

SURVIVAL ENGLISH

Practice Book

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SURVIVAL ENGLISH

Practice Book

ANSWER KEY

Answer Key

1 Taxi!

- 1 A: Are, in, on
B: was on, in, am, on, is
A: are, from
B: are from
A: am from
B: Are, were in, are in
- 2 a a good hotel here, but you'll find one downtown.
b taxis in Atlanta late at night?
c no Sheratons in Atlanta 150 years ago.
d a taxi for you at the airport yesterday?
e a Sheraton Center in Atlanta?
f ten dimes in a dollar.
- 3 a Which state are they from?
b Which class does he fly when he goes to London?
c Which movie is she going to?
d Which one did you buy?
e Which dessert are you/we having?

2 Mr. Robertson Arrives

- 1 Suggested answers:
a You: My name's ...
Maria Montez: How do you do? I'm Maria Montez.
b You: Maria Montez, this is Paul Schumann.
Maria Montez: Nice to meet you, Paul.
Paul Schumann: It's nice to meet you too, Maria.
- 2 a How was your flight?
b How were the flight attendants?
c How was the meal?
d How was the weather?
- 3 a Excuse me.
b Sorry
c late
d delayed
e That's all right.
f That's right.
- 4 Suggested answers:
a I'll drive you to the airport.
b I'll photocopy it for you.
c I'll give/lend you a pen.
d I'll call for you.

3 Appointments and Dates

- 1 2 two 2nd second
5 five 5th fifth
13 thirteen 13th thirteenth
21 twenty-one 21st twenty-first
23 twenty-three 23rd twenty-third
30 thirty 30th thirtieth
- 2 a two o'clock
b quarter to two
c ten after two
d ten to two
e quarter after two
f two thirty

- 3 a does have, has
b do have, have
c Does have, does
d doesn't have
- 4 a He's going to Victoria on March 30th.
b He's going to Vancouver on March 31st.
c He's going to Calgary on April 1st.
d He's going to Edmonton on April 2nd.
e He's going to Winnipeg on April 3rd.
f He's going home on April 4th.

4 Arrangements

- 1 a A: speaking
B: This is
b D: I'd like
c E: is this
d G: Could I
H: calling
- 2 a When can you come?
b Where can we meet?
c What time can you arrive?
d How long can you stay?
e Can you stay for lunch?
- 3 Mon. She's going to fly to Amsterdam.
Tues. She's going to meet Johan Hymans.
Wed. She's going to have lunch with Anna.
Thurs. She's going to attend the Strategies & Aims Conference.
Fri. She's going to visit the Rubens Exhibition.

5 What do you do?

- 1 a Where does Betty Kong work?
b What does she do?
c Where's she from?
d Where was she born?
e What nationality is she?
f Who does she work for?
- 2 asks passes carries
phones does flies
says goes tries
works worries
lives
- 3 André Agassi: e, f, i
Woody Allen: a, d, g
Stevie Wonder: b, c, h
- 4 Suggested answers:
a I'm a ...
b I live in ...
c I was born in ...
d I'm ...
e I ... (activities in present simple tense)

6 Office Supplies

- 1 a There is a ...
b There is some ...
c There are some ...
d There is a ...

- e There is some ...
f There are some ...
- 2 To whom it may concern order, items, catalog, supply, boxes, bottles, rolls of, invoice, charge, account, Sincerely
- 3 Florida Marine
9526 Shark Avenue
Miami Beach, Fl 55028
Dear Sir: (,)
We are very sorry to inform you that we cannot supply your order before the end of the month. As soon as we receive the item you wanted, we will send it to you.
Please accept our apologies.
Sincerely yours,
Bernardo Mendez
- 4 e, g, c, a, f, d, b

7 The Convenience Store

- 1 Suggested answers:
a Do you have *Time* magazine?
b How much is it?
c Could I have some corn chips, please?
d Do you have the time?
- 2
- | | | | |
|-----------|-----------------|---------------|----------------|
| I have | I don't have | Do I have? | Yes, I do |
| You have | You don't have | Do you have? | No, you don't |
| It has | It doesn't have | Does it have? | No, it doesn't |
| They have | They don't have | Do they have? | Yes, they do |
- 3 Suggested answers:
a I'll take the Ray Ban sunglasses, please.
b I'll take the workout video, please.
c I'll take the rap CD, please.
d I'll take the Parker pen, please.
- 4 a One dollar and ninety cents change.
b Six dollars and fifty-three cents change.
c Three dollars and seventy-eight cents change.
d Eight dollars and thirty-five cents change.
e Seven dollars and seventy cents change.

8 Check-in at a Hotel

- 1 Suggested answers:
A: Can I help you?
B: Do you have...
A: How long would you like...?
A: ... kind of room would you like?
A: How will you be paying?
- 2 a 2
b 3
c 1
- 3 Suggested answers:
a Could you ... Sure.
b Could you ... Certainly.
c Could you ... OK.
- 4 a The bell captain will take her bags to her room.
b The front desk clerk will give her the room key.
c The housekeeper will turn down her bed.

- d The room service waitress will bring her some coffee.

9 Hotel Information

- 1 f, e, h, a, i, d, b, g, c
- 2 a Does it have Room Service? Yes, it does.
b Does it have Business Services? No, it doesn't.
c Does it have color TV? Yes, it does.
d Does it have satellite TV? No, it doesn't.
e Does it have a pool? Yes, it does.
f Does it have a jacuzzi? No, it doesn't.
- 3 a It has Room Service, but it doesn't have Business Services.
b It has color TV, but it doesn't have satellite TV.
c It has a pool, but it doesn't have a jacuzzi.
- 4 a jacuzzi
b pool
c credit card
d facilities

10 Introductions

- 1 Arnold: How long are you staying here in Baltimore?
How long will you be staying here in Baltimore?
Yoko: I'm staying for a week.
I'm going to stay for a week.
Arnold: And what are you doing?
And what will you be doing?
Yoko: I'm going to work on the Japanese account.
I'll be working on the Japanese account.
- 2 a Ian King is attending a meeting in Atlanta.
b Michael Robertson is meeting Jessica Adams in Chicago.
c Consuela Rodriguez is visiting film companies in Hollywood.
d Jessica Adams is doing business in Hong Kong.
e Josh Crosby is signing a contract in New York.
- 3 a If you'll excuse me, I have to leave.
b If you'll wait a minute, I'll phone Jessica for you.
c If you'll wait here, I'll get Consuela for you.
d If you'll hold a second, I'll try and find him.

11 Starting Conversations

- 1 a Where ...
b When ...
c How long ...
d Why ...
e Who ...
- 2 a What's your name?
b Where do you come from?/Where do you live?
c Why are you here?/What are you here for?
d When did you get here?
e How long will you be staying?
f Where are you staying?
g What do you think of Tokyo?/How are you finding Tokyo?
- 3 a for
b ago
c for
d since

- e ago
- f since
- g since
- h ago

- 4 Suggested answers:
 You: How long have you been here?
 X: I've been here since/for ...
 You: Where do you come from?
 X: I come from ...
 You: How long are you staying?
 X: I'm staying ...
 etc.

12 Ordering Drinks

- 1 a Could I see the menu, please?
 b Could I have a Martini, please?
 c Could I order, please?
 d Could I have my bill, please?
- 2 a A: Would you like the wine list?
 B: Well, I'd like the menu first.
 b A: Would you like some wine?
 B: Well, I'd like a cocktail first.
 c A: Would you like a dessert?
 B: Well, I'd like my meal first.
 d A: Would you like your bill?
 B: Well, I'd like some coffee first.
- 3 Suggested answers:
 a Yes, sir.
 b Sure.
 c Certainly.
 d Right away.
- 4 a California Chablis
 b Perrier or Evian water
 c Inniskillen Chardonnay
 d Moët & Chandon Champagne
 e California Cabernet Sauvignon

13 Lunch

- 1 Have with *do/does*
 A: Do you have
 B: do
 A: Does it have
 B: doesn't
 A: do you have
 B: have, don't have
 Have with *got*
 A: Have you got
 B: have
 A: Has it got
 B: hasn't
 A: have, got
 B: 've got, haven't got
- 2 I want I don't want Do I want? Yes, I do
 She eats She doesn't eat No, she doesn't
 He prefers He doesn't prefer Does he prefer? Yes, he does

- | | | | |
|----------|-----------------|---------------|----------------|
| You have | You don't have | Do you have? | No, you don't |
| It likes | It doesn't like | Does it like? | No, it doesn't |

- 3 a There's, There was ...
 b Is there, Was there ...
 c Are there, Were there ...
 d There aren't, there weren't ...
 e There are, there were ...
 f There isn't, there wasn't ...

14 A Deli Sandwich

- 1 a have
 b like
 c want
 d have
 e be
 1 be
 2 be
 3 want
 4 like
 5 have
- 2 b 3 c 2 a 5 d 4 e 1
- 3 Burgers & Snacks: Double bacon, Chicken nuggets, Giant cheese
 Sauces: French dressing, Hot chili sauce, Ketchup
 Salads: Greek salad, Coleslaw, Caesar salad
 Drinks: Mineral water, Espresso, Sodas

15 Flight UA755

- 1 a You should call a cab now.
 b You should check your ticket now.
 c You shouldn't start writing a letter now.
 d You shouldn't phone your friend now.
 e You should label your bags now.
 f You shouldn't go out for a coffee now.
 g You shouldn't organize next weekend's golf now.
- 2 I have to I don't have to Do I have to? Yes, I do
 She has to She doesn't have to Does she have to? No, she doesn't
 You have to You don't have to Do you have to? No, you don't
 He has to He doesn't have to Does he have to? Yes, he does
- 3 a will have to
 b won't have to
 c will have to
 d won't have to
 e won't have to
 f will have to
- 4 a 5:30
 b JA789
 c 17
 d Tokyo

16 Security

- 1 a Security: put, conveyor
 Security: go, scanner
 Security: Step

- b Security: Would, mind, opening
Mr. B: Not at all
Security: checking
- c Security: Would mind emptying
Mr. C: would mind
Security: empty
- 2 a Would you mind opening the window for me?
Sure, no problem.
- b Would you mind calling the travel agency for me?
Suggested answer: No, I wouldn't mind.
- c Would you mind photocopying this 200-page report for me?
Suggested answer: Yes, I would mind!
- d Would you mind faxing this order for me?
Suggested answer: No, not at all.
- f Would you mind tidying my desk for me?
Suggested answer: Yes, I certainly would mind!
- 3 a through
b at
c on
d on
e at
f out of
g through
h up
i on

17 Traveling Companions

- 1 Suggested answers:
- a A: I'm afraid you'll have to put your cigarette out, sir.
B: Oh, I'm sorry.
- b A: Excuse me, but you can't play your game here.
B: Sorry about that.
- c A: I'm sorry, but you'll have to turn that off.
B: I'm very sorry.
- d A: Excuse me, but you'll have to change seats.
B: That's all right. It's our fault.
- e A: I'm afraid you can't unfasten your seat belt during take-off.
B: Sorry!
- 2 a is watching a military parade.
b is giving a lecture on astronomy.
c is attending a Republican political convention.
d is speaking at a medical congress.
e is opening a new business center in his town.
- 3 a I love flying.
b I really like ...
c I like ...
d I quite like ...
e I don't like ...
f I can't stand ...

18 In Flight

- 1 a He's just taken off. He hasn't had a drink yet.
b He's just had lunch. He hasn't watched a movie yet.
c He's just fastened his seat belt. He hasn't landed yet.
d He's just landed. He hasn't picked up his bags yet.
e He's just left the airport. He hasn't found a cab yet.

- f He's just taken a cab. He hasn't checked into the hotel yet.
- 2 a at 30,000 feet right now.
b to Denver three times a day.
c half an hour ago.
d yet.
e when Air Traffic Control gives clearance.
f in about forty minutes.
- 3 Traveling to: Reno
1) Depart: Charlotte, 7:30 a.m. Eastern Time, Flight AA429
Arrive: Dallas, 8:49 a.m. Mountain Time
2) Depart: Dallas, 9:30 a.m., Flight AA1231
Arrive: Reno, 10:55 a.m. Pacific Time

19 Congratulations

- 1 a How much was Wilbur's contract worth?
It was worth \$5,000.
- b How much was Elvis's guitar worth?
It was worth \$500,000.
- c How much were Elton's hats worth?
They were worth \$40,000.
- d How much was the Queen's ruby ring worth?
It was worth \$ 80,000.
- e How much was the famous painting worth?
It was worth \$34,000,000.
- 2
- | | | | |
|-------------|------------------|----------------|-----------------|
| I started | I didn't start | Did I start? | No, I didn't |
| You came | You didn't come | Did you come? | Yes, you did |
| She had | She didn't have | Did she have? | Yes, she did |
| We were | We weren't | Were we? | No, we weren't |
| They worked | They didn't work | Did they work? | No, they didn't |
- 3 a came
b lived
c worked
d lost
e closed
f was
g found
h got
i thanked
j invited
- Irregular verbs: come, lose, be, find, get
- 4 a 9.05
b 4,877
c $3\frac{2}{3}$
d 95%
e \$24.61
f $6 \times 4 - 1 + 4 \div 2$

20 At the Devereux's

- 1 Where are you from, Charlene?
How long have you been living here?
Do you like it?
Where did you use to live?/Where did you live before?
Could you pass the water, please?

- 2 a She used to live in New York. Now she lives in Seattle.
 b She used to work in Bloomingdale's. Now she doesn't work.
 c She used to sell fur coats. Now she wears fur coats.
 d She used to play golf on Sundays. Now she works out every morning.
 e She used to go to jazz clubs. Now she goes to the theater.
- 3 a Wilbur and Charlene have been living in Seattle for three weeks.
 b Max Devereux has been Chief Executive for ten years.
 c Helena and Max Devereux have been married for a long time.
 d Wilbur has been working at Devereux Computers since 1991.

21 Courtesies

- 1 thank, evening, meal, enjoyed, turn, join, sorry
- 2 a had
 b loves
 c is/'s sleeping
 d wakes
 e has (not) been
 f called
 g has been sleeping/has slept
- 3 Suggested answers:
 a They'd better leave.
 b They'd better take a cab.
 c She'd better clean it.
 d He'd better wake up.
- 4 a having
 b to go
 c meeting
 d seeing
 e leaving

22 A Trip to the Mall

- 1 a Do you have
 b I'll have
 c don't have
 d Does your son have
 e has
 f have
- 2 Suggested answers:
 a Amanda: I'm looking for a pair of jeans.
 Salesclerk: What color do you want?
 b Bill: Do you have a purple T-shirt?
 Salesclerk: What size do you want?
 c Amanda: How much are the Disney videos?
 Amanda: I'll take three, please.
 d Bill: I'm looking for a thick sweater.
 Salesclerk: Do you want to try it on?
- 3 a greeting cards
 b blue jeans
 c twenty-nine dollars
 d paper
 e shopping mall

23 At the Post Office

- 1 Clerk: contents
 You: box of socks
 Clerk: gift
 You: sample
 Clerk: value
 You: \$8.50
 Clerk: How much
 You: one pound four ounces
- 2 a How many ...
 b How much ...
 c How many ...
 d How many ...
 e How much ...
 f How many ...
- 3 a one foot
 b one pound
 c one gallon
 d one dollar
 e one inch
- 4 a How high is the Eiffel Tower?
 b How tall is Paul McCartney?
 c How old are the Pyramids?
 d How far is New York from Washington D.C.?
 e How long is the Mississippi River?

24 Travelers Checks

- 1 a If you countersign the check, you'll receive cash.
 b If you sign the top line, you'll be protected against loss or theft.
 c If you use a check in a store, you'll get your change in cash.
 d If you change a check at your hotel, you'll have to show identification.
 e If you lose your checks, you'll be refunded very quickly.
- 2 a You'll need your driver's license.
 b You'll need your passport.
 c You'll need travelers checks.
 d You'll need your credit card.
- 3 Suggested answers:
 a You need to buy travelers checks.
 b You need to book your trip.
 c You need to check your passport.
 d You need to reserve a hotel.
 e You need to learn English.
- 4 a May 12th, 1993 5th December 1993
 b September 7th, 1995 9th July 1995
 c April 1st, 1999 4th January 1999
 d November 10th, 1985 11th October 1985
 e February 6th, 1990 2nd June 1990

25 Hotel Lobby

- 1 You: Could you tell
 Front Desk: I'll phone
 You: Could you ask
 Front Desk: I'll send
 You: Could you change

Front Desk: I'll do
 You: Could you lend
 You: Could you give

- 2 a at the airport
b in the parking lot
c at the station
- 3 a 7:25 p.m.
b 11:30 p.m.
c 2:56 p.m.
d 1:15 a.m.
e 9:40 a.m.
f 9:07 p.m.
- 4 a after
b at, at
c to
d for
e in/out
f over

26 Fitness Suite

- 1 Suggested answers:
a A: How do I get to the restaurant?
B: Go across the lobby and take the North Tower elevator to the 12th floor.
b A: How do I get to the Business Services Desk?
B: Go across the lobby and take the elevator to the 2nd floor.
c A: How do I get to the Fitness Suite?
B: Just cross the lobby.
d A: How do I get to the pool?
B: Go across the lobby, go through the Fitness Suite and you arrive at the pool.
- 2 a isn't it, it is
b isn't she, she is
c isn't it, it isn't
d wasn't she, she wasn't
e aren't they, they are
- 3 a A: Have you ever been to Canada?
B: No, but I was in the U.S.A. in 1989.
b A: Have you ever traveled to England?
B: No, but I traveled to Ireland last year.
c A: Have you ever visited Mexico?
B: No, but I visited Brazil two years ago.
d A: Have you ever worked in Germany?
B: No, but I worked in France for three years.

27 Business Services

- 1 a photocopy
b collate
c modem
d staple
e cellular
f rent
g binder
h overhead
Hidden word: computer

- 2 Guest: will it be
Clerk: will be
Guest: will it cost
Clerk: will you need
Guest: I'll need
Clerk: will cost
Guest: Will you call
Clerk: will call
- 3 a He wants all the sales representatives invited.
b He wants the annual sales report photocopied 20 times.
c He wants one copy sent to regional managers.
d He doesn't want copies sent to each representative.
e He wants transparencies prepared for the overhead projector.
f He wants the conference room on the 2nd floor reserved.
g He doesn't want lunch booked at the same restaurant as last year.

28 Small Talk

- 1 a to Disneyland?
b lived abroad?
c gardening?
d about religion?
e in politics?
f of the Chief Executive's salary?
d, e, f are not suitable for starting conversations.
- 2 A: love, Have you been
B: don't like
A: Do you play
B: played, visited
A: I've been
B: did you go
A: did, had, I'm going
- 3 a Have you ever been to New Orleans?
b Have you ever seen the President?
c Have you ever eaten clam chowder?
d Have you ever owned a Japanese car?
- 4 a 's getting
b got
c will get
d get
e are getting

29 Local Specialties

- 1 A: How about
B: Pardon?
B: Sounds fine
B: You're kidding!
A: Pretty good
- 2 Suggested answers:
a Yes, I have/No, I haven't
b Yes, I did/No, I didn't
c I ate it in ...
d It tasted like ...
e Yes, I have/No, I haven't
f Yes, I have/No, I haven't
g Yes, I have/No, I haven't
h I've eaten ...

- 3 a Alligator tail tastes like chicken.
b This perfume smells like roses.
c Sylvia looks like her mother.
d Your doorbell sounds like my telephone.

30 On the Phone

- 2 Bill: Is this
Emily: Speaking
Bill: This is, from. Could you, on,
Bill: At, on
Bill: At, in
- 3 a I'll look forward to seeing her.
b I'll look forward to meeting him.
c I'll look forward to hearing from them.
d I'll look forward to getting your call.
e I'll look forward to receiving his letter.

31 Telephone Facilities

- 1 a If you want to phone Korea, dial 82 first.
b If you need a phone number, call directory assistance.
c If you have all the area codes right, dial direct.
d If you get the wrong number, call the operator.
e If you use a touch-tone phone, press the number directly.
- 2 a Rick: area code
b Kelly: May/Could, country code
c Kate: phone number
Operator: address
d Operator: Operator
Operator: country code, dial, number
Operator: name, address
Operator: one moment, address
Dwight: area code

32 Duty-Free

- 1 a How many ...
b How much ...
c How much ...
d How many ...
e How many ...
- 2 a You're not allowed to smoke during take-off.
b You're allowed to unfasten your seat-belt during the flight.
c You're not allowed to play electronic games.
d You're not allowed to choose your own seat.
e You're allowed to smoke during the flight.
- 3 A: Can I have
A: Can I have
B: you can't take
A: can I take
B: you can take
A: can I have
B: you can
A: Can I pay
B: can I see

33 Lost Baggage

- 1 a from
b to
c off
d for
e up
f for
g out/in
h to
i for
j out
- 2 a lost
b Have you spoken (US & UK)/Did you speak (US)
c sent
d has forgotten (US & UK)/forgot (US)
e Have you ever flown
f came
g hasn't seen
- 3 I my mine me
you your yours you
he his his him
she her hers her
it its its it
we our ours us
they their theirs them
- 4 a Your insurance company might ask for a list.
b It might rain this afternoon.
c The flight might be late because of the bad weather.
d Wilbur might take another airline next time.
e Natalie might buy some whiskey from the duty-free store.

34 Airport Arrivals

- 1 1 Family name, Macdonald
2 First (Given) name, James
3 Birth date, 21.05.63
4 Country of citizenship, Great Britain
5 Sex, Male
6 Passport number, B789435B
7 Airline & Flight Number, BA550
8 Address in U.S.A., 17862 Simpson Drive
9 City and State, Seattle, Washington, U.S.A.
- 2 a How long is she working in the Munich office?
She's working there for three days.
b How long is she touring Bavaria?
She's touring Bavaria for two days.
c How long is she staying with Hans and Ilse?
She's staying with them for the weekend.
d How long is she inspecting the Belgian accounts?
She's inspecting them for a week/all week.
e How long is she meeting with the Swedish representatives?
She's meeting with them for four days.
f How long is she attending the Marketing conference?
She's attending it for three days.

35 Customs

- 1
 - a Customs: Do you have
Mrs. A: can proceed
 - b Customs: customs form
Mr. B: to declare
Customs: could you open
Customs: can go through
 - c Customs: customs declaration
Customs: have anything
Customs: Could I
- 2

something	anything	nothing
somewhere	anywhere	nowhere
somebody	anybody	nobody
someone	anyone	no one
- 3
 - a ivory
 - b soil
 - c snails
 - d birds
 - e meats
 - f vegetables

36 Asking for Directions

- 1
 - a San Julian Church
 - b Garnett Center
 - c Civic Center
- 2 Suggested answers:
 - a Go south to Kennedy Boulevard, then turn left at Jackson Street, go straight ahead through the intersection on Martin Luther King Avenue, then turn third right and Convention Hall is on your left.
 - b Go up to Perry Street and turn left to Columbus Drive, then turn second right on Spring Street. Go across four intersections and you'll see Convention Hall on your left.
 - c Go up to Perry Street and take a right, then when you get to Jackson Street, turn left, turn third right go across Kohler Street and Convention Hall is on your left.

37 Time Zones

- 1
 - a what time it is?
 - b what her name is?
 - c how long he's been here?
 - d how much it will cost?
- 2
 - a where he lives?
 - b when they arrived?
 - c which computer they use?
 - d who Barbara used to work for?
- 3

B: This is, calling from

A: What time, in

A: what time it is, in

A: in,

B: how many, ahead of

A: ahead of

B: behind
- 4
 - a at home
 - b home
 - c at home
 - d at home/home
 - e home

f home

38 A Job Interview

- 1 Suggested answers:

Who are you working for ...

How long have you been ...

Why do you want ...

Where were you born?

Where did you work ...

Do you speak ...

What languages do you speak ...
- 2

be	being	was	been	irregular
do	doing	did	done	irregular
get	getting	got	gotten/ got	irregular
go	going	went	gone	irregular
graduate	graduating	graduated	graduated	regular
have	having	had	had	irregular
leave	leaving	left	left	irregular
work	working	worked	worked	regular
sell	selling	sold	sold	irregular
- 3
 - a has been, went
 - b has sold, sold
 - c has written, wrote
 - d has called, called

39 An Application Form

Application for post of: Foreign Accounts Manager

Personal information

Last name: Ross

First name: Gregory

Middle name: William

Birth date: 3/20/64

Employment desired

Position: Manager

Salary desired: \$39,000

Are you employed now? Yes

Education

Jr. High School – date graduated: 1978

High School – date graduated: 1981

College – date graduated: 1985

Business School – date graduated: 1987 Degree: Master's

Subjects of special study: Foreign investment

Employment

Dates: 1988–90 Employer: Ewing Oil

Position: Assistant, Foreign Accounts Dept.

Salary: \$20,000

Dates: 1990– Employer: Houston Imports

Salary: \$29,000

40 Breakfast in America

- 1
 - a Could I have some coffee, please?
I'll have decaffeinated, please.
 - b Could I have some juice, please?
I'll have the (orange), please.

- c Could I have some cereal, please?
I'll have the (granola), please.
- d Could I have some bread, please?
I'll have the (toast), please.
- 2 a Rob had his breakfast served in his room.
- b Pamela had her report photocopied.
- c Jacqueline will have her hair cut.
- d Carolyn is having her letter faxed.
- e Jeff has had his eggs poached.
- 3 a fruit flavor
- b burger
- c freshly-squeezed
- d egg

41 Conversations

- 1 a 6
- b 2
- c 5
- d 3
- e 1
- f 7
- g 4
- h 8
- 2 have known, works, is working, has been, went, just left/has just left, think, is looking
- 3 a husband
- b wife
- c daughter
- d son
- e mother
- f father
- g brother
- h sister

42 Describing People

- 1 a is, has, isn't
- b doesn't have, is
- c has, is, is
- d is, has, is
- 2 a False: Jake is sitting next to Lynn/Lisa.
- b False: John is sitting across from Lynn.
- c False: Lynn is sitting between Jake and Jim.
- d False: John is sitting to the right of Laura.
- e False: Lisa is sitting to the right of Jake.
- f True
- 3 a He's blue-eyed.
- b She's dark-haired.
- c She has dark eyes.
- d He has a beard.
- e He's curly-haired.
- f She has blonde hair.

43 The Office Party

- 1 a good-looking, young, American
- b tall, young, blond-haired
- c interesting, white, Italian
- d nice, little, dark-haired
- e small, middle-aged, African

- 2 a Wilbur is the person who sells computers.
- b Max is the person who owns the company.
- c Consuela is the person who buys movies.
- d Ryan is the person who lives in L.A.
- e Natalie is the person who comes from Paris.
- 3 a is having
- b is wearing
- c don't know
- d think, lives
- e are you leaving
- f like
- g is standing

44 A Better Computer

- 1 a The Compat is slower than the Shobita.
- b The Pear is more expensive than the Compat.
- c The Shobita is better than the Pear.
- d The Compat is more complicated than the Pear.
- e The Shobita is heavier than the Compat.
- f The Shobita is older than the Pear.
- 2 a It's one of the fastest machines on the market.
- b It's one of the cheapest machines on the market.
- c It's one of the best machines on the market.
- d It's one of the easiest machines on the market.
- e It's one of the lightest machines on the market.
- f It's one of the most modern machines on the market.

45 Presentations

- 1 a You should prepare your information in advance.
- b You shouldn't arrive after everyone else.
- c You should make copies of important information for each person.
- c You should check the projector or video is working.
- d You shouldn't finish the meeting late.
- 2 a What do you need to play a video? You need a video machine.
- b What do you need to type? You need a keyboard.
- c What do you need to make copies? You need a photocopier.
- d What do you need to prepare computer graphics? You need presentation software.
- e What do you need to project transparencies? You need an overhead projector.
- 3 a Is it worth visiting Stand A? Yes, the computers stand is worth visiting.
- b Is it worth visiting Stand B? No, the office machines isn't worth visiting.
- c Is it worth visiting Stand C? No, the office furniture stand isn't worth visiting.
- d Is it worth visiting Stand D? Yes, the communications equipment stand is worth visiting.

46 A Software Brochure

- 1 a What can a small business do with a draw program? It can print its logo.
- b What can a lawyer do with a word processing program? He can write contracts.
- c What can a secretary do with a desktop publishing program? She can produce brochures.

- d What can a financial manager do with a spreadsheet? He can do accounts.
 - e What can a sales manager do with a graphics program? He can display information.
- 2 A: can I do
B: can make
B: can
A: does it cost

47 A Market Survey

- 1 a Which (types of) hardware do you need?
 - b Which (type of) store do you get software in?
 - c Which (type of) printer does Gerald work with?
 - d Which (types of) programs does Denise use?
 - e Which (types of) software packages does Wilbur mostly sell?
- 2 e, a, f, j, c, g, k, b, i, d, h

48 Talking about Vacations

- 1 a When are Meg and Tyler going on vacation?
 - b Where do you usually spend your winter vacation?
 - c Have you had a/your vacation this year?
 - d How long are Mr. and Mrs. Chan going to stay there?
 - e Who did she go to Mexico with?
 - f Why did Douglas go to the Caribbean?
- 2 has shone, arrived, spent, have been, lie, is suntanning, am writing, think, 'll come
- 3 a What was the swimming pool like? It was warm and clean.
- b What was the scenery like? It was fantastic.
- c What was the weather like? It was hot and sunny.
- d What were the restaurants like? They were good, but expensive.

49 Describing Places

- 1 a went
 - b started
 - c knew
 - d flew
 - e swam
 - f enjoyed
 - g took
 - h visited
 - i got
 - j finished
 - k bought
- Irregular verbs: go, know, fly, swim, take, get, buy
- 2 a How big is the Grand Canyon?
- b How popular is Disneyland?
- c How hot was Copacabana Beach?
- d How friendly were the people?
- e How interesting are the museums?
- 3 a She always goes to Spain.
- b She takes her vacation in June.
- c She usually stays two weeks.
- d She gets there by plane.
- e She often stays in the Benidorm Hotel.

50 Reserving an Airline Ticket

- 1 a Business class
 - b First class
 - c Round-trip
 - d Economy class
 - e Open
 - f Restricted
 - g One-way
- 2 Suggested answers:
- a Travel agent: Can I help
Mr. A: I'd like
Travel agent: Round-trip
Travel agent: what date
- b Travel agent: Economy class
Mrs. B: How much
Mrs. B: I'll take
- c Travel agent: morning flight, afternoon flight
Travel agent: what time
- 3 a Would you like an open ticket?
- b We want to change our flight.
- c Don't you want an early flight instead?
- d She wouldn't like to stay there overnight.

51 Reservations

- a Mr. A: Do you have
Waiter: Would you
 - b Miss B: I'd like, party
Waiter: what time
 - c Mrs. C: you have
Waiter: have
 - d Mr. D: I'd like
Waiter: have, left, you want
Mr. D: We'll have
 - e Mr. E: Do you have
Waiter: May I have
Waiter: I'll see
Mrs. C didn't reserve a table.
- 2 a OK. I'll pick them up.
- b OK. I'll pick her up.
- c OK. I'll pick him up.
- d OK. I'll pick you up.
- e OK. I'll pick it up.
- f OK. I'll pick them up.

52 Car Rental Information

- 1 a How many seats does it have?
 - b How much luggage space does it have?
 - c What make is it?
 - d How much will it be per week?
 - e Is it air-conditioned?
- 2 a doors
- b seats
- c compact
- d air-conditioned
- e automatic
- f radio
- g trunk
- h daily

- 3 a the cheapest
b the biggest
c the most
d the most expensive
e the least

53 Renting a Car

- 1 a How long is she staying here?
She's staying here for nine days.
b How long does he want to rent a car?
He wants to rent a car for two days.
c How long are they going to work on the accounts?
They're going to work on the accounts until the 15th.
d How long can you help me?
I can help you for three weeks.
e How long will she have the car?
She'll have the car until the 8th.
- 2 A: Can I rent
B: can't have
A: can I have
B: Can I see
A: Can I drop
B: can you fill
A: can I pick
- 3 a too many
b too much
c too many
d too much
e too much

54 Driving in the U.S.A.

- 1 Obligation: c, f
No obligation: b
Recommended: h, i
Permitted: e
Prohibited: a, d, g
- 2 a You will be given your change in cash.
b Credit cards can be used to rent a car.
c A toll must be paid on turnpikes.
d More insurance should be paid by men.
e Cash isn't accepted in gas stations at night.
- 3 a speed limit
b on-ramp
c interstate
d move over
e turnpike
f signal
g tailgating
Hidden word: driving

55 Communications

- 1 a Andy: I send
Mail clerk: does, need
b Brenda: send
Mail clerk: you want
Brenda: sent
c Carol: you to send
Mail clerk: I'll send

- d Daniel: Can, send
Mail clerk: does, need
Mail clerk: you want
Daniel: Send it

- 2 a I want our lawyers to see it.
b Do you want Jim to send this?
c Fiona doesn't want me to arrive late.
d What time does Tina want us to come?
- 3 a Surface mail
b Fax
c Courier service
d Airmail
e E-Mail
f Express mail

56 Medical Problems

- 1 B: went, ate, have
A: have, had
B: started
A: Have, seen
B: don't live, am visiting
A: 'll give, doesn't get
- 2 How are you?
How bad is it?
How long have you had it?
How did you get it?
How much suntan lotion did you use?
- 3 a If you get lost, you should ask a cab driver.
b If you arrive late, you should call me.
c If you feel sick, you should see a doctor.
d If you want information, you should read this brochure.

57 Hotel Problems

- 1 a Mrs. A: Can you do
Front Desk: I can
Mrs. A: Can, stay
Front Desk: I can give
b Mr. B: can, look
c Mr. C: Can, speak
Front Desk: you can't
Mr. C: Can, call
- 2 a If she misses her train, she'll (will) take a cab.
b If she has time, she'll call home.
c If she has a lot of work, she'll stay late.
d If it rains, she'll go to the movies after work.
e If it doesn't rain, she'll play tennis after work.
- 3 a If he doesn't like the hotel, he might go elsewhere.
b If he goes to the restaurant, he might have fish.
c If he works hard, he might get a pay rise.
d If he doesn't like his new boss, he might leave his job.
e If he leaves his job, he might go traveling for a year.

58 Complaints

- 1 a She's been trying to get hot water for ten minutes.
b She's been talking on the phone for half an hour.
c She's been waiting for twenty minutes.
d She's been working in her job for four years.
e She's been living in Seattle for five years.

- 2 a John Burns is the person who's responsible for the bar.
b Kathy Pederson is the person who's responsible for the restaurant.
c Stephanie Gluck is the person who's responsible for sales.
d Derrick Watt is the person who's responsible for the pool and gardens.
e Manuela Garcia is the person who's responsible for the rooms.
- 3 a I'll get the housekeeper for you.
b Please call the hotel operator.
c I'll contact the Room Service waiter.
d The bell man is on his way.
e I'll send the engineer from maintenance.

59 Guest Comments

- 1 dirty, cold, broken, freezing, noisy, full blast, expensive, plain, out of order
- 2 a I have it repaired.
b I have them dry-cleaned.
c I have it cut.
d I have it fixed.
e I have them washed.
- 3 a Where's Natalie working?
b How often does Jeff go to L.A.?
c Which facilities/services did they use?
d Have you ever stayed in a bad hotel?
e What did Wilbur think of the Studios Inn Hotel?
How did Wilbur like the Studios Inn Hotel?

60 Somewhere to Go

- 1 a having
b visit
c to come
d see
e going
f stay
g to watch
h to rent
- 2 A: about going
B: rather
A: don't we
B: it open
A: from, to
B: How much
A: call/phone
B: where is it
A: in
A: closed on major holidays
- 3 a Water sports
b The sunshine state
c The west coast
d Evening performances
e Business trips
f A ten-screen movie theater
g A Mercury-powered boat

61 Invitations

- 1 A: don't you
B: couldn't/can't
A: course, can
B: to intrude
A: insist
B: much trouble
- 2 a They'll visit the factory site at 9 a.m.
b They'll have coffee with the engineers at 11 a.m.
c They'll have lunch with the managers at 1 p.m.
d They'll attend a demo at 2:30 p.m.
e They'll watch a production video at 3:30 p.m.
f They'll return to Tampa at 4 p.m.
- 3 a We're going to take the boys to the game on Sunday.
b Larry and Jean are spending the afternoon at the pool.
c Ian isn't going to fly to Atlanta for the weekend.
d Are Sven and Trudi going to travel to Scandinavia this summer?
e Jane's trying that new Mexican restaurant tonight.

62 Agreeing and Disagreeing

- 1 a So do I.
b Neither do I.
c So do I.
d Neither do I.
e So did I.
f Neither did I.
g So am I.
h Neither am I.
i So will I.
j Neither will I.
- 2 Suggested answers:
a I couldn't agree more./I'm afraid I don't agree.
b Exactly./I don't know. In my opinion, ...
c Absolutely./I really don't agree.
- 3 could, might, should, Can, needs, must

63 Advertising

- 1 a Have you ever bought a Ferrari?
b Almost everyone watches TV.
c She doesn't have enough money for luxuries.
- 2 a She drives carefully.
b He works slowly.
c He cooks well.
d They learn fast.
e She types terribly.
f He skis dangerously.
- 3
- | Slogan | Product | Consumer | Magazine |
|--------|---------|----------|----------|
| a | g | n | t |
| b | i | o | p |
| c | j | l | r |
| d | h | k | s |
| e | f | m | q |

64 Giving Opinions

- 1 Suggested answers:
 - a In my view, there should be less vacation time.
 - b I think that people should not have flexible working hours.
 - c As far as I'm concerned, students should work during their vacation.
 - d If you ask me, teenagers should not read comics.
 - e In my opinion, women with children should stay at home.
- Suggested answers:
 - f I respect your opinion, Frank, but I don't think there should be less vacation time.
 - g I see your point, but I think people should have flexible working hours.
 - h I understand what you're saying, but I think students shouldn't work during their vacation.
 - i You have a good point there, but I think teenagers should read comics.
 - j That's an outrageous point of view, Frank. I don't think women with children should stay at home.
- 3
 - a works longer hours, works the longest hours
 - b is lazier, is the laziest
 - c has less time, has the least time
 - d works harder, works the hardest
 - e has more friends, has the most friends
 - f has a better job, has the best job

65 Registering at a Convention

- 1
 - a pass
 - b convention planner
 - c convention center
 - d exhibition hall
 - e keynote
 - f reception
 - g registration
- 2 Suggested answers:
 - a Go through the archway, and it's straight ahead.
 - b Go straight ahead and it's the last stand on your left.
 - c Go down to Stand 20 and it's facing you.
 - d Go across the hall and turn left.
 - e Go through the archway, past the registration desk.

66 Making Plans

- 1
 - a What does he want Aaron Keen to do?
He wants Aaron to choose and reserve the center.
He wants him to organize the dates, too.
 - b What does he want Nicole Fernandez to do?
He wants Nicole to contact the exhibitors.
He wants her to arrange the stands, too.
 - c What does he want Lily Stanowsky to do?
He wants Lily to print the planners and handbooks.
He wants her to draw the plans, too.
 - d What does he want Gregory Parkinson to do?
He wants Gregory to invite the speakers.
He wants him to organize the speeches, too.
 - e What does he want Nancy Ho to do?
He wants Nancy to notify the press.
He wants her to deal with the publicity, too.

- 2
 - a How long do you want me to speak (for)?
 - b How long did you live in New England (for)?
 - c How long are you renting a car (for)?
 - d How long will you stay at the convention (for)?
 - e How long are you in San Francisco (for)?

67 Preparing a Speech

- 1 Suggested answer:
Ladies and Gentlemen. I have great pleasure in introducing Mr. Clint Westwood from California. As all of you know, Mr. Westwood is a famous actor and movie director. He's also the mayor of his town. Clint, if I may call him Clint, is here today to present his autobiography.
- 2
 - a I think you'd better change that to "Ladies and Gentlemen".
 - b I think you'd better give his first name, too.
 - c I think you'd better not mention her personal life.
 - d I think you'd better ask the professor if he wants you to say that.
- 3
 - a up
 - b from
 - c through
 - d in
 - e about
 - f over
 - g from
 - h at
 - i in
 - j on/about

68 Convention Planner

- 1
 - a is attending/is going to attend
 - b has been
 - c likes
 - d is looking
 - e has come/came
 - f hopes
 - g met
 - h doesn't remember
 - i spoke
- 2
 - a From 2:30 to 4:00 Mr. M. Garcia from Mexico is going to give a seminar on Design Solutions in the Main Hall.
 - b From 2:30 to 4:00 Dr. M. Ali from Cairo is going to give a seminar on Hydro-Electricity in the Paramount Suite.
 - c From 2:30 to 4:00 Mr. T. Nakamura from Tokyo is going to give a seminar on Underwater Systems in the Universal Suite.
 - d From 4:00 to 6:00 Mr. I. King from the U.K. is going to do a workshop on Civic Projects in the Paramount Suite.
 - e From 4:00 to 6:00 Ms. N. Lee from New York is going to do a workshop on Project Management in the Universal Suite.
 - f From 4:00 to 6:00 Dr. J. Santos from Brazil is going to do a workshop on C.A.D. in the Main Hall.

69 Room Service

- 1 Suggested answers:
 - A: Will, be
 - B: I'll have
 - A: Will, have