

Unit 3 pag 8 activity 1

What do you talk about with someone you don't know well?

What your name?

What is your job?

What sport do you play?

what do you do when a conversation is going poorly?

Try to change the topic of conversation

or simply retire

Unit 3 pag 9 activity 9

Dear Sarah

You said you are worried about making small talk in your new job. here are some ideas.

Ask lots of questions because education

ask questions about work

you could also discuss marital status

avoid talking about religion

at least until age

hope this helps;

Unit 4 pag 10 activity 1

When might you have to end a conversation before someone has finished talking?

When you do not have time to continue talking

What are some phrases people can use to end conversation politely?

I'm afraid i'm very busy at the moment.

can we talk later?

I have to go to work

Unit 5 pag 12 activity 1

What kind of errors occur when ordering numbers?

They are very repetitive

Why are numbers so important when giving directions?

to give more accurately

5 Ordering numbers

Dear Mr. Carran,
As requested, here are directions to reach Mr. Dalton's office from the main train station. The office is only about **three blocks** away.

First, take the "South Exit" out of the train station and walk up to Broadway. Turn left and walk to 30th Avenue. Take the **third** light onto Broadway Street. Continue straight on until you reach Street. Our building is the second building on the left.

Please enter through our main entrance. Mr. Dalton's office is located on the 1st floor.

Let me know if you have any questions and have a safe journey.
Best regards,
Lena Adams

Vocabulary

Fill in the blanks with the correct words and phrases from the word bank.

Word Bank

30th Avenue, 21st of July, second building, first, three blocks, floor

- The program begins on the 21st of July.
- The bank is only three blocks away from here.
- It is 30th Avenue when entering the building.
- Walk up to 30th Avenue and take a right turn.
- The second building is the second building on the left.
- You can purchase tickets on the 1st floor.

Place a check (✓) next to the response that correctly answers the question.

- Take Mr. Carran need directions to the office?
 - Yes, she gives them every day.
 - Yes, she lives two blocks away.
- How long was the journey?
 - It's located on the fourth floor.
 - It was over two hundred miles.
- How do we enter through the main entrance?
 - No, it's on the 21st of May.
 - Yes, it's the only way in or out.

Get ready!

Answer the questions about the passage. Ask about these questions.

- How did Mr. Carran feel when she was writing the letter?
- How did she describe the location of the office?

Reading

Read the letter. Then write the following information on page 21 of your book.

- What time did Mr. Carran leave the office?
- What time did Mr. Carran arrive at the office?
- What time did Mr. Carran leave the office?

*No hay CO

1 Listen and read the letter again. What should Mr. Carran do if he has a problem?

Listening

2 Listen to a conversation between a receptionist and a client. Choose the correct answers.

- What is the main purpose of the call?
 - to confirm an appointment
 - to request instructions
 - to correct a mistake
 - to change a meeting time
- Which building is Mr. Dalton's office in?
 - the South
 - the second
 - the third floor
 - the first

*No hay Audio

3 Listen again and complete the conversation.

Client: Hello and thank you, Mr. Carran. How can I help you?
Receptionist: Hi, Mr. Carran. I have some information about Mr. Dalton's office.
Client: Oh, hi Lena. How are you?
Receptionist: It was thanks for calling about your visit on July 4.
Client: Yes, I received your e-mail yesterday.
Receptionist: Oh, good. Well, for what floor is it? Our building is actually the fourth building on the left, not the second.
Client: Okay. Let me make a note of that. Anything else?
Receptionist: No, that's everything.

Speaking

1 With a partner, act out the roles below based on the dialogue from Task 2. Then switch roles.

USE LANGUAGE SUCH AS

How can I help you?
I'm calling about...
Let me make a note of that.

Student A: You want to give directions to our office for an appointment. Talk to Student B about:
• the date
• directions
Make up a date for your meeting.

Student B: You are a client of Student A's business. Get directions.

Writing

3 Use the conversation from Task 7 and the letter to complete the directions.

Date of meeting: _____

Directions to the office:

Office floor #: _____