

4B Modern manners?

1 VOCABULARY phone language

Complete the sentences.

- 1 You mustn't use your phone in a quiet zone.
- 2 When you finish a phone call, you h
u.
- 3 If someone doesn't answer their phone, you can leave a m on their v.
- 4 If you're in a meeting, you can put your phone on s or v mode.
- 5 If someone's phone is off, you can c
b later.
- 6 The sound your mobile makes when someone calls you is a r.
- 7 If you want to text your friends more cheaply, you can use in m.
- 8 When you call someone, you have to d their number by pressing some keys.
- 9 If someone is already talking on their mobile when you call, the line is b or en.
- 10 You can protect the display of your mobile or computer with a sc.

2 GRAMMAR modals of obligation: *must*, *have to*, *should*

a  Circle the correct form. Tick (✓) if both are possible.

b Correct any mistakes in use or form in the highlighted phrases. Tick (✓) the correct sentences.

- 1 People mustn't use their mobile phones when they're talking to you.
People shouldn't use
- 2 I must go to work by bus yesterday. My car was being repaired.
- 3 Do you have to wear a suit and tie at work?
- 4 You don't have to play football here. It says 'no ball games'.
- 5 My father is a taxi driver and he should work nights.
- 6 I didn't have to cook last night because we went out for dinner.
- 7 In the future, perhaps everyone must speak English and Chinese.
- 8 You don't look well. You should to go home.



What you need to know before you visit the USA

- 1 You have to / must have a visa to enter the country. ✓
- 2 You mustn't / don't have to drive on the left! Here we drive on the right!
- 3 You mustn't / don't have to pay to visit most museums and art galleries. Entrance is usually free.
- 4 You have to / should go on a ferry to visit the Statue of Liberty. You can't go by bus.
- 5 You have to / must wear a seat belt at all times in a car.
- 6 You must / should always try to arrive on time for an appointment or meeting. Americans are very punctual!

- 7 If you are sightseeing in New York, you must / should buy a MetroCard which gives you cheaper travel on the subway and buses.
- 8 You mustn't / don't have to smoke in any public building. It is prohibited by law.
- 9 When talking to American people, you shouldn't / don't have to ask them about their salary. Some people might think this is rude.
- 10 You must / have to answer some questions when you go through immigration.

3 PRONUNCIATION silent consonants, linking

a Cross-out the silent consonant in the words.

- 1 write
- 2 receipt
- 3 hour
- 4 shouldn't
- 5 exhausted
- 6 walk
- 7 could
- 8 debt

b **iChecker** Listen and check. Then listen again and repeat the words.

c Listen and repeat the sentences. Try to link the words.

- 1 You shouldn't speak on the phone when you're driving.
- 2 You must always wear your seat belt in the car.
- 3 You don't have to wear a uniform.
- 4 You mustn't ask for money.
- 5 You have to watch out for pickpockets.
- 6 You should take a present for them.

d **iChecker** Listen and check. Then listen again and repeat the sentences.

4 READING

a Read the article once and tick (✓) the best summary.

- 1 How men should behave towards women in the 21st century.
- 2 How men behaved towards women in the past.
- 3 The difference between men's and women's manners.



Ladies first?

Nobody knows how long people have been using the words 'Ladies First', nor is anyone sure where the concept came from. However, neither of these facts matter today. The important question is whether the tradition is still relevant, and if men should continue respecting it.

In the past, there was a strict set of rules concerning men's behaviour towards women – or rather 'ladies' as they were called then. Men wearing hats used to take them off in the presence of women. They used to stand up whenever a woman entered or left a room, and they did the same at a dining table. Men used to hold a door for a woman to allow her to go through first. They always used to pay for meals – but we'll come back to that one later. All of these customs were considered good manners, and people looked down on men who did not conform.

In fact, this set of rules actually made things easier for men. If they broke a rule, they knew perfectly well that they were going to offend somebody. Today, it is much easier to cause offence without meaning to. For example, if a man opens a door to let a woman through first, and she does so without saying thank you, the man may feel offended. And if a man invites a woman to a restaurant of his choice on their first date, and then asks her to pay her half of the bill, it may be the woman who gets upset. Women no longer want to be treated as the weaker sex, which leaves men in a dilemma. On the one hand, men are conscious of the 'Ladies First' tradition, but on the other, they do not want to offend. Often, they don't know what to do.

The best advice is this: if in doubt, men should follow the rules of 'Ladies First'. Even if the woman considers the behaviour inappropriate, she will still realize that the man has good manners. This is particularly relevant on that first date we were talking about. If the man has invited the woman out, then he should pay the bill. Actually, it's the invitation to dinner itself that is important here, not the amount of money spent. In general, women appreciate a picnic or a home-made dinner just as much as an expensive meal.

So the answer to our original question is: yes. 'Ladies First' is still relevant today, but not in the same way as it was in the past. Most women appreciate a kind gesture made by a man, but he should never accompany it with the words 'Ladies First' – it spoils the effect completely!

b Read the article again and choose the right answer.

- 1 According to the article...
 - a the idea of 'Ladies first' started in the Middle ages.
 - b the idea of 'Ladies first' is a new idea.
 - c it's not known when the idea of 'Ladies first' started.
- 2 In the past...
 - a men didn't know how to behave towards women.
 - b 'Ladies first' was very polite.
 - c it didn't matter if men broke the rules.
- 3 Nowadays, men...
 - a aren't sure how to behave towards women.
 - b behave in the same way towards women.
 - c have new rules to follow.
- 4 According to the article, men should...
 - a not think about what women want.
 - b follow the rules of 'Ladies first'.
 - c not follow the rules of 'Ladies first'.
- 5 According to the article, women...
 - a always want expensive things.
 - b don't like it when men cook.
 - c like a meal at home or in a restaurant.

c Look at the **highlighted** words and phrases. What do you think they mean? Use your dictionary to look up their meaning and pronunciation.

d Find the **highlighted** words or phrases in the text to match the definitions.

- 1 not right for a particular situation
inappropriate
- 2 an action that shows other people how you feel
- 3 understand the value of something
- 4 an idea
- 5 upset somebody
- 6 thought they were better than

5 LISTENING

a **iChecker** Listen to a radio programme about good manners in different countries. What kind of advice do the four people ask about? Tick (✓) the correct answers. There is one piece of advice you do not need to use.

- 1 Advice about how to behave in business situations.
- 2 Advice about body language.
- 3 Advice about meeting new people.
- 4 Advice about queuing.
- 5 Advice about visiting someone's house.

b Listen again and choose the right answers.

- 1 According to the expert, in Thailand you should not give a 'wai' to...
 - a people who are older than you.
 - b anyone.
 - c people who are younger than you.
- 2 How many flowers are OK to give someone in Austria?
 - a an odd number
 - b an even number
 - c it doesn't matter
- 3 Which gesture, often made by policemen, is an insult in Greece?
 - a 'Come here.'
 - b 'Stop.'
 - c 'Go away.'
- 4 A foreign person in South Korea...
 - a mustn't bow to anyone.
 - b must bow to everyone.
 - c can bow to show politeness.
- 5 According to the expert, if a Korean person is happy, they bow very...
 - a quickly.
 - b slowly.
 - c deeply.

c Listen again with the audioscript on p.72.

USEFUL WORDS AND PHRASES

Learn these words and phrases.

etiquette /'etɪkət/
 manners /'mænəz/
 host / hostess /həʊst/ /həʊstəs/
 behave /bɪ'hev/
 deserve /dɪ'zɜ:v/
 disturb /dɪ'stə:b/
 inappropriate /ɪn'ɒprəpriət/
 insulting /ɪn'saltɪŋ/
 allergic to /ə'lɜ:dʒɪk tə/
 should have (written) /ʃəd əv/