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	



Ask Miss Manners

Q

Dear Miss Manners,

Thanks for all your great advice. I really _____ (1) 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 _____ (2). —Clara



A

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 _____ (3) others in a nice way. If we can all just remember to _____ (4) each other, I think we can all get along.

Q

Dear Miss Manners,

I'm really bothered by children who misbehave in public places. I know children are all _____ (5) differently, so you see a lot of different _____ (6), 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



A

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 _____ (7).



Q

Dear Miss Manners,

The neighbors who live in the apartment above me are so _____ (8) because they talk so loud and play music late at night. What do you suggest I do?

—Julius K.

A

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 _____ (9) when we don't understand another person's way of life, but we all have to learn to get along.

LIVEWORKSHEETS

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.



LIVEWORKSHEETS

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.

LIVEWORKSHEETS