

9

Improvements

1 SNAPSHOT

Nine commonly offered services

Language tutoring	Computer services	House cleaning
Home repairs	Moving services	Financial services
Music lessons	Pet-sitting	Clothing alterations

Source: Based on information from the community bulletin board at the Coffee Pot, New York City

Why would someone need these services? Have you ever used any of them?
What are some other common services and skills people offer?

2 PERSPECTIVES

A Listen to an advertisement. Would you use a service like this?
Why or why not?

Hazel's Personal Services

Don't have time to do all the things you need to do? Call Hazel's Personal Services!

- Get your apartment cleaned.
- Have your car washed.
- Get your computer fixed.
- And much more ... all for a very low price!

Call Hazel! (646) 555-2121

If Hazel doesn't offer the service you need, she'll find someone who does. Guaranteed!

Hazel offers:

- Computer support
- Repairs
- Beauty services
- Financial services
- Laundry and dry cleaning
- Pet-sitting

B What services do you need or want? What questions would you ask Hazel?

3 GRAMMAR FOCUS

Get or have something done

Use **get** or **have**, the object, and the past participle of the verb to describe a service performed for you by someone else.

Do something yourself

I **clean** my apartment every week.
He **is washing** his car.
They **fixed** their computer.
Did you **repair** your watch?
Where can I **print** these pictures?

Get/have something done for you

I **get** my apartment **cleaned** (by Hazel) every week.
He **is having** his car **washed**.
They **got** their computer **fixed**.
Did you **have** your watch **repaired**?
Where can I **get** these pictures **printed**?

A Complete the sentences to express that the services are performed by someone else.

1. Luis didn't mow the lawn in front of his house. He **had it mowed** (have)
2. Samantha isn't cutting her own hair. She (get)
3. Barbara doesn't clean her apartment. She (have)
4. JoAnn and John didn't paint their house. They (get)
5. Doug isn't repairing his bike. He (have)

B PAIR WORK Take turns describing the services in the pictures.



"Mei-ling is getting her skirt shortened."

C PAIR WORK Tell your partner about three things you've had done for you recently. Ask and answer questions for more information.

4 PRONUNCIATION Sentence stress

A Listen and practice. Notice that when the object becomes a pronoun (sentence B), it is no longer stressed.

A: Where can I get my **watch fixed**?

A: Where can I have my **shoes shined**?

B: You can get it **fixed** at the **Time** Shop.

B: You can have them **shined** at **Sunshine** Shoes.

B GROUP WORK Ask questions about three things you want to have done. Pay attention to sentence stress. Other students give answers.

5

DISCUSSION Different places, different ways

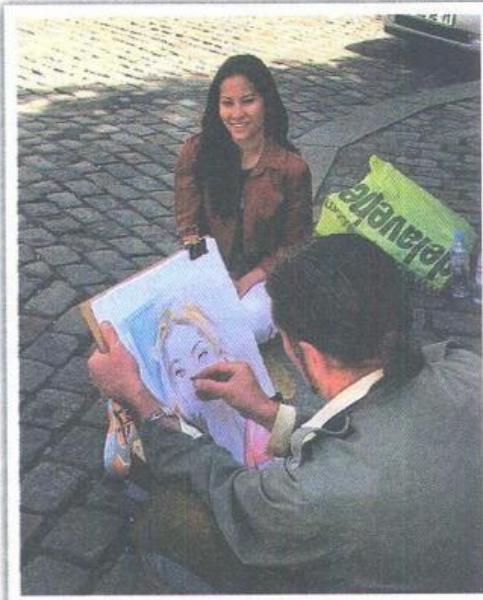
GROUP WORK Are these services available in your country? For those that aren't, do you think they would be a good idea?

Can you...?

have your portrait drawn by a street artist
get your blood pressure checked at a pharmacy
have your clothes dry-cleaned at work
get library books delivered to your home
have your shoes shined on the street
get your car washed for less than \$15
have a suit made in under 24 hours
get your teeth whitened
have pizza delivered after midnight

A: Can you have your portrait drawn by a street artist?

B: Sure! You can have it done at ...



6

INTERCHANGE 9 Put yourself in my shoes!

What do teenagers worry about? Go to Interchange 9 on page 123.

7

WORD POWER Three-word phrasal verbs

A Match each phrasal verb in these sentences with its meaning. Then compare with a partner.

Phrasal verbs

1. Jennifer has **broken up with** her boyfriend – again!
2. Kevin **came up with** a great idea for our class reunion.
3. I'm not **looking forward to** watching my neighbor's dogs. They're not very friendly.
4. My doctor says I'm overweight. I should **cut down on** fatty foods.
5. Rob can't **keep up with** the students in his Mandarin class. He should get a tutor.
6. I can't **put up with** the noise on my street! I'll have to move.
7. My girlfriend doesn't **get along with** her roommate. They're always fighting.
8. Bill can't **take care of** his own finances. He has an accountant manage his money.

Meanings

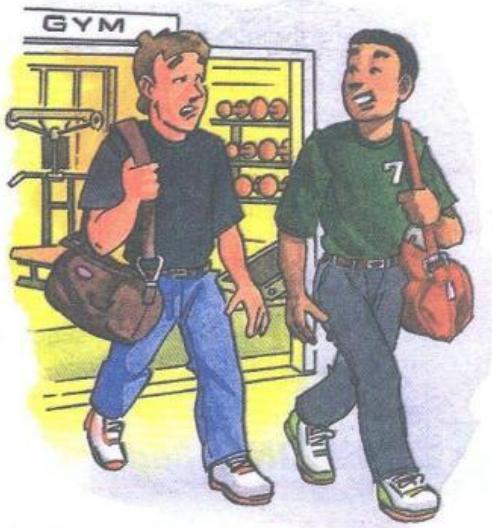
- a. be excited for
- b. end a romantic relationship with
- c. stay in pace with
- d. tolerate
- e. reduce the quantity of
- f. have a good relationship with
- g. be responsible for
- h. think of; develop

B **PAIR WORK** Take turns making sentences with each phrasal verb in part A.

8 CONVERSATION I have two left feet!

A Listen and practice.

James: This is so depressing! I haven't had a date since Angela broke up with me. What can I do?
Mike: Why don't you join an online dating service? That's how I met Amy.
James: Actually, I've tried that. But the people you meet are always different from what you expect.
Mike: Well, what about taking a dance class? A friend of mine met his wife that way.
James: A dance class? Are you serious?
Mike: Sure, why not? They offer them here at the gym.
James: I don't think that's a very good idea. Have you ever seen me dance? I have two left feet!



B CLASS ACTIVITY What are some other good ways to meet people?

9 GRAMMAR FOCUS

Making suggestions

With modals + verbs

Maybe you could go to a chat room.

With gerunds

What about taking a dance class?

Have you thought about asking your friends to introduce you to their other friends?

With negative questions

Why don't you join an online dating service?

With infinitives

One option is to join a club.

It might be a good idea to check out those discussion groups at the bookstore.

A Circle the correct answers. Then practice with a partner.

1. A: How can I build self-confidence?
B: **What about / Why don't you** participating in more social activities?
2. A: What could help me be happier?
B: **Maybe / One option** you could try not to get annoyed about little things.
3. A: How can I get better grades?
B: **Have you thought about / It might be a good idea** to join a study group.
4. A: What can I do to save money?
B: **Why don't you / What about** come up with a budget?
5. A: How can I get along with my roommate better?
B: **Why don't you / Have you thought about** planning fun activities to look forward to every week?

B GROUP WORK Take turns asking and answering the questions in part A. Answer with your own suggestions.

10 LISTENING All you have to do is ...

A  Listen to people give different suggestions for each problem. Put a line through the suggestion that was *not* given.

1. How to overcome shyness:
a. read a self-help book
b. join a club
c. see a therapist
d. take medication
2. How to stop biting your fingernails:
a. count instead
b. wear gloves
c. paint your nails
d. figure out why you're nervous
3. How to organize your busy schedule:
a. program your phone
b. make a list of priorities
c. cancel appointments
d. talk to a consultant

B **PAIR WORK** Look at the suggestions. Which one seems the most helpful? Why?

11 SPEAKING Bad habits

GROUP WORK Make three suggestions for how to break each of these bad habits. Then share your ideas with the class. Which ideas are the most creative?

How can I stop ...?



buying things I don't need



eating junk food at night



cracking my knuckles

"One thing you could do is cut up your credit cards. And why don't you ...?"

12 WRITING A letter of advice

A Imagine you are an advice columnist at a magazine. Choose one of the letters below and make a list of suggestions. Then write a reply.

My best friend seems anxious a lot. She bites her fingernails and always looks tired. I don't think she's eating right, either. How can I convince her to take better care of herself?
— Worried

I argue with my girlfriend all the time. I try to do nice things for her, but we always end up in a fight. I can't put up with this much longer – what can I do?
— Frustrated

B **GROUP WORK** Take turns reading your advice. Whose advice do you think will work? Why?

Critical Thinking

Have you ever said something – and then regretted that you didn't think carefully before opening your mouth? What happened?

1 "Think before you speak!" Has anyone ever said that to you? It's only human to react quickly and perhaps emotionally to things that happen. But without giving ourselves sufficient thinking time, we may see things in terms of black and white instead of considering various shades of gray or other colors. Also, it's all too easy to ignore connections and consequences.

2 At one level, thinking is fairly simple. For instance, it might simply involve making a shopping list. However, there is a deeper and more complex level of thinking. This is often called "critical thinking," and it has several characteristics. First, it requires that you rely on reason rather than emotion. This means you have to look objectively at all available



evidence and decide if it is true, false, or perhaps partly true. Second, you have to be self-aware and recognize your biases and prejudices because these may cause you to think subjectively. A third characteristic is that you need to be open to new ideas and interpretations.

3 Critical thinking can help you in just about everything you do. One of the most important things it helps you do is solve problems. This has always been an asset in many traditional fields, such as education, research, business and management. But it's also very useful to help people keep up with the new, fast-moving knowledge economy, which is driven by information and technology. Modern workers often have to analyze and integrate information from many different sources in order to solve problems.

4 We all sometimes speak before we think, and we all have blind spots. Nevertheless, while thinking critically doesn't always happen automatically, it will certainly serve you well whatever you do in life.

A Read the article. Then write the number of each paragraph next to its main idea.

- For many people, critical thinking is useful in the workplace.
- It's worth the effort to think critically.
- We often don't allow ourselves enough time to think.
- Critical thinking has three important aspects.

B Read about these people. Which of the three characteristics of critical thinking did they need to apply? Explain your answers.

a = Check if the evidence is true. b = Recognize your prejudices. c = Be open to new ideas.

- 1. Jane worked as a bank teller for ten years. She never considered doing anything else. When she was offered a promotion, she refused it.
- 2. Bella received an email from someone she didn't know. The email said she had won \$1 million in the lottery. She immediately bought a new car.
- 3. Ian thinks our new neighbors are loud, but I disagree. I think he's just more sensitive to the noise because they play music and watch TV shows that aren't in English.

C **GROUP WORK** How good are you at critical thinking? How has it helped you?