it your best shot
- **Rick:** Maybe it's not even worth it.
- **Angie:** Well, you never know until you try, Come on - it's a piece of cake.
- **Rick:** Oh no... here he comes now.
- **Angie:** It's now or never, Rick
- **Rick** (Clears throat) Uh... Mario - Do you have a second?
- **Mario:** If it's about a raise you can forget it.
- **Rick:** (To Angie) Told you
- **Angie:** Well at least you tried.

I. SORTING

- *Sort or underline the phrases and expressions of encouraging in the dialogue above.*

II. PHRASE JUMBLE

- *Put the words in the correct order. Who can finish first? Remember - there's only one correct order.*

1. Go it for
2. It's a worth try.....
3. It's never or now.....
4. It's piece cake a of.....
5. Give best it your shot.....
6. Just best can you do the
7. What lose you to have got?
8. You try until know you never.....
9. There's find to way one only out.....
10. What's happen worst the that could?
11. You chance a good as stand anyone as.....

III. PRACTICE

- *Work in pairs. Paul's friend Abby wrote him a letter recently because she was worried about passing the examination to enter the Police Force. Fill in the blanks with an expression from the exercise above. Then go back and underline the phrases used for encouragement.*

Dear Abby,

Thanks for your letter. Why are you worried about passing that exam? Just go 1.
! After all, you stand as good 2..... Sure, I realize that it's a
 really difficult exam, and many people don't pass, but you never know until 3 This
 is the last chance you're going to get, though, so it's now 4.....
 I mean, what's the worst that 5..... ? I can understand that you're
 worried that you're not good enough, but there's only one way 6..... It's worth a
 7..... Come on! Give it your 8.! I know you can do it. It's a
 piece 9..... Just do the best 10..... After all, what have you got
 11.....? Nothing at all.

Sincerely, Paul

IV. **PAIRWORK**

- *Using expressions from this unit, what's another way of saying:*

1. Try it
2. Do the best you can.....
3. Your doubts will never be clear until you make an attempt.....
4. No one else has a better advantage than you.
5. Even if you do not succeed, how much worse can your situation get?
6. If you succeed there is much to be gained.
7. You may never get another chance.
8. It is easier than you think.

V. **ROLE PLAY**

- *Using phrases from the dialogue, act out one of the following scenes (It may help to write it down first. After you've practiced a little, let the class watch):*

1. Help a colleague who wants to ask a question during a talk at a conference.
2. You are discussing business relations with an American friend who is considering exporting his product into your country. Decide which product
3. You're a parent trying to get your child to swim for the first time.
4. You're a pilot of a sky-diving company, trying to convince someone to jump.
5. You want your friend(s) to try the chocolate-covered ants on the menu.

WORKSHEET 4: LOVE RELATED IDIOMS

Read this short story and underline the idioms and expressions that it contains.

Lyon, France

For Pankov and Mako, it was love at first sight. When the two elephants first saw each other in the Lyon zoo, they fell head over heels in love.

For 34 years, the two elephants looked after each other and were happy. Then one day, Mako got sick. He fell into a ditch by the elephants' cage. A few months later, on a cold January day, he passed away.

Pankov was brokenhearted. Over and over, zookeepers tried to feed her, but she refused to eat. Although Pankov had a sweet tooth, she even refused her favorite treat, sweet spiced wine. Nothing could cheer her up. Pankov didn't eat for four weeks, and she went from bad to worse. On Valentine's Day, a month after Mako's death, zookeepers found Pankov in the same ditch. That night, she died of a broken heart.

Write the idioms and expressions in front of their corresponding meanings.

- die
- fall deeply and suddenly in love
- love to eat sweet foods
- love that happens when two people first see each other
- go from a very bad situation to a very bad situation
- take care of ; watch over someone or something
- die from sadness
- make someone happier
- be very sad
- repeatedly ; many times

Read this conversation and fill in the blanks with appropriate idiomatic expressions..

A : Hey, Lucy. Why the long face ?

B : My boss (1) last week.

A : Oh, I'm sorry to hear that ! I know how much you liked her.

B : I'm (2) Steve

A : What will happen to your job ? Who's going to (3) the business ?

B : The company is going to close. I'm going to lose my job. My financial situation (4)

.....

A : That's a lot of bad news. No wonder you're upset. But you'll find another job.

B : I hope so. Or better yet, maybe a millionaire will (5) with me.

That would (6)

LESSON 5: CONVERSATION TABOOS

The Parent-Teacher Meeting

You have to be very sensitive when telling someone about a deficiency. You must know how to gently make suggestions and be careful in your choice of words. Something is not right with this conversation. *With a partner, decide what should be changed.*

- **Teacher:** You finally came.
- **Parent:** Yeah. What do you want?
- **Teacher:** Your daughter is doing miserably in my class.
- **Parent:** What are you talking about?
- **Teacher:** Well, I'm extremely worried about her study skills
- **Parent:** Give me an example.
- **Teacher:** Her mathematics abilities are so bad!
- **Parent:** Oh, I know she's lousy at mathematics
- **Teacher:** And she has absolutely no knowledge of spelling,
- **Parent:** So? Do you want me to sit with her while she does her homework?
- **Teacher:** Yes. Do that. Also, you must get a tutor for her.
- **Parent:** No way ,
- **Teacher:** Well, your daughter probably has no future, anyway - so I don't care.

I. WHO SAID IT?

- **Some of the things below were said by a very critical teacher, and the others were said by a father who wants to protect his daughter. *In pairs, decide who said what.***

- | | |
|--|---|
| 1. She talks too much | 9. Her heart's in the right place |
| 2. She's a bit on the talkative side. | 10. She means well. |
| 3. I was just like her when I was her age. | 11. I'll do anything I can to help. |
| 4. She's going through a lot of changes. | 12. I've done everything I could to help. |
| 5. This is a difficult time for her. | 13. I've lost hope. |
| 6. She refuses to listen | 14. She's got a lot of energy |
| 7. She takes after her mother. | 15. Girls will be girls. |
| 8. I'm getting fed up with her. | |

II. RE-WRITE THE CONVERSATION

- ***With a partner, re-write the conversation. The phrases below will help you.***
- | | |
|-------------------------------------|----------------------------------|
| ▪ It might not be a bad idea | ▪ I have some concerns about ... |
| ▪ it's not one of her strong points | ▪ I'm a bit disappointed in ... |
| ▪ lacking a bit in | ▪ you might want to consider |
| ▪ needs a little work | ▪ a little weak |
| ▪ has a lot of potential | ▪ could use a little |

- I'm not sure I understand

WORKSHEET 5: IDIOMS

Read this short story and underline the idioms and expressions that it contains.

Eighty-five year old Hoo Sateow lives in a small village in Thailand. He has very long hair. In fact, it's the longest hair in the world- more than 17 feet long! "I cut my hair when I was 18 years old, and I got sick. So I'll never do it again," Hoo says. According to Hoo, his long hair allows him to talk to ghosts and help sick people. Hoo has something in common with his older brother, Yi. Both have very long hair. Yi's hair is more than 14 feet long.

Hoo washes his hair only once in a blue moon. His friends usually give him a hand. The long hair takes ages to dry. Hoo hangs it on a fence in the sun. His hair is hard to take care of, but Hoo says it comes in handy in Thailand's cool mountain weather. "I wrap my hair around my head and then put my hat on. It keeps me warm."

Write the idioms and expressions in front of their corresponding meanings.

- very rarely
- actually
- be useful or convenient
- become unwell or unhealthy
- help someone
- dress in something
- take a very long time
- be similar to another person in some way
- provide for the needs of someone or something
- as someone or something says

Write about yourself

- a. Once in a blue moon, I
- b. I have many things in common with, such as
- c. When I get sick, I like to
- d. I take care of

Read this conversation and fill in the blanks with appropriate idiomatic expressions..

- A: Let me (1), Natasha.
- B: Thanks! These boxes are really heavy. Why do we pack books in such large boxes?
- A: Good question! You need a two-wheel dolly. It would (2)
- B: You're right. (3) I think I saw one downstairs.
- A: Let's go and get it.
- B: Great idea! I have to (4) a mountain of boxes. And they all have to be shipped out today, (5) Ms. Chavez.
- A: It will (6) to move all these boxes! I'll tell Ms. Chavez I'm going to help you.
- B: Thanks a lot, Julie.

LESSON 6- TELEPHONING

I- VOCABULARY

- | | | |
|-------------------------------------|---|-----------------------------------|
| - Answerphone | - outside line | - smartphone |
| - area code | - personal call | - missed call |
| - battery | - phone (abbreviation of telephone) | - mobile phone charger |
| - business call | - phone book or telephone directory | - ringtone |
| - cordless phone | - phone | - signal |
| - country code | - book or telephone directory | - text message |
| - directory enquiries | - phone box or call box | - to call or to phone |
| - dialling tone | - phone card | - to be cut off |
| - engaged | - phone | - to dial a number |
| - ex-directory | - number (abbreviation of telephone number) | - to hang up |
| - extension | - receiver | - to leave a message |
| - interference | - switchboard | - to ring |
| - international directory enquiries | - wrong number | - to call someone back |
| - message | - mobile (abbreviation of mobile phone) | - to text |
| - off the hook | | - to send a text message |
| - operator | | - to put the phone on loudspeaker |

❖ **PRACTICE: Complete the sentences below with expressions and words from the list above**

1. Did you remember to your friend and invite him to the birthday party?
2. When I called him, he was already talking on the phone with another person. The phone was
3. I'm sorry, but John isn't at home right now. Can I take a
4. Another way to say 'cell phone' is
5. Did you hear the phone.....?
6. The for Australia is 61.
7. I can hear the phone ringing in the living room. You should.....
8. When you finish talking on the phone, you should the phone.
9. Ms. Green? I'm sorry, but there's no one here by that name. I think you have the.....
10. If you have any trouble calling an international number, call the..... and ask for help.
11. First, call Mr. Smith at this company phone number. Then dial 459. 459 is his
12. Of course, it's always dangerous to talk on the phone orwhile you drive a car.
13. Hey, look! There's a in the hotel lobby. Let's use it to call a taxi to the airport.
14. My is 555-8742.
15. How can you a phone number? It's easy. Just push the correct numbers, here

I. Useful telephone vocabulary and phrases in English.

- **Ms. Anderson (sales representative Jewels and Things):** ring ring...ring ring...ring ring...
- **Secretary (Mr. Smith):** Hello, Diamonds Galore, this is Peter speaking. How may I be of help to you today?

- **Ms. Anderson:** Yes, this is Ms. Janice Anderson calling. May I speak to Mr. Franks, please?
Mr. Smith: I'm afraid Mr. Franks is out of the office at the moment. Would you like me to take a message?
- **Ms. Anderson:** Uhm...actually, this call is rather urgent. We spoke yesterday about a delivery problem that Mr. Franks mentioned. Did he leave any information with you?
- **Mr. Smith:** As a matter of fact, he did. He said that a representative from your company might be calling. He also asked me to ask you a few questions...
- **Ms. Anderson:** Great, I'd love to see this problem resolved as quickly as possible.
Mr. Smith: Well, we still haven't received the shipment of earrings that was supposed to arrive last Tuesday.
- **Ms. Anderson:** Yes, I'm terribly sorry about that. In the meantime, I've spoken with our delivery department and they assured me that the earrings will be delivered by tomorrow morning.
Mr. Smith: Excellent, I'm sure Mr. Franks will be pleased to hear that.
- **Ms. Anderson:** Yes, the shipment was delayed from France. We weren't able to send along your shipment until this morning.
Mr. Smith: I see. Mr. Franks also wanted to schedule a meeting with you later this week.
- **Ms. Anderson:** Certainly, what is he doing on Thursday afternoon?
Mr. Smith: I'm afraid he's meeting with some clients out of town. How about Thursday morning?
- **Ms. Anderson:** Unfortunately, I'm seeing someone else on Thursday morning. Is he doing anything on Friday morning?
Mr. Smith: No, it looks like he's free then.
- **Ms. Anderson:** Great, should I come by at 9?
Mr. Smith: Well, he usually holds a staff meeting at 9. It only lasts a half an hour or so. How about 10?
- **Ms. Anderson:** Yes, 10 would be great.
Mr. Smith: OK, I'll schedule that. Ms. Anderson at 10, Friday Morning...Is there anything else I can help you with?
- **Ms. Anderson:** No, I think that's everything. Thank you for your help...Goodbye.
Mr. Smith: Goodbye.

TARGET ITEM	EXPRESSIONS
Making contact	<ul style="list-style-type: none"> • Hello / Good morning / Good afternoon ... • This is John Brown speaking • Could I speak to please? • I'd like to speak to • I'm trying to contact
Giving more information	<ul style="list-style-type: none"> • I'm calling from Tokyo / Paris / New York / Sydney ... • I'm calling on behalf of Mr. X ..
Taking a call	<ul style="list-style-type: none"> • X speaking. • Can I help you?
Asking for a name or information	<ul style="list-style-type: none"> • Who's calling please? • Who's speaking? • Where are you calling from? • Are you sure you have the right number / name?
Asking the caller to wait	<ul style="list-style-type: none"> • Hold the line please. • Could you hold on please?

	<ul style="list-style-type: none"> • Just a moment please.
Connecting	<ul style="list-style-type: none"> • Thank you for holding. • The line's free now ... I'll put you through. • I'll connect you now / I'm connecting you now.
Giving negative information	<ul style="list-style-type: none"> • I'm afraid the line's engaged. Could you call back later? • I'm afraid she's in a meeting at the moment. • I'm sorry. He's out of the office today. • He/she isn't in at the moment. • I'm afraid we don't have a Mr./Mrs./Ms/Miss. ... here • I'm sorry. There's nobody here by that name. • Sorry. I think you've dialled the wrong number. • I'm afraid you've got the wrong number. • The line is very bad ... Could you speak up please? • Could you repeat that please? • I'm afraid I can't hear you. • Sorry. I didn't catch that. Could you say that again please?
Taking or leaving a message	<ul style="list-style-type: none"> • Can I leave / take a message? • Would you like to leave a message? • Could you give him/her a message? • Could you ask him/her to call me back? • Could you tell him/her that I called? • Could you give me your name please? • Could you spell that please? • What's your number please? • Where can he/she reach you? • When can he contact you? • Could you make sure he/she gets my message please?

Read this short story and underline the idioms and expressions that it contains.

Robber chickens out.

In New York nothing is surprising anymore. A man went into a bank in a town just north of New York city. He had a plastic bag over his head. He approached a teller and handed her a note. The teller took a look at the note. But she couldn't make heads or tails of it. The handwriting was terrible. She excused herself and went to consult with her co-workers. No one could read the note. Finally, one of the clerks figured out part of it. It said, "I have a gun." The clerks realized at last that the man was trying to hold up the bank. But when they looked up, the man with the bag on his head was gone. Apparently, he lost his nerve and ran away.

Why didn't the teller react to the plastic bag on the man's head? She said only, "I thought maybe he had a skin problem." Police officers are still trying to make sense of the robber's note. "The note says he has a gun, but we have to spend more time studying the rest of it," said one officer.

Write the idioms and expressions in front of their corresponding meanings.

- decide not to do something you planned because you're afraid
- finally; after a long time
- leave quickly; escape
- use time to do something
- look at someone or something quickly
- rob someone or something at gunpoint
- understand something
- not be able to understand something
- ask permission to leave a person or place
- become afraid and not do something

Write about yourself

- a. Sometimes I can't make sense of
- b. I usually try to run away from
- c. Once I wanted to, but I chickened out
- d. What do you like to spend time doing?

Read this conversation and fill in the blanks with appropriate idiomatic expressions..

A: Guess what! I'm writing a letter to my boss and asking for a raise.
B: Ah, (1)! Good for you. You should have done it months ago.
A: I know. I always (2) Oh, honey, where are you going? Don't (3) yet.
B: How come?
A: I want you to (4) my letter- you know, to see if you can (5) it.
B: I'm in a hurry. I want to get to the bank and the library before they close. I can (6) helping out tonight. OK?
A: OK.

LESSON 7: DESCRIBING THE IMPOSSIBLE

Grandpa Talltales

This unit will try to help you to say a lot, with just a little, in English. Johnny and his grandfather are fishing at a lake. Does Johnny believe his grandfather's story?

- **Johnny:** Grandpa, Did you really see a Great White Shark when you were a sailor?
- **Grandpa:** Did I? I could tell you stories.
- **Johnny:** But were they big?
- **Grandpa:** Just so you get an idea, I once mistook one of them for a ship.
- **Johnny:** Were they bigger than Daddy's car?
- **Grandpa:** Let's just say they could have eaten Daddy's car as an afternoon snack.
- **Johnny:** But did you ever fight one?
- **Grandpa:** If you only knew. I have had to go one-on-one with octopuses, man-eating sharks, and even pirates - just to name a few.
- **Johnny:** Did a shark ever bite you?
- **Grandpa:** Didn't I ever show you my left knee?
Grandpa lifts pant leg to show a scar
- **Johnny:** Wow! Did it hurt?
- **Grandpa:** You could say that. That's nothing - you should see the one I have on my back
- **Johnny:** Is it really big, Grandpa?
- **Grandpa:** Big? Let's put it this way: I don't know where my neck ends and that scar begins,
- **Johnny:** Wow. Did a lot of people die, Grandpa?
- **Grandpa:** Not many people survived, to put it mildly. Suffice it to say, I was one of the lucky ones
- **Johnny:** Wow, Grandpa. No one can tell totally unbelievable stories like you can

I. PHRASE JUMBLE

- *Re-write the following important expressions:*

1. You could that say.....
2. If only knew you.....
3. I stories you tell could.....
4. Let's put it's this big it way.....
5. That's should my other you see nothing car
6. Suffice say it it's to cheap not.....
7. Let's just not say he's an Olympic athlete.....
8. It's mildly to it warm put out.....
9. I've name to few a China, Japan, and Singapore just been to.....
10. Just than idea learn get to you harder so an it's English.....

- *Use five of the phrases above to respond in these situations:*

1. Have you been in Asia?
2. I love your red convertible!
3. Your boyfriend looks like he needs a little exercise.
4. Do I need to wear a jacket?
5. I understand Tokyo is an expensive city.

II. WRONG USE

- **Which phrase is natural and which is not in these pairs:**

1. a. He's not exactly handsome, let's put it that way.
b. He's not exactly handsome, let's put it this way.
2. a. Smart? Let's just say she is intelligent.
b. Smart? Let's just say she makes Einstein seem dumb.
3. a. He is so, so old to put it mildly.
b. He's not young anymore - to put it mildly,
4. a. Just so you get an idea, here's my car.
Just so you get an idea, here's a picture of my car.
5. a. They have dogs, cats and fish - just to name a few.
b. They have several pets - just to name a few.
6. a. You work too hard. If you only knew.
b. Do they work too hard? If you only knew.
7. a. That's nothing - you should see my other one.
b. That's nothing - you'd better see my other one.
8. a. Was she strong? I could tell you stories.
b. They say she's strong. I could tell you stories,

III. COMPLETE THE SENTENCE

- **Complete the following with your own personal information. Then work in pairs. Take turns asking questions to get these responses:**

1. Am I good looking? Let's just say
2. I'm multi-talented. I can.....- and.....and..... - just to name a few.
3. Suffice it to say my English is
4. Am I.....? If you only knew!
5.money, to put it mildly
6. Is that your salary? That's nothing.....
7. Am I intelligent? Let's put it this way.....
8. Famous? Just so you get an idea, the other day.....
9.? You could say that.
10. Do I? I could tell you stories.

LESSON 8: TELLING A STORY

A New Item on the Menu In English, you can probably already tell something about what you do, what your hobbies are, and where you are from. You can probably even tell a story, but what about if you want the listener to feel excited about what you are saying? Natalie, a restaurant manager, is telling her friend about a difficult day at work. Would you eat at her restaurant? *Use the sentences at the top of the next page to complete this conversation.*

- Natalie (1).....
- Jimmy: What.
- Natalie (2)
- Jimmy: A cockroach? Is that all?
- Natalie (3)
- Jimmy: How big was it?
- Natalie (4).....
- Jimmy: So what did you do?
- Natalie: (5)
- Jimmy: Were they angry?
- Natalie (6)
- Jimmy: That's not very good, is it?
- Natalie (7)
- Jimmy: So what did you end up doing with the roach?
- Natalie: (8)

- a. *Yeah, but this was not your average cockroach. You should've seen this thing. I mean, talk about ugly. Not only that it was huge.*
- b. *Angry? We're talking downright furious! Not only did they scream and yell at me, but they called the health inspector.*
- c. *I'm cleaning a table, right, when all of a sudden everyone starts pointing to the floor and screaming "Cockroach! Cockroach!"*
- d. *Big. I'm telling you, this thing was so big that I thought it was a dog at first. I mean, I literally thought it was a dog.*
- e. *You wouldn't believe what happened today at the restaurant*
- f. *Well, let's put it this way: Don't eat the chicken special tomorrow.*
- g. *Not at all. I mean, it was so bad that I literally had to call the police to keep them from getting violent*
- h. *It's not what I did....it's what the customers did. You want to talk about complaints*

I. WHAT'S THE PHRASE?

II. ROLE PLAY – THE ONE THAT GOT AWAY

- Be one of the following:	Talk about:
a. A police officer	- A tough criminal
b. A hunter	- Bigfoot
c. fisherman	- A great white shark

d. newspaper reporter	- A big story
-----------------------	---------------

- **You will tell an incredible story based on your profession. The story should include phrases from the dialogue and exercises. You may take five minutes to write what you will say, and then share it with your partner - then tell the class. Here is an example to help you.**

A newspaper reporter: You wouldn't believe the story I almost got one day, I was walking to my car, when all of a sudden I saw these two guys robbing a bank. You should've seen how many guns they had - talk about heavily armed. Not only that - they had taken three hostages! I'm telling you, I was scared. But you want to talk about bad luck. ... I didn't have my camera! I mean, I literally had forgotten my camera. So then...."

WORKSHEET 8: IDIOMS

One day the police see a body on a beach in Egypt. The man is dead as a doornail. The ID cards in the man's wallet identify him as Ahmed Awadh, age 30.

A short time later, Ahmed's friends and relatives are sitting in a funeral tent. They feel blue and they're crying over Ahmed. All of a sudden, the "dead" man walks into the tent, looking like a million dollars. His friends and family are dumbfounded. When they realize it's really Ahmed, they go crazy. They laugh, they cry, and they kiss him. Ahmed explains, "A thief ripped me off and took my ID cards. So when the police found the dead man, they thought he was me!" When Ahmed's friends and family get over their shock, the funeral turns into a party. They're on top of the world! Police are still trying to identify the dead man.

I. Write the idioms and expressions in front of their corresponding meanings.

- be unable to speak because of shock or surprise.
- become something different.
- be sad.
- steal from someone; steal something.
- completely dead.
- recover from a physical illness or an emotional shock.
- suddenly; unexpectedly.
- feel very happy.
- look healthy; happy; and attractive.
- become very excited and act widely.

II. Answer the questions:

- a. Has anyone ever ripped you off? What did they take?
- b. Tell about a time when you felt blue. How did you get over it?
- c. Tell about a time when you were dumbfounded or when you went crazy. What happened?

III. Complete the dialogue with the following idioms:

was dumbfounded get over look like a million bucks go crazy
I'm feeling blue ripped off

A: Hey, Mark. What's new?

B: Hey there James. Not too much. Is that a new jacket? It's great. You (1)

A: It's old as the hills. Someone (2) my leather jacket, so I found this in my closet. How are things?

B: To tell the truth, (3) Silvia broke up with me last week.

A: Sorry to hear that, man.

B: I can't (4) it. There was no reason. I (5) when she told me it was over.

A: You need a vacation, Mark. Leave town for a few days.

B: That's not a bad idea. If I keep thinking about Silvia, I'll (6)

LESSON 9: REACTING PREDICTABLY

Stuart Gets Sacked

Getting negative information and then reacting to it in a natural way - that is what this unit is about. Complete the conversation using the phrases below. There is only one correct order. Stuart is talking with his co-worker. Why does he lose his job?

- **Stuart:** (1)
- **Mayumi:** Jeff - Who else?
- **Stuart:** (2)
- **Mayumi:** It never fails. It's not what you know, but who you know,
- **Stuart:** (3)
- **Mayumi:** It looks like the boss didn't even consider us.
- **Stuart:** (4)
- **Mayumi:** More than you
- **Stuart:** (5)
- **Mayumi:** Of course
- **Stuart:** (6)
- **Mayumi:** The boss promoted her, too.
- **Stuart:** (7)
- **Mayumi:** Yours.
- **Stuart:** (8)

- a. *As usual. And how much are they going to pay him?*
- b. *So... Who got the promotion?*
- c. *I was afraid of that.*
- d. *Figures - the boss' nephew. I should've known.*
- e. *I had a feeling he would. So what job does she have now?*
- f. *I thought so. And Jeff's sister, Dee?*
- g. *Just as I thought. And I'll bet he got a company car.*
- h. *Typical. Everyone said he was going to get it, and sure enough*

I. PHRASE CORRECTION

- Each phrase below has something that makes it wrong (for this lesson). Circle the mistakes and check with a partner.

1. Topical
2. I think so.
3. Like usual.
4. It's figured
5. As I thought
6. It seldom fails.
7. I must've known.
8. I was scared of that.
9. Jeff - who otherwise?
10. I had a sensation he would.
11. I'd bet he got a company car.
12. It's sure enough, he got the promotion.

II. GAP FILL

- Now put in a correct phrase from the exercise above to complete the sentences below then underline all the phrases used in this lesson to respond to negative information.
1. Chicken again? known
 2.you were going to call me.
 3. He ran off with his secretary
 4. Who perfected that technology? The Germans,
 5.fails - you jump in the shower and the phone rings.
 6.you don't really speak Japanese, do you?
 7. Sold out?.....
 8.you're the manager because you're the only one wearing a tie.
 9. It..... . I made my lunch this morning but forgot to bring it.
 10. On time,.....Mr. Hill.
 11.enough - my keys were in my jacket
 12. So you were the one who took my umbrella.....SO.

WORKSHEET 9: IDIOMS

Read this short story and underline the idioms and expressions that it contains.

One day, Olga Petrovic is not feeling well. She goes to see the doctor in her small town in southern Russia. "What's the matter?" he asks. "I have a stomachache. And I'm running a fever," she tells him. The doctor takes an x-ray. He is shocked when he looks at it. There is a 12-inch piece of metal in Olga's stomach. "That takes the cake!" he thinks. "No wonder she has a stomachache!" Olga remembers an operation she had 25 years ago. Apparently, the surgeon made a big mistake and left a medical instrument inside her. "We need to get rid of it," says the doctor. "You need an operation." Olga has cold feet and wants to put it off. But her doctor wants her to have the operation right away. Now the medical instrument is gone and Olga is recovering.

Write the idioms and expressions in front of their corresponding meanings.

- That's really strange!; That's the worst!
- remove something
- feel pain in one's stomach
- be afraid to do something
- it's not surprising
- immediately
- What's wrong?
- delay or postpone something
- have a high body temperature
- do something incorrectly

Pair work. Discuss these questions.

- Have you ever had an operation?
- How do you feel today? Do you have a stomachache, a headache, or a cold?
- How often do you think doctors make serious mistakes? Tell about a time when you made a big mistake.
- Are you putting off something that you should be doing? If so, what?
- Is there something you won't do because you have cold feet?
- Do you have any bad habits that you'd like to get rid of?

Read this true story and fill in the blanks with some of the idioms above.

San Francisco, CA, USA.

One day, Richard, Kearney, 47, has an operation on his bladder. When he returns home from the hospital, he (1) Several days later, he has a lot of pain and (2) An x-ray shows that there is something large in his stomach. Doctors operate (3) because they know they need to (4) it. When they cut Kearney open, they pull a 2-foot-long towel out of his stomach! Apparently, doctors left it inside him during the first operation.

(5) that Kearney was in pain. He is taking the doctor who (6)
to court.

AT THE AIRPORT

I- VOCABULARY

1- USE THE FOLLOWING ITEMS TO COMPLETE THE SENTENCES BELOW

- | | | | |
|--------------------|--------------------|------------------|--------------|
| - plane | - seat | - cockpit | - search |
| - flight | - Cockpit | - stopover | - baggage |
| - gate | - check | - e-ticket | claim |
| - departure lounge | luggage | - seatbelts | - customs |
| - boarding pass | - check-in | - turbulence | - arrivals |
| - board, ticket | - flight attendant | - metal detector | - departures |
| - row | - pilot | - security check | |
| | - an aisle | | |

1. You show yourto the flight attendant before you board the plane.
2. You wait in the..... before you board your plane .You pick up your suitcase after the flight at the.....
3. You board the plane at the.....
4. Theserves you food during your flight.
5. Before you get to the gate you will need to go through a.....
6. If you travel internationally you will need to go through..... to declare what you are bringing into the country.
7. At the security check you will need to pass through a.....
8. If the security officers detect something in your suitcase when it passes through the X-ray, they willyour bag.
9. You can find your seat by looking on your boarding pass to see what..... your seat is in.
10. I'll assign you..... seat to give you more room to stretch your legs out
11. The captain and his co-pilot sit in the.....
12. Please fasten yourwhile the captain prepares for takeoff.
13. In about five minutes time we will get ready to..... to the runway.
14. We are about to go through a large pocket ofso prepare for a bumpy ride

2- SUPPLY WITH RIGHT WORD OR VERB

A- Parts of an airport:

- a. : a shop in an airport where you don't have to pay taxes on the goods you buy
- b. : the part of an airport where you wait until you get on the plane
- c.: the place in the airport where you go to get onto your flight
- d. : the part of an airport, like a road, which planes use when arriving or departing from an airport
- e. : the building in an airport which tells planes when it is safe for them to take off and land

B- Air travel jobs:

- a. : the people who look after passengers during a flight
- b. : a person who flies a plane

- c. : a person who is responsible for your luggage, after you check-in, and takes it to the plane
- d. : a person who checks your visa and passport when you go into a country
- e.: a person who checks you are not trying to bring illegal food, drugs, guns or other items into a country

C- Things you find on a plane:

- a. : the place where the pilots sit to control the plane
- b. : a safety feature on planes to secure passengers in their seats
- c. : a storage area above passengers' heads in a plane
- d.: a small table that is stored in the back of the seat in front of you on a plane
- e. : a piece of safety equipment which passengers put over their nose and mouth to help them breath if there is an emergency on a plane
- f. : small bags or suitcases which passengers carry with them onto the plane
- g.: large suitcases or bags which passengers don't carry with them onto the plane but which are put in the hold (the storage area of a plane)

D- Verbs about air travel:

- a.: to show your travel documents to the airline staff in the airport so that you can begin your journey
- b.: to go onto a plane at the beginning of the journey
- c. : to get off a plane
- d.: to start flying in the air
- e. : to move a plane slowly along the ground before or after flying
- f. to fly at a steady speed
- g. : to bring a plane down to the ground
- h. : to secure two parts of your seat-belt together/to untie your seatbelt
- i. to fly at slow speak towards the runway
- j.: to give information about goods or money you are bringing into a country

II- DIALOGUES

❖ Check-In Practice Dialogue

- The following dialogue between a passenger service agent and a passenger is fairly typical of a discussion you might encounter at an airport. Take one of the roles, find a friend or fellow student to take the other role, practice the dialogue, and switch roles.
 - **Passenger service agent:** Good morning. Can I have your ticket, please?
 - **Passenger:** Here you are.
 - **Passenger service agent:** Would you like a window or an aisle seat?
 - **Passenger:** An aisle seat, please.
 - **Passenger service agent:** Do you have any baggage?
 - **Passenger:** Yes, this suitcase and this carry-on bag.
 - **Passenger service agent:** Here's your boarding pass. Have a nice flight.
 - **Passenger:** Thank you.
 - **Security Practice Dialogue**

- Things move quickly at an airport once you reach the security checkpoint. Use this dialogue practice to help you speed through the process.
 - **Security officer:** Next!
 - **Passenger:** Here's my ticket.
 - **Security officer:** Please step through the scanner.
 - **Passenger:** (beep, beep, beep) What's wrong?
 - **Security officer:** Please step to the side.
 - **Passenger:** Certainly.
 - **Security officer:** Do you have any coins in your pocket?
 - **Passenger:** No, but I have some keys.
 - **Security officer:** Ah, that's the problem. Put your keys in this bin and walk through the scanner again.
 - **Passenger:** OK.
 - **Security officer:** Excellent. No problem. Remember to unload your pockets before you go through security next time.
 - **Passenger:** I'll do that. Thank you.
 - **Security officer:** Have a nice day.

❖ **Passport Control and Customs Dialogues**

- You may have different experiences at the passport-control and customs sections depending on the laws of the country you are visiting as well as the type of items you are bringing in.
 - **Passport official:** Good morning. Can I see your passport?
 - **Passenger:** Here you are.
 - **Passport official:** Thank you very much. Are you a tourist or here on business?
 - **Passenger:** I'm a tourist.
 - **Passport official:** That's fine. Have a pleasant stay.
 - **Passenger:** Thank you.
 - **Customs official:** Good morning. Do you have anything to declare?
 - **Passenger:** I'm not sure. I have two bottles of whiskey. Do I need to declare that?
 - **Customs official:** No, you can have up to 2 quarts.
 - **Passenger:** Great.
 - **Customs official:** Have you brought any food into the country?
 - **Passenger:** Just some cheese I bought in France.
 - **Customs official:** I'm afraid I'll have to take that.
 - **Passenger:** Why? It's just some cheese.
 - **Customs official:** Unfortunately, you are not allowed to bring cheese into the country. I'm sorry.
 - **Passenger:** OK. Here you are.
 - **Customs official:** Thank you. Anything else?
 - **Passenger:** I bought a T-shirt for my daughter.
 - **Customs official:** That's fine. Have a nice day.
 - **Passenger:** You, too.

PRACTICE YOUR VOCABULARY. CIRCLE THE BEST CHOICE

- 1- Could I please see your _____ before you get on the airplane? (bag/cat/boarding pass/board ticket)
- 2- Please put your keys in the _____ and walk through the _____.(bin... scanner/ hole... scanner/ holder... hall/ bin... security)
- 3- Do you have any _____? (luggage/bags/ carry-ons/ All of the answers are correct)
- 4- May I see your _____? Are you a _____ or are you traveling on business? (suitcase... tourist/ ticket... passenger/ passport... airline worker /passport... tourist)
- 5- Do you have anything to _____? Any presents or alcohol? (say/ tell me/ declare/ hide)
- 6- Please _____ to the side and empty your pockets. (step/ stand on/ move away/ hop)
- 7- Would your prefer an _____ seat or a _____? (window... aisle/ aisle... window/ aisle... window one)
- 8- I have one suitcase and a _____. (carry-on/ backpack/ pocketbook/ All of the answers are correct)
- 9- Have a nice _____.(day/trip/ flight/All of the answers are correct)

WORKSHEET 9: IDIOMS

Read this short story. What is it about?

Spaniards paint the town red

BUNYOL, SPAIN. Once a year, the town of Bunyol in Spain throws a big party. The festival is called “La Tomatina.” To get ready, townspeople put big plastic sheets over their windows. By noon on the day of the festival, an enormous crowd gathers on the central square. People shout, “Tomato! Tomato!” at the top of their lungs. They’re dying to see the tomatoes. Just after 12:00 noon, the tomatoes arrive-in five big trucks! Some people put on goggles. The trucks dump the tomatoes, and the party begins. People go bananas. They dive into the tomatoes and begin throwing them everywhere. Before long, the square is a red, juicy pool. “It’s wonderful to let loose and throw a big wet tomato at a neighbor,” says Minerva Gonzalez of Bunyol. “Everyone has a great time.”

Write the idioms and expressions in front of their corresponding meanings.

- a. become very excited and act wildly.
- b. one time each year.
- c. very proudly.
- d. enjoy oneself very much.
- e. soon.
- f. celebrate wildly.
- g. organize and have a party.
- h. act freely; release energy.
- i. prepare.
- j. want to do something very much.

Complete the dialogue. Two friends, Eduardo and Sara, are talking. Fill in the blanks with the following idioms:

-I’m dying to -paint the town red -throw a party -I’m getting ready
-go bananas -once a year -to get loose

A: Sara, are you doing anything for New Year’s Eve? Let’s go out and (1).....

B: Oh, no, sorry, Eduardo. I can’t. I don’t have time.

A: What do you mean you don’t have time? New Year’s come just (2).....

B: I know, but I have to study. (3) to take exams in January.

A: Oh, come on! The Dance Club is going to (4) Everyone will be there. (5) go. Why don’t you come with me?

B: I don’t think so.

A: You work too hard. It’s time (6) Come on! Too much studying can make you (7)

WORKSHEET 11

Read this short story. What is it about?

Konakovo, Russia. One day, a Russian man is fishing at a lake near Moscow. He is crazy about this sport. He catches a very large fish and is on cloud nine! Then he begins to show off for his pals. He grabs the fish and kisses it right on the mouth. But the fish turns the tables on the fisherman and bites his nose. It won't let go. The poor fisherman is in hot water now. "Take it easy," his friends advise. Then they have an idea. They cut the head off the fish. But the fish still won't let go of the fisherman's nose. It has strong teeth! Finally, doctors in a local hospital set the fisherman free. "Play it safe," they tell him. "Don't kiss anymore fish!"

I. Write the idioms and expressions in front of their corresponding meanings.

-change a situation completely so that the unexpected happens
- stop holding; release
- remove something (often with a knife or scissors)
- be very happy
- be in a difficult situation; be in trouble
- like someone or something very much
- stay calm; relax
- be careful; avoid danger
- try to attract attention to oneself
- liberate someone or something

II. Complete the sentences, writing something true about yourself.

- a. I'm crazy about
- b. I'm on cloud nine when
- d. I usually try to play it safe when

III. Complete the dialogue. Use the following idiomatic expressions.

crazy about show off let go in hot water take it easy
play it safe

A: Lucy, can you help me? I'm really (1)

B: Again? You're always in some sort of trouble. You know, I'm not (2)
solving your problems all the time.

A: Come on! Please?

B: You're lucky I'm so nice. Maybe I'm too softhearted. What do you want?

A: Well, I was skating really fast, and, uh, I fell down.

B: Why do you always have to (3)when you're skating? Did you hurt yourself?

A: No, but I was wearing Dad's watch and I ...

B: Oh, no! You didn't break Dad's watch, did you? His good watch? How stupid!

A: (4)! I'm going to buy him a new one. I'll (5)
Get him the most expensive one I can find. I just need your wallet. Thanks, Sis.

B: (6) of that! I'm not giving you a red cent.

Be softhearted:

WORKSHEET 12

Read this short story. What is it about?

Clearwater, FL, USA. One day, when Frank Landstorm was playing golf in Clearwater, Florida, something strange happened. His \$450 gold bracelet was in his golf car. All of a sudden, a big crow flew down out of nowhere and grabbed the bracelet. "What in the world?" Frank thought. He watched wide-eyed as the crow made off with his bracelet. Frank was in a bad mood because he was sure the bracelet was gone for good. Later that day, a man named Tom Johnson pulled into a supermarket parking lot 35 miles from Clearwater. Something shiny on the ground caught his eye. He picked it up. It was a gold bracelet! The next morning, Tom saw a story in the newspaper about a crow and a gold bracelet. He put two and two together. Then he got in touch with Frank Landstorm to give the bracelet back. Frank couldn't believe his luck. He was thrilled to get it back.

I. Write the idioms and expressions in front of their corresponding meanings.

- take or steal something
- attract one's attention
- feel angry or sad
- receive something that belonged to you before
- figure something out from what one sees, hears, learns..
- suddenly and unexpectedly
- forever; permanently
- very surprised
- drive one's car into a place

II. Answer the questions.

- a. Have you ever lost something valuable? Did you get it back, or was it gone for good?
- b. Have you ever found something valuable? Did you try to give it back to the owner?
- c. Are you in a bad or a good mood today? Why?
- d. Do you know an unusual story about an animal? If so, tell it.

III. Read this true story and fill in the blanks with the following idioms.

was in a bad mood for good caught his eye pulled into
made off with wide-eye

Twenty-five years later, man says he's sorry

Bradgate, IA, USA. When Dale Wagner was a young man in Bradgate, Iowa, he had a canoe. He kept it behind his house. One day he went to get the canoe, but it wasn't there. Someone had (1) it! Wagner was sure the canoe was gone (2) He (3) when he went to report the crime to the police. Twenty-five years later, the post office in Bradgate received an envelope addressed to the postmaster. There was \$150 in the envelope. There was also a letter. The letter writer said that twenty-five years ago he worked on a train that (4) Bradgate. A canoe (5) and he took it. "I am not proud of what I did. Please give the money to the owner of the canoe if you can find him."

Someone in town remembered that the canoe belonged to Dale Wagner. When Wagner got the envelope, he was (6) “I was really surprised. This restored my faith in human beings.”

WORKSHEET 13

Read the text and get the main idea.

Chicago, IL, USA. Binti-Jua is a fierce-looking gorilla who lives at the Brookfield Zoo in Chicago. One day, she was sitting in the gorilla habitat eating bananas. A little boy and his mother were watching the gorillas. All at once, the child climbed over the stone wall. "Look out!" someone shouted. But it was too late. The child fell 24 feet onto the cement floor of the gorilla habitat and was knocked out cold.

With her own baby on her back, Binti-Jua picked up the young boy. "The gorilla's got my baby!" cried the boy's mother. Onlookers were scared out of their wits. "I feared the worst," said one paramedic. "I thought she was going to treat him like a toy." But Binti-Jua was cool as a cucumber as she took care of the boy. She rocked him in her arms and kept the other gorillas away. Then she carried him to the gate where zoo officials were waiting. "I can't believe how gentle she was! We're proud of her. She's the apple of our eye," said a zoo director. The little boy is safe and sound, and Binti-Jua is a hero.

I. Write the idioms and expressions in front of their corresponding meanings.

- become unconscious from a blow to the head
- make (someone or something) stay at a distance
- safe and healthy; with no damage or injury
- help (someone)
- very calm and relaxed
- be careful!; be alert!
- be one's favorite person or thing
- be very afraid
- be very pleased with someone or something

II. Pair work. Discuss the questions.

- a. Do you approve of putting the animals in zoos? Why or why not?
- b. Tell about a time when you were scared out of your wits.
- c. When you take a test, are you nervous or cool as a cucumber?
- d. Were you ever knocked out cold? If so, how did it happen?
- e. Who (or what) is the apple of your eye? Why?
- f. What accomplishment in your life are you proud of?

III. Read this true story and fill in the blanks with the following idioms.

look out - lend him a hand - safe and sound - scared out of his wits - the apple of her eye

BOY SURVIVES FALL OVER A CLIFF

Grant Taylor Huff is an active two-year-old boy. His grandmother often takes care of him. He's (1) One day, Grant was in the backyard of his grandmother's home, which sits above the Pacific Ocean. He was playing with his four-year-old cousin. Grant began to climb over a wall. "(2).....!" his cousin called. But it was too late. Grant fell and rolled down a steep hill for 30 feet (9 meters). Then he flew off a cliff toward the ocean, 50 feet (15 meters) below. A couple was walking on the beach when they saw something fall from the sky. They found little Grant in the water, just as large waves began to wash over him. They ran to (3)..... When they pulled Grant out of the water, he was (4)..... but seemed unhurt. The couple contacted the police, and Grant was returned to his family (5)

WORKSHEET 14

Read the text. What is the story about?

Las Cruces, NM, USA. Primo Torres has learned that dreams can come true. Born in Juarez, Mexico, Torres grew up in Texas in a poor family. As a child, Torres was a bookworm and he loved school. At 15, he already dreamed of being a teacher.

One day at school, young Torres dropped by to see his guidance counselor. He told the counselor his plans for the future. But this guy said, 'Primo, you will never be college material,' Torres said. "When he told me that, I gave up. He threw cold water on my dream."

After graduation from high school, Torres got a job as a janitor at Mayfield High School in Las Cruces, New Mexico. He cleaned bathrooms and swept floors. The years went by. Now and then, he talked to his wife about his childhood dream of being a teacher.

One day, when Torres was 41 years old, his wife gave him some papers. She had enrolled him in college! "It was strange going back to school at my age," said Torres. "I felt like an old man around all those kids!" The words of his first professor changed his life. "Everyone in this room is capable of succeeding. You can all make an A," he said. Torres hit the books and made his first A in college.

Torres finished college, and now he's teaching at Mayfield High School. His students love him. "Many students don't realize that I'm the same man who used to sweep the floors in this school," said Torres.

I. Write the idioms and expressions in front of their corresponding meanings.

- make a short visit
- have the ability to do something
- become real; change from dream to fact
- return (to a place)
- study
- love to read
- earn a grade (A, B, etc.) in school
- think about something that you want to happen in
- pass
- discourage a plan, an idea, a dream, etc.
- sometimes

I. Answer the questions

- a. Tell about a dream you had that came true.
- b. Is it good to be a bookworm? Why or why not?
- c. For how long do you hit the books on a typical evening?
- d. What do you dream of doing in the future? Does your family encourage you to follow your dreams, or do they throw cold water on them?

II. Complete the text with these idioms.

Went by - a bookworm - came true - made an A - go back - dream of

San Juan, Puerto Rico. At the age of 102, Ana Molina made an unusual decision. She decided to (1) to high school.

Eighty-six years ago, Molina had to leave school. Her family had no money, and she needed to work. Many years (2), but she continued to (3) getting her high school diploma.

Eight months after going back to school, Molina's dream (4) She graduated from high school. A native speaker of Spanish Molina is proud that she (5) in English.

Molina is a poet and (6) She reads literature to the children in her poor neighborhood. "I'm in love with life," says the great-great grandmother.

WORKSHEET 15

Read the text and try to understand what the story is about.

Mike Quintana can't stand graffiti. It makes him see red. Quintana owns a gym in Denver. Like other business owners there, he spends a lot of time trying to get rid of the graffiti on his walls. "It takes business owners all their lives to build something. Then punks come to their buildings and put their names all over the place. It's demoralizing," says Quintana. Quintana also tries to do away with graffiti in his neighborhood. A few times a week, he drives around looking for new graffiti. He paints over the graffiti on park benches, garbage cans, and walls.

One recent evening, Quintana heard a noise outside his gym and caught three teens red-handed, they were spray painting graffiti on his building. He pulled one teen into the gym, and the other two followed. There was a fight. Somehow Quintana got the upper hand and called the police, who put the teens in handcuffs. Then one of the teens threatened to kill Quintana. That was the last straw. Quintana hit the ceiling. He grabbed a can of red paint and sprayed two of the boys in the face. Now Quintana is paying the price for losing his cool. He was arrested, convicted of assault, and sentenced to 40 hours of community service. "Two wrongs don't make a right," said the judge.

Consider the underlined idiomatic expressions. Write each one in front of its corresponding meaning given below.

- be very angry.
- dislike something very much.
- remove, throw something away.
- everywhere.
- put an end to something; destroy something.
- catch someone in the act of doing something bad
- get the power or advantage.
- after so many problems, that's just too much to endure!
- become very angry.
- receive punishment (for something)
- get angry; lose one's temper.

PROVERBS

The following conversation contains a proverb. Identify it along with its meaning.

A: I haven't seen Mark lately. Do you know where he's been?

B: As far as I know, he's still hanging around with those rock musicians. He's been attending their rehearsals, hoping to pick up a few pointers.

A: Birds of a feather flock together. I know he wants to start his own group, so I guess I shouldn't be surprised that he hasn't had much time for his buddies. Still, I'd like to hear from him just to see how it's going.

B: People with the same interests do tend to associate with each other. But I agree with you; that's no excuse for not keeping in touch with old friends.

Idiomatic expressions: Review

A. Parts of the body. Many idioms use parts of the body. Complete these idioms. Then match them with their meanings.

- | | |
|--------------------------------|--|
| 1. lend a | a. give something that is due to someone |
| 2. change one's | b. help |
| 3. be the apple of one's | c. get a hold of |
| 4. get one's on | d. well known; in the news |
| 5. in | e. be one's favorite person or thing |
| 6. in the public | f. in one's personality or character |
| 7. in one's | g. change one's opinion on an issue |

B. Odd one out. Cross out the word or the verb that doesn't go with the verb.

- GIVE (the green light – up – the ropes – in – a bookworm)
- MAKE (the books – an impression on – an A or B – friends)
- GET (angry about – one's hands on – an eye on)
- BE (capable of - proud of - angry about - opposed to - dream of - safe and sound)

C. GOOD OR BAD? Is the speaker feeling good or bad? Write the sentences in the correct box.

- | | |
|---------------------------------|--|
| I'm scared out of my wits. | It has been smooth sailing. |
| I'm proud of what I've done. | My dreams are coming true. |
| I'm safe and sound. | She's throwing cold water on my dreams |
| I'm having the time of my life. | I'm going to be put behind bars. |
| I'm angry about it. | I made an A! |
| I've turned over a new leaf. | They're rolling out the red carpet for me. |

GOOD	BAD

D. of, in, on, or out? Complete the expressions with the correct words. Use each words four times.

- | | | |
|---------------------------|---------------------------|------------------------|
| 1. be capable | 7. be proud | 13. give |
| 2. throw cold water | 8. the spot | 14. one's blood |
| 3. knocked cold | 9. time | 15. get out |
| 4. find | 10. dream | 16. roll the red |
| 5. the end | 11. get one's hands | carpet. |

6. the public eye

12. look