

Before you start

1 How would you greet these people? What would you say? What would you do, e.g. shake hands, hug them?

- a friend you see often
- a relative you haven't seen for a while
- a visitor from another country

Reading

2 Anna (A) is meeting a visitor (B) at the airport. Match Anna's sentences with the replies.



A

- 1 Welcome to Poland.
- 2 Excuse me. Are you Mr Weiss?
- 3 Hello. I'm Anna. Nice to meet you.
- 4 Let me help you with your luggage.
- 5 Is this your first visit to Poland?
- 6 Did you have a good flight?

B

- a Yes, thank you.
- b No, I was here last year.
- c Thank you. It's nice to be here.
- d Yes, that's right.
- e Thank you.
- f Nice to meet you, too.

3 Put the conversation in a logical order.

2, _____

Vocabulary

4 Find and underline phrases in Exercise 2 that have a similar meaning to phrases 1–4 below.

- 1 How was your journey?
- 2 Pleased to meet you.
- 3 Have you been here before?
- 4 Can I give you a hand?

Speaking

5 Work in pairs. Read the dialogue in Exercise 2 aloud. Take turns to be A and B.

6 Look at these topics of conversation. Which ones are suitable when you meet someone for the first time? Write ✓ (yes), ✗ (no) or ? (maybe).

- | | | | |
|-----------------------|--------------------------|-------------|--------------------------|
| the visitor's clothes | <input type="checkbox"/> | politics | <input type="checkbox"/> |
| your families | <input type="checkbox"/> | the weather | <input type="checkbox"/> |
| the place you are in | <input type="checkbox"/> | hobbies | <input type="checkbox"/> |
| the visitor's journey | <input type="checkbox"/> | religion | <input type="checkbox"/> |

Reading

7 Read these extracts from the conversation between Anna (A) and Mr Weiss (B). Which topics in Exercise 6 do they talk about?

- 1 A ... So, how was your journey?
 B It was fine, thanks. The plane wasn't full.
 A Well, not many people come to Poland at this time of year.
 B No, I guess not. Is it always this cold in October?
 A Well, not usually this cold. How was the weather in Washington?
 B Actually, it was quite warm. About 20 degrees.
- 2 B ... Where in Poland are you from?
 A From Krakow, in the south. Have you been there?
 B Yes, I have. It's a beautiful city.
 A What about you? Do you live in Washington?
 B Yes, I do, but I was born in Chicago.
- 3 B ... That's an amazing building – what is it?
 A It's the new football stadium. Are you interested in football?
 B I don't know much about it, but my brother loves it.
 A Your brother? Do you have a big family?
 B No, just one brother. What about you? Do you have any brothers or sisters?
 A Yes, I have three sisters.

8 Underline the questions the speakers use to introduce the topic.

Speaking

9 Work in pairs. Imagine you come from different countries. Role play a similar conversation. Take turns to be the host and the visitor. Try to keep conversation going using the questions you underlined in Exercise 8.

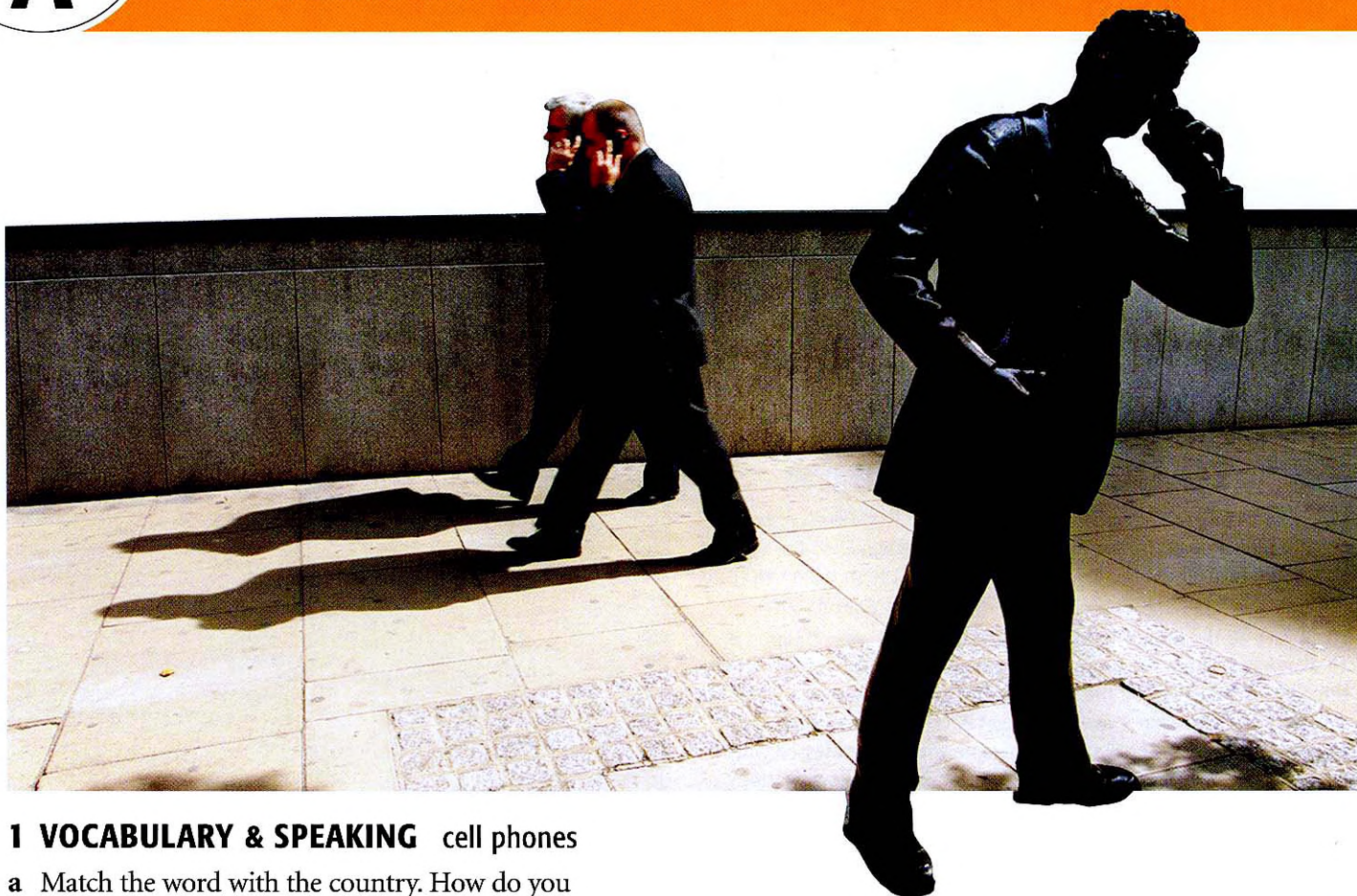
▶ Get real

Talk to someone you know who has had to spend time with overseas visitors, perhaps as part of their work. Find out what topics they talked about with these visitors, and why.

3
A

G *must, have to, should* (obligation)
V cell phones
P sentence stress

Modern manners



1 VOCABULARY & SPEAKING cell phones

a Match the word with the country. How do you say *cell phone* in your language? Which name do you like best?

- | | |
|-------------|--------------|
| 1 France | a cell phone |
| 2 Germany | b telefonino |
| 3 Italy | c celular |
| 4 the US | d movil |
| 5 the UK | e portable |
| 6 Spain | f mobile |
| 7 Argentina | g Handy |

b **3.1** Listen and match the sentences with the sounds.

- A He's **dialing** a number.
- B She's **texting** a friend.
- C He just **hung up**.
- D She's choosing a new **ring tone**.
- E He's **calling back**.
- F She **left a message** on his **voice mail**.
- G The line's **busy**.

c Use the questionnaire to interview another student. Ask for more information.

Cell phone questionnaire

Do you have a cell phone?

If so, how long have you had it?

If not, are you thinking of getting one?

How many of your friends or family have cell phones?

What kind of ring tones do they have?

What do they use their cell phones for (aside from talking)?

Where or when should people turn off their cell phones?

Have you ever...?

...seen someone using a "hands-free" phone

...forgotten to turn your phone off (with embarrassing consequences)

...used a cell phone while you were driving

2 GRAMMAR *must, have to, should* (obligation)

a In pairs, look at the picture and answer the questions.

- 1 What's the man doing? Does it annoy you when people do this?
- 2 Does this happen a lot in your country?
- 3 What other things do people do with cell phones that annoy you?

b **3.2** Listen to five people talking about things that annoy them about cell phones. Match the speakers with what they say.

Who...?

- A says talking on your cell phone can be dangerous
- B complains about people who are very impatient to use their cell phones
- C complains about people using cell phones on social occasions
- D hates having to listen to other people's conversations
- E complains about people who interrupt a conversation to answer the phone

-
-
-
-
-



c Match these sentences from the dialogues with their meaning.

- | | |
|--|--|
| 1 You shouldn't answer the phone if you're talking to a salesperson. [] | A You don't need to do this. It isn't necessary. |
| 2 You have to turn off your cell when you fly. <input type="checkbox"/> | B Don't do this. It isn't allowed / permitted. |
| 3 You must not use your phone until you get off the plane. <input type="checkbox"/> | C Do this because it's a rule or the law. |
| 4 You don't have to shout. The other person can hear you. <input type="checkbox"/> | D I think it's a bad thing to do this. |
| 5 You should talk quietly if you are in a public place. <input type="checkbox"/> | E I think it's a good thing to do this. |

d **p.134 Grammar Bank 3A.** Read the rules and do the exercises.

3 PRONUNCIATION & SPEAKING sentence stress

a **3.3** Listen and repeat the sentences.

Copy the rhythm.

- 1 You must not use your phone on a plane.
- 2 I don't have to go to work tomorrow.
- 3 We have to take an exam in June.
- 4 You should turn off your cell phone in class.
- 5 You shouldn't talk loudly on a cell phone.
- 6 I must go to the bank this morning.

b Read the definition of manners. Then look at phrases 1–8. Are these laws (or against the law) or just good / bad manners? Mark M (manners) or L (law).

manners [pɪ noun] a way of behaving that is considered to be polite in a society or culture

Manners or the law?

- 1 Play noisy games on a cell phone in public
- 2 Send text messages when your car is stopped at a traffic light
- 3 Turn off your cell phone on a plane
- 4 Turn off your cell phone in class
- 5 Talk loudly on a cell phone on public transportation
- 6 Use a handheld cell phone while driving a car
- 7 Make very personal calls in public
- 8 Use your cell phone at a gas station

c Compare with a partner. Then make sentences with...

You should / shouldn't ...(for manners)

You have to / can't / must not ...(for the law)

4 READING

- a What does the expression culture shock mean? Have you ever had culture shock?
- b Read the article and check (✓) the sentence which says what the article is about.
- The English have very good manners. The English and Russian ideas of good manners are different.
- The English are polite but insincere. Russians are very rude and unfriendly.

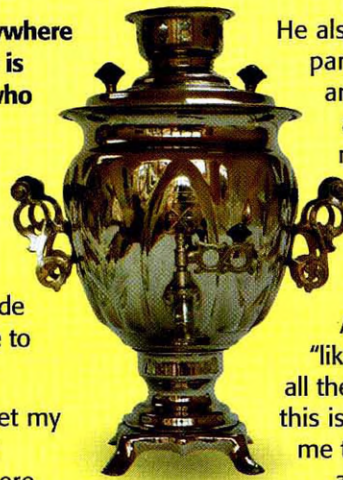
Culture shock

Good manners are always good manners – anywhere in the world. That’s what Miranda Ingram, who is English, thought until she married Alexander, who is Russian.

When I first met Alexander and he said to me, in Russian, “*Nalei mnye chai – pour me some tea,*” I got angry and answered, “*Pour it yourself.*” Translated into English, without a *Could you...?* and a *please,* it sounded really rude to me. But in Russian it was fine. You don’t have to add any polite words.

However, when I took Alexander home to meet my parents, I had to give him an intensive course in *pleases* and *thank yous* (which he thought were completely unnecessary), and to teach him to say *sorry* even if someone else stepped on his toe, and to smile, smile, smile.

Another thing that Alexander just couldn’t understand was why people said things like, “*Would you mind passing me the salt, please?*” He said, “*It’s only the salt, for goodness sake! What do you say in English if you want a real favor?*”



He also watched in amazement when, at a dinner party, we swallowed some really disgusting food and I said, “*Mmm...delicious.*” In Russia, people are much more direct. The first time Alexander’s mother came to our house for dinner in Moscow, she told me that my soup needed more seasoning. Afterward, when we argued about it, my husband said, “*Do you prefer your dinner guests to lie?*”

Alexander complained that in England he felt “*like the village idiot*” because in Russia if you smile all the time, people think that you are crazy. In fact, this is exactly what my husband’s friends thought of me the first time I went to Russia because I smiled at everyone, and translated every *please* and *thank you* from English into Russian!

At home we now have an agreement. If we’re speaking Russian, he can say “*Pour me some tea,*” and just make a noise like a grunt when I give it to him. But when we’re speaking English, he has to add a *please,* a *thank you,* and a smile.

Adapted from a newspaper

- c Read the article again and mark the sentences T (true) or F (false). Correct the wrong sentences.
- 1 Miranda got angry because her husband asked her to make the tea.
 - 2 Miranda had to teach him to say “sorry” when something wasn’t his fault.
 - 3 Her husband thinks English people are too polite.
 - 4 Alexander wasn’t surprised when people said they liked the food at the dinner party.
 - 5 The food was delicious.
 - 6 Miranda didn’t mind when her mother-in-law criticized her cooking.
 - 7 Alexander thought his mother was right.
 - 8 In Russia it isn’t normal to smile all the time when you speak to someone.
 - 9 His Russian friends thought Miranda was very friendly because she smiled a lot.
 - 10 Alexander never says “thank you” for his tea when he and Miranda are speaking in Russian.
- d Now cover the text. Can you complete the phrases with the missing verbs?
- 1 _____ on someone’s foot or toe (by accident)
 - 2 _____ some water into a glass or tea into a cup
 - 3 _____ a noise, like a grunt
 - 4 _____ food (so that it goes from your mouth to your stomach)
 - 5 _____ a word from English into Russian
- e Are people in your country more like Miranda or Alexander?

5 LISTENING

a 3.4 Listen to four people answering the question, "Are Americans polite?" Do they answer "yes" or "no"?

- | | |
|---|--------|
| 1 Clare, a student from Ireland | Yes/No |
| 2 Paul, an American business man in China | Yes/No |
| 3 Andrea, an American from Chicago | Yes/No |
| 4 Marcos, an economist from Latin America | Yes/No |

b Listen again and answer the questions.

- 1 Why do some foreigners find the expression "Have a nice day" annoying?
- 2 Does Clare disagree?
- 3 What do some Chinese people call the Americans?
- 4 How does Paul's friend explain this?
- 5 What three reasons are given for people being ruder now?
- 6 What do some American tourists do that shows they don't respect local customs?
- 7 Does Marcos feel that all American tourists are like this?



6 SPEAKING

Look at the five situations. In groups, discuss...

Do people do these things in your country?

Do you think it's good or bad manners to do these things, or does it not matter?

In my country, we don't kiss people when we meet them for the first time.



Greeting people

- kiss people on both cheeks when you meet them for the first time
- call older people by their first names
- use more formal language when speaking to an older person



In a restaurant

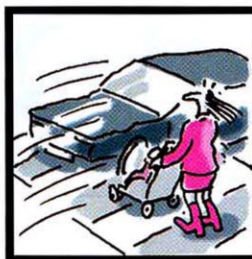
- let your children run around and be noisy
- be very affectionate to your boyfriend or girlfriend
- talk on your cell phone



Men and women – a man's role

- pay for a woman on the first date
- wait for a woman to go through the door first
- make sure a woman gets home safely at night

Good manners? Bad manners? Does it matter?



Driving

- always stop at a pedestrian crossing
- honk at someone who's driving slowly
- drive with the windows down and your music playing loudly



Visiting people

- take a present if you're invited to dinner at someone's house
- arrive more than 10 minutes late for a lunch or dinner
- smoke in a house where the owners don't smoke

Before you start

- 1 Think of things that you have in your home or school, e.g. a fridge, a TV, a computer. What are the names of the companies that made them?

Reading

- 2 Read the text and correct the statements below.

International trade is when companies from one country sell their products or services in other countries. For example, the UK produces cars, machinery, oil, and chemicals, which it exports to **overseas markets**. Other British **exports** include services like banking and travel. These earn **foreign currency** for the UK. **Imports** to the UK include cars, food, and electrical goods.

Many companies set up **subsidiaries** overseas, either for manufacturing or for distribution, or both. These companies are called **multinationals** – Shell, Ford, and Sony are examples. Most multinational companies ‘think global and act local.’ This means that they try to understand and cater for the needs of every market they sell in.

International trade means there are more companies competing with each other to sell their products. This means lower prices, which is good for customers because they pay less and have more choice. Producers, however, make less profit. Multinational companies often look for ways to reduce their costs, for example, by manufacturing their products in countries where **labour costs** are cheap.

Changes in the **exchange rate** can make a company more or less competitive. The exchange rate is the amount of one currency needed to buy another currency. For example, in 2002, one British pound bought about 200 Japanese yen, so the exchange rate was 1:200. If the exchange rate falls, exports become cheaper, so companies become more competitive. If the exchange rate rises, exports become more expensive, so companies become less competitive.

- 1 British companies don't sell overseas.
- 2 Multinational companies sell the same products in different markets.
- 3 Increased competition is good for producers and bad for customers.
- 4 Changes in the exchange rate are not important in international trade.

Vocabulary

- 3 Match the **highlighted** words and phrases in the text with the definitions (1–8). Then write the words and phrases in your language.

- 1 what a company pays for its workers

- 2 the type of money used in another country or market

- 3 the value of one currency compared to another

- 4 smaller companies that are part of a larger company

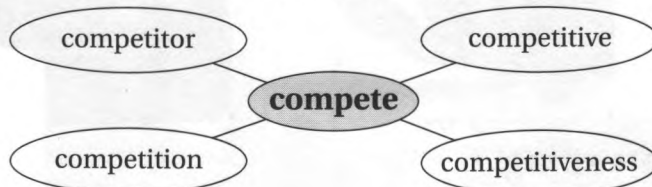
- 5 companies that operate in more than one country

- 6 things produced in your country and sold in other countries

- 7 places abroad where you can sell your products

- 8 things produced in other countries and sold in your country

- 4 Look at the word map for the verb *compete*. Make similar word maps for these words: *produce*, *employ*, *operate*. Use a dictionary to help you.



Speaking

- 5 Work in pairs. You work for a multinational company. You are looking for a new overseas market to manufacture and sell your products in. Look at this information about two possible international markets. Discuss which market seems better, A or B.

	Market A	Market B
Competition from other exporters	high	medium
Exchange rates	stable	rising
Labour costs	\$\$\$	\$
Personal income of the population	\$\$\$\$\$	\$\$

Get real

Use newspapers, magazine articles or the Internet to find out about a multinational company that interests you. Find out what it makes, what are its main markets, and where its subsidiaries are. Prepare a short talk.