

Nina Weinstein

Listen and Say It Right in English!

When to Use
Formal
and Everyday
English

I THINK YOU DID A WONDER-
FUL JOB. THE SALES FIGURES
INCLUDED WERE
ESPECIALLY HELPFUL.
THANK YOU VERY MUCH.



Listen & Say It Right in English!

When to Use Formal and Everyday English

NINA WEINSTEIN



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UNIT 1

GREETINGS



Part I

Listen to the tape. You will hear the pairs of sentences below. The first sentence in each pair will be in formal English, and the second will be in everyday English.

Feeling Good

Formal English

1. Hello. How are you?
2. Fine, thank you. And you?
3. Fine, thanks.
4. Oh no. I have to be going. I have a meeting at ten.
5. It was nice to see you.

Everyday English

1. Hi. How's it going?
2. Not bad. How about you?
3. Great.
4. Uh oh. I've got to get moving. I've got a meeting at ten.
5. It was great seeing you.

Feeling Bad

1. Hello. How are you?
2. I'm not doing very well. I have a cold.
3. Oh? I'm sorry to hear that.
4. Well, I'm sure I'll recover soon.
5. Take care of yourself, and I hope you feel better soon.

1. Hi. How's it going?
2. Not so good. I've got a cold.
3. Oh? That's too bad.
4. Well, I'll be just like new in no time.
5. Take it easy, and I hope you get better soon.



Practice the dialogues above with a partner. First do the entire formal conversation, then do the entire everyday conversation.



Part II—Formal or Everyday?

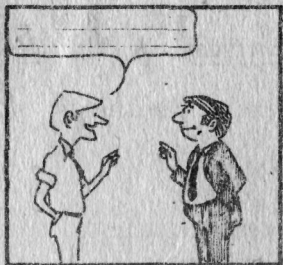
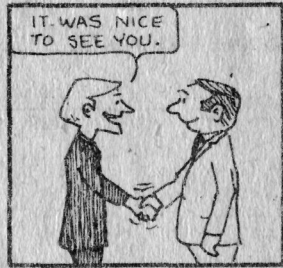
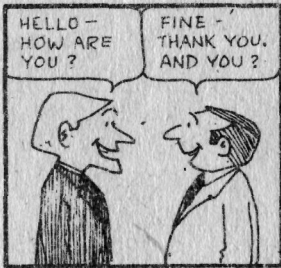
Listen to the tape. You will hear all of the sentences from Part I. As you listen to each sentence, write "formal" if you hear a formal sentence, or "everyday" if you hear an everyday sentence.

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|----------|-----------|-----------|-----------|
| 1. _____ | 6. _____ | 11. _____ | 16. _____ |
| 2. _____ | 7. _____ | 12. _____ | 17. _____ |
| 3. _____ | 8. _____ | 13. _____ | 18. _____ |
| 4. _____ | 9. _____ | 14. _____ | 19. _____ |
| 5. _____ | 10. _____ | 15. _____ | 20. _____ |



Part III

The conversation below is written in formal English. Rewrite it using everyday English.





Part IV

Listen to the tape. You will hear a conversation using everyday English. You will hear the same conversation *twice*. First listen to the whole conversation. Then when you hear the conversation again, fill in the blanks, one word for each blank. Stop the tape recorder as necessary.

GREETINGS

JENNA: Hi. _____ it _____ ?
(1) (2)

JASON: Not bad. _____ ?
(3) (4) (5)

JENNA: _____ good. I've got a cold.
(6) (7)

JASON: Oh? _____ .
(8) (9) (10)

JENNA: Don't worry. I'll be _____ in _____ .
(11) (12) (13) (14) (15)

JASON: Well, _____ . I'll call you later, but I've _____
(16) (17) (18) (19)
_____ now. I've got a class at ten.
(20) (21) (22)

JENNA: It was _____ you.
(23) (24)

JASON: _____ too.
(25) (26) (27)



Other Useful Expressions

Everyday

How are you doing?

Not too bad.

OR

I can't complain.

Formal

How are you?

All right.

OR

Fine.



Role - play

Imagine yourself in the following situations. For each situation, decide if it is formal or everyday. Then practice the appropriate conversations using Part I as a guide. Use "Other Useful Expressions" when possible.

1. It's Monday morning. You had a wonderful weekend.
 - a. Greet your teacher.
 - b. Greet your best friend.

2. It's Monday morning. You had a terrible weekend.
 - a. Greet your best friend.
 - b. Greet your teacher.

UNIT 2

SMALL TALK



Part I

Listen to the tape. You will hear the pairs of sentences below. The first sentence in each pair will be in formal English, and the second will be in everyday English.

In an Elevator with a Stranger

Formal English

1. What floor would you like?
2. Fifth, please.
3. Beautiful weather we're having, isn't it?
4. Yes. I enjoy hot weather.
5. Well, have a nice day.

Everyday English

1. What floor?
2. Fifth, please.
3. Great weather, isn't it?
4. Yeah. I really love hot weather.
5. Well, have a good day.

In an Elevator with an Acquaintance

1. Hello, Fred. How are you?
2. Fine. Just fine. And you?
3. Fine. How is work going?
4. Oh, it's very busy. What about you?
5. Things are a little slow now, but I'm sure we'll be busy again soon. Give my regards to your family.

1. Hi, Fred. How are you doing?
2. Great. Just great. And you?
3. Great. How's work?
4. Oh, it's really crazy. How about you?
5. Things are a little slow now, but I'm sure they'll pick up soon. Say hello to your family for me.



Practice the dialogues above with a partner. First do the entire formal conversation, then do the entire everyday conversation.



Part II—Formal or Everyday?

Listen to the tape. You will hear all of the sentences from Part I. As you listen to each sentence, write "formal" if you hear a formal sentence, or "everyday" if you hear an everyday sentence.

- | | | | |
|----------|-----------|-----------|-----------|
| 1. _____ | 6. _____ | 11. _____ | 16. _____ |
| 2. _____ | 7. _____ | 12. _____ | 17. _____ |
| 3. _____ | 8. _____ | 13. _____ | 18. _____ |
| 4. _____ | 9. _____ | 14. _____ | 19. _____ |
| 5. _____ | 10. _____ | 15. _____ | 20. _____ |



Part III

The conversation below is written in formal English. Rewrite it using everyday English.





Part IV

Listen to the tape. You will hear a conversation using everyday English. You will hear the same conversation *twice*. First listen to the whole conversation. Then when you hear the conversation again, fill in the blanks, one word for each blank. Stop the tape recorder as necessary.

GOING UP?

RICHARD: Karen! _____ ?
(1) (2) (3) (4)

KAREN: _____ ?
(5) (6) (7) (8)

RICHARD: Great. _____ . What floor?
(9) (10)

KAREN: Seven,¹ _____ . So, _____ ?
(11) (12) (13)

RICHARD: Oh, it's _____ . We're supposed to have our new
(14) (15)
project finished by Friday.

KAREN: Will you?

RICHARD: Well, I hope so. _____ ? _____
(16) (17) (18) (19)
_____ ?
(20) (21)

KAREN: Oh, _____ now, but
(22) (23) (24) (25) (26)
I'm sure _____ soon. Here's my floor!
(27) (28) (29)
Be sure to _____ for me.
(30) (31) (32) (33) (34)

¹You will hear either a cardinal number ("seven") or an ordinal number ("seventh") in answer to the question "What floor?"



Other Useful Expressions

Everyday

I don't have a minute to myself.

I'm as busy as a bee.

Formal

I'm very busy.



Role-play

Imagine yourself in the following situations. For each situation, decide if it is formal or everyday. Then practice the appropriate conversations using Part I as a guide. Use "Other Useful Expressions" when possible.

1. You're in a long line at the bank . . .
 - a. with strangers.
 - b. with an acquaintance.
2. You're in a long line at the supermarket . . .
 - a. with someone from work/school.
 - b. with strangers.

UNIT 3

MORE SMALL TALK



Part I

Listen to the tape. You will hear the pairs of sentences below. The first sentence in each pair will be in formal English, and the second will be in everyday English.

Being Introduced at a Party

Formal English

1. Juan Valdez, this is Carlos Ramirez. Carlos works for a computer company. Carlos, this is Juan. Juan is studying computers in college.
2. How do you do?¹
3. Hello. What do you plan to do when you complete college?
4. I'd like to become a computer programmer. What do you think about opportunities in that field?
5. I think the opportunities are very good. Here's my card. Why don't you give me a call when you graduate and I'll see what I can do for you.

Everyday English

1. Juan, this is Carlos. Carlos works for a computer company. Carlos, Juan. Juan's studying computers in college.
2. How are you?¹
3. Hi. What do you plan to do when you finish college?
4. Become a computer programmer. What do you think my chances are in that field?
5. I think your chances are really good. Here's my card. Give me a call when you graduate and I'll see what I can do.

¹Americans shake hands when they meet. If two men meet, either can offer a hand first; if two women meet, either can offer a hand first; if a woman and a man meet, the man waits for the woman to offer her hand.

Introducing Yourself at a Party

- | | |
|--|--|
| <ol style="list-style-type: none"> 1. Hello. I'm Tim Johnson. 2. It's nice to meet you. I'm Steve Goldsmith. It's a wonderful party. How do you know the host? 3. We play golf together. And you? 4. We met in college. What kind of work do you do? 5. I'm a businessman. What kind of work do you do? | <ol style="list-style-type: none"> 1. Hi. I'm Tim Johnson. 2. Nice to meet you. I'm Steve Goldsmith. Great party. How do you know the host? 3. We play golf together. How about you? 4. We met in college. What do you do for a living? 5. I'm a businessman. What do you do? |
|--|--|



Practice the dialogues above with a partner. First do the entire formal conversation, then do the entire everyday conversation.



Part II—Formal or Everyday?

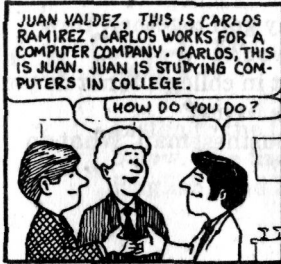
Listen to the tape. You will hear all of the sentences from Part I. As you listen to each sentence, write "formal" if you hear a formal sentence, or "everyday" if you hear an everyday sentence.

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|----------|-----------|-----------|-----------|
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| 3. _____ | 8. _____ | 13. _____ | 18. _____ |
| 4. _____ | 9. _____ | 14. _____ | 19. _____ |
| 5. _____ | 10. _____ | 15. _____ | 20. _____ |



Part III

The conversation below is written in formal English.
Rewrite it using everyday English.



Part IV

Listen to the tape. You will hear a conversation using everyday English. You will hear the same conversation *twice*. First listen to the whole conversation. Then when you hear the conversation again, fill in the blanks, one word for each blank. Stop the tape recorder as necessary.

TOM: _____ Tom Johnson.
(1) (2)

JERRY: _____ Jerry Goldsmith.
(3) (4) (5) (6) (7)

¹When Americans meet for the first time, they usually say "It was nice to meet you" at the end of the conversation.

TOM: _____ party, isn't it?
(8) (9) (10) (11) (12)

How do you know the host?

JERRY: We work together.

TOM: Oh, really? _____?
(13) (14) (15) (16)

JERRY: I'm an engineer. _____?
(17) (18) (19)

TOM: I work with computers. _____ programmer.
(20) (21)

JERRY: Really? My uncle works with computers.

TOM: What _____ do?
(22) (23)

JERRY: He's in computer repair.

TOM: How interesting. Well, I'm getting a little thirsty. I think I'll go
and find something to drink. _____.
(24) (25) (26) (27)

JERRY: _____.
(28) (29) (30) (31)



Other Useful Expressions

Everyday

How's it going?
How are you doing?
How are you?

Nice meeting you.

Formal

How do you do?

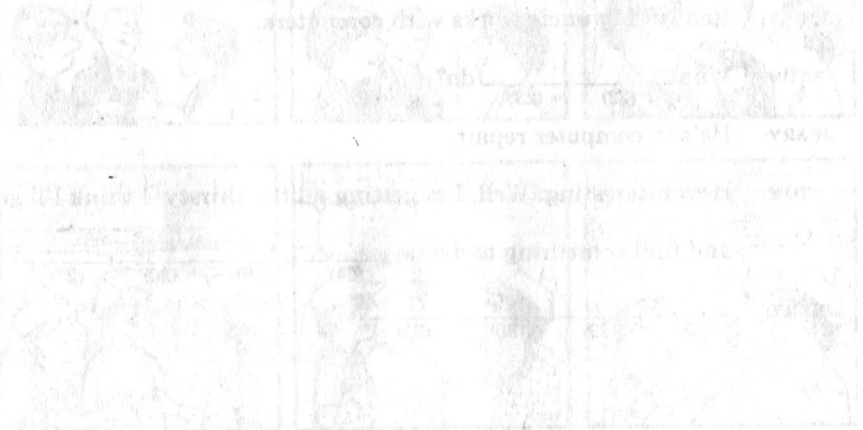
It's nice to meet you.
It's a pleasure meeting you.



Role-play

Imagine yourself in the following situations. For each situation, decide if it is formal or everyday. Then practice the appropriate conversations using Part I as a guide. Use "Other Useful Expressions" when possible.

1. Introduce your new boyfriend/girlfriend to your parents.
2. Introduce yourself to an interesting-looking person at a party.



Part IV

Listen to the tape. You will hear a conversation between two people in an everyday situation. You will hear the same conversation twice. First listen to the whole conversation. Then listen again. This time you hear the conversation again. All in all, you will hear the conversation four times.

UNIT 4

GIVING A COMPLIMENT



Part I

Listen to the tape. You will hear the pairs of sentences below. The first sentence in each pair will be in formal English, and the second will be in everyday English.

At Work

Formal English

1. Have you had an opportunity to look over my report yet?
2. Yes. As a matter of fact, I did.
3. What do you think?
4. I think you did a wonderful job. The sales figures you included were especially helpful.
5. Thank you very much.

Everyday English

1. Have you had a chance to look over my report yet?
2. Uh huh. As a matter of fact, I did.
3. What do you think?
4. You did a super job. The sales figures were really helpful.
5. Thanks.

Socially

- | | |
|---|--|
| 1. What a beautiful house! | 1. What a beautiful house! |
| 2. Thank you. ¹ We recently redecorated. | 2. Thanks. ¹ We just redecorated. |
| 3. It's gorgeous! | 3. It's dynamite! |
| 4. Would you like to see our new patio? | 4. Do you want to see our new patio? |
| 5. I'd love to. | 5. Sure. |

¹Americans generally accept a compliment by saying "Thank you." They often add more information about the thing being complimented.

Example: "What a beautiful suit!"
"Thank you. I just bought it last week."



Practice the dialogues above with a partner. First do the entire formal conversation, then do the entire everyday conversation.



Part II—Formal or Everyday?

Listen to the tape. You will hear all of the sentences from Part I. As you listen to each sentence, write “formal” if you hear a formal sentence, or “everyday” if you hear an everyday sentence.

- | | | | |
|----------|-----------|-----------|-----------|
| 1. _____ | 6. _____ | 11. _____ | 16. _____ |
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| 3. _____ | 8. _____ | 13. _____ | 18. _____ |
| 4. _____ | 9. _____ | 14. _____ | 19. _____ |
| 5. _____ | 10. _____ | 15. _____ | 20. _____ |



Part III

The conversation below is written in formal English. Rewrite it using everyday English.

<p>HAVE YOU HAD AN OPPORTUNITY TO LOOK OVER MY REPORT YET?</p> <p>YES. AS A MATTER OF FACT, I DID.</p>	<p>WHAT DO YOU THINK?</p>	<p>I THINK YOU DID A WONDERFUL JOB. THE SALES FIGURES YOU INCLUDED WERE ESPECIALLY HELPFUL.</p> <p>THANK YOU VERY MUCH.</p>



Part IV

Listen to the tape. You will hear a conversation using everyday English. You will hear the same conversation *twice*. First listen to the whole conversation. Then when you hear the conversation again, fill in the blanks, one word for each blank. Stop the tape recorder as necessary.

YOU DID A GREAT JOB

DAN: _____ !
(1) (2) (3) (4)

KIM: _____. I just redecorated.
(5)

DAN: It's _____. Did you do it by yourself?
(6)

KIM: Yeah, I did. _____ the new patio?
(7) (8) (9) (10) (11)

DAN: Sure. (*On the patio*) _____
(12) (13) (14) (15) (16)

KIM: Thank you. I _____ doing it.
(17) (18)



Other Useful Expressions

Everyday

You did a great job.
super
dynamite
terrific

Formal

You did a superlative job.
wonderful
fine
(an) excellent



Role - play

Imagine yourself in the following situations. For each situation, decide if it is formal or everyday. Then practice the appropriate conversations using Part I as a guide. Use "Other Useful Expressions" when possible.

1. Compliment your best friend on his/her new outfit.
2. You're the boss. Tell one of your employees what a wonderful job he's doing.

Part I

Other Useful Expressions

UNIT 5

CRITICIZING AND DISAGREEING



Part I

Listen to the tape. You will hear the pairs of sentences below. The first sentence in each pair will be in formal English, and the second will be in everyday English.

Criticizing

Formal English

1. What did you think of the movie?
2. Well, it was nothing special.
3. What was your criticism?
4. I thought the ending was terrible. I don't like sad endings.
5. I agree.

Everyday English

1. How'd you like the movie?
2. Oh, it was okay.¹
3. What didn't you like?
4. I thought the ending was the pits. I hate sad endings.
5. Me too.

Disagreeing

1. What did you think of the movie?
2. Well, it was nothing special.
3. What was your criticism?
4. It was difficult for me to imagine John Wayne as a businessman. That ruined the movie for me.
5. That's a good point, but I think² John Wayne did a good job. I think it was the script that was bad.

1. How'd you like the movie?
2. Oh, it was okay.
3. What didn't you like?
4. It was hard to imagine John Wayne as a businessman. That destroyed the movie for me.
5. That's a good point, but I think² John Wayne did a good job. It was the script that was lousy.

¹When Americans describe something as "okay," that means it's nothing special. It often means they don't really like something. Americans like to exaggerate. When they like something, it's "great," "wonderful," "fantastic," etc. When they don't like something, it's "horrible," "terrible," "lousy," etc. "Okay" means "average," and to Americans, "average" is nothing special.

²"That's a good point, but I think . . ." is a very useful expression meaning "What you're saying is interesting, but I disagree."



Practice the dialogues above with a partner. First do the entire formal conversation, then do the entire everyday conversation.



Part II—Formal or Everyday?

Listen to the tape. You will hear all of the sentences from Part I. As you listen to each sentence, write “formal” if you hear a formal sentence, or “everyday” if you hear an everyday sentence.

- | | | | |
|----------|-----------|-----------|-----------|
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| 4. _____ | 9. _____ | 14. _____ | 19. _____ |
| 5. _____ | 10. _____ | 15. _____ | 20. _____ |



Part III

The conversation below is written in formal English. Rewrite it using everyday English.



Part IV

Listen to the tape. You will hear a conversation using everyday English. You will hear the same conversation *twice*. First listen to the whole conversation. Then when you hear the conversation again, fill in the blanks, one word for each blank. Stop the tape recorder as necessary.

VICKIE: _____ the movie?
(1) (2) (3) (4)

NANCY: It was _____ .
(5) (6)

VICKIE: Oh? _____ ?
(7) (8) (9) (10)

NANCY: Well, the script _____ . Also, it was hard to imagine
(11) (12)

Mick Jagger¹ as president of a computer company.

That _____ the movie for me.
(13)

VICKIE: _____ , _____
(14) (15) (16) (17) (18) (19) (20)
the ending really saved the movie.

NANCY: Yeah?

VICKIE: Yeah. I _____ sad endings.
(21) (22)

¹Mick Jagger is the lead singer for the rock group The Rolling Stones.



Other Useful Expressions

Everyday

It was a bomb.
the pits.
lousy.
a disaster.

Formal

It was bad.
awful.
terrible.
poor.



Role - play

Imagine yourself in the following situations. For each situation, decide if it is formal or everyday. Then practice the appropriate conversations using Part I as a guide. Use "Other Useful Expressions" when possible.

1. Your friend and you have just seen a terrible movie. Neither of you liked it.
2. Your friend and you have just seen a movie. You liked it, but he/she didn't.

UNIT 6

MONEY



Part I

Listen to the tape. You will hear the pairs of sentences below. The first sentence in each pair will be in formal English, and the second will be in everyday English.

Formal English

Everyday English

- | | |
|---|--|
| 1. Pardon me. How much is this wallet? ¹ | 1. Excuse me. How much is this wallet? ¹ |
| 2. It's \$25.99 plus tax. | 2. \$25.99 plus tax. |
| 3. Is it genuine leather? | 3. Is it real leather? |
| 4. Yes, it is. | 4. Yes. |
| 5. All right. I'll take it. | 5. Okay. I'll take it. |
| 6. Will that be cash or charge? | 6. Cash or charge? |
| 7. Check. | 7. Check. |
| 8. Then I'll need to see two forms of identification—a driver's license and a major credit card. | 8. Then I'll have to have two ID's—a driver's license and a major credit card. |
| 9. I don't have two forms of identification. Will you accept a fifty-dollar traveler's check? | 9. I haven't got two ID's. How about a fifty-dollar traveler's check? |
| 10. Fine. That comes to \$27.55. Out of \$50? \$27.65, .75, \$28, \$29, \$30, \$40, and \$50. ² Thank you very much, and come again. | 10. Okay. That comes to \$27.55. Out of \$50? \$27.65, .75, \$28, \$29, \$30, \$40, and \$50. ² Thank you and come again. |

¹Americans use the word "wallet" for both men and women. It's a small leather case for carrying dollar bills and credit cards. Women's wallets sometimes have a place for carrying coins. Men's wallets are sometimes called "billfolds." Generally, only women use a "purse," which is a larger, often leather container for carrying a wallet, makeup, pens, keys, etc.

²When Americans give change, they begin with the cost of the item, then they count back enough money to equal the amount you gave them.



Practice the dialogues above with a partner. First do the entire formal conversation, then do the entire everyday conversation.



Part II—Formal or Everyday?

Listen to the tape. You will hear all of the sentences from Part I. As you listen to each sentence, write “formal” if you hear a formal sentence, or “everyday” if you hear an everyday sentence.

- | | | | |
|----------|-----------|-----------|-----------|
| 1. _____ | 6. _____ | 11. _____ | 16. _____ |
| 2. _____ | 7. _____ | 12. _____ | 17. _____ |
| 3. _____ | 8. _____ | 13. _____ | 18. _____ |
| 4. _____ | 9. _____ | 14. _____ | 19. _____ |
| 5. _____ | 10. _____ | 15. _____ | 20. _____ |



Part III

The conversation below is written in formal English. Rewrite it using everyday English.

<p>PARDON ME. HOW MUCH IS THIS WALLET?</p> <p>IS IT GENUINE LEATHER?</p> <p>ALL RIGHT. I'LL TAKE IT. CHECK.</p>	<p>IT'S \$25.99 PLUS TAX.</p> <p>YES, IT IS.</p> <p>WILL THAT BE CASH OR CHARGE?</p>	<p>THEN I'LL NEED TO SEE TWO FORMS OF IDENTIFICATION - A DRIVER'S LICENSE, AND A MAJOR CREDIT CARD.</p> <p>I DON'T HAVE TWO FORMS OF IDENTIFICATION. WILL YOU ACCEPT A FIFTY-DOLLAR TRAVELER'S CHECK?</p>	<p>FINE. THAT COMES TO \$27.55. OUT OF \$50? \$27.65, 75, \$28, \$29, \$30, \$40, AND \$50. THANK YOU VERY MUCH, AND COME AGAIN.</p>
<p>_____</p> <p>_____</p> <p>_____</p>	<p>_____</p> <p>_____</p> <p>_____</p>	<p>_____</p> <p>_____</p> <p>_____</p>	<p>_____</p> <p>_____</p> <p>_____</p>



Part IV

Listen to the tape. You will hear a conversation using everyday English. You will hear the same conversation *twice*. First listen to the whole conversation. Then when you hear the conversation again, fill in the blanks, one word for each blank. Stop the tape recorder as necessary.

DOLLARS AND CENTS

- LISA: _____ (1) _____ (2) _____ (3) _____ (4) _____ (5) _____ (6) purse?
- SALESPERSON: Let's see. \$27.99 plus tax.
- LISA: _____ (7) _____ (8) _____ (9) _____ (10) ?
- SALESPERSON: Yes.
- LISA: Okay. _____ (11) _____ (12) _____ (13) .
- SALESPERSON: _____ (14) _____ (15) _____ (16) ?
- LISA: _____ (17) .
- SALESPERSON: Then _____ (18) _____ (19) _____ (20) _____ (21) _____ (22) _____ (23) .
 _____ (24) _____ (25) _____ (26) _____ (27) _____ (28) _____ (29) .
- LISA: Uh oh. _____ (30) _____ (31) _____ (32) _____ (33) _____ (34) _____ (35) .
- Do you take traveler's checks?
- SALESPERSON: Okay. _____ (36) _____ (37) _____ (38) \$29.67. .
- LISA: Here. (*She hands her a \$50 traveler's check.*)
- SALESPERSON: \$29.67, .68, .69, .70, .75, \$30, \$40, and \$50. _____ (39) .
 _____ (40) _____ (41) _____ (42) _____ (43) .
- LISA: _____ (44) _____ (45) .



Everyday

Do you take credit cards?

Formal

Will you accept a credit card?



Role - play

Imagine yourself in the following situations. For each situation, decide if it is formal or everyday. Then practice the appropriate conversations using Part I as a guide. Use "Other Useful Expressions" when possible.

1. Buy a pair of shoes in a discount store.
2. Purchase a suit in a very expensive department store. Pay for it with a check.

UNIT 7

TELEPHONE



Part I

Listen to the tape. You will hear the pairs of sentences below. The first sentence in each pair will be in formal English, and the second will be in everyday English.

Information*

Formal English

1. What city, please?
2. West Los Angeles.
3. Yes?
4. I'd like the number of Jim Morris. M-O-R-R-I-S.
5. Just a moment. The number is 379-2113.

Everyday English

1. What city, please?
2. West Los Angeles.
3. Yes?
4. I'd like the number of Jim Morris. M-O-R-R-I-S.
5. Just a moment. 379-2113.

Calling a Business

- | | |
|---|--|
| 1. Hunter Business Machines.
May I help you? | 1. Hunter Business Machines.
Can I help you? |
| 2. Yes. I'd like to speak to Bob Schwartz. This is Tina Williams calling. | 2. Yes. Bob Schwartz, please. This is Tina Williams. |
| 3. Mr. Schwartz is on another line. Would you care to hold? | 3. Bob's on another line. Can you hold? |
| 4. Yes, thank you. | 4. Sure. Thank you. |
| 5. Mr. Schwartz? How are you? | 5. Bob? How are you doing? |

*NOTE: Conversations with the telephone operator are generally formal.



Practice the dialogues above with a partner. First do the entire formal conversation, then do the entire everyday conversation.



Part II—Formal or Everyday?

Listen to the tape. You will hear all of the sentences from Part I. As you listen to each sentence, write "formal" if you hear a formal sentence, or "everyday" if you hear an everyday sentence.

- | | | | |
|----------|----------|----------|-----------|
| 1. _____ | 4. _____ | 7. _____ | 10. _____ |
| 2. _____ | 5. _____ | 8. _____ | |
| 3. _____ | 6. _____ | 9. _____ | |



Part III

The conversation below is written in formal English. Rewrite it using everyday English.





Part IV

Listen to the tape. You will hear a conversation using everyday English. You will hear the same conversation *twice*. First listen to the whole conversation. Then when you hear the conversation again, fill in the blanks, one word for each blank. Stop the tape recorder as necessary.

CAN I HELP YOU?

RECEPTIONIST: Johnson Business Machines. _____ (1) _____ (2) _____ (3)
 _____ (4) ?

TINA: Yes. Bob Schwartz, please. This is Tina Williams.

RECEPTIONIST: Bob's _____ (5) _____ (6) _____ (7) _____ (8) _____ (9) _____ (10) ?

TINA: Just for a minute. I'm calling long distance.

(A few minutes later)

RECEPTIONIST: All right. Bob's _____ (11) is free now. I can put you through.¹

TINA: Bob? _____ (12) _____ (13) _____ (14) _____ (15) ? This is Tina.

BOB: Fine. _____ (16) _____ (17) ?

TINA: _____ (18)

¹"to put someone through" means to ring the telephone number, to connect them



Other Useful Expressions

LONG DISTANCE CALLS

an operator-assisted call — a call you make with the help of the operator

to dial directly — to make the call without the operator's help

a person-to-person call — You pay for the call only if the person you're calling is there. The operator must help you make a person-to-person call.

a station-to-station call — You pay for the call even if the person you're calling isn't there. Station-to-station is less expensive than person-to-person.

a collect call — You don't pay. The person you're calling pays. The operator must help you make a collect call.



Role - play

Imagine yourself in the following situations. For each situation, decide if it is formal or everyday. Then practice the appropriate conversations using Part I as a guide. Use "Other Useful Expressions" when possible.

1. Call the information operator and ask him/her for the phone number of the student sitting next to you.
2. Call the school where you are right now and ask to speak to your teacher.

UNIT 8

FILLING IT UP



Part I

Listen to the tape. You will hear the pairs of sentences below. The first sentence in each pair will be in formal English, and the second will be in everyday English.

Formal English

1. What can I do for you?
2. Would you please give me ten dollars' worth of regular unleaded?
3. Sure. Would you like me to check under the hood?
4. Yes, please.
5. You're a quart low on oil.
6. May I have a quart of Pennzoil 10/40?¹
7. Sure. Would you like me to wash your windows?
8. Yes, please.
9. That comes to \$11.75. Out of \$20? \$11.75, \$12, \$13, \$14, \$15, and \$20. Thank you very much and come again.
10. Thank you.

Everyday English

1. Can I help you?
2. Could you please give me ten dollars' worth of regular unleaded?
3. You bet. Do you want me to check under the hood?
4. Yeah, please.
5. You're a quart low on oil.
6. Can I have a quart of Pennzoil 10/40?¹
7. Sure. Do you want your windows washed?
8. Yes, please.
9. That'll be \$11.75. Out of \$20? \$11.75, \$12, \$13, \$14, \$15, and \$20. Thanks and come again.
10. Thank you.

NOTE: Conversations at gas stations are generally informal.



Practice the dialogues above with a partner. First do the entire formal conversation, then do the entire everyday conversation.

¹"10/40" is a type of motor oil for hot as well as cold weather.



Part II—Formal or Everyday?

Listen to the tape. You will hear all of the sentences from Part I. As you listen to each sentence, write "formal" if you hear a formal sentence, or "everyday" if you hear an everyday sentence.

- | | | | |
|----------|-----------|-----------|-----------|
| 1. _____ | 6. _____ | 11. _____ | 16. _____ |
| 2. _____ | 7. _____ | 12. _____ | 17. _____ |
| 3. _____ | 8. _____ | 13. _____ | 18. _____ |
| 4. _____ | 9. _____ | 14. _____ | 19. _____ |
| 5. _____ | 10. _____ | 15. _____ | 20. _____ |



Part III

The conversation below is written in formal English. Rewrite it using everyday English.

<p>WHAT CAN I DO FOR YOU?</p> <p>WOULD YOU PLEASE GIVE ME \$10 WORTH OF REGULAR UNLEADED?</p> <p>SURE. WOULD YOU LIKE ME TO CHECK UNDER THE HOOD?</p> <p>YES, PLEASE.</p>	<p>YOU'RE A QUART LOW ON OIL.</p> <p>MAY I HAVE A QUART OF PENNZOIL 10/40?</p> <p>SURE. WOULD YOU LIKE ME TO WASH YOUR WINDOWS?</p> <p>YES, PLEASE.</p>	<p>THAT COMES TO \$11.75. OUT OF \$20?</p> <p>\$11.75, \$12, \$13, \$14, \$15, AND \$20. THANK YOU VERY MUCH AND COME AGAIN.</p> <p>THANK YOU.</p>



Part IV

Listen to the tape. You will hear a conversation using everyday English. You will hear the same conversation *twice*. First listen to the whole conversation. Then when you hear the conversation again, fill in the blanks, one word for each blank. Stop the tape recorder as necessary.

UNLEADED, PLEASE

SAM: _____ \$10 _____
(1) (2) (3) (4) (5) (6)
_____ ?
(7) (8) (9)

ATTENDANT: _____ Do you _____
(10) (11) (12) (13) (14) (15)
_____ ?
(16) (17) (18)

SAM: Yeah, please.

ATTENDANT: _____
(19) (20) (21) (22) (23) (24)

SAM: Is that bad?

ATTENDANT: It's not good.

SAM: _____ 10/40?
(25) (26) (27) (28) (29) (30)

ATTENDANT: _____ ?
(31) (32) (33) (34) (35) (36) (37)

SAM: Do you think they need it?

ATTENDANT: Only if you want to see out.

SAM: Okay.

ATTENDANT: _____ \$13.50.
(38) (39)

SAM: Uh oh. Do you take _____ ?
(40)

ATTENDANT: No.

(continued on next page)

SAM: _____ ?
(41) (42)

ATTENDANT: No.

SAM: How about a \$100 traveler's check?¹

ATTENDANT: Too big.

SAM: All _____ is a ten-dollar bill.
(43) (44)

ATTENDANT: Too small.

SAM: Uh, well, I think we're going to have a slight problem.



Other Useful Expressions

TYPES
OF
GASOLINE

{ unleaded (gasoline)
regular
premium, super, or supreme (the most expensive)

Please check the oil.
battery water.
radiator water.
air in the tires.
automatic transmission fluid.

Please fill it up.

- to put in as much gas as the tank will hold



Role-play

Imagine yourself in the following situations. For each situation, decide if it is formal or everyday. Then practice the appropriate conversations using Part I as a guide. Use "Other Useful Expressions" when possible.

1. Have the gas station attendant fill it up.
2. Get five dollars' worth of gas and have the attendant check everything, because you're going on a trip.

¹American stores and businesses are often hesitant to take large currency. A \$50 bill is probably the largest bill people will take without hesitation.

UNIT 9

GETTING DIRECTIONS



Part I

Listen to the tape. You will hear the pairs of sentences below. The first sentence in each pair will be in formal English, and the second will be in everyday English.

On the Street

Formal English

1. We're lost. There's a gas station. Why don't we drive in and ask for directions?
2. Excuse me. Could you tell me where Wilshire Boulevard is? We're lost.
3. All right. Turn left out of the driveway over there. Then go straight for about a mile. You'll cross Santa Monica Boulevard. Right after that, you'll see Wilshire.
4. Thank you very much.
5. You're welcome.

Everyday English

1. We're lost. There's a gas station. Let's pull in and get directions.
2. Excuse me. Where's Wilshire Boulevard? We're lost.
3. Okay. Turn left out of the driveway over there. Then go straight for a mile or so. You'll cross Santa Monica Boulevard. Right after that, you'll see Wilshire.
4. Thanks a lot.
5. Uh huh.

Inside a Building

1. Pardon me. Could you tell me where Room 240 is?
2. All right. Go to the end of this hallway and turn left. You'll see an elevator.
3. Yes.
4. Take the elevator to the second floor and turn right. Room 240 will be on your left.
5. Thank you very much.

1. Excuse me. Can you tell me where Room 240 is?
2. Sure. Go to the end of this hallway and turn left. You'll see an elevator.
3. Uh huh.
4. Take the elevator to the second floor and turn right. Room 240 'll be on your left.
5. Thanks a lot.



Practice the dialogues above with a partner. First do the entire formal conversation, then do the entire everyday conversation.



Part II—Formal or Everyday?

Listen to the tape. You will hear all of the sentences from Part I. As you listen to each sentence, write "formal" if you hear a formal sentence, or "everyday" if you hear an everyday sentence.

- | | | | |
|----------|-----------|-----------|-----------|
| 1. _____ | 6. _____ | 11. _____ | 16. _____ |
| 2. _____ | 7. _____ | 12. _____ | 17. _____ |
| 3. _____ | 8. _____ | 13. _____ | 18. _____ |
| 4. _____ | 9. _____ | 14. _____ | 19. _____ |
| 5. _____ | 10. _____ | 15. _____ | 20. _____ |



Part III

The conversation below is written in formal English. Rewrite it using everyday English.



Part IV

Listen to the tape. You will hear a conversation using everyday English. You will hear the same conversation *twice*. First listen to the whole conversation. Then when you hear the conversation again, fill in the blanks, one word for each blank. Stop the tape recorder as necessary.

AROUND AND AROUND

MARY: You know, I think that sign looks familiar.

STEVE: It should. This is the fifth time we've driven past it.

_____ (1) _____ (2)

MARY: _____ (3) _____ (4) _____ (5) _____ (6) _____ (7) _____ (8) _____ (9)

_____ (10) _____ (11)

STEVE: Well, there's a gas station straight ahead.

MARY: Oh good.

STEVE: (*To the attendant*) _____ (12) _____ (13) _____ (14) Santa Monica

Boulevard? _____ (15) _____ (16)

ATTENDANT: Uh, *this* is Santa Monica Boulevard.

STEVE: It is?

ATTENDANT: Yes. What are you looking for?

STEVE: A little restaurant called "Around and Around."

ATTENDANT: Oh. Okay. _____ (17) _____ (18) _____ (19) _____ (20) _____ (21)

_____ (22) . Then _____ (23) _____ (24) _____ (25) _____ (26) _____ (27)

_____ (28) _____ (29) . You'll see a large yellow building

_____ (30) _____ (31) _____ (32)

STEVE: Okay.

(continued on next page)

ATTENDANT: Go inside and _____ (33) _____ (34) _____ (35) _____ (36) _____ (37)
 _____ (38) _____ (39) . You'll see an elevator. Take it _____ (40)
 _____ (41) _____ (42) _____ (43) _____ (44) _____ (45) _____ (46) . The
 restaurant is right there.

STEVE: Okay. _____ (47) _____ (48) _____ (49)

ATTENDANT: Uh huh.

MARY: Do you know how to get there now?

STEVE: _____ (50) . It's easy. I _____ (51) _____ (52) _____ (53) _____ (54)
 _____ (55) _____ (56) . . .



Turn right at the light.
 big red building.
 corner.
 third stop sign.



Role - play

Imagine yourself in the following situations. For each situation, decide if it is formal or everyday. Then practice the appropriate conversations using Part I as a guide. Use "Other Useful Expressions" when possible.

1. You're driving with a friend and you're lost. Pull into a gas station and get directions.
2. You're in a big building in New York City. Stop a stranger and ask for directions.

UNIT 10

INVITING

SOMEONE OUT



Part I

Listen to the tape. You will hear the pairs of sentences below. The first sentence in each pair will be in formal English, and the second will be in everyday English.

Formal English

Everyday English

- | | |
|---|---|
| 1. I'm famished. Are you hungry? | 1. I'm starving. How about you? |
| 2. Yes. I'm very hungry. | 2. Yeah. I'm so hungry, I could eat a cow. ¹ |
| 3. I hear there's a good Japanese restaurant near here. Would you like to go there for lunch? | 3. I hear there's a good Japanese restaurant close by. Do you want to go there for lunch? |
| 4. Yes, but I'd like to take you this time. | 4. Yeah, but it's my treat ² this time. |
| 5. No. I invited you. ³ | 5. Nope. I asked you. ³ |

(continued on next page)

¹"I'm so hungry, I could eat a cow" is a common expression which illustrates the American tendency to exaggerate. It means "I'm very hungry."

²"My treat" means "I want to pay."

³The person who does the inviting usually pays. But often, especially in informal situations, each person pays for himself or herself.

ERIC: You're not? How about something small? I hear there's a good coffee shop¹ _____ (12) _____ (13) _____ (14) _____ (15) _____ (16) _____ (17)

_____ (18) _____ (19) _____ (20) _____ (21) ?

DAN: _____ (22) _____ (23) _____ (24) _____ (25) _____ (26) _____ (27) . This report is due by the end of the day.

ERIC: Oh, _____ (28) _____ (29) _____ (30)

DAN: Can we take a _____ (31) _____ (32) ?

ERIC: _____ (33) . How about some time next week?

DAN: _____ (34) . But it'll be _____ (35) _____ (36)

ERIC: _____ (37) _____ (38) _____ (39) _____ (40)

DAN: I insist.

ERIC: Oh, well, if you insist . . .



Other Useful Expressions

Everyday

I'm starving.
dying of hunger.
so hungry, I could eat a horse.

Formal

I'm famished.
ravenous.

¹A coffee shop is a casual, inexpensive restaurant.



Role - play

Imagine yourself in the following situations. For each situation, decide if it is formal or everyday. Then practice the appropriate conversations using Part I as a guide. Use "Other Useful Expressions" when possible.

1. Decline a dinner invitation from a friend's parents.
2. Accept a lunch invitation from a close friend. Offer to pay because your friend paid the last time.

1. Do you want coffee to drink?
2. Please.
3. Ready to order?
4. Yeah. I'd like the bacon and egg breakfast.

How many would you like?
5. I'd like two.
6. Over any?
7. No, thank you.

What kind of food would you like?
8. I'd like a hamburger.
9. What would you like to drink?
10. I'd like a glass of milk.

11. I'll have the English coffee.
12. How many would you like?
13. I'd like two.
14. Over any?
15. No, thank you.

16. I'd like a hamburger.
17. What would you like to drink?
18. I'd like a glass of milk.
19. I'll have the English coffee.
20. How many would you like?
21. I'd like two.
22. Over any?
23. No, thank you.

UNIT 11

BREAKFAST



Part I

Listen to the tape. You will hear the pairs of sentences below. The first sentence in each pair will be in formal English, and the second will be in everyday English.

Formal English

1. Would you like coffee¹ to start?
2. Yes, please.
3. Are you ready to order?
4. Yes. I'd like the bacon and eggs breakfast.
5. How would you like your eggs?
6. Over easy.²
7. What kind of toast would you like?
8. What do you have?
9. White, wheat, rye, sour dough, or English muffins.
10. I'll have an English muffin, please.

Everyday English

1. Do you want coffee¹ to start?
2. Please.
3. Ready to order?
4. Yeah. I want the bacon and eggs breakfast.
5. How do you want your eggs?
6. Over easy.²
7. What kind of toast?
8. What have you got?
9. White, wheat, rye, sour dough, or English muffins.
10. An English muffin, please.



Practice the dialogues above with a partner. First do the entire formal conversation, then do the entire everyday conversation.

¹Coffee can be black, or with cream and/or sugar.

²Over-easy eggs are lightly fried on both sides. Eggs can also be cooked sunny-side up (fried on one side only), scrambled (mixed with milk, and then stirred and fried), soft-boiled (cooked in water in the shell), or poached (cooked in water without the shell).



Part II—Formal or Everyday?

Listen to the tape. You will hear all of the sentences from Part I. As you listen to each sentence, write "formal" if you hear a formal sentence, or "everyday" if you hear an everyday sentence.

- | | | | |
|----------|-----------|-----------|-----------|
| 1. _____ | 6. _____ | 11. _____ | 16. _____ |
| 2. _____ | 7. _____ | 12. _____ | 17. _____ |
| 3. _____ | 8. _____ | 13. _____ | 18. _____ |
| 4. _____ | 9. _____ | 14. _____ | 19. _____ |
| 5. _____ | 10. _____ | 15. _____ | 20. _____ |



Part III

The conversation below is written in formal English. Rewrite it using everyday English.





Part IV

Listen to the tape. You will hear a conversation using everyday English. You will hear the same conversation *twice*. First listen to the whole conversation. Then when you hear the conversation again, fill in the blanks, one word for each blank. Stop the tape recorder as necessary.

RISE AND SHINE¹

WAITRESS: _____ ?
(1) (2) (3) (4) (5) (6)

DIANE: _____
(7)

DENNIS: _____
(8)

WAITRESS: _____ ?
(9) (10) (11)

DIANE: Yes. _____
(12) (13) (14) (15) (16) (17)

breakfast.

WAITRESS: _____ ?
(18) (19) (20) (21) (22) (23)

DIANE: Sunny-side up.

WAITRESS: _____ ?
(24) (25) (26) (27)

DIANE: _____ ?
(28) (29) (30) (31)

WAITRESS: White, wheat, rye, sour dough, or an English muffin.

DIANE: _____, please.
(32)

WAITRESS: Okay. (She looks at Dennis.)

DENNIS: Just coffee for me, please.

(When they finish)

DENNIS: (To the waitress) Could I have the check, please?²

¹"Rise and shine" means "wake up."

²When you want to get the waitress' attention for any reason, never snap your fingers, clap, or get up to go and get her. Simply catch her eye when she looks at you. It's all right to put your hand up to get her attention.

WAITRESS: Here you are. _____
(33) (34) (35) (36) (37)

DENNIS: Thank you. (To Diane) It comes to \$7.60. Do you think
\$1.25 is enough for the tip?³

DIANE: Yeah. It's fine.



Everyday

Have you got a breakfast
special?

Is it too late to order breakfast?

Formal

Do you have a breakfast
special?

Are you still serving breakfast?



Role-play

Imagine yourself in the following situations. For each situation, decide if it is formal or everyday. Then practice the appropriate conversations using Part I as a guide. Use "Other Useful Expressions" when possible.

1. Order breakfast in a coffee shop.
2. Order breakfast in a very expensive restaurant.

³Americans generally leave a 15 percent tip in restaurants. If the service is exceptional, the tip can be 20 percent. If the service is poor, you can leave nothing, or up to 10 percent. Leave the tip by the side of your plate. Never leave pennies for a tip.

UNIT 12

LUNCH



Part I

Listen to the tape. You will hear the pairs of sentences below. The first sentence in each pair will be in formal English, and the second will be in everyday English.

Formal English

1. Are you ready to order?
2. Yes. I'd like a roast beef sandwich¹ on rye bread.
3. Would you care for anything to drink?
4. I'll have a glass of milk, please.
5. Would you like a large or small glass of milk?
6. A small one will be fine.
7. Is there anything else I can get for you?
8. No thank you. Just the check, please.
9. All right. Thank you very much.
10. Thank you.

Everyday English

1. Ready to order?
2. Yes. I want a roast beef¹ on rye.
3. Anything to drink?
4. A glass of milk, please.
5. Large or small?
6. Small, please.
7. Anything else I can get you?
8. No thanks. Just the check.
9. Okay. Thank you.
10. Thank you.



Practice the dialogues above with a partner. First do the entire formal conversation, then do the entire everyday conversation.

¹Other popular sandwiches include turkey, tuna, ham, egg salad, pastrami, and, of course, the hamburger.



Part II—Formal or Everyday?

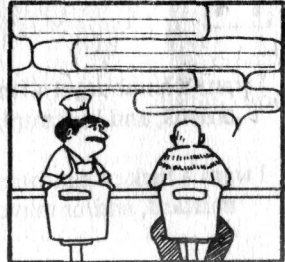
Listen to the tape. You will hear all of the sentences from Part I. As you listen to each sentence, write "formal" if you hear a formal sentence, or "everyday" if you hear an everyday sentence.

- | | | | |
|----------|-----------|-----------|-----------|
| 1. _____ | 6. _____ | 11. _____ | 16. _____ |
| 2. _____ | 7. _____ | 12. _____ | 17. _____ |
| 3. _____ | 8. _____ | 13. _____ | 18. _____ |
| 4. _____ | 9. _____ | 14. _____ | 19. _____ |
| 5. _____ | 10. _____ | 15. _____ | 20. _____ |



Part III

The conversation below is written in formal English. Rewrite it using everyday English.





Part IV

Listen to the tape. You will hear a conversation using everyday English. You will hear the same conversation *twice*. First listen to the whole conversation. Then when you hear the conversation again, fill in the blanks, one word for each blank. Stop the tape recorder as necessary.

LUNCHTIME

WAITRESS: _____ ?
(1) (2) (3)

DAVID: Yes. _____
(4) (5) (6) (7) (8) (9)

WAITRESS: _____ ?
(10) (11) (12)

DAVID: Uh, _____, please.
(13) (14) (15) (16)

WAITRESS: _____ ?
(17) (18) (19)

DAVID: Small.

(Thirty minutes later)

WAITRESS: _____ ?
(20) (21) (22) (23) (24) (25)

DAVID: _____
(26) (27) (28) (29) (30)

WAITRESS: Okay. Thank you.

DAVID: Thank you. *(The check is \$5.30. He leaves an \$.80 tip.)*



I want a hamburger with everything on it (lettuce, tomato, pickle, onions, and ketchup).

I want a turkey sandwich with everything on it (lettuce, tomato, mustard, and/or mayonnaise).



Role-play

Imagine yourself in the following situations. For each situation, decide if it is formal or everyday. Then practice the appropriate conversations using Part I as a guide. Use "Other Useful Expressions" when possible.

1. Order lunch in an expensive restaurant.
2. Order lunch at a fast-food restaurant.

UNIT 13

DINNER



Part I

Listen to the tape. You will hear the pairs of sentences below. The first sentence in each pair will be in formal English, and the second will be in everyday English.

Formal English

1. Would you like a cocktail?
2. Yes, please. I think I'd like a Bloody Mary.²
3. Are you ready to order?
4. No. I'd like a few more minutes, please.
5. Fine. I'll be back in a few minutes.
6. What would you like?
7. I'd like the steak dinner.
8. How would you like your steak?
9. Medium,³ please. A baked potato⁴ with sour cream and chives.⁵ And salad with French dressing.⁶
10. Thank you very much.

Everyday English

1. Can I get you a drink?¹
2. Please. I think I'll have a Bloody Mary.²
3. Are you ready to order?
4. Not quite. I need a few more minutes.
5. Okay. I'll come back in a few minutes.
6. What can I get you?
7. The steak dinner.
8. How do you want your steak?
9. Medium,³ please. A baked potato⁴ with sour cream and chives.⁵ And salad with French dressing.⁶
10. Thank you.

¹"Can I get you a 'drink?'" usually refers to an *alcoholic* drink. However, the question, "What do you want to drink?" can refer to either an alcoholic or non-alcoholic drink.

²A Bloody Mary is a popular cocktail made of vodka, tomato juice, and hot sauce. Other popular drinks include: whiskey sour (lemon or lime juice and whiskey), Manhattan (dry vermouth, sweet vermouth, and bourbon), screwdriver (vodka and orange juice), and white wine. If you want just liquor and ice, you should request a drink "on the rocks." Example: "I'll have Scotch on the rocks."

³A steak can be cooked rare, medium, or well done.

⁴Other common ways potatoes are served include mashed and French fried.

⁵Chives are in the onion family, and are similar to very thin green onions.

⁶Other common salad dressings include Italian and thousand island.



Practice the dialogues above with a partner. First do the entire formal conversation, then do the entire everyday conversation.



Part II—Formal or Everyday?

Listen to the tape. You will hear all of the sentences from Part I. As you listen to each sentence, write "formal" if you hear a formal sentence, or "everyday" if you hear an everyday sentence.

- | | | | |
|----------|-----------|-----------|-----------|
| 1. _____ | 6. _____ | 11. _____ | 16. _____ |
| 2. _____ | 7. _____ | 12. _____ | 17. _____ |
| 3. _____ | 8. _____ | 13. _____ | 18. _____ |
| 4. _____ | 9. _____ | 14. _____ | 19. _____ |
| 5. _____ | 10. _____ | 15. _____ | 20. _____ |



Part III

The conversation below is written in formal English. Rewrite it using everyday English.

<p>WOULD YOU LIKE A COCKTAIL?</p> <p>YES, PLEASE. I THINK I'D LIKE A BLOODY MARY.</p> <p>ARE YOU READY TO ORDER?</p> <p>FINE. I'LL BE BACK IN A FEW MINUTES.</p> <p>NO. I'D LIKE A FEW MORE MINUTES, PLEASE.</p>	<p>WHAT WOULD YOU LIKE?</p> <p>I'D LIKE THE STEAK DINNER.</p> <p>HOW WOULD YOU LIKE YOUR STEAK?</p>	<p>MEDIUM, PLEASE. A BAKED POTATO WITH SOUR CREAM AND CHIVES. AND SALAD WITH FRENCH DRESSING.</p> <p>THANK YOU VERY MUCH.</p>
<p>_____</p> <p>_____</p> <p>_____</p>	<p>_____</p> <p>_____</p> <p>_____</p>	<p>_____</p> <p>_____</p> <p>_____</p>



Part IV

Listen to the tape. You will hear a conversation using everyday English. You will hear the same conversation *twice*. First listen to the whole conversation. Then when you hear the conversation again, fill in the blanks, one word for each blank. Stop the tape recorder as necessary.

ON THE ROCKS

- WAITER: _____ ?
 (1) (2) (3) (4) (5) (6)
- JAKE: Please. _____
 (7) (8) (9) (10) (11) (12)
- _____ (13) (14) (15)
- WAITER: Okay. _____ ?
 (16) (17) (18) (19) (20)
- JAKE: _____ I need a few more minutes.
 (21) (22)
- (A few minutes later)*
- WAITER: _____ ?
 (23) (24) (25) (26) (27)
- JAKE: The steak dinner.
- WAITER: Soup or salad?
- JAKE: Salad, please. With French dressing.
- WAITER: And _____ ?
 (28) (29) (30) (31) (32) (33)
- JAKE: Medium, please.
- WAITER: Baked potato, mashed, or fries.¹
- JAKE: _____
 (34) (35) (36) (37) (38) (39) (40)
- WAITER: Thank you.

¹French fries



Other Useful Expressions

Everyday

Do you want a before-dinner drink?

Formal

Would you like a cocktail before dinner?



Role-play

Imagine yourself in the following situations. For each situation, decide if it is formal or everyday. Then practice the appropriate conversations using Part I as a guide. Use "Other Useful Expressions" when possible.

1. Order dinner at a very expensive restaurant.
2. Order dinner at a coffee shop.

UNIT 14

CONVERSATION DURING A MEAL



Part I

Listen to the tape. You will hear the pairs of sentences below. The first sentence in each pair will be in formal English, and the second will be in everyday English.

Formal English

1. How is your steak?
2. Delicious. How is yours?
3. Wonderful. Would you pass the salt, please?
4. Here you are. Would you like some dessert?
5. Oh, no thank you. I'm completely full.
6. What about an after-dinner drink?¹
7. That sounds nice.
8. Well, are you ready to leave?
9. Yes. Thank you very much for the lovely dinner.
10. It was my pleasure. We'll have to do it again sometime.

Everyday English

1. How's your steak?
2. Super. How's yours?
3. Great. Could you pass the salt, please?
4. Uh huh. How about some dessert?
5. Oh, no thanks. I'm stuffed.
6. How about an after-dinner drink?¹
7. That sounds great.
8. Well, ready to go?
9. Yeah. Thanks so much for the great dinner.
10. I enjoyed it too. Let's do it again sometime.



Practice the dialogues above with a partner. First do the entire formal conversation, then do the entire everyday conversation.

¹After-dinner drinks are often sweet. Some popular after-dinner drinks include: black Russian (coffee liqueur and vodka), grasshopper (crème de menthe, vodka, and cream), white Russian (coffee liqueur, vodka, and cream), Irish coffee (whiskey, coffee, and whipped cream), brandy, and cognac.



Practice the dialogues above with a partner. First do the entire formal conversation, then do the entire everyday conversation.



Part II—Formal or Everyday?

Listen to the tape. You will hear all of the sentences from Part I. As you listen to each sentence, write “formal” if you hear a formal sentence, or “everyday” if you hear an everyday sentence.

- | | | | |
|----------|-----------|-----------|-----------|
| 1. _____ | 6. _____ | 11. _____ | 16. _____ |
| 2. _____ | 7. _____ | 12. _____ | 17. _____ |
| 3. _____ | 8. _____ | 13. _____ | 18. _____ |
| 4. _____ | 9. _____ | 14. _____ | 19. _____ |
| 5. _____ | 10. _____ | 15. _____ | 20. _____ |



Part III

The conversation below is written in formal English. Rewrite it using everyday English.



Part IV

Listen to the tape. You will hear a conversation using everyday English. You will hear the same conversation *twice*. First listen to the whole conversation. Then when you hear the conversation again, fill in the blanks, one word for each blank. Stop the tape recorder as necessary.

MEDIUM RARE

ED: _____ dinner. _____ ?
(1) (2) (3) (4)

PATTY: _____ ?
(5) (6) (7) (8) (9) (10) (11)

ED: Uh huh.

PATTY: Thanks.

(A few minutes later)

ED: Well, _____ ?
(12) (13) (14) (15)

PATTY: Oh, no thanks. _____
(16) (17)

ED: _____ ?
(18) (19) (20) (21)

PATTY: _____ . I think I'll try a grasshopper.
(22) (23) (24)

ED: An Irish coffee sounds good to me.

(A few minutes later)

ED: Well, _____ ?
(25) (26) (27)

PATTY: Yeah. _____
(28) (29) (30) (31) (32) (33) (34)

ED: _____
(35) (36) (37) (38) (39) (40) (41)

(42) (43)



Other Useful Expressions

Everyday

Formal

The steak was a little tough.

The steak wasn't very tender.

I'm stuffed.

I'm full.

about to pop.

I couldn't eat another bite.

My eyes were bigger than my stomach.

I ate too much.



Role-play

Imagine yourself in the following situations. For each situation, decide if it is formal or everyday. Then practice the appropriate conversations using Part I as a guide. Use "Other Useful Expressions" when possible.

1. You're eating out with someone you don't know very well.
2. You're eating out with a good friend.

UNIT 15

COMPLAINING ABOUT SERVICE



Part I

Listen to the tape. You will hear the pairs of sentences below. The first sentence in each pair will be in formal English, and the second will be in everyday English.

In a Restaurant

Formal English

1. Pardon me. I ordered a medium steak and this one seems to be rare.
2. Oh, really?
3. I'd like to send it back to the kitchen.
4. Certainly. I'm sorry for the mistake.
5. That's all right.

Everyday English

1. Excuse me. I ordered a medium steak and this one is rare.
2. Oh?
3. Could you take it back to the kitchen?
4. Sure. Sorry for the mix-up.
5. No problem.

In a Department Store

1. I purchased this tape recorder here last week and now it doesn't seem to be working.
2. Oh? May I take a look?
3. I brought my receipt.
4. You're right. There's something wrong with it. Would you like a refund,¹ or do you want to exchange² it?
5. I'd like to exchange it, please.

1. I bought this tape recorder here last week and now it doesn't work.
2. Hmm. Let me see.
3. I've got my receipt.
4. You're right. There's something wrong. Do you want a refund,¹ or do you want to exchange² it?
5. I want to exchange it, please.

¹A refund means that you get your money back.

²An exchange means that you give your purchase back to the store and choose something of equal value.



Practice the dialogues above with a partner. First do the entire formal conversation, then do the entire everyday conversation.



Part II—Formal or Everyday?

Listen to the tape. You will hear all of the sentences from Part I. As you listen to each sentence, write “formal” if you hear a formal sentence, or “everyday” if you hear an everyday sentence.

- | | | | |
|----------|-----------|-----------|-----------|
| 1. _____ | 6. _____ | 11. _____ | 16. _____ |
| 2. _____ | 7. _____ | 12. _____ | 17. _____ |
| 3. _____ | 8. _____ | 13. _____ | 18. _____ |
| 4. _____ | 9. _____ | 14. _____ | 19. _____ |
| 5. _____ | 10. _____ | 15. _____ | 20. _____ |



Part III

The conversation below is written in formal English. Rewrite it using everyday English.





Part IV

Listen to the tape. You will hear a conversation using everyday English. You will hear the same conversation *twice*. First listen to the whole conversation. Then when you hear the conversation again, fill in the blanks, one word for each blank. Stop the tape recorder as necessary.

MALFUNCTION

DAN: Uh, _____ .
(1) (2)

SALESPERSON: Yes?

DAN: _____ tape recorder here last week
(3) (4) (5)
_____ .
(6) (7) (8) (9) (10)

SALESPERSON: What seems to be the problem?

DAN: Well, when I press "play," it records, and when I press "record," it reverses.

SALESPERSON: What does it do when you press "reverse"?

DAN: Nothing.

SALESPERSON: Hmm. _____ .
(11) (12) (13)

DAN: _____ right here.
(14) (15) (16) (17)

SALESPERSON: Uh huh. You're right. _____ .
(18) (19) (20)

DAN: Uh huh.

SALESPERSON: _____ ?
(21) (22) (23) (24) (25) (26)
_____ ?
(27) (28) (29) (30) (31) (32)

DAN: _____ .
(33) (34) (35) (36) (37) (38)



Other Useful Expressions

Everyday

This _____ isn't working.

Hate to complain, but I've got to get up early tomorrow. Could you turn your radio down?

Formal

This _____ is defective.

I hate to complain, but I have to get up early tomorrow. Would it be possible for you to turn your radio down?



Role - play

Imagine yourself in the following situations. For each situation, decide if it is formal or everyday. Then practice the appropriate conversations using Part I as a guide. Use "Other Useful Expressions" when possible.

1. Take your new TV back to the department store where you got it. The sound doesn't work.
2. You're in a very nice restaurant. You ordered a roast beef dinner, but the waiter brings you chicken.

UNIT 16

AIRPORT



Part I

Listen to the tape. You will hear the pairs of sentences below. The first sentence in each pair will be in formal English, and the second will be in everyday English.

Formal English

1. May I help you?
2. Yes. I'd like to make a round-trip reservation from Los Angeles to New York on Tuesday, June 23.
3. All right. What time would you like to leave Los Angeles?
4. Do you have any flights around 3 p.m.?
5. Yes. There's a flight departing at 3:10.
6. That will be fine. I'd like a return flight on June 26. In the late evening.
7. We have a 10:00 p.m. return flight.
8. Fine.
9. All right. I have you booked on Flight 64 departing Los Angeles on June 23 at 3:10 p.m. and arriving in New York at 11 p.m., New York time. Your return flight is Flight 292 departing New York on June 26 at 10:00 p.m. and arriving in Los Angeles at midnight. Would you like to sit in the smoking or non-smoking section?
10. Non-smoking, please.

Everyday English

1. May I help you?
2. Yes. I want to make a round-trip reservation from Los Angeles to New York on Tuesday, June 23.
3. Okay. What time do you want to leave L.A.?
4. Have you got any flights around 3 p.m.?
5. Yes. There's a flight leaving at 3:10.
6. That'll be fine. I want to come back on June 26. Late evening.
7. We've got a 10:00 p.m. return.
8. Great.
9. Okay. I've got you down for Flight 64 leaving L.A. on June 23 at 3:10 p.m. and arriving in New York at 11 p.m., New York time. Your return flight is Flight 292 leaving New York on June 26 at 10:00 p.m. and arriving in L.A. at midnight. Do you want a smoking or non-smoking section?
10. Non-smoking, please.

NOTE: Conversations at the airport are generally formal.



Practice the dialogues above with a partner. First do the entire formal conversation, then do the entire everyday conversation.



Part II—Formal or Everyday?

Listen to the tape. You will hear all of the sentences from Part I. As you listen to each sentence, write “formal” if you hear a formal sentence, or “everyday” if you hear an everyday sentence.

- | | | | |
|----------|-----------|-----------|-----------|
| 1. _____ | 6. _____ | 11. _____ | 16. _____ |
| 2. _____ | 7. _____ | 12. _____ | 17. _____ |
| 3. _____ | 8. _____ | 13. _____ | 18. _____ |
| 4. _____ | 9. _____ | 14. _____ | 19. _____ |
| 5. _____ | 10. _____ | 15. _____ | 20. _____ |



Part III

The conversation below is written in formal English. Rewrite it using everyday English.

Panel 1 (Formal): Customer: MAY I HELP YOU? Agent: YES, I'D LIKE TO MAKE A ROUND TRIP RESERVATION FROM LOS ANGELES TO NEW YORK ON TUESDAY, JUNE 23. Customer: ALL RIGHT. WHAT TIME WOULD YOU LIKE TO LEAVE LOS ANGELES? Agent: DO YOU HAVE ANY FLIGHTS AROUND 3 P.M.?

Panel 2 (Formal): Agent: YES, THERE'S A FLIGHT DEPARTING AT 3:10. Customer: THAT WILL BE FINE. I'D LIKE A RETURN FLIGHT ON JUNE 26, IN THE LATE EVENING. Agent: WE HAVE A 10:00 P.M. RETURN FLIGHT. Customer: FINE.

Panel 3 (Formal): Agent: ALL RIGHT. I HAVE YOU BOOKED ON FLIGHT 64 DEPARTING LOS ANGELES ON JUNE 23 AT 3:10 P.M. AND ARRIVING IN NEW YORK AT 11 P.M., NEW YORK TIME. YOUR RETURN FLIGHT IS FLIGHT 292 DEPARTING NEW YORK ON JUNE 26 AT 10:00 P.M. AND ARRIVING IN LOS ANGELES AT MIDNIGHT. WOULD YOU LIKE TO SIT IN THE SMOKING OR NON-SMOKING SECTION? Customer: NON-SMOKING, PLEASE.

Panel 4 (Everyday): Empty panel for rewriting the first panel.

Panel 5 (Everyday): Empty panel for rewriting the second panel.

Panel 6 (Everyday): Empty panel for rewriting the third panel.



Part IV

Listen to the tape. You will hear a conversation using everyday English. You will hear the same conversation *twice*. First listen to the whole conversation. Then when you hear the conversation again, fill in the blanks, one word for each blank. Stop the tape recorder as necessary.

ROUND TRIP

RESERVATIONS: _____ ?
(1) (2) (3) (4)

SHERRY: Yes. _____
(5) (6) (7) (8) (9) (10)

_____ L.A. _____ New York.
(11) (12) (13) (14)

RESERVATIONS: _____ L.A.?
(15) (16) (17) (18) (19) (20)

SHERRY: On June 23.

RESERVATIONS: What time?

SHERRY: Around 3 p.m.

RESERVATIONS: We've got _____ L.A. at 3:10 _____
(21) (22) (23) (24)
_____ in New York at 11 p.m. Will that be all right?
(25)

SHERRY: Yes. That'll be fine.

RESERVATIONS: And when would you like to return?

SHERRY: On June 26. _____
(26) (27)

RESERVATIONS: _____ 10 p.m. _____
(28) (29) (30) (31) (32)

SHERRY: Great.

RESERVATIONS: All right. _____ Flight 64
(33) (34) (35) (36) (37)

_____ Los Angeles on June 23 at 3:10 p.m. _____
(38) (39) (40)
in New York at 11 p.m., New York time. _____
(41) (42)

_____ Flight 292 _____ New York on June 26 at
(43) (44) (45)
10 p.m. _____ in Los Angeles at midnight.
(46) (47)

SHERRY: Okay.

RESERVATIONS: _____
(48) (49) (50) (51) (52) (53) (54)
_____ ?
(55)

SHERRY: Non-smoking, please.



Other Useful Expressions

carry-on luggage _____ bags you carry with you on the airplane

garment bag _____ a long, fold-over suitcase in which you hang your suits or dresses

round trip _____ a flight to a city, and back

one-way _____ a flight to a city, but not back

First Class _____ the most expensive ticket

Economy Class _____ a cheaper ticket

red-eye flight _____ a late night flight (sometimes all night)

standby _____ To fly standby, you go to the airport and wait for a last-minute cancellation of a flight reservation. Many airlines are then willing to give you that reservation at a lower price so they will not have empty seats on the flight.



Role-play

Imagine yourself in the following situations. For each situation, decide if it is formal or everyday. Then practice the appropriate conversations using Part I as a guide. Use "Other Useful Expressions" when possible.

1. Make a flight reservation for next month.
2. Cancel the above reservation.

UNIT 17

TAXI



Part I

Listen to the tape. You will hear the pairs of sentences below. The first sentence in each pair will be in formal English, and the second will be in everyday English.

By Telephone

Formal English

1. Would you please send a taxi to 9725 Wilshire Boulevard in Beverly Hills?
2. All right. When would you like it?
3. As soon as possible.
4. All right. There will be a taxi there within twenty minutes.
5. Thank you.

Everyday English

1. Could you please send a taxi to 9725 Wilshire Boulevard in Beverly Hills?
2. Okay. When do you want it?
3. Right away.
4. Okay. There'll be a cab there in about twenty minutes.
5. Thanks.

On the Street

1. Taxi! Taxi!
2. We'd like to go to the Bonaventure Hotel.
3. All right. Is that your luggage over there?
4. Yes. Thank you. Approximately how much is the fare?
5. Oh, it'll be about \$15.00.

1. Taxi! Taxi!
2. We want to go to the Bonaventure Hotel.
3. Sure. Are those your bags over there?
4. Yeah. Thanks. About how much is the fare?
5. Oh, around \$15.00.

NOTE: Americans tip taxi drivers 10%-15% of the fare.



Practice the dialogues above with a partner. First do the entire formal conversation, then do the entire everyday conversation.



Part II—Formal or Everyday?

Listen to the tape. You will hear all of the sentences from Part I. As you listen to each sentence, write “formal” if you hear a formal sentence, or “everyday” if you hear an everyday sentence.

- | | | | |
|----------|-----------|-----------|-----------|
| 1. _____ | 6. _____ | 11. _____ | 16. _____ |
| 2. _____ | 7. _____ | 12. _____ | 17. _____ |
| 3. _____ | 8. _____ | 13. _____ | 18. _____ |
| 4. _____ | 9. _____ | 14. _____ | 19. _____ |
| 5. _____ | 10. _____ | 15. _____ | 20. _____ |



Part III

The conversation below is written in formal English. Rewrite it using everyday English.





Part IV

Listen to the tape. You will hear a conversation using everyday English. You will hear the same conversation *twice*. First listen to the whole conversation. Then when you hear the conversation again, fill in the blanks, one word for each blank. Stop the tape recorder as necessary.

THE BONAVENTURE

FRANK: Taxi! Taxi! (*A taxi stops*) _____
(1) (2) (3)
_____ Bonaventure Hotel.
(4) (5) (6)

TAXI DRIVER: The Bonaventure? Sure. _____
(7) (8) (9)
_____?
(10) (11) (12)

JOHN: Yeah. Thanks. _____
(13) (14) (15) (16) (17)
_____?
(18)

TAXI DRIVER: Oh, _____ \$15.00.
(19)

(*In front of the Bonaventure*)

FRANK: (*To the taxi driver*) Well, _____
(20) (21) (22)

(*To John*) It's \$14.50. Do you think \$2.00 is enough of a tip?

JOHN: That's fine. Here. Take my _____ and I'll pay the
(23)
driver.



Other Useful Expressions

- to hail a cab (taxi) }
to flag down a taxi } — to get a taxi when you're on the street



Role-play

Imagine yourself in the following situations. For each situation, decide if it is formal or everyday. Then practice the appropriate conversations using Part I as a guide. Use "Other Useful Expressions" when possible.

1. Hail a taxi.
2. Call for a taxi to take your mother (who's visiting you) to the airport.

UNIT 18

HOTEL



Part I

Listen to the tape. You will hear the pairs of sentences below. The first sentence in each pair will be in formal English, and the second will be in everyday English.

At the Desk

Formal English

1. Hello. I have a reservation for 6 p.m. Haruo Nishimoto.
2. Would you spell the last name, please?
3. Yes. N-I-S-H-I-M-O-T-O.
4. Yes. I have your reservation right here. Would you please complete this registration form?
5. Certainly.

Everyday English

1. Hi. I've got a reservation for 6 p.m. Haruo Nishimoto.
2. Could you spell the last name?
3. Uh huh. N-I-S-H-I-M-O-T-O.
4. Yes. Here we are. Please fill out this registration form.
5. Sure.

With the Bellboy

1. Right over here, please.
2. Is Room Service available twenty-four hours?
3. Yes. Is there anything I can get for you?
4. No, I'm fine, thank you.
5. Well, if you need anything, please call the bell captain. The number is on the telephone.

1. Over here, please.
2. Is there Room Service twenty-four hours?
3. Uh huh. Anything I can get you?
4. No, thanks.
5. Well, if you need anything, just call the bell captain. The number's on the phone.

NOTE: Americans generally tip the bellboy \$1.00 for each piece of luggage. If the bellboy does anything special for the hotel guest, such as calling a taxi or bringing the guest a room service order, the tip may be a dollar or two. Americans usually do not tip the maid.



Practice the dialogues above with a partner. First do the entire formal conversation, then do the entire everyday conversation.



Part II—Formal or Everyday?

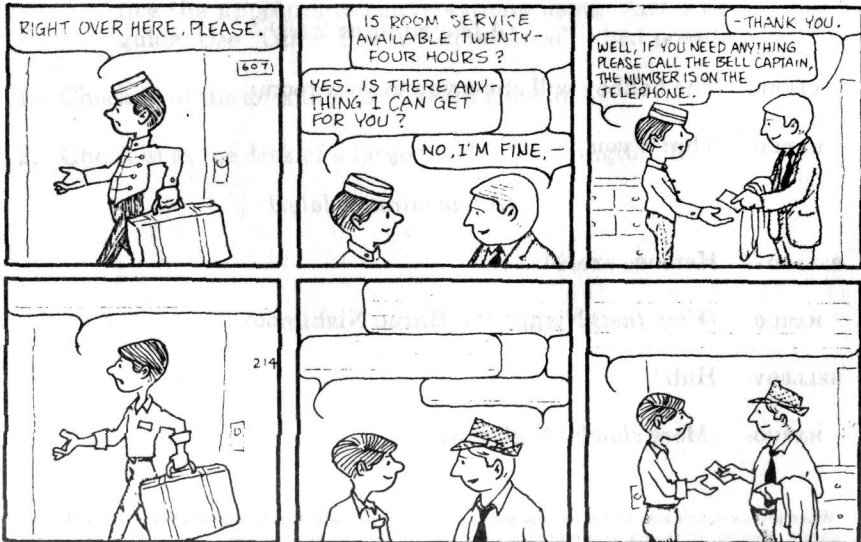
Listen to the tape. You will hear all of the sentences from Part I. As you listen to each sentence, write “formal” if you hear a formal sentence, or “everyday” if you hear an everyday sentence.

- | | | | |
|----------|-----------|-----------|-----------|
| 1. _____ | 6. _____ | 11. _____ | 16. _____ |
| 2. _____ | 7. _____ | 12. _____ | 17. _____ |
| 3. _____ | 8. _____ | 13. _____ | 18. _____ |
| 4. _____ | 9. _____ | 14. _____ | 19. _____ |
| 5. _____ | 10. _____ | 15. _____ | 20. _____ |



Part III

The conversation below is written in formal English. Rewrite it using everyday English.





Part IV

Listen to the tape. You will hear a conversation using everyday English. You will hear the same conversation *twice*. First listen to the whole conversation. Then when you hear the conversation again, fill in the blanks, one word for each blank. Stop the tape recorder as necessary.

N-I-S-H-I-M-O-T-O

HARUO: Uh, excuse me. _____
(1) (2) (3) (4) (5)

6 p.m. (*Very fast*) Haruo Nishimoto.¹

CLERK: Huh? _____
(6) (7) (8) (9) (10) (11)

(12) ?

HARUO: _____
(13) N-I-S-H-I-M-O-T-O.

CLERK: Yes. Okay. Here we are. _____
(14) (15) (16) (17)

(18) (19)

HARUO: Uh huh. Sure.

(A few minutes later)

CLERK: The bellboy will show you to your room.

HARUO: Thank you.

(A few minutes later)

BELLBOY: Here we are, Mr. ...

HARUO: (*Very fast*) Nishimoto. Haruo Nishimoto.

BELLBOY: Huh?

HARUO: (*More slowly*) Nishimoto.

¹When giving your name to Americans, pronounce it very slowly. Pause between your first and last names. Remember, the name is probably very unfamiliar to most Americans.

BELLBOY: Mr. Nishimoto. _____
(20) (21) (22) (23)

_____?
(24)

HARUO: No. Not right now. Thank you. (*He gives the bellboy a \$2.00 tip.*)

BELLBOY: Thank you.



Other Useful Expressions

Please fill in your name.
write

Please fill out this form.
complete



Role - play

Imagine yourself in the following situations. For each situation, decide if it is formal or everyday. Then practice the appropriate conversations using Part I as a guide. Use "Other Useful Expressions" when possible.

1. Check in at the desk of your hotel in Hawaii.
2. Check in at the desk of a large hotel in Washington, D.C.

UNIT 19

SHOPPING



Part I

Listen to the tape. You will hear the pairs of sentences below. The first sentence in each pair will be in formal English, and the second will be in everyday English.

Supermarket

Formal English

1. Pardon me. Could you tell me where the milk is?
2. It's down aisle 12 in the dairy section.¹
3. Thank you. And where is the fruit?
4. It's in the corner of the market, in the produce section.² And, when you finish, the check-out stand³ is over there.
5. Thank you very much.

Everyday English

1. Excuse me. Where's the milk?
2. Down aisle 12 in the dairy section.¹
3. Thanks. Uh, where's the fruit?
4. In the corner of the store, in the produce section.² And when you're through, the check-out stand's³ over there.
5. Thanks a lot.

Clothes

1. May I help you?
2. No, thank you. I'm just browsing.
3. Well, if you find anything you're interested in, I'll be happy to help you.
4. Now that you mention it, I do want a shirt.
5. All right. What size shirt do you wear?

1. Can I help you?
2. No, thanks. I'm just looking around.
3. Okay. If you find anything you like, just let me know.
4. Now that you mention it, I do want a shirt.
5. Okay. What size?

¹The dairy section contains milk, eggs, butter, cheese, and other dairy products.

²The produce section contains fresh fruit and vegetables.

³At the check-out stand, you pay for your food.



Practice the dialogues above with a partner. First do the entire formal conversation, then do the entire everyday conversation.



Part II—Formal or Everyday?

Listen to the tape. You will hear all of the sentences from Part I. As you listen to each sentence, write “formal” if you hear a formal sentence, or “everyday” if you hear an everyday sentence.

- | | | | |
|----------|-----------|-----------|-----------|
| 1. _____ | 6. _____ | 11. _____ | 16. _____ |
| 2. _____ | 7. _____ | 12. _____ | 17. _____ |
| 3. _____ | 8. _____ | 13. _____ | 18. _____ |
| 4. _____ | 9. _____ | 14. _____ | 19. _____ |
| 5. _____ | 10. _____ | 15. _____ | 20. _____ |



Part III

The conversation below is written in formal English. Rewrite it using everyday English.

<p>PARDON ME. COULD YOU TELL ME WHERE THE MILK IS?</p>	<p>IT'S DOWN AISLE 12 IN THE DAIRY SECTION.</p> <p>THANK YOU. AND WHERE IS THE FRUIT?</p>	<p>IT'S IN THE CORNER OF THE MARKET, IN THE PRODUCE SECTION. AND WHEN YOU FINISH, THE CHECK-OUT STAND IS OVER THERE.</p> <p>THANK YOU VERY MUCH.</p>



Part IV

Listen to the tape. You will hear a conversation using everyday English. You will hear the same conversation *twice*. First listen to the whole conversation. Then when you hear the conversation again, fill in the blanks, one word for each blank. Stop the tape recorder as necessary.

THEY'RE A LITTLE TIGHT IN THE . . .

SALESPERSON: _____ ?
(1) (2) (3) (4)

DIANE: No, thanks. _____ .
(5) (6) (7) (8)

SALESPERSON: Okay. If you find anything _____ , _____
(9) (10) (11)

(12) (13) (14)

DIANE: Well, now that you mention it, I do want a pair¹ of pants.

SALESPERSON: _____ ?
(15) (16)

DIANE: Well, I'm not sure.

SALESPERSON: Let's measure you. Okay. I think a size 12 might fit.

(She hands Diane a size 12.) _____
(17) (18) (19)

_____ try them on?
(20)

DIANE: Yes. Where are your dressing rooms?

SALESPERSON: Over there. In the back of the store.

(A few minutes later)

SALESPERSON: Well, _____ fit?
(21) (22) (23)

DIANE: Well, they're really tight in the . . .

SALESPERSON: Uh huh. _____ a size 14?
(24) (25)

DIANE: _____ a size 16?
(26) (27)

¹Americans say a "pair" of pants because the pants have two legs.



Other Useful Expressions

I want to try

them
it

 on.

They're
It's

 a little tight in the

arms.
legs.
seat.
shoulders.

They're
It's

 a little

loose.
baggy.
too big.



Role-play

Imagine yourself in the following situations. For each situation, decide if it is formal or everyday. Then practice the appropriate conversations using Part I as a guide. Use "Other Useful Expressions" when possible.

1. You're a salesperson in a large, expensive department store. Try to sell a jacket to a customer.
2. You're shopping in a small corner market. You don't know where anything is. Ask for help.

UNIT 20

ASKING A FAVOR



Part I

Listen to the tape. You will hear the pairs of sentences below. The first sentence in each pair will be in formal English, and the second will be in everyday English.

Acquaintance to Acquaintance

Formal English

1. I wonder if I could trouble you for a quarter. I have to make a telephone call, and I don't have any change.
2. Certainly.
3. I hate to bother you again, but I do you happen to know the number of the Del Amo Theater?
4. I'm sorry, but I don't.
5. Well, thank you for the quarter. I'll return it as soon as I get change.

Everyday English

1. Do you have a quarter I could borrow? I've got to make a call, and I don't have change.
2. Sure thing.
3. By the way, do you know the number of the Del Amo Theater?
4. No. Sorry.
5. Well, thanks for the quarter. I'll pay it back as soon as I get some change.

Employee to Employee OR Student to Student

- | | |
|---|--|
| <ol style="list-style-type: none">1. Would you mind looking over these papers? I'm not sure I did them correctly.2. I'd be happy to. What specifically would you like me to check?3. Well, I found the charts very difficult.4. They look fine to me.5. Thank you for your time. You were very helpful. | <ol style="list-style-type: none">1. Could you check these papers? I'm not sure I did them right.2. Sure. Anything in particular you want me to check?3. Uh, the charts were a real problem.4. They look great to me.5. Thanks a lot. You were a big help. |
|---|--|

"I hate to bother you, but" can be formal or everyday English.



Practice the dialogues above with a partner. First do the entire formal conversation, then do the entire everyday conversation.



Part II—Formal or Everyday?

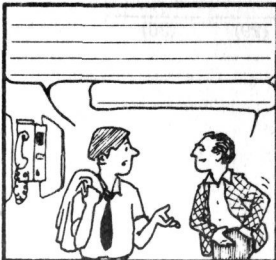
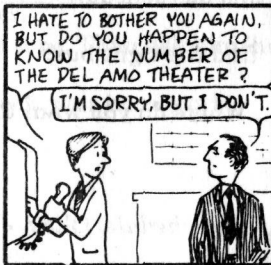
Listen to the tape. You will hear all of the sentences from Part I. As you listen to each sentence, write “formal” if you hear a formal sentence, or “everyday” if you hear an everyday sentence.

- | | | | |
|----------|-----------|-----------|-----------|
| 1. _____ | 6. _____ | 11. _____ | 16. _____ |
| 2. _____ | 7. _____ | 12. _____ | 17. _____ |
| 3. _____ | 8. _____ | 13. _____ | 18. _____ |
| 4. _____ | 9. _____ | 14. _____ | 19. _____ |
| 5. _____ | 10. _____ | 15. _____ | 20. _____ |



Part III

The conversation below is written in formal English. Rewrite it using everyday English.





Part IV

Listen to the tape. You will hear a conversation using everyday English. You will hear the same conversation *twice*. First listen to the whole conversation. Then when you hear the conversation again, fill in the blanks, one word for each blank. Stop the tape recorder as necessary.

AT THE BUS STOP

PAT: _____ a pen?
(1) (2) (3) (4) (5)

SANDY: Sure. Here.

PAT: Thanks. _____ again,
(6) (7) (8) (9) (10)
_____ a piece
(11) (12) (13) (14) (15) (16)
of paper?

SANDY: Sure thing.

PAT: Thank you. Uh, I'm having _____
(17) (18) (19)
understanding this bus schedule. _____
(20) (21)
_____ find the right bus?
(22) (23)

SANDY: _____ . Where do you want to go?
(24) (25)

PAT: Downtown.

SANDY: *(Looking at the bus schedule)* Okay. Just take Bus 5.

PAT: Thanks a lot. _____
(26) (27) (28) (29) (30)



Other Useful Expressions

Everyday

Excuse me. Could you give me some directions?

Thanks so much for your help.
You've been a great help.
You were a real help.

Formal

Pardon me. Would you mind giving me some directions?

[Could I trouble you to
I wonder if you could] give me some directions.

Thank you very much for your help.
I appreciate your help very much.



Role - play

Imagine yourself in the following situations. For each situation, decide if it is formal or everyday. Then practice the appropriate conversations using Part I as a guide. Use "Other Useful Expressions" when possible.

1. Ask a stranger for the time. Then ask him/her for some directions.
2. Ask you teacher to check your homework.

UNIT 21

TROUBLE, TROUBLE, TROUBLE



Part I

Listen to the tape. You will hear the pairs of sentences below. The first sentence in each pair will be in formal English, and the second will be in everyday English.

Losing Something

Formal English

1. Oh no! I've lost my wallet!
2. Why don't we retrace your steps? Where did you last have it?
3. On the bus. Oh no! I think someone stole it!
4. I think we should report it to the police.
5. All right. I'll have to call the bank and inform them as well.

Everyday English

1. Uh oh! My wallet's gone!
2. Let's retrace your steps. Where did you last have it?
3. On the bus. Uh oh! Someone lifted it!
4. Let's report it to the police.
5. Okay. I've got to call the bank and tell them too.

At the Doctor's

1. My stomach is upset.
2. What are your symptoms?
3. Well, I have a fever, chills, and nausea.
4. Have you eaten anything unusual in the last twenty-four hours?
5. Some steak, a lobster, soup, salad, a few cocktails, potatoes, chocolate pie . . .

1. My stomach's killing me!
2. What are your symptoms?
3. Well, I've got a fever, chills, and nausea.
4. Have you had anything you're not used to in the last twenty-four hours?
5. Some steak, a lobster, soup, salad, a couple of drinks, potatoes, chocolate pie . . .



Practice the dialogues above with a partner. First do the entire formal conversation, then do the entire everyday conversation.



Part II—Formal or Everyday?

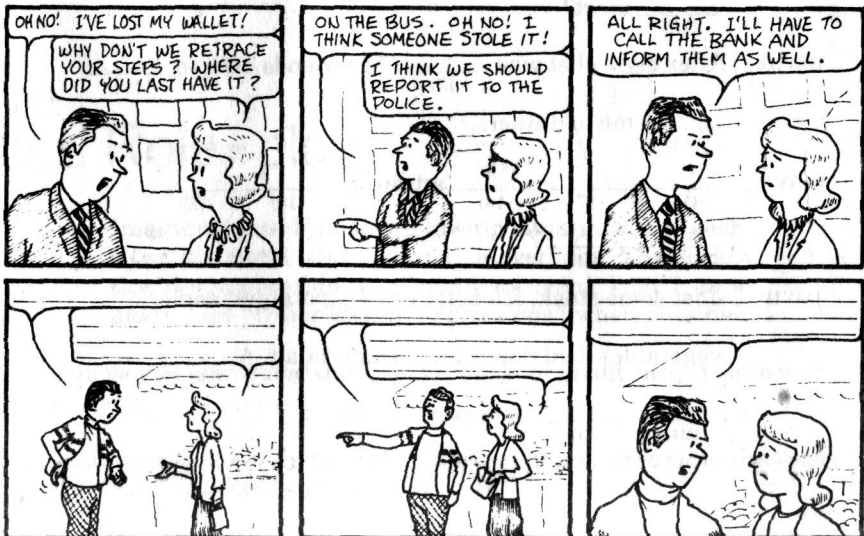
Listen to the tape. You will hear all of the sentences from Part I. As you listen to each sentence, write "formal" if you hear a formal sentence, or "everyday" if you hear an everyday sentence.

- | | | | |
|----------|-----------|-----------|-----------|
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| 5. _____ | 10. _____ | 15. _____ | 20. _____ |



Part III

The conversation below is written in formal English. Rewrite it using everyday English.





Part IV

Listen to the tape. You will hear a conversation using everyday English. You will hear the same conversation *twice*. First listen to the whole conversation. Then when you hear the conversation again, fill in the blanks, one word for each blank. Stop the tape recorder as necessary.

MY EYES ARE BIGGER THAN MY STOMACH

DAVID: I think I'm going to die.

DOCTOR: Oh? What's the problem?

DAVID: My stomach. It's _____ .
(1) (2)

DOCTOR: _____ ?
(3) (4) (5) (6)

DAVID: Well, _____ , _____ , a little headache.
(7) (8)

DOCTOR: _____ take a look. Please take off your shirt. (*David takes off his shirt.*) When did the _____
(9) (10) (11)

_____ start?
(12)

DAVID: After my wallet was _____ . My friends offered _____
(13) (14)
_____ me to dinner.
(15)

DOCTOR: _____ anything _____
(16) (17) (18) (19) (20)
_____ ?
(21) (22)

DAVID: Just some steak, a lobster or two, potatoes, some
vegetables. Oh! Some soup, some salad. A _____
(23)
_____ . A dessert or two ...
(24) (25)



Other Useful Expressions

Common Illnesses

Symptoms

a cold	_____	coughing, sneezing, runny nose
the flu	_____	coughing, sneezing, runny nose, fever and/or chills
a headache	_____	sharp or dull pain in the head
a stomachache	_____	nausea, vomiting, sharp or dull pain in the stomach, possible fever
a fever	_____	body temperature above the normal 98.6° F
chills	_____	sudden coldness of the body, usually accompanied by shivering

I have a cold.
the flu.
a headache.
a stomachache.
a fever.
the chills.

I feel dizzy.
nauseated.
like I'm going to throw up.
like I'm going to faint.



Role - play

Imagine yourself in the following situations. For each situation, decide if it is formal or everyday. Then practice the appropriate conversations using Part I as a guide. Use "Other Useful Expressions" when possible.

1. You've just discovered that you've lost your credit card. You're with a friend.
2. You're visiting another country. Last night you were sick, and today you're at the doctor's office.

UNIT 22

GOODBYE



Part I

Listen to the tape. You will hear the pairs of sentences below. The first sentence in each pair will be in formal English, and the second will be in everyday English.

During a Meeting

Formal English

1. I strongly feel we need to increase productivity . . .
2. Well, you've made some interesting points, but I'd like some time to think about what you've said.
3. When do you think you'll have a decision?
4. Why don't you give me a few days? Thank you very much for your time. It was very informative.
5. You're welcome.

Everyday English

1. I really think we have to increase productivity . . .
2. Well, you've said some interesting things, but I have to think it over.
3. When will you get back to me?
4. In a few days. Thank you for your time. It was very informative.
5. You bet.

In a Social Situation

- | | |
|---|--|
| 1. Well, I'd better be leaving. I have to get up very early tomorrow. | 1. Well, I'd better get going. I've got to get up at the crack of dawn tomorrow. |
| 2. I'm so glad you could come. I had a wonderful time. | 2. I'm so glad you could make it. I had a great time. |
| 3. So did I. Thank you for inviting me here. | 3. Me too. Thanks for asking me here. |
| 4. It was my pleasure. Please give my regards to your family. | 4. My pleasure. Say hi to your family for me. |
| 5. And give my regards to yours. | 5. You too. |

NOTE: Americans often stand to signal the end of a conversation.



Practice the dialogues above with a partner. First do the entire formal conversation, then do the entire everyday conversation.



Part II—Formal or Everyday?

Listen to the tape. You will hear all of the sentences from Part I. As you listen to each sentence, write “formal” if you hear a formal sentence, or “everyday” if you hear an everyday sentence.

- | | | | |
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Part III

The conversation below is written in formal English. Rewrite it using everyday English.





Part IV

Listen to the tape. You will hear a conversation using everyday English. You will hear the same conversation *twice*. First listen to the whole conversation. Then when you hear the conversation again, fill in the blanks, one word for each blank. Stop the tape recorder as necessary.

AT THE CRACK OF DAWN

TIM: I _____ (1) _____ (2) the economy will improve. Productivity is up, inflation is down, interest rates are down, my income is down...

MIKE: You and me both! Well, Tim, it's been a _____ (3) _____ (4) _____ (5), _____ (6) _____ (7) _____ (8) _____ (9) _____ (10) _____ (11) _____ (12) _____ (13) _____ (14) _____ (15) _____ (16) tomorrow. So...

TIM: Well, _____ (17) _____ (18) _____ (19) _____ (20) _____ (21) _____ (22) _____ (23) _____ (24) _____ (25) _____ (26) _____ (27) _____ (28)

MIKE: Me too. _____ (29) _____ (30) _____ (31) _____ (32) here.

TIM: _____ (33) _____ (34) Be sure _____ (35) _____ (36) _____ (37) _____ (38) _____ (39) _____ (40) _____ (41) _____ (42)

MIKE: You too.



Other Useful Expressions

Everyday

I had a great time.

Let's get together again soon.

Formal

It's been a lovely evening.

We'll have to do it again soon.



Role - play

Imagine yourself in the following situations. For each situation, decide if it is formal or everyday. Then practice the appropriate conversations using Part I as a guide. Use "Other Useful Expressions" when possible.

1. End a conversation with your friend's grandparents.
2. End a conversation with a good friend.