

# Unit 1

## How do you know Mark?

### Get ready to listen and speak

- Look at the activities below and tick ✓ the ones you like doing.

going to the cinema     playing sport     listening to music     cooking   
 going to parties     gardening     going online     visiting relatives   
 meeting friends     going shopping     drawing and painting     playing musical instruments   
 watching sport     going to restaurants     playing computer games     reading books and magazines

- What do you and your friends usually do at the weekend?

.....  
 .....

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### A Listening – Phoning a friend



- 1 **Mark telephones his friend Brian on Sunday night. Listen to their conversation. What is the main reason for the phone call? Tick ✓ a, b or c.**

- a to find out what Brian did at the weekend   
 b to find out what Brian is doing next weekend   
 c to invite Brian to a birthday party

#### Learning tip

Try and understand the general meaning of a text before you listen for the details. Don't worry if you can't understand everything. Think about what you want to know and only listen for that information.

#### Did you know ...?

In the UK people say *go to the cinema*, but in the US they say *go to the movies*.

- 2 **Brian tells you about Mark's party. He has got some of the information wrong. Read what Brian says, then listen again and correct his mistakes. The first mistake is corrected for you.**

Mark called last night. It's his birthday <sup>next</sup> ~~this~~ week  
 and he's having a party on Friday to celebrate.  
 It starts at eight o'clock. He wants me to take  
 some food. I'm looking forward to it.

- 3 **Listen to Brian telling you about Mark's party. He now has the correct information. Check your answers.**

How do you know Mark? **Unit 1**

**B Speaking – Phoning a friend**

**Speaking strategy**

**Making and answering invitations**

1 Look at the *audioscript* on page 88. Is the party the first thing Mark talks about?

YES / NO

2 Mark and Brian use the expressions below. Put them in the order they say them.

- ..... a Do you want me to bring anything?
- ..... b What day?
- ...1... c Actually the reason I'm ringing is because it's my birthday next week.
- ..... d What time?
- ..... e I was wondering if you wanted to come.
- ..... f That sounds good.

3 Which expression explains why Mark is phoning? .....

4 Which expression is an invitation? Which expression is a reply to an invitation? Write them below.

Invitation	Reply to invitation
I was wondering if you wanted to come	.....
.....	.....
.....	.....
.....	.....

5 Now look at these expressions and put them in the table above.

Do you want to come?

Would you like to come?

That'd be nice.

I'd love to.

6 Look at the invitations in the table above. They are all polite but some are more polite. Put them in order of politeness: 1 = most polite, 3 = less polite.

7 Not everyone accepted Mark's invitation. Look at what they said and underline their reasons for not going to the party.

That sounds good but I'm afraid I'm going away at the weekend.

I'd really like to but I work on Saturday evenings.

When you say *no* to an invitation, it is important to explain why you can't go. It is also polite to say something positive first, e.g. *That sounds good but ...* or *I'd really like to but ...*

**Sound smart**  
**Missing sounds**

- Listen to this question. What day? What sound is missing? Tick ✓ one of the sounds below.  
 /w/  /t/  /d/
- Why is the missing sound not pronounced? Tick ✓ a, b or c.  
 a This is a natural way of linking words in sentences when speaking English.   
 b Brian can't pronounce the words correctly.   
 c Brian is lazy.
- Listen to the question again and practise saying it. What day?
- Listen to these sentences and then practise saying them. Remember the underlined /t/ sounds at the end of the words are not pronounced.  
 a Do you want me to bring anything?  
 b What time?  
 c That sounds good.

**Focus on ...**  
**beginning and ending phone conversations**

Which two of the expressions below (a–e) do Brian and Mark use at the beginning of the conversation? Write *Beginning* next to them.

Which three expressions do they use at the end of the conversation? Write *End* next to them.

- a Hello, Brian speaking. ....
- b See you on Saturday. ....
- c Hi Brian. It's Mark here. ....
- d See you then. ....
- e Bye for now. ....

Note: You can also say *This is Mark* instead of *It's Mark here*.

**Unit 1** How do you know Mark?

**Speak up!**

**8** **8** Mark telephones you about his party. Read what he says and think about what you will say. Talk to Mark and find out about the party. Speak after the telephone rings.

You: Hello, (say your name) speaking.  
 Mark: Hi. It's Mark here.  
 You: .....  
 Mark: I'm fine. How are you?  
 You: .....  
 Mark: Have you had a good weekend?  
 You: .....  
 Mark: Not too bad. Actually the reason I'm ringing is because it's my birthday next week and I'm going to have a party. I was wondering if you wanted to come.  
 You: .....  
 Mark: Saturday night.  
 You: .....  
 Mark: About 7.30.  
 You: .....  
 Mark: No. I'll have food and everything.  
 You: .....  
 Mark: See you on Saturday. Bye.  
 You: .....

**9** **7** Cover the conversation in Exercise 8. You are a friend of Brian's and you phone him to invite him to your birthday party. First read what Brian says and think about what you will say. Speak after Brian.

Brian: Hello, Brian speaking.  
 You: Hi Brian. It's (say your name) here.  
 Brian: Hi. How are you?  
 You: .....  
 Brian: Fine.  
 You: .....  
 Brian: Yes I have. I went to the cinema with some friends yesterday and I haven't done much today. What about you?  
 You: .....  
 Brian: That sounds good. What day?  
 You: .....  
 Brian: OK. What time?  
 You: .....  
 Brian: Do you want me to bring anything?  
 You: .....  
 Brian: OK. That sounds great. See you then.  
 You: .....  
 Brian: Bye.

**Learning tip**

Don't worry if you don't say the exact same words as the conversation. Try and say something that has a similar meaning. The more you try, the easier it will get.

**C Listening – At a party**

**1** **8** Mark introduces Brian to some friends at the party. Listen to the conversation.

How many people are talking?  
 Tick ✓ a, b or c.  
 a two   
 b three   
 c four



**2** **8** Listen to the conversation again. Tick ✓ a, b or c.

- |  |  |   |
|--|--|---|
| 1 Why does Mark leave the conversation?<br>a to talk to other people <input type="checkbox"/><br>b to get some food <input type="checkbox"/><br>c to get something to drink <input type="checkbox"/> | 2 Mark and Reshma are<br>a friends from football. <input type="checkbox"/><br>b colleagues. <input type="checkbox"/><br>c neighbours. <input type="checkbox"/> | 3 How long has Reshma known Mark?<br>a two months <input type="checkbox"/><br>b one year <input type="checkbox"/><br>c two years <input type="checkbox"/> |
|--|--|---|

How do you know Mark? **Unit 1**

**D Speaking – At a party**

**Speaking strategy**  
**Starting conversations**

Look at how Brian and Mark start conversations.

Brian and I play football together.

How do you know Mark?

They focus on finding something in common:

- Brian and Mark both play football.
- Brian and Reshma both know Mark.

When you start a conversation with someone you do not know well, it is a good idea to find something you have in common.

Here are some ideas that are often used to make 'small talk' (informal conversation about everyday things):

- jobs
- where you are (e.g. the room, the view, the food and drink, the people)
- weather
- people's interests

1 Listen to other people at the party. Which of the topics above do they talk about?

- Conversation A .....
- Conversation B .....

2 Look at the audioscript of conversations A and B. What questions do the speakers ask to

- a start a conversation? .....
- b keep a conversation going? .....

**Focus on ...**  
**questions to start conversations**



Look at this question from conversation B. Notice how one part is positive and the other is negative. Look at the order of the words in each part. The first part is a statement but the second part is a question.

It's cold today,                      isn't it?  
 statement                              question

Match the two parts of the questions.

- a It isn't 12 o'clock already,                      don't they?  
 b It's nice food,    is it?  
 c They look good,    does he?  
 d She's from Taiwan,    isn't it?  
 e He doesn't look happy,    isn't she?

**Speak up!**

3 Ask a question like the ones in *Focus on* to start a conversation at a party.

What questions could you ask to keep the conversation going? Use the *Speaking strategy* to help you.

4 You meet new people at a party. Listen and answer their questions.

**Class bonus**

Imagine you are at a party. Walk around the room and have conversations with people about the weather, their interests etc. Start a conversation and ask questions to keep it going. Try and talk to everyone in the class.

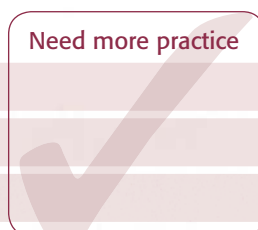
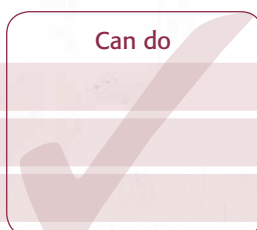
**Extra practice**

Telephone a friend in English and invite them to do something with you at the weekend. You could also listen to how people keep conversations going in English. Listen to conversations on TV or in public places like the bus. Record any new words in your vocabulary notebook.

**Can-do checklist**

Tick what you can do.

- I can make and answer invitations.
- I can start conversations.
- I can take part in 'small talk' conversations.



# Unit 2

## I'm phoning about the house

### Get ready to listen and speak

- Read the accommodation advertisements and match them to the pictures.



A **GLEN EDEN** 2 brm house near shopping centre and train. \$270 tel 483-86152

B **GLEN EDEN** 3 brm f/f house with garage, garden; \$330pw inc bills. Phone 915-33291, 0273 463-1106

C **GREY LYNN** 1 brm apt, close to shopping centre; \$190pw, n/s only. Ph 485 63142

- The places above are all in Auckland, New Zealand. Which place would you like to live in? Why?

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### A Listening – Phoning a landlord

- 1 Listen to Susan telephoning a landlord. Which advertisement in *Get ready* is she phoning about?

#### Learning tip

Read the exercise before you listen and make sure you know what you are listening for. For example, is it a number or a word?

- 2 Read Susan's notes on the right. Then listen again and complete the gaps. (mins = minutes)

#### Did you know ...?

These are some common abbreviations in newspaper advertisements.

brm/bed = bedroom	f/f = fully furnished
pw = per week	inc = including
apt = apartment	n/s = non smoker
min = minimum	tel/ph = telephone

People say 'flat' in the UK and 'apartment' in the US. 'Unit' is used in New Zealand and Australia. This is a small house attached to one or more similar houses.

Address: House number: <sup>a</sup> 36  
<sup>b</sup> Street  
 Close to – shops: <sup>c</sup> mins walk  
 – train station: <sup>d</sup> mins walk  
 Two bedrooms: both double bedrooms? <sup>e</sup> YES / NO  
 Large garden: <sup>f</sup> YES / NO  
 Visit flat at <sup>g</sup> pm.

## B Speaking – Phoning a landlord

### Speaking strategy

#### Checking information

- 1 Look at part of the conversation Susan had. What does Susan say when she checks the address?

#### Does she ask a question?

YES / NO

Susan: Ah hello ... I'm phoning about the house in Glen Eden that's advertised in the paper today.

Landlord: Yes.


Susan: I was just wondering where it is.

Landlord: 36 Arawa Street ...

Susan: Sorry, 36 ...


Landlord: Arawa Street, A-R-A-W-A. It's number 36.

Susan: Oh OK ...

- 2  13 Now listen to Susan. What happens to Susan's voice when she checks the address? Choose the correct answer.

- a It goes down.  
b It stays the same.


You need to listen carefully to the way people's voices go up and down to express meaning. This is intonation.

- 3  14 Listen to other ways of checking information. Does the intonation rise or fall? Put an arrow ↗ or ↘.

What was that?

Pardon?

#### Speak up!


- 4  15 Listen to the landlord and use the Speaking strategy to check some of the information.

Example: a

Landlord: The other bedroom probably only fits a single bed.

You say: Sorry, the other bedroom fits a ...

- a Check the size of one of the bedrooms.  
Landlord: The other bedroom probably only fits a single bed.
- b Check what is ten minutes' walk away.  
Landlord: Um, it's probably about a ten-minute walk to the shops.  
You: .....
- c Check what time the landlord will be at the house.  
Landlord: OK, if you're interested I'll be down there at 5.30.  
You: .....

- 5  16 Listen and practise the intonation used to check the information.




#### Focus on ... asking questions



- 1 Look at the questions Susan asked. Which is more polite? Tick ✓ a or b.  
a I was just wondering where it is.   
b What size are they?
- 2 Look at the questions again. What is different about the word order?  
I was just wondering where it is  
question word + subject + verb  
What size are they?  
question word + verb + subject
- 3 Change the questions below so they are more polite.  
a How far is it? I was just wondering how far it is.  
.....  
b How much is it? .....
- c How many bedrooms are there? .....
- d When can I move in? .....

When you talk to someone you don't know very well, e.g. a landlord, you should ask polite questions.

#### Sound smart Sentence stress

- 1  17 Listen to this question and underline the main stress.  
I was just wondering where it is.  
Notice how *was* and *just* are not stressed so they become /wəz/ and /dʒʌs/.
- 2  17 Listen and repeat the question.  
I was just wondering where it is.
- 3  18 Practise saying these questions. Then repeat them after the speaker.  
a I was just wondering how far it is.  
b I was just wondering how much it is.  
c I was just wondering how many bedrooms there are.  
d I was just wondering when I can move in.

Try and use these unstressed forms when you speak. It will make you sound more natural.

**Unit 2** I'm phoning about the house

**C Listening – A problem in the house**



A few weeks later Susan has a problem in her flat. She phones her landlord.

1 Listen to the conversation. What is the problem?

.....

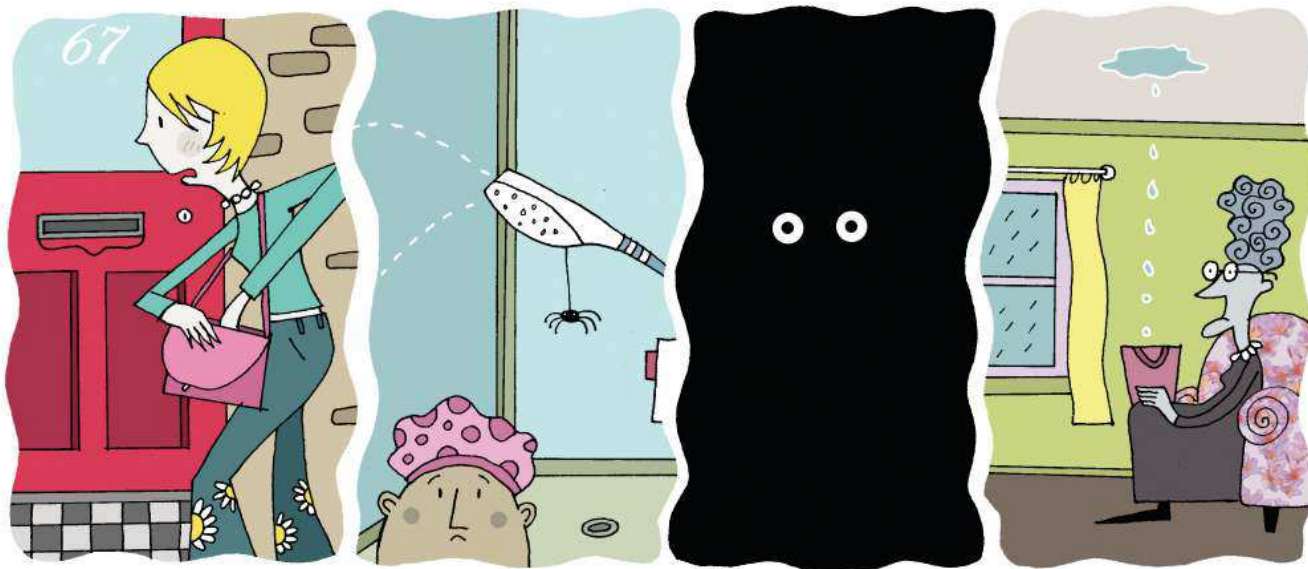
2 Listen again and answer the questions below.

- a When did the problem start?  
.....
- b Has Susan tried to fix the problem?  
.....
- c What will the landlord try to do?  
.....
- d When will the landlord visit Susan's flat?  
.....

**D Speaking – A problem in the house**

**Speaking strategy**  
**Complaints and solutions**

1 Match the problems 1–4 to the solutions a–d.



- |   |                       |
|---|-----------------------|
| 1 I've lost my key and I can't get inside. .... b           | a send a plumber      |
| 2 The shower's broken so I can't wash. ....                 | b get a new one made  |
| 3 The lights aren't working so I can't see. ....            | c send a builder      |
| 4 There's a hole in the roof and the rain's coming in. .... | d send an electrician |

I'm phoning about the house **Unit 2**

2 Listen to Susan leaving an answerphone message for her landlord about another problem. Underline the problem and circle the solution she suggests.

Hello, it's Susan from your flat in Arawa Street. I'm phoning to let you know there's a broken window. We can't close it and it's really cold! Could you please send someone around to fix it? Thanks. Bye.

When something goes wrong you explain the problem and suggest a solution. Look at the other example on the right.

**Speak up!**

3 Choose one of the problems in Exercise 1. Phone your landlord and leave a message on his answerphone. Describe the problem and suggest a solution. Listen to the landlord's answerphone message. Start like this

Hi it's (say your name) from your flat in Arawa Street.

4 Choose another problem from the pictures in Exercise 1 or think of a new one and leave another message for the landlord.

**Problem**

Susan says:  
 We've got a bit of a problem in the flat. The oven isn't working.  
 Other expressions:  
 I'm phoning to let you know / tell you that the oven is broken.

**Solution**

Susan says:  
 I was wondering if you could get someone to come and have a look at it for us.  
 Other expressions:  
 Would it be possible to get someone to fix it?  
 Could you please get an electrician to come round?

**Learning tip**

Talking on the telephone can be difficult because you can't see who you are talking to. To make it easier you can:

- think about what you will say and how you will say it before you talk on the telephone.
- think about what the other person might say before you telephone them.
- repeat part of an answer to check you understand.
- ask the speaker to repeat things you don't understand and to spell difficult names and addresses.

**Class bonus**

Work with a partner and role play the conversations between the landlord and the tenant. When you have finished, change roles.

**Extra practice**

Telephone a rental agency that rents houses and flats to English speakers. Ask them about places to rent in an area you would like to live in. Or go to [www.gumtree.com](http://www.gumtree.com) and choose a city. Look at the advertisements. Can you find any more abbreviations?

**Can-do checklist**

Tick what you can do.

- I can check I have understood information correctly.
- I can ask polite questions to find out information.
- I can describe a problem and suggest a solution.

