

COMMUNICATION GOALS

- 1 Leave and take a message.
- 2 Check into a hotel.
- 3 Request housekeeping services.
- 4 Choose a hotel.

PREVIEW

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Top Notch Travel




Flights **Hotels** Car Rentals Sign in

Where are you going? ☐ Find a Hotel ☐ Online Reservations

Date of arrival Date of departure





Number of guests: Adults Children

Choose room type ☐ smoking ☒ non-smoking

☐ single ☒ double ☐ suite

Choose type of bed

☐ twin ☐ queen-size ☒ king-size ☐ rollaway

Choose hotel services and facilities

- ☒ free airport shuttle
- ☐ in-room minibar
- ☒ business center
- ☐ fitness / exercise center
- ☒ wireless Internet service
- ☒ 24-hour room service
- ☒ laundry service
- ☐ wake-up service
- ☒ pool and sauna
- ☐ gift shop
- ☐ shoeshine service
- ☐ bell / luggage service

A ▶ 202 VOCABULARY • Hotel room types and kinds of beds Read and listen. Then listen again and repeat.

- | | | |
|-----------------|----------------------|--------------------|
| 1 a single room | 4 a smoking room | 7 a queen-size bed |
| 2 a double room | 5 a non-smoking room | 8 a king-size bed |
| 3 a suite | 6 a twin bed | 9 a rollaway bed |

B PAIR WORK Have you—or has someone you know—ever stayed at a hotel? Tell your partner about it, using the Vocabulary and the facilities from the website.

C 2:03 PHOTO STORY Read and listen to someone checking out of a hotel.



Guest: Good morning. I'm checking out of Room 604.

Clerk: I'll be happy to help you with that. Was your stay satisfactory?

Guest: Yes. Very nice. Thanks.

Clerk: Did you have anything from the minibar last night?

Guest: Just a bottle of water.

Clerk: OK. Let me add that to your bill.



Clerk: And would you like to put this on your Vista card?

Guest: Yes, I would, please. By the way, I need to go to the airport.

Clerk: Certainly. If you're in a hurry, I'll call you a taxi. But if you'd rather take the free airport shuttle, there's one leaving in twenty minutes.

Guest: Great. I'll take the shuttle. Why pay for a taxi? And that'll give me time to pick up a few things at the gift shop before I leave.



Clerk: No problem. I'll ask the bellman to give you a hand with your luggage. He'll let you know when the shuttle's here.

Guest: Thanks so much.

Clerk: You're welcome. Have a safe trip, and we hope to see you again.

D FOCUS ON LANGUAGE Find underlined words and phrases in the Photo Story with the same meaning.

- 1 pay with 2 help 3 leaving 4 OK 5 don't have much time

E THINK AND EXPLAIN Explain why each statement is false, using information from the Photo Story.

- 1 The guest is staying for a few more days. 3 The guest pays the bill in cash.
2 The guest has complaints about the hotel. 4 The shuttle is arriving in an hour.

SPEAKING

Match each picture with a hotel service from the list. Which services are important to you? Explain why.



1



2



3



4



5



6



7

2:04 Hotel services

- airport shuttle
- bell service
- laundry service
- minibar
- room service
- shoeshine service
- wake-up service

“Wake-up service is important to me. When I travel for business, we usually have very early meetings.”

CONVERSATION MODEL

A ▶ 2:05 Read and listen to someone leaving a message.

A: Hello? I'd like to speak to Anne Smith. She's a guest.

B: I'll ring that room for you . . . I'm sorry. She's not answering. Would you like to leave a message?

A: Yes. Please tell her Tim Klein called. I'll meet her at the hotel at three this afternoon.

B: Is that all?

A: Yes, thanks.

B ▶ 2:06 **RHYTHM AND INTONATION** Listen again and repeat. Then practice the Conversation Model with a partner.

GRAMMAR The future with will

You can use will or won't + a base form to talk about the future.

Affirmative statements

He will call back tomorrow.

Negative statements

We won't be at the hotel this afternoon.

Questions

Will she meet us at the restaurant?

Yes, she will. / No, she won't.

Will they take a taxi to the hotel?

Yes, they will. / No, they won't.

When will the shuttle arrive? (In about ten minutes.)

What will you do in New York? (Visit the Empire State Building.)

Where will they go on their next vacation? (Probably Los Angeles.)

Who will Ana call when she arrives? (She'll call the front desk.)

BUT

Who will call the front desk? (Ana will.)

Contractions

will = 'll

will not = won't

Remember: You can also talk about the future with be going to, the present continuous, or the simple present tense.
I'm going to call again at 4:00.
They're meeting at noon at the hotel.
She arrives on PanAir Flight 24 tonight.

GRAMMAR BOOSTER p. 129

- Will: expansion
Will and be going to
other uses of will
- Can, should, and have to: future meaning

A **FIND THE GRAMMAR** Look at the Conversation Model again. Circle two uses of will.

B **GRAMMAR PRACTICE** Complete the statements and questions in the messages, using will or won't. Use contractions when possible.

1 Message for Ms. Yalmaz: Ms. Calloway called. back later this evening.
she / call

2 Message for Mr. Ballinger: at the Clayton Hotel until after 5:00.
your colleagues / not / be

3 Message for John Torrence: Your boss called. a recommendation for a nice restaurant for tonight.
he / need

4 Message from Mark Smith: us to the airport after the meeting?
who / take

5 Message for Ms. Harris: at the airport before 6:00.
your brother / not / arrive

6 Message from Janis Torres: at 3:00 tomorrow, London time.
the conference call / start

7 Message from Mrs. Park: come in to the office early tomorrow?
I / have to

8 Message for Ms. Grady: us tomorrow?
where / you / meet

- C ▶ 2:07 LISTEN FOR DETAILS** Listen to the phone messages. Then listen again and complete each message slip, according to the information you hear. Use the future with will in each message.

1 PHONE MESSAGE

FOR: Judy Diller

FROM: ☒ Mr. ☐ Ms.
☐ Mrs. ☐ Miss Pearl

☐ Please call ☐ Will call again
☐ Wants to see you ☐ Returned your call

Message: He'll be...

2 PHONE MESSAGE

FOR: Hank Pitt

FROM: ☐ Mr. ☐ Ms.
☐ Mrs. ☐ Miss _____

☐ Please call ☐ Will call again
☐ Wants to see you ☐ Returned your call

Message: _____

3 PHONE MESSAGE

FOR: Collin Mack

FROM: ☐ Mr. ☐ Ms.
☐ Mrs. ☐ Miss _____

☐ Please call ☐ Will call again
☐ Wants to see you ☐ Returned your call

Message: _____

4 PHONE MESSAGE

FOR: Patricia Carlton

FROM: ☐ Mr. ☐ Ms.
☐ Mrs. ☐ Miss _____

☐ Please call ☐ Will call again
☐ Wants to see you ☐ Returned your call

Message: _____



PRONUNCIATION Contractions with will

- A ▶ 2:08** Notice that each contraction is one syllable. Read and listen. Then listen again and repeat.

- 1 **I'll** call back later.
- 2 **She'll** be at the Frank Hotel.
- 3 **He'll** bring his laptop to the meeting.
- 4 **We'll** need a taxi.
- 5 **You'll** have to leave at 6:30.
- 6 **They'll** meet you in twenty minutes.

- B** Look at the message slips you wrote in Exercise C above. Read each message aloud, using the correct pronunciation of the contracted form of will.

NOW YOU CAN Leave and take a message

- A FRAME YOUR IDEAS** On a separate sheet of paper, write four messages you could leave someone.



- B CONVERSATION ACTIVATOR** With a partner, change the Conversation Model. Leave your own messages. Your partner completes the message slip. Then change roles.

- A: Hello? I'd like to speak to
 B: I'll ring that room for you . . . I'm sorry.
 Would you like to leave a message?
 A: Yes. Please tell
 B: Is that all?
 A:

DON'T STOP!

- Leave another message.
- Confirm that you've understood the message correctly.
- Ask for more information.



RECYCLE THIS LANGUAGE.

How do you spell your last name?
 Could you please spell that for me?
 Could you please repeat that?
 What's your ___?

WHILE YOU WERE OUT ...

FOR: _____

☐ Mr. ☐ Ms. ☐ Mrs. ☐ Miss _____ called.

Phone: _____

☐ Please call back
☐ Will call again

Message: _____

- C CHANGE PARTNERS** Leave other messages.

GRAMMAR The real conditional

Conditional sentences express the results of actions or conditions.

if clause (the condition) result clause (the result)
If the business center is still open, I'll check my e-mail.

Real conditional sentences express factual or future results. When the result is future, use **will** in the result clause.

(A factual result: Use present tense in both clauses.)

If a hotel room **has** wireless Internet, guests **don't have to go** to a business center to check e-mail.

(A future result: Use present tense in the **if** clause and future with **will** in the result clause.)

If she **checks in** early, she'll **get** the room she wants.

Questions

If they **don't have** a non-smoking room, **will** you **stay** at a different hotel?

Where **will** you **go** if they **don't have** a room for tonight?

If there **are** no rental cars at the airport, **what will** they **do**?

Be careful!

Never use **will** in the **if** clause.

If you hurry, you'll catch the shuttle. NOT If you ~~will~~ hurry, you'll catch the shuttle.

In conditional sentences, the clauses can be reversed with no change in meaning.

In writing, use a comma when the **if** clause comes first.

If the fitness center is still open, I'll go swimming.

I'll go swimming if the fitness center is still open.

GRAMMAR BOOSTER p. 130

- The real conditional: present and future; usage and common errors

- A UNDERSTAND THE GRAMMAR** Write factual if the conditional sentence expresses a fact. urlanguage.com
Write future if it expresses a future result.

- | | |
|--|---|
| 1 If you make your reservation in advance,
you save a lot of money. | 4 We will call your room this evening if there
are any messages. |
| 2 She'll miss the 11:00 shuttle if she doesn't
check out early today. | 5 If you request a suite, you usually get free
breakfasts. |
| 3 If a guest is in a hurry, a taxi is faster than
the shuttle. | 6 You'll have to pay a daily fee if you want
wireless service. |

- B GRAMMAR PRACTICE** Complete the real conditional statements and questions with correct forms of the verbs.

- to order breakfast at the restaurant if
you / not / be able you / not / hurry
- If a suite on their next cruise, a lot more comfortable.
they / get they / be
- a room with a king-size bed if affordable?
you / reserve it / be
- me a hand if help with my luggage?
someone / give I / need
- Who if laundry service?
we / call we / need
- pay if wireless Internet service?
I / have to I / use
- If a rollaway bed, it to your room.
you / request someone / bring
- Where if to make copies?
she / go she / need

CONVERSATION MODEL

A ▶ 2:09 Read and listen to someone checking into a hotel.

A: Hi. I'm checking in. The name's Baker.

B: Let's see. That's a double for two nights. Non-smoking?

A: That's right.

B: May I have your credit card?

A: Here you go. By the way, is the restaurant still open?

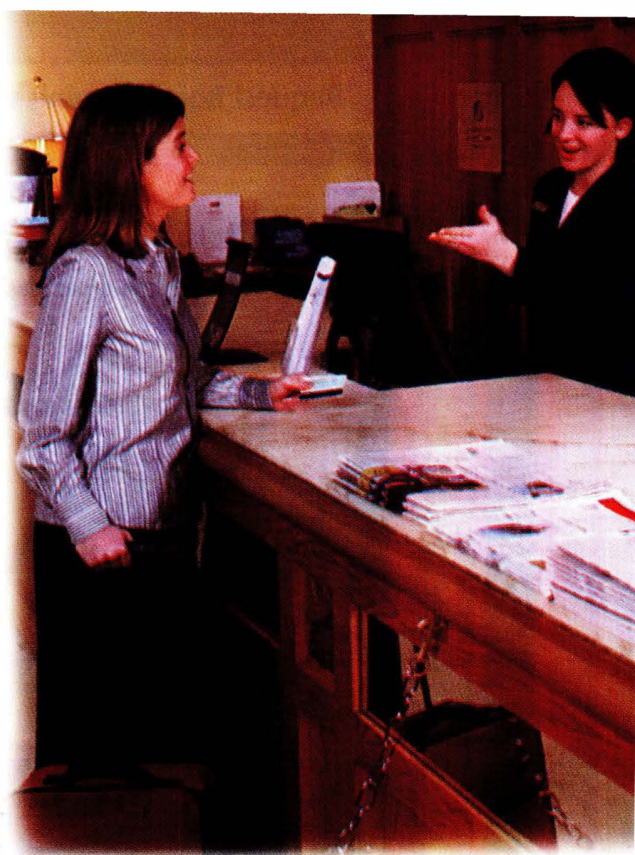
B: It closes at 9:00. But if you hurry, you'll make it.

A: Thanks.

B ▶ 2:10 RHYTHM AND INTONATION Listen again and repeat. Then practice the Conversation Model with a partner.

C ▶ 2:11 LISTEN FOR DETAILS Listen to guests check into a hotel. Complete the information about what each guest needs.

	Type of bed(s)	Non-smoking room?	Bell service?
1		<input type="checkbox"/>	<input type="checkbox"/>
2		<input type="checkbox"/>	<input type="checkbox"/>
3		<input type="checkbox"/>	<input type="checkbox"/>
4		<input type="checkbox"/>	<input type="checkbox"/>



NOW YOU CAN

Check into a hotel

CRITICAL
VIDEO

A CONVERSATION ACTIVATOR With a partner, role-play checking into a hotel. Change the room and bed type, and ask about a hotel facility from the pictures. Then change roles.

A: Hi, I'm checking in. The name's

B: Let's see. That's a for night(s). Non-smoking?

A:

B: May I have your credit card?

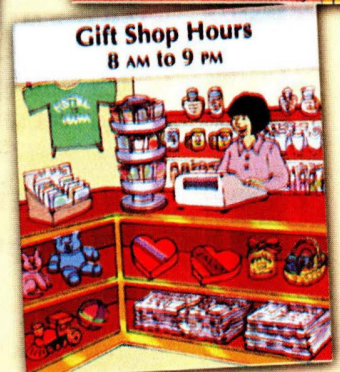
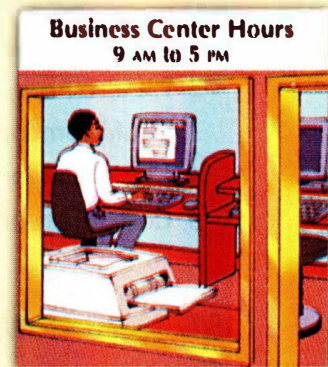
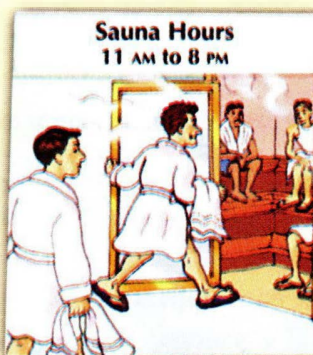
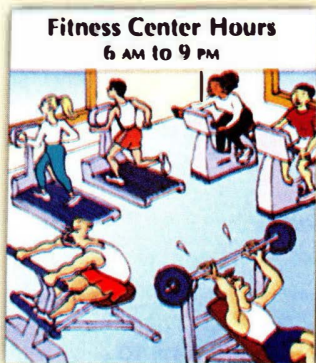
A: Here you go. By the way, is the still open?

B: It closes at But if you hurry, you'll make it.

A:

DON'T STOP!

- Ask about other services and facilities.



B CHANGE PARTNERS Practice the conversation again. Discuss other room and bed types and hotel facilities.

BEFORE YOU LISTEN

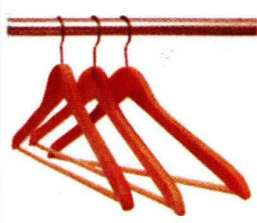
DIGITAL
FLASH
CARDS

A ▶ 2:12 VOCABULARY • Hotel room amenities and services Read and listen. Then listen again and repeat.

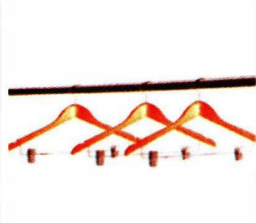
We need. . .



extra towels.



extra hangers.



skirt hangers.

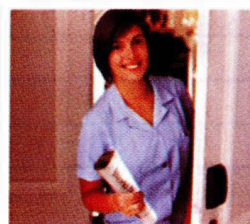
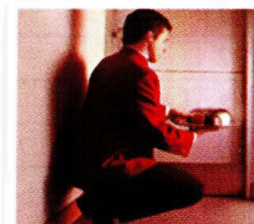


an iron.



a hair dryer.

Could someone. . .

make up
the room?turn down
the beds?pick up the
laundry?bring up a
newspaper?take away
the dishes?

B EXPAND THE VOCABULARY Complete the statements and questions with other items you know. Then compare items with a partner.

- 1 We need extra glasses and coffee cups .
- 2 We also need .
- 3 Could someone pick up my . ?
- 4 Could someone bring up . ?
- 5 Could someone take away the . ?

Ideas

- dirty towels
- breakfast / lunch / dinner
- bags / luggage
- a coffee maker
- a rollaway bed
- laundry bags
- (your own idea) __

LISTENING COMPREHENSION

A ▶ 2:13 LISTEN FOR MAIN IDEAS Decide if the guests are satisfied or not. Then explain your answers.

Room
586

- ☐ Satisfied
☐ Not satisfied

Room
587

- ☐ Satisfied
☐ Not satisfied

B ▶ 2:14 LISTEN FOR DETAILS Listen again and complete each statement.

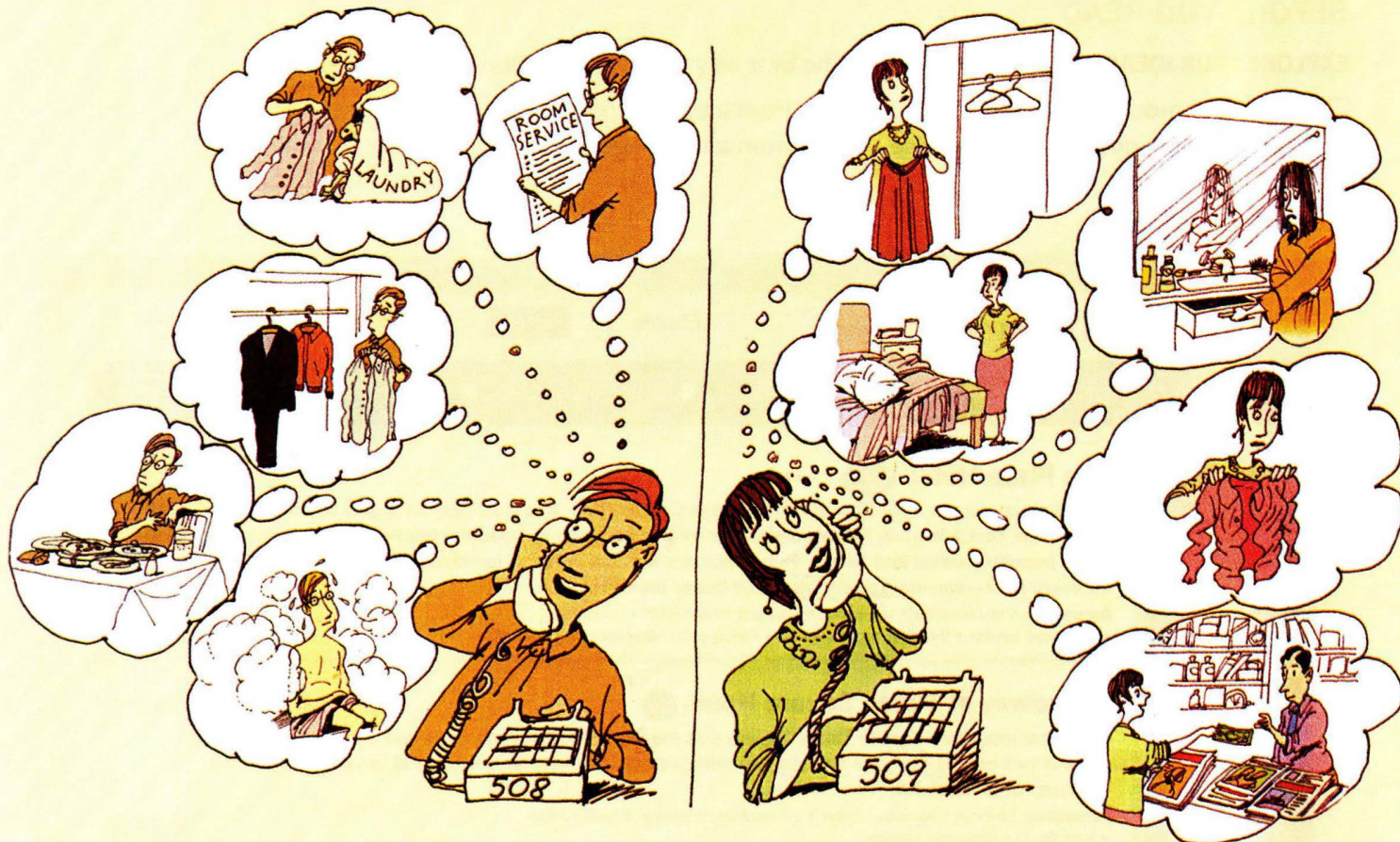
Room
586

The guest wants someone to take away . , bring up . and . , and pick up .

Room
587

The guest wants someone to . the . , bring up . , and . the .

A PAIR WORK Look at the pictures. With a partner, discuss what you think each hotel guest is saying.



B PAIR WORK Role-play a telephone conversation between one of the guests and hotel staff. Use your ideas from Exercise A. Then change roles. Start like this:

A: Hello. Room Service. How can I help you?

B: Hi, I'd like to order...

DON'T STOP!

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- Complain about other problems.
- Ask about the hotel facilities and services.
- Leave a message for another hotel guest.

RECYCLE THIS LANGUAGE.

مرجع زبان ایرانیان

Hotel staff

Hello, [Gift Shop].
Is everything OK?
I'm sorry to hear that.
Let me check.
Certainly.
I'll be happy to help you with that.

Hotel guest

Is the [sauna] still open?
What time does the [business center] close / open?
Could someone ___?
The ___ isn't / aren't working.
The ___ won't turn on.
I need ___.
I'd like to order [room service].
I'd like to leave a message for ___.

BEFORE YOU READ

EXPLORE YOUR IDEAS What do you think is the best way to get information about a hotel?

- ☐ by word of mouth
 ☐ from a travel guide book
 ☐ other
- ☐ from an online hotel booking service
 ☐ from a travel agency

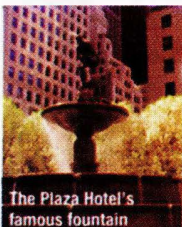
READING ▶ 2:15

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Top Notch Travel

Flights **Hotels** Car Rentals Sign in

Our best picks for New York City ● \$ Budget ● \$\$ Moderately priced ● \$\$\$ Expensive ● \$\$\$\$ Very expensive



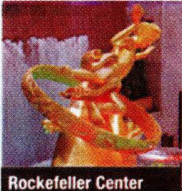
The Plaza Hotel (\$\$\$\$)

Most famous

Located just across from New York's fabulous Central Park, this is as near as it gets to the best shopping along New York's famous Fifth Avenue. This 1907 hotel, with its beautiful fountain, is a famous location in many popular movies and books. Rub shoulders with the rich and famous. Attentive hotel staff available on every floor—service doesn't get much better than this!

Amenities: 4 restaurants • full-service spa and health club • concierge • business center • 24-hour room service • twice-daily housekeeping service

[More Info](#)



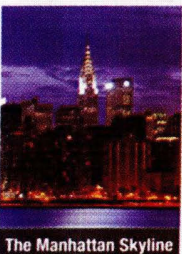
Broadway at Times Square Hotel (\$\$)

Most convenient

In a great location—next to Times Square and the best Broadway musicals and plays, this convenient hotel is two blocks from the subway, ten minutes from Rockefeller Center, and ten blocks from the Museum of Modern Art.

Amenities: 24-hour business center • 24-hour front desk • fitness center • free Wi-Fi • wake-up service

[More Info](#)



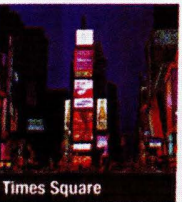
YOTEL (\$\$\$)

Most high-tech

Popular with young travelers, this very cool high-tech hotel, located only two blocks from the Port Authority bus station, offers automatic electronic check-in and robot bell service! A kitchen on every floor offers free hot drinks and a way to prepare your own food. And super-strong Wi-Fi service makes connecting to the Internet fast and headache-free. Enjoy Yotel's Latin-Asian restaurant and entertainment, or hang out at New York's largest roof garden.

Amenities: 24-hour front desk • laundry • currency exchange • tour desk • ATM • concierge service • fitness center • free Wi-Fi

[More Info](#)




Casablanca Hotel (\$\$)

Most unusual

Conveniently located near Times Square and more than fifty restaurants and two major museums, this award-winning hotel has lots of atmosphere—it's decorated in a colorful authentic Moroccan style. Its friendly, helpful staff make your stay an experience you won't forget, and it's also surprisingly affordable!

Amenities: 24-hour front desk • free Wi-Fi • free passes to nearby health club • free breakfast • free coffee, tea, cookies, and fruit all day • Italian restaurant on first floor

[More Info](#)



For the budget minded

Hotel Pennsylvania \$
A huge 1,700-room hotel and a great value. Traveling with your cat or dog? Pets are welcome.

The Hotel Newton \$
Even though it's far from many of New York's most popular attractions, it features large clean rooms and wonderfully comfortable beds for a good night's sleep. Sorry, no pets.

The Gershwin Hotel \$
Around the corner from the Empire State Building, this artistic 1903 historic hotel is just a short walk to Grand Central Station and the United Nations Building. Every room displays a famous artist's painting.

[More Info](#)

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A DRAW CONCLUSIONS Complete each statement with the name of a hotel (or hotels) from the Reading. Then compare choices and reasons with a partner.

- 1 On his vacations, Carl Ryan, 43, likes to stay near the Theater District. If he stays at the Broadway at Times Square Hotel or the Casablanca Hotel , he'll be near the Theater District.
- 2 Stella Korman, 35, doesn't like the beds in most hotels. However, if she stays at _____ , her room will definitely have a great bed.
- 3 Mark and Nancy Birdsall (22 and 21) are always online. If they stay at the _____ , the Wi-Fi service is not only free, but it's really fast.
- 4 Lucy Lee, 36, will pay more for a hotel that is very comfortable and offers a lot of services. If she stays at _____ , she'll be very happy.
- 5 Brenda Rey prefers hotels that are different and interesting. If she stays at _____ , she'll find them different from other hotels.
- 6 James Kay always travels with his dog, Louie. If he stays at _____ will have to stay home.

DIGITAL
MORE
EXERCISES

B IDENTIFY SUPPORTING DETAILS Compare responses in Exercise A and explain why you chose a particular hotel.

NOW YOU CAN Choose a hotel

A FRAME YOUR IDEAS What's important to you in choosing a hotel? Rate the following factors on a scale of 1 to 5.

	not important	very important				
price	1	2	3	4	5	
room size	1	2	3	4	5	
cleanliness	1	2	3	4	5	
location	1	2	3	4	5	
service	1	2	3	4	5	
amenities	1	2	3	4	5	
atmosphere	1	2	3	4	5	

B PAIR WORK Find each hotel from the Reading on the map. Discuss the advantages and disadvantages of each. Then choose a hotel.

“The Casablanca Hotel sounds like it has a lot of atmosphere. It's affordable, and the location is good.”

Text-mining (optional)

Find three words or phrases in the Reading that were new to you. Use them in your Pair Work.

For example: “conveniently located.”

C SURVEY AND DISCUSSION Take a survey of how many classmates chose each hotel. Discuss and explain your choices.

“Most of us chose the Hotel Newton because . . .”



REVIEW

- A ▶ 2:16 Listen to the phone conversations in a hotel. Then listen again and complete each statement, using words from the box.

bell	room	dinner	hangers	make up the room
laundry	shoeshine	towels	wake-up	turn down the beds

- 1 She wants someone to bring up She also needs service.
 - 2 He needs service, and he wants someone to bring up extra
 - 3 She wants someone to, and she wants someone to bring up extra
 - 4 He needs service and service.
- B What hotel room or bed type should each guest ask for?
- 1 Ms. Gleason is traveling alone. She doesn't need much space. *a single room*
 - 2 Mr. and Mrs. Vanite and their twelve-year-old son Boris are checking into a room with one king-size bed.
 - 3 Mike Krause plans to use his room for business meetings with important customers.
 - 4 George Nack is a big man, and he's very tall. He needs a good night's sleep for an important meeting tomorrow.
 - 5 Paul Krohn's company wants him to save some money by sharing a room with a colleague.
- C Write real conditional statements and questions. Use the correct forms of the verbs and correct punctuation.
- 1 if / it / rain this morning / Mona / not go / to the beach
..... *If it rains this morning, Mona won't go to the beach.*
 - 2 if / you / walk to the restaurant / you / be there in fifteen minutes
.....
 - 3 Mr. Wang / get a better job / if / he / do well on the English test tomorrow
.....
 - 4 what / Karl / do / if / the airline / cancels his flight
..... ?
 - 5 if / you / not like / your room / who / you / call
..... ?

WRITING

Write a paragraph about the hotel you chose in Lesson 4. Explain why you would like to stay there. What are its advantages and disadvantages?

I would like to stay at the Hotel Casablanca.

Atmosphere is very important to me and ...

WRITING BOOSTER p. 145

- Avoiding sentence fragments with **because** or **since**
- Guidance for this writing exercise

For additional language practice ...

🎵 **TOP NOTCH POP** • Lyrics p. 153
"Checking Out"

DIGITAL
SONG

DIGITAL
KARAOKE

ORAL REVIEW

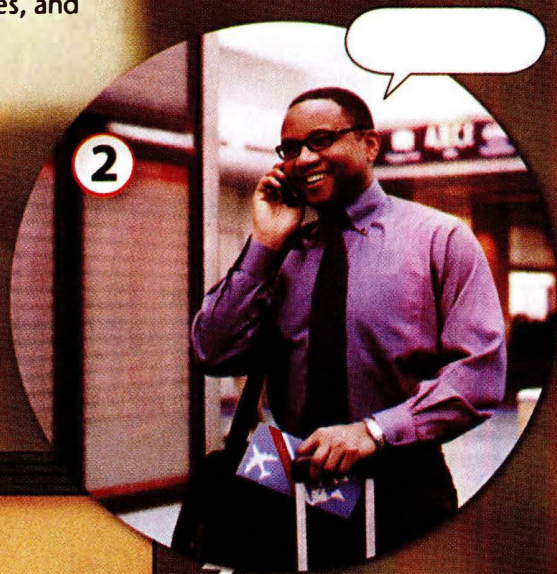
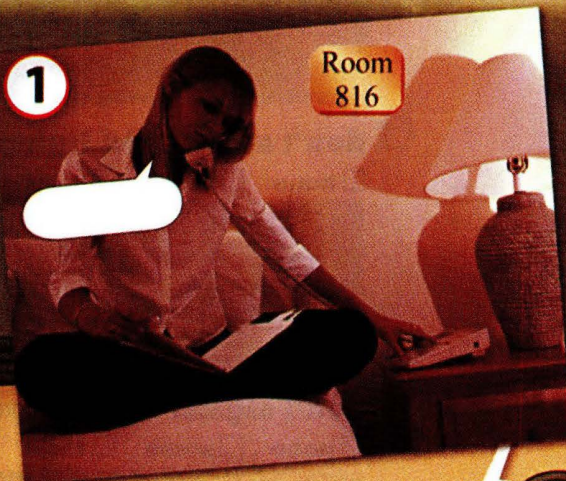
PAIR WORK

- 1 Create a conversation between the hotel guest in Room 816 and the woman at the front desk. Ask for hotel services or complain about a problem. Start like this:
Hello? Is this the front desk?
- 2 Create a conversation between the man at the front desk and the caller. Use will. Complete the message slip. Start like this:
A: Front desk. Can I help you?
B: Yes, thanks. I'd like to leave a message for ...
- 3 Create a conversation between the two men at the front desk. Check into or check out of the hotel. Discuss hotel amenities, services, and schedules. Start like this:
Hi. I'm checking in. The name's

PHONE MESSAGE

FOR: _____
FROM: ☐ Mr. ☐ Ms.
☐ Mrs. ☐ Miss _____
☐ Please call ☐ Will call again
☐ Wants to see you ☐ Returned your call

Message: _____



THE BELMAR

DIRECTORY

Business Center	2
9:00 AM - 4:00 PM	
Gift Shop	Lobby
9:00 AM - 9:00 PM	
Fitness Center	3
6:00 AM - 10:00 PM	
Spa	5
10:00 AM - 3:00 PM	
Belmar Café	12
8:00 AM - 11:00 PM	

NOW I CAN

- ☐ Leave and take a message.
- ☐ Check into a hotel.
- ☐ Request housekeeping services.
- ☐ Choose a hotel.

COMMUNICATION GOALS

- 1 Discuss a car accident.
- 2 Describe a car problem.
- 3 Rent a car.
- 4 Discuss good and bad driving.

PREVIEW

Eight Habits of **Bad Drivers**

How many drivers in your city ...

1 speed?

☐ none ☐ some ☐ most ☐ all


2 tailgate?

☐ none ☐ some ☐ most ☐ all

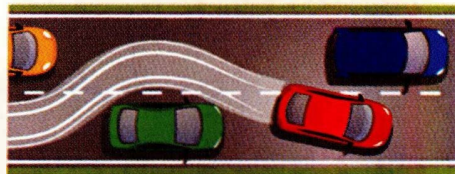

3 talk on the phone?

☐ none ☐ some ☐ most ☐ all

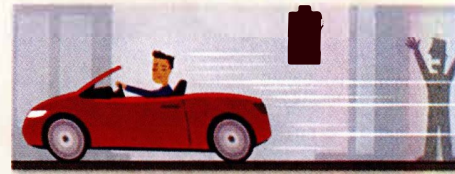

4 text while driving?

☐ none ☐ some ☐ most ☐ all


5 weave through traffic?

☐ none ☐ some ☐ most ☐ all


6 don't stop at red lights?

☐ none ☐ some ☐ most ☐ all


7 don't signal when turning?

☐ none ☐ some ☐ most ☐ all


8 pass in a no-passing zone?

☐ none ☐ some ☐ most ☐ all


A **2:19 VOCABULARY • Bad driving habits** Read and listen. Then listen again and repeat.

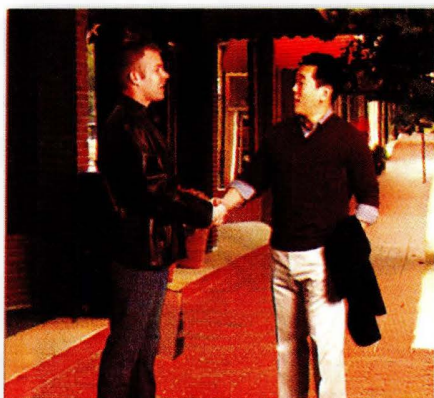
speed
tailgate
talk on the phone
text while driving
weave through traffic
not stop at red lights
not signal when turning
pass in a no-passing zone

B PAIR WORK Compare surveys with a partner. Discuss and explain your answers.

“Some drivers in my city talk on the phone while they’re driving. It’s terrible.”

“Lots of taxi drivers turn without signaling. I don’t like that.”

C ▶ 2-20 PHOTO STORY Read and listen to a conversation between two old friends.



Mason: Brad! Long time no see.
 Brad: Mason! You're right. It has been a long time. How've you been?
 Mason: I can't complain. What about you? How's the family?
 Brad: Great! I was just going in here to pick up a present for Marissa. Tomorrow's our fifth anniversary.
 Mason: Congratulations! . . . Hey! Let's have a cup of coffee and catch up on old times. There's a nice coffee place right around the corner.



Brad: You won't believe what I just saw.
 Mason: What?
 Brad: This taxi was coming around the corner, and he hit a bus! Someone said the guy was texting while he was driving.
 Mason: You've got to be kidding! Was anyone hurt?
 Brad: I don't think so.
 Mason: Thank goodness for that.



Brad: I just can't stop thinking about that accident.
 Mason: I know. The driving in this city has always been bad, but now everyone's texting and talking on the phone instead of paying attention to the road.
 Brad: You can say that again! You shouldn't multitask while you're driving a car.

D FOCUS ON LANGUAGE Match each numbered sentence with one of the quotations from the Photo Story.

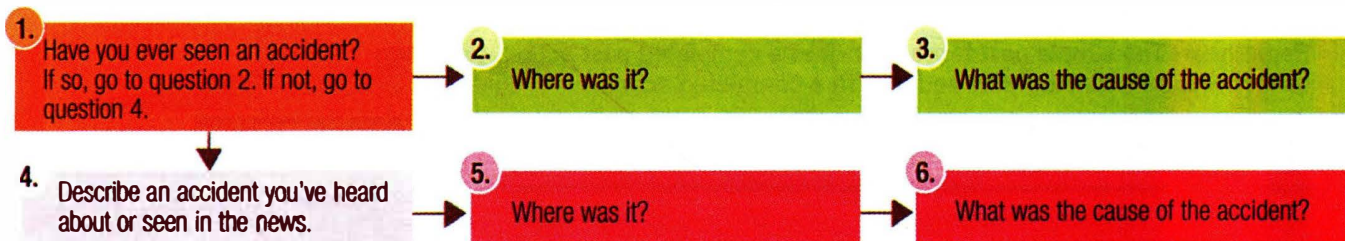
- | | |
|---------------------------------------|-------------------------------|
| 1 I've been fine. | a "Congratulations!" |
| 2 I totally agree with you. | b "I can't complain." |
| 3 I'm so happy for you! | c "Long time no see." |
| 4 I'm glad nothing terrible happened. | d "Thank goodness for that." |
| 5 Really? That's unbelievable. | e "You can say that again!" |
| 6 It's great to see you again. | f "You've got to be kidding!" |

E THINK AND EXPLAIN Discuss with a partner.

- 1 What did Mason mean when he said, "Let's have a cup of coffee and catch up on old times."?
- 2 What did Brad mean when he said, "You shouldn't multitask while you're driving a car"?

SPEAKING

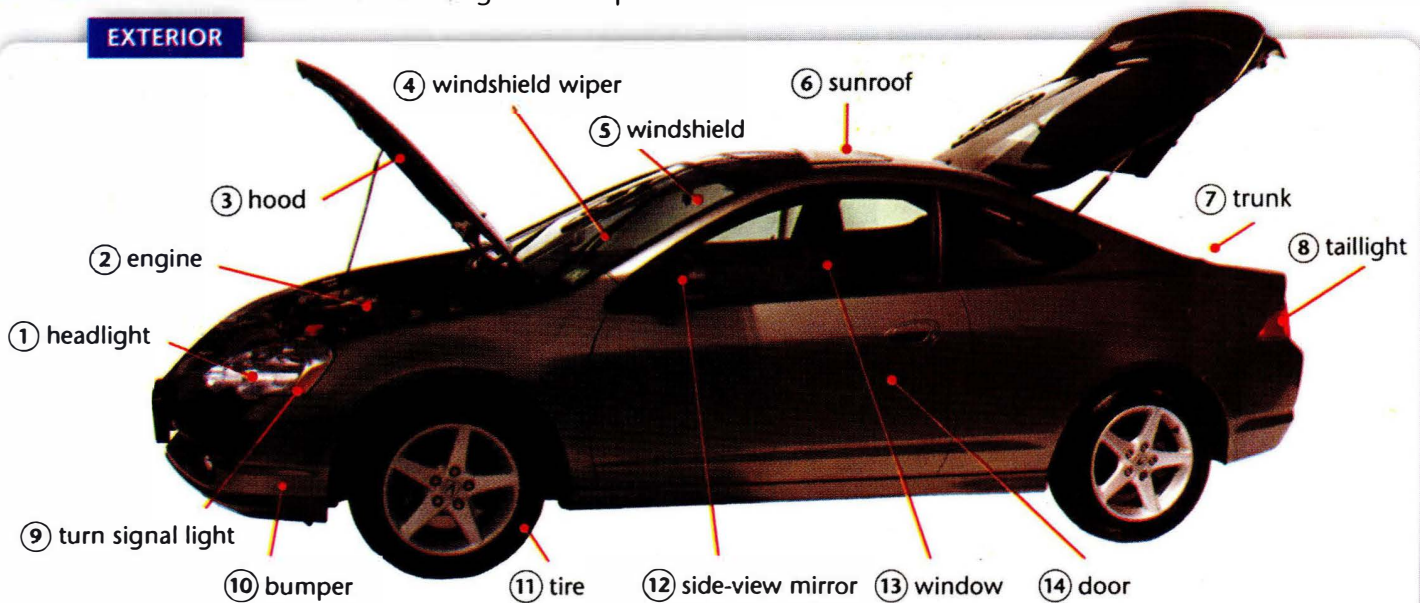
DISCUSSION Discuss an accident you know about. Answer the questions.



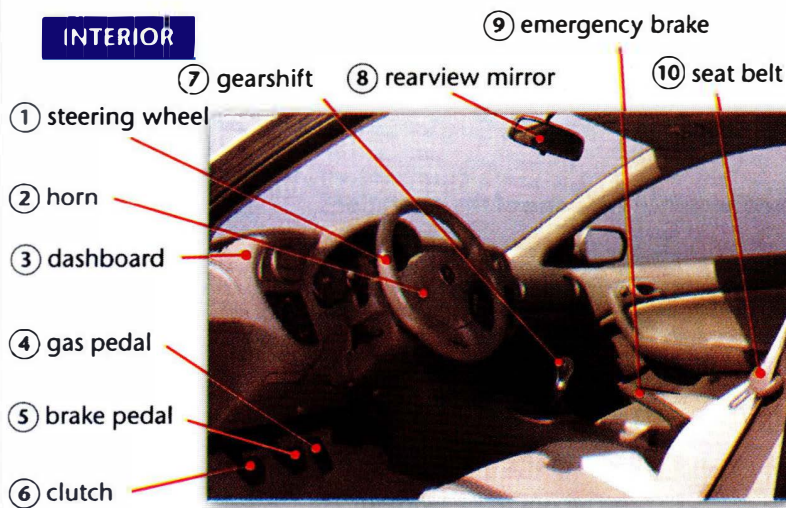
VOCABULARY Car parts

A ▶ 2:21 Read and listen. Then listen again and repeat.

EXTERIOR



INTERIOR



B PAIR WORK Take turns identifying the car part for each definition.

- 1 a light at the back of the car
- 2 a light that indicates a turn
- 3 a part the driver uses to turn the car
- 4 a part that cleans the front window
- 5 a part that makes the car go faster
- 6 a part that keeps passengers safe during an accident
- 7 a light that helps the driver see the road
- 8 a place in the back for carrying things

GRAMMAR The past continuous

The past continuous describes an activity that continued during a period of time in the past or at a specific time in the past.

The car **was making** a funny sound while they **were driving**.

Were the headlights **working**? (Yes, they were. / No, they weren't.)

Who **was driving** your car at 10:00 last night?

Remember: The simple past tense describes a **completed** past action. Use **when** to combine a continuing past action with a completed action.

past continuous simple past tense
It **was raining** when she **had** the accident.

Form the past continuous with **was** or **were** and a present participle.
The other driver **was speeding**.

GRAMMAR BOOSTER p. 131

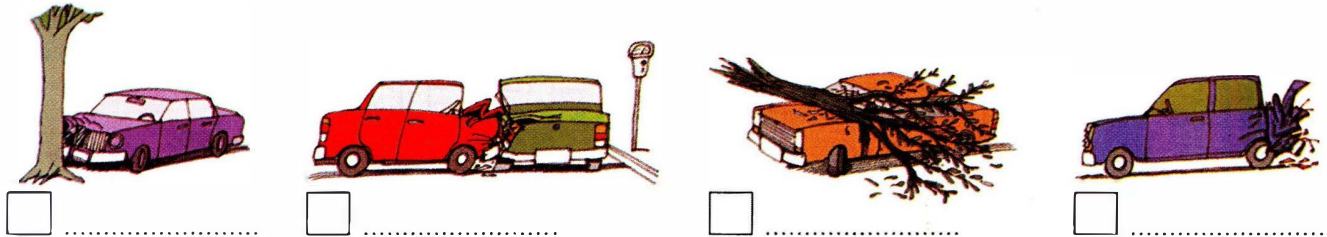
- The past continuous: other uses

A GRAMMAR PRACTICE Complete the paragraph with the past continuous and the simple past tense.

I an accident yesterday. I slowly and I'm sure I attention. But I for a phone call. When the phone , I it. Suddenly, the car in front of me , and I it. I certainly my lesson! Luckily, I when I the accident.

DIGITAL
MORE
EXERCISES

B ▶2:22 LISTEN TO ACTIVATE VOCABULARY Listen to the conversations about accidents. Write the number of each conversation in the box under the picture. Then listen again and write the car part or parts that were damaged in each accident.



CONVERSATION MODEL

A ▶2:23 Read and listen to a conversation about a car accident.

A: I had an accident.
B: I'm so sorry. Are you OK?
A: I'm fine. No one was hurt.
B: Thank goodness. How did it happen?
A: Well, the other driver was tailgating, and he hit my car.
B: Oh, no! Was there much damage?
A: No. I'll only have to replace a taillight.

▶2:25 Ways to respond

With concern

I'm so sorry.

Oh, no!

How awful!

I'm sorry to hear that.

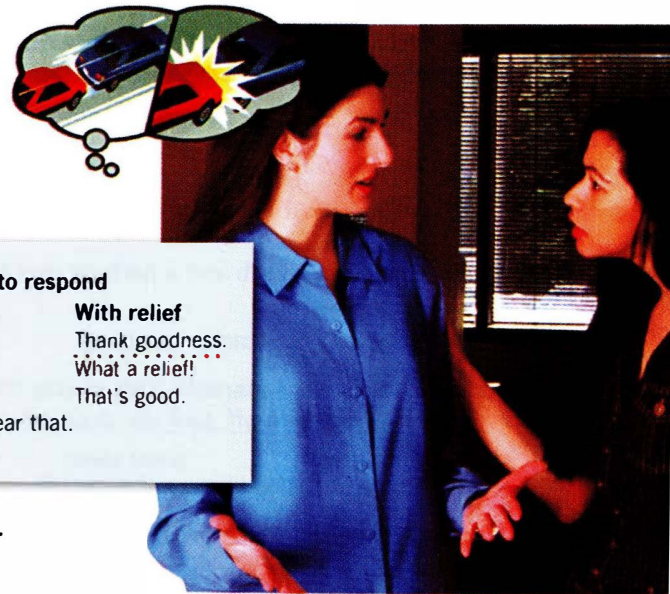
That's terrible.

With relief

Thank goodness.

What a relief!

That's good.



NOW YOU CAN

Discuss a car accident

A Write what the driver was doing. Use the past continuous.

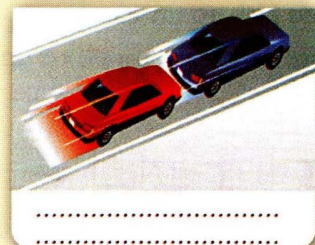
DIGITAL
VIDEO

B CONVERSATION ACTIVATOR With a partner, change the Conversation Model, using the pictures. Then change roles.

A: I had an accident.
B: Are you OK?
A:
B: How did it happen?
A: Well, , and hit my car.
B: Was there much damage?
A:

DON'T STOP!

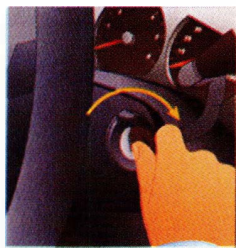
- Ask more questions about location, other damage, the other driver, etc.



C CHANGE PARTNERS Discuss other accidents.

VOCABULARY Phrasal verbs for talking about cars

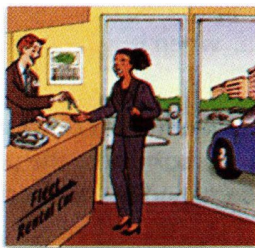
A ▶ 2:26 Read and listen. Then listen again and repeat.



turn on



turn off



pick up



fill up



drop off

B Complete the sentences with the two parts of each phrasal verb.

- 1 The car's almost out of gas. Let's go in here so I can it
- 2 It's raining, and I can't the windshield wipers They aren't working.
- 3 Can I use your car this afternoon? I can it at 3:30 if you don't need it then.
- 4 We have to return the rental car before 6:00. Let's it early at the airport and get something to eat, OK?
- 5 I can't the air conditioning It's freezing in here!

GRAMMAR Placement of direct objects with phrasal verbs

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Phrasal verbs contain a verb and a particle that together have their own meaning.

main verb		particle		
turn	+	on	=	start (a machine)

Many phrasal verbs are separable. This means that a direct object noun can come before or after the particle. Turn on, turn off, pick up, drop off, and fill up are separable.

direct object direct object
I'll drop off the car. OR I'll drop the car off.

Be careful! With a separable phrasal verb, if the direct object is a pronoun, it must come before the particle.

I'll drop it off. (NOT I'll drop off it.)
Did you fill them up? (NOT Did you fill up them?)
Where will they pick us up? (NOT Where will they pick up us?)

GRAMMAR BOOSTER p. 131

• Nouns and pronouns: review

PRONUNCIATION Stress of particles in phrasal verbs

A ▶ 2:27 Stress changes when an object pronoun comes before the particle. Read and listen. Then listen again and repeat.

1 A: I'd like to **pick up** my car.B: OK. What time can you **pick it up**?2 A: They need to **drop off** the keys.B: Great. When do they want to **drop them off**?

- B GRAMMAR / VOCABULARY PRACTICE** Write statements or questions, placing the direct objects correctly. Then practice reading the sentences aloud with a partner. Use correct stress.

- 1 The taillights aren't working. (can't / I / on / them / turn)
- 2 They're expecting the car at 10:00. (off / drop / 10:00 / at / I'll / it)
- 3 It's too cold for air conditioning. (button / which / off / it / turns) ?
- 4 Thanks for fixing the car. (it / pick / what time / I / can / up) ?
- 5 The car is almost out of gas. (up / please / fill / it)

DIGITAL
MORE
EXERCISES

CONVERSATION MODEL

- A ▶ 2:28** Read and listen to someone describing a car problem.

- A: I'm dropping off my car.
 B: Was everything OK?
 A: Well, actually, the windshield wipers aren't working.
 B: I'm sorry to hear that. Any other problems?
 A: No. That's it.
 B: Is the gas tank full?
 A: Yes. I just filled it up.

- B ▶ 2:29 RHYTHM AND INTONATION** Listen again and repeat. Then practice the Conversation Model with a partner.

- C FIND THE GRAMMAR** Find and underline two direct objects in the Conversation Model.



NOW YOU CAN

Describe a car problem

- A NOTEPADDING** Write two or more possible car parts for each car problem.

won't open / close: *the sunroof, the hood...*
 won't turn on / off:
 (is / are) making a funny sound:
 (isn't / aren't) working:

DIGITAL
VIDEO

- B CONVERSATION ACTIVATOR** With a partner, change the Conversation Model. Report a problem with a car. Use your notepad for ideas. Then change roles and problems.

- A: I'm dropping off my car.
 B: Was everything OK?
 A: Well, actually
 B: Any other problems?
 A:

- C CHANGE PARTNERS** Describe other car problems.

- D OPTION** Role-play a conversation in which you report an accident when you drop off a rental car. Describe the accident. Say what you were doing when you had the accident, using the past continuous. Then change roles. Start like this:

A: I'm dropping off my car. I had an accident...



RECYCLE THIS LANGUAGE.

Oh, no!
 How did it happen?
 Is there any damage?
 Was anyone hurt?

Yes, the [taillight]
 is broken.
 isn't working.
 won't turn on / off.
 is making a funny
 sound.

BEFORE YOU LISTEN

DIGITAL
FLASH
CARDS

A ▶ 2:30 VOCABULARY • Car types Read and listen. Then listen again and repeat.

1



a full-size sedan

2



a compact car

3



a convertible

4



a sports car

5



a station wagon

6



a minivan / a van

7



an SUV

8



a luxury car

B PAIR WORK Which car would you like to drive? Which car would you not like to drive? Discuss with a partner, using the Vocabulary.

“ I’d like to drive the luxury car because people will think I have a lot of money. ”

“ Really? I’d rather drive the convertible. It’s really cool. ”

LISTENING COMPREHENSION

A ▶ 2:31 LISTEN FOR DETAILS Listen. Write the car type that the speakers discuss in each conversation.

1 2 3 4

B ▶ 2:32 LISTEN TO SUMMARIZE Listen again. Write a check mark if the caller rented a car. Then listen again. Write the reasons the other callers didn't rent a car.

- ☐ 1
☐ 2
☐ 3
☐ 4

- A PAIR WORK** Read about each customer at Wheels Around the World, an international car rental company. Choose the best type of car for each person. Discuss reasons with your partner.

“ A compact car is good for driving in a big city. It is easier to park in a small parking space.”

1



Background: Ms. Potter is a businesswoman from Boston, in the U.S. She is flying to Dallas to attend a business meeting. She doesn't have a lot of luggage. She only needs a car for local travel around Dallas.



Customer Profile

Car type:

Reason:

4



Background: Mr. Lucena is a banker from Curitiba, Brazil. His son is getting married in Valparaíso, Chile. He wants to drive to Valparaíso from the airport in Santiago, Chile with his wife and their two other children for the wedding. They have a lot of clothes and presents for the wedding.



Customer Profile

Car type:

Reason:

2



Background: Ms. Park is a tourist from Busan, Korea, visiting western Australia with her cousin. They enjoy hiking and fishing, and they're planning a road trip through the Lake District. They plan to drive on some rough roads, so they want a car with four-wheel drive.

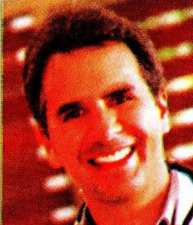


Customer Profile

Car type:

Reason:

3



Background: Dr. Andrade is from Pereira, Colombia. He's flying to an international medical conference in La Paz, Bolivia. He has invited three doctors to dinner and after-dinner entertainment. He likes to drive.



Customer Profile

Car type:

Reason:

5



Background: Ms. Kimura is a tourist from Osaka, Japan, visiting national parks and cities in the western part of the U.S. with her husband and their three children. They plan to do a lot of shopping, too.



Customer Profile

Car type:

Reason:

- B NOTEPADDING** Plan a trip for which you need a rental car.

Destination	Pickup date	Drop off date	Number of companions	Activities

- C ROLE PLAY** With a partner, role-play a phone call to Wheels Around the World to rent a car for the trip you planned on your notepad. Choose one of the car types from the Vocabulary on page 44. Discuss the trip and your needs. Then change roles.



RECYCLE THIS LANGUAGE.

Agent

Hello. Wheels Around the World.
What kind of car [do you need / would you like]?
How many people are you traveling with?
When will you [pick up / drop off] the car?
Where will you drop off the car?
Would you rather rent [a full-sized sedan] or [an SUV]?

Caller

I'd like to make a reservation.
I'd like a [compact car].
I'd rather have a [van].
I'm traveling with [my husband].
It's a [business trip / vacation].
I [have / don't have] a lot of luggage.
Do you accept credit cards?

BEFORE YOU READ

DIGITAL
FLASH
CARDSA ▶ 2:33 VOCABULARY • *Driving behavior* Read and listen. Then listen again and repeat.

Bad or aggressive drivers . . .



honk their horns



stare at other drivers



gesture at other drivers



flash their lights at other drivers

Good drivers . . .



pay attention



observe the speed limit



maintain a safe following distance

And don't forget . . .

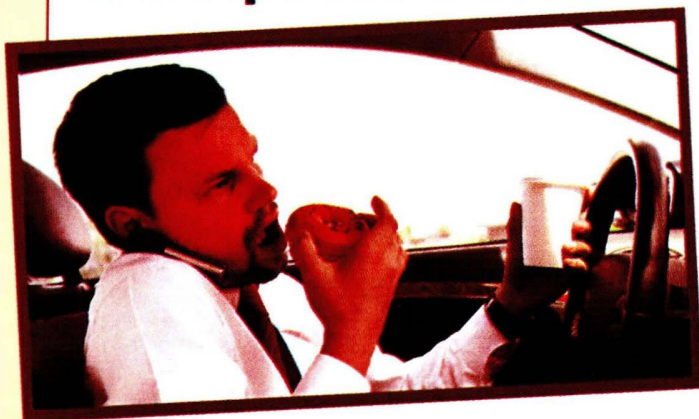
speed
tailgate
talk on the phone
text while driving
weave through traffic
not stop at stoplights
not signal while turning
pass in a no-passing zone

B WARM-UP In your opinion, which of the bad and aggressive driving habits are the most dangerous? Why?

READING ▶ 2:34

FEATURE ARTICLE

Six Tips for Defensive Driving



We all know that not everyone drives well. Some people tailgate, gesture, weave through traffic, and honk—classic signs of the aggressive driving that causes one third of all car crashes. But more and more people are now talking on the phone, eating, and even watching TV as they drive—examples of the multitasking and inattentive driving that is a growing cause of accidents. Although we can't control the actions of other drivers, the following defensive driving tips can help us reduce the risks caused by our own driving and the bad driving of others.

1 Slow down. Driving too fast for weather or road conditions gives you less time to react to dangers on the road ahead of you. Also, as you increase your speed, your car becomes harder to control and takes longer to come to a stop.

2 Follow the “3-second rule.” The greatest chance of a collision is in front of you. Maintaining a safe following distance of three seconds behind the car in front of you will give you enough time to react if that car slows or stops suddenly.

3 Pay attention to your surroundings. Be aware of where other vehicles are and what is happening on the road. Check your rearview and side-view mirrors frequently. Before changing lanes, always look over your shoulder to check your “blind spots”—areas to the side and rear of your car that aren't visible in your mirrors.

4 Signal your intentions early. Use turn signals to let other drivers know what you're going to do before you do it. This helps other drivers understand your plans so they can make their own defensive driving decisions.

5 Expect the unexpected. Assume that other drivers will make mistakes. Plan ahead what you will do if another driver breaks a traffic law or cuts you off. For example, don't assume that a vehicle coming to a stop sign or a red light is going to stop. Be prepared to stop your own car if necessary.

6 Don't take others' aggressive driving personally. Other people will drive badly. They're not thinking about you. If you permit them to make you angry, it can affect your own driving and lead to an accident. When other drivers show signs of aggressive driving, just slow down or pull over to let them pass.

A UNDERSTAND FROM CONTEXT Circle the correct word or phrase to complete each statement.

- 1 A person who is doing more than one activity at the same time is (multitasking / driving defensively).
- 2 Following the "3-second rule" means maintaining a safe (road condition / following distance).
- 3 Tailgating, gesturing, and honking are three examples of (inattentive / aggressive) driving.
- 4 Not paying attention is an example of (inattentive / aggressive) driving.
- 5 Collision and crash are two words that mean (danger / accident).
- 6 A part of the road that you can't see in your mirrors is called a (blind spot / lane).

DIGITAL
MORE
EXERCISES

B CRITICAL THINKING How can defensive driving help drivers avoid accidents? Explain your opinion, using the Vocabulary and examples from the Reading or from your own experience.

NOW YOU CAN Discuss good and bad driving

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A PAIR WORK Complete the survey and then compare surveys with a partner.

How does the driving behavior of others affect you?

Rate each behavior on a scale of 1 to 3.

<input type="checkbox"/> Making rude gestures at others	<p>1 = Doesn't bother me 2 = Annoys me 3 = Makes me very angry</p> 
<input type="checkbox"/> Honking excessively	
<input type="checkbox"/> Staring angrily at other drivers	
<input type="checkbox"/> Tailgating to make others go faster or get out of the way	
<input type="checkbox"/> Flashing lights to signal others to move to another lane	
<input type="checkbox"/> Weaving in and out of traffic	
<input type="checkbox"/> Driving too slowly	
<input type="checkbox"/> Cutting other drivers off	

Total your score.

If your score is...

- ▶ **20-24** Calm down. Don't take other people's bad driving personally. They're not thinking about you.
- ▶ **13-19** Stay focused. Don't allow bad drivers to distract you. Pay attention to your own driving instead.
- ▶ **8-12** Congratulations! You're as cool as a cucumber.

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B NOTEPADDING Describe what good and bad drivers do. Use the Vocabulary.

Good drivers . . .	Aggressive drivers . . .
use their turn signals	flash their lights at others

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C DISCUSSION Discuss good and bad driving. What percentage of drivers do you think are bad or aggressive? Use your notepad for support.

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: "slow down."

REVIEW

A ▶ 2:35 Listen to the conversations. Then complete the statements with words and phrases for bad or aggressive driving.

- 1 The other driver just them
- 2 Jim's mother says he's
- 3 The driver behind them is at them.
- 4 The driver opened his window and at them.
- 5 The driver is because he wants to pass.
- 6 The driver is
- 7 The driver is at them.

B Read each definition. Write the name of the car part.

- 1 a window on the top of the car:
- 2 a part that stops the car:
- 3 a window the driver looks through to see the cars in front:
- 4 a place where the driver can find information about speed and amount of gas:
- 5 a part that people wear to avoid injuries in an accident:
- 6 a part that prevents the car from moving when it's parked:

C Complete each statement or question about driving. Use the past continuous or the simple past tense.

- 1 I , and I an accident.
not pay attention have
- 2 The other driver at the stop sign, and she a seat belt.
not stop not wear
- 3 He on a cell phone, and his car my trunk.
talk damage
- 4 Who when the accident ?
drive occur
- 5 Where they when they the accident?
stand see

D Complete each conversation, putting the phrasal verbs and objects in order.

- 1 A: Won't the car start?
B: No. I can't it / turn / on
- 2 A: Do you need gas?
B: Yes. Please up / fill / it
- 3 A: Hey, you haven't turned on your headlights.
B: Oops. Thanks. I can't believe I forgot to turn / on / them
- 4 A: Can All Star Limo drive us to the airport?
B: Yes. They'll us / pick / up at 5:30.

For additional language practice ...

 **TOP NOTCH POP** • Lyrics p. 153

“Wheels around the World”

 **DIGITAL SONG**  **DIGITAL KARAOKE**

WRITING

Write a short paragraph about the differences between good and bad drivers. Include language from pages 38, 44, and 46 in your paragraph.

WRITING BOOSTER p. 146

- Connecting words and sentences: And, In addition, Furthermore, and Therefore
- Guidance for this writing exercise

ORAL REVIEW

GROUP STORY Together, create a story about the pictures. Each person adds one sentence to the story. Begin with January 16. Use the past continuous and the simple past tense in your story. Start like this:

They picked up their rental car in Temuco on January 16 ...

PAIR WORK

1 Create conversations for the people in the first three pictures. For example:

A: *We'd like to rent a car.*

B: *Certainly. What kind of a car do you need?*

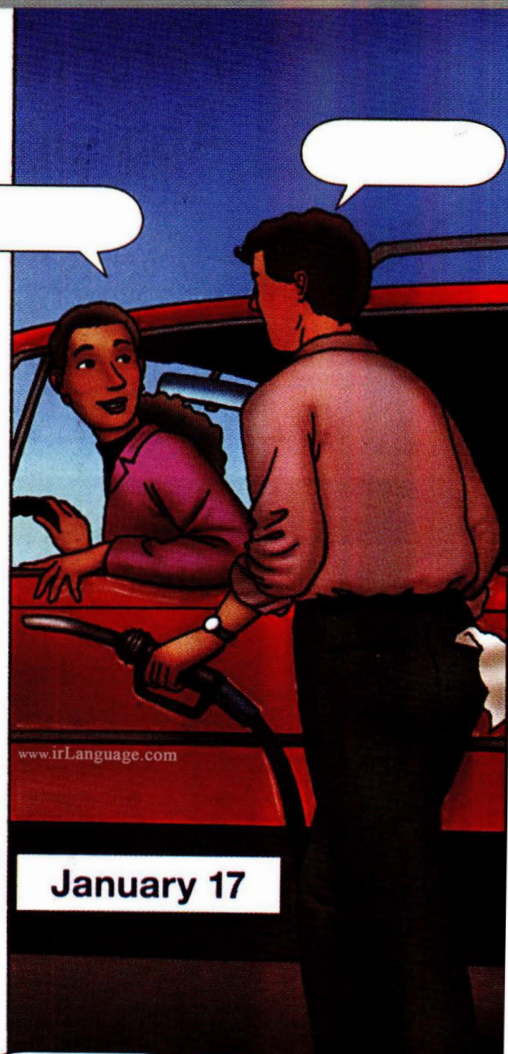
2 Create a phone conversation for the fourth picture. The woman reports the accident to Multi Car Rentals. The agent responds. Say as much as you can. For example:

We had an accident. My husband was ...

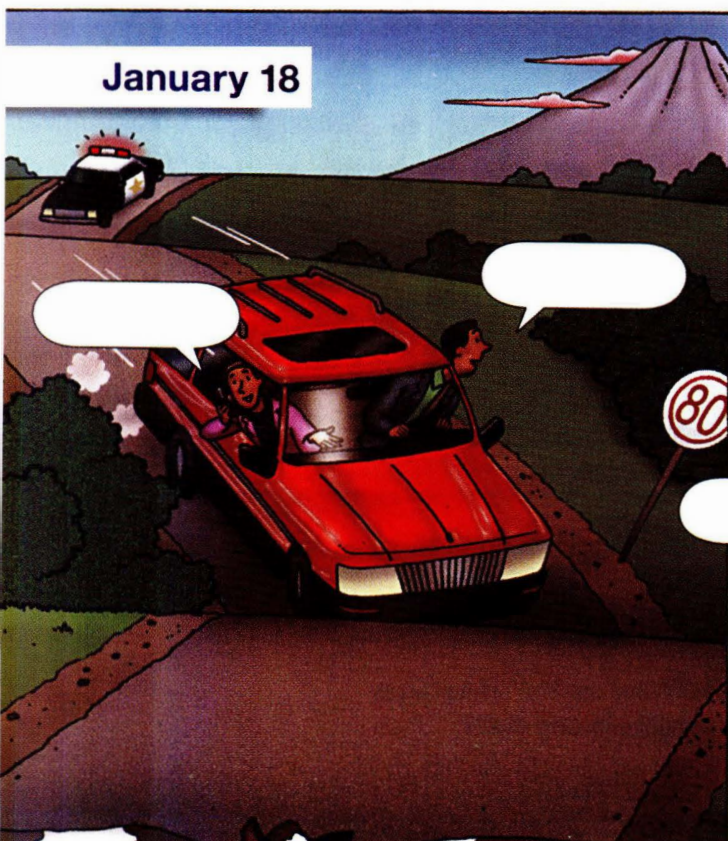


January 16

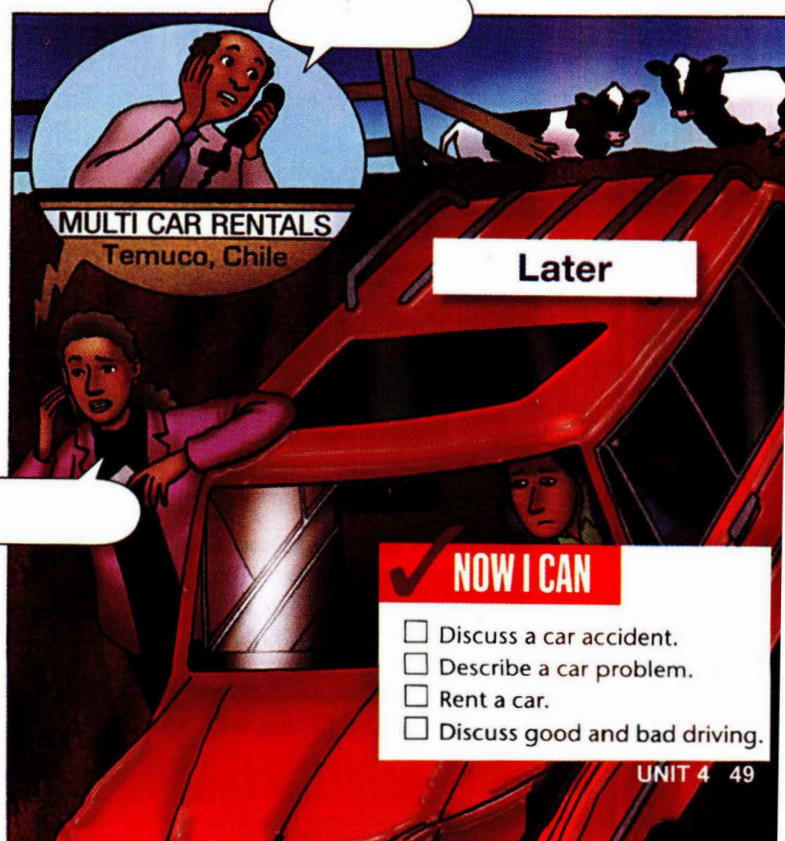
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January 17



January 18



Later

NOW I CAN

- ☐ Discuss a car accident.
- ☐ Describe a car problem.
- ☐ Rent a car.
- ☐ Discuss good and bad driving.