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New Edition

SURVIVAL ENGLISH

International Communication for Professional People



SOCIALIZING FOOD&DRINK HOTELS COMMUNICATIONS TRAVEL BUSINESS

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MACMILLAN

Contents Chart

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 	20 Hotel lobby	Requests for assistance; offers of help	<i>I'll ... / Could you ...?; will for future</i>	Cars
 	21 Fitness center	Starting a conversation; continuing a conversation	instructions; present perfect + <i>ever</i>	Maintaining a conversation
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 	23 Small talk	Suitable topics of conversation; making social conversation	present and past tenses	Topics of conversation
 	24 Local specialties	Talking about menus; food	<i>would like; won't; present perfect</i>	Food taboos

TOPIC	UNIT	COMMUNICATION	GRAMMAR AREAS	CULTURE FILE
	25 On the phone	Telephoning; clarifying; asking for clarification	present simple	Phones
	26 On the Net	Using the Internet; talking about the Internet	instructions / imperatives; punctuation	The Internet
	27 Airport arrivals	Going through immigration; form-filling; personal details	<i>How long</i> + future plans; instructional language	Immigration control
	28 Lost baggage	Dealing with problems	past simple irregular verbs; sequences in the past	Airline baggage
	29 Customs	Going through customs	<i>may / can</i> for permission; <i>Do you have ... (anything to declare)?</i> ; <i>How much / How many ...?</i>	Allowances
	30 Asking for directions	Asking for and giving street directions	prepositions of place and movement; instructions	Walking in the U.S.A.
	31 Time zones	Telephoning; indirect questions and statements	indirect questions; <i>when</i>	Daylight Savings Time
	32 Breakfast in America	Ordering breakfast; explaining	<i>have (something) done</i>	American breakfasts
	33 Making conversation	Conversation strategies; inquiring after people	describing people; adjectives	Describing people 1
	34 Describing people	Talking about other people	relative pronouns; adjectives	Describing people 2
	35 Describing things	Describing things; sticking to a point; stopping interruption	comparative, superlative; <i>How wide / long / high</i> etc.	Comparing things
	36 Talking about your job	Job descriptions; daily routines; working conditions	frequency adverbs; time expressions; <i>have to (do)</i>	Working times
	37 Talking about vacations	Talking about vacations; describing places	descriptive language; <i>was like</i> ; question words	Vacations
	38 Options	Making airline reservations; booking a ticket	<i>would</i> ; comparisons; <i>I'll ...</i>	Air tickets
	39 Reservations	Restaurant and theater reservations; credit card slips	passive: <i>printed, assigned; were sold out</i>	Paying over the phone
	40 Medical problems	Asking for advice; giving advice; form-filling	<i>should; need</i>	Medical services
	41 Hotel problems	Confrontations and how to avoid them	<i>want to do; if</i> clauses; <i>until; could</i>	Confrontations
	42 Complaints	Complaining; dealing with complaints	present perfect continuous; <i>have (someone) do</i>	Complaining
	43 Somewhere to go	Making suggestions; expressing preferences	<i>would rather / prefer; Why don't you ...?</i>	Concierge services
	44 Invitations	Making / accepting / refusing invitations	talking about the future; <i>How / What about (doing)</i>	Invitations
	45 Car rental	Organizing car rental; explanation; offers	<i>May I ...?; Would rather</i> comparison	Renting a car
	46 Experiences	Language experience; accepting / rejecting compliments	past simple; <i>I wish ... so; but</i>	Compliments
	47 Check-out	Checking out of a hotel; checking; explaining; apologies	past simple	Check-out
	48 Goodbye	Thanking people; saying goodbye; keeping in touch	present perfect; adjective + infinitive	Goodbyes

Introducing the course

These are some of the characters that you're going to meet in the book. There is no story, but you will see these people several times. You'll also meet other people from all over the world. Enjoy the course.





Ian King
Civil Engineer

Moscow



Natalie Trudeau
European Representative
WorldWide Entertainment

Delhi

Beijing

Seoul

Kobe

Tokyo

Osaka

Shanghai

T'ai Pei

Hong Kong

Bangkok

Kuala Lumpur

Singapore



Young Ho Kim
Bank Executive



Keiko Ishida
Business Executive



Julie Morrison
TV Executive
NSW Media

Sydney

Melbourne

1 Taxi!

1.02 Ian King has just arrived in Atlanta.

Ian King: Taxi!

Cab Driver: Hi, mister. Where to?

Ian: The Sheraton, please.

Driver: Which one? There are three Sheratons here in Atlanta.

Ian: Oh, sorry. The Sheraton Century Center.

Driver: OK. Are you here on business or on vacation?

Ian: On business.

Driver: Right. Hey, where are you from?

Ian: England.

Driver: England? Which part?

Ian: Winchester. Do you know it?

Driver: No. But I was in London last year. Great country.

Ian: Thanks.

1.03

Driver: Well, here we are. This is the Sheraton Century Center. That's \$16.80.

Ian: Thank you. Keep the change.

Driver: Hey, mister! This is a five dollar bill!

Ian: Sorry. I thought it was a twenty. There you go.

Driver: Thanks. Have a good stay.



1 Change the conversations above. Use these expressions:

Where to? / Where are you going?

Are you here on business or on vacation? / Is this trip for business or pleasure?

Where are you from? / Where do you come from?

\$16.80 / five dollar bill / a twenty / \$42.95 / ten dollar bill / a fifty

Have a good stay. / Enjoy your visit.

2 Match.

a cent

a nickel

a dime

a quarter



Culture File 1 Tips

3 Ask and answer:

a Do you tip in your country?

yes sometimes never

b (If you tip) Who do you tip?

waiters cab drivers other

hairdressers bellhops

c (If you tip) How much do you tip?

small change 10%

15% more than 15%



2 Introductions


1.04  **Michael Robertson has arrived at Chicago Associated Industries.**

Michael: Good morning. My name's Michael Robertson.
P.A.: Good morning, Mr. Robertson. How can I help you?
Michael: I have an appointment with Ms. Adams.
P.A.: Ah, yes. Mr. Robertson. Ten fifteen?
Michael: That's right. Sorry I'm late.
P.A.: No problem. Please follow me. It's this way.

1.05 

Jessica: Mr. Robertson? How do you do?
Michael: Fine, thank you, Ms. Adams. And you?
Jessica: I'm fine. Please, call me Jessica.
Michael: OK, Jessica. And I'm Michael.
Jessica: So, how was the trip, Michael?
Michael: Not too bad. But the plane was late. I'm sorry.
Jessica: That's OK. How was the traffic from the airport?
Michael: Pretty bad!




1.06  **There is a knock at the door.**

Jessica: Oh, that'll be Dave. Come in. Michael Robertson, this is Dave Scott, our Canadian representative.
Michael: Good to meet you, Dave.
Dave: It's good to meet you too, Michael.
Jessica: Michael is the Purchasing Manager at AlphaCom in Toronto.
Dave: Yes, I know AlphaCom ... Tell me, is this your first trip to Chicago, Michael?
Michael: Yes. Yes, it is ...

1 Match the greetings with the most likely responses.

Greeting	Response
How do you do?	Hello.
Good morning.	Good morning.
Good afternoon.	Hi!
Good evening.	Good to meet you, too.
Hello, there.	Fine, thank you. And you?
Hi!	Good evening.
Good to meet you.	Good afternoon.

What is the general rule for responses to greetings?

2  **Practice greetings and responses.**

3 Look at the conversations and highlight the three questions which are useful for 'breaking the ice' (starting a friendly conversation).

4 What other things could you ask about to 'break the ice'?

- How was your trip?
- How was the traffic (from the airport)?
- Do you like (this city)?
- Did you find our offices easily?
- How is your family?
- Is this your first visit to (Chicago)?

Culture File 2 Names

3 Appointments

1.07 Julie is phoning Ryan Thomas in Los Angeles.

Julie: Mr. Thomas?

Ryan: Yes? Ryan Thomas speaking.

Julie: This is Julie Morrison from NSW Media in Sydney.

Ryan: Good to speak with you, Julie. What can I do for you?

Julie: I'm planning to be in L.A. next week. Can we meet?

Ryan: Sure. How about **the 15th**?

Julie: What day of the week is that?

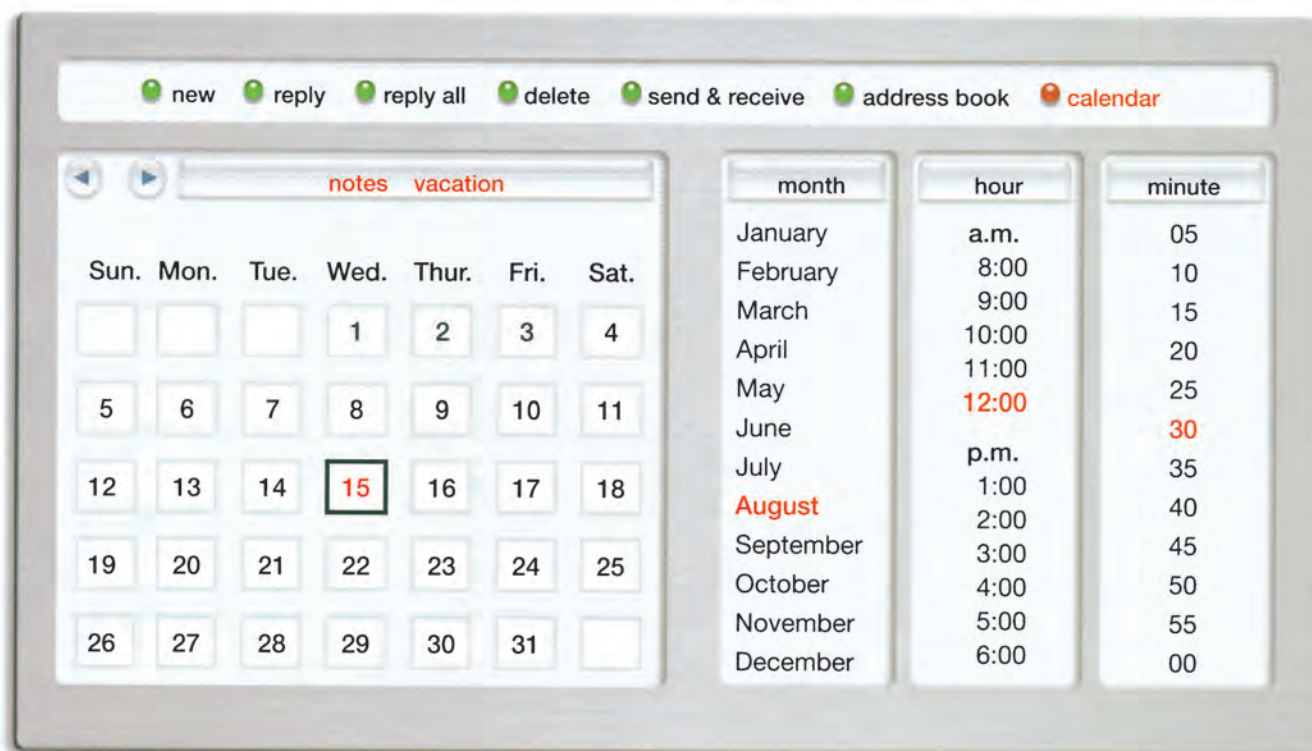
Ryan: **Wednesday**.

Julie: That's fine. Morning or afternoon?

Ryan: I'm free all day.

Julie: Then how about **12:30**? We can have **lunch**.

Ryan: Great. See you **at 12:30 on Wednesday**.



1 **Make similar conversations for other days, dates and times on the calendar. Change the words in blue.**

2 **Look at the calendar and make sentences for February to December.**

*January's the first month of the year.
It's (cold / hot / wet / dry) in my country.*

3 **1.08-10 Listen and complete the table.**

Caller	day	date	time
A Jessica Adams			
B Consuela Rodriguez			
C Ian King			

Culture File **3** Time, dates

4 **What dates are important to you – birthdays, appointments, national holidays etc.? Ask and answer questions about the dates. For example:**
 When's your birthday?
 Which is your favorite national holiday?
 When is it?
 What holidays do you know from other countries?



4 Arrangements

1.11 Jessica Adams is talking to Dave Scott about her trip to East Asia.

Jessica: I'm going to be away for ten days. Can you look after Michael Robertson for me?

Dave: Sure.

Jessica: And call me on **Thursday**.

Dave: OK. Where are you going to be on **Thursday**?

Jessica: I'm going to be in **Seoul in the morning**.

Dave: When do you leave **Seoul**?

Jessica: **Late afternoon. On the 18:40 Korean Airlines flight to Tokyo.**

Dave: So, when do you arrive in **Japan**?

Jessica: **Late Thursday evening. 20:55 at Narita Airport.**

Dave: It's a long way into the city.

Jessica: I know. Here's a print out of my itinerary. If you need to contact me, I'll have my laptop and my cell phone. Just e-mail, or text me.

jetset.travel.bus

Address: www.jetset.travel.bus

Jetset

Flight Schedules | Outbound date: 12th March | Departure airport: Chicago O'Hare | Airline: | Inbound date: 21st March | Route Map

Itinerary for: Ms. Jessica Adams

Day	Date	Flight number	From	Depart	To	Arrive
Monday	12th	Korean KE038	Chicago ORD	13:00	Seoul ICN	16:20 + 1 day
Thursday	15th	Korean KE701	Seoul ICN	18:40	Tokyo NRT	20:55
Saturday	17th	by train	Tokyo		Osaka	
Tuesday	20th	JAL JL793	Osaka KIX	11:15	Shanghai PVG	12:15
Wednesday	21st	United UA858	Shanghai PVG	11:30	Chicago ORD	15:00

ORD Chicago O'Hare
 ICN Seoul Incheon International
 NRT Tokyo Narita
 KIX Osaka Kansai International
 PVG Shanghai Pu Dong International

Jetset 2008 Michigan Avenue, Chicago, Illinois

1 **Make similar conversations using the itinerary. Change the words in blue.**

2 **Look at the itinerary again. Ask and answer:**

- a Where is Jessica going to be on Tuesday 13th?
 ... on Friday 16th?
 ... on Monday 19th?
 ... on Tuesday 20th?
- b When does she leave Korea?
 ... arrive in Tokyo?
 ... return to Chicago?



3 **Discuss:**

- What arrangements do you have for this week?
- When you travel, are you given an itinerary? Is it useful?
- Are you going to travel soon? On business? On vacation?
- What time do you leave home every day? What time do you arrive at work?

4 **COMMUNICATION ACTIVITIES**

- Student 1 - Go to Communication Activity A
 Student 2 - Go to Communication Activity N

Culture File 4 Cell phones


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9 Meeting people



1.24 Michael Robertson has arrived for another meeting.

Conversation A
 Jessica: Michael, I'd like you to meet Josh Crosby.
 Josh: How do you do, Michael?
 Michael: I'm very well, thank you. It's good to meet you.
 Jessica: Josh is our company lawyer. He's taking care of the contracts.
 Josh: I hear you're from Canada.
 Michael: Yes, that's right.
 Josh: How long will you be staying in the States?
 Michael: Oh, about three months.
 Josh: How do you like it here so far?
 Michael: It's great. Really enjoying it.
 Josh: Well, if you'll excuse me, I have to go. It was good meeting you.
 Michael: Thanks, good meeting you, too. I hope to see you again sometime.

1.25 Michael met Josh several more times. This is six weeks later.

Conversation B
 Josh: Hey, how are you doing, Mike?
 Michael: Good. And you?
 Josh: Oh, I'm good. How's Jodie?
 Michael: She's fine.
 Josh: Great.
 Michael: She's really enjoying Chicago.
 Josh: Lousy weather, though.
 Michael: Well, it's the same in Toronto.
 Josh: Yeah. Listen, I have to be off. I'm already late, but it was great to see you again, Mike.
 Michael: Yeah, good to see you, too. Take care.

1 Look at the key expressions in blue. Replace them with the different expressions below.

Conversation A
 I want to introduce ...
 Please meet ...
 This is ...
 May I introduce you to ...
 Pleased to meet you.
 How long are you going to be here?
 How long are you staying here?
 Hope to meet you again.
 It was a pleasure to meet you.

Conversation B
 I've got to go.
 Look after yourself.
 See you later.
 I'm fine, thanks.
 Not too bad, thanks.
 I've got to be going.
 I'd better be going.
 Keep well.
 How's it going ...?

2 In threes, role-play Conversation A, then practice introductions.

Culture File **Greetings**

3 Discuss: How do you introduce / greet / say goodbye to friends / business people in your country and in other countries?
 Do you ...
 ... shake hands?
 ... bow?
 ... exchange business cards?
 ... hug them?
 ... kiss them on the cheek / hand?

15

useful cultural information for every unit

activities that get students talking



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