

3 FOCUS ON SPEAKING

VOCABULARY

REVIEW

Read the magazine column about etiquette. Write the correct word in the blank. Use the words from the box.

appreciate	confusing	face-to-face	respect	treat
behavior	courteous	raised	rude	

Dear Miss Manners,
I'm really bothered by children who misbehave in public places. I know children are all _____ differently, so you see a lot of different _____, but I want to do something about it. I was shopping the other day, and one kid was running around and making a mess in the store. It was hard to shop. What should I do in that situation?
—Annoyed Shopper



Q

Dear Annoyed Shopper,
Well, one idea is to tell the manager. It's really the manager's job to deal with customers. It's not always best for you to talk to the person _____.

A



Ask Miss Manners

Dear Miss Manners,
Thanks for all your great advice. I really _____ it. I wish everyone cared about manners. I think people are not as polite now as they used to be. It seems that every day someone gets in front of me in line or starts texting when I'm talking to them. People are just not _____.
—Clara



Dear Clara,
Unfortunately, there does seem to be a lack of manners these days. The question is, what do we do about it? I think the important thing to remember is to _____ others in a nice way. If we can all just remember to _____ each other, I think we can all get along.

A



Dear Miss Manners,
The neighbors who live in the apartment above me are so _____ because they talk so loud and play music late at night. What do you suggest I do?
—Julius K.

Q

Dear Julius K.,
When you live in an apartment building, you can find many different kinds of people living in one place. We often don't share the same rules of etiquette with our neighbors. I know it can be _____ when we don't understand another person's way of life, but we all have to learn to get along.

A

EXPAND

1  Read and listen to the conversation. Notice the boldfaced words and phrases. Try to guess their meanings. Then take turns reading the conversation with a partner.

A: I had a terrible day today.

B: Really? What happened?

A: Well, do you remember that girl from my math class that I was telling you about?

B: Yeah . . .

A: Well, I finally got up the courage to text her and ask her to **go out** with me.

B: So what did she say?

A: That's the problem. I asked her out two weeks ago, and she didn't respond at all until yesterday.

B: Oh no. Why did she **leave you hanging** for so long?

A: I don't know, but she finally agreed to go see a movie with me tonight. I was so excited. I was really **looking forward to** it.

B: So, what happened?

A: Well, I waited at the movie theater for almost half an hour. Finally, she texted me to **call off** our date. She gave me an excuse saying she needed to study for a test.

B: Oh, that's too bad. It was really **rude** of her to blow you off like that. I hate to say this, but it sounds like she never wanted to go out with you in the first place. Maybe she was afraid to **turn you down** because she didn't want to hurt your feelings.

A: Yeah, you're probably right.

B: Cheer up! She doesn't sound worth it. And hey, what time is the next show? Maybe we could still catch that movie!

A: Thanks, but I think **I'll have to pass**. I don't feel like doing anything now. Can I **take a rain check**?

B: Sure, no problem. Maybe next weekend.

A: OK, **sounds good**. I'll see you later.



DETAILS

- 1  Listen again and add to your notes. Then complete the summary of the survey. Use your notes to help you.

Two reporters went to large cities all around the world. They went to _____ 1. _____ countries. The reporters did three tests: a _____ 2. _____ test, a _____ 3. _____ drop, and a customer _____ 4. _____ test.

For the door test, they wanted to see if people would _____ 5. _____ for the reporters. For the second test, they wanted to see if anyone would help them pick up a _____ 6. _____ of important papers. For the customer service test, they wanted to see if people who work in stores were polite and said _____ 7. _____.

In the most courteous city, _____ 8. _____ percent of the people passed the door test, but when the reporters dropped their papers, only _____ 9. _____ percent helped pick them up. For the customer service test, _____ 10. _____ out of 20 cashiers passed the test. Men were more _____ 11. _____ to help than women. In the document test, _____ 12. _____ percent of the men and _____ 13. _____ percent of the women helped the reporters. In the study, _____ 14. _____ was the most courteous city.

- 2 With a partner, take turns summarizing your notes. Then discuss how your notes and your answers in Preview helped you understand the listening.

 Go to [MyEnglishLab](#) for more listening practice.