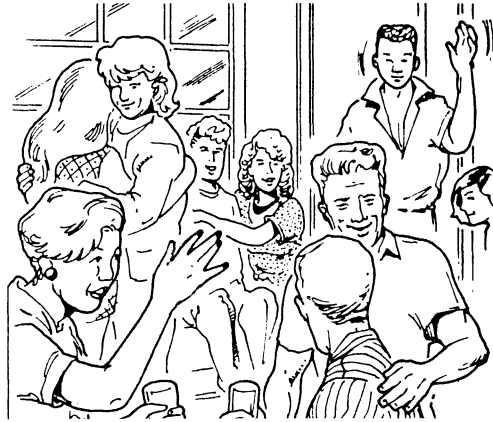
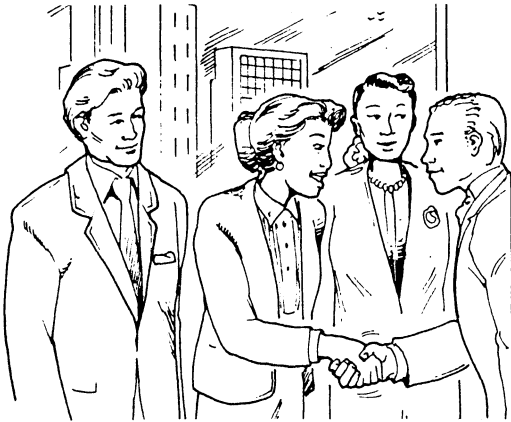


PART TWO / PRACTICAL LISTENING

- Using Formal and Informal Language • Making Small Talk

Formal or Informal?

As the pictures show, the formality of introductions and greetings depends on the people and the situation.



A.

Listen twice to Conversations 1-6. The first time, check *formal* or *informal*. The second time, circle the letter of the speakers. To check your answers, you can listen again.

formal

informal



Conversation 1

- a. a boss and a new employee
b. a student and a new classmate

Conversation 2

- a. a student and her instructor
b. two secretaries

Conversation 3

- a. a patient and his doctor
b. two old friends

Conversation 4

- a. a father and his daughter's boyfriend
b. two roommates

Conversation 5

- a. two people at a party
b. a teacher and a school director

Conversation 6

- a. a worker and her employer
b. two neighbors



Small Talk

North Americans might begin conversations with introductions, greetings, requests, or invitations. With people they don't know well, they make small talk; they talk about the weather and other impersonal topics. They also ask questions to find out what they have in common.

B. Say possible lines for Speaker b in these conversations.

Conversation 7

a: Hello. My name is Maria.

b: *Glad to meet you, Maria. I'm Tran.*

a: Nice meeting you, too. Where are you from?

b: _____

a: I'm from Vietnam. How long have you been here?

b: _____

Conversation 8

a: Hi. How are you?

b: _____

a: It sure is. I don't like cold weather.

b: _____

a: That's a great idea. Coffee will warm us up.

b: _____

Conversation 9

a: Do you have a few minutes?

b: _____

a: I can't understand today's homework.

b: _____

a: For you, too? Can we look at it together?

b: _____



C. Listen to Conversations 7, 8, and 9 twice and write the missing lines. To check your answers, you can listen again.

TAPESCRIPT

INTRODUCTION / The "Rules" of Culture

■ p. 2

Story

I was born in Canada. I grew up, went to school, and found work there. But now I have a job as an English teacher in another country. I don't know the language of the country very well, but I am excited about my new opportunity.

My new life began today—at a big airport thousands of miles from my hometown. No one met me. I tried to call my new school, but I couldn't get the public telephone to work. A man spoke to me, but I didn't understand much. Then he got me a taxi. During the ride to my hotel, I felt like a child. I couldn't read the signs or talk to the driver. I didn't know the way and I worried about the customs. How should I pay for the taxi? Where can I get something to eat? When will I find a place to live? How can I get information and help?

I'm going to take classes to learn the language of my new country. But how will I get along with the people? Even in my own culture, communication was not always easy, and I had a few misunderstandings with strangers, acquaintances, and friends. How will I learn the "rules" of everyday life here? Will I be able to communicate my needs, feelings, and ideas? How can I make new friends? Everything seems so different—even strange. It's an exciting opportunity to have new experiences, but right now I feel confused and alone.

CHAPTER 1 / BEGINNINGS

PART ONE / CROSS-CULTURAL CONVERSATIONS

■ p. 6, Exercise A

Story

I teach English as a Second Language, and I sometimes take my class on trips. One day we went on the school bus to a factory. When I got off the bus, there was a woman standing at the door of the factory. She looked at me. I looked at her. Suddenly I realized that she was a good friend of mine. We were in school together several years ago, but then we lost touch. She's a lot older than me, but she's a wonderful person, and I like the woman very much. Was I surprised to see her! I ran toward her, and of course we gave each other a big hug and a kiss.

The next day in class, some of the students were whispering, laughing, and pointing at me. I asked, "What's going on?" One of them said, "Is that woman your wife or your girlfriend?" I was surprised at the question, and I told them that we were just friends. We talked some more about it, but they didn't believe me, and they continued to laugh.

PART TWO / PRACTICAL LISTENING

■ p. 9, Exercise A

Conversation 1

- a: Hello, Mr. Burton. I'm very happy to meet you.
b: It's a pleasure to meet you too, Ms. Siegel.

Conversation 2

- a: Ms. Roth, I'd like you to meet my friend Francisco.
b: How do you do, Francisco?

Conversation 3

- a: Gary, how are you doing?
b: Great! What's new?

Conversation 4

- a: So you're Peter. Linda has told me a lot about you.
b: Only good things, I hope. Glad to finally meet you, Mr. Hartman.

Conversation 5

- a: Hi, I'm Susan. What's your name?
b: Jack. Would you like something to drink?

Conversation 6

- a: Good morning. How's it going?
b: Fine. Listen, can you please do me a favor?

■ p. 10, Exercise C

Conversation 7

- a: Hello. My name is Maria.
b: Glad to meet you, Maria. I'm Tran.
a: Nice meeting you, too. Where are you from?
b: Mexico. And you?
a: I'm from Vietnam. How long have you been here?
b: About a year.

Conversation 8

- a: Hi. How are you?
 b: Fine, thanks. It's really cold today.
 a: It sure is. I don't like cold weather.
 b: How about a cup of coffee?
 a: That's a great idea. Coffee will warm us up.
 b: Let's go then.

Conversation 9

- a: Do you have a few minutes?
 b: Sure. What do you need?
 a: I can't understand today's homework.
 b: It's really difficult, isn't it?
 a: For you, too? Can we look at it together?
 b: All right. Sit down.

CHAPTER 2 / THE BODY**PART ONE / CROSS-CULTURAL CONVERSATIONS****■ p. 16, Exercise A****Story 1**

I'm a high school teacher. In my English classes, I often have my American students go to the board. When I call on them, they usually seem surprised, and they point to their chests. In my English as a Second Language classes, I have students from many other countries. When I call on them, they sometimes act surprised, too, but some of them point to their noses to show the idea "Who, me?".

Story 2

I visited a family from another culture in their home. When I came in, they sat down cross-legged on floor mats and gestured to me to sit down, too. Because their position seemed uncomfortable, I remained standing and began a conversation. They were strangely quiet. So I sat down and stretched out my legs, but they seemed embarrassed. Later, a good friend from their country explained the situation to me. The family thought I was impolite because I started to talk while I was standing. Also, they felt insulted because I pointed my feet at them.

Story 3

When I tried to hitchhike in another country, I held out my thumb to get a ride. Some drivers looked at me angrily and some ignored me, but no one stopped. Finally, some other hitchhikers ex-

plained that my hitchhiking symbol was an obscene gesture in their culture and that the drivers probably felt insulted.

PART TWO / PRACTICAL LISTENING**■ p. 19, Exercise A****Comment 1**

My head hurts. I have a stomach ache. And I think I may be getting a skin rash. I'd better lie down.

Comment 2

Guess what! I met a terrific guy here—at the health club! He's good-looking and in great shape. He eats well, jogs, does yoga, and... let me tell you, he might be the one for me!

Comment 3

I don't know what to do. I ought to take the kids to the doctor. But I can't afford to pay medical bills now, and we don't have health insurance.

Comment 4

Look. I had an appointment with the doctor for 2:00. I got here at 1:45, and now it's 3:15. You can't make me spend all day in a waiting room, you know. I have to leave....

Comment 5

I work all day, and then I should cook dinner and clean the house. But I need more rest—just let me sleep....

■ p. 20, Exercise D**Conversation**

- a: May I help you?
 b: (tired) Yes, please. I'm always feeling tired and I'd better take something... something natural. I don't like to use chemical substances. Can you please explain some of the things you sell here?
 a: Of course. Well, let me start with the amino acids.
 b: Amino acids? The substances in protein?
 a: Uh-huh. L-arginine, for example, builds muscles. But you seem depressed, so you might want to try L-phenylalanine. You'll be more awake, and your memory will improve.
 b: L-arginine and L-phenyl... (stumbles because he can't pronounce word).
 a: L-phenylalanine... may both give you energy.