

## 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.  
Turn off the light.

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

● ● ● ●  
Pick them up.  
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   \_\_\_\_\_  
hang up   \_\_\_\_\_  
pick up   \_\_\_\_\_  
put away   \_\_\_\_\_

take out   \_\_\_\_\_  
throw out   \_\_\_\_\_  
turn off   \_\_\_\_\_  
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?				

1. Who is the messiest in the house?  
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**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? \_\_\_\_\_
2. "Would you mind not parking your car in my parking space? \_\_\_\_\_
3. "Would you mind turning the music down, please? \_\_\_\_\_
4. "Could you close the door behind you and make sure it locks? \_\_\_\_\_
5. "Can you keep your cat inside, please? \_\_\_\_\_

- a. We don't want strangers to enter the building."
- b. It often comes into my apartment through the balcony."
- c. It can attract insects."
- d. The walls are really thin, so the sound goes through to my apartment."
- 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.

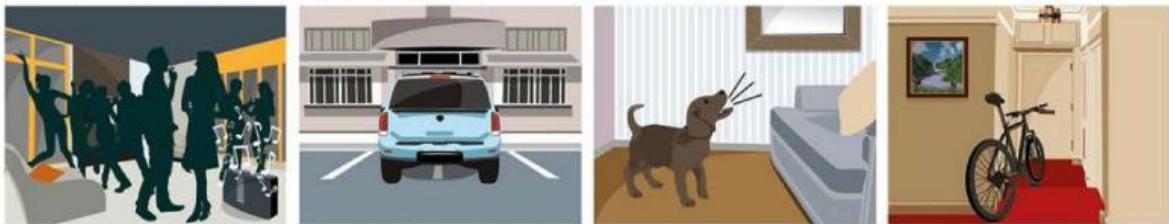
C **CLASS ACTIVITY** Think of five unusual requests. Go around the class and make your requests. How many people accept? How many refuse?

**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?

## 12 READING

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. give ( <i>somebody</i> ) a hand _____	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.

1. It's common for guests to request a bigger room.
2. One hotel guest asked to borrow an employee's dress.
3. Another guest wanted the fruit at breakfast to be the same color.
4. One person wasn't happy because he kept getting up too early.
5. 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!