

# Connectivity

LEVEL 3

Workbook

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 Pearson

 GSE  
Global Scale of English

# Becoming Culturally Literate

## Warm-up

### 1 Answer the questions in your own way.

- 1 What do you prefer to be called by your family? .....
- 2 What do you like to be called by your friends? .....
- 3 What do you prefer to be called by your colleagues or classmates? .....

### 2 Complete the statements with phrases from the box.

first name basis    get a handle on    heading back    I can't believe it!  
in person    small world    suggest otherwise

- 1 I was on vacation for the past week, but tomorrow I'll be ..... home.
- 2 Our office is pretty casual. I'm even on a ..... with my boss.
- 3 Hey! Do you remember me? We used to work together. It's such a .....
- 4 ..... My best friend just got hired in my department. I'm so excited.
- 5 You should introduce people by their titles and last names unless they .....
- 6 I'm going to be traveling to Japan. I'd like to ..... cultural do's and don'ts.
- 7 I'm so tired of video conference calls. Wouldn't it be great to meet with more of our clients ..... ?

## LESSON 1

### 1 Complete the statements. Circle the correct word.

- 1 They ( *might* / *must* ) be able to get on a flight tonight. It depends on the weather.
- 2 He ( *may* / *may not* ) want to come to the party. He has a headache.
- 3 This is your fourth cup of coffee. You ( *must* / *may* ) like coffee a lot.
- 4 Jonathan can't move his arm. It ( *must* / *must not* ) hurt.
- 5 Miko grew up in Japan. She ( *may* / *must* ) speak Japanese.
- 6 Andy's been sick all weekend, so he ( *might* / *might not* ) be at school on Monday.
- 7 You ( *may* / *must* ) be hungry. You haven't eaten all day.
- 8 You work late every day. You ( *might* / *must not* ) have time to relax.
- 9 I ( *may not* / *might* ) recognize Jeff. I haven't seen him in ten years.
- 10 If you've been swimming every day for the past month, you ( *must not* / *must* ) be in great shape.

**2** Complete the conversation with may, must, may not, or must not and the verbs in parentheses.

1 A: I'd offer to help Tom with his assignment, but he seems to like to figure things out on his own.

B: So, you think he ..... your help? ( want )

2 A: I check out 5 books a week from the library.

B: Wow! You ..... to read. ( love )

3 A: My uncle won't use a computer or a cell phone.

B: Really? He ..... technology. ( like )

4 A: Are you coming to my presentation tomorrow?

B: Yes, of course. But I have to drop my husband at the airport first, so I ..... late. ( be )

5 A: I can't find my keys. They aren't on the rack near the front door.

B: Look on the kitchen table. Or they ..... in your jacket pocket. ( be )

6 A: Caroline didn't want any cake.

B: What? She ..... well! She always eats sweets. ( feel )

7 A: Excuse me, do you have this shirt in a large?

B: We ..... one in the back. Let me check. ( have )

**3** Complete the conversations with phrases from the box. You will not use all the phrases.

I'm Bart Fuller

I'm Rodney O'Hara

in case you don't

Nice to meet you

That's amazing

You look familiar

you may already know

you must be

A: Bart, (1) ..... Rodney, but (2) ..... , meet Rodney O'Hara.

B: Hi, Rodney. (3) .....

C: (4) ..... (5) ..... Are you Jena's brother?

B: Yes, I am. How do you know her?

C: I've actually known her for years. We used to work together.

B: (6) ..... ! I can't wait to tell her I met you today.

**4** When was the last time you introduced people to each other? Who were they and why did you introduce them?


## LESSON 2

### 1 Complete each statement with a tag question.

- 1 He didn't graduate from there, ..... ?
- 2 We're still meeting for lunch today, ..... ?
- 3 Tessa is working on the conservation project, ..... ?
- 4 You're not from around here, ..... ?
- 5 You'll call me back later, ..... ?
- 6 I don't have a lot of time to prepare for the meeting, ..... ?
- 7 There weren't a lot of people at the conference, ..... ?
- 8 They can't speak English, ..... ?

### 2 Read the situations and complete the tag questions.

- 1 You think your neighbor, Mr. Jones, doesn't like to be called by his first name.  
"Mr. Jones ..... *doesn't like* ..... to be called George, ..... *does he* ..... ?"
- 2 You're at a pool party with family, but you think your cousin Sylvia can't swim.  
"Sylvia ..... swim, ..... ?"
- 3 You're talking to a co-worker. You're hoping he won't be late to tomorrow's meeting.  
"You ..... late to tomorrow's meeting, ..... ?"
- 4 You're sitting at home and remember you might have had plans with friends.  
"We ..... supposed to meet the Johnsons tonight, ..... ?"
- 5 You think your best friend made a good impression on your husband's best friend.  
"She ..... a good impression on him, ..... ?"
- 6 You heard that your friend Carlito was in a fender bender recently, but you're not sure it's true.  
"Carlito ..... in a fender bender recently, ..... ?"

### 3 Read the information form. Use the information to write statements with tag questions.

PERSONAL INFORMATION	
Name:	<i>Diane Olson</i>
Preferred title:	<i>Mrs.</i>
Date of birth:	<i>December 10, 1990</i>
Place of birth:	<i>Brazil</i>
Country of residence:	<i>United States</i>
Occupation:	<i>Pilot</i>



- 1 *You're Diane Olson, aren't you?*
- 2 .....
- 3 .....
- 4 .....
- 5 .....

- 4 Put the conversation in the correct order. Write the number on the line.

..... Beautiful day, isn't it?  
 ..... And please call me Tony.  
 ..... Hi. I'm Tony Denison.  
 ..... Nice to meet you, too.  
 ..... Yvonne Boles. Nice to meet you.  
 ..... Of course not. Please do.  
 ..... Yes, it is. By the way, do you mind if I call you Yvonne?



- 5 Which topics are appropriate for small talk in your country? Check Yes or No. If you check No, explain why the topic is not appropriate.

	Yes	No	
1 what someone would like to be called			
2 a person's work or studies			
3 how much money a person makes			
4 someone's marital status			
5 one's religious beliefs			
6 one's political beliefs			
7 a person's clothing			
8 someone's children			

## LESSON 3

- 1 Match the words and definitions. Draw a line.

1 cultural literacy	a not permitted because of very strict cultural or religious rules
2 customary	b rules for polite behavior when eating with other people
3 etiquette	c the habit of being on time
4 impolite	d extremely rude or impolite
5 offensive	e not polite, rude
6 punctuality	f rules for polite behavior in society or in a particular group
7 table manners	g usual or traditional in a particular culture
8 taboo	h knowing about and respecting the culture of others

**2** Complete the statements with words from the box. One word is used twice.

cultural literacy    customary    etiquette    impolite    offensive    punctuality    table manners    taboo

- 1 It is ..... to say "please" when asking someone to pass you something that you want.
- 2 Not saying "thank you" after someone passes you something that you asked for is considered .....
- 3 At my office ..... is very important. Everything happens on a set schedule and being on time or even early is expected.
- 4 Showing respect for others and putting them at ease are examples of good .....
- 5 Whether you are dining with clients or eating alone, proper ..... are expected when eating out.
- 6 If you've never traveled to other countries, you probably don't have the degree of ..... that an experienced traveler has.
- 7 Before traveling to a foreign country, it's a good idea to search the Internet for helpful tips. For example, are certain foods ..... because of cultural or religious rules? Are some behaviors or clothing considered .....? If you're not sure, it's best to watch what others do. Remember the saying: When in Rome, do as the Romans do.
- 8 Being on time is absolutely necessary for business appointments. The rule is to arrive ten to fifteen minutes early. However, for social events, such as business parties, it is considered ..... to arrive early.

**3** Cross out the word or phrase that has a different meaning from the others.

- |   |             |             |               |
|---|-------------|-------------|---------------|
| 1 | offensive   | very rude   | <b>polite</b> |
| 2 | punctual    | late        | on time       |
| 3 | traditional | customary   | unusual       |
| 4 | literacy    | etiquette   | manners       |
| 5 | taboo       | not allowed | customary     |

**4** What about you? Complete the sentences in your own way.

- 1 What table manners are important to your family? .....
- 2 Are people typically punctual where you live? .....
- 3 Are there any foods that are taboo because of your religion or culture? .....



**DID YOU KNOW . . . ?**

Etiquette and rules for behavior have a long history. The first guide to etiquette was written in the year 2400 BCE by an Egyptian named Ptahhotep. His guide included advice about how to get along with others and live a successful life.

## LESSON 4

1 Read the three blog posts. What do they have in common? Circle the correct letter.

- a They are about people whose hosts made cultural faux pas.
- b They are about people who became more culturally literate.
- c They are about people who avoided making cultural faux pas.

### Cultural Mistakes We Make

"When in Rome, do as the Romans do." This old saying means when visiting different cultures, it's important to follow the local customs. If we don't, it's easy to make a cultural mistake, also known as a cultural faux pas. Have you ever made one? Tell us about it in the comments!

[Reply](#)

There are 3 comments:



Posted by **Nobu** on April 20 at 9:44 AM

I'm Japanese, and I work for a large trading company. Last year, I was transferred to Russia for six months. The work was really interesting, and I was eager to talk about it with my colleagues. But whenever my team went out for dinner after work, they only ever wanted to talk about sports, music, and celebrities. I would often bring up work, but they would always change the subject. I was confused, and I guess it showed on my face, because one colleague, Natalia, asked me what was wrong. When I explained, she laughed and said, "Don't take it personally, Nobu. It's just that in Russia, we don't think the dinner table is the place for business talk."

[Reply](#)



Posted by **Reginald** April 20 at 10:39 AM

I live in England, and I was invited to the wedding of two Arab friends in Dubai. It was a large, beautiful wedding with over 200 guests. At the reception, I brought my wedding gift to the head table where the couple were seated with many other guests, talking and laughing. I congratulated them and then passed them the gift—with my left hand since I'm left-handed. Well, everyone stopped talking. You could have heard a pin drop! Then I remembered that in Arab countries, it's very impolite to pass things using your left hand. I quickly switched the gift to my right hand and apologized!

[Reply](#)



Posted by **Patricia** on April 21 at 1:23 PM

I'm from Argentina. The first time I visited Budapest in Hungary, I kept getting lost in the city. When I asked for directions, people were happy to help, but they seemed to back away slightly. I thought it was strange. Later, on the subway, I again noticed people moving away from me—only a little, but it was still weird. One guy even said something to me in Hungarian with a scowl on his face. That evening, I told a Hungarian friend what had happened. He said it was a problem of "personal space." In public, Hungarians feel most comfortable with 130 centimeters between themselves and other people, while Argentines feel that 70 centimeters is enough. So interesting!

[Reply](#)

2 Read the blog posts in Exercise 1 again. To which people do these statements apply?

Circle all the correct answers.

- This person made the cultural mistake more than once. ( Nobu / Reginald / Patricia )
- This person chose the wrong topic of conversation. ( Nobu / Reginald / Patricia )
- The mistake had to do with where this person chose to stand. ( Nobu / Reginald / Patricia )
- Other people were obviously angry or unhappy with this person. ( Nobu / Reginald / Patricia )
- Someone explained the mistake to this person. ( Nobu / Reginald / Patricia )
- This person gave something to someone incorrectly. ( Nobu / Reginald / Patricia )

**3** Match the words and phrases from the blog post in Exercise 1 with their definitions. Draw a line.

- |                                    |   |
|------------------------------------|---|
| 1 faux pas                         | a unusual or very strange   |
| 2 take something personally        | b an embarrassing mistake in a social situation                   |
| 3 weird                            | c said of a situation that is very quiet                          |
| 4 back away                        | d the distance you like to keep between yourself and other people |
| 5 You could have heard a pin drop. | e to let yourself get upset by things others say or do            |
| 6 scowl                            | f an angry expression on someone's face                           |
| 7 personal space                   | g to move in the opposite direction                               |

## GRAMMAR EXPANDER

**1** Complete each sentence. Circle the correct word.

- Kendra ( maybe / may be ) working late at the office tonight.
- We ( maybe / may be ) traveling to Mexico City next month.
- He ( maybe / may be ) able to return to work tomorrow.
- ( Maybe / May be ) they're late because they overslept.
- ( Maybe / May be ) she prefers to wait until Monday.
- They ( maybe / may be ) the noisiest neighbors we have ever had!
- I think sushi ( maybe / may be ) my favorite food ever!
- ( Maybe / May be ) I'll go for a run in the morning.
- There are ( maybe / may be ) three more people coming to the meeting.
- She ( maybe / may be ) embarrassed after her faux pas at the party.

**2** Rewrite the second sentence in each example using **probably** and **most likely**.

- 1 I can't get my little boy to eat. He must not be feeling well.

.....

- 2 My back aches. It must be from picking up that heavy box yesterday.

.....

- 3 Luis isn't answering his phone. He must have gone to bed already.

.....

- 4 The sky looks dark and dreary today. It must be going to rain.

.....

- 5 I don't understand why they are so late. They must be stuck in traffic.

.....

- 6 She feels terrible. She must have the flu.

.....



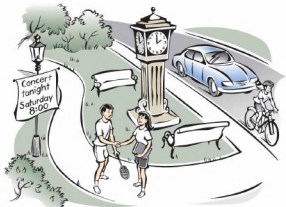
**3** Complete the sentences with the correct words. Circle the letter.

- I can't ..... with you today. How about tomorrow?  
 a meet                      b meeting                      c to meet
- He might ..... get us a ticket to the concert next month. I'll ask.  
 a must not                      b cannot                      c not be able to
- She ..... asked her boss for a raise after completing that important project.  
 a should                      b should have                      c should had
- They ..... have offended their new neighbor by taking his picture without asking.  
 a might                      b might have                      c might be
- We ..... go to the supermarket after you get home.  
 a can to                      b can                      c be able to
- Cybil may not ..... to work tomorrow. Her car is making strange noises.  
 a driving                      b can drive                      c be driving

**4** Write sentences with the words provided and can or be able to. More than one answer may be possible.

- ( she / not / give us a ride home / last night ) .....
- ( he / talk to them / at the office / yesterday ) .....
- ( I / have / not / ice skate / since I hurt my ankle ) .....
- ( We / take a trip / to the Bahamas / last year ) .....
- ( Elizabeth / meet her father / at noon / today ) .....
- ( Aaron / not / drive / as well as his brother ) .....

**5** Complete the tag questions. Then look at the picture. Answer each question with a short answer.



- It's a beautiful day today, isn't it ?                      Yes, it is.
- It's not 2:30 yet, ..... ?
- It's a good day to ride a bike, ..... ?
- The car isn't red, ..... ?
- Yesterday was Sunday, ..... ?
- The people haven't met before, ..... ?
- They're wearing shorts, ..... ?
- The man plays tennis, ..... ?

**1** Match each emoticon and abbreviation with the phrase that has the same meaning. Draw a line.

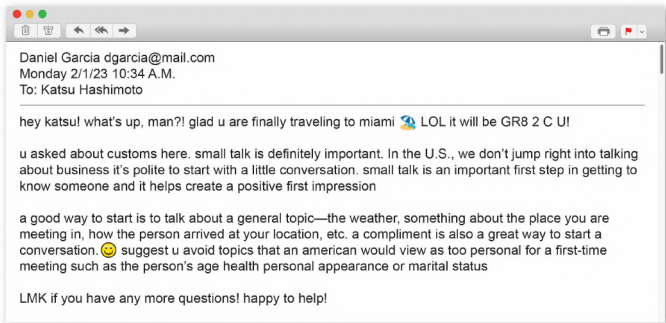
- |           |                              |
|-----------|------------------------------|
| 1 LOL     | a Let me know.               |
| 2 😊       | b Are you okay?              |
| 3 LMK     | c As soon as possible.       |
| 4 IMHO    | d I'm not happy.             |
| 5 R U OK? | e By the way . . .           |
| 6 OMG     | f Laughing out loud          |
| 7 BTW     | g Oh my gosh!                |
| 8 C U L8R | h In my humble opinion . . . |
| 9 😊       | i I'm smiling. / I'm happy.  |
| 10 ASAP   | j See you later.             |

**2** Complete the chart. Check the things you should do and the things you shouldn't do in formal email etiquette.

	Do's	Don'ts
a Use a title, last name, and colon to address someone you don't know well.	✓	
b Write in complete sentences.		
c Use correct spelling.		
d Use emoticons.		
e Use all lower-case letters.		
f Punctuate carefully.		
g Add a date in the email.		
h End with your name.		
i Use a complimentary close, e.g., <i>Thank you so much</i> .		
j Include abbreviations such as "u" for "you."		
k Use a first name and comma to address someone you know well.		
l Use run-on sentences.		



- 3 Read the email to a business associate. Circle all the formal email etiquette errors. Then rewrite the message correctly. Use the do's and don'ts chart in Exercise 2 to check your message.



The screenshot shows an email client window with a grey header bar containing window controls and navigation icons. The email content is as follows:

Daniel Garcia dgarcia@mail.com  
Monday 2/1/23 10:34 A.M.  
To: Katsu Hashimoto

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hey katsu! what's up, man?! glad u are finally traveling to miami 🌴 LOL it will be GR8 2 C U!

u asked about customs here. small talk is definitely important. In the U.S., we don't jump right into talking about business it's polite to start with a little conversation. small talk is an important first step in getting to know someone and it helps create a positive first impression

a good way to start is to talk about a general topic—the weather, something about the place you are meeting in, how the person arrived at your location, etc. a compliment is also a great way to start a conversation. 😊 suggest u avoid topics that an american would view as too personal for a first-time meeting such as the person's age health personal appearance or marital status

LMK if you have any more questions! happy to help!



A large rectangular area with horizontal lines for writing, intended for the student to circle errors and rewrite the message. The area is bounded by a thin grey border and contains approximately 20 horizontal lines.

## Warm-up

**1** Match each expression with its meaning. Write the letter. Two items have the same answer.

- |                                      |   |
|--------------------------------------|---|
| ..... 1 I owe you one.               | a to indicate that something wasn't a problem or didn't cause any real damage |
| ..... 2 No harm done.                | b to explain that you are very busy   |
| ..... 3 You're a lifesaver.          | c when you don't want to bother someone who is very busy                      |
| ..... 4 I've got a lot on my plate.  | d to thank someone for his or her help  |
| ..... 5 I won't keep you any longer. | e to thank someone for calling your attention to a problem                    |
| ..... 6 Thanks for the heads-up.     |   |

## LESSON 1

**1** Complete each sentence with the base or infinitive form of the verb in parentheses. Some sentences use **get** and some use **have**.

- The instructor had Amy ..... the driving test again. ( take )
- Michael got Trent ..... in their lunch order. ( call )
- Can you get someone else ..... you to the airport? (drive)
- I'll have my assistant ..... you the documents. ( mail )
- Where did you have the courier ..... the contract? ( deliver )
- Did you get your nephew ..... your laptop? ( fix )
- Please have your spouse ..... to your next appointment. ( come )

**2** Complete the paragraph with the words in parentheses. Use the simple past of **get** or **have** and the base or infinitive forms of the verbs.

Hi Jana.

The engagement party for my niece and her fiancé was a big success. It was a lot of work, but I

- (1) ..... ( get / everyone / help ) so it went a lot better than I thought it would. I (2) ..... ( have / my sister / make ) the invitations, and her husband helped with the decorations. They're a very creative couple. I (3) ..... ( get / my husband / cook ) the food. He's a great cook, especially on the grill. I (4) ..... ( have / my cousin's band / play ) the music. My mom used to sing, so we (5) ..... ( get / her / come up ) on stage and sing a few songs. That was really fun! We (6) ..... ( get / my nephew / give ) a speech. He's a funny guy, and everyone laughed at the stories he shared about his sister. Even though so many family members pitched in and helped, they still found time to enjoy themselves. And at the end of the night, I (7) ..... ( have / everyone else / go ) home, and I did all the clean up!

The party was a lot of work, but my niece was very happy, so it was worth it.

Hope to see you at the wedding.

Bethany

3 Complete the paragraph with the correct form of the verbs in parentheses.

Before!



My life used to be so crazy. I tried to do everything myself, and I never got anyone (1) ..... ( help ) me. Then I realized that it's OK to have other people, especially my family, (2) ..... ( do ) a few things for me. For example, now I get the kids (3) ..... ( clean ) their rooms themselves. And I have my husband (4) ..... ( stop ) at the grocery store on his way home from work if I need something. I've even gotten the kids (5) ..... ( cook ) a little bit. It's not always the best food, but at least I don't have to do it myself! I've found that my life is much calmer when I have everyone (6) ..... ( share ) the responsibilities.

After!



4 Complete the conversation with words from the box. You will not use all the words.

afraid appreciate favor fill in for get have lifesaver pick up problem

Alison: I'm sorry to bother you, Bryan, but could you possibly do me a (1) ..... ?

Bryan: Sure. What do you need?

Alison: Well, I'm going to be in a meeting for the next hour but I'm starving already. Could you (2) ..... something for me for lunch?

Bryan: I'm sorry, I'm (3) ..... I can't. I'm leaving for a doctor's appointment in ten minutes. Let me see if I can (4) ..... my assistant to help you. I don't think he's busy right now.

Alison: Could you? I'd really (5) ..... that.

Bryan: No (6) .....

Alison: Thanks a million, Bryan. You're a (7) .....

- 5 When was the last time you asked someone to do you a favor? Who did you ask?  
What did you need that person to do?


## LESSON 2

- 1 Complete the statements and questions using the words in parentheses and the passive causative.

- 1 We would like to have ..... *our car washed* ..... ( our car / wash )
- 2 Could you get ..... by tomorrow? ( the living room / paint )
- 3 He will have ..... in the morning. ( the documents / sign )
- 4 Can you have ..... on Saturday? ( the flowers / deliver )
- 5 I need to have ..... before the party. ( this dress / shorten )
- 6 Where can I get ..... ? ( my eyes / test )
- 7 I'd like to get ..... this weekend. ( my house / clean )
- 8 She plans to have ..... tonight. ( the carpets / shampoo )

- 2 Write statements and questions using the passive causative. Use the words in parentheses and the correct form of have or get.

- 1 ( Could I / these shoes / repair / by tomorrow ? )  
.....  
*Could I have these shoes repaired by tomorrow?*
- 2 ( George / is thinking about / his garage / remodel . )  
.....
- 3 ( I will / that photo / professionally / frame / next week . )  
.....
- 4 ( Can he / his suit / dry-clean / by tomorrow ? )  
.....
- 5 ( The teacher / needs to / the exam / copy . )  
.....
- 6 ( When will / John / his hair / cut ? )  
.....
- 7 ( Linda / would like to / the laundry / do / tonight . )  
.....

**3** Complete each sentence with the words in parentheses and the passive causative. Use the correct tense.

- The bank is closed today. We will have the check signed tomorrow. ( have / the check / sign )
- Sometime next week, we ..... ( get / our laptop / repair )
- She ..... over the weekend. ( have / her bedroom / paint )
- He ..... this morning, but now it's raining. ( have / car / wash )
- Can you please ..... before tomorrow? ( get / these pages / edit )
- Would it be possible to ..... by this afternoon? ( get / this picture / framed )

**4** Look at the pictures. Complete the services with verbs from the box.

deliver    dry-clean    make    renew    repair    shorten



- 1 .....  
a passport



- 2 .....  
a dress



- 3 .....  
a new key



- 4 .....  
a computer



- 5 ..... a pair  
of jeans that are too long



- 6 .....  
a package

**5** Read each situation. What needs to happen next? Write the letter of the best solution.

- |   |                                     |
|---|-------------------------------------|
| ..... 1 Valerie wants to travel, but her passport is expired.               | a She needs to have it renewed.     |
| ..... 2 Ryan's car window is cracked.                                       | b He needs to get them delivered.   |
| ..... 3 Karen has an important meeting coming up, but her suit is dirty.    | c He needs to have one made.        |
| ..... 4 Tim wants to send flowers to his wife at her office.                | d She needs to have it dry-cleaned. |
| ..... 5 Denise bought a dress, but it's a little too short.                 | e She needs to have it lengthened.  |
| ..... 6 Paul wants a cake for his daughter's birthday, but he doesn't bake. | f He needs to get it repaired.      |

6 Complete the conversation with phrases from the box. You will not use all the phrases.

get a balloon bouquet my daughter's birthday	I'll get back to you place a lunch order	I'm happy see what I can do	I'm sorry might be difficult very busy
---	---	--------------------------------	--

- A: Hello? I'm wondering if it's too late to (1) ..... delivered today.  
(2) ..... I know it's really last minute.
- B: Yes, it is. That (3) ..... We're very busy today.
- A: I understand, but it's important. It's (4) ....., and I forgot to call earlier.
- B: Let me (5) ..... Can I call you back in a few minutes?
- A: Sure. I'm at 276-0199.
- B: OK. (6) ..... ASAP.

7 Which services do you use? Use the passive causative.

- 1 I always have .....
- 2 I've never had .....
- 3 I have gotten .....
- 4 Sometimes I get .....

### LESSON 3

1 Read the article. What is it mainly about? Circle the correct letter.

- a sightseeing advice for vacation travelers      b ideas for businesses to meet their customers' needs      c unusual services created to meet a new need

5:57 PM 80% 🔋

## Surprising New Services

Most businesses offer services that meet existing customer needs. However, some clever businesspeople create new services that meet a need that we never even knew we had! Here are three of our favorites.

**Adolfo Magdy's Massage Center** offers an unusual type of massage that is admittedly not for everyone—it involves live snakes! Clients at this health and beauty spa can select from 28 different kinds of snakes and have them crawl over their bodies. Dr. Magdy, a doctor and massage expert, says snake massage relaxes both the mind and the body. As one customer noted, "I was a little nervous at first, but after the snakes were placed on my back, I felt like all the stress was being removed from my body." Because one-third of people have a strong fear of snakes that could cause panic, Dr. Magdy only accepts customers who pass a test for this fear before starting treatment.

There's nothing worse than traveling to an amazing destination only to return home with boring vacation photos. Plus, you either can't be in the shots you take or need to trust a stranger to take them, usually with bad results. The **FindaPhotographer** service was created by Dan Noble, a frequent traveler who grew tired of his own terrible vacation photos. It offers a network of hundreds of professional photographers in more than 350 tourist destinations. Finding the right photographer is a snap: you simply go to the website, choose your city, view the work of local photographers, read customer reviews, and make a reservation. The photographer will talk to you about what kind of photo you are looking for and even suggest ideas for where to take the best shot!

When most people picture their dream wedding, they imagine a big event with hundreds of proud family members and close friends. But what if you have a small family and don't know that many people? Carlo Messina, the owner of **Guest of Honor Rental Service**, had that same problem. "At my wedding there were 212 guests. 211 of them were friends and family of my bride," says Carlo. "I felt mortified. Afterwards I thought, I'll bet I'm not the only one in this embarrassing situation. So I started a business!" Customers can rent up to 200 well-dressed, friendly actors who will mingle with the other guests. For an extra fee, an actor can even play the role of "Best Man" or "Maid of Honor" and give a heartwarming speech about the bride and groom and their many excellent qualities!





- 2 Based on the article in Exercise 1, are the following statements **True**, **False**, or **Not mentioned**? Check the correct answer.

	True	False	Not mentioned
1 According to Dr. Magdy, snake massage can reduce both physical and mental stress.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Dr. Magdy accepts all customers who come to his massage center.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 FindaPhotographer was created by someone who takes bad vacation photos.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 A photographer from FindaPhotographer follows customers and takes pictures for them all during their vacation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 Actors hired by Guest of Honor have all appeared in TV and movie roles.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 Customers of Guest of Honor can pay extra to have an actor give a speech about the newly married couple.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- 3 Match the words from the article in Exercise 1 with the definitions. Draw a line.

1 panic	a causing feelings of happiness
2 a network	b move around and talk during a party
3 a snap	c very strong feelings of fear
4 mortified	d something that is very easy to do
5 heartwarming	e a group of people who work together
6 mingle	f very embarrassed

- 4 Read and respond to the instant message. Describe the quality of the service and the workmanship of one business in your area.

rudy425:

**rudy425:** I'm new to the area and would really like to know about the local services. Can you recommend any businesses?

**you:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## LESSON 4

### 1 Look at the pictures. Write the service businesses from the box.

babysitting catering dog grooming organizing translating



1 .....



2 .....



3 .....



4 .....



5 .....

### 2 Read the description. Complete the sentences with the correct service businesses.

- Jason offers ..... services. He works with his client's pets: bathes them, brushes their fur, cuts their nails, and makes sure they look good.
- Our new clients didn't speak English. They needed someone who could understand what they were saying in Japanese and then communicate that to others in English. They contacted Claire and asked for her ..... services.
- Sophie takes care of children when their parents go out. She plays games with them, makes them snacks, reads them stories, and makes sure they brush their teeth before bedtime. She offers ..... services.
- Cole helps people make better use of the space in their closets. He helps them arrange their shoes, clothing, and other items stored there in the best way. He offers ..... services.
- Madge runs her own business. She provides refreshments for special events like birthday parties and weddings. She makes the most amazing dishes, and her cakes are delicious! She offers ..... services.



#### DID YOU KNOW . . . ?

A growing number of businesses are trying a new approach to landscaping services: goat rentals. Not only do goats do a great job of trimming grass and clearing brush and other plants, but they are quiet, cheap, environmentally friendly, and very cute!

## GRAMMAR EXPANDER

**1** Put the words in the correct order. Write statements and questions with the causative **make**.

1 the Sales Manager / day off / made / our / us / on / work

.....

2 clean / we / children / their rooms / made / our / this morning

.....

3 I / her homework / watching TV / before / make / my / do / daughter

.....

4 the waiter / made / her soup / she / cold / it was / because / take back

.....

**2** Look at the chart. What is each child permitted to do? Complete the sentences. Use **let**.

	Go to bed late	Eat a lot of sugar	Stay home from school
Ashley	X	✓	✓
Douglas	✓	X	X
Jo and Charley	✓	✓	X

1 Ashley's parents don't let her go to bed late. But they do let her eat a lot of sugar.  
And sometimes they ..... home from school.

2 Douglas's father ..... to bed late. But he ..... a lot of sugar. And he  
..... home from school either.

3 Jo and Charley's parents ..... to bed late. They also ..... a lot of sugar. But  
they ..... home from school.

**3** Read each statement. Give advice about what the person should or shouldn't permit. Use **let** or **don't let**.

1 "The kids are running all over the house."

**you** > Let them play outside. Don't let them climb on the furniture.

.....

2 "My son plays too many video games."

**you** > .....

3 "My daughter drinks a lot of soda."

**you** > .....

4 "My sister wants to borrow my favorite dress."

**you** > .....

**4** Read each sentence. Cross out the **by** phrase if it is not important.

1 My mother always gets her hair colored by Edith at Knoles Salon.

2 We're having our coats cleaned by a person at Exponential Cleaners.

3 I'm having a dress shortened by Mr. Benson, the local tailor.

4 You should have your dog groomed by someone at Pets Are Us.

**1** Answer each question with your own opinion. Use expressions for stating opinions from the box.

from my point of view    I believe    I find    In my opinion    To me

- Do you think people who are very organized get more done with less stress?  
.....
- Do you think it's important for people to get along at work?  
.....
- Do you think children should be required to study music at school?  
.....
- Do you think asking other people to help is better than trying to do everything yourself?  
.....

**2** Complete each statement about yourself with an example.

- I'm a very organized person. For instance, .....
- I feel great every time .....
- I often end up running late for appointments. For example, .....
- My neighbors are so nice. They have a lot of great qualities, such as .....

**3** Write a review of a business where you had a negative experience. Use expressions to state your opinions and give a personal example.

	I had my coats dry cleaned at Adam's last week.
	In my opinion, Adam's has the worst customer service.
	Whenever I drop off my clothes, the owner is rude . . .

**State your opinions**

In my opinion,  
To me,  
From my point of view,  
I believe  
I find

**Give an example**

For example,  
For instance,  
. . . , such as . . .  
Whenever  
Every time  
When I was . . .
