HIGH SCHOOL 실생활 영어 회화

DAILY ENGLISH CONVERSATION



Structure & Features





Lesson Goals



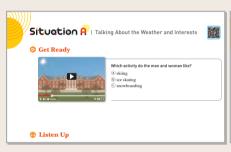
단원의 주제와 관련된 질문에 대해 생각해 보고, 자신의 목표를 설정해 봅니다.





Section 1, Section 2

단원의 주제를 두 가지 Section으로 구분하여 학습합니다. Warm Up을 통해 해당 Section과 관련된 내용을 추측하고 배울 어휘를 익혀 봅니다.





Situation A, Situation B

각 Section을 다양하고 친숙한 실생활 상황 A, B로 구체화하여 학습해 봅니다.

- 각 상황과 관련된 동영상 자료로 학습자의 흥미를 유발하고 이해를 돕습니다.
- Go Live를 통하여 다양한 매체를 활용하여 효과적으로 의사소통해 봅니다.

Real-Life Task 1. 2

짝 활동 또는 모둠 활동을 통해 실생활에서 마주할 수 있는 다양한 상황에서의 의사소통 과제를 연습해 봅니다.





Communication Focus

단원에서 배운 의사소통 기능을 정리하고, 단원에서 나온 유용한 표현들을 점검합니다.

Culture in Everyday Life

단원의 주제와 관련된 다른 여러 나라의 문화와 관련된 글을 읽고 의견을 나누어 봅니다.



Transportation Around the World A Look at the pictures below and guess what the correct feature is. 1 Taxis (Japan) 2 Jeepneys (Philippines) 3 Cable Cars (USA)

Check Up

단원에서 배운 내용을 점검하고, Self-Check를 통하여 학습 목표를 얼마나 성취했는지 스스로 평가해 봅니다. Basic 문항을 통해 단원에서 최소한 성취해야 할 목표를 달성했는지 확인합니다.

Contents

Lesson 1	Everyday Conversations Section 1 Small Talk Section 2 Public Transportation	6
Lesson 2	Shopping in Daily Life Section 1 Shopping and Paying Section 2 Problems While Shopping	22
Lesson 3	Enjoying Tasty Times Section 1 Ordering Food Section 2 Giving Compliments and Making Complaints in Re	38 estaurants
Lesson 4	Entertainment and Leisure in Everyday Life Section 1 Entertainment Activities Section 2 Leisure Activities	54
Lesson 5	Using Public Services Section 1 Living Conveniently Section 2 Living Safely	70
Lesson	Maintaining a Healthy Lifestyle Section 1 Improving Your Health Section 2 Managing Diseases	86
Appendices	Listening Scripts Answers	103 116

english

Lesson	Goals	Communicative Functions	Real-Life Task	Culture
1 Everyday	친교를 위한 대화를 주고받고, 대중교통 이용 시 도움을 요청할	Asking get-to-know-you questions What did you do last weekend?	Weather Forecast	Unique Transportation Around the
Conversations	수 있다.	Asking for help Can you tell me which bus goes to City Hall?	Transferring Between Subway Stations	World
2	다양한 장소에서 쇼핑과 관련한 대회를 주고받고,	Giving directions It's in aisle 5 on the left.	How to Use the Self-Checkout	Different Consumer
Shopping in Daily Life	상품에 대한 불만을 말할 수 있다.	Making complaints I want to complain about a late delivery.	Responding to a Customer Satisfaction Survey	Protection Policies
3	식당에서 주문 내용을	Asking for confirmation Can I get you anything else? Expressing satisfaction or	Ordering Food on the Phone	
Enjoying	확인하고, 음식이나 식당에 대한 만족과	dissatisfaction Every dish was perfectly		Unique Food Etiquette
Tasty Times	불만족을 말할 수 있다.	cooked and flavorful. The chicken is a little cold and salty for my taste.	Top Three Restaurants	
4 Entertainment	여러 가지 여가 활동에 관해 대화를 주고받고, 좋아하는 것과 싫어하는 것을 말할 수 있다.	i re been looking format to	Writing a Preview Post for a Musical Performance	Unique Camping Sites
and Leisure in Everyday Life		Expressing likes I really like swimming.	Planning a Three-Day Leisure Trip	Around the World
5	공공 서비스 이용 시에 자신이 원하는 것을 표현하고, 사고가	Expressing an intention or wish I'd like to open a bank account.	How to Use an ATM	USPS Forever
Using Public Services	일어났을 때 이를 묘사하며 대응할 수 있다.	Describing an event There's been a car accident.	Calling and Answering Emergency Calls	Stamps
6	건강과 관련한 대화를 주고받고, 병원이나 약국에서 자신의 상태를 말할 수 있다.	Making recommendations and suggestions Start with lighter weights.	Conducting a Survey on Healthy Habits	How People
Maintaining a Healthy Lifestyle		Expressing necessity You should wash your hands frequently.	Making an Appointment with a Doctor over the Phone	in Different Countries Stay Healthy



Everyday Conversations

How do you start a conversation when you meet your friends? What kind of topic do you think is best to begin a conversation?



Lesson Goals

In this lesson, we will learn about ...

Section 1 Small Talk

Situation A Talking About the Weather and Interests

Situation B Talking About Weekends and Making Plans

| Asking get-to-know-you questions |

What did you do last weekend?

Section 2 Public Transportation

Situation A Taking the Bus

Situation B Taking the Subway

I Asking for help I

Can you tell me which bus goes to City Hall?

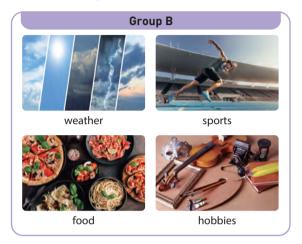




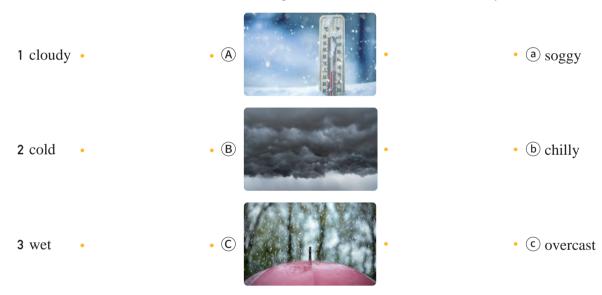
Warm Up

A Which group of topics is appropriate for small talk? And why?





B Find which words have a similar meaning and match them to the correct picture.



- C Match the underlined phrases with their definitions from the box.
 - 1 I will binge on TV shows this week. I want to watch all the episodes of my favorite drama.
 - 2 On Sunday, I want to hang out at the mall. We can shop for clothes and have lunch together.
 - 3 I will run some errands. I need to go to the post office, stop by the bank, and buy a present.
 - a to casually spend a lot of time in a place, usually with friends
 - **b** to do something in a way that is extreme and not controlled
 - © to make short trips to do necessary tasks

Situation A | Talking About the Weather and Interests



Get Ready



Which activity do the man and woman like?

- a skiing
- **b** ice skating
- © snowboarding

Listen Up

1 What is the weather like today?



(b)



(c)



2 Which statement about the man is NOT true?

- a He likes the rain because it's refreshing.
- (b) He will read some books this weekend.
- © He will meet his friends after the conversation.
- isten again Fill in the blanks to complete the reporter's weather forecast.



Good afternoon. This is James from IBC News. Welcome to the weather forecast. It will rain on (1) _____, and it will snow on (3) _____. Please be careful when you drive. You can see the weather map here.



When you listen again, listen carefully to when it rains and when it snows.



Speak Out

Practice the dialogue with your partner, focusing on how to keep the conversation going.

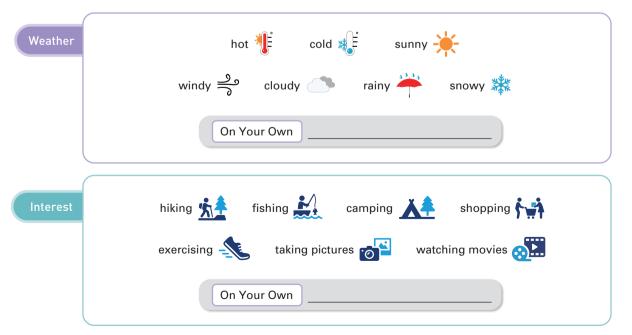
John Hey, Lilly. It's good to see you. How are you? Lilly Hey, John. I'm doing well, thanks. How's it going? John I'm good. Wow! It's chilly outside, isn't it? Lilly Yes, it is. Do you know what the weather will be tomorrow? John Yes, I checked the weather forecast. It'll be overcast all day long. Lilly Oh, really? Thanks. By the way, where are you off to? John I'm off to the library. I'm going to read some books. Lilly Oh? You like reading? John Yeah, I like reading these days. Lilly I love reading, too. Would you like to go to the library together sometime? John Sure! Why not? ... Well, I should be going. See you later! Lilly It was nice to see you. Take care!



If you want to change the subject of the conversation, you can start with by the way.

Further Communication

Choose the words from each box and talk with your partner using the dialogue in Speak Out.



Situation B | Talking About Weekends and Making Plans



Get Ready

What did the man NOT do last weekend?







Listen Up

- 1 Which type of movie are the man and woman going to watch?
 - a action

(b) horror

- © comedy
- 2 Check whether the following sentences are true (T) or false (F).
 - (1) The man says that he has something to do this weekend.
 - (2) The woman asks the man to go see a movie together.
 - (3) The man prefers meeting up in the morning.

To understand the details of the plan, pay attention to the expressions that suggest something, such as How/What about this?

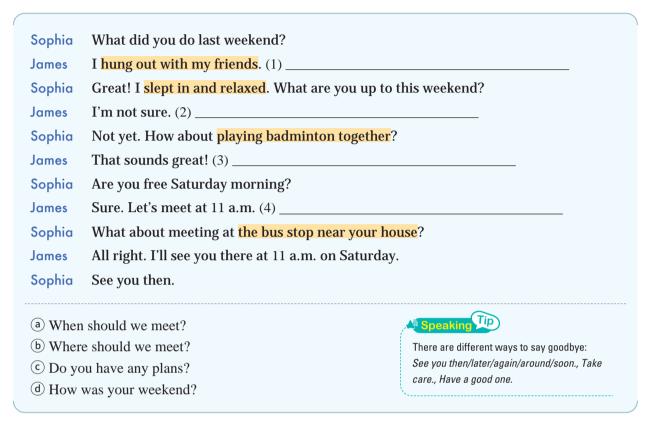
Fill in the blanks to complete the text message.





Speak Out

Complete the dialogue with the correct sentences below. Then practice it with your partner.



Further Communication

Choose expressions from each box and talk with your partner using the dialogue in Speak Out. Replace the shaded expressions with the correct ones.





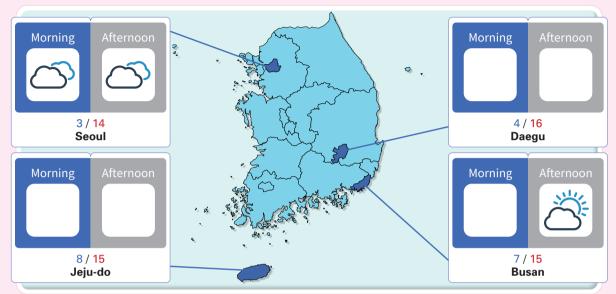


Weather Forecast @



Step 1

Listen to the weather forecast and complete the weather information below.



Step 2

Make a group of four. Choose a country and search the Internet for information on tomorrow's weather for four major cities. Then practice weather forecasting with your group.

Country	City 1		Cit	ty 2	Cit	ty 3	Ci	ty 4
	Morning	Afternoon	Morning	Afternoon	Morning	Afternoon	Morning	Afternoon
								,

Step 3

Present the weather information that your group researched in Step 2 to the class just like a weather reporter.

Step 4

Evaluate the other groups' performance. Then share the evaluations with the other groups.

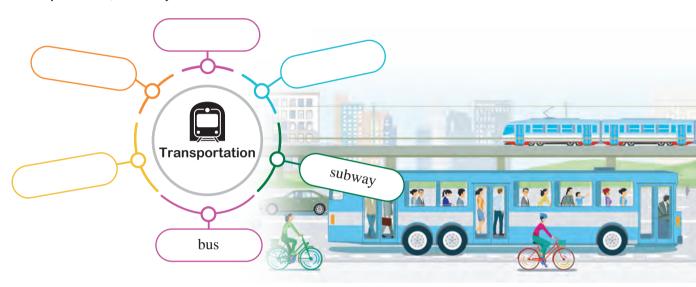
Groups	Contents	Fluency	Attitude
	© <u>·</u> ;	© <u>··</u>	© <u></u> ©



Public Transportation

Warm Up

A Write down as many types of transportation as possible. What is your favorite means of transportation, and why?



B Choose the word from the box that has a similar meaning to the underli
--

- 1 That's the bus we're waiting for. Let's get on it.
- 2 Hurry up! The train is scheduled to leave in 15 minutes.
- 3 You're going in the wrong direction. Catch the bus heading to City Hall.

take depart toward

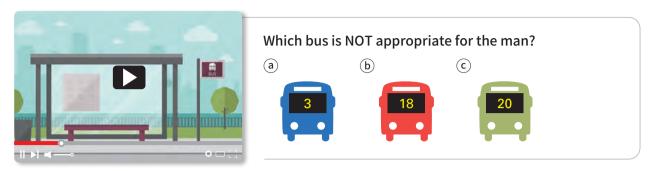
C Complete each short dialogue with the right question from the box.

- - **B**: It's the fifth stop from here.
- - **B**: Go straight and turn right. You can find it on the corner.
- - **B**: It takes about two hours to get there.
 - a Can you tell me how long the bus ride is?
 - **b** Where is a ticket machine?
 - © How many stops are there until the National Park?

Situation A | Taking the Bus



Get Ready



Listen Up

- 1 What is the woman's destination?
 - (a) South Mall

- (b) Convention Center
- © Riverside Plaza
- 2 Check whether the following sentences are true (T) or false (F).
 - (1) The bus that the woman is currently taking is the 25.
 - (2) It will take about 10 minutes to the woman's destination.
 - (3) The woman will get off the bus after the conversation.

- 3 (Listen again) Fill in the blanks to complete the conversation between the woman and her friend.





Speak Out

Complete the dialogue with the correct expressions from the box. Then practice it with your partner.

Attendant	Welcome to Express Bus. H	low may I help you?	
Passenger	Hello. I'd like to purchase (1)to	Chicago, please.
Attendant	What time would you like to	o depart? The next bus will lea	ve at 3 p.m., and there
	one (2)	after that until 11 p.m.	
Passenger	I'd like to take the 3 p.m. bu	ıs, please.	
Attendant	Okay. That will be \$20. Any	thing else?	
Passenger	Can you tell me how long th	ne bus ride is?	
Attendant	ıld be a little longer or		
	shorter, depending on (3) _		
Passenger	Got it. Thank you for the in	formation. [<i>Paying</i>] Here you	go.
Attendant	Thank you Here is your	change, (4)	Please arrive at
	Gate 6 at least 10 minutes b	efore the bus departs.	
Passenger	Okay. Have a nice day.		
,			
a windo	ow seat	(b) every two hours	
© a one-way ticket		d along with your bag	
	fic situation	f as well as your ticket	



Wh-questions typically end in a falling pitch while yes/no-questions normally end in a rising pitch.

Further Communication

Look at the tickets below and talk with your partner using the dialogue in Speak Out.



TICKET		
FROM BALTIMORE	TO PHILADELPHIA	
ONE WAY	17:00 – 19:00	
1 Adult	SEAT 15	
FARE \$30	GATE 12	

Situation B | Taking the Subway



Get Ready

Where will the woman go after the conversation?







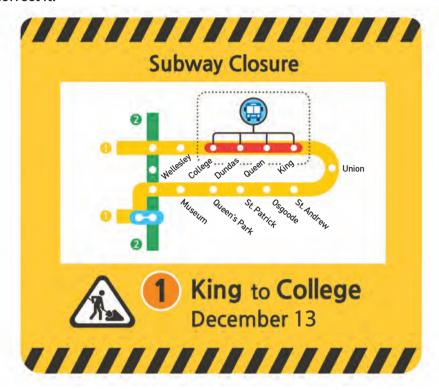
Listen Up

- 1 What kind of ticket did the woman buy?
 - a one-way ticket
- **b** a round-trip ticket
- © a seven-day pass
- 2 Which statement about the woman is NOT true?
 - (a) Her destination is the National Museum Station.
 - (b) Her ticket costs 3 dollars and 25 cents.
 - © She bought the ticket in cash.
- 3 Clisten again Fill in the blanks to complete the FAQ of the subway website.

Metro City Train	Home Services About
FREQUENTLY ASKED QUESTION	While listening, use your general
What is a pass?	knowledge to guess the words that will fill in the blanks.
→ Purchasing a pass gives you (1)	<u>\</u>
during a certain period. You have the option to use one for seven	
days, (2), or three months.	₹ 9 ≥40 9
Who is the pass for? → It is strongly recommended for anyone who takes the (3)	FAQ

Go Live

Listen to the announcement. Then find the one piece of INCORRECT information in the following notice and correct it.



Further Communication

Complete the following dialogue based on the information in Go Live and talk with your partner.

- A: Hey, Emily. You know what? Some sections of Line 1 won't be running tomorrow.
- **B**: Oh, really? I didn't know that. Which stations are not available?
- **A**: (1) _____ Don't you get on at Queen Station?
- **B**: Exactly. How am I supposed to go to school?
- **A**: No worries. (2) _____ _____, so you can take them instead.
- **B**: Sounds good. But why isn't it running?
- **A**: There'll be (3) ___ Anyway, see you at school tomorrow.
- B: Yeah. Thank you.



When you want to get someone's attention before announcing something, you can start with You know what?





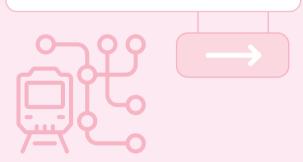
Transferring Between Subway Stations 😣



Step 1

Choose two stations from the subway map and make a dialogue with your partner.

- A: Excuse me. How do I get to City Hall from the Express Bus Terminal?
- **B**: Hi. Take the Orange Line toward Jamwon. Then transfer to the Green Line at Euljiro sam-ga. Then go two more stations.
- A: Take the Orange Line and transfer to the Green Line, right?
- B: Exactly!





Step 2

Search the Internet with your partner to find a subway map of a major city.

Step 3

Using information from Step 1 and Step 2, role-play with your partner, one being the tourist and the other being the passerby.

Step 4

Evaluate your partner's performance. Then share the evaluations with each other.

Partner Features	Contents	Fluency	Attitude

Communication Focus

Main Communicative Functions

Asking get-to-know-you questions

What did you do last weekend?



I went camping with my family.

☞ To break the ice, use get-to-know-you questions about light topics in the form of wh-questions or yes/no-questions.

Asking for help

Excuse me. Can you tell me which bus goes to City Hall?

- Could you tell me ...?
- Would you tell me ...?
- Can you please let me know ...?



Sure. You can catch the 11 over there.

B Useful Expressions

1 Asking about plans

- Do you have any plans?
- · When/Where should we meet?

Write one more example with the same communicative function.

2 Asking for information about transportation

- How many stops are there until City Hall?
- Could you tell me how long the bus/train ride is?

3 Talking about the direction of a bus or subway

- This bus is going toward the Convention Center.
- You should take the 15 heading to Riverside Plaza.



Unique Transportation Around the World

A Look at the pictures below and guess what the correct feature is.

Taxis (Japan)

Jeepneys (Philippines)



Cable Cars (USA)



- a no regular stops
- **b** no engine or motor
- © automatic doors

B Read the following passage, and check your answers.

Do not open the door by yourself.

There are several reasons why Japanese taxi doors open and close automatically. As the size of taxis increased, taxi drivers could no longer open the doors from the driver's seat. Automatic doors designed by a company solved this problem. In addition to being convenient, automatic doors encourage passengers to sit in the back seat, reducing the possibility of crimes.

Everywhere is a stop.

You can get a jeepney to stop by waving at the driver anywhere you see one. When you want to get off, just say, "Para!" which means "stop" in the Philippines. The driver will pull over anywhere on the route. When you pay the fare, give it to the person next to you, and they will pass it until it reaches the driver. If you need change, you will get it back the same way.

Why are cable cars a San Francisco icon?

San Francisco's cable cars are not only the world's last manually operated cable cars but also the first, starting their run in 1873. Currently, only three lines are still in operation due to significant earthquakes in 1906. What makes these cable cars unique is that they have no engine or motor; instead, they are pulled by cables using wheels that are located under the tracks.

C Search the Internet to find another unusual type of transportation, and present it to the class.



1 CListen V	Which is the best response	to the man's question? < Basic	In this lesson
(a)	(b)	(c)	I can talk about the weather and
C	<u> </u>	<u> </u>	my interests.
2 CListen V	What is the purpose of the a	announcement?	I can talk about weekends and
	nounce a train cancellation		make plans.
_	omote a new signal system		I can communicate effectively
•	ologize for a delayed train		when taking a bus.
C 11 11			I can communicate effectively
1 2-7 1 Mid	len Listen to the dialogue	and answer the questions	when taking a subway.
	formation is NOT mentione	•	
_		eu ?	Did you check your goals?
	estination rrival time		Not at all Partially Mostly Completely
_	ate number		0-0-0
© the ga	ate number		What needs more effort?
f sale i e			Listening Skills
_		nse to the woman's last statement?	Speaking Skills
_	Here's my credit card.		Overall Communication Skills
	roblem. This is my ticket.		Others:
© Excus	se me. I didn't get my cha	nge.	
		each question from the box.	
5 Could yo	ou tell me how long the train	n ride is? Basic	
6 Excuse m	ne. How do I get to the Cent	ral Park Station? Busic	
a It's	4 dollars and 50 cents.		
ⓑ It w	vas supposed to be here 40	minutes ago.	
© Tak	ke the Blue Line and go the	ree more stations.	
d It'll	l take about 30 minutes.		
``~			
17-01 Com	nplete the dialogue and pra	ctico it with your partner	
17 81 COII	ipiete tile dialogue allu pra	edice it with your partiler.	
A: Hoy	w about going shopping to	gether this weekend?	
	inds great! 7	·	
	you free Saturday morning		
	re. Let's meet at 10 a.m. 8		
A: Let'	's meet at the First Avenue	e Station.	

Self-Check



Shopping in Daily Life

Have you ever experienced a problem with a purchase? How did you deal with the problem?

Lesson Goals

In this lesson, we will learn about ...

Section 1 Shopping and Paying

Situation A Shopping at the Grocery Store

Situation B Shopping at the Mall

I Giving directions I

It's in aisle 5 on the left.

Section 2 Problems While Shopping

Situation A Exchanging and Returning Items

Situation B Dealing with Delivery Issues

I Making complaints I

I want to complain about a late delivery.

My Goals



Warm Up

A Who would say each of the following expressions?



- a I'll pay in cash.
- **b** Do you need a bag?
- © Can I have a receipt, please?
- d How would you like to pay?
- e Here is your change and receipt.
- f I brought my own shopping basket.

Woman:

Man:

B What are the people doing in the pictures? Write the letter from the box.









- a bringing their own bag
- c trying on the jacket

- **b** heading up the escalator
- d taking the receipt

C Match the questions to the appropriate answers.

- 1 Could you weigh these carrots for me? a Sorry. We are out of stock.
- **3** Where is the sports store?

- © Of course. Please place them on the scale.

Situation A | Shopping at the Grocery Store



Get Ready

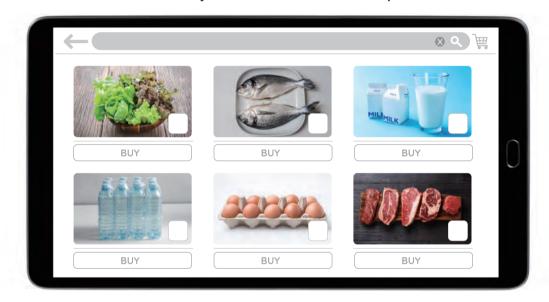


Which items is the woman looking for?

- (a) chicken and fish
- **b** ice cream and snacks
- © carrots and potatoes

Listen Up

1 What does the man need to buy? Check ALL the items in the picture.



- 2 Check whether the following sentences are true (T) or false (F).
 - (1) The large supermarket is available for shopping until 10 p.m.
 - (2) The 24-hour store is located behind the woman's house.
 - (3) The woman recommends a 24-hour store because it sells many things.



3 (Visten again) Complete the answer to each question.

- (1) **Q**: Where is the large supermarket?
 - A: It's right Fairmont Bank.

(2) **Q**: How does the woman suggest the man get his groceries?

A: The woman suggests that the man use the app for _



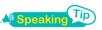
When listening for a specific location, you should pay attention to the expressions that indicate directions.



Speak Out

Make a group of three and practice the dialogue, focusing on asking for and giving directions in the grocery store.

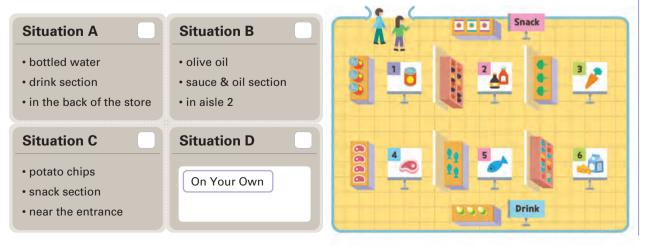
Employee 1	Good afternoon. Can I help you find anything in particular today?
Customer	Yes, please. I'm looking for some fresh fruits and vegetables.
Employee 1	I see. They're in the produce section. Do you need help finding it?
Customer	Yes, I do. I have a terrible sense of direction.
Employee 1	No worries. It's in aisle 3. Just keep going straight and then take a right turn
	You'll see the produce section right there.
	[In the produce section]
Customer	Excuse me. Are these organic products?
Employee 2	Yes, they are organic fruits. That's why the prices are relatively higher.
Customer	Could you please help me weigh these tomatoes and potatoes?
Employee 2	Certainly. [After weighing the vegetables] Here you go.
Customer	Thanks. By the way, I'm also looking for chicken. Can you tell me where to
	find it?
Employee 2	Sure. The meat section is in aisle 4, next to the fish section.
Customer	Thank you for your help.



When you're shopping and asking about the location or condition of items, it is essential to stress key information such as directions or the quality of items.

Further Communication

Choose one situation and talk about it with your partner based on the supermarket map.



Situation B | Shopping at the Mall



Get Ready

Which floor is the man going to go to in the shopping mall?



Listen Up

1 What did the man buy?

(a)



(b)



(c)



2 Which is NOT true according to the conversation?

- (a) The man needs to turn left at the corner to get to the fitting room.
- **b** Some of the products are out of stock in the store.
- © The woman recommended that the man try another color.

3 Visten again Complete the answer to each quest	ion
--	-----

- (1) **Q**: Why couldn't the man buy the item he first tried on? **A**: It was ______ for him.
- (2) **Q**: How many colors does the leather jacket come in? A: It comes in three colors: ______, and gray.
- (3) **Q**: What will the woman do after the conversation? A: She will put the clothes in a(n) _

5.		Γin	ſ
٧L	Listening		Ĺ

When listening to the dialogues related to shopping, it's important to identify specific words related to customer preferences (e.g. color, size, style) and locations (e.g. fitting room).



Speak Out

Complete the dialogue with the correct sentences below. Then practice it with your partner.

Customer Excuse me. Could you show me the pants from the display window?

Clerk Of course. You have good taste. These are in style.

Customer They look good. I'd like to try them on. (1) _

Clerk It's over there.

[After a while]

Customer Hmm... I think they're a little big for me.

Clerk

Customer Yeah. Size 6 would probably be better.

Clerk Let me check if we have any in stock. Could you wait a minute? Customer [After trying them on] Hmm... I think they fit me really well.

Clerk Oh, they look really good on you. (3) _

Customer That's a good price. I'll take them. Where can I find belts that would go well with

these pants?

Clerk They're on the second floor. Just head up the escalator and turn left.

(a) And they are 20% off now.

b Could you tell me where the fitting room is?

© Would you like to try them in a smaller size?

Speaking Tip

When asking if there are different sizes available, use expressions such as Do you have this in a different size? or

Do you have a smaller/larger size?

Further Communication

Choose one situation and talk about it with your partner using the dialogue in Speak Out.

Situation A

- the sneakers
- · a different color
- socks
- around the next corner

Situation B

- the dress
- a medium size
- scarf
- on the third floor

Situation C

- the T-shirt
- · a unique design
- shorts
- · on the first floor

Situation D

On Your Own



How to Use the Self-Checkout



Step 1

The pictures show how to use a self-checkout machine. Match the directions to the pictures.

SUPERMARKET





- a Bring your items to the self-checkout machine.
- **b** Confirm whether you brought your own bags.
- © Scan your purchases by lining up the bar code with the red light of the scanner.
- d Press the "Start" button on the screen.
- e Take the receipt from the machine.
- f Pay for your purchases.

Step 2

Suppose you ask the clerk how to use a self-checkout machine. Complete the following dialogue using the directions in Step 1, and practice it with your partner.

A: How can I help you?

- **B**: I'm looking for a person who can tell me how to use the self-checkout machine.
- **A**: I can help you with that. First, bring your items to the self-checkout machine.
- **B**: Okay, I've brought my items. Should I press the "Start" button on the screen here?

Step 3

Evaluate your partner's performance. Then share the evaluations with each other.

Partner Features	Contents	Fluency	Attitude

Problems While Shopping

Warm Up

A Have you ever exchanged or returned a product, or had one repaired after purchasing it? Fill out the following list.



B Match the words or phrases to the pictures.



C Complete the dialogue with the right answers from the box.

A: Hello. Hov	w may I help you?	
B: 1		
A: Okay. No	problem. Is there anything wrong with it?	
B : 2		
A: That's the	largest size we have. Would you like to get a refund?	
B : 3		
A: Do you ha	ve the receipt?	
B: 4		
		_

- (a) Yes, I'd like to get a refund.
- **b** I'd like to exchange this T-shirt.
- © No, I don't. It was a birthday present.
- d It doesn't fit me. Do you have a bigger size?

Situation A | Exchanging and Returning Items



Get Ready



What is the man's complaint about the T-shirt?

- (a) It is too small.
- (b) There's a hole in it.
- © There's a stain on it.

Listen Up

- 1 Check whether the following sentences are true (T) or false (F).
 - (1) The man is satisfied with the style of the item he bought.
 - (2) The woman thinks there must be a problem with the earphones' wiring.
 - (3) The man doesn't have the purchase receipt.

- 2 What would the man most likely do after the conversation?
 - (a) provide his bank account number for the refund
 - (b) ask for a discount on the bluetooth earphones
 - © sign the confirmation form for the exchange



If you read the questions before listening, you can guess what information you will hear.

3 (Listen again) Fill in the blanks to complete the customer satisfaction assessment sheet.

Customer Satisfaction Assessment Sheet

Date of Report: 03/20/2025 Customer: Brian Kim

- Purchase item: bluetooth earphones
- Problem

One side makes a(n) (1) ______ sound.

The power keeps turning (2) _____

• Customer's Request (Check one.)

(3) ☐ Exchange ☐ Refund ☐ Repair

- Customer Satisfaction: 1 2 3 4 ⑤
- Reason for Satisfaction Score: The response was quick and friendly.



Speak Out

Practice the dialogue with your partner, focusing on the expressions of a customer's complaint.

Clerk	Good evening. How may I help you?
Customer	Hi there. I purchased this T-shirt, and I have a complaint about its condition.
Clerk	Certainly. What seems to be the problem?
Customer	There's a stain on it. I didn't notice it when I bought it. I'd like to get a refund.
Clerk	May I see your receipt?
Customer	Certainly. I have it right here.
Clerk	Hmm It's been more than one month since you bought it, so you cannot get
	a refund. As the clerk probably mentioned at the time of your purchase, we do not
	offer refunds after 30 days. It's our policy.
Customer	I understand that, but I haven't worn the shirt at all. It's not fair that I can't get
	a refund. It was like that when I first bought it.
Clerk	Well, instead of a refund, you can exchange it for a new one.
Customer	Okay. I'd like to exchange it for the same style, then.
Clerk	Please wait a moment. I'll bring one to you.



When complaining about something, make sure the reason for your dissatisfaction is clear.

Further Communication

Choose one from each category and talk about it with your partner using the dialogue below.

Purpose	Reason	Acceptability
refund	It doesn't fit me.	All sales are final on clearance items.
✓ exchange	✓ It's not what I expected.	Items must be returned within 30 days.
repair	It doesn't work properly.	If you have the receipt, we can proceed with your
	I discovered it was damaged	request.
	later.	We offer free servicing.
	The quality is not as advertised.	✓ Items must be in their original condition.
	On Your Own	On Your Own
	_	

A: Hello. I'd like to exchange this item.

B: What seems to be the problem?

A: It's not what I expected.

B: I see. We can only exchange items that are in their original condition.

Situation B | Dealing with Delivery Issues



Get Ready

Who is most likely to be at the door?













Listen Up

- 1 How does the woman feel?
 - (a) sad and lonely
- **b** annoyed and upset
- © relieved and satisfied
- 2 Which information in the complaint interview sheet below is NOT correct?

Complaint Interview Sheet

- Date of Report: 05/05/2025
- Order Number: @ 57312
- Purchase Item: a scarf
- Reporting Officer: Eric Lee
- Order Date: (b) May 2, 2025
- Shipping Status:
- © The order was delivered to the wrong place.
- 3 (Listen again) Fill in the blanks to complete the summary.

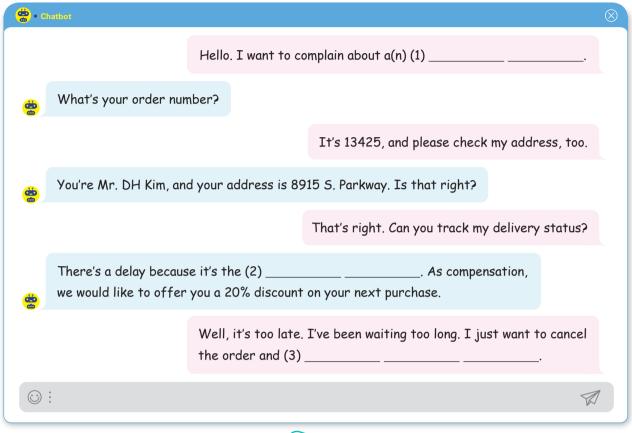
A customer calls to complain about her order of a scarf for her mother's (1) ______. The customer service agent apologizes and offers to ship the package (2) _____ immediately, but the customer requests a(n) (3) _____.



When listening for updates on the delivery status of the woman's order, focus on the answer to the question Could you check the shipping status?

Go Live

Listen to the dialogue and complete a virtual chat between a customer and an AI chatbot.



Speaking Tip

If you want to get a refund due to a delayed delivery, you can use expressions like *Since the* package won't arrive when I need it. I'd like to cancel the order and get a refund.

Further Communication

A month later, the manager of the customer service center calls Mr. Kim. Complete the following dialogue based on the information in Go Live, and practice it with your partner.



Responding to a Customer Satisfaction Survey 🐼



Step 1

Share your online shopping experience by filling in the blanks.

EXAMPLE	On Your Own
• Ordered Item(s): watch	Ordered Item(s):
• Issue: not accurate (losing time)	• Issue:
• Requested Action: exchange	Requested Action:
• Outcome: delivery of a new item within a week	Outcome:
• Your Satisfaction: 1 2 3 4 5	• Your Satisfaction: 1 2 3 4 5

Step 2

Based on Step 1, complete the following dialogue. Then create your own dialogue and practice it with your partner.

A : Hello. This is the customer service center. We're doing a quick survey to see how satisfied you were with our service. Can we ask you a few questions?
B: Sure.
A: Thank you. May I know what item you ordered?
B : I ordered a(n)
A: I see. What was the issue with it?
B : It
A: I understand. Did you need a refund or an exchange?
B : I needed a(n)
A: How did our team handle your request?
B : They
A : Thank you for your response. On a scale of 1 to 5, how satisfied were you with our service?
B : I would rate my satisfaction at about
A : What were the reasons for your satisfaction or dissatisfaction with our customer service?
B : Your agent
A: Thank you for your feedback.

Step 3

Evaluate your partner's performance. Then share the evaluations with each other.

Partner	Contents	Fluency	Attitude

Communication Focus

Main Communicative Functions

Giving directions

Where is the snack section?



It's in aisle 5 on the left.

- Go forward.
- Walk straight ahead.
- It's on your right/left.
- It's right there.
- Turn left/right at the corner. Straight ahead on the right/left.

Making complaints

Hello. What can I do for you?



I want to complain about a late delivery.

- I'm not happy about
- I'm not very satisfied with
- I want to express my dissatisfaction with
- I feel uncomfortable about

B Useful Expressions

1 Talking about the size of clothes

- I think they're a little big for me.
- Size 6 would probably be better.
- Do you have this in a smaller size?
- We don't have any other sizes left in that color.

2 Describing product problems

- There's a hole in the shirt.
- They are not working properly.
- There's a stain on it.
- The power keeps turning on and off.

Write one more example with the same communicative function.

3 Describing shipping issues

- It should have arrived yesterday.
- I haven't received my delivery yet.
- I'm very dissatisfied with your delivery service.
- I'm calling about a delivery that I haven't received yet.



Different Consumer Protection Policies

A Read the following consumer protection policies of different countries and match them to the slogans.



Two-Year Guarantee



Zero Complaints Program



Consumer-Friendly **Return Policy**



Customer Service Control by the **Authorities**

China

When consumers file complaints about products or services, the authorities manage the complaints and investigate them completely. If companies are found to be at fault, penalties may be imposed on them to encourage better products and services for consumers.



USA

Sellers are required to clearly post their refund policy, and if they fail to meet this requirement, they must issue a full refund within 30 days of the purchase date. This ensures transparency in refund policies, providing consumers with clear information and the right to return a product.



Europe

This is a policy that requires products to be guaranteed for a period of two years, which provides consumers with greater protection by taking into account the expected lifespan of the product.



India

This program seeks to ensure that companies address customer complaints quickly and effectively to achieve zero complaints. It encourages companies to take on best practices in customer service to solve any issues they may have.



B Search the Internet for interesting customer protection policies in other countries. Choose one of them and present it to the class.

Check Up

		Self-Check
1 Visien Which is the best re	esponse to the man's question? Basic	In this lesson
a) to get a refund on a pai	clothing for a different size	I can talk about items at the grocery store. I can talk to the clerks at the shopping mall. I can ask for a refund or exchange. I can complain about a delivery problem.
3-4 Clisten Listen to the d	ialogue and answer the questions.	Did you check your goals?
3 Which statement about the	man is true?	Not at all Partially Mostly Completely
a He bought bluetooth ea	rphones.	0-0-0
b He didn't bring the reco	•	What needs more effort?
© He is dissatisfied with	the sound quality.	Listening Skills
		Speaking Skills
4 What does the man want?		Overall Communication Skills
a a repair b :	a refund © an exchange	Others:
5 Do you know where I can go 6 How would you like to pay? a I'll pay with a credit c The total comes to \$3	card.	
A: Hello. How may I ass B: Hi. 7	e and practice it with your partner. ist you today? sfaction with the book you ordered.)	
· •	nvenience. Could you please tell me wh	nat the issue is?
· ·		
	late delivery and missing pages.)	
A : I see. I apologize for the or a refund.	nat. Please let us know if you would pref	er an exchange

Lesson

Enjoying Tasty

Do you enjoy eating out? How do you think spending time at a café or restaurant with your family or friends affects your life?



In this lesson, we will learn about ...

Section 1 Ordering Food

Situation A At a Café or Fast-Food Restaurant

Situation B At a Casual Dining Restaurant

| Asking for confirmation |

Can I get you anything else?



Situation A Complimenting a Restaurant

Situation B Complaining at a Restaurant

| Expressing satisfaction or dissatisfaction |

Every dish was perfectly cooked and flavorful.

The chicken is a little cold and salty for my taste.

My Goals





Warm Up

A Write the features of the two types of restaurants. Which one do you prefer, and why?



- quick-service restaurant
- counter service
- limited service



- Casual Dining Restaurants sit-down restaurant
- table service
- full service
- B Match the words or phrases to the pictures.

1 soy milk

2 combo meal

3 pickup

4 allergy

5 starter

6 server











Fast-Food Restaurants







- C Match the questions to the appropriate answers.
 - 1 What can I get for you?
 - 2 Would you like a receipt today? •
 - **3** Is that for here or to go?
 - 4 How are you paying?

- a Yes, please.
- **b** I'll have a latte, please.
- © I'll pay by card.
- d For here, please.

Situation A | At a Café or Fast-Food Restaurant



Get Ready



How much should the man pay?

- (a) \$10.00
- **b** \$10.15
- © \$10.50

Listen Up

- 1 Which is the relationship between the man and woman?
 - a server manager
- **b** barista customer
- © baker food supplier
- 2 Which is the woman's most likely response to the man's last statement?
 - a Okay. I'll pay in cash.
 - **b** All right. Here's your change.
 - © Sorry, I haven't decided yet.
- 3 Listen again Fill in the blanks on the receipt below.





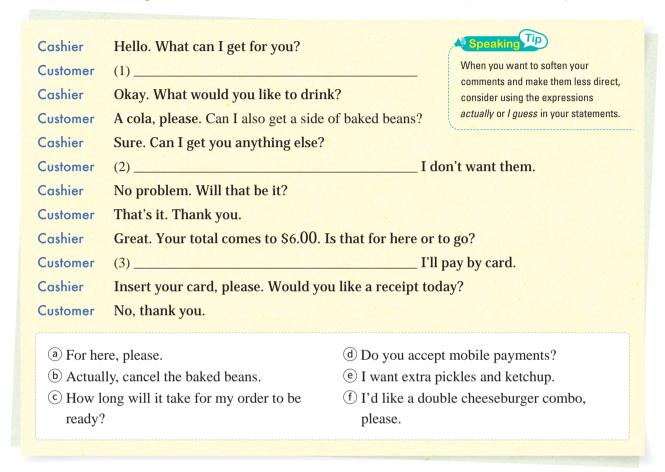
When listening to the dialogue again, focus on details such as the type of syrup and milk, as well as the amount of money to pay.

RECEIPT	
**************************************	******** \$4.00
(Size: Medium)	ў т. 0 0
└ add ⁽¹⁾	\$ ⁽²⁾
└ change to (3)	\$0.50
1 Strawberry Cream	\$7.00
Cake (1 pc.)	
Total	\$ <u>(4)</u>
*********	******
112345677896357 12345677896357	



Speak Out

Complete the dialogue with the correct sentences from the box. Then practice it with your partner.



Further Communication

Look at the menu below and talk with your partner using the dialogue in Speak Out.



Situation B | At a Casual Dining Restaurant



Get Ready

Which drink did the woman and her friend NOT order?

(a)



(b)





Listen Up

- 1 Which is NOT an ingredient in the food that the woman is asking about?
 - a garlic sauce
- (b) mozzarella cheese
- © peas
- 2 Check whether the following sentences are true (T) or false (F).
 - (1) The food that the man recommends is a main dish.
 - (2) The woman orders two different starter dishes.
 - (3) The woman cancels the order for aglio e olio.

- 3 (Listen again) Fill in the blanks to complete the conversation between the server and the chef.

Chef, does the grilled

_ come with

(2) ____



Yes, that's correct. Is there an issue?

Actually, table number 8 has a customer with a(n)

____. We'll need to

switch the dressing.

All right, I'll replace it with the lemon dressing.



When listening to the dialogue again, focus on the part where the key word allergy appears.



Speak Out

Practice the dialogue with your partner, focusing on how to double-check the customer's requests.

Server Good evening. May I take your order? Customer Yes. We'd like one caprese salad and one order of arancini, please. Server Certainly. Can I get you anything else? Customer Actually, switch the caprese salad to the grilled chicken salad, please. And what is this? Server You mean the arrabbiata pasta? Its sauce is made from garlic, tomatoes, and dried red chili peppers cooked in olive oil. Customer Sounds good. Then we'll try one arrabbiata pasta and two ribeye steaks, please. Server How would you like your steaks? Customer One medium and one well-done, please. Server Let me review your order. One grilled chicken salad, one order of arancini, one arrabbiata pasta, and two ribeye steaks, one medium and the other well-done. Is that right? Customer Yes, that's right. Thank you. Server Thank you for confirming. Your order will be ready shortly.

Further Communication

Look at the menu below and talk with your partner using the dialogue in Speak Out. Replace the shaded expressions with the correct ones.





Ordering Food on the Phone 😣





Listen to the dialogue and complete the delivery receipt.



	Mac's Tace *** Delivery		
Address		45 7th Street #5	
Phone Nur	mber	555-2134	
2 (1)	Tacos	\$10.00	
1 Guacamole	and (2)	\$6.50	
Extr	Order Note	es sauce	
•••••	Delivery No	tes	
The cu	ustomer will pa	ay by card.	
Total		\$16.50	

Step 2

Fill in the blanks to complete the receipt with your partner.

The Burg	
Address Phone Number	60 2nd Street #10 645-4560
2 Double Cheeseburge with Cola 2 Cheese Sticks	r Combos \$12.00 \$3.00
Order Cut the bur	Notes gers in half.
	y Notes mer when you arrive.
Total	\$15.00

***	Delivery ***
Address	
Phone Number	
	\$
	\$
	\$
Or	der Notes
Deli	ivery Notes
	Ś



Step 3

Using the information above, role-play with your partner, one being the cashier and the other being the customer.

Step 4

Evaluate your partner's performance. Then share the evaluations with each other.

Partner Features	Contents	Fluency	Attitude

Giving Compliments and Making Complaints in Restaurants

Warm Up

A Read the restaurant reviews, and write P for positive feedback and N for negative feedback.

The staff is always friendly, and the prices are very reasonable.

I know many people come here, but the food takes too long, and the restaurant is not clean.

My friend recommended this place, but I wasn't satisfied because the food was too salty and spicy for my taste.

It's my first time eating here. The quality of the food is very high, so I think I'll visit often.

B Match the words to the appropriate descriptions and the pictures.

- 1 crispy
- a provided at no cost

- 2 greasy
- (b) having a firm, crunchy texture •
- (B)

- 3 complimentary • c covered with or containing a lot of oil or fat
- (C)



C Complete each short dialogue with the right answers from the box.

1 A: I found a hair in my food. I'd like another one, please.

2 A: We're finished with our meal.

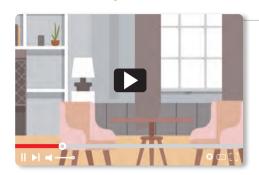
3 A: The noise level ruined our dinner. It was hard to have a conversation.

- a May I take your empty plates away for you?
- **b** We'll redo your order right away.
- © Is there anything we can do to make it up to you?

Situation A | Complimenting a Restaurant



© Get Ready



Which food is NOT mentioned in the dialogue?

- a pizza
- **b** cheese sticks
- © potato chips

Listen Up

- 1 Who is the woman?
 - (a) a chef
 - (b) the owner
 - c the server

2 Which statement is NOT true?

- (a) The man is a regular customer of this restaurant.
- **b** Nancy was the server for the man's table.
- © The woman provided the man with a business card.
- 3 **Listen again** Fill in the blanks to complete the thank-you note.

ve steak you
or helping me find my
this year,
OL STATE OF THE PARTY OF THE PA



Speak Out

Write a sentence to replace the underlined part. Then practice it with your partner.

Server	If you're done, could I recommend some dessert to you? We have classic tiramisu		
	and carrot cake for our specials.		
Customer	Bring us one of each, please. Your recommendations are always excellent.		
Server	Thank you, sir. Is there anything else I can get for you?		
Customer	No, thank you. Everything is perfect.		
Server	I'm glad to hear that. Which dish did you enjoy the most?		
Customer	The <mark>lasagna</mark> and the margherita pizza you recommended were great.		
Server	Those are our restaurant's signature dishes.		
Customer Every dish we had was perfectly cooked and flavorful. I wi			
	this place to my friends and family.		
Server	We would greatly appreciate that. Would you also be willing to leave us a review		
	online?		
Customer	Sure, my pleasure. Oh, can I also get the bill when you bring us the desserts?		
Server	Of course. How are you paying? Cash or card?		
Customer	I'll pay in cash.		
(TI 1:			
	shes were beautifully arranged on the plate and served quickly.		
	uality of all dishes was great, and the prices were very reasonable.		
© On Your Own			



You can praise things like the quantity, freshness, and taste of the food.

Further Communication

Look at the menu below and talk with your partner using the dialogue in Speak Out. Replace the shaded expressions with the correct ones.

Desserts		Signature Dishes	
Classic Tiramisu	\$4.99	Italian Roasted Potatoes	\$15.50
Carrot Cake	\$4.99	Lasagna	\$18.95
Lemon Cake	\$4.99	Margherita Pizza	\$18.95
Gelato	\$5.99	Cheese Ravioli	\$19.00
HILLS IN THE STATE OF THE STATE			•

Situation B | Complaining at a Restaurant



Get Ready

Which is NOT relevant to the dialogue?









Listen Up

- 1 Which food did the woman NOT order?
 - (a) aglio e olio
- **b** marinara pizza
- © gnocchi
- 2 What is NOT appropriate for the man to do after the dialogue?
 - (a) check the order status in the kitchen
 - **b** reheat a previously served dish
 - © clear empty plates from the table

Listening	Ti	(d	

Listen carefully to the customer complaints and how their problems are solved.

3 Clisten again Complete the conversation between the server and the manager.

Mr. Williams, the customers at table 5 waited for 30 minutes for their food, but it wasn't what they ordered. Also, the food they got earlier was

(1) _____ and

I was thinking we could offer them complimentary

(3) _____ or something.

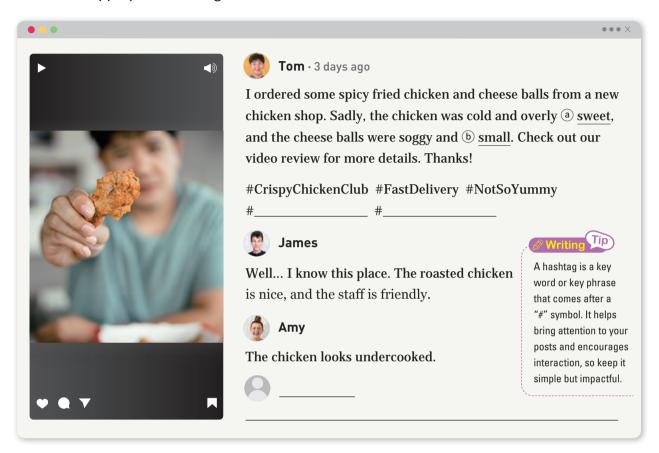


Oh no! That's not good. Is there anything we can do to make up for it?

That's a good idea. Please go ahead and offer them that.

♠ Go Live

Watch the review video on social media and correct the underlined information below. Then write appropriate hashtags and comments.



Further Communication

Role-play the dialogue below with your partner. Then practice it with your partner by changing the underlined parts.

- A: Have you tried the new chicken restaurant?
- **B**: You mean the restaurant in front of the school? Not yet. Why?
- A: I heard that the chicken was cold and the cheese balls were soggy.
- **B**: I heard good things from other people, though. Let's give it a try anyway and see how it is.

- the new Mexican restaurant
- next to the post office
- · the tacos are small and the sauce is very hot

On Your Own



Top Three Restaurants 🚱



Step 1

Listen to the review of the speakers' favorite restaurants and complete the evaluation table below.

NAME	RESTAURANT	REVIEWS	
Max	Bossam Nova Rating ★★★☆	• fast delivery, (1) staff • expensive, not many tables	
Cathy	The Giant Chicken Rating ★★★☆	various chicken dishes, spacious and (2)sometimes (3) chicken	
Alex	K-Grill Lab Rating ★★★★	• soft meat, (4) free refills on side dishes • long lines	

Step 2

Make a group of three. Based on Step 1, write positive and negative things about your favorite restaurant. Then share your review with your group.

RESTAURANT	REVIEW	
	•	
Rating ☆☆☆☆☆	•	J

Step 3

Present your group's favorite restaurants to the class. Then decide with your group what the best three restaurants are, and complete the following table.

Rank	Restaurant	Description	Presenter
1			
2			
3			

Step 4

Evaluate the other groups' performance. Then share the evaluations with the other groups.

Groups	Contents	Fluency	Attitude
			© <u>"</u> ©
	© <u>~</u> ~	© <u></u> ©	© <u></u> ©

Communication Focus

Main Communicative Functions

Asking for confirmation

I'd like a cheeseburger combo, please.

That's it.



Sure. Can I get you anything else?

- Anything else?
- Will that be it?
- Do you want anything else with that?

Expressing satisfaction or dissatisfaction

Did you enjoy your food today?







Every dish was perfectly cooked and flavorful.



The chicken was a little cold and salty for my taste.

When expressing satisfaction or dissatisfaction, facial expressions and gestures can be used.

B Useful Expressions

1 Ordering food at a café or restaurant

- I'll have a latte with vanilla syrup, please.
- Could we have one grilled chicken salad to start?

Write one more example with the same communicative function.

2 Asking for someone's opinion

- Did you enjoy your food today?
- How was your dinner, sir/ma'am?

3 Responding to satisfaction

- That's good to hear.
- I'm so glad you like our restaurant.



Unique Food Etiquette

- A Do you know any unique food etiquette around the world?

 Talk about it with your partner.
- B Read the following passages and fill in the blanks with the words from the box.
 - 1 Don't eat your ______ a ____ before your food in France.

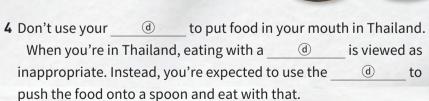
 In France, if _____ a is put on the table, it is not a starter; it's meant to go along with your food. You're supposed to break off pieces and use them to push food onto your fork or soak up sauces.



- 2 Never order a ______ b ____ after a meal in Italy.

 Italians never order milky drinks after a meal, as they believe milk doesn't help the process of digestion. Instead, they stick to espresso or black coffee, which is seen as a digestive. Ordering a _____ b ____ will definitely mark you as a tourist.
- 3 Don't ask for _____ in Portugal.

 If _____ isn't provided on the table, avoid asking for it, as it is considered disrespectful to the chef's seasoning skills.

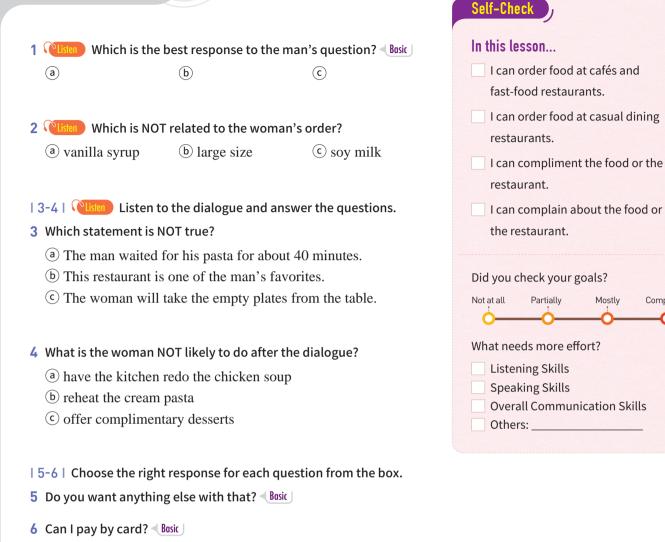


fork bread cappuccino salt or pepper

C Search the Internet and find an example of food etiquette from another country with your partner. Then share it with the class.







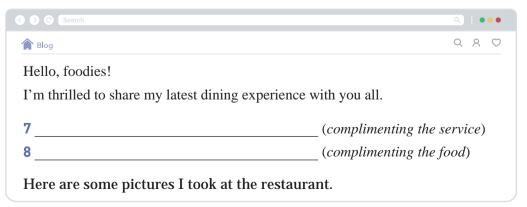
b Sure thing. You two can sit here.

d Certainly. Insert your card, please.

17-8 | Complete the blog post complimenting the restaurant.

(a) That's all for now.

© Sure, let me review your order.



Completely



Entertainment and Leisure in Everyday Life

What kind of entertainment and leisure do you enjoy? How do you think entertainment and leisure affect your daily life?



Lesson Goals

In this lesson, we will learn about ...

Section 1 Entertainment Activities

Situation A Going to a Concert

Situation B Attending Exhibitions

| Expressing expectations |

I've been looking forward to this concert!

Section 2 Leisure Activities

Situation A Enjoying Sports

Situation B Going on a Trip

I Expressing likes I

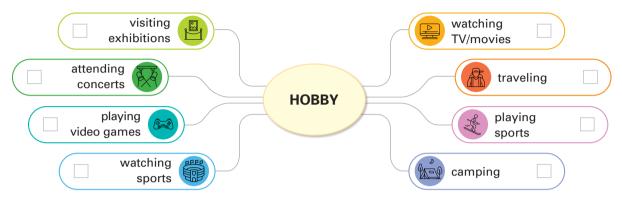
I really like swimming.

My Goals

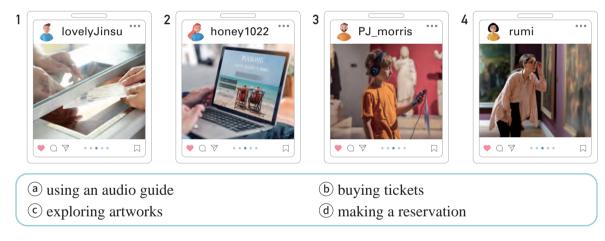
Entertainment Activities

Warm Up

A Check the three activities you are most interested in and talk about why.



B What are the people doing in each picture? Write a letter from the box.



- C Complete each short dialogue with the right question from the box.
 - - **B**: You can get it at the ticket booth on the day of your visit.

 - **B**: Sure. A band called Roxy will be performing, and you can get tickets online.
 - - **B**: It's located on the third floor.
 - a Where can I find the souvenir shop?
 - **b** Can you tell me about the rock concert next month?
 - © How can I receive the ticket I booked?

Situation A | Going to a Concert



Get Ready

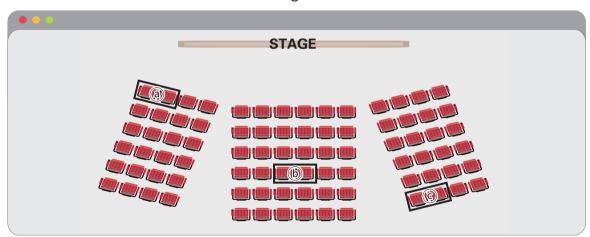


What kind of performance does the woman want to see?

- (a) classical music concert
- (b) rock concert
- © jazz concert

Listen Up

1 Which seats will the man and woman be sitting in to watch the concert?



2 Which is true according to the conversation?

- (a) The man booked concert tickets for the woman.
- **b** The concert hall is far from the city center.
- © The woman already knows who the special guest will be.

When listening again, compare each piece of information on the poster with the details of the dialogue.

3 (Listen again) Find the TWO pieces of INCORRECT information on the poster and correct them.





Speak Out

Practice the dialogue with your partner, focusing on the expressions of excitement and expectation.

Staff	Welcome to the Serenade Concert Hall!	Speaking	
Customer	Hi. I'm here to pick up my ticket for the concert.	When asking about a location, you can	
Staff	May I see a form of identification, please?	use the expression Where can I find? or Could you tell me where is?	
Customer	Yes, of course. Here you go.	Ground you ton mo smore	
Staff	Thank you. You're in section A, seat 5, on the right si	ide of the stage. You'll have	
	a great view of the performers from there. Here is yo	ur ticket.	
Customer	Thank you so much! I've been looking forward to this concert for months!		
Staff	I hope you have a good time. Is there anything else I can help you with?		
Customer	Yes. Where can I find the souvenir shop?		
Staff	The souvenir shop is located on the second floor.		
Customer	Thanks. Is there anything I should know before the show starts?		
Staff	Yes. Please turn off your cell phone during the performance.		
Customer	Got it. I can't wait for the concert!		
Staff	I'm happy to see that you're excited about it! Enjoy t	he show, and have a fantastic	
	time!		

Further Communication

Choose one situation and practice it with your partner using the dialogue in Speak Out. Replace the shaded expressions with the correct ones.

	Situation A	Situation B	Situation C
Seat Information	section E, seat 7, on the left side of the stage	section B, seat 35, on the right side of the central passage	On Your Own
Location to Find	coat room: near the escalators on the second floor	restroom: near the entrance	On Your Own
Important Notice			On Your Own

Situation B | Attending Exhibitions



Get Ready

Which exhibition is the man looking for?







Listen Up

- 1 Who is the woman?
 - (a) a club member
- (b) an artist

- © a ticket seller
- 2 Check whether the following sentences are true (T) or false (F).
 - (1) Groups of 15 or more get a discounted admission fee.
 - (2) The exhibition is not open on weekend afternoons.
 - (3) The man can pay for the tickets in advance online.

3 **Clisten again** Fill in the blanks to complete the club notice.

Traditional Korean Painting Exhibition **Art Lovers Club** Dear members, We are excited to inform you that our club will be visiting the Traditional Korean Painting Exhibition. **Notice** Number of visitors: (1) • Date: Sunday, June 23, at 10 a.m. • Discounted admission fee: (2) \$ • No (3) _____ is allowed. When listening again, pay attention to what Best Regards, each number in the dialogue is about. John Smith



Speak Out

Write a sentence to replace the underlined part. Then practice it with your partner.

Gallery Assistant	Welcome to the Impressionist Visions Exhibition	<mark>n</mark> ! How can I assist you today	
Visitor	Hi. I'm really excited to be here. I don't know much about art. Can you help		
	me understand the artworks better?		
Gallery Assistant	Of course! We have <mark>an audio guide</mark> to help you	explore the exhibition.	
Visitor	That would be helpful! I'd like to use it.		
Gallery Assistant	Wonderful! Just download our exhibition app from your phone's app store,		
	and you're good to go.		
Visitor	Oh, I'm really looking forward to learning m	ore about the pieces.	
Gallery Assistant	Great! After you're done exploring the artwork	ss, feel free to <mark>join our art</mark>	
	session.		
Visitor	That's cool. I want to participate in that.		
Gallery Assistant	Excellent! Enjoy your visit and feel free to ask	more questions!	
Visitor	Thank you.	Speaking Tip	
	nessage behind each artwork each work of art was created	Get to know various expressions commonly used within an exhibition space, such as audio guide, expertguided tour, and artwork catalog.	

Further Communication

Choose one situation and practice it with your partner using the dialogue in Speak Out. Replace the shaded expressions with the correct ones.

	Situation A	Situation B	Situation C
Exhibition Title	Wildlife Wonders Exhibition	A Journey Through Art Exhibition	On Your Own
Ways to Help	expert-guided tours	exhibition artwork catalogs	On Your Own
Things to Do	check the tour schedule and register at the information desk	purchase a catalog at the information desk	On Your Own
Additional Activities	attend a talk by an art expert	visit the museum café for a themed refreshments	On Your Own

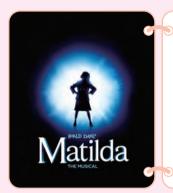


Writing a Preview Post for a Musical Performance



Step 1

Read the following preview post about the musical Matilda, focusing on how to express your expectations or excitement.



I am extremely excited to see Matilda on stage!

I've heard amazing things about this musical, from how catchy the songs are to how incredible the performances are. As a fan of the book Matilda, I can't wait to see how they bring the characters to life in a new way. The set design and costumes look impressive in the photos I've seen online. I've been eagerly counting down the days until the performance.

Step 2

Make a group of four, search the Internet for a musical you want to see, and list the most impressive aspects of the show.

Title		
Expected Features	music, storyline, costu actors, etc.	nes,
Overall Comments		
Comments	I am looking forwar	

Based on the steps above, visit the performance website, leave your group comment, and present it to the class.

Step 4

Evaluate the other groups' performance. Then share the evaluations with the other groups.

Groups	Contents	Fluency	Attitude
	© <u> </u>	© <u>~</u> ©	
		© <u>•</u> •	



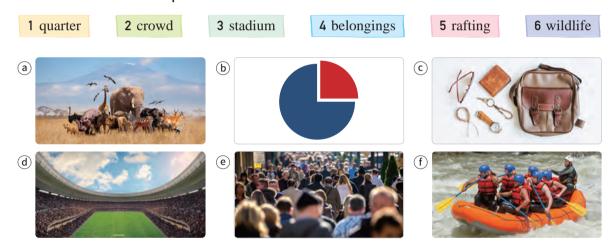
Leisure Activities

Warm Up

A Look at the list, and write down two more things you want to bring on a camping trip.



B Match the words to the pictures.



- Complete each short dialogue with the right response from the box.
 - 1 A: How was the game last night?
 - **2 A**: Are you enjoying the game so far?

3 A: What do I need to bring?

- a Don't forget to pack your swimsuit and a towel.
- (b) Absolutely! I love watching my favorite players up close.
- © It was great. My favorite team scored in the final seconds and won by two points.

Situation A | Enjoying Sports



Get Ready

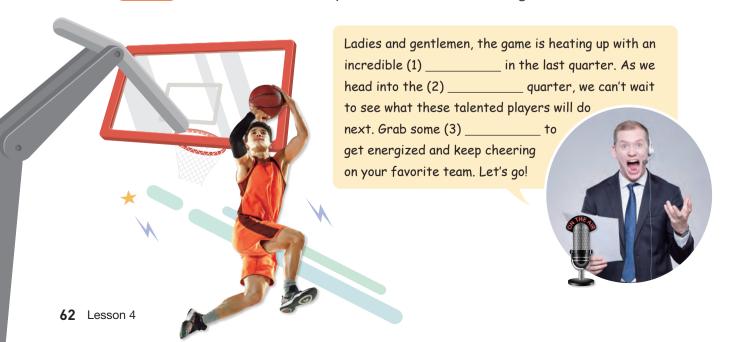


What sport is the man going to watch?

- a basketball
- **b** volleyball
- © baseball

Listen Up

- 1 Which is NOT true according to the conversation?
 - ⓐ The woman is enjoying the game and can feel the energy of the crowd.
 - **b** During the game, the faces of the man and woman appeared on the screen.
 - © The man already knows where to purchase home team T-shirts.
- 2 Which is the woman's most likely response to the man's last statement?
 - a Sounds good. Let's go grab a bite to eat.
 - **b** It's not healthy to eat snacks right before playing basketball.
 - © We will definitely win the next game even if we lose this one.
- 3 Listen again Fill in the blanks to complete the announcer's message.



Speak Out

Complete the dialogue with the correct sentences from the box. Then practice it with your partner.

Staff Welcome to our sports center. How may I assist you? Hi. I'd like to register for exercise classes. Customer Of course. We have a variety of classes available. (1) Staff Customer I'm considering taking swimming classes. I really like swimming. Staff Great choice! (2) Customer I want to sign up for a beginner level class. Staff Okay, we have classes for beginners. (3) _ Customer I think twice a week would be good. Staff Sounds great. The cost is \$13 per class. Do you have any swim gear? Customer (4) Staff You'll need a swimsuit and a towel. We provide lockers for your belongings. Customer Got it. I'll bring my swimsuit and a towel. Thank you for the information. a What do I need to bring? **b** What class would you like to take? © How many times a week are you planning to come? d What's your skill level?



To communicate effectively, find real exercise programs or flyers in your favorite sports area and practice speaking as if you were signing up for a class.

Further Communication

Choose one situation and practice it with your partner using the dialogue in Speak Out. Replace the shaded expressions with the correct ones.

Situation A bowling • intermediate level · once a week · bowling shoes and a towel





Situation B | Going on a Trip



Get Ready

Which is NOT mentioned in the dialogue?









Listen Up

- 1 Where are the people currently having this conversation?
 - (a) on the James River
 - **b** at a campsite
 - © on the bus
- 2 How does the man feel about the trip?
 - a excited and thrilled
 - **b** surprised and nervous
 - © bored and uninterested
- 3 (Listen again) Fill in the blanks to complete the travel guide.

Happy Travel Agency: Camping Travel Guide Join us for an unforgettable camping adventure with Happy Travel Agency! Explore the great outdoors and discover the following experiences: : Feel the adventure as you navigate the wild waters of the James River and take in the stunning scenery. • Outdoor Activities: Gather around the fire, roast marshmallows on a(n) (2) engage in unforgettable activities under the starry sky. We provide (3) _____ to make sure you don't have to worry about bug bites.

Go Live

Listen to the Australian Vacation Packages promotion and fill in the blanks in the travel brochure.





- Outback: The Australian Outback is known for its vast landscapes and unique wildlife, perfect for adventure and experiencing nature.
- Uluru: Uluru, or Ayers Rock, is a giant sandstone rock, sacred to the Anangu people and famous for its stunning sunrises and sunsets.

Further Communication

You are interested in traveling to Australia and call the travel agency to ask questions about the travel package in Go Live. Ask and answer the following questions with your partner, one being the customer and the other being the travel agent.

Q1: What can I encounter if I sign up for the Great Barrier Reef Expedition travel package
A1: You can encounter
Q2: What can I expect to see during the Unforgettable Outback Safari travel package? A2: You can expect to
Q3: What can I do during the Whitsunday Islands Getaway travel package? A3: You'll
Q4: On Your Own
A4: On Your Own



Planning a Three-Day Leisure Trip 🚳



Make a group of four. You will plan a three-day leisure trip. Choose the activities you'd like to participate in on each day.

Category	✓ sports	s culture history nature	Destination	Manchester
Dates	September 1-3		Group Size	6
Detailed Itinerary	Day 1	Arriving in Manchester and checking ir Taking a guided tour of Old Traffor Visiting Manchester United store an Attending a live match at Old Traffor	d Stadium nd other souvenir s	shops
	Day 2	 □ Engaging in football training at the ☑ Taking a stadium tour of Etihad Sta □ Visiting the interactive exhibition a □ Watching a football movie at Vue C 	adium, home of Ma t the National Foot	nchester City tball Museum
	Day 3	✓ Taking a Manchester City Centre to Visiting Manchester City Football C Departing from Manchester		hop

Step 2

Create a three-day itinerary based on your group's favorite interests. Feel free to search the Internet for additional activities to include in your trip.

Category	sports culture history nature		Destination	
Dates			Group Size	
	Day 1			
Detailed Itinerary	Day 2			
	Day 3			

Step 3

Present your group's three-day trip schedule. Then select the group that planned the most desirable trip itinerary and explain why you chose it.

Communication Focus

Main Communicative Functions

Expressing expectations

You'll have a great view of the performers from there.



Thanks. I've been looking forward to it!

- I can't wait!
- I'm so excited!
- It's going to be fantastic/amazing!

Expressing likes

What sports do you enjoy?



I really like swimming.

- I love
- I enjoy ... (very much).
- My favorite sport is
- ... is (very) good/nice/pleasant.

B Useful Expressions

1 Asking questions before a performance

- How far are our seats from the stage?
- Is there anything I should know before the show starts?
- Can you give me information about the jazz band concert next month?

Write one more example with the same communicative function.

2 Expressing emotions

- I can't wait for the rest of the game.
- I'm excited to start swimming classes.
- I was really surprised to see our faces on the big screen.
- That's a relief.

3 Expressing agreement

• Me too.

Absolutely!

Definitely.

Great choice!

• I totally agree.



Campsites Around the World

A Read the following introductions about unique campsites around the world.

There are many unique campsites around the world, each offering a different kind of fun and special experience.



Hwange National Park in Zimbabwe is a vast wildlife area in the northwest, recognized as one of Africa's largest national parks. Camping here allows you to immerse yourself in the beauty of nature and observe a variety of animals. The park is an excellent place to connect with the outdoors while appreciating diverse wildlife.



The Alvord Desert is a unique desert located in southern Oregon, United States. It is known for its vast dry lake bed, making it a popular destination for campers and outdoor lovers. Camping in the Alvord Desert offers a captivating experience, with stunning views of the surrounding mountains.



Union Glacier Camp operates in Antarctica from November to January, offering a chance to explore the beautiful natural surroundings of the southern Ellsworth Mountains. It's a starting point for many travelers' first Antarctic experience, providing activities like hiking and skiing. It's where you can step foot on Antarctica for a unique moment.

- B Which campsite do you want to go to the most? Talk about why you chose it with your partner.
- C Research another interesting campsite with your partner. Then present it to the class.



1 CListen	Which is the best response	to the man's question?	In this lesson
a	(b)	(c)	I can provide opinions
			on performances.
			I can talk about attending
	What is the purpose of the	announcement?	an exhibition hall.
	ndvertise a new product		I can talk about leisure activities.
	nform the crowd of the first	•	I can plan a trip.
© to s	suggest that the crowd stay	in their seats	Can plan a trip.
3-4	Listen to the dialogue	and answer the questions.	Did you check your goals?
3 What e	xhibition did the man come	to visit? Basic	Not at all Partially Mostly Completely
	Photography Exhibition		
	Egyptian Art Exhibition		What needs more effort?
	Cartoon Art Exhibition		Listening Skills
0			Speaking Skills Overall Communication Skills
			Others:
	is NOT true according to the		
a Tic	kets are 10 dollars for adult	ts.	
_	e man wants to buy two tick		
© The	e exhibition is on the second	d floor.	
15 / 1 Ch		an also acceptions from the last and	
		each question from the box.	
5 Can yo	u help me plan my trip? (Bos	SIC	
6 Where	can I find an exhibition guid	e brochure?	
a I'	d like a direct train, please.		
(b) P	ablo Picasso is my favorite	artist.	
© T	hey are on the reception de	sk at the entrance.	
d S	ure. What kind of trip are y	ou interested in planning?	
\			
17.01.6			
	_	and practice it with your partner	•
	at kind of sports tour do yo		
R:			
8 A: Wh	ere would you like to sit du	ring the concert?	
D.			

Self-Check

Lesson

Using Public Services

What kind of assistance do you need for a convenient and safe life?

Lesson Goals

In this lesson, we will learn about ...

Section 1 Living Conveniently

Situation A At the Bank

Situation B At the Post Office

| Expressing an intention or wish |

I'd like to open a bank account.

Section 2 Living Safely

Situation A Getting Help from the Police **Situation B** Emergency Call for Help

| Describing an event |

There's been a car accident.



My Goals

Living Conveniently

Warm Up

A Write the letter of the picture that best relates to each word.



- 1 deposit
- 2 balance
- 3 package
- 4 bank account
- 5 registered mail
- 6 express delivery



B Match the words or phrases to the pictures.

1 picture ID

2 PIN

3 fragile

4 parcel

5 application form

6 stamp



(d)

(b)







- ${f C}$ Complete each short dialogue with the correct expression from the box.
 - 1 A: Can you show me how to ______ this registration form?
 - **B**: Sure. Here's a sample form. You can follow it.
 - **2 A**: Do you have any plans for the future?
 - **B**: Yes, I plan to ______ a job opening at the local company.
 - **3 A**: How much do I have to pay?
 - **B**: With the discount applied, the final cost will _____ \$750.

apply for

fill out

come to

Situation A | At the Bank



Get Ready



What is the purpose of the woman's visit to the bank?

- a to withdraw money
- **b** to open an account
- © to get a credit card issued

Listen Up

1 Which is the woman's job?









2 Which statement about the man is true?

- ⓐ He wants to get a debit card.
- **b** He doesn't have a picture ID with him.
- © He will deposit some money tomorrow.
- Find the INCORRECT information in the note below. Then correct it.

Requirements for Opening a Checking Account at Happy Bank

- a Filling out an application form
- **b** Providing a picture ID
- © Depositing a minimum of \$300





A savings account earns interest and is for storing money, while a checking account typically earns little to no interest and is for making daily transactions and paying bills.



Speak Out

Complete the dialogue with the correct expressions from the box. Then practice it with your partner.

Bank Teller	Can I help you?			
Customer	Yes, I'd like to (1)			
Bank Teller	All right. Please fill out a deposit slip and be sure to endorse the check.			
Customer	I've already filled out a slip. But what do you mean by <i>endorse</i> ?			
Bank Teller	It means you need to sign the back of the check.			
Customer	I'll do that right now. I'd also like to (2)			
Bank Teller	Just a minute, sir. Okay, here's a receipt for your deposit, and I've cashed your			
	100-dollar check. Let me count out your cash: 20, 40, 60, 80, 100.			
Customer	Thank you. Could I also (3) of my other account?			
Bank Teller	No problem. You just have to swipe your ATM card and enter your PIN			
	It looks like you have a balance of \$1,570.			
Customer	Oh, I have that much? Then I'd like to (4)			
Bank Teller	All right. You'll need to fill out a withdrawal slip.			
Customer	Okay. Thank you.	(Culture December 2017)		
© deposit t	a) cash this other check b) check the balance c) deposit this check e) exchange money (a) cash this other check b) check the balance from one account to another. Many Americans still use checks. You can deposit a check into your bank account or cash it for money. When you submit a check to the bank, you need to endorse it by signing the back.			

Further Communication

With the expressions in the box, talk with your partner using the given example.

EXAMPLE A: Can I help you? **B**: Yes, I'd like to **deposit this check**. A: All right. Please fill out a deposit slip and endorse the check. **B**: I'll do that right now. ✓ deposit this check get this check cashed fill out a deposit slip and endorse the check sign the back of the check check the balance of my account withdraw \$100 from my account swipe your ATM card and enter your PIN fill out a withdrawal slip

Situation B | At the Post Office



Get Ready

Which window will the woman go to?



Listen Up

1 Which service is the woman going to use?











2 Which statement about the woman is NOT true?

- a She'd like to send something fragile.
- b Her package weighs about five pounds.
- © She paid the fee by credit card.

3 Clisten again Complete the answer to each question.

- (1) ${\bf Q}$: Where does the woman want to send her package?
 - A: She wants to _____
- (2) **Q**: What is in the woman's package?
 - A: There are _____

		_
		(ni
7-10	_istening \	

Before you listen, read the questions and the partial answers. This will help you focus on the right details.



Speak Out

Complete the dialogue with the correct sentences below. Then practice it with your partner.

Customer Hello. I'd like to mail this letter. Postal Clerk Sure! How do you want to send it? We have First-Class, Priority, Certified, and other services. Customer (1) ___ Postal Clerk Okay. Please fill out this form. Customer Okay. ... Here you go. Postal Clerk Thank you! (2) __ Customer Yes, please. Postal Clerk Okay. That'll be \$18.00. (3) Customer Oh, yeah! I almost forgot. I need a sheet of stamps, too. Postal Clerk Okay, a sheet has 20 stamps. You want the 68-cent stamps, right? Customer Yes. (4) Postal Clerk All right. Here are your stamps. Those are \$13.60. Your total comes to \$31.60. (a) Do you need anything else? **b** Do you want a return receipt? © The kind you use for First-Class letters. **(d)** I want to send it by **Certified Mail**.

Further Communication

Choose expressions from each box and talk with your partner using the dialogue in Speak Out. Replace the shaded expressions with the correct ones.

(A) (B) ✓ a sheet of stamps: \$13.60 ✓ Certified Mail with a return receipt: \$18.00 Certified Mail without a return receipt: \$10.00 two sheets of stamps: \$27.20 Priority Mail: \$8.00 three sheets of stamps: \$40.80 First-Class Mail (no special forms required): ¢68 nothing else



After completing the dialogue in Speak Out, consider where the information in (A) and (B) could be used.

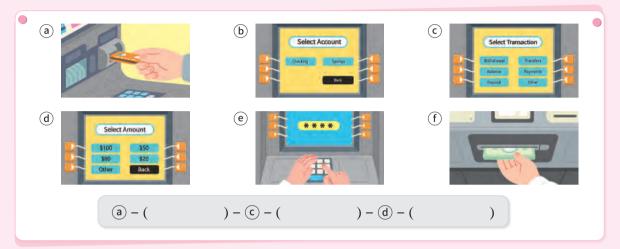


How to Use an ATM 🐶



Step 1

Listen to the instructions on how to withdraw cash from an ATM and put the following pictures in the correct order.



Step 2

Search the Internet to find out how to perform the following operations on an ATM.



Step 3

Complete the following dialogue on Step 1. Then based on your search in Step 2, talk about how to use an ATM with your partner like it.

A: Can you tell me how to withdraw money from the ABC Bank ATM?
B : Sure. First, insert your into the ATM. Then, type your PIN and press "Enter."
A: Insert my into the ATM and type my PIN? All right. What's the next step?
B : Then, select the "Withdrawal" button and select your
A: Select the "Withdrawal" button and select my? Okay.
B : Now, select the of money you would like to get, and take your money. That's it.
A: Select the of money, and take my money? Oh, it's easy. Thank you.

Step 4

Evaluate your partner's performance. Then share the evaluations with each other.

Partner Features	Contents	Fluency	Attitude



Living Safely

Warm Up

A man is reporting something to a police officer. Write P for what the police officer may say and M for what the man may say.

My daughter is missing.				
	30			m down. 3 to help you.
1 Don't worry, sir. Everything w	ill be okay.	_	Р	
2 Someone stole my bicycle.			M	
3 I saw a man climb over the wa	.11.			
4 How can I help you?		_		
5 What's wrong, sir?		_		
6 There's been a theft.		_		
Match the beginning and the end of	each sente	ence.		
I'm going to help	•	• a in al	out an hou	ır.
If you see someone suddenly collap	se, •	• b the a	ambulance	will arrive soor
If you wait a little bit,	•	• © ask	someone to	call 911.
4 We'll be there	•	• d you	find your s	son.
Complete each short dialogue with	the correct	t response fr	om the bo	x .
A: Could you tell me your location?	?	2 A: Was any	thing stole	n?

(a) He's tall, and his hair is black.

3 A: What is your emergency?

- **(b)** I'm on the corner of Maple Street and 5th Avenue.
- © Yes, all my jewelry is gone.
- d There is a fire here.

4 A: What does he look like?

Situation A | Getting Help from the Police



Get Ready



What is the woman reporting?

- a car accident
- **b** breaking and entering
- © a wildfire

Listen Up

1 Which is NOT mentioned in the dialogue?

(a)









2 How will the man help the woman after the dialogue?

- (a) He will call an ambulance to save her life.
- **b** He will send some police officers to the woman's house.
- © He will let the woman know how to get out of the dangerous situation.

Focus on the last statements of the speakers in order to guess what will happen after the dialogue.

3 (Listen again) Find the INCORRECT information in the police report below. Then correct it.

Police Report



• Date of Report: 11/14/2025



- Report Issued by: Greenfield Police Department
- Details

- Name: ⓐ Sandra Mayer

- Address: (b) 28 Main Street

- Type: © Car Accident

- Date & Time: At Night 11/13/2025



Speak Out

Practice the dialogue with your partner, focusing on the missing child's information and what has happened.

Woman Officer! Please help me! Police Officer What's wrong, ma'am?

Woman My daughter is missing. I can't find her anywhere!

Police Officer Okay. Stay calm. I'm going to help you find her. What's her name? And how old

is she?

Woman Her name is Sophia, and she's six years old.

Police Officer All right. What does Sophia look like? And what is she wearing today?

Woman She's thin and short, and her hair is black. She's wearing a red

T-shirt and blue shorts.

Police Officer Where did you last see her?

Woman We were just shopping in the vegetable section about 15 minutes

ago. When I turned around, she was gone and I couldn't find her

anywhere.

Police Officer Don't worry, ma'am. Everything will be okay. We'll start looking for her now.

Woman Thank you, officer!



When answering a question that asks for specific information, stress the exact words that provide that information.

Further Communication

Look at the information below and talk with your partner using the dialogue in Speak Out.

	Name & Age	Appearance	Situation
9	Tom, 5	thin and tall curly hair blue T-shirt, black pants	They were watching a show in the park about an hour ago.
	Amy, 7	average height red hair yellow dress	They were standing in line at the fast-food restaurant about 15 minutes ago.
On Your Own			

Situation B | Emergency Call for Help



Get Ready

Which kind of emergency made the man call 911?







Listen Up

1 Which vehicle will the man wait for?







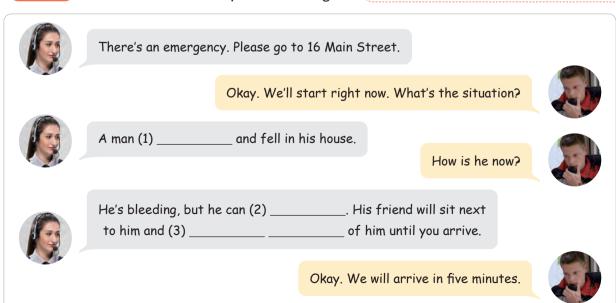
2 What is the cause of the trouble?

- a cleaning the roof
- **b** repairing the window
- © painting the house wall



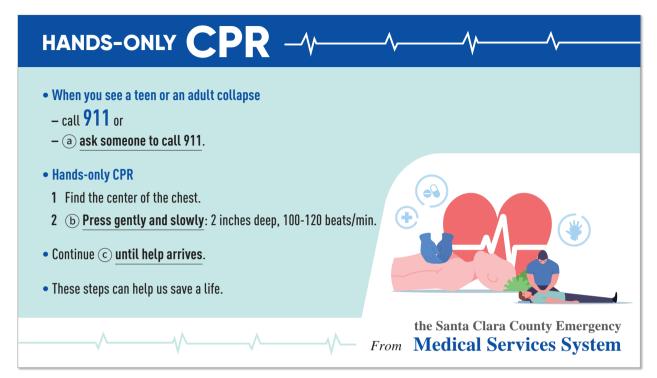


Before you listen, guess what words could go in the blanks. Then compare them with what you actually hear.





Listen to the announcement and find the INCORRECT information in the note. Then correct it.



Further Communication

A reporter is asking some questions to the spokesperson of Santa Clara County Emergency Medical Services. Ask and answer the following questions with your partner, one being the reporter and the other being the spokesperson.

04-337	1 . 1 . 11 . 10			
Q1: When we see a teen or an adult suddenly collapse, what should we do?				
A1: You should call 911 or	to call 911. Then you should do			
until help arrives.				
Q2: How can we do hands-only CPR?				
A2: First, find Then pro-	ess at least 2 inches deep			
at a rate of 100 to 120 beats per minute. Don'	t stop until			
Q3: Why should we learn hands-only CPR?				
A3: By learning these simple steps of hands-only	CPR you can			
Q4: On Your Own A4: On Your Own	When you make your own questions, think			



Calling and Answering Emergency Calls 🚳



Step 1

Make a group of four. One person plays the role of a 911 operator, and the others take the role of callers for the following emergencies.

my friend's heart attack a fire at the mall On Your Own

Step 2

The operator will ask some questions to the caller to get the details of the emergency and fill out the form. Look over the following form, and think about what kinds of information the caller should give to the operator.

Caller: **Kate Jones Number:** 408-876-9443 Location: San Jose Concert Hall **Details:** enjoying a rock concert • saw a friend suddenly collapse

Caller:	
Number:	
Location:	
Details:	

Step 3

Using the above steps, role-play 911 calls with one of your group members. Then present the best one to the class.

A: 911. How can I help you?

- **B**: I need help! I'm at the San Jose Concert Hall. I think my friend's having a heart attack.
- **A**: Okay, can you tell me more about what happened?
- **B**: My friend Lilly and I were enjoying a rock concert. We were excited and dancing, and then I saw my friend suddenly collapse.

Step 4

Evaluate the other groups' performance. Then share the evaluations with the other groups.

Groups	Contents	Fluency	Attitude
		© <u>·</u>	
	© <u>·</u> ;	© <u>··</u>	© <u></u> ©

Communication Focus

Main Communicative Functions

Expressing an intention or wish

Good morning, ma'am. Can I help you?



Yes. I'd like to open a bank account. Which window should I go to?

- I'd love to
- I want to
- Please let me

Describing an event

911. Do you need help?



Yes, it's an emergency. There's been a car accident.

When describing an emergency, say what kind of event it is first. Then you must explain the situation in detail.

B Useful Expressions

1 Asking for the customer's intention

- How much will you deposit?
- How do you want to send the letter?
- What kind of account would you like to open?

Write one more example with the same communicative function.

2 Asking the customer to do something

- May I have your picture ID, please?
- Please fill out this application form.
- You need to deposit a minimum of \$50 into your new checking account.

3 Saying what will be done

- We'll start looking for her now.
- We'll be there in about half an hour.





A Look at the pictures below. Why is the word FOREVER printed on the stamps?









B Read the passage and check whether your guess is correct.



Forever Stamps are First-Class stamps (stamps for standard letters) issued by the United States Postal Service. What makes them special is that you can buy them at the current First-Class postage rate, and they remain valid even if that rate rises in the future. Forever Stamps don't have a dollar amount printed on them. Instead, they're worth whatever the First-Class postage rate for a one-ounce envelope is on any given day. Forever Stamps are easy to use. Simply buy stamps at the current First-Class rate, and you don't have to worry about how much sending a standard letter costs. Stick a Forever Stamp on a standard envelope, drop your letter in the mailbox, and then you're done.



C With your partner, search the Internet to find out another interesting fact related to a postal service of another country. Then present it to the class.

Check Up

Which is the best response to the woman's statement?	[20] 아이를 다 아이들의 그리고 있는데 아름아가고 아르는데 하는데 아들이 아름아 아름아 아름아 아름아 아름아 아름아 아름아 아름아 아름아 아름
	In this lesson
(a) (b) (c)	I can talk at the bank.
	I can talk at the post office.
	I can get help from the police.
What is the purpose of the announcement?	I can make an emergency call.
a to find a missing boy	
b) to find a lost boy's mother	Did you check your goals?
© to look for a child actor	Not at all Partially Mostly Comple
	0 0
	What needs more effort?
4 Clisten to the dialogue and answer the questions.	Listening Skills
Nhat is the problem?	Speaking Skills
a An ambulance broke down.	Overall Communication Skills
b There is a patient with an emergency.	Others:
© There are too many people in the mall.	
·6 Choose the right response for each question from the box.	
s there any sign of someone breaking in?	
How much do I have to deposit to open a checking account?	
	1 1
a Express delivery, please.b Yes, the front window v	vas broken.

Self-Check

Maintaining a Healthy Lifestyle

How do you typically take care of your physical and mental well-being on a daily basis? And when you are not feeling well, what actions do you usually take?





Lesson Goals

In this lesson, we will learn about ...

Section 1 Improving Your Health

Situation A Working Out at the Gym
Situation B Living a Healthy Life with Others
I Making recommendations and suggestions I

Start with lighter weights.

Section 2 Managing Diseases

Situation A At the Doctor's Office
Situation B At the Pharmacy
I Expressing necessity I
You should wash your hands frequently.

My Goals

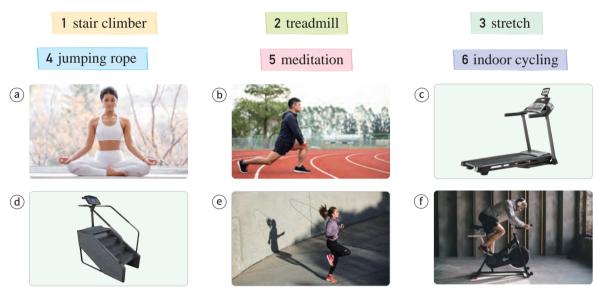
Improving Your Health

Warm Up

A Check what you think is most important for staying healthy, and explain why.



B Match the words or phrases to the pictures.



- C Complete each short dialogue with the right response from the box.
 - 1 A: I want to start lifting weights, but I'm not sure how to begin.

2 A: I'm not really a big fan of jogging alone.

3 A: I tried hiking in the mountains, and it has done

	wonders for my mood.
_	

- a That sounds interesting. I'll give it a shot.
- **b** Then how about trying a group activity?
- © Here's a tip. Start with lighter weights and focus on form.

Situation A | Working Out at the Gym



Get Ready



What is the conversation mainly about?

- a recommending an exercise class
- (b) asking about tips for safe exercise
- © complaining about a training program

Listen Up

1 Which picture best fits the situation in the dialogue?











- 2 Which is the man's most likely response to the woman's last statement?
 - (a) I'm usually free in the mornings before work.
 - **b** Thanks for your suggestion. I'll try my best.
 - © I don't think I'm ready for cardio training yet.



Focus on specific numbers. Take notes to keep track of the different things being discussed.

3 (Listen again) Fill in the blanks to complete the fitness assessment report.

Fitness Assessment Report Name: Daniel Hammond Age: 20 Non-Essential Fat Height: 175 cm Weight: 80 kg **Recommendation: Essential Fat** • To improve your overall fitness, begin with cardio training, which includes Muscle Tissue running, (1) _____, and using a stair climber. 15% Bone • (2) , such as indoor cycling, are also Others Thank you for choosing our gym, and we look forward to supporting you in achieving your fitness goals.



Speak Out

Complete the dialogue with the correct sentences from the box. Then practice it with your partner.

Trainer	Hi. I don't think we've met before. Are you new here?					
Trainee	(1) My name is Jake.					
Trainer	Nice to meet you, Jake. I'm Jieun, and I'm a trainer specializing in personalized					
	fitness plans.					
Trainee	Nice to meet you. I want to start lifting weights, but I'm not sure how to begin.					
Trainer	I see. Here's a tip. Start with lighter weights and focus on form to reduce the risk of					
	injury and achieve better results.					
Trainee	Oh, I was actually planning on starting with heavier weights.					
Trainer	(2) It can be risky, and you may hurt yourself.					
Trainee	Okay. What about my posture?					
Trainer	Your posture is important, too. Keep your back straight and chest up. To prevent					
	back strain, avoid rounding your back. (3)					
Trainee	Sure. You mean like this?					
Trainer	Yes. That's great form.					
Trainee	Thanks for your help, Jieun.					
Trainer	No problem. Don't hesitate to ask for more help if you need it.					
	ouldn't recommend that.					
	y don't you give it a shot? The expression Why don't you give it a shot? is a friendly way to make a casual suggestion and encourage someone to try something new.					
U Yeal	h, I just signed up yesterday. a casual suggestion and encourage someone to try something new.					

Further Communication

Choose one situation and talk with your partner using the dialogue in Speak Out.



Situation B | Living a Healthy Life with Others



Get Ready

Which club does the man recommend to the woman?







Listen Up

- 1 What is the conversation mainly about?
 - (a) asking for useful meditation tips from an instructor
 - b encouraging a friend to join a meditation club
 - © explaining to a student why regular exercise is important
- 2 Check whether the following sentences are true (T) or false (F).
 - (1) The woman is a new member of the meditation club.

(2) The man has tried meditation before.

- (3) The man is worried about whether he can sit for so long while meditating.

3 (Listen again) Fill in the blanks to complete the meditation club brochure.

SkyView High School Meditation Club
Are you interested in relaxation? Sign up for the school's only meditation club,
which has a two-year history of promoting well-being.
• All SkyView High School students are welcome.
• Deadline: (1) (Sign up with Kate Yang, the club leader.)
• For beginners, we begin with short guided meditation sessions.
Benefits: improving concentration, reducing (2),
and promoting (3) well-being
We hold sessions in room 501 during the lunch break (4)
. Don't hesitate to contact us for additional information.
CListening Tip
Listen for specific details that answer "5W1H" (who, what, where, when, why, and

how) questions. These may include names, dates, times, locations, and processes.



Speak Out

Complete the dialogue with the correct sentences below. Then practice it with your partner.

Club Leader	It was fantastic to see you here, Yunho! I hope you had fun with our club. Playing badminton is both entertaining and great for fitness. You should come back for our singles and doubles competitions.						
Guest	(1) I didn't realize that playing						
	badminton could be such a fantastic way to stay active and healthy.						
Club Leader	It really is. It's an excellent option for cardio training and maintaining a healthy weight.						
Guest	I should come more often, then. (2)						
Club Leader	Of course there are. Playing badminton increases your balance. It can also help						
	relieve stress and improve your mental health.						
Guest	Wow! I had no idea that playing badminton could even help me improve my						
	mental health, too. (3)						
Club Leader	It would be wonderful to have more people who share a common interest.						
	(4)						
Guest	I'll text my friends right away.						
b I should rec Thank you	s welcome to join our club. commend it to my friends as well. for inviting me. any other benefits? Speaking Tip Use a variety of sentence forms to make your suggestions more engaging. For example, you could use conditional sentences, such as If you want to stay healthy, you should consider playing badminton.						

Further Communication

Choose one club and talk with your partner using the dialogue in Speak Out.

Jump-Rope Club 1 Description fun jump-rope activities 2 Benefits

- improving heart health
- · reducing stress and boosting your mood

Running Club



2 Benefits

1 Description

- reducing anxiety
- providing a sense of achievement

On Your Own

1 Description

2 Benefits



Conducting a Survey on Healthy Habits 🐵





With your partner, complete the following questionnaire.

No	Question	You				Your Partner					
NO	Question	1	2	3	4	(5)	1	2	3	4	(5)
1	Do you get enough sleep?										
2	Do you engage in regular exercise (at least 30 minutes per day)?										
3	Do you eat a balanced diet?										
4	Do you drink enough water during the day?										
5	Do you get regular checkups?										
6	Do you manage stress through healthy methods?										
7	Do you consume the daily recommended amount of vitamins and minerals?										
8	Do you stay connected with family and friends to promote your emotional well-being?										
9	On Your Own										
10	On Your Own										

Step 2

Make a group of four. Compare your questionnaire results, and identify the question that the most group members answered with "Never" or "Rarely."

Step 3

Find out why activities you and your friends hardly ever do are important. Learn some ways to make these activities regular habits. Then present what you have learned to the class.

Step 4

Evaluate the other groups' performance. Then share the evaluations with the other groups.

Groups	Contents	Fluency	Attitude
		© <u>·</u>	
	© <u>·</u> ;	© <u>··</u>	© <u></u> ©



Warm Up

A Check the diseases and health problems you have experienced.

headaches constipation acne	stomachaches flu toothaches	indigestion allergies dizziness	
deric	Cottlactics	GIZZIIIC33	

- B Match the words to the appropriate definitions.
 - 1 tension
 - 2 instructions •
 - 3 infection
 - 4 prescription •
 - 5 medicine
 - 6 symptom

- a condition caused by viruses or bacteria
- (b) something that you drink or eat when you are sick
- © a feeling of tightness in the muscles
- d a written order from a doctor for a specific medication
- @ detailed information on how to do or use something
- ① a physical problem that shows that you have a particular disease
- Complete each short dialogue with the right response from the box.
 - 1 A: What's the problem today?

2 A: Can you tell me more about your toothaches?

3 A: How often should I use the eye drops?

4 A: Are there any side effects?

- a They happen almost every day, but the pain isn't too bad.
- (b) I have a cold and a sore throat.
- © You should use them in the morning and before going to bed.
- d Yes, you may experience blurred vision.

Situation A | At the Doctor's Office



Get Ready



Which doctor will the man be seeing for treatment?

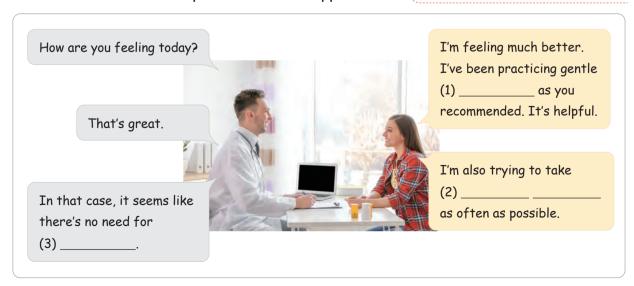
- (a) Dr. Michael
- (b) Dr. Lee
- © Dr. Anderson

Listen Up

- 1 What was NOT mentioned as a possible cause of the woman's headache?
 - (a) stress
 - (b) a common cold
 - (c) tension in the head and neck
- 2 Which is true according to the dialogue?
 - ⓐ The man recommends that the woman take medicine to prevent her headaches.
 - **b** The woman experiences severe pain during her headaches.
 - © The man plans to check back with the woman about her headaches in a few weeks.
- 3 (Listen again) Fill in the blanks to complete the conversation between the doctor and the patient at her next appointment.



Listen carefully to the details about the patient's symptoms and the doctor's recommendations.



Speak Out

Practice the dialogue with your partner, focusing on the patient's symptoms and the doctor's recommendations.

Doctor	Hi, Matthew. What brings you here today?
Patient	Hi, Dr. Evans. I have a cold and a sore throat. My throat is red and swollen.
Doctor	I see. Based on your symptoms, it sounds like you might be experiencing a viral
	infection. I will write you a prescription to relieve your symptoms.
Patient	Thank you, Doctor. What can I do to feel better?
Doctor	I recommend you get plenty of rest and drink lots of water.
Patient	Okay, I'll do that. What else should I be careful about?
Doctor	You should wash your hands frequently. You should also avoid close
	contact with others to prevent spreading the virus.
Patient	Thank you, Doctor.
Doctor	You're welcome. Take care and get some rest.



When you play the role of the patient, make your voice sound like you're feeling sick and worried.

Further Communication

Choose one situation and talk with your partner using the dialogue in Speak Out. Replace the shaded expressions with the correct ones.

	■ Situation A: Indigestion	☐ Situation B: Acne on the Face	On Your Own
Patient's Symptoms	have trouble digesting certain foods / feel uncomfortable with an upset stomach and frequent burping	have some small red bumps on my face / feel itchy on my face	
Doctor's Recommendations	avoid eating any heavy or greasy foods	wash your face twice a day with a mild cleanser to remove oil	
Further Recommendations	get some exercise to help stimulate your digestive system	avoid touching or picking at your acne	

Situation B | At the Pharmacy



Get Ready

What medicine is the man most likely to buy?

(a)





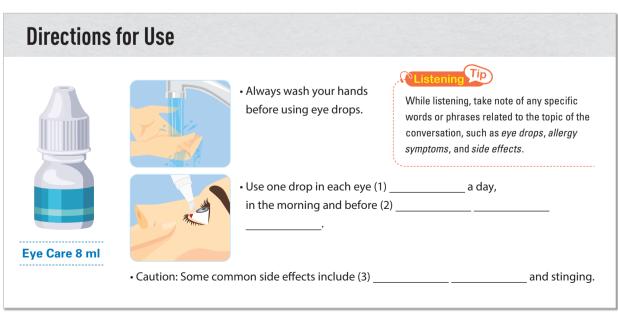






Listen Up

- 1 What is the purpose of the woman's visit to the pharmacy?
 - a to get prescription medicine
 - b to buy over-the-counter medicine
 - © to gather some information about a particular medicine
- 2 Which is NOT true according to the dialogue?
 - a The woman's eyes are itchy and red.
 - **b** The eye drops are used to relieve allergy symptoms.
 - © The label on the medication recommends using the eye drops for 10 days.
- 3 Clisten again Fill in the blanks to complete the directions for use.





Listen to the talk show and complete the news article by filling in the blanks.

World News

Risks Associated with Incorrect Medication Usage: A Closer Look

Yesterday, on Health Channel 7, a talk show featured Dr. Emily Olson, a medical expert. She discussed the importance of proper medication usage. Taking medicine incorrectly can have negative effects on our bodies and minds, including serious (1) _____ and the risk of addiction.



Taking medicine without a doctor's advice is risky, as it can lead to serious side effects and worsen symptoms. It can also result in addiction, where we become dependent on the medicine and find it hard to stop taking it. Dr. Emily Olson shared a story about a patient who took painkillers without a(n) (2) for many years. Despite experiencing dizziness and sickness, the patient continued to take more in an attempt to feel better. She became more and more (3) _____, and this had negative results on her work, family, and overall health. It is important to put our well-being first by seeking professional guidance and following the recommended guidelines when taking (4) _____.

Further Communication

Complete the dialogue based on Go Live, and practice it with your partner.

- **A**: Hey, did you watch the talk show on proper medication usage on the Health Channel?
- **B**: No, I missed it. What did they talk about?
- A: They discussed the importance of taking medicine properly. Improper usage can be harmful.
- **B**: Oh, really? How can it be harmful?
- **A**: Well, (1)
- **B**: That sounds serious. What should we do to avoid such problems?
- A: We should always (2)
- **B**: I see. Thanks for sharing.

Speaking Tip

Try to use the words or phrases you learned from the talk show, such as taking medicine in the wrong way, without a doctor's recommendation, and cause serious side effects.



Making an Appointment with a Doctor over the Phone



Step 1

Role-play the following dialogue with your partner, one being the patient and the other being the receptionist working at a skin health clinic.

- A: Good morning. This is Dr. Russell's Skin Health Clinic. How may I assist you?
- **B**: Hi. I'd like to make an appointment with a doctor.
- A: Of course. May I have your name and cell phone number, please?
- **B**: My name is Lisa Baek, and my cell phone number is 014-555-4934.
- A: Great, Ms. Baek. When would you like to schedule your appointment for?
- **B**: As soon as possible, please. I have a rash on my arms and legs that won't go away.
- A: We can schedule you for tomorrow at 3 p.m. Does that work for you?
- **B**: Yes, that's fine. Should I bring any medical records with me?
- **A**: If you have any relevant medical records, it would be helpful to bring them.
- **B**: All right, I'll bring them just in case. Thank you.

Step 2

Fill in the table to make an appointment with a doctor at a hospital with different clinics.

internal medicine clinic dental clinic		eye clinic skin clinic	On Your Own		
Patient's Name Symptoms		Medical Clinic to Visit	Preferred Date and Time		

Step 3

Based on what you have done in Step 2, make a dialogue and practice it with your partner.

A: Hello. This is Dr. Baker's Internal Medicine Clinic. How may I assist you?

v	IV.	Ю	

B: Hi. I'd like to make an appointment with a doctor.

Step 4

Evaluate your partner's performance. Then share the evaluations with each other.

Partner Features	Contents	Fluency	Attitude

Communication Focus

Main Communicative Functions

Making recommendations and suggestions

I want to start lifting weights, but I'm not sure how to get started.



I see. Here's a tip. Start with lighter weights.

- I recommend starting with lighter weights.
- It helps to start with lighter weights.
- One suggestion is to start with lighter weights.

Expressing necessity

I'll drink lots of water. What else should I be careful about?



You should wash your hands frequently.

- You must
- You have to
- You ought to
- You need to

B Useful Expressions

1 Explaining the benefits of playing badminton

- Playing badminton increases your balance.
- Playing badminton can help relieve stress and improve your mental health.
- For those looking for cardio training, playing badminton is an excellent option.

2 Expressing symptoms

- My throat is red and swollen.
- I have a cold and a sore throat.
- I've been dealing with headaches every day for the last two weeks.

Write one more example with the same communicative function.

3 Giving suggestions for improving health

- You should take two spoonfuls every four to six hours.
- I recommend you get plenty of rest and drink lots of water.
- You should use the eye drops in the morning and before going to bed.





How People in Different Countries Stay Healthy

A The following passages describe the unique ways people from different countries keep healthy. After reading them, select the method that you find most interesting.

In France, people take time to enjoy each bite of food, instead of eating quickly like some people do in the U.S. They focus on what they're eating and how full they're feeling. This is called "mindful eating." Research shows that this can help you stay healthy and not overeat. It can also prevent diseases like diabetes.





In Iceland, almost every town has its own public swimming pool. These pools are not just places for a good workout but also places where people can come together, helping everyone feel a part of the community. Having strong friendships can make us happier and healthier, and might even help us live longer. So these pools are great for Icelanders, helping them to stay healthy in both body and mind.

In India, people believe that walking barefoot can help them take in the natural energy of the earth. Walking barefoot on different surfaces

can be good for your health. This is because the nerve endings in your feet get a massage when you walk barefoot. Research suggests this could help boost your immune system.



B Research another similar example of how people from different countries stay healthy, and then present it to the class.



1 Visten Whic	h is the best response	to the man's question?	In this lesson
(a)	(b)	(c)	I can talk about health problems.
2 Clisten Whice a to lift hea b to pay atte	vy weights from the s	when lifting dumbbells	 I can talk about activities for improving health. I can go see a doctor. I can buy medicine at the pharmacy.
			Did you check your goals?
	elationship between tl ist – patient patient	and answer the questions. he two speakers? Basic	What needs more effort? Listening Skills Speaking Skills Overall Communication Skills Others:
4 Which is the	man's most likely resp	onse to the woman's last question?	
b Thank yoc I recomml 5-6 Choose t5 Welcome to c		your advice. ea and avoiding spicy or greasy for each statement or question from th Basic	
a Thanks	for inviting me.		
	d give it a try later.		
	em exhausted lately.		
(d) It's an e	excellent option for w	reight training.	
	te the dialogue and pra	actice it with your partner.	
B : You sho A : Got it. 8	ould take the medicing	e every four to six hours.	
B : Yes, son	me common side effe	cts include an upset stomach and d	lizziness.

Self-Check

Appendices

Listening Scripts 103

Answers 116



Listening Scripts

Lesson 1 Everyday Conversations

Section 1 Small Talk

Situation A

Get Ready

M: It's boiling hot outside, isn't it?

W: Yeah, it's hot and humid. I can't wait until winter.

M: Are you a cold-weather person?

W: I prefer a cold winter to a hot summer. And I can snowboard in the winter!

M: Oh? You like snowboarding? Me too! We should go snowboarding together sometime.

W: That's a great idea.

Listen Up

W: It's overcast and soggy out there, isn't it?

M: Yeah, it's very cloudy and wet today. I really hope we have a sunny day tomorrow.

W: Me too. But I heard it will rain on Friday.

M: No way! I hate the rain. It makes me feel depressed.

W: Unfortunately, it's supposed to rain on Saturday as well, and then it will snow on Sunday.

M: What awful weather! I'll be staying indoors and reading books all weekend.

W: Oh? You like reading?

M: Yeah, I always try to read a lot. ... Well, I should be going. I've got to meet my friends. I enjoyed talking to you.

W: It was nice to see you. Bye.

Situation **B** p. 10

Get Ready

M: Hi, Emily.

W: Hi, Kevin. What did you do last weekend?

M: I visited my family and took my dog to the park. What were you up to?

W: I binged on my favorite movies all weekend, and it was fantastic!

M: That's great!

Listen Up

W: Daniel, what are you up to this weekend?

M: Hey, Susan. Well, I'm not sure. What are you doing?

W: I'm thinking of watching a movie.

M: Wow! That's a great idea!

W: Would you like to come along?

M: Sure! What movie do you want to see?

W: I heard that a newly released action movie is good. Do you like action movies?

M: I really love action movies. What time do you want to meet up?

W: I'm easy. What time do you prefer?

M: How about this? First, let's meet up for lunch at noon and then see a movie afterwards.

W: Okay. That sounds perfect.

Real-Life Task 1 p. 12

Step 1

p. 8

W: Good morning. I'm Bora Kim.

M: And I'm Yunho Lee.

W&M: Welcome to today's IBC News national weather

M: The weather in Seoul, Korea, today is expected to be cloudy all day long. It will rise from 3 degrees Celsius in the morning to 14 degrees in the afternoon. In Daegu, it will be cloudy in the morning but clear and sunny in the afternoon. It is expected to be 4 degrees in the morning and 16 degrees in the afternoon. Bora, how about Busan and Jeju-do?

W: In Busan, it will rain in the morning, but the rain will stop and it will be partly sunny with some clouds in the afternoon. It is expected to be 7 degrees in the morning and 15 degrees in the afternoon. You can enjoy sunshine all day long in Jeju-do. It will start at 8 degrees and rise to 15 degrees in the afternoon. This has been Bora Kim.

M: And this has been Yunho Lee from IBC News. Thank you for listening.

Section 2 Public Transportation

Situation **A**

p. 14

Get Ready

M: Can you tell me which bus goes to City Hall?

W: Sure! You can catch the 18 or the 20.

M: Thank you. How many stops are there until City Hall?

W: We're three stops from City Hall.

M: Thanks for your help.

Listen Up

- W: Excuse me. This bus goes all the way to the South Mall, right?
- M: No, I don't think so.
- W: Really? I thought I needed to catch the 15.
- M: Yes, the 15 goes to the South Mall, but this bus is going toward the Convention Center. If you want to go to the South Mall, you should take the 15 heading to Riverside Plaza.
- W: Oh, my goodness! I'm supposed to meet my friend at the mall. What should I do?
- **M:** What about getting off at the next stop and catching the 15 going the opposite way?
- W: Yes, I'll do that. Is it far from the next stop to the mall?
- M: Don't worry. It's not too far. It'll take about 20 minutes, I guess.
- **W:** Phew! That's a relief. I won't be too late. Thanks for the help.
- M: My pleasure. ... Oh! You need to get off here.
- W: Thanks again! Have a good one.

Situation **B**

pp. 16~17

Get Ready

- W: Excuse me. Where can I buy a subway ticket?
- **M:** You can go to the ticket booth or use a ticket machine. But, you know, the booth is very crowded at this time.
- W: Could you tell me where the ticket machine is?
- M: Sure! Go straight and turn left. You can find it on the corner.

Listen Up

- M: Hello, and welcome to Metro City Train. How may I help you?
- W: I'd like to buy a ticket for a train going to the National Museum Station.
- M: One-way or round-trip? Or would you like a pass?
- W: Could you give me more information about the pass?
- M: Purchasing a pass gives you unlimited rides during a certain period. You have the option to use one for seven days, one month, or three months.
- **W:** I think a one-way trip is fine. I don't need to take the subway that often.
- M: Okay. That will be \$3.25.
- W: Here is my credit card.

- M: Thank you.
- W: Could you tell me how long the train ride is?
- M: It will take about 30 minutes. Here is your ticket and credit card.
- W: Thank you. Have a nice day.

Go Live

W: Good morning, passengers. This is the Toronto Subway. We are sorry to inform you that the Line 1 service between King Station and College Station will be temporarily suspended tomorrow, October 13, due to construction work on the tracks. Replacement shuttle buses will run along the route. Once again, due to construction work on the tracks, the Line 1 route between King Station and College Station will not be available tomorrow. Shuttle buses will instead run through the affected route. We apologize for the inconvenience. Thank you for your cooperation.

Check Up p. 21

1 M: What are you up to this weekend?

W:

- (a) It will be rainy this weekend.
- **b** I'm thinking of going camping.
- © Well, I should be going.
- **2 M:** May I have your attention, please? We are sorry to announce that the train for the National Museum Station is delayed approximately 15 minutes. This is due to a fault with the signaling system, which is now fixed. We apologize for this delay and the inconvenience it may cause you.

[3-4]

- W: Welcome to Express Bus. How may I help you?
- M: I'd like to purchase a one-way ticket to Washington, please.
- W: What time would you like to depart? The next bus will leave at 2:30 p.m., and there's one every three hours after that until 11:30 p.m.
- M: I'd like to take the 5:30 p.m. bus, please.
- W: That will be \$30. Anything else?
- M: Could you tell me how long the bus ride is?
- **W:** It'll take about three hours, so you will arrive at about 8:30 p.m.

VI:			

Lesson 2 Shopping in Daily Life

Section 1 Shopping and Paying

Situation A p. 24

Get Ready

M: What can I help you with?

W: I'm looking for some carrots and potatoes.

M: Oh! They're in the produce section.

W: Sorry, I have never been here before. Could you tell me where the produce section is?

M: Sure. It's in aisle 5 on the left.

W: Thank you for your help.

Listen Up

M: Hi. I'm John, your new neighbor. It's nice to meet you.

W: Hi, John. I'm Sarah. Nice to meet you, too.

M: If you don't mind, I have a question. I'm wondering where I can buy groceries around here.

W: There's a large supermarket close by. Do you know Fairmont Bank? It's right next to that.

M: Thanks, Sarah. When does the store close?

W: At 10 p.m. If you need something after hours, there is a 24-hour store behind my house. I don't recommend going there, though, since they don't sell many things.

M: Okay. I think I'll go to the supermarket. I need things like fresh vegetables, some meat, milk, and... oh, I need to buy a pack of bottled water, too.

W: That sounds like a lot to carry. Why don't you try the home delivery service app? It's really convenient.

M: That's a great idea. Have you used it before?

W: Yes, I have. It's very helpful when you're busy.

M: I'll definitely give it a try. Thanks again, Sarah.

Situation **B** p. 26

Get Ready

M: Excuse me. Could you tell me where the athletic shoe store is located?

W: Sure! It's on the third floor of the mall.

M: Great, thanks! Do you know which section it's in?

W: Yes, it's in the sports section, near the gym.

M: Got it. Thanks for your help!

Listen Up

W: Hello. May I help you?

M: I'm looking for a blue leather jacket.

W: All right. How do you like this one? This style is quite popular.

M: It looks good. I'd like to try it on. Where is the fitting

W: Turn right at the corner and you'll see it right away.

[*After a while*]

M: It's too big. Do you have this in a smaller size?

W: I'll go and check. Just a moment, please. [After a while] Sorry, but we don't have any other sizes left in that color. This jacket also comes in green and gray. Would you like to try another color?

M: I prefer blue, but I'll try the green one.

W: Okay. Let me get that for you. [After a while] How does it feel? It looks great on you.

M: It fits well. I like the green one, too. I'll take it.

W: Great. I'll help you at the counter. Do you need a paper bag for it?

M: Yes, please.

Section 2 Problems While Shopping

Situation A p. 30

Get Ready

M: I want to complain about this T-shirt.

W: What seems to be the problem?

M: There's a hole in it. Can I get a refund?

W: Yes, you can. Do you have the receipt?

Listen Up

W: Hello. Can I help you?

M: Yes. I'd like to make a complaint about these bluetooth earphones, and I want to exchange them.

W: May I ask why you want to exchange them?

M: I like the style, but they are not working properly. One side makes a clicking sound, and the power keeps turning on and off.

W: That's strange. There must be a problem with the wiring.

M: I think so too. I tried to use them several times, but the problem kept happening.

W: I am very sorry for the inconvenience. Do you have your receipt?

M: Yes. Here it is.

- **W:** Thank you. Let me get you a new pair. [*After a while, handing over a new pair*] Would you like to try them now?
- **M:** [Checking the connection status of on the earphones] They sound nice and clear. They seem to be working well. Thank you for your help.
- **W:** No problem. Could you sign here to confirm the exchange?

M: Sure.

Situation **B**

pp. 32~33

Get Ready

[The sound of a doorbell]

- W: Who is it?
- M: Good afternoon. I'm here with your delivery.
- **W:** [*After opening the door*] Thank you. I was expecting it to arrive yesterday. Could you please tell me how to file a complaint about the delay?
- M: I apologize for the inconvenience. I'll be happy to provide you with the details on how to file a complaint.

Listen Up

[Phone rings.]

- **M:** Hello. This is the customer service center. My name is Eric Lee. How may I help you?
- **W:** Hi. I'm calling about a delivery that I haven't received vet.
- **M:** I apologize for the inconvenience. What is the item that you ordered?
- W: It's a scarf. I ordered it on May 2, but it's still not here.
- M: Could I get the order number, please?
- W: It's 57312. It's a birthday gift for my mother. Could you check the shipping status?
- M: Of course. I really do apologize, but your order was not processed properly.
- W: Excuse me? What happened? It's very disappointing.
- **M:** I think there was a system issue. For the inconvenience, we can ship the package to you for free immediately.
- **W:** It's too late, and I'm very dissatisfied with your delivery service. I just want a refund.
- **M:** Okay. I'll process the refund right away. Once again, I'm sorry for the inconvenience.

Go Live

[*Music*] An AI chatbot is available to serve you. If you wish to use this feature, you can be connected immediately without any wait.

- M: Hi there.
- **W:** Good afternoon. This is Sophia from the customer service center. How may I assist you today?
- M: I'd like to file a complaint about a late delivery.
- **W:** I apologize for the inconvenience. What's the order number?
- M: It's 13425. According to the latest delivery status, it was already delivered, but I haven't received anything yet.
- W: Let me check for you.
- M: Please check the address on my account as well.
- W: Your name is Mr. DH Kim, and your address is 8915 S. Parkway. Is that correct?
- M: That's right. When can I expect the delivery? It's been almost a week.
- W: I apologize for the delay, which is due to it being the peak season. As compensation, I would like to offer you a 20% discount on your next purchase.
- M: I don't really care about that. Since the package won't arrive when I need it, I'd like to just cancel the order and get a refund.

Check Up p. 37

1 M: Excuse me. Could you tell me where the fruit section is? This is my first visit.

W:____

- a Sorry, we don't have an organic section.
- **(b)** I apologize for the delay in the delivery of your fruit.
- © It's in aisle 5, on the left.
- 2 M: I'd like to exchange these pants for a larger size.
 - W: Sure. That's not a problem. Let me see your receipt, please.
 - M: Here you are.
 - **W:** Could you please wait a moment? I'll get them right away.

[3-4]

- W: Hello. Can I help you?
- M: I want to return this bluetooth speaker.
- W: Okay. May I see your receipt?
- M: Certainly. I have it right here.

- **W:** What is the problem with the speaker?
- M: The sound quality is poor. I'm dissatisfied with it.
- **W:** Would you like to exchange it for a different one?
- M: No, thank you. A refund is all I want.

Lesson 3 Enjoying Tasty Times

Section 1 Ordering Food

Situation A

p. 40

Get Ready

- W: Hello. What would you like today?
- M: I'd like an iced milk tea, please.
- W: Do you want anything else with that?
- M: Yes, I'd also like a slice of chocolate cake.
- W: That'll be 10 dollars and 50 cents.
- M: All right. I'll pay in cash. Here you go.

Listen Up

- M: Hello. What can I get for you today?
- W: I'll have a latte with vanilla syrup, please.
- M: What size would you like, small, medium, or large?
- W: Medium, please. And could you please use soy milk?
- M: Sure thing. Can I get you anything else?
- W: I'll also have a slice of strawberry cream cake. That's all.
- M: Is that for here or to go?
- W: To go, please.
- M: That'll be 12 dollars.

W:

Situation **B**

p. 42

Get Ready

- M: Hello. How can I help you?
- W: Hello. We'd like a table for two, please.
- M: Sure. You can sit right here. Can I get you anything to drink?
- W: I'll have a lemonade, and my friend would like a glass of water, please.
- M: One lemonade and one glass of water, right?
- W: Exactly.
- M: Great. I'll be right back.

Listen Up

M: Good afternoon, ma'am. May I take your order?

- W: Yes. Could we have one grilled chicken salad to start? And could you tell me what this is?
- M: You mean the arancini? They're Italian fried rice balls filled with tomato sauce, mozzarella cheese, and peas. I would highly recommend trying them as a starter.
- W: That sounds interesting. We'll also have one order of arancini. I'd also like to have the spaghetti with garlic and olive oil.
- M: Oh, you mean spaghetti aglio e olio, right?
- W: Yes, and one margherita pizza, please. That's all.
- M: Certainly. Let me check your order. One grilled chicken salad and one order of arancini for starters, and one spaghetti aglio e olio, and one margherita pizza. Is that correct?
- W: Perfect. Also, I have a peanut allergy. Could you please ensure that there are no peanuts in our order?
- M: I think the grilled chicken salad may come with peanut dressing, but I'll check with the kitchen. If so, would you like an alternative dressing?
- W: Yes, please. Any dressing without peanuts would be fine. Thank you.

Real-Life Task 1

p. 44

Step 1

[Phone rings.]

- W: Good afternoon. This is Mac's Tacos. How can I help you today?
- M: Hi. I'd like two beef tacos and an order of guacamole and chips, please.
- W: Sure. Pickup or delivery?
- **M:** Delivery, please.
- W: Can I get your address and phone number, please?
- M: It's 45 7th Street, Apartment 5. And my number is 555-2134.
- W: Okay. Will that be it?
- M: Could I get some extra chili sauce?
- W: Sure. Anything else?
- M: Can I pay by card?
- W: No problem. That's everything, right?
- M: Yeah, that's it.
- W: That'll be 16 dollars and 50 cents, and it'll take about 45 minutes to deliver your order. Thank you for choosing Mac's Tacos.

Section 2 Giving Compliments and Making Complaints in Restaurants

Situation **A**

p. 46

Get Ready

- M: Did you enjoy your food today?
- W: The pizza was great. I liked that there was a lot of cheese on it!
- M: That's good to hear. Thanks.
- W: And I loved the potato chips. They were very crispy.
- M: I'm glad you liked them.

Listen Up

- **W:** Thank you for visiting our restaurant. How was your dinner, sir?
- **M:** It was perfect! Everything from the food to the service was amazing.
- W: I'm so glad you like our restaurant. I've been running this place for five years, and we have many loyal customers.
- **M:** This is our first visit, so we asked the server for a recommendation. I especially loved the ribeye steak she recommended!
- W: I saw Nancy serving you. She is our best server.
- M: She was always taking care of us and even helped me find my lost wallet. I promised her that we would come back for my birthday later this year.
- **W:** If you make a reservation, I can make sure Nancy is your server.
- **M:** Great. I'm definitely going to recommend this place to others.
- W: I really appreciate that. Here's our restaurant's business card.
- M: Thank you. See you soon.
- W: Thank you, sir. Goodbye.

Situation **B**

pp. 48~49

Get Ready

- **M:** Excuse me, but I found a hair in my food. Could you replace it, please?
- **W:** I'm terribly sorry about that, sir. I'll have the kitchen redo your order right away.
- M: One more thing. The music is way too loud in here.
- W: I'm very sorry, sir. I'll turn it down immediately.

Listen Up

- M: Here's your aglio e olio. I apologize for the wait.
- **W**: Excuse me, but this isn't what we ordered. We were waiting for a marinara pizza.
- M: Oh, I'm sorry. Let me check with the kitchen and get it to you right away, ma'am.
- **W:** We've been waiting for 30 minutes already! Also, some of the gnocchi we got earlier were undercooked and cold. I'm really disappointed.
- M: I'm sorry. We have a lot of orders today, but I'll bring your pizza as soon as possible. Would you like me to reheat the gnocchi for you?
- **W:** No, thank you. I'm just really hungry and want the pizza now.
- **M:** Of course, I understand. May I take your empty plates away for you?
- W: Yes, please.
- M: I apologize for the mistake and the cold gnocchi. Let me see if we can offer you complimentary desserts or something to make up for the trouble.
- W: Okay. Thank you.

Go Live

- M: Hello, everyone. This is Tom.
- W: And I'm Olivia.
- M: Today, we're trying some spicy fried chicken and cheese balls from a newly opened chicken shop, Crispy Chicken Club. The delivery was super fast, wasn't it, Olivia?
- W: Yeah, it only took about 25 minutes. That's really fast.
- M: Well, let's try the food.
- W: I can't wait.
- **M:** [*Eating chicken*] Well, the chicken looks good, but it's a little cold and salty for my taste.
- **W:** Yeah. I have to say, though, it is perfectly crispy and seasoned well.
- M: Agreed. Let's try a cheese ball.
- W: Okay.
- **M:** [*Eating a cheese ball*] Well... It's not that bad, but it's a bit soggy and greasy.
- **W:** Yeah, it has too much oil in it. I definitely prefer the chicken to this.
- M: Next time, let's try something different. If you enjoyed this video, please leave a comment below. Thank you. Bye.

Real-Life Task 2

p. 50

Step 1

M1: Hi. I'm Max. My favorite restaurant is called Bossam Nova, and they sell bossam and jokbal. They deliver very quickly, and the staff is always friendly. Unfortunately, the prices are a little high, and there aren't that many tables in the restaurant. Overall, I give it 4 stars out of 5.

W: Hi. I'm Cathy. One of my favorite restaurants is The Giant Chicken, which serves a variety of chicken dishes. Its signature dish, seasoned spicy chicken, is excellent, and the restaurant is big and clean. I heard they fry their chicken with clean oil every day, but sometimes it's too greasy. I'd give it 4 stars.

M2: Hi. I'm Alex. Let me introduce K-Grill Lab. It's a Korean barbecue restaurant that attracts many customers. The meat is well aged and soft, and they offer unlimited free refills on side dishes. One weak point, though, is that there's always a long line at the door because it's so popular. I will give it 4.5 stars. Thank you for listening.

Check Up p. 53

1 M: Here's your change. How was your food today?

- a Everything was perfect.
- **b** I'd like a table for two, please.
- © I'm so glad you like our restaurant.
- **2** W: Hi. I'll have a latte with vanilla syrup, please.
- M: What size would you like, small, medium, or large?
- W: Large, please. Can you please use low-fat milk?
- M: Absolutely. Anything else?
- W: That's it.
- M: That'll be \$5.

[3-4]

- W: Here's your cream pasta, sir. I'm sorry for keeping you waiting so long.
- M: We've been waiting for 20 minutes! Also, I found a hair in my chicken soup.
- W: I'm terribly sorry about that. I'll have the kitchen redo your order right away.
- M: Thank you. This is one of my favorite restaurants, but I'm very disappointed.
- W: I completely understand your disappointment. I think

we can offer you complimentary desserts or something to make up for the trouble.

M: Thank you. Complimentary desserts would be appreciated.

W: I see. May I take your empty plates away?

M: Yes, please. Thank you.

Lesson 4 Entertainment and Leisure in Everyday Life

Section 1 Entertainment Activities

Situation A

p. 56

Get Ready

[Phone rings.]

M: Thank you for calling the New Orleans Performance Information Center. How may I assist you?

W: Hello. Can you give me information about the jazz band concert next month?

M: Sure. It'll feature a band called Smooth Groove, and you can buy tickets online now.

W: Thank you so much for your help. I'm really looking forward to the Smooth Groove jazz concert!

Listen Up

M: Hey, did you manage to book our concert tickets?

W: Yeah, I got seats in a side section. Tickets are \$30 per person, and the concert is on October 18 at 5 p.m.

M: Got it. I'll save it in the calendar on my phone.

W: Good idea. We should leave early that day to avoid traffic since the concert hall is far from the city center.

M: Sure thing. How far are our seats from the stage?

W: They're in the front row and very close to the stage. We'll have a great view of our favorite singers.

M: I'm excited to see them. There might be a special guest performer, too.

W: Yeah, I have no idea who it might be. It's always fun to see unexpected guests.

M: Absolutely. Thanks for booking the tickets.

W: No problem. I can't wait to see our favorite singers up close.

Situation **B** p. 58

Get Ready

M: Excuse me. Could you tell me where the Van Gogh Exhibition is located?

W: Sure! It's located on the third floor, right next to Gallery 2.

M: Thanks a lot! I'm really excited to see Van Gogh's paintings up close.

W: I'm sure you'll enjoy them.

Listen Up

[Phone rings.]

W: Hello.

M: Hi. I'm calling to make a group reservation for the Traditional Korean Painting Exhibition for my art club. We have 20 people.

W: When would you like to visit?

M: We'd like to come on Sunday, June 23, at 10 a.m.

W: Regular admission is \$8 per person, but groups of 15 or more get a discounted fee of \$6 per person.

M: Wonderful!

W: Can I have your contact information and the name of the art club?

M: Sure. I'm John Smith, the president of the Art Lovers Club. My phone number is 014-305-5891. I can't wait to see the exhibition!

W: You will not be disappointed. For your information, the exhibition is open on weekends from 10 a.m. to 5 p.m. No photography is allowed.

M: Got it. How can we pay for and receive our tickets?

W: You have to pay for the tickets at the ticket booth on the day of your visit.

M: Thank you for your help!

W: We're looking forward to having your art club visit!

Section 2 Leisure Activities

Situation **A**

p. 62

Get Ready

M: Hi. I'd like to buy two tickets for the volleyball game today.

W: Sure. Home or away section?

M: Away section, please.

W: All right. Here you go. That will be \$40.

M: Thanks. I'm a big fan of the Nova Spikers. They're

my favorite team!

W: That's great! Have fun at the game.

Listen Up

M: Hey, are you enjoying the game so far?

W: Absolutely! I love being here and feeling the energy of the crowd. I'm really excited to watch the third quarter.

M: Me too. My favorite moment was that dunk in the last quarter. It was so cool seeing it up close.

W: I totally agree. Being here in person is a great experience.

M: Yes, I can't wait for the rest of the game.

W: Same here. I was really surprised to see our faces on the big screen. That just added to the excitement.

M: Definitely. By the way, I'm feeling pretty hungry. Why don't we grab some snacks right now before the third quarter starts?

W: Sounds good. Let's see what they have available.

M: Great. Oh, I heard there's a souvenir shop where they sell home team T-shirts. Do you know where it's located?

W: It's near the main entrance, on the right side. They have T-shirts, socks, and other things like that. Let's check it out.

M: Perfect. I enjoy collecting souvenirs, so let's grab some snacks first and then head to the souvenir shop.

W:

Situation **B**

pp. 64~65

Get Ready

[Phone rings.]

M: Good afternoon. Thank you for calling WonderWorld Travel Agency. How may I help you today?

W: Hi. I'd like to book a three-night trip to the West Coast. I really like traveling by train. Can you help me plan my trip?

M: Sure. We have a \$300 train package. It includes a guided bus tour along the coast at the destination.

W: That sounds great.

Listen Up

W: Thanks for joining us on this camping trip! I'm Amy from Happy Travel Agency. This bus tour has a total of 20 participants.

- M: I really enjoy group trips! Are we going rafting on the James River first?
- W: Yes, we're all set for the river rafting.
- M: What about the camping? Do we need to buy something?
- W: No. Our team has everything covered for a great trip, including camping gear, snacks, and meal ingredients.
- M: What about bugs? Will they be a problem?
- W: Don't worry. We have enough bug spray for everyone.
- M: That's a relief.
- W: By the way, have you ever roasted marshmallows on a campfire?
- M: I have! And I'm ready to roast them again. I love roasting marshmallows.
- W: You're a professional camper. All right, we'll be making a quick stop at the next rest stop. Be back on the bus in 10 minutes.

Go Live

W: Hello, listeners! Are you ready for a vacation to remember? WonderWorld Travel Agency is here to make your dream trip come true! Our first stop will be a Great Barrier Reef Expedition! Explore the stunning UNESCO-listed site, and encounter captivating marine life while snorkeling or diving. Next, take a walk on the wild side in our Unforgettable Outback Safari! Enjoy a wild adventure through Australia's unique landscapes, encounter fascinating wildlife, and marvel at the majestic Uluru. We'll finish the trip with a Whitsunday Islands Getaway! Relax on beautiful beaches, swim in clear waters, and explore rainforests. For any questions or assistance, please don't hesitate to contact us. Remember, WonderWorld Travel Agency is where unforgettable journeys begin. Book today, and let your dream adventure start!

Check Up p. 69

1 M: Hi, Janet. Have you heard about the K-pop concert that will be held in our city this weekend?

- (a) Yeah, I'm looking forward to classical music at home this weekend.
- (b) Yes, I have! I'm so excited about it.
- © I'm curious about what kind of music you like.
- 2 M: Welcome to the baseball stadium. Ladies and

gentlemen, please welcome our guest, Olympic gold medalist Mina Kim. She will be throwing the first pitch today. Let's give her a warm round of applause and show her our support! I'm sure this will be one of your favorite moments here at the stadium.

[3-4]

- W: Welcome to the Cartoon Art Exhibition. How can I help you?
- M: Hi. I'm here to see the exhibition. How much are tickets?
- W: They're 10 dollars for adults.
- M: Okay, I'll take one.
- W: Here you go. The Cartoon Art Exhibition is on the second floor.
- M: I'm really excited. I'm a big fan of Jim Lee.
- W: I hope you have a good time.

Lesson 5 Using Public Services

Section 1 Living Conveniently

Situation **A**

p. 72

Get Ready

- M: Hello. May I help you?
- W: Yes, I would like to open an account.
- M: Sure thing. What kind of account would you like to open, a savings account or a checking account?
- W: A savings account, please.
- M: Okay, ma'am. Please sit down.

Listen Up

- W: Good morning, and welcome to Happy Bank. How can I help you?
- M: Good morning. I'd like to open a bank account.
- W: What kind of account would you like to open, a savings account or a checking account?
- M: Well, I want to apply for a debit card. That's why I need an account.
- W: Okay, then you need a checking account. I can set it up for you now.
- M: Sounds good.

W: First, please fill out this application form.

M: Sure. ... Here it is.

W: Thank you. May I have your picture ID, please?

M: Sure. Here you are.

W: Thanks. You need to deposit a minimum of \$50 into your new checking account. How much will you deposit?

M: I will deposit \$300 today.

Situation **B** p. 74

Get Ready

M: Good morning, ma'am. Can I help you?

W: Yes. I'd like to send this package. Which window should I go to?

M: Please go to the window marked "Parcel Post."

W: Thank you.

M: My pleasure.

Listen Up

M: Welcome! What can I do for you today?

W: I want to send this package to Singapore.

M: How would you like to send it, by First-Class, Priority, or Global Express?

W: What's the difference between them?

M: Each delivery speed is different. Priority takes about four days while First-Class delivery takes more than a week. Global Express is faster than Priority but is more expensive.

W: Okay. I'll go with Global Express delivery.

M: Sure. What are the contents of your package? Does it include any valuable or fragile items?

W: No. They're just books. How much will that be?

M: Let me weigh your package first, then I can calculate the cost for you. ... It weighs about five pounds, so the total is \$80.50.

W: Okay. Here's my credit card.

M: Here is your receipt. Thank you for using our service.

Real-Life Task 1 p. 76

Step 1

M: Welcome, everyone. Here's how to make a withdrawal at the ABC Bank ATM. First, insert your card into the ATM. Next, type your four digit PIN and press "Enter." Then, select the "Withdrawal" button to get cash. Now, select which account you would like to

withdraw from, and then select the amount of money you would like to get. Last, take your card, money, and receipt. Thanks for banking with ABC Bank.

Section 2 Living Safely

Situation A p. 78

Get Ready

[Phone rings.]

M: Hello, Greenfield Police Department. Can I help you?

W: Yes, please. A man is climbing over the wall of my neighbor's house.

M: What is the address?

W: 850 Sunnyville Road.

Listen Up

[Phone rings.]

M: Greenfield Police Department. This is Officer Max Carpenter. How can I help you?

W: There was a theft at my house last night.

M: At what time did it happen?

W: How should I know? It happened while I was sleeping.

M: All right. What are your name and address?

W: My name is Sandra Mayer. I live at 28 Main Street.

M: Was anything stolen?

W: Yes. All my jewelry is gone, and my money, too.

M: Is there any sign of someone breaking in?

W: Yes. My front window was broken.

M: Thank you, Ms. Mayer. We'll be there in about half an hour. Please don't touch anything.

Situation **B** pp. 80~81

Get Ready

[Phone rings.]

W: 911. Can I help you?

M: Yes, it's an emergency. There's been a car accident.

W: Could you tell me your name and location now?

M: My name is William Smith. I'm on the corner of South Street and Green Avenue.

Listen Up

[Phone rings.]

W: 911. What is your emergency?

M: My friend has fallen off the roof!

W: Off the roof? Is he badly hurt?

- M: He is bleeding. We were cleaning the roof when he slipped and fell.
- W: We will send someone immediately. Is your address 16 Main Street? That's the information we have in our system.
- M: Yes, that's right. It's the big white house on the corner. Please hurry.
- **W:** We will. Does it look like your friend broke anything? Is he moving at all?
- M: He can move. He's saying he is fine. But I told him not to move.
- W: The ambulance is on its way. Make sure your friend doesn't stand, sit up, or move at all.
- M: Okay. I'll sit next to him and take care of him until the ambulance arrives.
- W: Good. If you wait a little bit, the ambulance will arrive soon. Everything will turn out okay.

Go Live

W: If you see a teen or an adult suddenly collapse, do you know what to do? Call 911 or ask someone to call 911. Then begin performing hands-only CPR as needed. Find the center of the chest. Press hard and fast at least 2 inches deep at a rate of 100 to 120 beats per minute. Don't stop until help arrives. Let's review the process again. If you see a teen or an adult suddenly collapse, call 911 or have someone nearby call 911. Begin administering hands-only CPR by pressing hard and fast on the center of the chest at a rate of 100 to 120 beats per minute. Continue to do this until help arrives. By learning these simple steps you can help us save a life. This has been a public service announcement from the Santa Clara County Emergency Medical Services System.

Check Up p. 85

1 W: I would like to open a bank account.

M:

- a Why don't you open the window?
- **b** Here you go. Thank you.
- © What kind of account would you like to open?
- 2 M: Hello, everyone. This is Officer Michael Dunn from the NYPD. We have a lost boy named David. He was found near the park's main gate, and he's

looking for his mom. He's five years old, and he's wearing a yellow shirt and glasses. You can find him at the information center at the main gate. Thank you.

[3-4]

[Phone rings.]

M: 911. How can I help you?

W: There is a man passed out.

M: May I have your location, ma'am?

W: Ocean Street, near the Dream City Mall.

M: Okay, ma'am. The ambulance will be there in two minutes. Please stay there. We'll find you.

W: All right. Please hurry.

M:

Lesson 6 Maintaining a Healthy Lifestyle

Section 1 Improving Your Health

Situation A

p. 88

Get Ready

W: Hey, how's the fitness class going?

M: I'm enjoying it very much. It's a great way to challenge myself.

W: That's great to hear. I've been thinking about trying it out myself. What exercises do you do?

M: We stretch, run, and lift weights.

W: That sounds like a great workout.

M: Definitely! Why don't you give it a shot?

W: I will. Thanks for the information.

Listen Up

- W: Welcome to our gym. I'm Sarah, and I'm a trainer here. I specialize in creating personalized fitness plans.
- M: Hi, I'm Daniel. I want to get in shape, but I'm not sure where to start.
- W: You've come to the right place, Daniel. Let's start with a body composition analysis.

M: Sure. That sounds good.

[*After the analysis*]

W: Your bones make up 15% of your weight, which is normal.

- M: Okay.
- W: But you have 30% of non-essential fat.
- M: I see.
- **W:** Your muscle tissue is at 25%, which is below average. We'll need to work on increasing that number.
- M: All right.
- W: Don't worry. We can design a plan suitable for your body type. In my opinion, you should begin with cardio training. This workout includes running, jumping rope, and using a stair climber.
- M: Well, I'm not really a fan of any of those.
- W: Then how about trying one of our group classes, like indoor cycling? They're fun, and you'd be working out with a group of people who have similar goals.
- M: Sounds interesting. I'll give it a shot.
- **W:** Let me set up your schedule, then. What times of day are best for you?

M:

Situation **B**

p. 90

Get Ready

- M: Hey, Jane. How are you? You seem a bit exhausted lately.
- W: Yeah, I've been trying to catch up with schoolwork.
- M: I recently joined an outdoor adventure club, and it's been fantastic. The beautiful scenery and physical activity have done wonders for my mood and energy levels.
- **W:** Oh, really? I've never considered doing something like that before.
- M: You should give it a try.
- W: That sounds interesting. I'll give it a shot. Thanks.

Listen Up

- W: Hey, Jin. What are you planning to do this weekend?
- M: I don't have any plans, Kate. Why do you ask?
- **W:** Well, I wanted to invite you to join the meditation club that I lead. We've been practicing meditation for two years now, and we're looking for new members to join by September 5.
- M: Meditation? I've never tried that before.
- **W:** You should give it a try. We usually sit still and focus on our breathing for about 10 minutes. It's really calming.

- M: Hmm... I don't know. I'm not sure if I can sit still for that long.
- W: Don't worry. We start with short sessions and gradually increase the length as people get more comfortable.
- M: What are the benefits of meditation?
- W: It can help you concentrate better, reduce stress, and promote emotional well-being. You should try it.
- M: Okay. I'll give it a shot. How do I join?
- **W:** Great! We have sessions every Monday at 12:30 in room 501. You're welcome to come and check it out. Our community is really supportive.
- M: Thanks for letting me know.

Section 2 Managing Diseases

Situation A

p. 94

Get Ready

- **W:** Welcome to St. Michael's Medical Center. Are you here for an appointment today?
- M: Yes, I have an appointment with Dr. Lee.
- W: All right. Could you please tell me your name?
- M: Sure. It's Luke Anderson. By the way, will I have to wait for a long time before seeing the doctor?
- W: Not at all, Mr. Anderson. Dr. Lee will be with you shortly.

Listen Up

- M: Good morning! How can I help you today?
- W: Hi! I've been dealing with headaches every day for the last two weeks.
- **M:** I see. Could you tell me more about your headaches? How bad are they?
- **W:** Not too bad. The pain is manageable.
- M: I think you might have tension headaches. They can be caused by stress, poor posture, or tension in your head and neck.
- W: What should I do to prevent them?
- M: You should include relaxing activities into your daily routine, such as practicing gentle yoga. Additionally, try to take deep breaths as often as possible. If that doesn't help, I can prescribe some medicine for you.
- **W:** Okay, I'll make sure to follow your instructions and try to relax more. Thank you, Doctor.
- M: You're welcome. Let's schedule another appointment

in a few weeks to check on your progress.

W: Okay, thank you.

Situation **B**

pp. 96~97

Get Ready

- M: Hi. Do you have any medicine for a stomachache that I can buy without a prescription?
- W: Yes, we have a few options. Do you prefer pills or liquid?
- M: I prefer liquid.
- W: Here you go. This is good for stomachaches. You should take two spoonfuls every four to six hours.
- M: Thanks.

Listen Up

- W: Hi. I have a prescription for eye drops. The doctor said I have an eye condition that makes my eyes itchy
- M: Okay, let me take a look. It looks like these eye drops are used to relieve allergy symptoms.
- W: All right. How often should I use them?
- M: The doctor has prescribed one drop in each eye twice a day. You should use them in the morning and before going to bed.
- W: Got it. How long should I use them for?
- M: You should use them for as long as the doctor has instructed. But on the label, it says to use them for seven days.
- W: Okay. Are there any side effects?
- M: Yes, some common side effects include blurred vision and stinging. If those side effects continue, you should contact your doctor.
- W: All right, thank you.
- M: You're welcome.

Go Live

- M: Good afternoon, and welcome to our talk show on proper medication usage. Today, we have Dr. Emily Olson, an expert in medicine, joining us. Dr. Olson, can you tell us why we should be aware of the dangers of taking medicine in the wrong way?
- W: Sure. Taking medicine in the wrong way can harm your body and mind. For example, taking medicine without a doctor's recommendation can cause serious side effects. You may become addicted to it. This can

be terrible for both you and your loved ones. I once had a patient who took strong painkillers without a prescription for many years. She felt dizzy and sick all the time, but she kept taking more medicine to make the symptoms go away. As time passed, she became more and more addicted to the medicine. She started to disregard her work and family. Eventually she lost her job, and her health was destroyed.

Check Up p. 101

1 M: I'm exhausted from trying to catch up with my schoolwork. Any suggestions on what I could do?

W:

- (a) You should submit your schoolwork earlier than
- **b** I would suggest making some time for outdoor activities.
- © The exercise should involve a lot of running and jumping.
- 2 W: Chris, could you show me how to use these dumbbells?
 - M: Absolutely, Michelle. It's best to start with lighter weights and really focus on your form.
 - W: I've heard that lifting heavy weights brings faster results. Is that right?
 - M: Well, diving into heavy weights right away can be risky. I'd suggest starting with lighter ones and gradually adding more weight.
 - W: Got it. Thanks for the advice. I'll start with these lighter ones then.

[3-4]

- M: Good morning! What seems to be the problem today?
- W: Hi! I've been experiencing uncomfortable fullness after meals for the last two weeks.
- M: I see. Could you describe the symptoms of your discomfort? How often does it occur?
- W: It's been happening almost every day, and it is quite uncomfortable.
- M: It sounds like you may be experiencing indigestion. It can be caused by various factors, including overeating or food poisoning.

W:	What	should	I	do	to	relieve	the	pain?
----	------	--------	---	----	----	---------	-----	-------

Answers

Lesson 1 Everyday Conversations

Section 1 Small Talk

Warm Up

p. 7

A I Sample Answer I

I think the topics in Group B are appropriate because they are light and useful for finding common interests.

B 1 (B), (c)

2 (A), (b)

3 (C), (a)

C 1 (b)

2 (a)

3 (c)

Situation **A**

pp. 8~9

Get Ready

(c)

Listen Up

1 © 2 @

3 (1) Friday (2) Saturday (3) Sunday

Further Communication

I Sample Answer I

A: Hey, Lilly. It's good to see you. How are you?

B: Hey, John. I'm good, thanks. How's it going?

A: I'm fine. Wow! It's hot outside, isn't it?

B: Yes, it is. Do you know what the weather will be tomorrow?

A: Yes, I checked the weather forecast. It'll be warm in the morning but windy in the afternoon.

B: Oh, really? Thanks. By the way, where are you off to?

A: I'm off to a nearby mountain. I'm going to go hiking.

B: Oh? You like hiking?

A: Yeah, I like hiking these days.

B: I love hiking, too. Would you like to go hiking together sometime?

A: Sure! Why not? ... Well, I should be going. See you later!

B: It was nice to see you. Bye!

Situation **B**

pp. 10~11

Get Ready

(c)

Listen Up

1 ⓐ **2** (1) F (2) T (3) F

3 lunch, see/watch a movie

Speak Out

(1) (d) (2) (c) (3) (a) (4) (b)

Further Communication

I Sample Answer I

A: What did you do last weekend?

B: I ran some errands. How was your weekend?

A: It was boring. I did housework all weekend. What are you up to this weekend?

B: I'm not sure. Do you have any plans?

A: Not yet. How about going shopping together?

B: That sounds great! When should we meet?

A: Are you free Saturday afternoon?

B: Sure. Let's meet at 3 p.m. Where should we meet?

A: What about meeting at 7th Avenue Station?

B: All right. I'll see you there at 3 p.m. on Saturday.

A: See you then.

Real-Life Task 1

p. 12

Step 1

Daegu:







Step 3 | Sample Answer |

A: Good morning, everyone. Welcome to the Australian National Weather Forecast. Let's dive into tomorrow's weather outlook. In Canberra, it will be partly cloudy and chilly in the morning, but mostly cloudy and hot in the afternoon. It is expected to be 14 degrees Celsius in the morning and 23 degrees in the afternoon.

B: In Sydney, it will be partly cloudy but warm in the morning, but it will be rainy and windy in the afternoon. It will be 21 degrees in the morning and 25 degrees in the afternoon.

C: In the Gold Coast, it will be chilly in the morning at 19 degrees, but it will be overcast and 22 degrees in the afternoon. What about Brisbane?

D: In Brisbane, you can enjoy warm sunshine all day long. It will be 23 degrees in the morning and 27 degrees in the afternoon. This is the Australian National Weather Forecast. Thank you for listening.

Section 2 Public Transportation

Warm Up

p. 13

A I Sample Answer I

- airplane, bicycle, taxi, ship, train, etc.
- My favorite means of transportation is a bicycle because it is fun and good for my health.

B 1 take

2 depart

3 toward

C 1 ©

2 (b)

3 (a)

Situation A

pp. 14~15

Get Ready

(a)

Listen Up

1 ⓐ **2** (1) F (2) F (3) T

3 (1) opposite (2) got off (3) next

Speak Out

(1) © (2) b (3) e (4) f

Further Communication

I Sample Answer I

A: Welcome to Express Bus. How may I help you?

B: Hello. I'd like to purchase a one-way ticket to San Francisco, please.

A: What time would you like to depart? The next bus will leave at 1 p.m., and there's one every two hours after that until 11 p.m.

B: I'd like to take the 1 p.m. bus, please.

A: Okay. That will be \$26. Anything else?

B: Can you tell me how long the bus ride is?

A: It'll be about one hour. However, it could be a little longer or shorter, depending on the traffic situation.

B: Got it. Thank you for the information. [*Paying*] Here's my credit card.

A: Thank you. ... Here is your card, as well as your ticket. Please arrive at Gate 5 at least 10 minutes before the bus departs.

B: Okay. Have a nice day.

Situation **B**

pp. 16~17

Get Ready

(c)

Listen Up

1 (a) 2 (c)

3 (1) unlimited rides (2) one month (3) subway often

Go Live

December → October

Further Communication

- (1) From King Station to College Station.
- (2) Replacement shuttle buses will run
- (3) construction work on the tracks

Communication Focus

p. 19

B I Sample Answer I

1 What are you up to this weekend?

2 Where can I buy a subway ticket?

3 Take the Orange Line and transfer to the Green Line.

Culture in Everyday Life

p. 20

A 1 ©

2 (a)

3 (b)

C | Sample Answer |

The Schwebebahn in Germany is the oldest train with hanging cars. It began operation in 1901, and over 85,000 passengers use it every day to travel around Wuppertal.

Check Up

p. 21

1 (b) 2 (c)

)

4 (a)

5 d

6 ©

7 I Sample Answer I When should we meet? **8 I Sample Answer I** Where should we meet?

3 (c)

Lesson 2 Shopping in Daily Life

Section 1 Shopping and Paying

Warm Up

A Woman: (a), (c), (f) Man: (b), (d), (e)

B 1 (b)

2 © 3 d

4 ⓐ

C 1 © 2 a 3 b

Situation A

pp. 24~25

p. 23

Get Ready

(c)

Listen Up



2 (1) T (2) T (3) F **3** (1) next to (2) home delivery

Further Communication

I Sample Answer I

A: Good afternoon. Can I help you find anything in particular today?

B: Yes, please. I'm looking for some bottled water.

A: I see. It's in the drink section. Do you need help finding it?

B: Yes, I do. I have a terrible sense of direction.

A: No worries. It's in the back of the store.

B: Thank you for your help.

Situation **B**

pp. 26~27

Get Ready

(a)

Listen Up

1 (b) **2** (a) **3** (1) too big (2) blue, green (3) paper bag

Speak Out

(1) (b) (2) (c) (3) (a)

Further Communication

I Sample Answer I

A: Excuse me. Could you show me the sneakers from the display window?

B: Of course. You have good taste. These are in style.

A: They look good. I'd like to try them on.

[*After a while*]

A: Hmm... I don't think they look good on me.

B: Would you like to try them in a different color?

A: Yeah. The green ones would probably be better.

B: Let me check if we have any in stock. Could you wait a minute?

A: [After trying them on] Hmm... I think they look good on me.

B: Yes, they do. And they are 20% off now.

A: That's a good price. I'll take them. Where can I find socks that would go well with these sneakers?

B: They're around the next corner.

Real-Life Task 1

p. 28

Step 1

2 (d) **3** (b)

4 (c)

5 (f)

6 (e)

Step 2 | Sample Answer |

A: How can I help you?

B: I'm looking for a person who can tell me how to use the self-checkout machine.

A: I can help you with that. First, bring your items to the self-checkout machine.

B: Okay, I've brought my items. Should I press the "Start" button on the screen here?

A: Yes. Go ahead and press it.

B: I've pressed the "Start" button. Now it's asking if I brought my own bags. I did, so I'll press "Yes."

A: Great. Now, scan your purchases by lining up the bar code with the red light of the scanner.

B: Okay, let me try. Like this? ... I've scanned everything.

A: You're doing great. Now, pay for your purchases.

B: Okay. I'll pay by credit card. Do I just take the receipt now?

A: That's right. Take the receipt from the machine. That's all there is to it.

B: Got it. Thanks for your help! I feel confident using the machine now.

A: You're welcome! Glad I could help.

Section 2 Problems While Shopping

Warm Up

p. 29

B 1 (d)

2 (b) **2** (d) 3 (a)

3 (a) 4 (c)

4 (c)

Situation A

pp. 30~31

Get Ready

C 1 (b)

(b)

Listen Up

1 (1) T (2) T (3) F **2** (c)

3 (1) clicking (2) on and off (3) Exchange

Further Communication

I Sample Answer I

A: Hello, I'd like to get this repaired.

B: What seems to be the problem?

A: I didn't notice it at the store, but, when I got home, I discovered it was damaged.

B: I see. If you have the receipt, we can proceed with the repair.

Situation **B**

pp. 32~33

Get Ready

(b)

Listen Up

1 (b)

2 (c) **3** (1) birthday gift (2) for free (3) refund

Go Live

(1) late delivery (2) peak season (3) get a refund

Further Communication

I Sample Answer I

(1) file a complaint about a late delivery

(2) cancel the order and get a refund

(3) offered me a 20% discount on my next purchase

Real-Life Task 2

p. 34

Step 3 | Sample Answer |

A: Hello. This is the customer service center. We're doing

a quick survey to see how satisfied you were with our service. Can we ask you a few questions?

B: Sure.

A: Thank you. May I know what item you ordered?

B: I ordered a watch.

A: I see. What was the issue with it?

B: It was not accurate. It was losing time.

A: I understand. Did you need a refund or exchange?

B: I needed an exchange.

A: How did our team handle your request?

B: They provided a delivery of a new item within a week.

A: Thank you for your response. On a scale of 1 to 5, how satisfied were you with our service?

B: I would rate my satisfaction at about 5.

A: What were the reasons for your satisfaction or dissatisfaction with our customer service?

B: Your agent was really skilled at managing my issue and provided quick, efficient service. Also, he made me feel welcomed and taken care of.

A: Thank you for your feedback.

Communication Focus

p. 35

B I Sample Answer I

1 Would you like to try them in a smaller size?

2 One side of the bluetooth earphones makes a clicking sound.

3 I'd like to file a complaint about a late delivery.

Culture in Everyday Life

p. 36

2 India 3 USA A 1 Europe 4 China

B I Sample Answer I

In Japan, many companies follow the slogan of "customer first." This means that they put a priority on customer satisfaction and provide services such as refunds and exchanges even in cases of minor dissatisfaction.

Check Up p. 37

1 (c) **2** (b)

3 (c)

4 (b)

5 (d)

6 (a)

7 | Sample Answer | I'd like to make a complaint about the book I received.

8 | Sample Answer | The book arrived late, and some pages are missing.

Lesson 3 Enjoying Tasty Times

Section 1 Ordering Food

Warm Up

p. 39

A I Sample Answer I

• Fast-Food Restaurants: cheap / pickup / delivery ...

• Casual Dining Restaurants: more expensive / reservation / healthy dishes ...

• I prefer fast-food restaurants because they're cheaper and faster than casual dining restaurants.

B 1 (d)

2 (a)

3 (c)

4 (f)

5 (b)

C 1 (b)

2 (a)

3 (d)

4 (c)

Situation A

pp. 40~41

6 (e)

Get Ready

(c)

Listen Up

1 (b) **2** (a)

3 (1) vanilla syrup (2) 0.50 (3) soy milk (4) 12.00

Speak Out

(1) (f) (2) (b) (3) (a)

Further Communication

I Sample Answer I

A: Hello. What can I get for you?

B: I'd like a steak burger combo, please.

A: Okay. What would you like to drink?

B: An orange soda, please. Can I also get a side of corn salad?

A: Sure. Can I get you anything else?

B: Actually, cancel the corn salad. I don't want it.

A: No problem. Will that be it?

B: That's it. Thank you.

A: Great. Your total comes to \$7.30. Is that for here or to go?

B: To go, please. I'll pay by card.

A: Insert your card, please. Would you like a receipt today?

B: Yes, please.

Situation **B**

pp. 42~43

Get Ready

(c)

Listen Up

1 (a) 2(1) F (2) T (3) F

- **3** (1) chicken salad (2) peanut dressing
 - (3) peanut allergy

Further Communication

I Sample Answer I

- A: Good evening. May I take your order?
- **B:** Yes. We'd like one caprese salad and one order of arancini, please.
- A: Certainly. Can I get you anything else?
- **B:** Actually, switch the caprese salad to the grilled chicken salad, please. And what is this?
- **A:** You mean the marinara pizza? It's a traditional Italian pizza seasoned with tomato sauce, oregano, and garlic.
- **B:** Sounds good. Then we'll try one marinara pizza and two T-Bone steaks, please.
- **A:** How would you like your steaks?
- **B:** Medium rare for both, please.
- A: Let me review your order. One grilled chicken salad, one order of arancini, one marinara pizza, and two T-Bone steaks that are medium rare. Is that right?
- B: Yes, that's right. Thank you.
- **A:** Thank you for confirming. Your order will be ready shortly.

Real-Life Task 1 p. 44

Step 1

(1) Beef (2) Chips (3) chili

Step 3 | Sample Answer |

- **A:** Good morning. This is The Burger House. How can I assist you today?
- **B:** Hi. I'd like two double cheeseburger combos with cola and two orders of cheese sticks, please.
- **A:** Sure. Pickup or delivery?
- **B:** Delivery, please.
- **A:** Can I get your address and phone number, please?
- **B:** It's 60 2nd Street Apartment 10. And my number is 645-4560.
- A: Okay. Will that be it?
- **B:** Could you cut the burgers in half, please?
- A: Sure. Anything else?
- **B:** Could you please call me when you arrive?
- **A:** No problem. That's everything, right?
- B: Yeah, that's it.
- A: It's 15 dollars, and it'll take about 30 minutes to deliver your order. Thank you for choosing The Burger House.

Section 2 Giving Compliments and Making Complaints in Restaurants

Warm Up p. 45

- A 오른쪽 상단: N, 왼쪽 하단: N, 오른쪽 하단: P
- B 1 b, A 2 c, C 3 a, B
- C 1 b 2 a 3 c

Situation A

pp. 46~47

Get Ready

(b)

Listen Up

1 (b) 2 (a)

3 (1) recommended (2) lost wallet (3) birthday

Further Communication

I Sample Answer I

- **A:** If you're done, could I recommend some dessert to you? We have lemon cake and gelato for our specials.
- **B:** Bring us one of each, please. Your recommendations are always excellent.
- **A:** Thank you, ma'am. Is there anything else I can get for you?
- B: No, thank you. Everything is perfect.
- **A:** I'm glad to hear that. Which dish did you enjoy the most?
- **B:** The Italian roasted potatoes and the cheese ravioli you recommended were great.
- **A:** Those are our restaurant's signature dishes.
- **B:** The dishes were beautifully arranged on the plate and served quickly. I will recommend this place to my friends and family.
- **A:** We would greatly appreciate that. Would you also be willing to leave us a review online?
- **B:** Sure, my pleasure. Oh, can I also get the bill when you bring us the desserts?
- A: Of course. How are you paying? Cash or card?
- B: I'll pay by card.

Situation **B**

pp. 48~49

Get Ready

b

Listen Up

1 ⓐ **2** ⓑ **3** (1) undercooked (2) cold (3) desserts

Go Live

(a) sweet \rightarrow salty, (b) small \rightarrow greasy

I Sample Answer I

#chicken #CheeseBall #HonestReview #reaction

Vicky: Thank you for sharing your honest review! I hope this restaurant will improve thanks to this review.

Further Communication

I Sample Answer I

A: Have you tried the new Mexican restaurant?

B: You mean the restaurant next to the post office? Not yet. Why?

A: I heard that the tacos are small and the sauce is very

B: I heard good things from other people, though. Let's give it a try anyway and see how it is.

Real-Life Task 2

p. 50

Step 1

(1) friendly (2) clean (3) greasy (4) unlimited

Communication Focus

p. 51

B I Sample Answer I

1 We'd like one caprese salad and one order of arancini, please.

2 Which dish did you enjoy the most?

3 I really appreciate that.

Culture in Everyday Life

p. 52

A I Sample Answer I

- In India, they always eat with their right hand.
- In Chile, you should not touch your food with your hands.
- **B** (a) bread (b) cappuccino (c) salt or pepper (d) fork

C I Sample Answer I

In France and Greece, sharing the check is still considered outside of proper etiquette. You can pay the entire bill or let someone else pay and promise to pay next time.

Check Up

p. 53

1 a 2 c

3 ⓐ

4 (b)

5 (a)

6 d

- **7 | Sample Answer |** The server explained the menu and responded to our requests immediately.
- **8 | Sample Answer |** Also, every dish we had was perfectly cooked and flavorful.

Lesson 4 Entertainment and Leisure in Everyday Life

Section 1 Entertainment Activities

Warm Up

p. 55

A I Sample Answer I

The three activities I'm most interested in are attending concerts, watching sports, and visiting exhibitions. Attending music concerts is one of my favorite things to do because I love experiencing the energy and excitement of live performances. Watching sports gives me a thrill and a sense of excitement. Finally, visiting exhibitions is a great way for me to relax.

B 1 (b)

2 (d)

3 (a)

4 ©

C 1 ©

2 b

3 a

Situation A

pp. 56~57

Get Ready

(c)

Listen Up

1 a 2 b

3 ⓑ September \rightarrow October, ⓓ \$13 \rightarrow \$30

Further Communication

I Sample Answer I

A: Welcome to the Serenade Concert Hall!

B: Hi. I'm here to pick up my ticket for the concert.

A: May I see a form of identification, please?

B: Yes, of course. Here you go.

- A: Thank you. You're in section E, seat 7, on the left side of the stage. You'll have a great view of the performers from there. Here is your ticket.
- **B:** Thank you so much! I've been looking forward to this concert for months!
- **A:** I hope you have a good time. Is there anything else I can help you with?
- **B:** Yes. Where can I find the coat room?
- **A:** The coat room is located near the escalators on the second floor.
- **B:** Thanks. Is there anything I should know before the show starts?
- A: Yes. Photography is not allowed during the performance.
- B: Got it. I can't wait for the concert!
- **A:** I'm happy to see that you're excited about it! Enjoy the show, and have a fantastic time!

Situation **B**

pp. 58~59

Get Ready

(a)

Listen Up

1 © **2** (1) T (2) F (3) F

3 (1) 20 (2) 6 (3) photography

Further Communication

I Sample Answer I

- **A:** Welcome to the Wildlife Wonders Exhibition! How can I assist you today?
- **B:** Hi. I'm really excited to be here. I don't know much about art. Can you help me understand the artworks better?
- **A:** Of course! We have expert-guided tours to help you explore the exhibition.
- **B:** That would be helpful! I'd like to sign up for an expertguided tour.
- **A:** Wonderful! Just check the tour schedule and register at the information desk.
- **B:** Oh, I'm really looking forward to uncovering the message behind each artwork.
- **A:** Great! After you're done exploring the artworks, feel free to attend a talk by an expert.
- **B:** That's cool. I want to participate in that.
- **A:** Excellent! Enjoy your visit and feel free to ask more questions!
- B: Thank you.

Real-Life Task 1

p. 60

Step 2 | Sample Answer |

- Title: The musical Jekyll and Hyde
- Expected Features: amazing music / thrilling storyline / talented actors
- Overall Comments: I am looking forward to the musical *Jekyll and Hyde* because of the excitement of experiencing the dramatic transformation of the characters. People say its music is amazing, its storyline is exciting, and its actors are talented. I am excited to see the characters come to life.

Step 3 | Sample Answer |

I'm so excited for *Jekyll and Hyde*! I've heard that the music is amazing, the story is thrilling, and the actors are talented. I can't wait to see how they bring the characters to life. I have a feeling this performance will be unforgettable!

Section 2 Leisure Activities

Warm Up p. 61

A I Sample Answer I

- snacks and drinks
- a cell phone and a bluetooth speaker

B 1 (b)

2 e 3 d

4 ©

)

5 (f)

6 a

C 1 © 2 b

Situation A

pp. 62~63

Get Ready

(b)

Listen Up

1 © **2** ⓐ **3** (1) dunk (2) third (3) snacks

3 (a)

Speak Out

(1) **b** (2) **d** (3) **c** (4) **a**

Further Communication

I Sample Answer I

- A: Welcome to our sports center. How may I assist you?
- **B:** Hi. I'd like to register for exercise classes.
- **A:** Of course. We have a variety of classes available. What class would you like to take?
- **B:** I'm considering taking bowling classes. I really like bowling.
- **A:** Great choice! What's your skill level?
- **B:** I want to sign up for an intermediate level class.
- **A:** Okay, we have intermediate classes. How many times a week are you planning to come?
- B: I think once a week would be good.
- **A:** Sounds great. The cost is \$13 per class. Do you have any bowling gear?
- **B:** What do I need to bring?
- **A:** You'll need bowling shoes and a towel. We provide lockers for your belongings.
- **B:** Got it. I'll bring my bowling shoes and a towel. Thank you for the information.

Situation **B**

pp. 64~65

Get Ready

(b)

Listen Up

1 © 2 a

3 (1) River Rafting (2) campfire (3) bug spray

Go Live

(1) marine life (2) wildlife (3) rainforests

Further Communication

I Sample Answer I

A1 captivating marine life while snorkeling or diving

A2 encounter fascinating wildlife, and marvel at the maiestic Uluru

A3 relax on beautiful beaches, swim in clear waters, and explore rainforests

Q4 | Sample Answer | Do you offer any packages including UNESCO-listed sites?

A4 | Sample Answer | Sure. If you're interested in UNESCO-listed sites, you can choose our Great Barrier Reef Expedition.

Communication Focus

p. 67

B | I Sample Answer I

1 Where can I find the souvenir shop?

2 I can't wait to see our favorite singers up close.

3 Same here.

Culture in Everyday Life

p. 68

B I Sample Answer I

I chose Hwange National Park in Zimbabwe because I love the idea of camping within a national park. Also, observing a variety of animals adds to the adventure.

C I Sample Answer I

Tree Point Camp in California, USA. This campsite is located in the mountains and faces the sea. It offers a rare and stunning landscape. Listening to the sound of waves and looking at the sea while camping will surely be an unforgettable memory.

Check Up

p. 69

1 (b) **2** (b)

3 (c)

4 (b)

5 (d)

6 (c)

7 | Sample Answer | I want to take a tennis sports tour.

8 | Sample Answer | I would like to sit in the front row in the center.

Lesson 5 Using Public Services

Section 1 Living Conveniently

Warm Up

p. 71

6 (d)

A 2 (A) **B** 1 (e) 3 (B)

2 (c)

4 (A) **3** (b)

5 (B)

4 (a)

6 B **5** (f)

C 1 fill out **2** apply for 3 come to

Situation A **Get Ready**

(b)

Listen Up

1 (c)

3 © $$300 \rightarrow 50

Speak Out

(1) © (2) (a) (3) (b) (4) (f)

2 (a)

Further Communication

I Sample Answer I

A: Can I help you?

B: Yes, I'd like to check the balance of my account.

A: All right. Please swipe your ATM card and enter your PIN.

B: I'll do that right now.

A: It looks like you have a balance of \$2,000.

B: Oh, I see. Thank you.

Situation **B**

pp. 74~75

pp. 72~73

Get Ready

(b)

Listen Up

1 (c) **2** (a)

3 (1) send it to Singapore (2) some books in it

Speak Out

(1) (d) (2) (b) (3) (a) (4) (c)

Further Communication

I Sample Answer I

A: Hello. I'd like to mail this letter.

B: Sure! How do you want to send it? We have First-Class, Priority, Certified, and other services.

A: I want to send it by Certified Mail.

B: Okay. Please fill out this form.

A: Okay. ... Here you go.

B: Thank you! Do you want a return receipt?

A: No, that's all right.

B: Okay. That'll be \$10.00. Do you need anything else?

A: Oh, yeah! I almost forgot. I need two sheets of stamps,

B: Okay, a sheet has 20 stamps. You want the 68-cent stamps, right?

A: Yes. The kind you use for First-Class letters.

B: All right. Here are your stamps. They are \$27.20. Your total comes to \$37.20.

Real-Life Task 1

p. 76

Step 1

e, b, f

Step 3

card, card, account, account, amount, amount

Section 2 Living Safely

Warm Up

p. 77

A 3 M 4 P B 1 d 2 c

3 (b) 4 (a)

6 M

5 P

C 1 (b) 2 (c) 3 (d) 4 (a)

Situation A

pp. 78~79

Get Ready

(b)

Listen Up

1 © 2 b

3 © Car Accident → Theft

Further Communication

I Sample Answer I

A: Officer! Please help me!

B: What's wrong, ma'am?

A: My son is missing. I can't find him anywhere!

B: Okay. Stay calm. I'm going to help you find him. What's his name? And how old is he?

A: His name is Tom, and he's five years old.

B: All right. What does Tom look like? And what is he wearing today?

A: He's thin and tall, and his hair is curly. He's wearing a blue T-shirt and black pants.

B: Where did you last see him?

A: We were just watching a show in the park about an hour ago. When I turned around, he was gone and I couldn't find him anywhere.

B: Don't worry, ma'am. Everything will be okay. We'll start looking for him now.

A: Thank you, officer!

Situation **B**

pp. 80~81

Get Ready

(a)

Listen Up

1 © **2** ⓐ **3** (1) slipped (2) move (3) take care

Go Live

(b) Press gently and slowly \rightarrow Press hard and fast

Further Communication

A1 ask someone, hands-only CPR

A2 the center of the chest, hard and fast, help arrives

A3 help us save a life

I Sample Answer I

Q4 Why did you make this announcement?

A4 It is meant to provide the people of Santa Clara County with a deep understanding of hands-only CPR, a very important topic related to emergency medical services.

Real-Life Task 2

p. 82

Step 3 | Sample Answer |

A: 911. How can I help you?

B: I need help! I'm at the San Jose Concert Hall. I think my friend's having a heart attack.

A: Okay, can you tell me more about what happened?

B: My friend Lilly and I were enjoying a rock concert. We were excited and dancing, and then I saw my friend suddenly collapse.

A: All right. We'll send some help for your friend. I need a little more information though. The San Jose Concert Hall is really big. Where are you now, exactly?

B: We're in the first floor. Come in through the main entrance and look for us on the far left. Then you'll find us.

A: That's really helpful. May I have your name and phone number?

B: Kate Jones, 408-876-9443. Please come quickly!

A: Okay, Kate. We'll be there soon, so take good care of your friend until we arrive there.

Communication Focus

p. 83

B I Sample Answer I

1 Do you want a return receipt?

2 You just have to swipe your ATM card and enter your PIN

3 If you wait a little bit, the ambulance will arrive soon.

Culture in Everyday Life

p. 84

A I Sample Answer I

• I think the word is on the stamp to express a wish for the United States to last forever.

• I guess it means that you can use this stamp forever.

C I Sample Answer I

The world's only official underwater post office is located

in Vanuatu. It's a nation in the South Pacific made up of 83 islands. The office is located nine feet underwater near Hideaway Island. It opened in 2003 and has been a joy for divers.

Check Up p. 85 1 © 2 b 3 b 4 © 5 b 6 ©

7 want to send 8 fill out

Lesson 6 Maintaining a Healthy Lifestyle

Section 1 Improving Your Health

Warm Up p. 87

A I Sample Answer I

I've chosen regular exercise as the key to staying healthy. Exercise keeps us fit and strong, which makes it easier for us to maintain our health and enjoy life.

B 1 d 2 c 3 b 4 e 5 a 6 f

C 1 © 2 b 3 a

Situation A

pp. 88~89

Get Ready

(a)

Listen Up

1 (c) 2 (a)

3 (1) jumping rope (2) Group classes (3) 30 (4) 25

Speak Out

(1) © (2) (a) (3) (b)

Further Communication

I Sample Answer I

A: Hi. I don't think we've met before. Are you new here?

B: Yeah, I just signed up yesterday. My name is Jake.

A: Nice to meet you, Jake. I'm Jieun, and I'm a trainer specializing in personalized fitness plans.

B: Nice to meet you. I want to use this treadmill, but I'm not sure how to begin.

A: I see. Here's a tip. Start at a comfortable walking pace to reduce the risk of injury and achieve better results.

B: Oh, I was actually planning on running right away.

A: I wouldn't recommend that. It can be risky, and you may hurt yourself.

B: Okay. What about my posture?

A: Your posture is important, too. Keep your head up and look forward. Why don't you give it a shot?

B: Sure. You mean like this?

A: Yes. That's great form.

B: Thank you for your help, Jieun.

A: No problem. Don't hesitate to ask for more help if you need it.

Situation **B**

pp. 90~91

Get Ready

(a)

Listen Up

1 (b) **2** (1) F (2) F (3) T

3 (1) September 5 (2) stress (3) emotional (4) every Monday

Speak Out

(1) © (2) d (3) b (4) a

Further Communication

I Sample Answer I

A: It was fantastic to see you here, Yunho! I hope you had fun with our club. Jumping rope is both entertaining and great for fitness. You should come back for our fun jump-rope activities.

B: Thank you for inviting me. I didn't realize that jumping rope could be such a fantastic way to stay active and healthy.

A: It really is. It's an excellent option for cardio training and maintaining a healthy weight.

B: I should come more often, then. Are there any other benefits?

A: Of course, there are. Jumping rope improves your heart health. It can also help reduce stress and boost your mood.

B: Wow! I had no idea that jumping rope could even help me boost my mood, too. I should recommend it to my friends as well.

A: It would be wonderful to have more people who share a common interest. Everyone is welcome to join our club.

B: I'll text my friends right away.

Section 2 Managing Diseases

2 (e)

B 1 ©

Warm Up p. 93

3 (a)

6 (f)

5 (b)

C 1 (b) 2

2 ⓐ

3 (c)

4 (d)

Situation A

pp. 94~95

Get Ready

(b)

Listen Up

1 b 2 c 3 (1) yoga (2) deep breaths (3) medicine

Further Communication

I Sample Answer I

A: Hi, Matthew. What brings you here today?

B: Hi, Dr. Evans. I have trouble digesting certain foods. I feel uncomfortable with an upset stomach and frequent burping.

A: I see. Based on your symptoms, it sounds like you might be experiencing indigestion. I will write you a prescription to relieve your symptoms.

B: Thank you, Doctor. What can I do to feel better?

A: I recommend you avoid eating any heavy or greasy foods.

B: Okay, I'll do that. What else should I be careful about?

A: You should get some exercise to help stimulate your digestive system.

B: Thank you, Doctor.

A: You're welcome. Take care and get some rest.

Situation **B**

pp. 96~97

Get Ready

(b)

Listen Up

1 a 2 c

3 (1) twice (2) going to bed (3) blurred vision

Go Live

(1) side effects (2) prescription (3) addicted

(4) medicine/medication

Further Communication

I Sample Answer I

 taking medicine in the wrong way without a doctor's recommendation can cause serious side effects and the risk of addiction

(2) seek professional guidance and follow the recommended guidelines when taking medicine/medication

Real-Life Task 2

p. 98

Step 3 | Sample Answer |

A: Hello. This is Dr. Baker's Internal Medicine Clinic.

How may I assist you?

B: Hi. I'd like to make an appointment with a doctor.

A: Of course. May I have your name and cell phone number, please?

B: My name is Steve Jennings, and my cell phone number is 014-234-9199.

A: Great, Mr. Jennings. When would you like to schedule your appointment for?

B: As soon as possible, please. I've had a sore throat for the last two days.

A: We can schedule you at 5 p.m. today. Does that work for you?

B: Yes, that's fine. Should I bring any medicines that I'm taking now?

A: If you have any medicines you're taking, it would be helpful to bring them.

B: All right, I'll bring them just in case. Thank you.

Communication Focus

p. 99

B I Sample Answer I

1 I didn't realize that playing badminton could be such a fantastic way to stay active and healthy.

2 I have some small red bumps on my face.

3 You should avoid close contact with others to prevent spreading the virus.

Culture in Everyday Life

p. 100

A I Sample Answer I

I find the French approach to eating the most interesting. Their practice of "mindful eating," where they take time to enjoy each bite and focus on their body's fullness, is fascinating. I like the idea that it can help us stay healthy and prevent diseases.

B I Sample Answer I

In Japan, taking a warm bath is a daily habit, like brushing your teeth. People also enjoy visiting hot springs on their days off. Regular bathing can not only relax you but also reduce stress.

Check Up

p. 101

1 b 2 a

3 (b) 4 (c)

5 ⓐ

6 (d)

7 How often should I take this medicine?

8 Are there any side effects?

Sources

Contents

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Lesson 1

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p. 1, 2, 3, 4, 6, 7, 8, 9, 10, 12, 13, 14, 16, 17, 18, 19, 20, 22, 23, 24, 26, 27, 29, 32, 33, 35, 36, 38, 39, 40, 41, 42, 43, 44, 45, 46, 48, 49, 51, 52, 54, 55, 56, 57, 58, 61, 62, 63, 64, 65, 67, 68, 70, 71, 72, 74, 77, 78, 79, 80, 81, 83, 84, 86, 87, 88, 89, 90, 91, 93, 94, 96, 97, 99, 100, 102

· 게티이미지뱅크

p. 68, 70

• 기타

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