

### 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



Reading

1 Listen and read this excerpt from an advice column. Then, choose the correct answers. How many ways does it give to end a conversation?

1. What is the main idea of the advice column?
  - A. how to politely end a conversation
  - B. the proper time for certain conversations
  - C. ways to improve conversations with co-workers
  - D. types of conversations not to have at all
2. According to the passage, what advice is given to a co-worker from leaving work?
  - A. returning to work
  - B. talking to someone later
  - C. appearing in the correct form
  - D. ending a conversation politely
3. According to the passage, which is NOT an idea?
  - A. Small talk at work can end a lot of the time.
  - B. Ending a conversation can cause bad feelings.
  - C. Most offices have a person who helps with conversations.
  - D. It is hard to end a conversation with a co-worker.

Angie's Advice

By Angie Baker

Dear Cheryl Coleman,

Everyone has a colleague that can talk too much. These "chatter" can take up a lot of time. It is always hard to end the conversation without being rude. Let there be some things you can do to improve the situation. Here are some polite phrases to help you in the future.

- Anyways, I'd better go.
- I should get back to work now.
- I'm afraid I'm very busy at the moment. Can we talk later?

• Unfortunately, I don't have the time.  
All these phrases signal the end of a conversation, so hopefully your colleague will get the message. Be sure to remember to always leave a polite ending to conversations to avoid causing bad feelings. Good luck!

Get ready!

1 Before you read the passage, talk about these questions.

1. When might you have to end a conversation before someone has finished talking?
2. What are some phrases people can use to end a conversation politely?

1. Listen to the dialogue with the correct words and underline each the word bank.

1. I'm sorry, I can't be showing the meeting.
2. The department is busy because they have a lot of work.
3. The office is busy, but there are many people working.
4. It's not a big deal, but let's be sure.
5. Let me see if I can find a way to work around this.

Listening

2 Listen to a conversation between two colleagues. Mark the following statements as true (T) or false (F).

1. The man recently took a trip.
2. The woman asks to end the conversation.
3. The woman asks to talk the next day.

3 Listen again and complete the conversation.

1. The John: How are you? How was your trip?
2. The Jane: Oh, it was great. It was wonderful. And the weather was great.
3. The John: Yes, the weather was fantastic. And the people are nice.
4. The Jane: Great. Tell me more. How is it?
5. The John: Well, I'm afraid I'm really busy at the moment. Can we talk later?
6. The Jane: Sure, no problem.
7. The John: Okay. See you then.

Speaking

4 With a partner, act out the roles below, based on the dialogue from Task 2. Use your own names. Then switch roles.

**THE LANDLORD'S OFFICE**

How was your trip?

Oh, great!

Can we talk later?

Student A: This man works in Student B's office. Talk to him or her about:

- a vacation
- weather
- employees

Make up a destination for your vacation.

Student B: Answer Student A's questions and politely end the conversation.

Writing

5 Use the phrases to write a short letter.

Dear \_\_\_\_\_,

I'm sorry, I can't be showing the meeting.

The department is busy because they have a lot of work.

The office is busy, but there are many people working.

It's not a big deal, but let's be sure.

Let me see if I can find a way to work around this.

Best regards,

John

# 5 Ordering numbers

Dear Mr. Carlson,  
 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 Broadway 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.  
 Give me a call if you have any questions and have a safe journey.  
 Best regards,  
 Carla 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, None

- 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 and take a right turn.
- The second building is the second building on the left.
- You can purchase tickets on the 21st.

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

- Take Mr. Carlson's directions to the office?
  - Yes, and give 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!

- Read the text. Underline the phrases, words about places and directions.
- Write the numbers in order when going to the office.

### Reading

- Read the letter. Then write the following information on page 21 of your book.
  - The number of blocks the office is from the station.
  - The number of streets you have to go through to reach the office.
  - The name of the street where the office is located.

\*No hay CO

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

### Listening

- 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

### Speaking

With a partner, act out the roles below based on the dialogue from Task 6. 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

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

Date of meeting: \_\_\_\_\_

Directions to the office:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Office floor #: \_\_\_\_\_

Washington  
 Manhattan  
 New York