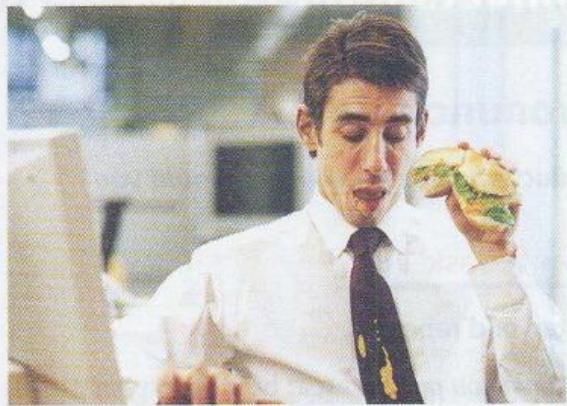


## Getting Ready

A mishap is a small accident. Match each mishap on the left with the solution on the right. Have any of these mishaps happened to you? Compare answers with a partner.



Mishap	Solution
1. You spill something on your clothes. <u>g</u>	a. call a tow truck
2. Your phone falls in a puddle. <u> </u>	b. apologize and reschedule
3. You get lost going to an appointment. <u> </u>	c. call a locksmith
4. You break a friend's vase. <u> </u>	d. call for directions
5. Your sink drain gets clogged. <u> </u>	e. offer to buy a new one
6. You get locked out of the house. <u> </u>	f. go to the store and exchange it
7. Your car won't start. <u> </u>	g. go to the drycleaner
8. You forgot about an appointment. <u> </u>	h. call a plumber

## CD 1-38 Listening 1

People are talking about mishaps. Listen and number the pictures.

A. B. C. D. E. F.

## Listening 2

### CD 1-39 ► Task 1

People are discussing mishaps.  
Listen and circle the correct answer.

1. a. He spilled tomato sauce on the floor.  
b. **He spilled tomato sauce on the rug.**
2. a. He broke a teapot.  
b. He spilled tea on her clothes.
3. a. He has an ink stain on his shirt.  
b. He has a food stain on his shirt.
4. a. She lost her jacket.  
b. She spilled coffee on her jacket.
5. a. He lost his keys.  
b. He lost his wallet.
6. a. There's something wrong with the car.  
b. They're lost.



### CD 1-39 ► Task 2

Listen again. Are these statements true or false?  
Check (✓) the correct answer.

	True	False
1. The woman suggests pouring water on the stain.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2. The man thinks an apology is a good solution.	<input type="checkbox"/>	<input type="checkbox"/>
3. The man doesn't agree with the woman's solution.	<input type="checkbox"/>	<input type="checkbox"/>
4. The woman is going to buy a new jacket.	<input type="checkbox"/>	<input type="checkbox"/>
5. The man is going to call a locksmith.	<input type="checkbox"/>	<input type="checkbox"/>
6. The man is going to call the restaurant for directions.	<input type="checkbox"/>	<input type="checkbox"/>

## Listening 3

### CD 1-40 ► Task 1

Four people are describing mishaps.  
Listen and check (✓) the correct information.



#### 1. Katie

What is the mishap?	<input type="checkbox"/> She missed the bus.	<input checked="" type="checkbox"/> She dropped her cell phone.
When did it happen?	<input type="checkbox"/> this morning	<input type="checkbox"/> this afternoon
What was the solution?	<input type="checkbox"/> get a new battery	<input type="checkbox"/> dry it out
Did it work?	<input type="checkbox"/> yes	<input type="checkbox"/> no

#### 2. Joe

What is the mishap?	<input type="checkbox"/> He lost his keys.	<input type="checkbox"/> He lost his phone.
When did it happen?	<input type="checkbox"/> last night	<input type="checkbox"/> at lunchtime
What was the solution?	<input type="checkbox"/> go back to the store	<input type="checkbox"/> call the manager
Did it work?	<input type="checkbox"/> yes	<input type="checkbox"/> no

#### 3. Hannah

What is the mishap?	<input type="checkbox"/> She spilled coffee.	<input type="checkbox"/> She broke a picture.
When did it happen?	<input type="checkbox"/> this morning	<input type="checkbox"/> at the end of the day
What was the solution?	<input type="checkbox"/> soda	<input type="checkbox"/> a rug cleaner
Did it work?	<input type="checkbox"/> yes	<input type="checkbox"/> no

#### 4. Eric

What is the mishap?	<input type="checkbox"/> He got ink on his shirt.	<input type="checkbox"/> He got food on his shirt.
When did it happen?	<input type="checkbox"/> last week	<input type="checkbox"/> yesterday
What was the solution?	<input type="checkbox"/> take it to the drycleaner	<input type="checkbox"/> pour soda on it
Did it work?	<input type="checkbox"/> yes	<input type="checkbox"/> no

### CD 1-40 ► Task 2

Listen again. What phrase completes each statement? Write the correct letter.

1. Katie <u>b</u>	a. charges a fee to unlock a door.
2. Joe's manager <u> </u>	b. was running to catch the bus.
3. Hannah <u> </u>	c. called his friend for a solution.
4. Eric <u> </u>	d. knocked some things off her boss's desk.

## Conversation Corner

### Describing a mishap

#### Pronunciation

##### Reduction of *did you*

CD 1-41 ► **Task 1**

Listen and repeat.

1. *Did you call a plumber?*
2. *Did you try pouring plain soda on it?*
3. *Did you offer to replace it?*
4. *Did you call a locksmith?*
5. *Did you take it to the dry cleaners?*
6. *Did you buy a new one?*

► **Task 2**

Read the questions to a partner. Be sure to reduce *did you*.

#### Dictation

CD 1-42 ► **Task 1**

Listen to the conversation. Write the missing words.

A: I heard you had a terrible \_\_\_\_\_ . What happened?

B: I slipped on the steps. I dropped my phone and my cup of coffee!

A: Wow! \_\_\_\_\_ your phone?

B: Yes, but I got a new one.

A: What happened to the coffee? \_\_\_\_\_ it?

B: Yes. Now I have a stain on my new pants.

A: Did you take them to the dry cleaners?

B: Yes. I hope \_\_\_\_\_ comes out!

► **Task 2**

Practice the conversation with a partner. Be sure to reduce *did you*.

#### Conversation

Work in pairs. Think of two more mishaps. Think of possible solutions for each one. Then take turns describing the mishaps and giving possible solutions.

**TACTICS FOR TESTING**  
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