

COMMUNICATION GOALS

- 1 Discuss schedules and buy tickets.
- 2 Book travel services.
- 3 Understand airport announcements.
- 4 Describe transportation problems.

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UNIT

9

Taking Transportation

PREVIEW

BUSES FROM LIMA TO NAZCA

DESTINATION	FREQUENCY	DEPARTURE	ARRIVAL	STOPS	BUS TERMINAL
Nazca	Daily	04:30	10:45	Paracas	Terminal Nazca
Nazca	Daily	07:00	13:30	Paracas-Ica	Terminal Nazca
Nazca	Daily	13:30	20:00	Paracas-Ica	Terminal Nazca
Nazca	Daily	14:00	20:00	Non-stop	Terminal Nazca
Nazca	Daily	17:30	23:30	Non-stop	Terminal Nazca

BEIJING to SHANGHAI

Train No.	Depart	Arrive	Travel Time	Air conditioning
D31	11:05	20:49	0d 09h 44m	✓
1461	14:42	12:49	0d 22h 07m	✗
Z21	19:32	07:00	0d 11h 28m	✓
Z13	19:38	07:06	0d 11h 28m	✓
Z7	19:44	07:12	0d 11h 28m	✓

OSAKA (Itami) to TOKYO (Haneda)

Flight No.	Departure	Arrival	Frequency	Aircraft Type
22	07:10	08:15	DAILY	ER10
4	07:30	08:35	DAILY	ER10
26	08:30	09:35	DAILY	ER10
30	10:30	11:35	DAILY	ER10
34	11:30	12:35	DAILY	ER10

A Read the schedules. Use them to find the answers to the questions.

- 1 It's now 10:00 A.M. When is the next bus to Nazca?
- 2 When is the next non-stop bus to Nazca?
- 3 How much time does it take to get from Beijing to Shanghai on train 1461?
- 4 Which train is faster, train 1461 or train D31?
- 5 What time does flight 26 depart for Tokyo? When does it arrive?

B PAIR WORK Ask your partner more questions about each schedule.

“ How long is the flight from Osaka to Tokyo? ”

C ▶ 5:02 **PHOTO STORY** Read and listen to a conversation between two people trying to catch a flight.



Marcos: Excuse me. Do you speak English?
 Roger: Actually I'm French. But, yes.
 Marcos: Thank goodness! I'm looking for Terminal 2.
 Roger: No problem. I'm on my way there now. Just follow me.



Roger: So where are you flying today?
 Marcos: Manila. Then I'm connecting to a flight home.
 Roger: Well, that's a coincidence. I'm catching a flight to Manila, too. Flight 56?
 Marcos: Yes. But we should hurry. The plane's boarding in fifteen minutes.



Roger: And where is home?
 Marcos: Brazil. São Paulo.
 Roger: No kidding! I'm going to go to São Paulo next week!
 Marcos: Really? What a small world!

D FOCUS ON LANGUAGE Find and write an underlined word or expression from the Photo Story with the same meaning:

1 I'm taking a plane to . . .

2 Let's walk faster.

3 I'm taking another flight to . . .

E THINK AND EXPLAIN Circle T (true), F (false), or NI (no information). Then explain each answer.

T F NI 1 Flight 56 leaves from Terminal 2.

T F NI 4 Marcos is staying in Manila.

T F NI 2 Roger lives in France.

T F NI 5 Roger is staying in Manila.

T F NI 3 Roger and Marcos are both flying to Manila.

T F NI 6 The two men get to the flight on time.

SPEAKING

PAIR WORK Complete the chart with the means of transportation you prefer for each occasion. Then discuss your choices with a partner.

To school or work	bus	affordable, convenient, I can read or work.
	Means of transportation	Reason
To school or work		
To social events on weekends		
For travel in my country		
For travel outside of my country		



RECYCLE THIS LANGUAGE.

popular
 convenient
 affordable
 comfortable
 expensive
 relaxing

cheap
 scenic
 boring
 long
 short
 scary

VOCABULARY Kinds of tickets and trips

A ▶ 5:03 Read and listen. Then listen again and repeat.



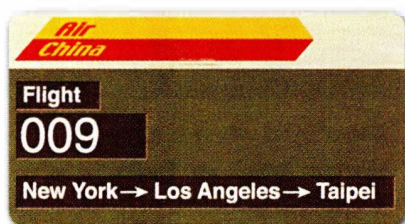
a one-way ticket



a round-trip ticket

JAPAN RAIL	Kodama (local)	Nozomi (express)
Tokyo	10:13	10:20
Odawara	10:30	—
Atami	11:00	—
Maibara	13:39	—
Kyoto	14:04	12:38

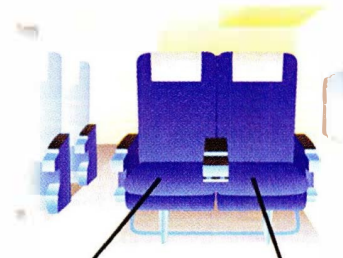
the local the express



a direct flight



a non-stop flight



an aisle seat a window seat

B Complete the conversations with phrases from the Vocabulary.

- 1 A: Would you like a window or an aisle?
B: I like to walk around.

- 3 A: Do you want a ticket to Rome?
B: Actually, I need a
I'm not coming back!

- 2 A: Is Flight 3 a flight?
B: No. It's a flight. It makes a stop,
but you don't have to change planes.

- 4 A: I'm sorry. It's too late to make the
B: Well, I'll take the I'm not in a hurry.

GRAMMAR Modals should and couldshouldUse should and the base form of a verb to give advice or to make a strong suggestion.You shouldn't take that flight. You should take the non-stop.Should they take the bus? (Yes, they should. / No, they shouldn't.)When should we leave? (Before 2:00.)couldUse could and the base form of a verb to offer alternatives or to make a weak suggestion.The express bus is full, but you could take the local.Could I take the 2:20? (Yes, you could. / No, you couldn't.)

GRAMMAR BOOSTER p. 138

- Modals can, could, and should: meaning, form, and common errors

A GRAMMAR PRACTICE Complete each statement or question with a form of should or could and the base form.

- 1 the express. The local arrives too late.
he / take

- 2 They said two aisle seats or an aisle and a window seat.
we / have

- 3 a one-way ticket. It's much more expensive each way.
 you / not get
- 4 Which train ? We absolutely have to be there on time.
 we / take
- 5 a ticket at the station or on the train. It doesn't matter.
 they / buy

DIGITAL
MORE
EXERCISES

- B PAIR WORK** Two co-workers are at Penn Station, and they work in Oak Plains. It's 7:20 A.M. They have to arrive in Oak Plains for work at 9:00. Use the schedule to discuss all the possible choices. Use could and should. Explain your choices.

They could take the 7:30 express.

No. That train doesn't stop in Oak Plains.

Blue numbers = express trains

Penn Station	Northway	Oak Plains	Carmel
7:15	7:50	8:30	9:00
7:25		8:25	8:55
7:30			8:55
7:30	8:05	8:45	9:15
7:50	8:25	9:05	9:35

CONVERSATION MODEL

- A** ▶ 5:04 Read and listen to someone buy tickets.

A: Can I still make the 5:12 bus to Montreal?

B: I'm sorry. It left five minutes ago.

A: Too bad. What should I do?

B: Well, you could take the 5:30.

A: OK. One ticket, please.

B: One-way or round-trip?

A: Round-trip, please.

▶ 5:06 Ways to express disappointment

Too bad.
What a shame.
Oh, no!

- B** ▶ 5:05 **RHYTHM AND INTONATION** Listen again and repeat. Then practice the Conversation Model with a partner.



NOW YOU CAN Discuss schedules and buy tickets

DIGITAL
VIDEO

- A CONVERSATION ACTIVATOR** Choose a place on the train departure board. Imagine it is now 7:15. With a partner, change the Conversation Model, based on where you want to go. Express disappointment. Then change roles.

A: Can I still make the train to ?

B: No, I'm sorry. It left minutes ago.

A: What should I do?

B: Well, you could take the

A: OK. One ticket, please.

B: One-way or round-trip?

A: , please.

DON'T STOP!

- Discuss the price of tickets.
- Ask whether the train is a local or an express.
- Ask for the kind of seat you'd like.

- B CHANGE PARTNERS** Practice the conversation again, using the bus, train, and flight schedules on page 98. Discuss other departures.

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DEPARTURES 07:15 AM			
TO	DEPARTS	TRACK	
WASHINGTON	06:55	6	
BALTIMORE	07:03	9	
NEWARK	07:12	19	
WASHINGTON	08:23	8	
BALTIMORE	08:26	9	
NEWARK	08:31	18	

GRAMMAR Be going to + base form to express the future: Review

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I'm going to take the bus to New York. I'm not going to fly.
 She's going to eat at the airport. She's not (or She isn't) going to eat at home.
 We're going to take a taxi into town. We're not (or We aren't) going to drive.

Questions

Are they going to need a taxi? (Yes, they are. / No, they aren't.)
 Is Beth going to make a reservation? (Yes, she is. / No, she isn't.)
 When are you going to arrive? (At noon.) Who are they going to meet? (The travel agent.)
 Where is he going to wait? (In the restaurant.) Who's going to take me to the airport? (Tom is.)

Remember: The present continuous is also often used to express future plans.

Next week, I'm taking the bus to New York.

GRAMMAR BOOSTER p. 139

- Expansion: future actions

A GRAMMAR PRACTICE Complete each statement or question with be going to and the base form of the verb.

- 1 tickets for the express. *they / not buy*
- 2 When for the airport? *she / leave*
- 3 an aisle seat? *you / ask for*
- 4 Who him to the train station? *take*
- 5 Who in Chicago? *he / call*
- 6 Where when I arrive? *Dad / be*

B Complete the e-mail. Circle the correct verb forms.

Here's my travel information: I (1 go to leaving / 'm going to leave) Mexico City at 4:45 P.M. on Atlas Airlines flight 6702, and I'm arriving in Chicago at 9:50 P.M. Mara's flight (2 is going to get there / going to get there) ten minutes later, so we (3 're go meeting / 're going to meet) at the taxi stand downstairs. That's too late for you to come to the airport, so we can take the express bus from O'Hare to the city. Mara (4 goes to spend / is going to spend) the night at our apartment. Her flight to Tokyo isn't leaving until the next day, and she and I (5 are going to spend / going to spend) the whole day shopping!

C PAIR WORK Ask your partner three questions about his or her future plans. Use be going to.

“ What are you going to do on your next trip? ”

DIGITAL
FLASH
CARDS**VOCABULARY** Travel services**A** ▶ 5:07 Read and listen. Then listen again and repeat.

a rental car



a taxi



a limousine / a limo



a hotel reservation

- B ▶ 5:08 LISTEN TO INFER** Listen to the conversations. Then listen again and complete each sentence with be going to and infer the name of a travel service.

1 He (reserve)
..... for her.

2 The tourist (need)
..... in Seoul.

3 She (get)
..... at John F. Kennedy Airport.

4 The agent (check) to
see if he can reserve for the tourist.

CONVERSATION MODEL

- A ▶ 5:09** Read and listen to a conversation between a travel agent and a business traveler.

A: Hello. Baker Travel. Can I help you?

B: I hope so. I'm going to need a car in Dubai.

A: Certainly. What date are you arriving?

B: April 6th.

A: And what time?

B: Let me check . . . 5:45 P.M.

- B ▶ 5:10 RHYTHM AND INTONATION** Listen again and repeat. Then practice the Conversation Model with a partner.

- C FIND THE GRAMMAR** Find and underline two ways that A and B express future plans in the Conversation Model.



NOW YOU CAN

Book travel services

DIGITAL
VIDEO
COACH

- A CONVERSATION ACTIVATOR** With a partner, change the Conversation Model. Book a rental car, a taxi, or a limousine. Use the tickets for arrival information. Then change roles.

A: Hello. Can I help you?

B: I hope so. I'm going to need
in

A: What date are you arriving?

B:

A: And what time?

B: Let me check . . .

DON'T STOP!

Book additional services.
I'm also going to need
[a hotel reservation].

- B CHANGE PARTNERS** Make your own flight, bus, or train ticket. Then practice the conversation again, using your ticket.



Your Ticket

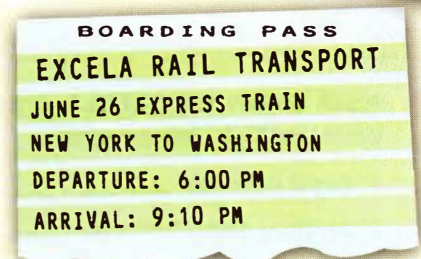
From

To

Date

Departs

Arrives



BEFORE YOU LISTEN

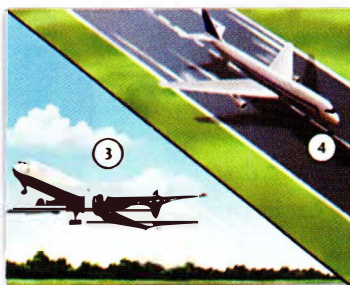
DIGITAL
FLASH
CARDS

A ▶ 5:11 VOCABULARY • Airline passenger information Read and listen. Then listen again and repeat.



① depart

② arrive



③ take off

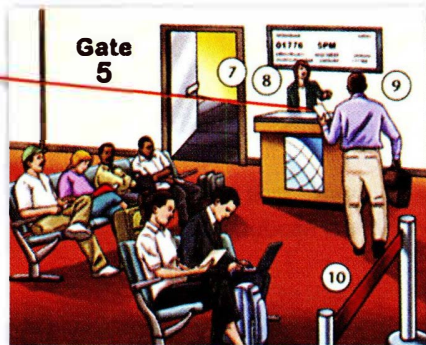
④ land



⑤ go through security



⑥ a boarding pass



⑦ the gate

⑧ an agent

⑨ a passenger

⑩ the departure lounge

▶ 5:12 Some flight problems

- The flight is **overbooked**. = The airline sold too many tickets, so some passengers can't board.
- The flight is **delayed**. = The flight is going to depart late.
- The flight is **cancelled**. = The flight isn't going to take off. The passengers have to find another flight.

B Use the Vocabulary to complete the pre-flight instructions.

Rapid Air
pre-flight
instructions

When you at the airport, you should take your luggage to the check-in counter and get your Then you can , where have to put all their hand luggage on the belt. From there you should go to the your plane is departing from. If you are early and your plane isn't at the gate, just have a seat in the When they call your flight, you can show your boarding pass to the and get on the plane. Be sure to turn off your phone before your plane from the gate. Enjoy the takeoff, and have a good flight!

LISTENING COMPREHENSION

A ▶ 5:13 LISTEN FOR DETAILS Listen to the announcements. Write the flight information.

- 1 flight number:
- 2 original departure gate:
- 3 final departure gate:
- 4 final departure time:



B ▶ 5:14 LISTEN TO UNDERSTAND ANNOUNCEMENTS Listen again and check the travel problems.

- | | |
|---|---|
| <input type="checkbox"/> a delay | <input type="checkbox"/> a gate change |
| <input type="checkbox"/> a cancellation | <input type="checkbox"/> a security problem |
| <input type="checkbox"/> an overbooked flight | <input type="checkbox"/> a mechanical problem |

DIGITAL
VIDEO
COACH

PRONUNCIATION *Intonation for offering alternatives*

A ▶ 5:15 Listen to the rhythm and intonation of alternatives. Then listen again and repeat.

- 1 Well, you could take the train or the bus.
- 2 They could wait or reserve a later flight.
- 3 Would you like one-way or round-trip?

B Now practice saying each sentence on your own.

NOW YOU CAN Understand airport announcements

A ▶ 5:16 Read and listen to the announcement by the gate agent. Make sure you understand the details.

“Good afternoon, ladies and gentlemen. Rapid Air Flight 58 from Brasília to São Paulo is overbooked. We apologize. We need two volunteers to give up their seats on this flight. There are seats available on all later flights to São Paulo. If you volunteer to take a later flight, Rapid Air will give you a free round-trip ticket anywhere we fly. The free ticket is good for one year.”

B PAIR WORK Imagine that you and your partner are business travelers. You have tickets on flight 58. Here is the situation:

- The time is now 16:35.
- You're on your way to an important dinner in São Paulo at 20:30.
- The flight takes about two hours gate to gate.

Look at the departure schedule and discuss your alternatives.

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DEPARTURES			
São Paulo	56	16:20	departed
Rio de Janeiro	89	16:40	boarding
São Paulo	58	16:50	now 17:25
São Paulo	60	17:50	on time

C DISCUSSION Summarize your decision for the class and explain why you made that decision. How many students decided to take a later flight?

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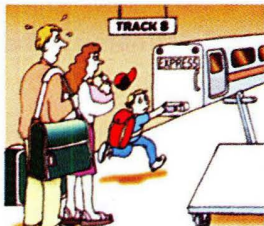
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We could volunteer. Flight 60 is going to arrive before the dinner. What do you think?



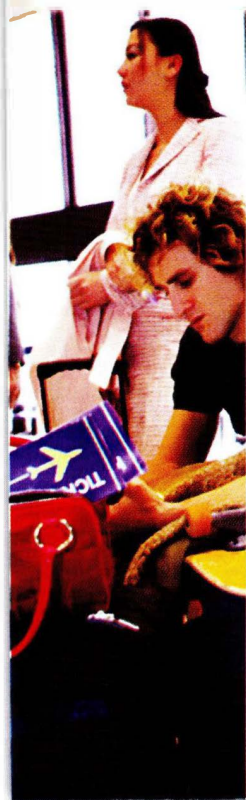
I don't know. I think we should stay on flight 58. There's always a lot of traffic in São Paulo. We can't be late for the dinner.

BEFORE YOU READDIGITAL
FLASH
CARDS**A ▶ 5:17 VOCABULARY • Transportation problems** Read and listen. Then listen again and repeat.We **had an accident**.We **had mechanical problems**.We **missed** our **train**.We **got bumped** from the **flight**.We **got seasick**.**Also:**carsick airsick **B ▶ 5:18 LISTEN TO ACTIVATE VOCABULARY** Listen and complete each statement with the Vocabulary.

- 1 They 4 They
 2 They 5 They
 3 They

READING ▶ 5:19**GOT BUMPED FROM A FLIGHT?**

Maybe it's not so bad after all . . .



As most travelers know, airlines commonly overbook flights because of the large and predictable number of "no-shows"—people who have reservations but don't show up for the flight. Overbooking helps airlines limit the number of empty seats on their flights. However, if a flight is overbooked, some passengers with confirmed reservations have to get off the plane.

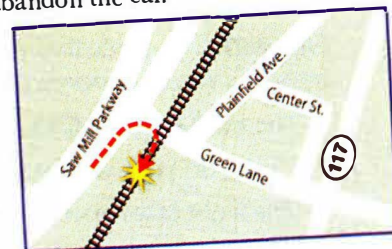
Getting bumped isn't always a bad thing, however. There is a growing number of passengers who feel lucky if their flight is overbooked. Why? Because airlines have to provide bumped passengers with cash, free flights, hotels, and/or meals to compensate them for their inconvenience.

In fact, airlines usually ask for volunteers to get off an overbooked flight in exchange for those perks, and many passengers say "Sure!" and happily deplane. Some people even make a habit of choosing flights that are likely to be overbooked, just so they can volunteer!

Driver blames GPS for train crash

BEDFORD HILLS—Last night, Edward Carter, 43, of White Plains told police that his car's global positioning system (GPS) instructed him to make a wrong turn directly onto the train tracks in Bedford Hills. When he turned, his car became stuck on the track, and he had to abandon the car.

In a statement to the police, the man said he was driving north with his son on the Saw Mill Parkway at about 8 P.M. They planned to go to a restaurant on Route 117.



The location of last night's accident

Following the instructions from his GPS unit, he exited the parkway at Green Lane. But then, instead of driving to Route 117 and turning right there, he made a very wrong turn. He turned right at the railroad tracks. The man and his son tried to move the car off the tracks, but they couldn't. Shortly afterward, a Metro-North commuter train hit Mr. Carter's car. Luckily, there were no deaths or injuries. Police say that drivers need to pay attention to the road, not the GPS unit.

CRITICAL THINKING Based on the Reading and your own ideas, discuss the following topics.

- 1 Why do you think airlines overbook flights?
- 2 Are there some advantages of getting bumped from a flight? What are they?
- 3 What are some advantages of GPS systems? What are some disadvantages?
- 4 Do you prefer GPS systems, online maps with instructions, or paper maps? Explain.

DIGITAL
MORE
EXERCISES

NOW YOU CAN Describe transportation problems

A Check all the means of transportation you have taken. Then add other means you know.



☐ bus



☐ train



☐ taxi



☐ limousine



☐ ferry



☐ ship



☐ airplane



☐ helicopter

☐ other

B PAIR WORK Ask your partner questions about the means of transportation he or she checked.

“ When was the last time you took a train? ”

C NOTEPADDING Choose a time when you had transportation problems. On the notepad, make notes about the trip.

means of transportation:

month, day, or year of trip:

destination:

problems:

D GROUP WORK Now tell your story to your classmates. Describe your transportation problems. Ask them questions about their problems.

Text-mining (optional)

Find and underline three words or phrases in the Reading that were new to you. Use them in your Group Work. For example: “no-shows.”

You won't believe what happened on my business trip. First, I got carsick in the airport limo. Then . . .



RECYCLE THIS LANGUAGE.

Problems

The ___ was terrible.
The ___ were unfriendly.
They canceled my ____.
The ___ didn't work.
They lost my ____.

Someone stole my ____.
The ___ drove me crazy.
The [flight] was bumpy / scary.
The [drive] was long / boring.

Responses

What was wrong with the ____?
I'm sorry to hear that.
That's a shame / too bad.
Oh, no!

REVIEW

A ▶ 5:20 It's 7:26 A.M. now. Listen as you look at the departure board. Then listen again and use reasoning to determine if each statement is true or false. Circle T (true) or F (false).

- T F 1 They could take the 8:31.
 T F 2 They should take the 8:25.
 T F 3 They're going to Boston.
 T F 4 They're both going to take the train to Washington.
 T F 5 He usually takes the 7:25.
 T F 6 They should hurry.

DEPARTURES			7:26 A.M.
TO	DEPARTS	TRACK	
WASHINGTON	7:10	6	
BOSTON	7:22	9	
PHILADELPHIA	7:25	19	
WASHINGTON	8:25	8	
BOSTON	8:26	24	
PHILADELPHIA	8:31	18	

B Complete each statement with a correct word or phrase.

- 1 It's important to make a early because it can be difficult to find a room after you arrive.
 2 When your whole family is going to the airport together, you can reserve a It's usually very comfortable and has space for all of your luggage.
 3 It can be convenient to book a if you want to drive but can't bring your own car.
 4 Do you think I could take the train? I know it's much faster, but I'm not sure it stops at my station on weekends.
 5 My husband always gets an seat. He likes to get up and walk around on long flights.
 6 I hope it's a flight. I get really scared every time the plane takes off or lands.
 7 It's not a non-stop, but it's a flight. You don't have to change planes, but the plane stops twice.
 8 Are you kidding? The flight was ? That was the last flight! Just ten minutes ago they said it was here and ready to board!
 9 The airline the flight, and when I got to the gate, the agent said another passenger had my seat. I had such bad luck!

C Complete the conversation with be going to and the indicated verbs.

- A: On Saturday, 1 we / leave for Cancún.
 B: Really? 2 you / book a rental car there? There are some great places to explore.
 A: No. I think 3 we / stay on the beach and rest.
 By the way, where 4 you and Margo / go for your vacation?
 B: I'm not sure. But 5 I / travel to Bangkok on business next month, and 6 I / take a few days off to go sightseeing. I hear it's great.

WRITING

Write two paragraphs—one about your most recent trip and one about your next trip. In the first paragraph, describe the transportation you took and write about any problems you had. In the second paragraph, write about the transportation you plan to take. Use be going to.

For additional language practice ...

TOP NOTCH POP • Lyrics p. 150
 "Five Hundred Ways"

DIGITAL SONG DIGITAL KARAOKE

WRITING BOOSTER p. 147

- The paragraph
- Guidance for this writing exercise

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ORAL REVIEW

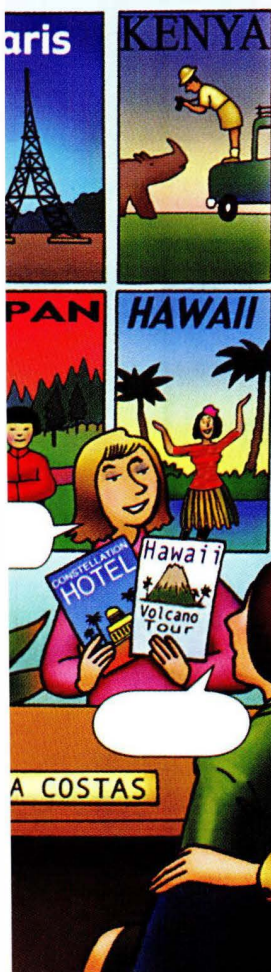
CONTEST Form teams. Create questions about the pictures to ask another team. (Teams get one point for each correct question and one point for each correct answer.)

What day are they going to take the trip?

ROLE PLAY Choose one picture. Create a conversation for the people. Use could and should. For example:

Agent: You could go to Hawaii or ...

GROUP STORY Take turns telling the story in the pictures. Each student adds one sentence.

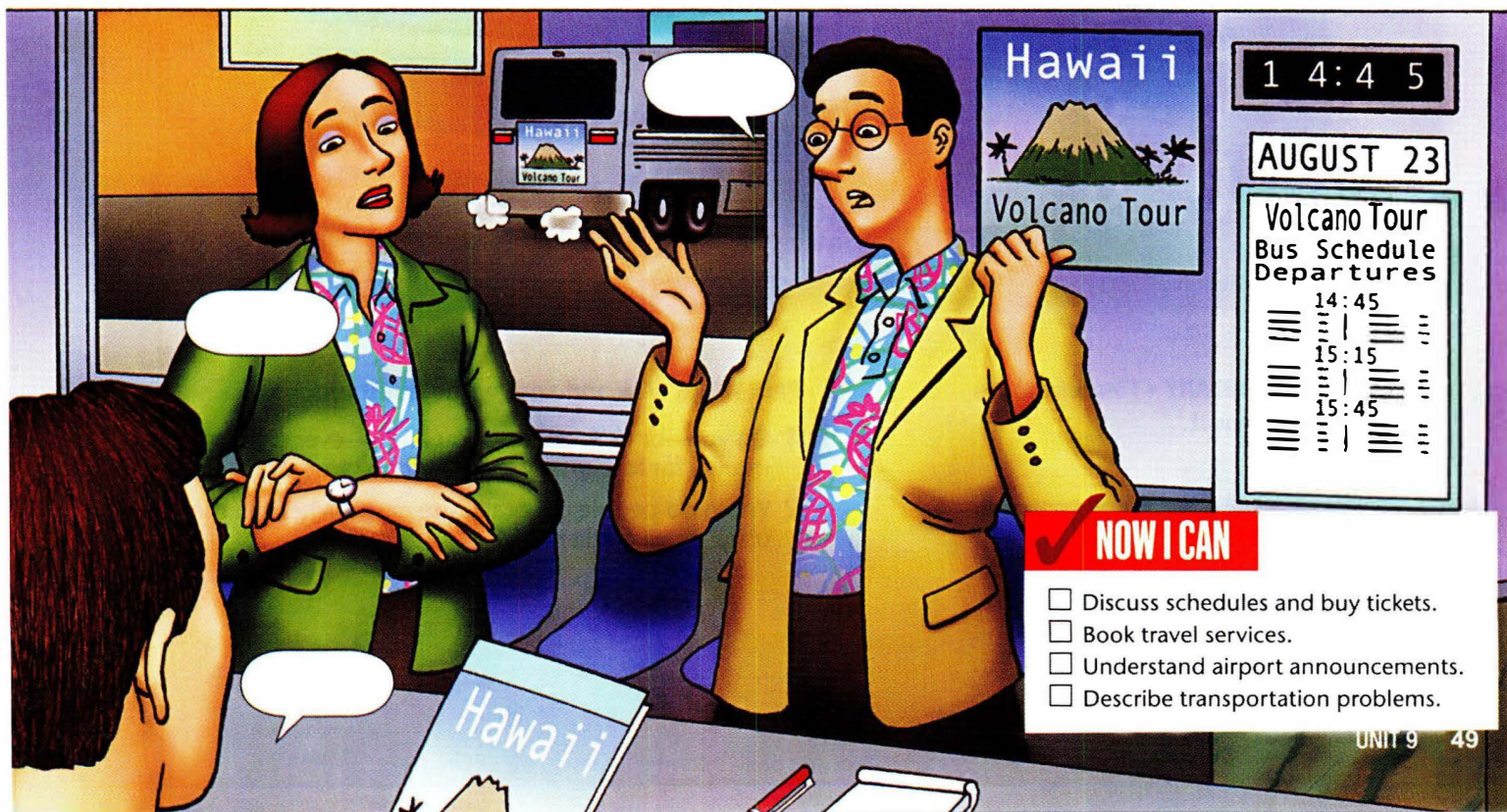


June
6



GATE 12B

AUGUST 22			
HAWAIIAN AIRLINES TO HONOLULU			
FLIGHT	GATE	DEPARTURE	STATUS
3450	12B	07:30	CANCELED
3460	12B	08:30	ON TIME



1 4:4 5

AUGUST 23

Volcano Tour
Bus Schedule
Departures

14:45

15:15

15:45

NOW I CAN

- ☐ Discuss schedules and buy tickets.
- ☐ Book travel services.
- ☐ Understand airport announcements.
- ☐ Describe transportation problems.

COMMUNICATION GOALS

- 1 Ask for a recommendation.
- 2 Bargain for a lower price.
- 3 Discuss showing appreciation for service.
- 4 Describe where to get the best deals.

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UNIT

10 Spending Money

PREVIEW

Get the Best Exchange Rate

USD	7
CAD	7
AUD	7
NZD	5
JPY	0
GBP	11
EUR	9
SGD	5
CHF	7
RMB	0

Before you travel to another country, check the **exchange rate** of your currency against the currency of the foreign country you're visiting. If you have to exchange **cash** during your trip, there are usually better rates at banks and post offices. However, you'll get the best rate if you just get **foreign currency** at an ATM. But check with your bank before you leave to make sure you can use your ATM card in the country you are visiting.

When possible, use a credit card for larger expenses such as hotel bills, tickets, and car rentals. But be careful—check first to see if your credit card company or bank adds a **fee** for these transactions.



Exchange rates are usually lower at an ATM.

VISTAcards		Monthly Statement	
Date	Transaction		Debit
10/07	CAFÉ LUNA		200.00
10/06	*FOREIGN TRANSACTION FEE		4.68
10/06	HOTEL DE CALLAO		180.00

Check foreign exchange rates before you travel.

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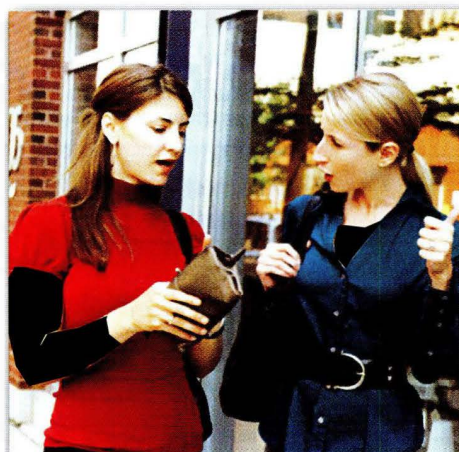
A ▶ 5:23 **VOCABULARY • Financial terms**
Listen and repeat.

an exchange rate
cash
foreign currency
an ATM
a fee

B PAIR WORK Ask and answer the questions.

- 1 Do you—or does anyone you know—ever exchange money for foreign currency? When? How?
- 2 When do people generally use cash? When do they usually use credit cards?

C ▶ S:24 **PHOTO STORY** Read and listen to people shop for souvenirs.



Jenn: Oh, no. I'm almost out of cash. And I want to get a gift for my mom. I sure hope these shops accept credit cards.

Pat: I'll bet they do. Let's go in here. They have some really nice stuff. And I want to get some souvenirs of our trip.

Jenn: Great!

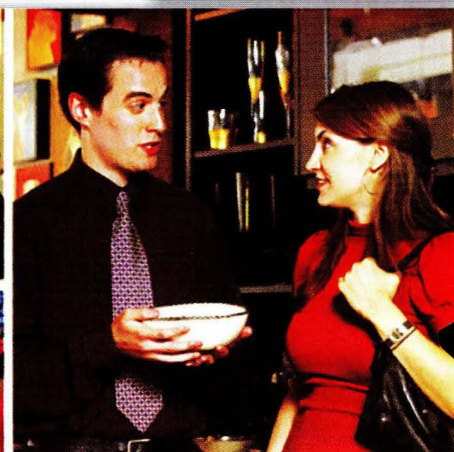


Pat: Hey, what do you think of this?

Jenn: It's gorgeous. But it's a bit more than I want to spend.

Pat: Maybe you can get a better price. It can't hurt to ask.

Jenn: I don't know. I'm not very good at bargaining.



Clerk: Excuse me. Maybe I can help. Let me show you something more affordable.

Jenn: Oh, that one's nice, too. How much do you want for it?

Clerk: Forty euros.

Jenn: I'll take it. You do accept credit cards, don't you?

Clerk: Sorry, no. But there is an ATM right across the street.

D FOCUS ON LANGUAGE Find an underlined statement in the Photo Story with the same meaning as each of the following:

- 1 I'd prefer something cheaper.
- 2 This shop sells good things.
- 3 I don't know how to ask for a lower price.
- 4 I don't have much money.
- 5 Don't be afraid to bargain.
- 6 Here's a cheaper one.

SPEAKING

PAIR WORK Complete the chart with your opinions of the advantages and disadvantages of credit cards and cash. Then discuss your ideas with a partner.

An advantage of credit cards:	
A disadvantage of credit cards:	
An advantage of cash:	
A disadvantage of cash:	

GRAMMAR Superlative adjectives

Use superlative adjectives to compare more than two people, places, things, or ideas.

Which projector is **the cheapest** of these three? (**the + an adjective + est**)

Which brands are **the most** (or **least**) **popular** in your store? (**the most / least + an adjective**)

► 5:26 Irregular forms

good → better (than) → **the best**
bad → worse (than) → **the worst**

the most = ↑
the least = ↓

► 5:25

adjective	comparative	superlative	adjective	comparative	superlative
cheap	cheaper (than)	the cheapest	comfortable	more / less comfortable (than)	the most / least comfortable
nice	nicer (than)	the nicest	portable	more / less portable (than)	the most / least portable
easy	easier (than)	the easiest	difficult	more / less difficult (than)	the most / least difficult
big	bigger (than)	the biggest	expensive	more / less expensive (than)	the most / least expensive

GRAMMAR BOOSTER p. 140

- Comparatives and superlatives: usage and form

A GRAMMAR PRACTICE Read the salesperson's recommendations.

Complete each statement, using the superlative form of the adjective.

- The V5 is vacuum cleaner model from Zorax.
new
- The Blendex is very inexpensive. It's blender we sell.
cheap
- Compared to our other washing machines, the Laundrex 300 is
easy to use
- The Focus C50 is digital camera we sell.
popular
- The Vista PX is webcam you can buy.
light
- Our customers say the My Juice 500 is juicer available today.
practical
- You'll like the Morning Brew coffeemaker. It's to use.
difficult
- If you don't want to spend a lot, the View Master is projector you can buy.
expensive
- The Impress 400 isn't projector we have, but it is the best.
expensive

B GRAMMAR PRACTICE Complete the conversations. Use the superlative form of the adjectives.

- A: All of these cameras are easy to use.
B: But which is ?
small
- A: All of our ski sweaters are pretty warm.
B: But I want a really heavy one. Which brand makes ones?
heavy
- A: She wrote at least six books about Italy.
B: I know. But which of her books is ?
interesting
- A: Do you want to take a taxi, bus, or train to the airport?
B: Which is ?
convenient
- A: You can study English at any school you want.
B: OK. But which school is ?
good
- A: Here are three vacation packages you can choose from.
B: That's nice. But just tell me which one is
affordable

CONVERSATION MODEL

- A** ▶ 5:27 Read and listen to someone ask for a recommendation.
- A: I'm looking for a pressure cooker. Which is the least expensive?
- B: The Steam 2000. But it's not the best. How much do you want to spend?
- A: No more than \$100.
- B: Well, we have some really good ones in your price range.
- A: Great! Could I have a look?
- B** ▶ 5:28 **RHYTHM AND INTONATION** Listen again and repeat. Then practice the Conversation Model with a partner.



NOW YOU CAN Ask for a recommendation

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DIGITAL VIDEO

- A CONVERSATION ACTIVATOR** With a partner, change the Conversation Model. Use superlative adjectives. Use the ads, or your own real ads, to ask for a recommendation. Then change roles.

A: I'm looking for Which is the ?

B: The But it's not the
How much do you want to spend?

A: No more than

B: Well,

A:

DON'T STOP!

Continue the conversation.

I'm also looking for [a coffeemaker].
Tell me about the [Brew King].
Do you accept credit cards?
Is there an ATM nearby?
I think I'll take the [Power X].

- B CHANGE PARTNERS** Ask for a recommendation for another type of product.
- C EXTENSION** Bring in newspaper ads for similar products. Use both comparative and superlative adjectives to discuss them.

Coffeemakers

Brew King \$149
Very convenient!

Morningstar \$45
Small and practical

Cupster \$84
Popular

Food Processors

Chop It 500 \$120
Very popular!

Cooksmart \$89
Easy to use

Whiz Kid \$200
New!

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Air Conditioners

Cool Machine \$330
Very affordable

Honshu Breeze \$560
The best!

Power X \$380
Very small and quiet

CONVERSATION MODEL

- A** ▶ 5:29 Read and listen to someone bargain for a lower price.
- A: How much do you want for that rug?
 B: This one?
 A: No. That one's not big enough. The other one.
 B: 300.
 A: That's a lot more than I want to spend. I can give you 200.
 B: How about 225?
 A: OK. That sounds fair.

- B** ▶ 5:30 **RHYTHM AND INTONATION** Listen again and repeat. Then practice the Conversation Model with a partner.



GRAMMAR Too and enough

When something is not satisfactory, use:

too + an adjective

Those rugs are too small.

That camera is too heavy.

not + adjective + enough

Those rugs aren't big enough.

That camera isn't light enough.

When something is satisfactory, use an adjective + enough.

This coffeemaker is small enough. I'll take it.

Be careful!

Don't say: This coffeemaker is enough small.

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- Usage: very, really, and too

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GRAMMAR PRACTICE Read the conversations between customers and salespeople. Then complete each conversation. Use too or enough and an adjective from the list.

- A: My photocopier is I'm ready for an upgrade!
 B: OK. I have several models that are very fast. How much do you want to spend?
- A: These jeans aren't They're very uncomfortable.
 B: I'm so sorry. Let me get you a larger size. Here you go.
- A: I like these portable speakers, but they really aren't for travel.
 B: Then check out this pair. They're lighter, and you can have them for \$20.
- A: Are you sure this microwave is ? I'm a pretty busy guy.
 B: Absolutely. The X11 is our fastest model. And I can give you a great price.
- A: How about this fan? Listen. It's very quiet.
 B: That's definitely for my bedroom. And it's very affordable. I'll take it.
- A: This jacket is a real bargain, sir. It's only \$692.
 B: \$692? That's I don't want to spend that much.

Adjectives

big
 cheap
 expensive
 fast
 heavy
 light
 quiet
 slow
 small

PRONUNCIATION Rising intonation for clarification

A ▶ 5:31 Use rising intonation to ask for clarification. Read and listen. Then listen again and repeat.

1 A: Could I have a look at those bowls?

B: **These small ones?**

A: No, the big ones.



2 A: How much is that vase?

B: **This green one?**

A: That's right.



B PAIR WORK Place pairs of objects on your desk. Ask to have a look, and practice using rising intonation to ask for clarification.



“ Could I have a look at those sunglasses? ”

“ These brown ones? ”

VOCABULARY How to bargain

A ▶ 5:32 Read and listen. Then listen again and repeat.

Buyer's language

- How much do you want for that [shawl]?
- That's more than I want to spend.
- I can give you [twenty] for it.
- Would you take [thirty]?
- All I have is [forty].
- It's a deal.

**Seller's language**

- How much do you want to spend?
- I could go as low as [seventy].
- I can't go lower than [sixty].
- You can have it for [fifty].
- How about [forty-five]?
- It's a deal.

B ▶ 5:33 **LISTEN FOR DETAILS** Listen to people bargain. Complete each statement with the amount they agreed on and the type of item.

1 The buyer pays for the

2 The buyer pays for the

3 The buyer pays for the

4 The buyer pays for the

NOW YOU CAN Bargain for a lower price

A CONVERSATION ACTIVATOR With a partner, imagine that you are in a place where bargaining is common. One of you is the buyer, and the other is the seller. Use the Vocabulary and the photos, or your own ideas. Then change roles. Start like this:

A: How much do you want for ?

DON'T STOP!

- Ask about size, color, features, brand, etc.
- Use too and enough.
- Use superlatives.

B CHANGE PARTNERS Create a new conversation. Bargain for the other items.



BEFORE YOU READ

WARM-UP In your opinion, why is it important to understand the customs of other countries?

READING ▶ 5:34

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When Should I Tip?

FOR YOUR INFORMATION

Never tip in these countries:

Japan
Korea
Malaysia
New Zealand
Singapore
Thailand
United Arab Emirates
Vietnam

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It's the question every traveler asks.

In some countries around the world, you never have to tip. But in most countries—at least 180 of them—tipping is customary, and the rules can be quite complicated.

Restaurants

In the U.S., restaurant servers expect a tip of 15 to 20% of the check—depending on how satisfied you are with the service. In most other countries, however, it's about 10%. In the U.S., you leave your tip on the table. But in Austria and Germany, it's considered rude if you don't hand the tip directly to the server.

In Europe, restaurants almost always add a service charge to the check, so you don't need to leave a separate tip. But in the U.S., a service charge is only added for groups of six or more people. So it's a good idea to look carefully at your check!

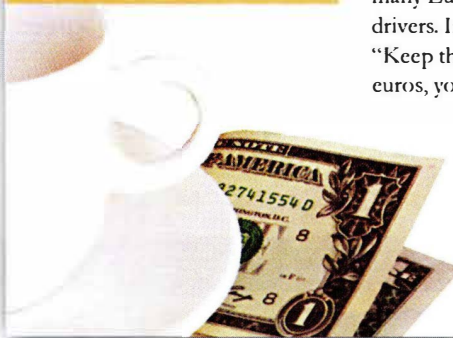
Taxis

In the U.S. and Canada, taxi drivers expect a tip of 15% of the taxi fare. However, in South America and many European countries, you don't usually tip taxi drivers. Instead, you can round off the fare and say, "Keep the change." (For example, if the fare is 3.80 euros, you just round it off to 4 euros.)

Hotels

What about the porter who carries your luggage? In Australia, you tip about AUS \$3 (US \$2) per bag. But in most countries, a tip of about US \$1 is fine. You can also leave about US \$1 to \$2 a day for the housekeeper who cleans your hotel room.

So check the Internet for information on tipping customs before you travel. And remember: You *never* have to tip if the service is terrible.



A CLASSIFY Circle two answers to each question, according to information in the Reading. Then explain.

- In which countries is tipping customary?
 - Thailand
 - New Zealand
 - Australia
 - Austria
- In which countries do they almost always add a service charge to restaurant bills?
 - France
 - the U.S.
 - Germany
 - United Arab Emirates
- Who expects a U.S. \$1 or \$2 tip in most countries where tipping is customary?
 - hotel clerks
 - hotel porters
 - hotel housekeepers
 - taxi drivers
- In which countries should you never leave a tip on the table?
 - the U.S.
 - Japan
 - Germany
 - Australia

- B DRAW CONCLUSIONS** Read each person's question. Give advice, according to the Reading. Underline the place in the Reading where you can find the information.

“My class is flying to a sports event in Canberra, Australia, next week. I have two large bags. **If a porter helps me, how much should I tip?**”



“I'm going to Chicago, in the U.S., on business. Let's say I take ten clients out for lunch and the bill is US \$400. **How much more should I leave for the tip?**”



“I'm going to New Zealand. I'm staying in a nice hotel for about six days. **How much should I tip the housekeeper?**”



“I'm going to be in Toronto, Canada, this weekend. Someone told me the fare from the airport is CAN \$43. **How much should I tip the driver?**”



DIGITAL
MORE
EXERCISES

- C APPLY INFORMATION** Imagine that you are visiting one of the countries in the Reading. Describe a situation in a restaurant, a taxi, or a hotel. Your classmates decide how much to tip.

NOW YOU CAN

Discuss showing appreciation for service

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- A FRAME YOUR IDEAS** How have you shown appreciation to someone for good service? Complete the questionnaire. Then tell a partner about your experiences.

- | | |
|--|---|
| <input type="checkbox"/> I left a tip. | <input type="checkbox"/> I wrote a “thank-you” note. |
| <input type="checkbox"/> I gave a gift. | <input type="checkbox"/> I sent an e-mail to the manager. |
| <input type="checkbox"/> I said “Thank you.” | <input type="checkbox"/> Other: _____ |

“Last year, I went to a restaurant, and the waiter was really nice. At the end of the meal, I spoke to the manager about his great service.”

- B NOTEPADDING** With a partner, write suggestions to a visitor to your country for how to show appreciation for good service. What should you do or say? Use your questionnaire above for examples.

Restaurant servers:

Taxi drivers:

Hotel housekeepers:

Hotel luggage porters:

Airport luggage porters:

Other:

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- C DISCUSSION** Now discuss how to show appreciation for good service in your country. What are the customs? Does everyone agree?

Text-mining (optional)

Find and underline three words or phrases in the Reading that were new to you. Use them in your Discussion. For example: “expect a tip.”

BEFORE YOU LISTEN

DIGITAL
FLASH
CARDS

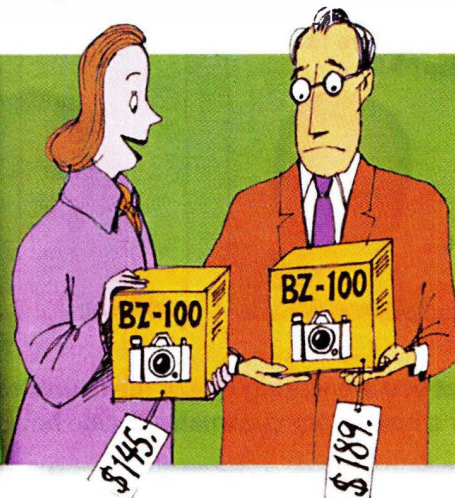
A ▶ 5:35 VOCABULARY • *How to describe good and bad deals* Read and listen. Then listen again and repeat.

BZ-100
digital camera

Regular price: \$179

Now on
SALE
for only

\$169

Good deals

She **got a great deal**.
She **saved a lot of money**.
It **was a real bargain**.

Bad deals

He **got a bad deal**.
He **paid too much money**.
It **was a total rip-off**.

B ACTIVATE NEW VOCABULARY Read about two shopping experiences. With a partner, write a two-sentence summary of each story, using the Vocabulary.

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On my last business trip, I wanted to buy a handmade rug. So I went to a store that had some really nice stuff. I found a beautiful one, but the asking price was too high: US \$900. I'm not very good at bargaining, but I figured it couldn't hurt to ask. So I said, "I can go as high as \$350." We bargained for a long time, but the merchant didn't come down in price. Finally, we shook hands, and I turned to leave the store. The merchant was very surprised, and he stopped me. I thought the handshake meant "Sorry. That's too low." But it really meant "It's a deal." So I bought it for \$350.

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When I was on vacation, I decided to look for an antique vase. I found a beautiful blue and white one from the sixteenth century. I bargained with the salesperson about the price, and she came way down for me. I was almost out of cash, but I bought it. It was a bit more than I wanted to spend, but I really liked it. Later, a friend told me that the "antiques" in these shops aren't really antiques—they're actually new! I guess I paid too much, but it's still a nice souvenir of my trip.

LISTENING COMPREHENSION

A ▶ 5:36 LISTEN FOR MAIN IDEAS Listen to the conversations about shopping. Then listen again and complete the chart.

	What did the shopper buy?	Did the shopper get a good price?	
1		<input type="checkbox"/> yes	<input type="checkbox"/> no
2		<input type="checkbox"/> yes	<input type="checkbox"/> no
3		<input type="checkbox"/> yes	<input type="checkbox"/> no
4		<input type="checkbox"/> yes	<input type="checkbox"/> no

B ▶ 5:37 LISTEN FOR DETAILS Listen again. Write the price each person paid.

1 euros 2 pounds 3 dollars 4 pesos

- A NOTEPADDING** Complete the chart with notes about places in your city or town. Include an example or a reason for each opinion you write.

Where can you buy ...

the most unusual gifts?

The West Market has the coolest gifts! You can find anything there. And you can bargain for lower prices. I always love shopping there.

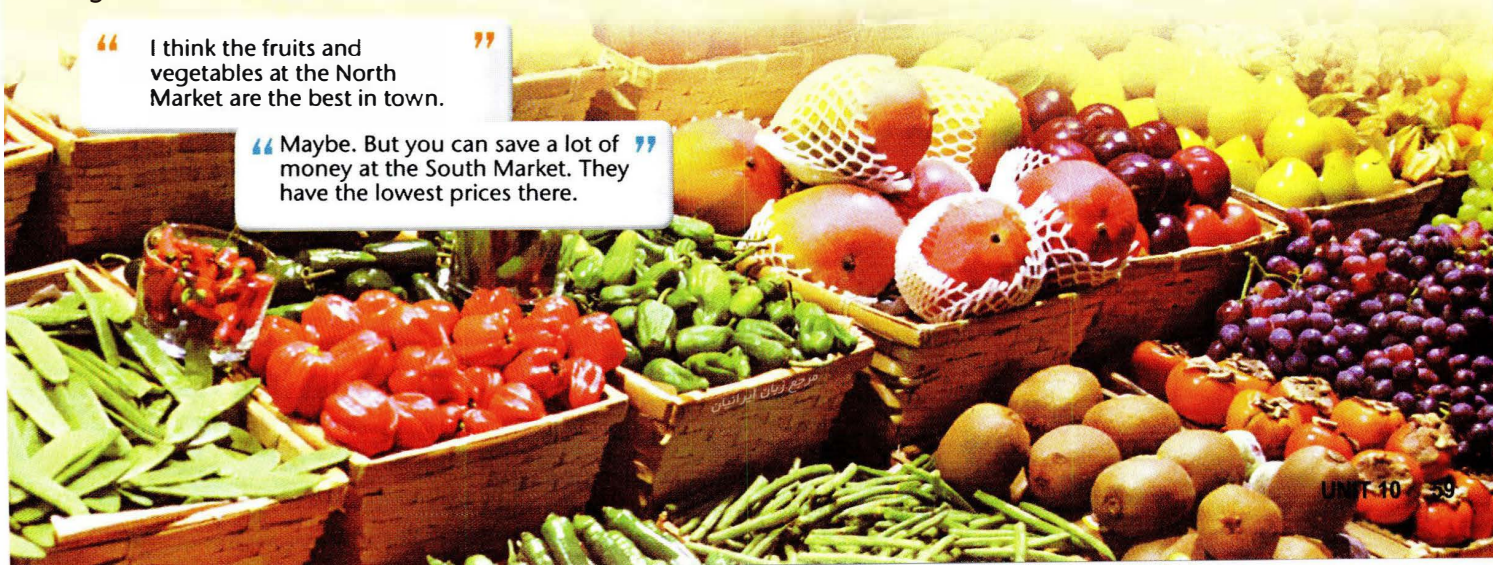
What are ...	
the best restaurants?	the most expensive department stores?
the nicest hotels?	the most unusual markets?
Where can you buy ...	
the best fruits and vegetables?	the least expensive clothes?
the coolest electronic products?	the most unusual gifts?

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- B DISCUSSION** Compare your notes about places in your city or town and discuss where you can get the best deals.

“ I think the fruits and vegetables at the North Market are the best in town. ”

“ Maybe. But you can save a lot of money at the South Market. They have the lowest prices there. ”



REVIEW

- A**  Listen to each conversation. Write the item that the people are talking about. Indicate whether the item is satisfactory (✓) or not satisfactory (X) to the customer. Then listen again and circle the adjectives that the salesperson uses to describe the product.

	They're talking about . . .	Satisfactory?	Adjectives
1		<input type="checkbox"/>	light / fast / cheap
2		<input type="checkbox"/>	light / warm / beautiful
3		<input type="checkbox"/>	tall / beautiful / affordable
4		<input type="checkbox"/>	light / easy to use / affordable

- B** Complete the sentences.

- If you're out of cash and the bank is closed, you can get money from
- If there's a service charge on your check, you probably don't need to leave
- In some places, you can for a lower price.
- Before you travel to a foreign country, you should check the of your currency and the currency of the place you're traveling to.
- I got a real I saved a lot of money.
- It was a total I paid too much money.

- C** Rewrite each sentence, using too or enough. For example:

That vase isn't light enough.

That vase is too heavy.

- Those cameras aren't cheap enough.
- This printer is too slow.
- The inside of the fridge isn't cool enough.
- That restaurant is too noisy.
- My flat screen TV isn't big enough.
- Those pants aren't long enough.

- D** Write two sentences about shopping in your city or town. Use the superlative.

1 *The stores in Old Town have the most interesting gifts.*

1	
2	

WRITING

Write a guide to the best places for a visitor to your city or town to stay in, visit, and shop.

Ideas

hotels	theaters
stores	neighborhoods
museums	stadiums

WRITING BOOSTER p. 148

- Connecting contradictory ideas
- Guidance for this writing exercise

For additional language practice . . .

 **TOP NOTCH POP** • Lyrics p. 150
"Shopping for Souvenirs"

 DIGITAL SONG	 DIGITAL KARAOKE
--	---

Al's Electronics

SALE! **CoolRay 6**
Super thin
US \$350
Now US \$220
Easy to use
Only 3 oz / .085 kg

Basik XT
So Fast!
US \$980
Now US \$950
Very Professional
Only 24 oz / .68 kg

EasyPix 500
Very Popular
US \$220
Now US \$180
Only 4.1 oz / .12 kg

SALE! **Dazio 420**
Brightness: 2000 lumens
Very portable
US \$1,199
Now US \$999
Only 2.8 lb / 1.27 kg

Clearview 3Z
Brightness: 2000 lumens
Really affordable
US \$899
Now US \$849
Only 4 lb / 1.81 kg

Manna T-20
Brightness: 4000 lumens
So powerful!
US \$3,999
Now US \$3,899
Only 3.5 lb / 1.59 kg

SALE! **Cloud 9**
50"/127 cm
Like it loud? This is the one!
US \$1,399
Now US \$1,149

Runex
19"/48 cm
Very portable
US \$399
Now US \$229

Washburn
32"/81 cm
Brand new!
US \$699
Now US \$599



ORAL REVIEW

CONTEST Form teams. Create false statements about the products. Another team corrects the statements. (One point for each correction.) For example:

- A: The EasyPix 500 is the lightest camera.
B: No. The CoolRay 6 is the lightest one.

ROLE PLAY Create conversations for the people.

- Ask for a recommendation. Start like this:
I'm looking for _____. Which is the ...?
- Bargain for the best price. Start like this:
How much do you want for that ...?

GIFTS 'N THINGS

NOW I CAN

- ☐ Ask for a recommendation.
- ☐ Bargain for a lower price.
- ☐ Discuss showing appreciation for service.
- ☐ Describe where to get the best deals.