TELEPHONING
In the country of Djibouti, migrants from Somalia search for a phone signal in order to call home.

Look at the photo. Answer the questions.

1 What are these people doing?
2 Does you ever have to do this?
3 What kind of phone do you have now? Do you like it?

UNIT GOALS

1 Use formal and informal language on the phone
2 Talk about phone etiquette
3 Discuss plans and opinions
4 Describe your personal phone habits
Lesson A
Using the Telephone

1 VIDEO A Conference Call in Real Life

A 🎧 What are the challenges of holding a conference call with people in many different places? Discuss with a partner.

B 🎧 Read about the challenges of conference calls below. Then watch and check off the ones you see in the video.

The challenges of conference calls

☐ Some people are late in joining the call. ☐ People talk at the same time.
☐ The conversation can be awkward. ☐ No one leads the call.
☐ The calls are too expensive. ☐ You can’t hear well.
☐ There are too many outside interruptions. ☐ Some people leave the call early.

C 🎧 Do you think conference calls are useful? Why or why not? Discuss with a partner.

Word Bank

A conference call or teleconference is a telephone meeting for people in different locations. Each person joins the meeting by calling in on a separate phone, entering an access code, and saying their name.

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2 VOCABULARY

Word Bank

Phrases with phone
answer the phone ↔ hang up the phone
turn on your phone ↔ turn off your phone
mute / silence your phone
be on the phone / talk on the phone
borrow / use someone’s phone

Phrases with call
call someone / make a call
call someone back / return a call
get a call from someone
screen your calls

Phrases with message
geta (text / phone) message ↔
leave a message¹ / send a message²
check your (text / phone) messages
take a message

¹You leave a (voice) message on the phone. ²You send text messages.

A Look at the Word Bank. Use a dictionary to look up any words you don’t know.

B Use the Word Bank to complete the dialogs below. Use the correct form of the verb. In some cases, more than one answer may be possible.

1. A: Emily just called. She’s running five minutes late.
   B: Really? But the movie is starting in five minutes!
   A: Let’s ___________ her a text message. Now, what should we tell her?

2. A: Hello, is Mr. Choi there?
   B: He is, but he’s ___________ the phone right now.
   A: Oh, OK. Can I ___________ a message for him?

3. A: Your phone is ringing. Are you going to ___________ it?
   B: No, I’m not. I’m ___________ my calls.
   A: I see. Who are you trying to avoid?

4. A: Can I ___________ your phone for a second?
   B: Sure. Here you go.
   A: Thanks. I have to ___________ a couple of calls right away.

5. A: Your phone is beeping. I think you need to ___________ your text messages.
   B: You’re right. Wow! I just ___________ 13 new messages!
   A: Really? Who are they from?

C Work with a partner. Choose one of the dialogs in B. Add two more lines to it. Then perform your dialog for another pair.
A Pronunciation: Stress in clarification questions. Listen to the dialog. Notice the intonation of B's sentence. Why does B stress the underlined number? CD 2 Track 26

A: My number is 555-6749.
B: 555-6749?
A: Yes. 6-7-4-9.

B Pronunciation: Stress in clarification questions. Listen and complete the dialogs. CD 2 Track 27

1. A: My Skype username is nancy_p12.
   B: Did you say ____________________?
   A: No, p12. That’s p as in “Paul.”
2. A: My username is @photoguy.
   B: _______________________
   A: That’s correct.
3. A: My email address is joym@sf.edu.
   B: Was that ______________________ at sf.edu?
   A: No, it’s joy m as in “Mary.”

C Practice the dialogs in B with a partner. Then use your own information and practice again.

D Read the sentences below. Then listen to six dialogs. In each dialog, what could be said next? Choose the best response. CD 2 Track 28

1. a. OK, I’ll check my messages.
   b. No, thanks. I’ll call back later.
   c. Yes, I left a message.

2. a. Please leave me a message, and I’ll call you back.
   b. Would you like to leave a message?
   c. May I ask who’s calling?

3. a. When is a good time to call?
   b. OK, I’ll return your call.
   c. Thanks, I will.

4. a. No, he sent me a text message.
   b. He can’t come to class today.
   c. I don’t know. He hung up.

5. a. Are you screening your calls?
   b. Check your text messages.
   c. Hang up and call me back.

6. a. You can make a call.
   b. Don’t forget to silence your phone.
   c. Can I borrow your phone?

E Listen and check your answers. CD 2 Track 29

F What does the voicemail greeting on your cell phone say? Say it to a partner in English.
Celia and Lisa are chatting when their phone call is interrupted. Listen to the conversations. Which one is more formal? CD 2 Track 30

LISE: Hello?

CELIA: Lisa? Hi. It's Celia.

LISE: Oh, hey, Celia. How are you doing?

CELIA: Pretty good. So, are you ready for the big test tomorrow?

LISE: Almost, but I have one question... (phone beeps) Oh, Celia... can you hang on? I've got another call coming in.

CELIA: Yeah, no problem.

LISE: Hello?

PROF. LARSON: Yes, hello. May I speak to Lisa Sanchez, please?

CELIA: Speaking.

PROF. LARSON: Lisa, this is Professor Larson. You left me a message earlier today. You had a question about tomorrow's exam.

LISE: Oh, right. Professor Larson, could you hold for a moment?

PROF. LARSON: Of course.

LISE: Hello, Celia? Can I call you back? I have to take the other call.

CELIA: Sure. Talk to you later.

Practice the conversation in A with two classmates. Use your own names in the conversation.

Make the conversation below more formal by changing the underlined words. Use the Useful Expressions to help you. Then practice it with a partner.

A: Hello?

B: Hi. Is Kurt there? 

A: Who's calling?

B: This is Martin.

A: OK, hang on.

B: Sure.

A: Sorry, he's not in. Can I take a message?

B: No, thanks. I'll call back later.

Create two phone conversations with your partner. One should be informal. The other should be more formal.

Perform your conversations for another pair. Can they guess which one is more formal?
5 GRAMMAR

A  Turn to page 214. Complete the exercises. Then do B–D below.

<table>
<thead>
<tr>
<th>Asking for Permission</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Would</strong> you mind if I used your phone?</td>
<td>Certainly. / Of course. / Sure, no problem. (I'm sorry, but…)</td>
</tr>
<tr>
<td><strong>Would</strong> you mind if I used your phone?</td>
<td>No, not at all. / No, go ahead. (I'm sorry, but…)</td>
</tr>
<tr>
<td><strong>Do</strong> you mind if I use your phone?</td>
<td>No, not at all. / No, go ahead. (I'm sorry, but…)</td>
</tr>
<tr>
<td><strong>May / Could / Can</strong> I use your phone?</td>
<td>Certainly. / Of course. / Sure, no problem. (I'm sorry, but…)</td>
</tr>
</tbody>
</table>

B  Look at the photo. The passenger is asking the flight attendant for permission. Use the words in parentheses to complete the questions.

1. (move to another seat) Would you ____________________________?  
2. (have a vegetarian meal) May ____________________________?  
3. (use the restroom now) Would it ____________________________?  
4. (turn on my laptop now) Can ____________________________?  

C  Read each situation. Use the verbs in parentheses to ask permission.

1. Your friend is doing his or her homework. You have finished your homework, and you want to watch TV. Ask permission informally. (turn on)

2. You’re invited to a party on Saturday night. You want your friend to go, too. Ask the host’s permission a little formally. (bring)

3. You were sick yesterday and missed an important test in class. You want to take it this Friday. Ask your teacher’s permission formally. (take)

4. Your teacher doesn’t allow phones in class. You are waiting for an important text and need to leave your phone on silent. Ask your teacher’s permission formally. (check)

D  With a partner, take turns asking and answering the questions in C. Refuse (say no to) one request and give a reason why.
6 COMMUNICATION

A  Get into groups of three: Student A, Student B, and Student C. Read the instructions.

Student A: Choose one piece of good news from the list below.

☐ I bought a new car! ☐ I got an “A” on my exam! ☐ I’ve got two tickets to a concert!
☐ I found your lost wallet! ☐ I got a new job! ☐ your idea: ________________

Student B: Have a piece of paper and a pen ready to write down a message.

Student C: Choose a reason you are busy from the list below.

☐ You’re taking a nap. ☐ You’re out with friends.
☐ You’re at the library. ☐ your idea: __________________

B  Work with your group. Follow the steps below.

Step 1: Student A has some good news for Student C, but Student B answers the phone.

Student B explains why Student C is busy and takes Student A’s message.

A: Hello. May I speak to Bianca, please?
B: I’m sorry, she’s taking a nap. Can I take a message?
A: Yes. This is Ernesto. Would you tell her I found her wallet?
B: Sure, no problem. What’s your number?
A: It’s...

Step 2: Student B writes down the message and gives the information to Student C.

:: WHILE YOU WERE OUT ::

Ernesto called.
Time: 3:30
Message: He found your wallet.
Phone number: 555-9733

Step 3: Student C calls Student A back to find out about the good news. Ask at least two questions.

C: Hi, Ernesto. It’s Bianca.
A: Hi, Bianca. I have some good news. I found your wallet.
C: That’s great! Where did you find it?
A: In the school cafeteria.
C: Thanks a lot, Ernesto. Could you bring it to school tomorrow?

C  Switch roles so everyone gets a chance to play each role.

Remember! How to make a request

Can / Could / Will / Would you answer the phone?
OK. / Sure, no problem. / I’d be glad to.
Would you mind answering the phone?
No, not at all. / No, I’d be glad to.
Lesson B
ALWAYS CONNECTED

1 VOCABULARY

A Read the quiz. Pay attention to the words and in blue. Use your dictionary to help you. Talk about the meanings of the words with a partner. Then complete the chart with a word or phrase in blue.

<table>
<thead>
<tr>
<th>Word</th>
<th>Opposite</th>
</tr>
</thead>
<tbody>
<tr>
<td>add / post</td>
<td>delete</td>
</tr>
<tr>
<td>ban</td>
<td></td>
</tr>
<tr>
<td>polite</td>
<td></td>
</tr>
<tr>
<td>raise your voice</td>
<td></td>
</tr>
<tr>
<td>respond</td>
<td>ignore</td>
</tr>
<tr>
<td>thoughtless</td>
<td></td>
</tr>
<tr>
<td>turn down (the music)</td>
<td></td>
</tr>
<tr>
<td>turn down (a request)</td>
<td></td>
</tr>
</tbody>
</table>

If you respond to a question, you answer it. The opposite is ignore.

B Take the quiz. Check (√) your answers.

C Explain your answers in B to a partner.

Phone Etiquette: How polite are you?

1. You're on a date. You get a text from a friend. What do you do?
   - Check it and respond right away.
   - Ignore the message. Answering it now would be rude.
   - My idea: ____________________________

2. The person next to you on the bus is listening to loud music. What do you do?
   - Ask him to turn down the music. You don't want to hear it!
   - Put on your headphones and turn up your music loud, too.
   - My idea: ____________________________

3. I think we should...
   - ban phones in crowded places like subways and airplanes. No one should be able to use them.
   - allow phones everywhere. I should always be able to use my phone.
   - My idea: ____________________________

4. When talking on my phone in public, I usually...
   - raise my voice so the caller can hear me clearly.
   - lower my voice. I don't want others to hear my conversation.
   - My idea: ____________________________

5. You want to post some funny photos of your friend online, but the photos might be embarrassing. What do you do?
   - Show your friend the photos first. It's the thoughtful thing to do.
   - Post the photos. If he doesn't like them, you can delete them.
   - My idea: ____________________________

6. You just started a new job, and your boss sends you a friend request on social media. What do you do?
   - Accept the request. He must like me!
   - Turn down the request. I don't want people at work seeing my personal information.
   - My idea: ____________________________
LISTENING

A  Listen for gist. Read the sentences below. Then listen to three different conversations and choose the best answer for each sentence. CD 2 Track 31

Conversation 1
1. The speakers are in a ____________.
   a. classroom  b. restaurant  c. movie theater

Conversation 2
2. The speakers are ____________ a party.
   a. taking photos at  b. posting pictures from  c. looking at photos from

Conversation 3
3. The speakers are waiting for their friend Manny. Manny is ____________.
   a. late for a party  b. still at school  c. talking on his phone

B  Listen for details; Infer information. Listen again and choose the best answer. CD 2 Track 31

Conversation 1
1. The man is asking the girl to ____________.
   a. turn off her phone  b. lower her voice  c. turn down her music

2. The girl ____________.
   a. apologizes and  b. ignores the man  c. gets angry with the man

Conversation 2
3. The girl thinks the photo of her is ____________.
   a. thoughtful  b. silly  c. terrible

4. The girl decides to ____________.
   a. ignore people’s comments  b. tell Connor to delete the photos  c. both a and b

Conversation 3
5. The guy texts Manny, and Manny ____________.
   a. responds right  b. ignores the text away  c. calls the guy

6. The girl thinks Manny is ____________.
   a. polite  b. angry  c. thoughtless

C  Answer the questions with a partner.
1. In each conversation, what happened? Use your answers in A and B to help you explain.
2. Have any of these things ever happened to you?
3 **READING**

**A** [ fontWeight: bold ] Read for the gist. **[ Reading Tip: Read the title and first paragraph on the next page. Tell a partner: What does the new law do? ]**

**B** [ fontWeight: bold ] Read for opinions. **[ Reading Tip: Read the article. Then complete the sentences below. Why does each person have this opinion about cell phones and driving? Write a reason. ]**

1. Simon thinks **some / all** cell phone use should be **allowed / banned**.
   Reason: ____________________________

2. Alexis thinks **some / all** cell phone use should be **allowed / banned**.
   Reason: ____________________________

3. Ann thinks **some / all** cell phone use should be **allowed / banned**.
   Reason: ____________________________

**C** Infer meaning. **[ Reading Tip: Find these expressions in the reading: come on, I mean, look ]**

**[ Match each expression with its meaning. Use this expression to... ]**

1. say you disagree with something ____________________________

2. make something you've just said clearer ____________________________

3. introduce an important point ____________________________

**D** Summarize and evaluate; **Exemplify.** Work in a group of three. **[ Reading Tip: Follow the steps below. ]**

1. Each person should take one person’s comment and read it aloud. Try to read with feeling.

2. Role-play a conversation among the three people. Talk about the law and your opinion about it. Try to make the others agree with you.

3. Whose opinion(s) from the reading do you agree with? Why?
A new law bans all cell phone use while you are driving—including talking on the phone and texting. The fine\(^1\) for breaking the law\(^2\) is high, but many drivers are ignoring the ban. What do you think about this problem?

**Simon R.** Peru

Look, I’ve got a phone, and I’m glad to have it. But come on! Talking on the phone, checking social media, or texting while you’re driving is crazy. And yet, I see people doing things like this every day. Using your phone and driving at the same time causes accidents. There have been many studies to prove this. My question is, where are the police? They don’t seem to care, so it’s easy for drivers to ignore the law. When people are afraid of getting a large fine, phone use in the car will stop. Everyone needs to learn that when you drive, you should turn off your phone. It’s very simple!

**Alexis C.** Greece

Ok, I agree—texting while driving is hazardous. But can we really ban all phone use in cars? For example, yesterday I was driving home, and I saw an accident on the road. I called and reported it. Did I stop driving to make the call? No. But did I help someone? Yes. We need to talk more about this new law. I just don’t think the answer to the problem is so simple.

**Ann T.** China

I don’t think we can ban all phone use in cars—especially if you use a hands-free device\(^3\) while driving, like I do. Sometimes my friend is in the car with me. I talk to her while I’m driving. Is that dangerous? I mean, isn’t talking on the phone the same as talking to a passenger? In my opinion, they are the same, and so I think we should be able to chat on the phone while we’re driving.

\(^{1}\)A fine is money you pay when you break a law.

\(^{2}\)If you break a law, you do something illegal.

\(^{3}\)A hands-free device allows you to use your phone in the car without touching it or looking at it.
A  Turn to page 215. Complete the exercises. Then do B and C below.

<table>
<thead>
<tr>
<th>Verb + Infinitive vs. Verb + Gerund</th>
</tr>
</thead>
<tbody>
<tr>
<td>I need to buy a new phone.</td>
</tr>
<tr>
<td>I avoid talking on the phone when I'm driving.</td>
</tr>
<tr>
<td>I tried to call / calling you earlier.</td>
</tr>
</tbody>
</table>

B  How do you feel about the activities below? Write sentences in your notebook, using the verbs in the box.

<table>
<thead>
<tr>
<th>avoid</th>
<th>can’t stand / hate</th>
<th>enjoy</th>
<th>like</th>
<th>(not) mind</th>
<th>need</th>
<th>prefer</th>
</tr>
</thead>
</table>

Example: I hate talking on the phone. I prefer to text people.

1. talk on the phone                        5. post weird photos of myself online
2. respond to texts late at night            6. say mean things on social media
3. walk and text at the same time            7. play games on my phone
4. take selfies in public                    8. accept friend requests from strangers online

C  Work in a small group. Compare your answers in B.

I can’t stand when people take selfies in public. Really? I think it’s fun.
5 WRITING

A  ➤ Read the question and the paragraph. Then discuss with a partner: What is the writer’s opinion? What examples does she give to explain her opinion?

B  List all the ways you use your phone in a day. Then use your notes and the sample to write a paragraph that answers the question. Use at least two verbs from the grammar chart.

C  ➤ Exchange papers with a partner.
   1. Answer the questions in the direction line in A. Circle any mistakes in your partner’s paper.
   2. Return the paper to your partner. Make corrections to your own paragraph.
   3. Are you and your partner similar or different? Why do you think people spend so much time on their phones?

6 COMMUNICATION

A  ➤ Work in a group of four. Felipe is 11 years old. He wants a phone. Each group member should choose one person below. Read only the information for your part.

 Felipe Dias
I want to get a phone. All my friends have one. I need one to text my friends, watch videos, and play games. And without a phone, I don’t know what my friends are doing.

 Mrs. Dias
I don’t mind getting Felipe a phone. He has so many after-school activities, and I worry about him. I can’t stand wondering where he is. I want to be able to text or call him if I have to.

 Mr. Dias
I’ve avoided getting Felipe a phone. I know he wants one, but I prefer to wait another year. Do you know how many adults are addicted to their phones? I mean, at his age, Felipe should be playing sports, not staring at a screen.

 Felipe’s school principal
Cell phones are convenient, but too much phone use can be bad for children’s brains. Also, there are lots of problems these days with Internet bullying at school, and phones make this easy. Texting in class is also a problem. I don’t think kids should bring phones to school.

B  ➤ Role-play a discussion among the four people. Each person should explain his or her opinion. Bring in your own ideas, too. Try to make the other people agree with you.

C  ➤ Should Felipe get a phone? Why or why not? What is your group’s final decision? Tell the class.

Question: Do you spend a lot of time on your phone? Why or why not?
Yes, I spend a lot of time on my phone. For example, when I wake up, I check my phone and I respond to texts right away. Then I check social media. When I have breakfast, I can’t stand just eating. I prefer to watch a video or play a game. Even at the bus stop, I dislike just waiting. I usually call a friend or browse the Internet. At night, I avoid doing my homework by using my phone. I text my friends or listen to music. My mom tried to ban phones from 7:00 to 10:00 PM in our house, but it didn’t work. We are all addicted to our phones!

Word Bank
If you are addicted to something, you can’t stop doing it.

LESSON B • Always connected 153