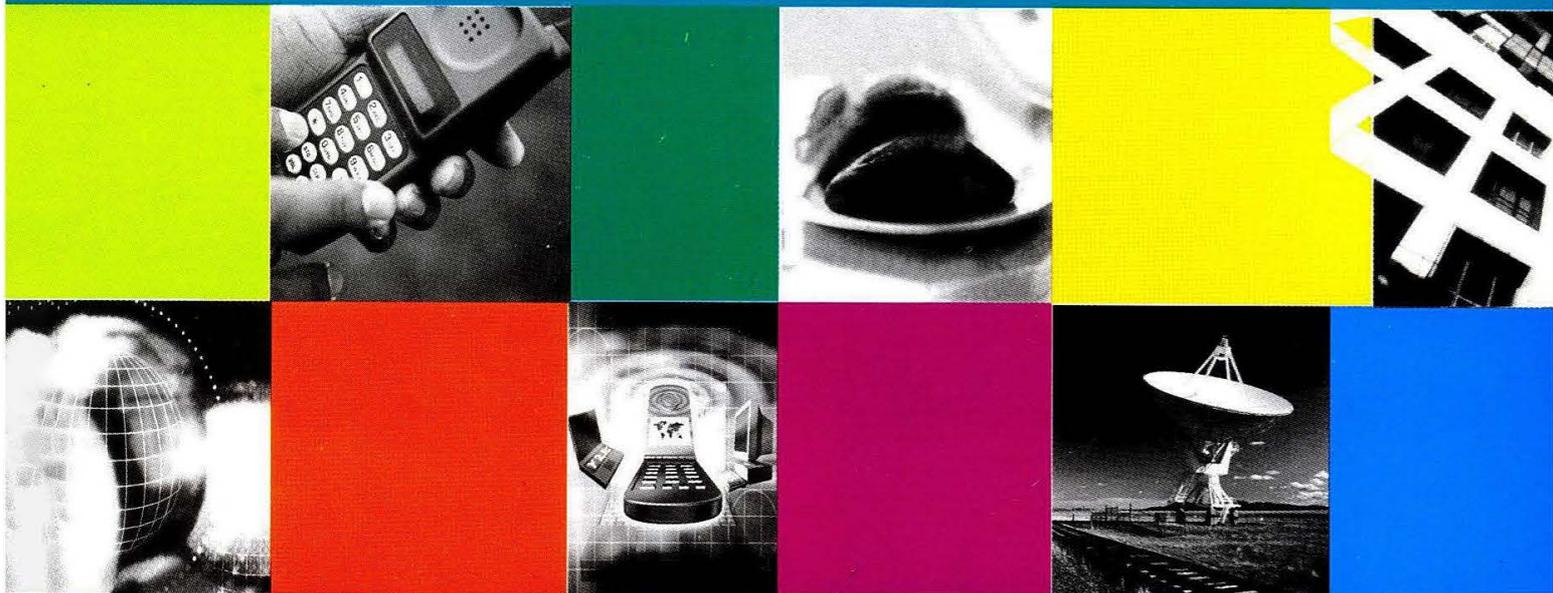


New Edition

# BASIC SURVIVAL

In International Communication for Professional People



Specializing in FOOD & DRINK, HOTELS, COMMUNICATIONS, TRAVEL, BUSINESS

**PETER VINEY**

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New Edition

# BASIC SURVIVAL

International Communication for Professional People



# 5 Baggage in hall



**1.16** The Baggage Hall at Vancouver International Airport. Alicia's waiting at the carousel. So is Jack Hudson.

Alicia: Pardon me.  
 Jack: Yes?  
 Alicia: **That's** my **bag** over there, and I can't reach it.  
 Jack: Which one? **This** one?  
 Alicia: No, not **that** one. The red one.  
 Jack: Phew! There you go. It's heavy!  
 Alicia: Oh, and **those** are my **suitcases** too.  
 Jack: Which ones?  
 Alicia: **Those** two blue ones and that aluminum one.  
 Jack: I can't reach them ... just a minute.  
 Alicia: Please be careful! Don't stand on the carousel.  
 Jack: Don't worry, ma'am. I'm OK. I can get them.  
 Alicia: Oh, dear. Are you all right?  
 Jack: Uh, sure. Are **these** your **suitcases**?  
 Alicia: Well, no. They aren't. Sorry!



**1** Look at the words in red and blue in the conversation. Make more conversations with the words below.

**LANGUAGE BANK**

- |              |               |                   |
|--------------|---------------|-------------------|
| <b>this</b>  | <b>red</b>    | <b>bag</b>        |
| <b>that</b>  | <b>blue</b>   | <b>hard case</b>  |
| <b>these</b> | <b>green</b>  | <b>soft case</b>  |
| <b>those</b> | <b>yellow</b> | <b>metal case</b> |
|              | black         | <b>backpack</b>   |
|              | <b>brown</b>  | <b>vanity box</b> |
|              | gray          | <b>suitcase</b>   |
|              | silver        |                   |



**2** **1.17** American states and Canadian provinces have their own flags. What colors are they? Listen to the descriptions and check. Does your state or province have a flag? Describe it.

Culture File **5** States and provinces



## 6 A ride downtown

### 1.19 Conversation A

Alicia is at the tourist information booth at Vancouver International Airport.

Alicia: Excuse me ...

Clerk: Can I help you, ma'am?

Alicia: Is there a shuttle bus to downtown Vancouver?

Clerk: Sure. Just go right through those doors. The Airport Express stop is right outside.

Alicia: How much is it?

Clerk: \$12.50.

Alicia: Hmm. I have a lot of baggage. How much is a taxi?

Clerk: How many bags do you have?

Alicia: Four.

Clerk: How many people are there in your party?

Alicia: Just me. I'm traveling alone.

Clerk: Well, a taxi is around \$28.00.

Alicia: OK. Thank you.

Clerk: You're welcome.

### 1.19 Conversation B

Clerk: Can I help you, sir?

Hiroshi: Yes. Where can I get a taxi downtown?

Clerk: Right outside the terminal. Just follow the signs.

Hiroshi: Thank you.

### 1.20 Conversation C

Alicia: Excuse me ...

Hiroshi: Yes?

Alicia: I'm taking a cab downtown, too. Do you want to share the ride?

Hiroshi: Sorry? I don't understand. What do you mean?

Alicia: We can take a cab and split the fare.

Hiroshi: What does 'split the fare' mean?

Alicia: Well, I can pay half the cab fare, and you can pay the other half ... fifty / fifty.

Hiroshi: That's a great idea. Thank you.

**Airport Express** – shuttle bus to major downtown hotels. Every 30 minutes. Cost: \$12.50 per person.

**Public transit buses** – take the #100 Port Coquitlam Centre / New Westminster Station bus, and transfer at 70th Street to the #20 Victoria route. \$2 to \$4 per person.

**Taxi** – cabs to the downtown area are between \$25 and \$30 on the meter. (More in heavy traffic) This is cheaper if there are three or four people in your party.

**Airport Limousine** – Airlimo has a 24-hour service to and from the airport. Flat rate of \$35 to downtown area.

**TRANSPORTATION TO DOWNTOWN VANCOUVER**

## 1 COMMUNICATION ACTIVITIES

Student 1 - Go to Communication Activity B. You have the meaning of the blue highlighted words.

Student 2 - Go to Communication Activity O. You have the meaning of the pink highlighted words.

Culture File 6 Transportation from airports

## 2 Match.

a tenth	33.3%
a quarter	75%
a third	50%
a half	25%
three-quarters	10%

## 3 Ask and answer:

- How much is the Airport Express shuttle bus / a taxi / a limo / a public transit bus?
- How much is the Airport Express bus for six people?
- Do the airport buses leave every 15 minutes?
- Can you get a limo at night?
- How many bags does Alicia have?
- How many people are in her party?
- Where is Hiroshi going?
- How much is half the cab fare?
- Are taxis more expensive at busy times of day?

## 7 Hotel check-in



### 1.21 Conversation A

**Vancouver – Alicia is checking in to the Columbia Towers Hotel. Pearl Li is at reception.**

**Pearl:** Good evening, ma'am.

**Alicia:** Good evening. I want to check in.

**Pearl:** Do you have a reservation?

**Alicia:** Yes, I do.

**Pearl:** What name?

**Alicia:** Romero. Alicia Romero.

**Pearl:** Just a moment ... I don't have your name on the computer.

**Alicia:** Try my company. That's Sagebrush Marketing.

**Pearl:** Ah, yes. I have it here. Sagebrush Marketing, 1276 Market Street, San Diego. Ms. Romero. A single room for five nights.

**Alicia:** That's right.

**Pearl:** And the room's reserved on your Visa card?

**Alicia:** Yes, it is.

**Pearl:** Are you paying with that card?

**Alicia:** Yes, I am.

**Pearl:** OK. I just need you to complete this registration card.

**Alicia:** Thank you. Uh, sorry, what's the date today?

**Pearl:** May 23rd. You're in Room 1631.

### 1.22 Conversation B

**San Diego – Edgar Young is checking in to the Quantity Inn.**

**Edgar:** Do you have a room for three nights?

**Clerk:** Do you have a reservation?

**Edgar:** No, I don't.

**Clerk:** I'm sorry, sir. We're nearly full.

**Edgar:** You don't have a room, then?

**Clerk:** Well, we have a small room. It's at the back, right over the kitchen ...



### 1 Write down:

Your name / Your company's name / Your company's address / A type of credit card / Today's date / A 4-digit room number

Then practice Conversation A, in pairs.

### 2 1.23 Listen to the rest of Edgar's conversation at the hotel, and check (✓) the boxes. What facilities does Edgar's room have?

Facility	Yes	No	Facility	Yes	No
King-size bed	<input type="checkbox"/>	<input type="checkbox"/>	Cable TV	<input type="checkbox"/>	<input type="checkbox"/>
Bath	<input type="checkbox"/>	<input type="checkbox"/>	In-room movies	<input type="checkbox"/>	<input type="checkbox"/>
Shower	<input type="checkbox"/>	<input type="checkbox"/>	Minibar	<input type="checkbox"/>	<input type="checkbox"/>
Internet connection	<input type="checkbox"/>	<input type="checkbox"/>	Room safe	<input type="checkbox"/>	<input type="checkbox"/>

### 3 1.23 Listen again. Find five reasons why the room is not quiet.

### 4 COMMUNICATION ACTIVITIES

Student 1 - Go to Communication Activity C

Student 2 - Go to Communication Activity P

### 5 Work with a different student. Ask and answer about the completed registration cards from exercise 4.

What's (his) family name? His family name is (Young).

Culture File 7 Hotel reservations



## 8 An appointment

### 1.24 Conversation A

The Columbia Towers administration department.

**Jack:** Good morning! And how are you today?

**Secretary:** Good morning. How can I help you?

**Jack:** Jack Hudson. Absolutely Arizona Mineral Waters.  
Here's my card. Can I see the manager?

**Secretary:** The Catering Manager?

**Jack:** Yes, is he in?

**Secretary:** Ms. Alvarez is in. Is she expecting you?

**Jack:** Uh, no, she isn't.

**Secretary:** So you don't have an appointment?

**Jack:** No, I don't, but ...

**Secretary:** Ms. Alvarez is in a meeting.

**Jack:** I can wait ...

**Secretary:** Sorry. She has appointments all day.

### 1.25 Conversation B

**Jack:** Can I make an appointment for tomorrow, please?

**Secretary:** I can't access her appointment diary right now. She has it on her laptop. Can I call you later?

**Jack:** Uh, sure. You can leave a message at my hotel.

**Secretary:** Where are you staying?

**Jack:** I'm staying at the Pioneer Hotel on Granville Street.

**Secretary:** So you aren't staying here?

**Jack:** Here? On my expense account? No way. Are you kidding?

**Secretary:** Is any time tomorrow OK?

**Jack:** Sure. Yes. Any time's OK.

+ add event - subtract event remind every 30 mins.

Password AngelinaA. Today Thursday 24 May View 24 May to 25 May

categories Friends Visitors Hotel bookings In-company Personal

Thursday May 24

9 a.m.	No appointments please!!
10 a.m.	Managers' meeting 10 - 1 + lunch 1 - 2
11 a.m.	
12 noon	
1 p.m.	
2 p.m.	Dentist: 2:15
3 p.m.	Video conference: with head office in Toronto
4 p.m.	Mrs Lee: discuss new coffeebar for swimming pool area
5 p.m.	Daniella: Elite English Waters PLC
evening	Meet David: Tennis Club

Friday May 25

9 a.m.	Tony: From Soprano Soda Waters, New Jersey
10 a.m.	Mr. Suzuki. Discuss his daughter's wedding reception (July 3rd)
11 a.m.	Michael: From San Corleone Mineral Water, Italy
12 noon	
1 p.m.	Lunch: Roger Perrier, From Mineral Waters of France
2 p.m.	
3 p.m.	Meeting: Hotel brochure for next year
4 p.m.	
5 p.m.	Buffet: H.A.L. Computer Inc. Annual Conference
evening	Party: H.A.L. Computer Inc. Annual Conference



### 1 Listen to Conversations A and B.

Then ask and answer:

- Does Jack know the catering manager?
- Does the catering manager know him?
- Is she expecting him?
- Does he have an appointment?
- Does she have any appointments today?
- Does the secretary have Ms. Alvarez's appointment diary?
- Who has it? / Where is it?
- Is Jack staying at the Columbia Towers?
- Does Jack have a large expense account?
- Where is he staying?
- Is the Pioneer an expensive hotel?
- Is the Columbia Towers an expensive hotel?

- Look at the screen from Ms. Alvarez's calendar. When can she see Jack Hudson tomorrow? Ask and answer about her day. What is she doing at 9 o'clock? She's meeting Tony from Soprano Soda Waters.

Culture File 8 Appointments

## 9 Breakfast buffet



### 1.26 Conversation A

Edgar's in his hotel in San Diego.

Edgar: Good morning.

Hostess: Good morning, sir. Table for one?

Edgar: Please. In the smoking section.

Hostess: There isn't a smoking section, sir.

Edgar: Pardon me?

Hostess: There's no smoking in restaurants in California, sir. Right this way.

### 1.27 Conversation B

Waiter: Good morning. I'm Juan, and I'm your waiter for today. Tea or coffee?

Edgar: Coffee, please.

Waiter: Can I recommend our buffet? That's \$14.95. Coffee's included.

Edgar: Yes, that's fine. The buffet.

Waiter: It's right over there. Help yourself, and enjoy your breakfast.

### 1.28 Conversation C

Edgar: Excuse me, is there any more milk?

Waiter: Sure there is. Coming right up.

Edgar: Cornflakes ... Cheerios ... Granola. No. Are there any Rice Krispies?

Waiter: Aren't there any in the bowl?

Edgar: No, there aren't.

Waiter: Then we don't have any Rice Krispies.

Edgar: No Rice Krispies! I don't believe it!

Waiter: Sorry. But it is nine thirty. We serve breakfast from six.



### 1 1.29 What hot food is on Edgar's plate?

Listen and check (✓) the boxes.

- |  |   |
|--|---|
| <input type="checkbox"/> bacon           | <input type="checkbox"/> scrambled eggs |
| <input type="checkbox"/> fried potatoes  | <input type="checkbox"/> fried eggs     |
| <input type="checkbox"/> hash browns     | <input type="checkbox"/> boiled eggs    |
| <input type="checkbox"/> mushrooms       | <input type="checkbox"/> ham            |
| <input type="checkbox"/> tomatoes        | <input type="checkbox"/> sausages       |
| <input type="checkbox"/> English muffins | <input type="checkbox"/> French toast   |

### 2 1.30 What cold things are on Edgar's plate?

Listen and check (✓) the boxes.

- |  |   |
|--|---|
| <input type="checkbox"/> ketchup         | <input type="checkbox"/> salt           |
| <input type="checkbox"/> barbecue sauce  | <input type="checkbox"/> pepper         |
| <input type="checkbox"/> maple syrup     | <input type="checkbox"/> French mustard |
| <input type="checkbox"/> breakfast rolls | <input type="checkbox"/> milk           |
| <input type="checkbox"/> English muffin  | <input type="checkbox"/> jam            |

### 3 Ask questions about Edgar's breakfast plate, e.g.

Is there any ketchup? No, there isn't. / Yes, there is.  
Are there any fried eggs? No, there aren't. / Yes, there are.

Culture File 9 Hotel breakfasts



# 10 Hotel reception

## 1.31 Conversation A

**Pearl Li is the Reception Clerk at the Columbia Towers Hotel in Vancouver.**

**Alicia:** Can you mail these for me?

**Pearl:** Sure. Where to?

**Alicia:** Uh, one to France, one to San Diego, two to Boston and one to Toronto, please.

**Pearl:** OK, one international, three U.S.A. and one to Canada. That's \$4.39 altogether.

**Alicia:** Here's four fifty.

**Pearl:** Thank you. That's eleven cents change.

## 1.32 Conversation B

**Woman:** Can I leave a message for Alain Charest? He's a guest here.

**Pearl:** Sure, do you know his room number?

**Woman:** Uh, no, I don't.

**Pearl:** That's OK. I can find it.

## 1.33 Conversation C

**Alain:** Good morning. Are there any messages for me? Alain Charest. Room 1132.

**Pearl:** 1132? Yes, there's one. There you go.

**Alain:** Thanks. And can you fax this for me?

**Pearl:** Two pages, to Montreal, (514) 087-9321?

**Alain:** That's right. Can you charge it to my room?

**Pearl:** Of course, Mr. Charest.

## 1.34 Conversation D

**Man:** Excuse me, I have a problem with my room key.

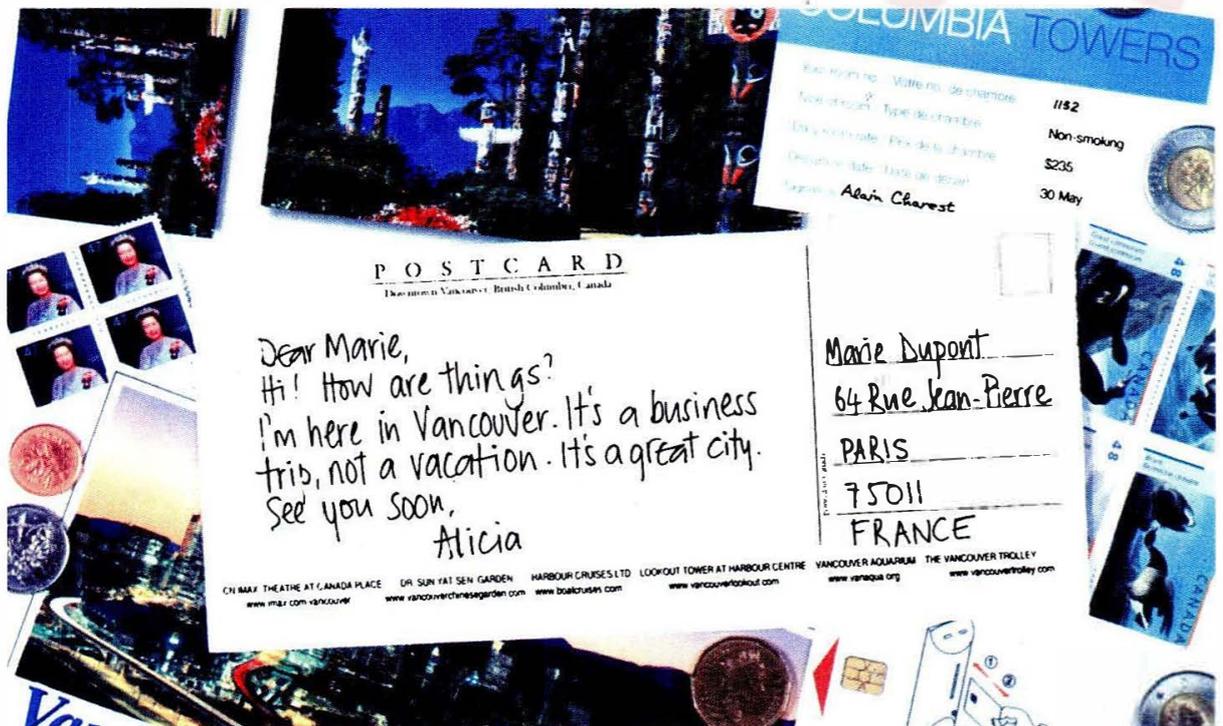
**Pearl:** What's the problem, Mr. Park?

**Man:** It doesn't work. I can't open the door.

**Pearl:** The black side goes in the slot. Then you swipe it slowly.

**Man:** I know. And it doesn't work.

**Pearl:** No problem. I can program a new swipe card for you.



- 1 Look at Conversation A. Make conversations with these place names. Guess a price.  
International: *Brazil, The U.K.*  
Canada: *Ottawa, Quebec* U.S.A.: *Dallas, Boston*

- 2 Write and address a postcard to a friend.

- 3 Look at Conversation B. Make conversations with this information:  
Alicia Romero / she / her room number  
Mr. and Mrs. Steinway / they / their room number

- 4 Look at Conversation C. Make conversations with this information:  
for us / Mr. and Mrs. Steinway / Room 1819 / 4 pages / New York / (212) 974-4377

- 5 Look at Conversation D. Make a conversation with this information:  
room-safe key / safe / blue side / swipe it quickly

Culture File 10 Language in Canada, Titles

# 11 City guide



city guide to Vancouver

Back Forward Stop Refresh Home AutoFill Print Mail

Address:

Live Home Page Apple Apple Support Apple Store Mail Mac OS X Microsoft Mac Topics Office for Macintosh MSN

## CITY GUIDE TO ... VANCOUVER

Home Hotels Transportation Industry Entertainment Contact us

The City of Vancouver, in the province of British Columbia, is just over 100 years old (1886). The population of British Columbia is four million, and more than half lives in Greater Vancouver. It is the third largest city in Canada. It has a beautiful location with water on three sides. Vancouver has a mild climate. You can get to the ocean, the beach, or the mountains very quickly. It is only 25 miles from the border with the U.S.A. Vancouver is a major North-American port (the second largest in America). It's the largest port on the West Coast. It's also a major center of tourism. The most famous building is Canada Place (1986). Canada Place is the terminal for cruise ships to Alaska.

Internet zone

1 1.35 Read the text. Underline words you can't pronounce. Then listen and check.

2 Describe San Diego in the same way. Use this information:

San Diego / state / California  
more than 220 years old (1769)  
population 2.6 million  
2nd city / California  
dry, sunny climate  
oceans, mountains, desert  
San Diego Zoo – largest in world  
18 miles / Mexico  
tourism 3rd largest industry (1st = manufacturing,  
2nd = U.S. military)  
building – old Spanish Mission (San Diego de Alcalá) (1769)

Culture File Home towns

3 Talk about your town. Ask and answer:

What's your home town?  
Do you live there now?  
What state / province is it in?  
Is it the largest city in the state / province?  
What's the population?  
What's the climate like?  
Is it mild / hot / dry / wet / cold?  
Is it near the mountains / desert / a river?  
Is it far from the border with another country?  
Is it a center of tourism?  
What industries are there?  
What's the most famous building?  
How old is it?



# 12 Concierge desk

**1.36** Peter Grotowski works on the concierge desk at the Columbia Towers Hotel.

**Alicia:** Good morning. I'm going to the cruise ship terminal. Do I need a taxi?

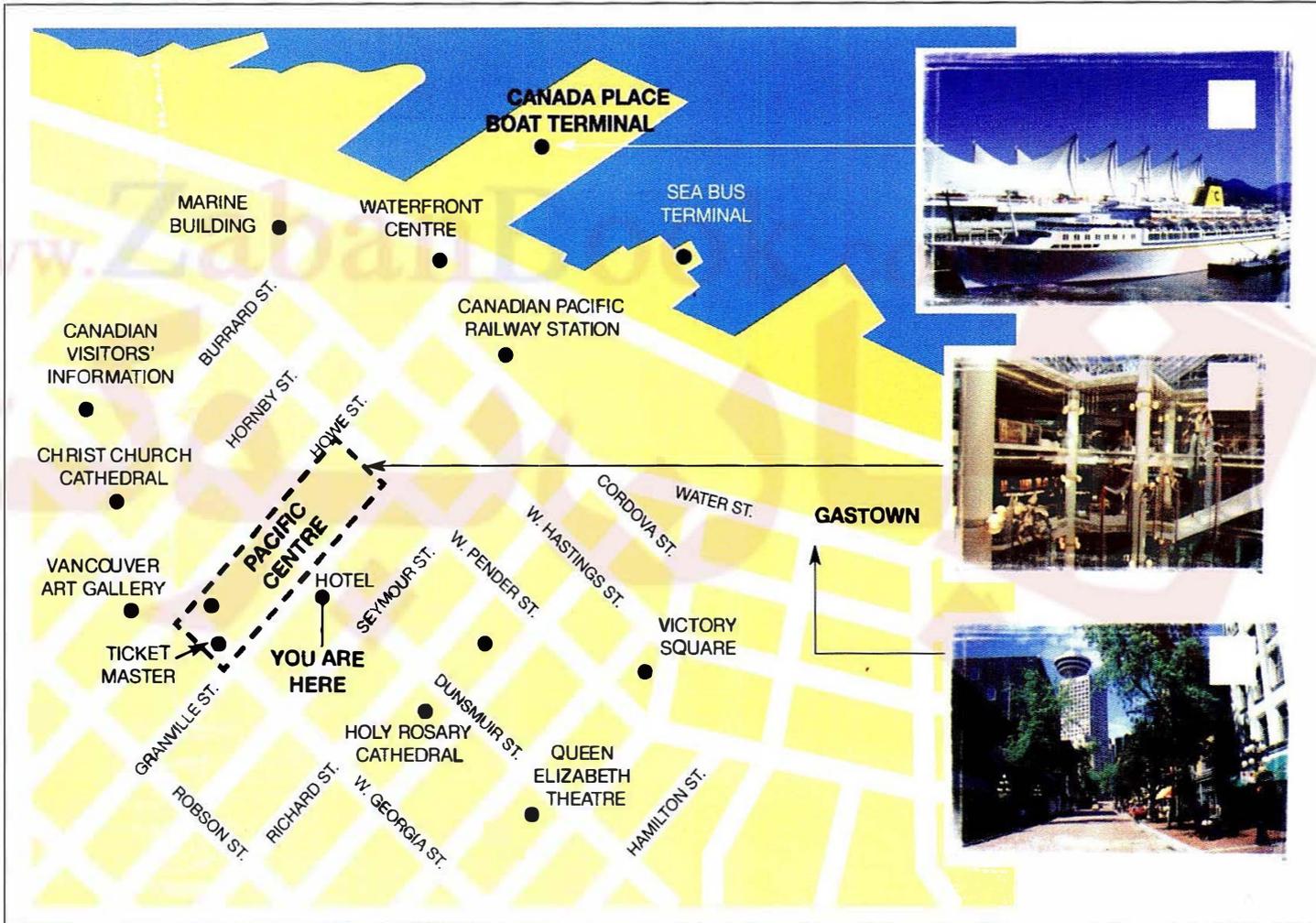
**Peter:** Canada Place? No, ma'am. You can walk. It's not far. It's only about a five-minute walk.

**Alicia:** Fine. Which way is it?

**Peter:** Here's a map. We're right here. Turn right outside the hotel, and walk down Granville Street for about three blocks. The Canadian Pacific Station is at the end of the street. Take a left, then a right. You can't miss it. It's right in front of you.

**Alicia:** Thanks. Can I take the map?

**Peter:** Sure.



**1** **1.37-39** Listen to the three conversations. Mark the routes and the destinations on the map. Write 1, 2, 3.

**2** Give directions from the hotel to these places:  
 Gastown  
 Christ Church Cathedral  
 Victory Square  
 The Seabus Terminal

Culture File **12** Spelling

**3** Look at these four groups of directions from the hotel. Which can you use for each of the places above?

about three blocks  
 go through the station  
 follow the signs

turn right  
 it's a five-minute walk  
 go past the cathedral  
 It's on your right

a ten-minute walk  
 can go different ways  
 opposite Canada Place

go toward the waterfront  
 turn left at the station  
 take the left fork

**4** Choose a location. Give directions from the hotel to the location.

**COMMUNICATION ACTIVITY U**  
**Unit 28 Student 2**

1 Student 2 has information about Edgar Young.  
Ask questions about him, e.g.  
*Where was he born?*  
*What was his last job?*  
*How long was he ...?*

2 Answer Student 1's questions about Alicia Romero. You have this information about her:

**Alicia Romero**



**Born:** San Diego, California  
**School:** San Diego, California  
**College:** USC (University of Southern California), San Diego, 4 years Degree in Art (majoring in Photography)  
**Experience:** Photographic Assistant, Kiddie Portraits, Del Mar, 4 weeks  
 Photographic Assistant, San Diego Sun newspaper, 2 years  
 Official photographer, Janet Jackson U.S. Tour, 3 months  
**Now:** Photographer, Sagebrush Marketing

**COMMUNICATION ACTIVITY V**  
**Unit 39 Student 2**

- 1 Listen to Student 1 try to sell you a product.
- 2 Will you buy Student 1's product? Why / why not?
- 3 You are a sales representative. Tell Student 1 about this pizza product:



**COMMUNICATION ACTIVITY W**  
**Unit 41 Student 2**

Ask questions about Pacific Rim and complete the table.

Then compare Albion-America and Pacific Rim Cruises, e.g. *Albion-America has more ships.* *Pacific Rim Cruises has fewer ships.*

	Albion-America	Pacific Rim Cruises
number of ships	7	
average age of ships	20 years	
average number of cabins per ship	850	
passengers last year	238,000	
cabins with balconies	60 on each ship	
restaurants per ship	two	
cinemas per ship	none	
video channels on TV	three	
swimming pools per ship	two	
average vacation cost for 7 days	\$2,750	

## COMMUNICATION ACTIVITY X

### Unit 43 Student 2

You are going to role-play Edgar Young. There are two "Guest Comments" forms in every room at the Quantity Inn Hotel in San Diego. You checked out last week, and you gave the reception clerk a blank Guest Comments form – you completed one, but took it with you by mistake. You have the completed form. The hotel manager is calling you and asking about your stay. Answer using your completed form.

 <b>GUEST COMMENTS</b> Please take a few minutes to complete this form. You may leave it with reception or mail it to us.				
	Excellent	Good	Fair	Poor
<b>RECEPTION</b> Was your check-in fast? Was your check-out fast? Were our reception clerks friendly?		✓	✓	✓
<b>YOUR BEDROOM</b> Was your room clean? Was it comfortable? Did you like the furniture?	✓	✓		✓
<b>TELEPHONE SERVICE</b> Were our operators friendly and polite? Was the service fast?				✓✓
<b>ROOM SERVICE</b> Was the service fast? Did you like our menu? Was the food good?				✓✓✓
<b>QUANTITY RESTAURANT</b> What did you think of the quality of food? What was the service like? Did you like our menu?	✓		✓	✓
<b>HOUSEKEEPING</b> What was our laundry service like? Did the room maid clean your room well?				✓✓
<b>EMPLOYEES</b> Do any of our staff deserve special thanks?	Name ..... No! I COMPLAINED TO YOU, AND YOU WERE VERY RUDE. YOU DIDN'T LISTEN TO ME.			
<b>AND FINALLY ...</b> Was this your first stay at a Quantity Inn? Would you like to stay with us again?	UNFORTUNATELY, NO. CERTAINLY NOT.			
<b>PERSONAL DETAILS</b> Name: <i>E. Young</i> Room no: <i>213</i> Dates of stay: <i>MAY 23RD TO JUNE 1st</i>				
Thank you for helping us. Miranda Hapsburg, General Manager, Quantity Inn Hotels Group, Cleveland, Ohio				

## COMMUNICATION ACTIVITY Y

### Unit 46 Student 2

Role-play a dialog in the store. You are the sales assistant. Student 1 is the customer. Look at the pictures in Unit 46.

Here is some information about the items on sale. Read it before you bargain with the customer!

#### A wooden carving of a bear

Retail price: \$195 / Cost: \$95  
Shipping: (U.S. / Canada) approximately \$12.50 each

#### Baseball cap

Retail price: \$10.99 / Cost: \$2  
Shipping: not possible unless shipped with other items.

#### Photographs in frames

Retail: \$39.99 / Cost: pictures 75¢, frame \$3.99 (you put them together in the shop.)  
Shipping: \$6 (there is glass in the frames.)

#### Pure wool blankets

Retail price: \$95 / Cost: \$50 (they're on sale because you have a lot of them.)  
Shipping: (U.S. / Canada) about \$20 each (they're heavy!)

## COMMUNICATION ACTIVITY Z

### Unit 48 Student 2

1 Read the ending to the dialog.

Unhappy ending: One year later After the cruise, Josie and Ken never saw each other again. Ken was only interested in his job. Josie was tired of cruise ships, and she returned to Britain. Alicia returned to San Diego. Edgar Young became the Chief Executive Officer of AmCan Travel and moved to San Diego. Alicia worked for him and had several arguments with him. She left his company in January. She now takes pictures of tourists in Las Vegas for \$1.95 a picture. She never saw Simon Chang again.

Simon left Pacific Rim Cruises in April, at the same time that the Columbia Towers Hotel fired Pearl Li because she was rude to an important customer (Edgar Young). Simon now works for AmCan Travel. He hates Edgar Young. Jack Hudson doesn't work for Absolutely Arizona anymore. After the salmonella outbreak on the *Pacific Rim Voyager* in August, Absolutely Arizona went bust. Jack is unemployed.

2 Student 1 has a happy ending to the dialog. Discuss both endings, and decide on the most appropriate.

# Grammar Files

## GRAMMAR FILE 1: indefinite articles

### a / an

Use **a** before the sound of consonants  
(b/c/d/f/g/h/j/k/l/m/n/p/q/r/s/t/v/w/x/y/z):

**a** book / **a** computer / **a** disk / **a** flight /  
**a** good grade / **a** jeans shop.

Use **an** before the sound of vowels (a/e/i/o/u):

**an** Apple computer / **an** exit / **an** idea /  
**an** operating system / **an** umbrella

The indefinite article agrees with the next word, not with the next noun:

**an** open book / **a** long inquiry / **a** few oranges /  
**an** easy exercise

Remember:

Some consonants are silent, or the sound is a vowel sound:

**an** honest answer / 30 miles **an** hour / **an** MD /  
**an** HD computer disc / **an** x-ray

(consonant capital letters with a vowel sound are  
F, H, L, M, N, R, S, X)

Often **u** / **eu** have a **y** consonant sound at the beginning of a word:

a university / a United Airlines ticket /  
a U.S. Senator / a European diplomat / a Euro

We use **a** / **an** for jobs and categories:

She's **an** engineer. not ~~She's an engineer.~~

He's **an** officer.

Are you **a** student?

A turkey is **a** bird.

A guitar is **a** musical instrument.

## GRAMMAR FILE 2: definite articles / demonstratives

### definite articles

Give me **a** blue pen.

(There are several pens. Three are blue. Give me any of the blue pens.)

Give me **the** blue pen.

(There is only one blue pen. Give it to me.)

It's on **the** second floor.

Cecilia Grant is **the** manager of the department.

Where's **the** restroom?

We always say:

**the** sun / **the** Earth / **the** ocean

**the** police / **the** air force

We usually say:

play **the** guitar / play **the** piano

(but **play guitar** is becoming more frequent)

### the for places

We do not use **the** for most place names:

Costa Rica is in Central America.

Los Angeles is a city in California.

Their office is on Highland Avenue.

They have an office downtown.

The flight leaves from Kennedy Airport.

Union Street Station is right over there.

San Diego zoo is famous.

We use **the** for:

1 the names of oceans, rivers, important buildings, hotels, restaurants, boats etc.:

**The** Pacific Ocean / **The** Panama Canal /

**The** Colorado River / **The** CN Tower /

**The** Smithsonian Museum /

**The** Ten Movie Theater / **The** Four Seasons Hotel /

**The** Panama Hat Restaurant /

**The** Pacific Rim Voyager

2 the official names of some countries / states – especially with of:

**The** United States of America /

**The** United Kingdom / **The** Province of Ontario /

**The** State of Oregon

3 other place / company names with of:

**The** Bank of America / **The** coast of Texas /

**The** west of Canada

4 plural names of countries and places:

**The** Philippines / **The** Netherlands / **The** Rocky

Mountains / **The** Aleutian Islands / **The** South Pole

### demonstratives

**this**, **that**, **these** and **those** are demonstratives.

	singular	plural
near (here)	this	these
far (there)	that	those

**Grammar Files Index:** indefinite articles – 1, definite articles / demonstratives – 2, to be – 3, have – 4, pronouns / possessive adjectives – 5, imperatives – 6, adjectives – 7, adverbs – 8, quantity – 9, present continuous – 10, likes and dislikes – 11, present simple – 12, was and were – 13, past simple – 14, going to future – 15, 'll future – 16, comparison – 17, location and movement – 18, modals – 19, irregular verbs, past tense – 20

# Vocabulary Files

## Vocabulary File 1 Numbers

1 – one	11 – eleven	21 – twenty-one	40 – forty	1,000 – one thousand
2 – two	12 – twelve	22 – twenty-two	50 – fifty	10,000 – ten thousand
3 – three	13 – thirteen	23 – twenty-three	60 – sixty	100,000 – one hundred thousand
4 – four	14 – fourteen	24 – twenty-four	70 – seventy	1,000,000 – one million
5 – five	15 – fifteen	25 – twenty-five	80 – eighty	
6 – six	16 – sixteen	26 – twenty-six	90 – ninety	
7 – seven	17 – seventeen	27 – twenty-seven	100 – one hundred / a hundred	
8 – eight	18 – eighteen	28 – twenty-eight	101 – one hundred (and) one	
9 – nine	19 – nineteen	29 – twenty-nine	122 – one hundred (and) twenty-two	
10 – ten	20 – twenty	30 – thirty	659 – six hundred (and) fifty-nine	

## Vocabulary File 2 Days and dates

Days of the week	Months of the year	Years
Monday	January	July
Tuesday	February	August
Wednesday	March	September
Thursday	April	October
Friday	May	November
Saturday	June	December
Sunday		

### Ordinal numbers for dates

1st – first	7th – seventh	13th – thirteenth	19th – nineteenth	25th – twenty-fifth
2nd – second	8th – eighth	14th – fourteenth	20th – twentieth	26th – twenty-sixth
3rd – third	9th – ninth	15th – fifteenth	21st – twenty-first	27th – twenty-seventh
4th – fourth	10th – tenth	16th – sixteenth	22nd – twenty-second	28th – twenty-eighth
5th – fifth	11th – eleventh	17th – seventeenth	23rd – twenty-third	29th – twenty-ninth
6th – sixth	12th – twelfth	18th – eighteenth	24th – twenty-fourth	30th – thirtieth

03/05/04 In the U.S.A., abbreviations are MONTH-DAY-YEAR. This is March 5th 2004.

In most other countries, they are DAY-MONTH-YEAR. This is the 3rd May 2004.

## Vocabulary File 3 Countries and nationalities

ending with <i>-an</i>		ending with <i>-ese</i>		ending in <i>-i</i>	
Germany	German	Burma	Burmese	Afghanistan	Afghani
Korea	Korean	China	Chinese	Iraq	Iraqi
Mexico	Mexican	Japan	Japanese	Kuwait	Kuwaiti
Singapore	Singaporean	Portugal	Portuguese	Pakistan	Pakistani
United States of America	American	Taiwan	Taiwanese	Saudi Arabia	Saudi
Vietnam	Vietnamese				
ending with <i>-ian</i>		ending with <i>-ish</i>		others	
Argentina	Argentinian	Britain	British	Czech Republic	Czech
Australia	Australian	Denmark	Danish	France	French
Brazil	Brazilian	England	English	Greece	Greek
Canada	Canadian	Ireland	Irish	the Netherlands (Holland)	Dutch
Italy	Italian	Poland	Polish	New Zealand	New Zealand(er)
Malaysia	Malaysian	Scotland	Scottish	Thailand	Thai
Russia	Russian	Spain	Spanish		

**Vocabulary File 4 Weights and measures**

In this section we are using the international spellings: "litre", "metre," etc.

The U.S.A. does not use the metric system. When Americans write metric measures, they use different spelling for "meter" and "liter."

Canada and Australia use the metric system. Road signs are in kilometres. Weights are in grams / kilograms. Gasoline is sold in litres. Temperatures are in degrees Celsius (or Centigrade).

**Length**

- one mile = 1.609 kilometres
  - one kilometre = 0.6214 miles
  - one metre = 1.094 yards
  - one yard = 0.914 metres
  - one centimetre = 0.394 inches
  - one inch = 25.4 millimetres / 2.54 centimetres
- There are 12 inches in one foot, three feet in one yard.

**Approximations:**

- You can think of 5 kilometres = 3 miles
- You can think of one metre = 1 yard
- You can think of 30 cm = 1 foot

**Capacity (e.g. gasoline, water)**

There is a problem here. The U.S.A. and Britain have different measurements for a pint and a gallon. We say "U.S. gallon" and "Imperial gallon" and "U.S. pint" and "Imperial pint" if we want to note the difference. There are eight pints in a gallon. Two pints are a quart. In the U.S.A. milk and alcohol are often sold in quarts. Remember that Britain now officially does not use Imperial measures.

- one litre = 2.1 U.S. pints / 1.76 Imperial pints
- one U.S. pint = 0.473 litres
- one Imperial pint = 0.568 litres
- one U.S. gallon = 3.785 litres
- one Imperial gallon = 4.546 litres

**Approximations (for U.S. and Imperial systems):**

- You can think of one quart = 1 litre
- You can think of two pints = 1 litre
- You can think of two gallons = 8 (U.S.A.) or 9 (U.K.) litres.

Britain is changing to the metric system. Older people still use non-metric ("Imperial") weights and measures. Schools began teaching metric measurements in the early 1970s and stopped teaching Imperial measurements at the same time. Petrol (U.S. – gasoline) is sold in litres. Since 1995 all shops must use metric weights. But miles are still used for distances and road signs. In conversation, Fahrenheit temperatures are often used.

**Weights**

- one kilogram = 2.205 pounds
- one pound = 0.454 kilograms
- one ton = 1016.04 kilograms

**Approximations:**

- You can think of 1 kilo = 2 pounds
- You can think of one pound = half a kilo
- You can think of 1 ton = 1 tonne (metric)

**Temperature**

The Celsius (or Centigrade) system is used everywhere for scientific measurements. The U.S.A. uses the Fahrenheit system in conversation. Canada and Britain officially use the Celsius system. In Britain you can hear people talk about weather temperatures in Fahrenheit, but TV weather forecasts are in Celsius.

	°C	°F
water freezes (becomes ice)	0°C	32°F
a cool day, wear a coat	7°C	45°F
a mild day	15°C	59°F
pleasant office temperature	22°C	72°F
a hot day for the beach	30°C	86°F
the temperature of the human body	37°C	98.6°F
water boils	100°C	212°F
cooking temperature in an oven	220°C	425°F

**Vocabulary File 5 Money**

U.S.A.	Canada	European Union	United Kingdom
One dollar = 100 cents	One dollar = 100 cents	One euro = 100 cent	One pound = 100 pence
<b>Coins:</b> 1¢ (cent), 5¢ (nickel), 10¢ (dime), 25¢ (quarter), \$1 (dollar)	<b>Coins:</b> 1¢ (cent), 5¢ (nickel), 10¢ (dime), 25¢ (quarter), \$1 (loonie), \$2 (toonie)	<b>Coins:</b> 1c, 2c, 5c, 10c, 20c, 50c, €1, €2	<b>Coins:</b> 1p, 5p, 10p, 20p, 50p, £1, £2 (one "pee," five "pee")
<b>Bills:</b> \$1, \$5, \$10, \$20, \$50, \$100 (\$2 uncommon)	<b>Bills:</b> \$5, \$10, \$20, \$50, \$100	<b>Notes:</b> €5, €10, €20, €50, €100, €200	<b>Notes:</b> £5, £10, £20, £50
\$1.25	one dollar twenty-five		
\$125	one hundred (and) twenty-five dollars		
£1.25	one pound twenty-five		
\$2.39	two dollars thirty-nine cents		
£2.39	two pounds thirty-nine		
\$1.50 / £1.50	one dollar fifty, one pound fifty		

Note: In the U.S. and Canada, amounts of paper money are called bills, in the U.K., notes.

**Vocabulary File 6 Colors**



**Vocabulary File 7 Time**

The 24-hour clock is not often used in the U.S.A.

Use: 1:00 a.m. (01:00) / 1:00 p.m. (13:00)

3:00 a.m. (03:00) / 3:00 p.m. (15:00)

It is used for the military and ships:

01:00 "oh" one hundred hours

05:00 "oh" five hundred hours

Timetables / appointments:

12:00 – twelve or noon

12:10 – twelve ten

12:15 – twelve fifteen

12:30 – twelve thirty

12:45 – twelve forty-five

12:57 – twelve fifty-seven

In Britain, the 24-hour clock is used by airlines, railways and other timetables.

(You can also use a.m. / p.m. in conversation)

Many U.S. timetables say "p" or "a" rather than "p.m." or "a.m." 3:00p, 11:30a

**Conversation:**

12:00 twelve o'clock or noon

12:05 twelve "oh" five; five after / five past twelve

12:04 twelve "oh" four; four minutes after / past twelve

12:57 three minutes to / of one; twelve fifty-seven

12:10 twelve ten; ten after / past twelve

12:15 twelve fifteen; (a) quarter after / past twelve

12:20 twelve twenty; twenty after / past twelve

12:25 twelve twenty-five; twenty-five after / past twelve

12:30 twelve thirty; half past twelve

12:35 twelve thirty-five; twenty-five to / of one

12:40 twelve forty; twenty to / of one

12:45 twelve forty-five; (a) quarter to / of one

12:50 twelve fifty; ten to / of one

12:55 twelve fifty-five; five to / of one

01:00 one o'clock

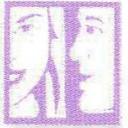
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## 2 In-flight meals

**Conversation A**  
Hiroshi is Japanese. He is on a flight from Tokyo to Vancouver.

**Flight Attendant:** Fish, chicken or vegetarian?  
**Hiroshi:** What's the fish?  
**Attendant:** It's tuna.  
**Hiroshi:** Chicken, please.  
**Attendant:** Anything to drink?  
**Hiroshi:** Yes. Water, please.  
**Attendant:** Still or sparkling?  
**Hiroshi:** Sorry, I don't understand.  
**Attendant:** This is Evian. It's still. And this is Perrier. It's sparkling.  
**Hiroshi:** Oh, yes. Evian, please.  
**Attendant:** There you go. Enjoy your meal.

**Conversation B**  
Alicia is flying from San Diego to Vancouver.

**Attendant:** Tea or coffee?  
**Alicia:** Coffee, please.  
**Attendant:** Regular or decaffeinated?  
**Alicia:** Regular.  
**Attendant:** Cream and sugar?  
**Alicia:** Cream, please. No sugar.  
**Attendant:** There you go.  
**Alicia:** Thank you.  
**Attendant:** For you, sir?  
**Man:** No, thanks. I'm fine.

**CROSSGLOBE AIRWAYS**  
**IN-FLIGHT MENU**  
**TOKYO - VANCOUVER**

Selection of drinks from the bar  
Water: Still or Sparkling  
Soda: Cola, Lemon-Lime, Orange

Mixed salad with French dressing

Chicken, peas & rice  
or  
Fresh tuna, new potatoes, sweetcorn  
or  
Vegetarian pasta

Chocolate cake

Tea or coffee (regular or decaffeinated)

Seat 31A Tuna + cola  
Seat 31B Vegetarian meal + tea  
Seat 31C

1 Complete the notes. Hiroshi is in seat 31C.

2 Order a meal and a drink. Use the menu and the pictures.

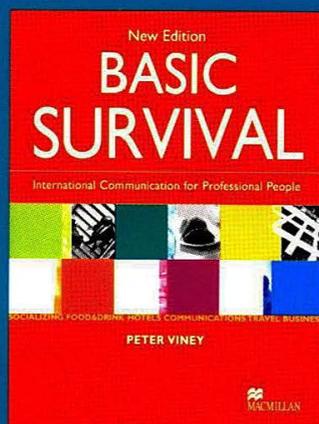
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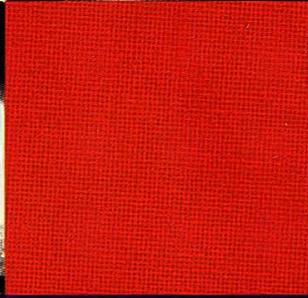


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# 1 On board

## 1 Complete the sentences with *is* or *are*.

- a Where is thirty-one D?
- b Excuse me. This \_\_\_\_\_ my seat.
- c Sorry, you \_\_\_\_\_ right.
- d Seat 40A \_\_\_\_\_ by the window.
- e You \_\_\_\_\_ on the left side of the plane.

## 2 Write the negative.

- a That's seat 62K. That isn't seat 62K.
- b You're in my seat. \_\_\_\_\_ in my seat.
- c It's my boarding pass. \_\_\_\_\_ my boarding pass.
- d This is your seat. \_\_\_\_\_ your seat.
- e Yes, it is. No, \_\_\_\_\_.

## 3 Make sentences with *This is* and *That is*.



a This is your ticket.



d \_\_\_\_\_ your boarding pass.



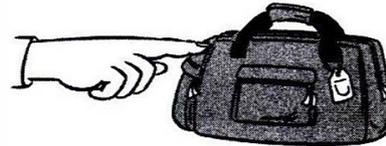
b \_\_\_\_\_ your pen.



e \_\_\_\_\_ your dictionary.



c \_\_\_\_\_ your newspaper.



f \_\_\_\_\_ your bag.

## 4 Write the seat numbers in full.

- a 29K twenty-nine K
- b 3F \_\_\_\_\_
- c 16B \_\_\_\_\_
- d 45D \_\_\_\_\_
- e 34H \_\_\_\_\_
- f 42G \_\_\_\_\_
- g 68C \_\_\_\_\_

## 20 Gift store

### 1 Complete the questions in the conversation at a store.

- Customer: How much is this?  
 Salesperson: It's \$19.99.  
 Customer: And what \_\_\_\_\_ ?  
 Salesperson: It's large. Is \_\_\_\_\_ ?  
 Customer: No, it isn't for me. It's for my daughter.  
 Salesperson: How \_\_\_\_\_ ?  
 Customer: She's twelve years old.  
 Salesperson: Take a medium then.  
 Customer: Right and what \_\_\_\_\_ ?  
 Salesperson: We have blue, red, yellow, and black.  
 Customer: A black one, then. Do you \_\_\_\_\_ ?  
 Salesperson: Sure, we take traveler's checks. Just sign and date it.

### 2 Write questions and answers.

- a T-shirts Which T-shirts would you like?  
 red The red ones.
- b key ring \_\_\_\_\_ ?  
 plastic \_\_\_\_\_
- c guide book \_\_\_\_\_ ?  
 French \_\_\_\_\_

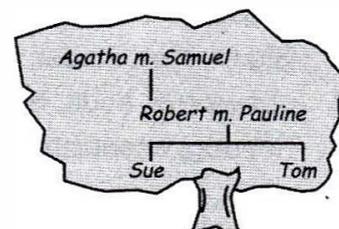
### 3 Match the questions to the drawings.

- a How much is this?  1
- b How much is that?  2
- c How much are these?  3
- d How much are those?  4

### 4 Look at the family tree. Complete the sentences with the words in the box.

mother son daughter brother father wife sister husband

- a Agatha is a mother and a wife.
- b Samuel is a \_\_\_\_\_ and a \_\_\_\_\_.
- c Sue is a \_\_\_\_\_ and a \_\_\_\_\_.
- d Tom is a \_\_\_\_\_ and a \_\_\_\_\_.



## 30 Polite inquiries

### 1 Match the polite inquiries to the best answers.

- |                                  |                                       |
|----------------------------------|---------------------------------------|
| a Was your plane on time?        | Yes, it's very comfortable, thanks.   |
| b Did you have a good trip?      | Yes, I had a meal on the plane.       |
| c Is your hotel OK?              | Yes, it was right on time.            |
| d Did you have something to eat? | Yes, thank you. Everything's perfect. |
| e Is everything OK?              | No, I'm fine for the moment, thanks.  |
| f Can I get you anything?        | Yes, it was fine.                     |

### 2 Complete the table.

I had	I didn't have	Did I have?	Yes, I did
	She didn't have		No,
He was			No,
	They weren't		Yes,
We went			Yes,
		Did she go?	No,

### 3 Write the negative and the question.

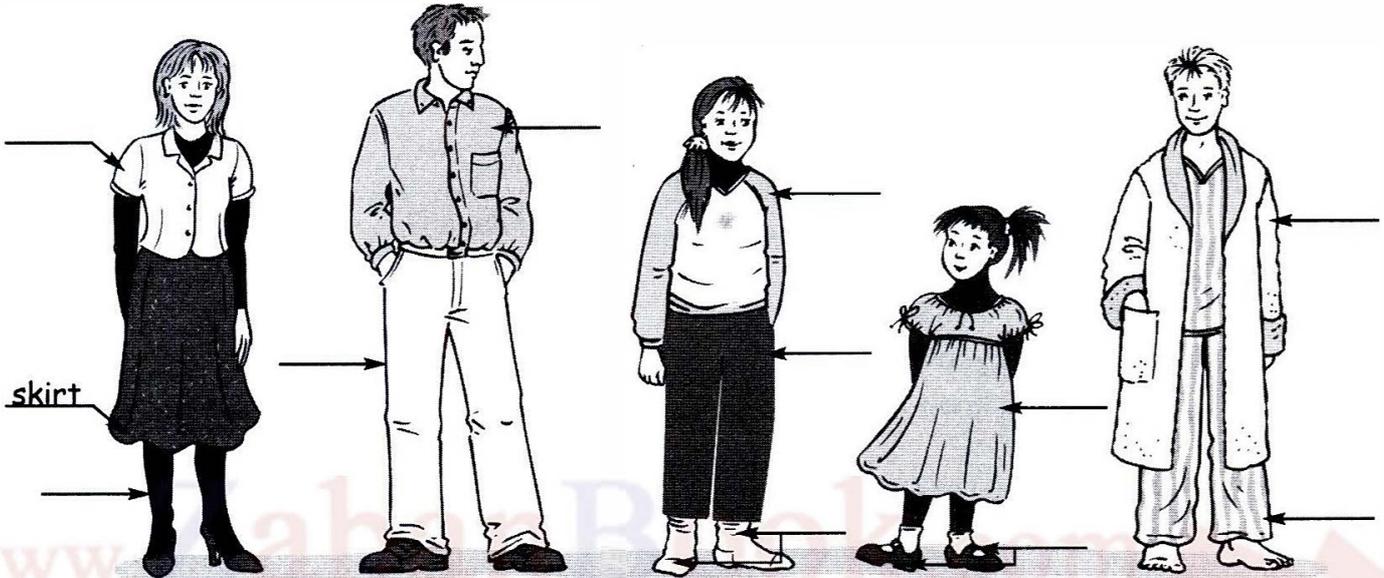
- |                                   |  |
|-----------------------------------|--|
| a They went to Italy.             | <u>They didn't go to Italy.</u> <u>Did they go to Italy?</u> |
| b You had pizza.                  | _____ ?  |
| c Mrs. Bassett was in New York.   | _____ ?  |
| d Beniko went home.               | _____ ?  |
| e Mr. McDowell had a good flight. | _____ ?  |
| f Jessica and Amos were late.     | _____ ?  |

### 4 Complete the sentences with *have*.

- a What time do you have lunch every day?
- b \_\_\_\_\_ you \_\_\_\_\_ a good flight? Yes, thanks. It was OK.
- c I'm afraid he \_\_\_\_\_ time to see you today.
- d We always \_\_\_\_\_ a vacation in May.
- e What is he doing? He \_\_\_\_\_ a soda.

# 31 Laundry

1 What are they wearing? Label the clothes on each family member.



2 Make questions.

a Where did you put your laundry list?

I put the laundry list *in the laundry bag*.

b \_\_\_\_\_ ?

I left my room at *10 o'clock*.

c \_\_\_\_\_ ?

I called *the valet*.

d \_\_\_\_\_ ?

The valet took it *from my room*.

e \_\_\_\_\_ ?

I told the valet *the laundry was in my room*.

3 Complete the sentences with the correct adjective.

early heavy difficult **big** late small

a This is size 14. I'm size 10. It's too big!

b The meeting is finished. You're too \_\_\_\_\_ !

c The train leaves at 11:30. It's only 10:30. You're too \_\_\_\_\_ !

d A sports car is too \_\_\_\_\_ for a family of six!

e She can't lift that suitcase. It's too \_\_\_\_\_ !

f We can't do this exercise quickly. It's too \_\_\_\_\_ !

☐ If you need help, use Grammar Files 7 and 14.



## 42 At the airport

### 1 Complete the conversation at the check-in desk. Use these words:

suitcase window pack boarding pass none ~~ticket~~ baggage aisle scales

- Check-in clerk: Can I see your ticket , please?  
 Passenger: Sure, I'd like a \_\_\_\_\_ seat, please. I like to see outside.  
 Check-in clerk: I'm afraid the plane's nearly full. There are \_\_\_\_\_ left.  
 Passenger: Well, can I have an \_\_\_\_\_ seat then?  
 Check-in clerk: Yes, ma'am. Here's your \_\_\_\_\_ . Gate 34.  
 Do you have any \_\_\_\_\_ ?  
 Passenger: Yes, just one \_\_\_\_\_ .  
 Check-in clerk: Did you \_\_\_\_\_ it yourself?  
 Passenger: Yes, I did.  
 Check-in clerk: OK, then. Could you put it on the \_\_\_\_\_ , please?

### 2 Write short answers.

- |   |  |                    |
|---|--|--------------------|
| a | Did you pack it yourself?                    | Yes, <u>I did.</u> |
| b | Do you have any carry-on baggage?            | No, _____ .        |
| c | Are there any window seats?                  | Yes, _____ .       |
| d | Is the flight full?                          | No, _____ .        |
| e | Has your baggage been with you at all times? | Yes, _____ .       |
| f | Has anyone given you anything to carry on?   | No, _____ .        |

### 3 Complete the sentences with *none* or *all*.

- a All of the aisle seats are free.  
 b There are no window seats. There are \_\_\_\_\_ left.  
 c \_\_\_\_\_ the passengers are in the departure lounge now.  
 d These passengers are \_\_\_\_\_ waiting in line.  
 e Yes, I packed \_\_\_\_\_ of my bags myself.  
 f No, \_\_\_\_\_ of those bags are mine.

### 4 Match the information to the definition.

- |   |         |                |
|---|---------|----------------|
| a | AA 8921 | Gate           |
| b | 57K     | Flight number  |
| c | 11:35   | Destination    |
| d | 4       | Seat number    |
| e | Calgary | Departure time |

## 43 Checking out

### 1 What is Alicia going to do?

- a (check out)      She's going to check out.
- b (take photos)      \_\_\_\_\_
- c (fly to Alaska)      \_\_\_\_\_
- d (stay on a ship)      \_\_\_\_\_
- e (make new friends)      \_\_\_\_\_

### 2 You're checking out of your hotel. What does the front desk clerk say?

- a He hopes you'll come back and stay again.  
I hope you'll come back and stay again.
- b He's sure you'll enjoy your trip to Mexico.  
\_\_\_\_\_
- c He says the hotel staff will miss you.  
\_\_\_\_\_
- d He hopes you'll recommend the hotel to your company.  
\_\_\_\_\_
- e He says he'll send you a brochure.  
\_\_\_\_\_

### 3 Complete the sentences in the past. Use these verbs:

stay   enjoy   be   eat   come   go

- A: Did you enjoy your vacation?  
B: Yes, we \_\_\_\_\_. It \_\_\_\_\_ great.  
A: Which hotel \_\_\_\_\_ you \_\_\_\_\_ at?  
B: We \_\_\_\_\_ at the Mount Stuart.  
A: And what \_\_\_\_\_ it like?  
B: It \_\_\_\_\_ very good.  
A: \_\_\_\_\_ you \_\_\_\_\_ in the hotel restaurant?  
B: No, we \_\_\_\_\_. We \_\_\_\_\_ to the restaurants in town.  
A: When \_\_\_\_\_ you \_\_\_\_\_ home?  
B: We \_\_\_\_\_ back home last Thursday.

### 4 Complete the phrases with a, an or some.

- a a glass of milk
- b \_\_\_\_\_ mineral milk
- c \_\_\_\_\_ orange juice
- d \_\_\_\_\_ peanuts
- e \_\_\_\_\_ pack of peanuts
- f \_\_\_\_\_ green tea

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**2 In-flight meals**

1 Complete the puzzle and find the hidden word.

- a type of soda
- b color of milk
- c meal with no meat
- d goes in coffee
- e not still
- f coffee with no caffeine
- g type of fish

Hidden word: \_\_\_\_\_

2 Complete the sentences in the conversation. Use these words and phrases:

I don't understand. Thank you please.  
 No, thanks. There you go.

Flight attendant: Tea or coffee, ma'am?  
 Passenger: Tea, please.

Flight attendant: \_\_\_\_\_  
 Passenger: \_\_\_\_\_

Flight attendant: Sugar?  
 Passenger: \_\_\_\_\_ This is fine.

Flight attendant: Milk?  
 Passenger: Sorry, \_\_\_\_\_

Flight attendant: Milk? For your tea?  
 Passenger: Ah, sorry. No, thank you.

3 Match the adjective to the item.

a lemon	water
b still	tea
c green	soda
d red	coffee
e vegetarian	vegetables
f regular	meal

4  If you need help, use Grammar File 7.

clear cross-referencing to  
 Grammar Files and  
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