

6

Sure! I'll do it.

- ▶ Discuss common complaints
- ▶ Make and respond to requests
- ▶ Apologize

1 SNAPSHOT

FAMILY COMPLAINTS



- ☐ We never have dinner together as a family.
- ☐ Everybody is always arguing about housework.
- ☐ My daughter never takes her headphones off.
- ☐ My father criticizes everything I do.
- ☐ My husband never helps around the house.
- ☐ My kids are always texting their friends.
- ☐ My mother often calls me late at night.
- ☐ My parents don't respect my privacy.
- ☐ My brother never puts his phone away.
- ☐ My wife always brings work home on weekends.

Which complaints seem reasonable? Which ones seem unreasonable? Why?

Do you have similar complaints about anyone in your family? Check (✓) the complaints.

What other complaints do people sometimes have about family members?

2 CONVERSATION I'll turn it off.

▶ A Listen and practice.

Nolan Please turn down the TV. I have to study.

Ken I'm sorry. I'll turn it down.

Nolan It's still too loud.

Ken All right. I'll turn it off. I'll go watch this show in my room.

Nolan Thanks.

Ken No problem.

Nolan This place is such a mess. Rodrigo, your clothes are all over the place.

Rodrigo They're not mine. . . . And these books are yours, actually. Why don't you put them away?

Nolan I'm sorry. I guess I'm kind of nervous about my exam tomorrow.

Rodrigo That's OK. I know how you feel. Those exams drive me crazy, too.



▶ B Listen to the rest of the conversation. What complaints do Nolan and Rodrigo have about Ken?

3 GRAMMAR FOCUS

Two-part verbs; *will* for responding to requests

With nouns

Turn down the TV.

Turn the TV down.

Put away your books.

Put your books away.

With pronouns

Turn it down.

(NOT: Turn-down-it.)

Put them away.

(NOT: Put-away-them.)

Requests and responses

Please turn down the music.

OK. I'll turn it down.

Put away your books, please.

All right. I'll put them away.

GRAMMAR PLUS see page 137

A Complete the requests with these words. Then compare with a partner.

your boots	your socks	your jacket	the cat	the trash
the TV	✓ the lights	the magazines	the music	the yard



1. Turn the lights off, please.
2. Turn _____ on, please.
3. Please turn _____ down.
4. Pick up _____, please.
5. Please put _____ away.
6. Hang _____ up, please.
7. Please take _____ off.
8. Clean _____ up, please.
9. Please take _____ out.
10. Please let _____ out.

B PAIR WORK Take turns making the requests above. Respond with pronouns.

A: Turn the lights off, please.

B: No problem. I'll turn them off.

4 PRONUNCIATION Stress in two-part verbs

A Listen and practice. Both words in a two-part verb receive equal stress.

●	●	●	●	●	●	●	●	●	●
Pick	up	your	things.	Pick	your	things	up.	Pick	them
Turn	off	the	light.	Turn	the	light	off.	Turn	it
									off.

B Write four more requests using the verbs in Exercise 3. Then practice with a partner. Pay attention to stress.

5 WORD POWER Housework

- A** Find a phrase that is usually paired with each two-part verb. (Some phrases go with more than one verb.) Then add one more phrase for each verb.

the garbage	the magazines	the microwave	your coat
the groceries	the mess	the towels	your laptop

clean up	_____	_____	take out	_____	_____
hang up	_____	_____	throw out	_____	_____
pick up	_____	_____	turn off	_____	_____
put away	_____	_____	turn on	_____	_____

- B** What requests can you make in each of these rooms?
Write four requests and four excuses. Use two-part verbs.

the kitchen	the living room
the bathroom	the bedroom

- C PAIR WORK** Take turns making the requests you wrote in part B. Respond by giving an excuse.

A: Marabel, please pick up the wet towel you left on your bed.

B: Sorry, I can't pick it up right now.
I have to put my new clothes away.



6 LISTENING Helping around the house

- A** Listen to the results of a survey about family life. Check (✓) the answer to each question. Sometimes more than one answer is possible.

	Men	Women	Boys	Girls
1. Who is the messiest in the house?				
2. Who does most of the work in the kitchen?				
3. Who does the general chores inside and outside the house?				
4. Who worries most about expenses?				

- B** Listen again. According to the survey, what specific chores do men, women, boys, and girls usually do? Take notes.

- C GROUP WORK** How does your family compare to the survey results? Who helps the most with general chores around the house? Who helps the least?



7 PERSPECTIVES Difficult neighbors

- ▶ **A** Match the sentences. Then listen and check your answers.
Are all the requests reasonable?

- | | |
|--|---|
| 1. "Would you take your garbage out, please? ____ | a. We don't want strangers to enter the building." |
| 2. "Would you mind not parking your car in my parking space? ____ | b. It often comes into my apartment through the balcony." |
| 3. "Would you mind turning the music down, please? ____ | c. It can attract insects." |
| 4. "Could you close the door behind you and make sure it locks? ____ | d. The walls are really thin, so the sound goes through to my apartment." |
| 5. "Can you keep your cat inside, please? ____ | e. I need to park mine there." |



- B** Look at the requests again. Have you ever made similar requests?
Has anyone ever asked you to do similar things?

8 GRAMMAR FOCUS

- ▶ Requests with modals and *Would you mind . . . ?*

Modal + simple form of verb

Can you **keep** your cat inside, please?

Could you **turn** the music **down**, please?

Would you please **park** your car in your space?

Would you mind . . . + gerund

Would you mind keeping your cat inside?

Would you mind turning the music **down**, please?

Would you mind not parking your car in my space?

GRAMMAR PLUS see page 137

- A** Match the requests in column A with the appropriate responses in column B. Then compare with a partner and practice them.
(More than one answer may be possible.)

A

1. Would you mind not using your phone in class? ____
2. Would you mind speaking more quietly? ____
3. Would you please turn on the air conditioner? ____
4. Can you make me a sandwich? ____
5. Can you help me with my homework? ____
6. Could you lend me twenty dollars, please? ____

B

- a. Sure, no problem. I'd be glad to.
- b. Sorry. We didn't know we were so loud.
- c. Sure. Do you want anything to drink?
- d. Sorry. I had to talk to my boss.
- e. I'm sorry, I can't. I don't have any cash.
- f. I'm really sorry, but I'm busy.

- B PAIR WORK** Take turns making the requests in part A. Give your own responses.

- C CLASS ACTIVITY** Think of five unusual requests. Go around the class and make your requests. How many people accept? How many refuse?

A: Would you please lend me your car for the weekend?

B: Oh, I'm sorry. I'm going to wash it.

9 SPEAKING Apologies

Choose one of the situations below. Take turns making a request to your "neighbor." The "neighbor" should apologize by giving an excuse, admitting a mistake, or making an offer or a promise.



A: Would you mind not making so much noise? It's very late.

B: Oh, I'm sorry. I didn't realize it bothered you.

Different ways to apologize

give an excuse	"I'm sorry. I didn't realize . . ."
admit a mistake	"I forgot I left it there."
make an offer	"I'll take it out right now."
make a promise	"I promise I'll . . . /I'll make sure to . . ."

10 INTERCHANGE 6 I'm terribly sorry.

How good are you at apologizing? Go to Interchange 6 on page 119.

11 WRITING A public message

- A** Think of a problem that you could have with your neighbors.
Write a message explaining the problem and making a request.

To the person who left a big mess in the laundry room yesterday afternoon:
Would you mind cleaning up after you finish your laundry? I fell down and almost broke my leg because the floor was all wet. Thank you.

- B PAIR WORK** Exchange messages with your classmates.
Write a message apologizing for the problem you caused to your "neighbor."

I'm sorry about the mess in the laundry room. My boss called me, and I had to go back to the office. I'll make sure to clean it up next time.

- C GROUP WORK** Take turns reading your messages aloud. Do you have similar problems with your neighbors? How do you solve them?

A Scan the text. How many of the requests and complaints are about food?

HOME WORLD CULTURE TRAVEL BUSINESS SPORTS FOOD SEARCH

HOTEL MADNESS: THE CRAZY THINGS PEOPLE SAY!

There are about 500,000 hotels around the world. Every day, receptionists, servers, chefs, and managers work in these hotels looking after their guests. Guests often make special requests for things like an extra-large bed or a room with a view of the water. And sometimes people complain when something is not satisfactory. In the U.S., around two-thirds of these complaints are about the noise that other guests are making. Sometimes, guests' requests and complaints can make a hotel worker's job almost impossible!

Here are some very weird requests that hotel workers have actually heard:

"Would you mind lending me your suit tomorrow? I have a job interview to go to!"

"Could one of the staff give my daughter a hand with her homework?"

"Can you please fill my bath with chocolate milk?"

"I'd like chicken for dinner, please, but only the right leg."

"Can you make sure all the strawberries in my cereal are the same size?"

Some hotel guests are also very good at finding (or imagining) problems! These are some of their crazy complaints:

At a London hotel, 40 miles from the coast:
"I can't see the ocean from my room."

I think I'd look good in that jacket.

Well, sir, we always try to help, but . . .

At a Portuguese hotel: "My bed is way too comfortable. I keep oversleeping and missing the best part of the day!"

At a hotel in Spain: "There are too many tasty dishes on the restaurant buffet. I've gained more than 5 pounds!"

To a receptionist in the middle of the night:
"I haven't been able to sleep at all! My wife won't stop snoring!"

After coming back from a day trip to a water park: "Nobody told us to bring our swimsuits and towels."

So the next time you're at a hotel and the staff look tired, be patient! Maybe they've had a stressful day!

B Read the article. Find the words in *italics* in the article. Then match each word with its meaning.

- | | |
|---------------------------------------|--|
| 1. <i>give (somebody) a hand</i> ____ | a. to breathe in a noisy way when asleep |
| 2. <i>satisfactory</i> ____ | b. help a person do something |
| 3. <i>weird</i> ____ | c. good enough |
| 4. <i>snoring</i> ____ | d. not wake up early enough |
| 5. <i>oversleep</i> ____ | e. very strange |

C The sentences below are false. Correct each sentence to make it true.

- It's common for guests to request a bigger room.
- One hotel guest asked to borrow an employee's dress.
- Another guest wanted the fruit at breakfast to be the same color.
- One person wasn't happy because he kept getting up too early.
- Someone complained about not taking the right things to go sightseeing.

D **PAIR WORK** Imagine you are the managers of a hotel. How would you respond to the requests and complaints above? Try to be as polite as you can!