Career Paths: Taxi Drivers is a new educational resource for transportation professionals who want to improve their English communication in a work environment. Incorporating career-specific vocabulary and contexts, each unit offers step-by-step instruction that immerses students in the four key language components: reading, listening, speaking, and writing. Career Paths: Taxi Drivers addresses topics including the parts of a car, common destinations, receiving directions, making small talk, and troubleshooting car problems. The series is organized into three levels of difficulty and offers a minimum of 400 vocabulary terms and phrases. Every unit includes a test of reading comprehension, vocabulary, and listening skills, and leads students through written and oral production.

Included Features:
- A variety of realistic reading passages
- Career-specific dialogues
- 45 reading and listening comprehension checks
- Over 400 vocabulary terms and phrases
- Guided speaking and writing exercises
- Complete glossary of terms and phrases

The Teacher's Book contains a full answer key and audio scripts. The audio CDs contain all recorded material.
# Scope and Sequence

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TAXI Drivers

Virginia Evans
Jenny Dooley
Daniel Wilson

Express Publishing
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Work Hours

Get ready!

1 Before you read the passage, talk about these questions.
   1 What are some typical working shifts for cab drivers?
   2 Why are breaks important for a cab driver?

Reading

2 Read the employee guide from a cab company. Then, mark the following statements as true (T) or false (F).
   1 T ___ The cab company is busiest in the morning.
   2 F ___ Part-time employees choose shifts after full-time employees.
   3 T ___ Employees are allowed to work a 15 hour shift.

Vocabulary

3 Match the words or phrases (1-7) with the definitions (A-G).
   1 ___ shift 5 ___ full-time
   2 ___ daytime 6 ___ minimum
   3 ___ morning 7 ___ graveyard shift
   4 ___ weekend

A working for a period during the night
B occurring early in the day
C the lowest amount of something that is allowed
D a set time when someone works
E occurring while the sun is out
F occurring on Saturday and Sunday
G working a standard number of hours

Busy B’s Cabs: Employee Guide

Working Your Assigned Shift

We know that most drivers prefer morning and daytime shifts. However, our busiest time is later in the day. This means some employees will work the evening and graveyard shifts. We will accommodate special requests whenever possible. We let full-time employees choose their shifts first. You will probably get a weekend shift if you are a part-time employee.

You may work longer than your assigned shift. However, please remember to get enough rest. Company policy allows you to work a maximum of 14 hours in a 24-hour period. Then, you must take a break for a minimum of ten hours.
4 Read the sentences and choose the correct words or phrases.

1. The driver worked the **morning/evening** shift so she could attend school earlier in the day.
2. Employees are not allowed to work for an entire 24-hour **graveyard shift/period**.
3. The driver took a **shift/break** to eat his lunch.
4. Drivers are not allowed to work more than the **minimum/maximum** number of hours.
5. An employee who works one day per week is considered **part-time/full-time**.

5 Listen and read the employee guide from a cab company again. What can an employee do if he or she needs to work a particular shift?

Listening

6 Listen to a conversation between two cab drivers. Choose the correct answers.

1. What is the main idea of the conversation?
   A. why the woman cannot work her shift
   B. what time a particular shift starts
   C. which shift is the most popular
   D. whether the man will work the woman’s shift

2. What is the man’s concern about working the evening shift?
   A. It is later in the day than his usual shift.
   B. It would require him to work on his day off.
   C. It is more stressful than the graveyard shift.
   D. It would require him to work more than the maximum number of hours allowed.

7 Listen again and complete the conversation.

**Cab Driver 1:** Hey, Lou. Are you working on Wednesday?
**Cab Driver 2:** I work the **1** ___________ ___________ that night. Why do you ask?

**Cab Driver 1:** I need **2** ___________ ___________ my evening shift. Do you think you could help me out?

**Cab Driver 2:** I don’t know. I can’t work both shifts. That’s more than the **3** ___________ of fourteen hours.

**Cab Driver 1:** Oh, right. How about if **4** ___________ ___________ the graveyard shift?

**Cab Driver 2:** I guess that’ll work. Then I just work **5** ___________ ___________.

**Cab Driver 1:** Great! I’ll tell the dispatcher **6** ___________ ___________ ___________ in the schedule.

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

**USE LANGUAGE SUCH AS:**

- Are you working ...?
- I can’t work ...
- How about if ...?

**Student A:** You are a cab driver. Talk to Student B about:
- your shift
- his or her shift
- changing shifts

**Student B:** You are a cab driver. Talk to Student A about changing shifts.

Writing

9 Use the employee guide from Busy B’s Cabs and the conversation from Task 8 to fill out the shift change request form.

**Busy B’s Cabs Shift Change Request**

**Employee requesting change:** ___________ ___________ ___________ ___________

**Your current shift:** ___________ ___________ ___________ ___________

**Please describe the change you want to make:** ___________ ___________ ___________ ___________ ___________ ___________ ___________ ___________
Get ready!

Before you read the passage, talk about these questions.

1. What are some factors that typically cause stress?
2. How can someone cope with stress?

Reading

Read the brochure on stress management. Then, mark the following statements as true (T) or false (F).

1. _ Fatigue and anxiety are signs that a person is under stress.
2. _ There are various ways to cope with stress.
3. _ The brochure recommends sharing frustration with family.

Vocabulary

3. Write a word that is similar in meaning to the underlined part.

1. Frustration is a state that indicates a condition of stress. _ y _ t o _
2. The cab driver likes to become less worried and tense by listening to music. _ r _ a _
3. An attitude that is focusing on good qualities can help someone feel less anxious. _ o s _ _ _ v _
4. Workers in many industries suffer from an ongoing feeling of worry and tension. _ s _ _ _ s
5. The cab driver has continuous or recurring fatigue because she never gets enough rest. _ c _ _ _ n i _
6. Some people manage difficult situations by doing yoga or meditation. _ c _ _ _
7. The cab driver does not like customers who are not polite or respectful. _ u _ _

Don’t Let Stress Get You Down

Managing stress is one of the most important ways to stay happy and healthy. Cab drivers deal with many factors that increase stress. Cab drivers must often work long, difficult shifts. They spend many hours away from their families. Then, they are tired when they get home. The pressures of responsibilities at work and home can cause chronic fatigue and anxiety. These are the primary symptoms of stress.

That’s why cab drivers must find ways to cope. Each person’s methods are a little different, but there are a few basic strategies:

Keep a positive attitude. Some difficult situations are out of your control. For example, you can’t fix a traffic jam. Instead of worrying about it, focus on the good things in your life.

Don’t let work interfere with your personal life. Excessive worrying can cause unnecessary stress after the workday is over. If you had a rude customer, don’t let your frustration affect your family.

Make time to relax. Everyone needs downtime to escape from the challenges of work. Get some rest. Spend time doing an activity that you really enjoy. You might want to try a special relaxation technique, like yoga or meditation.
4 Place the words or phrases under the correct headings:

- **Causes of stress**: frustration, activity, pressure, traffic jam, downtime, anxiety.
- **Symptoms of stress**
- **Relievers of stress**

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<th>Causes of stress</th>
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5 Listen and read the brochure on stress management again. What are some different activities people do to relax?

### Writing

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

**USE LANGUAGE SUCH AS:**

- This job seems ...
- You just have to ...
- There’s no point in ...

**Student A:** You are a cab driver. Talk to Student B about:
- your frustration with your job
- what causes your stress
- ways to cope with stress

**Student B:** You are a cab driver. Talk to Student A about ways to cope with stress.

### Speaking

**Speaking**

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

**USE LANGUAGE SUCH AS:**

- This job seems ...
- You just have to ...
- There’s no point in ...

**Student A:** You are a cab driver. Talk to Student B about:
- your frustration with your job
- what causes your stress
- ways to cope with stress

**Student B:** You are a cab driver. Talk to Student A about ways to cope with stress.

### Listening

6 Listen to a conversation between two cab drivers. Choose the correct answers.

1. What is the conversation mainly about?
   - A which jobs cause the least frustration
   - B the man’s suggestions for dealing with stress
   - C the woman’s favorite ways to relax
   - D how to reduce anxiety while driving

2. How does the man cope with frustration?
   - A He keeps a positive attitude.
   - B He avoids rude customers.
   - C He works shorter hours.
   - D He leaves work early.

### Listening

7 Listen again and complete the conversation.

**Cab Driver 1:** The long hours are tough, aren’t they?
**Cab Driver 2:** They’re terrible! And the customers are 1 __________ __________.
**Cab Driver 1:** Yeah, it can be difficult. But you just have to keep a positive attitude.
**Cab Driver 2:** I try, but that’s just not enough. How do you 2 __________ __________?
**Cab Driver 1:** For one thing, I don’t take my frustration 3 __________ __________ __________. I stop thinking about work when I clock out.
**Cab Driver 2:** And that really makes it easier?
**Cab Driver 1:** Absolutely. 4 __________ __________ in worrying about things when you can’t do anything about them.
**Cab Driver 2:** I guess you’re right. What else do you do?
**Cab Driver 1:** I also make sure I have 5 __________ every week. I like to go to the movies.
**Cab Driver 2:** You know, I haven’t 6 __________ __________ __________ __________ for months. Maybe I’ll try to go tomorrow.
airport [N-COUNT-U7] An airport is a place with facilities for people to arrive or depart on an aircraft.

alert [ADJ-U2] If someone is alert, he or she notices things quickly.

analog [ADJ-U12] If an item is analog, it measures information with a pointer and a dial.

ask [V-T-U6] When you ask someone something, you speak to them in order to get an answer to a question.

brake [V-I-U5] To brake is to use a device that slows or stops a vehicle.

brake light [N-COUNT-U10] A brake light is a bulb on the back of a car that lights up when a driver steps on the brakes.

break [N-COUNT-U4] A break is a period of time during a working shift when someone stops working and rests or eats.

bumper [N-COUNT-U10] A bumper is the part on the front or back of a car that limits damage in a crash.

bus terminal [N-COUNT-U7] A bus terminal is a place from where people can travel into or out of an area on a bus.

calculate [V-T-U6] To calculate something is to determine an amount or number.

calm [ADJ-U2] If someone is calm, he or she behaves in a quiet manner and is not angry or upset.

capacity [N-UNCOUNT-U14] Capacity is the largest amount that something can contain.

cardinal directions [N-PLURAL-U15] Cardinal directions are the four main directions: north, south, east, and west.

cash [N-UNCOUNT-U9] Cash is money in bills or coins.

centimeter [N-COUNT-U14] A centimeter is a measurement of length equal to one hundredth of a meter.

central office [N-COUNT-U3] The central office of a cab company is where records are kept and where the dispatcher works.

change [N-UNCOUNT-U9] Change is an amount of cash that is given back to someone who has paid with a bill that was larger than needed to cover the costs.

chat [V-I-U5] To chat is to talk casually with someone, usually in a friendly manner.

check [N-COUNT-U9] A check is a piece of paper you give someone you owe money to. The bank gives them the money from your account.

check [V-T-U6] To check something is to look at something to make sure it is correct or in the proper condition.

close [V-T-U5] To close something is to cover a hole or opening.

club [N-COUNT-U7] A club is a place that provides entertainment, such as music or dancing, and often serves food and drinks as well.

color [N-UNCOUNT-U15] Color is the quality of being yellow, red, blue etc. rather than being black, white, or clear.

commission [N-COUNT-U1] A commission is an organization that decides on rules and requirements for a particular industry.

company [N-COUNT-U3] A company is a business that provides a service in exchange for money.

compass rose [N-COUNT-U15] A compass rose is a picture on a map that shows the cardinal directions and the points midway between them.

console [N-COUNT-U11] A console is the area in front of the driver that contains the car's controls such as the steering wheel, shifter, and headlight controls.

construction zone [N-COUNT-U13] A construction zone is an area where building or repairs are taking place.

convention center [N-COUNT-U7] A convention center is a building or group of buildings that is used for large groups to hold meetings and events.

credit card [N-COUNT-U9] A credit card is a piece of plastic coded with electronic information that allows someone to buy a product or service and pay for it at a later time.

dashboard [N-COUNT-U10] The dashboard is the panel containing controls and instruments (radio, heating, etc.) in front of the driver of a vehicle.

daytime [ADJ-U4] Something is considered daytime if it occurs during the middle of the day.
Career Paths: Taxi Drivers is a new educational resource for transportation professionals who want to improve their English communication in a work environment. Incorporating career-specific vocabulary and contexts, each unit offers step-by-step instruction that immerses students in the four key language components: reading, listening, speaking, and writing. Career Paths: Taxi Drivers addresses topics including the parts of a car, common destinations, receiving directions, making small talk, and troubleshooting car problems.

The series is organized into three levels of difficulty and offers a minimum of 400 vocabulary terms and phrases. Every unit includes a test of reading comprehension, vocabulary, and listening skills, and leads students through written and oral production.

Included Features:
- A variety of realistic reading passages
- Career-specific dialogues
- 45 reading and listening comprehension checks
- Over 400 vocabulary terms and phrases
- Guided speaking and writing exercises
- Complete glossary of terms and phrases

The Teacher’s Book contains a full answer key and audio scripts. The audio CDs contain all recorded material.