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English for Specific Purposes Catalogue

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Book 1

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6 Cruise ships

Welcome to Poseidon Cruises!

BIG BOAT
BIG FUN

Get ready!

1 Before you read the passage, talk about these questions.
   1 Why do people take cruises?
   2 You win free tickets for a cruise. Where do you go? Why?

Reading

2 Listen and read a part of a brochure for a cruise ship. Where can you make new friends? Choose the correct answers.
   1 What does the brochure mainly talk about?
      A how to buy a cruise ship ticket
      B the types of rooms available on a ship
      C the fun parts of traveling on a cruise ship
      D why cruise ships are good for families

   2 One of the porter’s duties is to...
      A pack your luggage.
      B put your bags in your room.
      C inform about activities on the ship.
      D help passengers get on tenders.

   3 According to the passage, what does a person do on the upper deck?
      A visit the pool
      B get on a tender
      C have lunch
      D meet people

Vocabulary

3 Read the sentence pairs. Choose where the words best fit in the blanks.
   1 relaxation / adventure
      Mick does not want a lot of activity. He wants ________ during his holiday.
      Rita climbs a mountain because she enjoys the ________.

   2 embarkation / shore excursion
      Penny visits a new city. She is on a(n) ________.
      Oscar shows his ticket at ________.

   3 porter / cruise director
      Ulysses is a ________. He handles the passenger’s luggage.
      Miranda is a ________. She tells passengers about activities.
4 Match the words (1-6) with the definitions (A-F).

1 __ cabin  4 __ disembark
2 __ balcony  5 __ port of call
3 __ upper deck  6 __ tenders

A to get off of a ship
B a place where ships stop
C the top part of a ship
D a room on a ship where passengers sleep
E small boats that take passengers from the cruise ship to land
F a small outdoor area that is attached to cabins

Listening

5 Listen to a cruise director make an announcement. Then answer the questions.

1 What does the cruise director talk about?
   A: a stop at a port of call
   B: a shore excursion
   C: things to do on the ship
   D: problems with the dining area

2 According to the announcement, what activity takes place at 10 am?
   A: games on the upper deck
   B: lunch in the dining room
   C: passengers watch a movie
   D: a play in the theater

6 Listen again. Fill in the blanks.

Cruise Director: Hello, ladies and 1. Welcome to the Grande Dame. This is your 2. There are many activities on the Grande Dame today. At 10 am, join us on the 3. for games. Then we have lunch at 4. At 2 pm, watch a movie at the ship theater. The theater is on 5. Finally, dinner is at 6 pm. The 6. is on Deck 10. Have a wonderful day on our cruise ship!

Speaking

7 With a partner, act out the roles below, based on the announcement from Task 6. Decide who Student A and Student B are. Then switch roles.

USE LANGUAGE SUCH AS:
At 10 am, join us on the ... for ...
We have ... at 6 pm
The theater is on the Deck ...

Student A: You are a passenger on a cruise ship. Ask Student B about:
   ● activities on the ship
   ● times of the activities
   ● location of the activities

Student B: You are a cruise director on a cruise ship. Answer Student A’s questions

Writing

8 Use the conversation in Task 7 to fill out the schedule for the cruise ship.

Grande Dame
Schedule of Events for Monday

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<tr>
<th>Time</th>
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<th>Location</th>
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adventure [N-COUNT or UNCOUNT-U6] Adventure is fun and exciting activities.

affordable [ADJ-U8] Something that is affordable is something that you have enough money to buy.

arrivals terminal [N-COUNT-U5] An arrivals terminal is where people who land at the airport enter through.

ATM [N-COUNT-U11] An ATM (automatic teller machine) is a machine that you use to access and withdraw money from your bank account.

attendant [N-COUNT-U7] An attendant is a train worker.

baggage claim [N-COUNT-U5] A baggage claim is where you pick up your bags in an airport.

balcony [N-COUNT-U6] A balcony is an outdoor area that is attached to the cabin.

bank [N-COUNT-U11] Banks are places where people keep their money.

bed and breakfast [N-COUNT or UNCOUNT-U4] A bed and breakfast is small house or hotel that offers lodging and a morning meal.

benefit [N-COUNT-U8] A benefit is something good about a thing.

berth [N-COUNT-U7] A berth is a type of bed that is on a train.

boarding pass [N-COUNT-U5] A boarding pass is a paper that allows you to get on a plane or bus.

boarding time [N-UNCOUNT-U5] The boarding time is when passengers get on the plane.

bottled water [N-UNCOUNT-U15] Bottled water is clean water that is in a container.

branch [N-COUNT-U11] A branch is an office that is part of a bigger company.

break-in [N-COUNT-U14] A break-in is when a person enters a home or building without permission.

budget hotel [N-COUNT-U4] A budget hotel is a sleeping and resting place that is inexpensive and has few services.

bug spray [N-UNCOUNT-U15] Bug spray is a chemical substance that kills bugs.

business hours [N-UNCOUNT-U11] A company's business hours are the times that the company is open.


buy-back [N-COUNT-U12] A buy-back is a policy. A business buys back something they previously sold you.

by bus [PREP PHRASE –U8] To go by bus is to travel somewhere on a big vehicle that carries a lot of people.

by rail [PREP PHRASE-U7] To travel by rail is to travel on a train.

cabin [N-COUNT-U4] A cabin is a small wooden house where visitors stay.

cabin [N-COUNT-U6] A cabin is a room on a ship.

campsite [N-COUNT-U4] A campsite is a sleeping and resting place where people stay in tents.

cash register [N-COUNT-U13] A cash register is a machine that holds a shop's money. It shows and records each transaction.

cash-only [ADJ-U10] A cash-only business only accepts cash as a method of payment.

catch the train [V PHRASE-U7] To catch the train is to ride on a train.

celebrate [V-I or T-U1] To celebrate is to have fun on an important day.
charge card [N-COUNT-U10] A charge card is a small card from a bank or shop that allows you to buy items and pay for them later.

cheaply [ADV-U8] Something that can be purchased cheaply is purchased for a little money.

check in [PHRASAL V-U5] To check in is to get the boarding pass from the airport worker.

checking account [N-COUNT-U10] A checking account is a type of bank account. You can withdraw money using checks.

collectible [N-COUNT-U13] A collectible is a valuable object that a person buys and collects.

commission [N-COUNT-U12] A commission is the amount of money a business charges for some types of service.

compact [ADJ-U9] A compact car is a small car.

conference [N-COUNT-U1] A conference is a group of people who come together to talk about business, education, etc.

connect [V-T–U2] To connect is to let a telephone caller communicate with someone else.

convert [V-T-U12] To convert is to change money from one currency to another.

cost [N-COUNT-U13] The cost of an item is the amount of money you pay for it.

coupon [N-COUNT-U13] A coupon is a piece of paper that allows you to buy something at a lower price.

courteous [ADJ–U2] Someone who is courteous is polite and nice.

credit card [N-COUNT-U10] A credit card is a small card that allows you to buy things and pay for them later.

criminal [N-COUNT-U14] A criminal is a person who breaks the law.

credit card [N-COUNT-U10] A credit card is a small card that allows you to buy things and pay for them later.

crime scene [N-COUNT-U1] A crime scene is where a crime has happened.

cruise director [N-COUNT-U6] A cruise director is a worker who organizes activities on the ship and tells passengers about the activities.

cuisine [N-COUNT-U3] A cuisine is a style of cooking from a certain place.

currency [N-COUNT-U12] Currency is a word for money from a particular place, like the euro and the dollar.

currency exchange office [N-COUNT-U12] A currency exchange office is a place where you can change money for another country’s money.

cuts [N-COUNT-U3] A cut is meat from a certain part of an animal.

debit card [N-COUNT-U10] A debit card is a small card that takes money out of a bank account.

departure lounge [N-COUNT-U5] A departure lounge is where passengers wait to get on their plane.

departures terminal [V-I-U5] A departures terminal is a part of the airport that people who fly to a different place use.

direct a call [V PHRASE–U2] To direct a call is to decide who the caller speaks to next.

dismount [V-I-U6] To disembark is to get off a ship.

drivers license [N-COUNT-U9] A drivers license is a card that says you are allowed to drive a car.

drive-through [N-COUNT-U3] Drive-through service is a type of service in which customers order and receive food in their car.

duty-free shop [N-COUNT-U5] A duty-free shop is a store where you buy items and do not have to pay tax for them.

economy car [N-COUNT-U9] An economy car is inexpensive.
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Job interviews can be stressful; however, with proper planning and preparation, you can get the job. Read these tips to help you survive the interview and get a job offer!

Before the Interview
- Research the company and prepare relevant questions. Interviewers appreciate when job candidates demonstrate interest in the company and available position.
- Organize all paperwork, including your résumé, official transcripts, and references from previous employers.
- Plan responses to common interview questions and practice interviewing with a friend.
- Prepare for questions about your salary expectations by finding out how much employees in the position you are applying for are typically paid.

During the Interview
- Make a good first impression by arriving on time for the interview. Make sure to dress in clean and professional attire. Finally, be polite and use the interviewer’s name when speaking.
- Respond to all questions clearly. Interviewees should provide solid examples of how their previous experience relates to skills needed for the new position. Also, be sure to explain your future career goals.

After the Interview
- Follow up immediately with a thank-you note restating your interest in the position.
- Employers may request a call-back to obtain more information.

Get ready!

1. Before you read the passage, talk about these questions.
   1. How do people prepare for a job interview?
   2. What items do people bring to job interviews?

Reading

2. Read the article from a magazine, and then mark the following statements as true (T) or false (F).
   1. __ A job candidate should ask about the company during an interview.
   2. __ Interviewees make a good impression by dressing professionally for the interview.
   3. __ A call-back is a typical way for job candidates to follow up after an interview.

Vocabulary

3. Complete the sentences with words or phrases from the word bank.

**Word Bank**

- interview
- relevant
- followed up
- salary
- interviewee

1. Mac ________ by thanking his interviewer.
2. After the ________, Ms. Mills wasn’t sure if Tara was right for the position.
3. Mr. Jones is paid a good ________.
4. The ________, arrived early and waited until the manager was ready.
5. Mr. George didn’t write his height on the application because it was not ________.
4 Choose the correct words/phrases to go in the blanks.

1 transcript / résumé
A Mary’s ___ lists her professional background.
B Steve requested a ___ from his university.

2 interviewer / job candidate
A The ___ was impressed by Ms. Jones and offered her the job.
B Mr. Cruz decides to interview the ___ .

3 attire / paperwork
A The dress code requires professional ___.
B Ms. Jessup had to fill out some ___ before she could begin her new job.

4 reference / call-back
A Traci received a ___ after the interview.
B Jason asked Ms. Watson if he could list her as a ___ on his job application.

5 thank-you note / job offer
A Bob declined the ___ because he found a position at another company.
B Paige sent Mr. Trujillo a ___ for helping her complete the project.

5 Listen and read the article again. How should you address the interviewer?

Listening
6 Listen to a conversation between an interviewer and a job candidate. Then mark the following statements as true (T) or false (F).

1 ___ The man wants a job as a manager.
2 ___ The man has never worked in the hotel business before.
3 ___ The man helps train new employees at his current job.

7 Listen again, and fill in the blanks.

**Candidate:** Well, I'm currently working as an assistant hotel manager, but I'm looking to ___ ___ ___ ___.

**Interviewer:** Okay. According to your résumé, you've ___ ___ ___ ___ for five years, right?

**Candidate:** That's correct.

**Interviewer:** And what would you say has been your ___ ___ ___ ___ during those five years?

**Candidate:** Last year I created a very successful ___ ___ ___ ___ for new hotel employees.

**Interviewer:** Really? That's great.

**Candidate:** Yes, it's really helped our hotel run ___ ___ ___.
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In the courtroom

Jury Duty Rules and Expectations

Thank you for reporting for jury duty. The following is a description of what to expect today.

You will receive a number. Enter the courtroom when the clerk of the court calls that number.

In the courtroom, have a seat in the jury box. The bailiff will direct you.

Attorneys for the defense and prosecution will then ask you questions. A judge presides over the proceedings and the court reporter records your answers. The goal is to select jurors for a trial. It is important that you answer their questions honestly. This provides the defendant with a fair trial. Potential jurors may leave after questioning if not selected.

Get ready!

1. Before you read the passage, talk about these questions.
   1. Who must be in a courtroom during a trial?
   2. How can lawyers be sure that jurors will be fair?

Reading

2. Read this court pamphlet. Mark the following statements as true (T) or false (F).
   1. A judge asks potential jurors questions to check if they are biased.
   2. Jurors' answers are recorded by an employee of the court.
   3. Every person that reports for jury duty listens to a trial.

Vocabulary

3. Match the words (1-6) with the definitions (A-F).

   1. __ clerk of the court
   2. __ court reporter
   3. __ defense
   4. __ prosecution
   5. __ juror
   6. __ bailiff

A. the side of a case that attempts to prove innocence
B. the side of a case that attempts to prove guilt
C. a person who assists a judge
D. an officer who keeps order in court
E. a person that types everything that is said in court
F. a person who listens to a trial and decides if a defendant is guilty or not
4 Check (✓) the sentence that uses the underlined parts correctly.

1. A The proceedings took place in the courtroom on the second floor.
   B The defense brought the lawsuit against the corporation.

2. A The judge took his seat in the jury box when the trial started.
   B Judge Williams is presiding over the upcoming trial.

3. A Mary isn’t going to be at work because she has jury duty.
   B The bailiff typed the attorney’s words very quickly.

4. A The court reporter sat at the table with her client and waited for the trial to start.
   B The attorney stood close to the jury box as he made his argument to the jurors.

5 🎧 Listen and read the text again. Say what happens when you report for jury duty.

Listening

6 🎧 Listen to a conversation between a judge and a defense attorney. Choose the correct answers.

1. What is the conversation mostly about?
   A removing a juror  C selecting a new juror
   B questioning a juror  D protesting a juror’s decision

2. What is the judges opinion?
   A He thinks young people often commit crimes.
   B He plans to release the defendant.
   C He doubts the juror would be unfair.
   D He agrees with the attorney’s argument.

7 🎧 Listen again and complete the conversation.

Attorney: Your Honor, I don’t believe that 1 _______ four should sit for this trial.
Judge: For what 2 _______?
Attorney: One of his answers to my questions. He believes that young people are more likely to commit crimes these days.
Judge: And you’re worried that he will be 3 _______ toward the defendant?
Attorney: Yes. My client is only seventeen years old.
Judge: The 4 _______ has a point. We’ll release him.
Attorney: Thank you, Your Honor.
Judge: We’ll continue the 5 _______ after the 6 _______ of the court calls in another juror.

Speaking

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

USE LANGUAGE SUCH AS:

- Your Honor, I don’t believe that...
- He believes that...
- My client is only...

Student A: You are a defense attorney. You see a problem with a juror. Talk to Student B about:
- the juror
- a question and answer
- your client

Student B: You are a judge. Talk to Student A about a juror and make a decision.

Writing

9 Use the conversation from Task 6 to complete the notes about selecting a jury for a trial.

Today, we ______ a juror. I thought he would be ______

I believe this because he _________________.
The judge _________________.
and _________________.

JURY NOTES
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6 SI System of Units

Light-Reflecting Material: Summary and Specifications

Engineers here at Parker Engineering have developed a new, lightweight material that reflects light. This report details the experiment process and results. The aim of the project was to construct a material that was both lightweight and highly reflective. Following the development of the prototype, measurements of the material's weight and reflective ability were recorded. We are submitting all measurements in accordance with the SI system of units, commonly known as the metric system. The weight of the material was measured in grams per square meter. The luminous intensity was measured with a base unit of candela. The light reflected back was measured on a solid angle of one square meter. This supplementary unit was used for ease of calculation. The derived unit of luminance was used to measure the amount of light returned.

The test conditions and results are as follows: The light source reflected 75,000 candela of luminous intensity. Experiments show that the material returned with a luminance of 1,000 candela per square meter at a distance of 100 meters and 0.001 steradians. The weight of the material measured 95 grams per square meter.

Based on the above results, the material was above average for lightness and reflective ability.

Reading

Read the report from an engineer at Parker Engineering. Then, mark the following statements as true (T) or false (F).

1. Engineers recorded the material's reflective ability.
2. Luminous intensity was measured with candelas.
3. The prototype did not meet the weight requirements.

Vocabulary

Match the words (1-7) with the definitions (A-G).

1. luminous intensity 5. steradian
2. supplementary unit 6. SI system of units
3. solid angle 7. derived unit
4. base unit

A. a measurement system with seven types of units
B. a two-dimensional angle in a sphere
C. the power of light the human eye can perceive
D. a unit of measurement formed by combining base units
E. a measurement unit beyond the seven basic types
F. a unit of measurement for angles
G. one of seven basic units of measurement

Get ready!

1. Before you read the passage, talk about these questions.
   1. What types of measurement are you familiar with?
   2. What can you measure with the SI system of units?
### Writing

9 You are an engineer who has developed a new reflective material. Use the report and conversation from Task 8 to write a brief journal article about the material (100-120 words). Write about:
- The uses of the product
- The characteristics of the product
- Why this product is better than others
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Macs® and PCs

The Eternal Debate

As Apple® grows in popularity, the Mac® versus PC debate continues. Many businesses experience trouble choosing between the two. However, businesses must realize that each computer is suited for different needs.

The two differ most in their operating systems. With a PC you have a variety of OS options from Microsoft® and other sources. Macs® come with one of the proprietary Apple® OSes like OS X®. You can install Windows® on a Mac®, but many users prefer the Mac® OS regardless.

Macs® have proven themselves vital in publishing, particularly the prepress process. Mac® has superior typography and color matching. Once printed, products look exactly as good as they do on the computer screen.

Meanwhile, PCs are noted for their fast processing speed and acceptability. Users can customize a PC to their needs. Additionally, their video subsystems are more powerful. This makes PCs desirable for game designers and others who need advanced graphics.

However, both computers have their limitations. While PCs are cheaper, they are also more susceptible to viruses. Macs® usually cost more but are less susceptible to computer viruses. However, Macs® tend to have fewer third-party software options than PCs. Businesses need to consider such concerns and make the right decision when buying computers for their companies.

Get ready!

1. Before you read the passage, talk about these questions.
   1. Why do people prefer one operating system over another?
   2. How might one operating system benefit a company more than another?

Reading

2. Read the computer magazine article. Then, mark the statements as true (T) or false (F).
   1. Macs® are generally more expensive than PCs.
   2. PCs are better suited to publishing.
   3. PCs have fewer options from third-party software producers.

Vocabulary

3. Match the words (1-7) with the definitions (A-G).
   1. Apple®
   2. Windows®
   3. customize
   4. OS X®
   5. processing speed
   6. video subsystem
   7. Microsoft®

   A. company that creates the most common PC operating system
   B. part of a computer that creates visuals
   C. a measurement of how quickly a computer works
   D. operating system for PCs
   E. changing a computer for your needs
   F. operating system for Macs®
   G. company that creates Macs®
4 Fill in the blanks with the correct words: Mac®, prepress, color matching, PC, typography

1 A ________ comes with OS X®.
2 Publishing software is needed for the ________ process.
3 Good ________ means anything printed out looks exactly like what's on screen.
4 I'm getting a ________ because I like the Windows® OS.
5 The ________ on this computer includes hundreds of fonts.

5 Listen and read the computer magazine article again. What makes the PC more popular with game designers?

Listening

6 Listen to a conversation between two employees at a publishing company. Choose the correct answers.

1 What is the conversation mostly about?
   A customizing PCs for publishing
   B locating third-party software options
   C finding publishing programs for Mac®
   D the differences between Macs® and PCs

2 What can you infer about the employees?
   A They currently use Macs®.
   B They are unfamiliar with PCs.
   C They plan to request new Macs®.
   D They create and publish software.

7 Listen again and complete the conversation.

Employee 1: Mr. Jackson has decided to update our computers. 1 ________ ________ ________ ________ ________.
Employee 2: Really? PCs? I'm glad we're updating, but I'd rather 2 ________ ________ ________.
Employee 1: You would? Not me. You can't customize a Mac®.
Employee 2: Sure, you 3 ________ ________ ________ ________. But Macs® do some things so much better.
Employee 1: What do you mean?
Employee 2: The 4 ________ ________ and typography are more sophisticated on a Mac® than on a PC. We need that in publishing.
Employee 1: Okay, I'll give you that. But Macs® have 5 ________ ________ ________ ________, don't they?
Employee 2: Maybe a little, but that's mostly with video, and we barely use it.

Speaking

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

USE LANGUAGE SUCH AS:

We're switching to PCs.
You can customize PCs.
But Macs® have slower processing speeds.

Student A: Talk to Student B about:
   • switching to PCs
   • benefits of PCs
   • drawbacks of Macs®

Student B: You are an employee. Talk to Student A about the benefits of Macs®.

Writing

9 You are an IT Worker at a company. Use the article and the conversation from Task 8 to write an email to management recommending the company purchase either Macs® or PCs (120-150 words). Talk about:
   • Which type of computer you would choose
   • Why your company needs this type of computer
   • The benefits of the type of computer you would choose
   • The drawbacks of the type of computer you wouldn't choose
Company culture

Get ready!

1 Before you read the passage, talk about these questions.
   1 What values do you think make a company successful?
   2 What traits or actions can discourage customers from doing business with a company?

Reading

2 Listen and read this poster about a company's values. Then, read the summary of the text. Fill in the blanks with the correct words from the word bank. How does the company value their customers? Tell the class.

Word Bank
- products
- customers
- employees
- market
- opportunities

The company 'Software Plus' has four core values. To begin with, it aims to put 1 _______ first. Secondly, it tries to stay ahead in the 2 _______ by identifying what is popular. Thirdly it treats its 3 _______ well by providing perks and training 4 _______. Finally, it never creates 5 _______ that harm the environment.

Vocabulary

3 Match the words (1-7) with the definitions (A-G).
   1 _______ gap
   2 _______ trend
   3 _______ innovation
   4 _______ priority
   5 _______ perk
   6 _______ opportunity
   7 _______ endeavor

A a benefit people receive from their jobs
B the most important thing to do
C a new development
D to try to do something
E a temporarily popular item or style
F a place where something is missing
G a chance to do something useful
4 Read the sentence pairs. Choose where the words best fit in the blanks.

1 foster / strive
   The company aims to ______ the staff's development.
   Mr. Gao wants his workers to ______ to do their best.

affordable / one step ahead
2
   It's important to stay ______ of our competition.
   The other company's product is more ______.

initiatives / core values
3
   This company has three ______: loyalty, quality and trust.
   There are many new ______ to help small businesses.

environmental issues / assets
4
   The company was forced to sell many of its ______.
   Being aware of ______ can reduce pollution.

Listening

Listen to a conversation between two managers. Mark the following statements as true (T) or False (F).

1 T The poster will be displayed in the break room.
2 T The man wants to include a statement about current employees.
3 F The woman thinks people will like the environmental initiatives.

6 Listen again and complete the conversation.

Manager 1: I need some help with this poster for next month's ______.
Manager 2: Sure, have a seat. What can I do?
Manager 1: Well, management wants a display that shows our ______. The problem is, the manual lists a lot of values, but I can only show four.
Manager 2: I'd start with customer care. You could write about how we keep our software affordable.
Manager 1: That's good, thanks. What do you think of including ______, though?
Manager 2: Yeah, why not? You could mention a few of our environmental initiatives. Like our recycling program.
Manager 1: Good idea. But it's a job fair, and there's 4 ______ ______ ______ ______ ______. I should include something about them, right?
Manager 2: What do you ______ ______ ______ ______?
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### Glossary
Accounting software

PBL Unlimited

It's here! The new version of PBL’s complete accounting software offers the same ease of use, security, and functionality as our previous version, plus updates to launch your business into the future of financial accounting.

PBL Unlimited features:
- Up to 50 user licenses
- Cash flow manager
- Automatic inventory tracking
- Audit trail report
- Remote access
- Data mining
- Unlimited customer accounts
- Two years of free updates
- And so much more...

Get ready!
1. Before you read the passage, talk about these questions.
   1. What are the advantages to using accounting software?
   2. What are some different types of accounting software?

Reading
2. Read these advertisements. Then, mark the following statements as true (T) or false (F).
   1. Multiple users can operate PBL Unlimited.
   2. The Virtual Accountant features self-teaching tools.
   3. The Virtual Accountant is best for large firms.

Vocabulary
3. Match the words (1-5) with the definitions (A-E).
   1. ease of use
   2. updates
   3. garbage in, garbage out
   4. functionality
   5. data mining

A. the result of flawed input is flawed output
B. improvements created by a program's designers
C. analyzing information and finding patterns in it
D. the degree to which a program is simple to operate
E. the degree to which a program is practical and useful
4 Fill in the blanks with the correct words and phrases:
user licenses, remote access, up and running, tutorials, user-friendly.
1 Large firms need software with a lot of ___________.
2 The business will be ___________ soon.
3 Don is travelling and wants a program with ___________.
4 Individuals may want a program that is ___________.
5 People who are new to accounting should use ___________.

5 Listen and read the advertisement again. How many people are allowed to use one copy of PBL unlimited?

Listening
6 Listen to a conversation between two accountants. Choose the correct answers.
1 What is the dialogue mostly about?
A choosing software  C PBL's latest update
B the number of users  D using outdated software

2 What are the accountants likely to do?
A stop using software
B select PBL Unlimited
C shop for other programs
D update their current software

7 Listen again and complete the conversation.

Accountant 1: So, Tim, have you thought about which
1 ________ we should get?
Accountant 2: Well, I'm thinking about getting PBL Unlimited.
Accountant 1: Hmm ... I 2 ________ PBL Unlimited. I like the
Virtual Accountant, though.
Accountant 2: This 3 ________ PBL Unlimited has some
4 ________ .
Accountant 1: But the Virtual Accountant is really easy to use. It
has tutorials on 5 ________ .
Accountant 2: That's cool. But I 6 ________ ________ for
homes, not businesses.
Accountant 1: You don't think it would work for the business?
Accountant 2: Well, I would 7 ________ ________ something
with more features.
Accountant 1: What features does PBL Unlimited have?
Accountant 2: Oh, it has everything! It has inventory tracking,
data mining and a lot more.

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

USE LANGUAGE SUCH AS:
Have you thought about which software ...?
I'm thinking about getting ...
What features does ... have?

Student A: You are an accountant.
Talk to Student B about:
- software
- features
- preferences

Student B: You are an accountant.
Answer Student A's questions.

Writing
9 Use the advertisement and the conversation from Task 8 to complete the email.

FROM: ________, CPA
TO: ________, Accounting Manager

I know you want to buy new software for our department. I just wanted to let
you know about a really great program that I used at a previous job. ________
_________________________________________________________
_________________________________________________________
_________________________________________________________

Thanks for your time!
Secretarial

Virginia Evans

Express Publishing
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7 Filing equipment

The Stationery Store

On special offer for one month only!

DON'T MISS OUR SALE -
GREAT SAVINGS!

Ring Binders:
Three inch, two-ring or four-ring binders,
available in blue, green, red, yellow and
black. Twelve for the price of ten!

Box Files:
A4 or legal size, available in blue or grey. Buy
two, get one free!

Suspension Files:
All files come with colored tabs and inserts.
Package of 100 files - now half price!

CD Storage Boxes:
Easy to assemble. Holds 100 CDs. Now 20% off!

CD-R discs:
700MB digital storage. CDs will play back on
DVD or CD players. Safe and permanent;
it's impossible to erase your data. Pack of
fifty discs - half price!

Clear Pockets:
A4 pockets, punched with holes to fit most
types of binder. Perfect for presentations
and pictures!
Pack of one hundred for the price of fifty!
This month only!

Get ready!

1 Before you read
the passage, talk about
these questions.
1 Where do people store their
papers?
2 How do people keep things
organized?

Reading

2 Read this store advertisement.
Then, mark the following
statements as true (T) or
false (F).
1 Box files are available in
three colors.
2 CD storage boxes can hold
20 CDs.
3 Clear pockets are half price
this month.

Vocabulary

3 Match the words (1-6) with the definitions (A-F).
1 __ suspension file 3 __ erase 5 __ tab
2 __ storage box 4 __ legal 6 __ insert

A a piece of plastic on a suspension file
B a file that hangs inside a drawer
C a piece of paper inside a tab
D a place where you can put things
E to remove something from a surface or disk
F a large size of paper

Free next-day delivery
for orders over $25.
4 Choose the word that is closest in meaning to the underlined part.

1 Put these files in a folder with metal rings.
   A ring binder  B suspension file  C tab

2 This office needs more space for keeping items that are not in use.
   A inserts  B storage  C legal

3 Put that document into the grey large rectangular container.
   A clear pocket  B box file  C ring binder

4 Put that picture inside a plastic envelope.
   A storage box  B clear pocket  C tab

5 Listen and read the advert again. Say five things you can buy from the store.

Speaking

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

USE LANGUAGE SUCH AS:

I'd like to place an order ...  They come in two sizes.  I'll take ...

Student A: You work at a stationery company. Talk to Student B about:
- the order
- account number
- delivery

Student B: You want to place an order for some stationery. Tell Student A what you want to buy.

Listening

6 Listen to a conversation between a secretary and a salesperson at a stationery company. Check (✓) the things the administrative assistant orders.

1 _ box files  4 _ storage boxes
2 _ ring binders  5 _ CDs
3 _ suspension files  6 _ clear pockets

Writing

9 Use the conversation from Task 8 to fill out the receipt.

Salesperson: The Stationery Store, this is Mike speaking. How can I help you?
Secretary: Hi, I'd like to place an order for some 1 supplies.
Salesperson: No problem, what would you like?
Secretary: First of all, I need some 2 .
Salesperson: Okay, they come in two sizes, 3 and A4. Which would you like?
Secretary: The legal. I'll take a dozen of those in gray.
Salesperson: Great. Anything else?
Secretary: I need seventy red 4 and three hundred 5 .
Salesperson: Got it. Do you have an account with us or are you paying with a credit card?
Secretary: We have an account. It's Johnstone and Company, and the account number is 3748 3948.
Salesperson: Thanks. We have the address on the computer, so we'll deliver it tomorrow morning. Is sometime between nine and eleven okay?
Secretary: 6 thanks, thanks.
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Nurse Practitioners and Primary Care

It’s a familiar scene: long waits at the doctor’s office in crowded waiting rooms. But there’s a way to avoid this and still get your check up! How? See an NP (nurse practitioner) instead.

NPs are an excellent point of entry health providers. They hold advanced degrees and must be board certified. So you’re sure to get good care.

NPs provide a wide range of services. They conduct physical exams and diagnose illnesses. They prescribe treatment such as physical therapy. Many provide regular immunizations for children. Some even offer counseling services.

Though patients must see doctors for specialized care, nurse practitioners provide general healthcare without the wait.

Get ready!

1. Before you read the passage, talk about these questions.
   1. What kind of jobs do nurse practitioners perform?
   2. What qualifications must nurse practitioners hold?

Reading

2. Read the article from Healthy Living magazine. Then, mark the following statements as true (T) or false (F).
   1. Patients are usually directed to NPs by point of entry health providers.
   2. Nurse practitioners treat patients’ physical and emotional needs.
   3. Patients of NPs must visit a doctor’s office to get shots.

Vocabulary

3. Match the words (1-5) with the definitions (A-E).
   1. immunization
   2. advanced degree
   3. physical therapy
   4. board certified
   5. point of entry

A. a college degree higher than a bachelor’s degree
B. having passed a test to document expertise in an area of medicine
C. treatment for an illness or injury by physical methods rather than the use of drugs
D. the administration of a medical substance to help protect a person against a disease
E. the first level of access to a system

4. Fill in the blanks with the correct words and phrases from the word bank.

prescribe  nurse practitioner  diagnose  counseling  physical exam

1. Mark is in constant pain. He hopes the doctor can quickly ________ the problem.
2. When Linda conducts a(n) ________, she checks all areas of a person’s body.
3. Peter examined his patient, he decided to ________ medication to reduce the pain.
4. Todd offers ________ services. Many people tell him about their problems.
5. Molly likes learning about medicine and helping people. She wants to be a ________ when she grows up.
Listen and read the article again. How can a patient avoid a long wait at the GP's?

Listening

Listen to a conversation between an interviewer and a NP. Choose the correct answers.

1. What is the dialogue mostly about?
   A. challenges of being an NP
   B. the steps of a physical exam
   C. procedures that the NP performs
   D. common illnesses that the NP sees

2. According to the dialogue, what service does the nurse practitioner NOT offer?
   A. prescribing medications
   B. offering counseling
   C. performing immunizations
   D. diagnosing illnesses

Listen again and complete the conversation.

Interviewer: Thanks for agreeing to 1 _______ ________. I know you nurse practitioners get busy.
NP: It's my pleasure.
Interviewer: So, what kind of 2 _______ do you provide?
NP: Lots. I conduct 3 _______ _______ and perform immunizations for children. I also offer counseling.
Interviewer: What patients do you have today?
NP: My next patient has an injury from a 4 _______ _______. I'm giving him physical 5 _______.
Interviewer: Are there any limits to the care you provide?

Speaking

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

USE LANGUAGE SUCH AS:

What kind of services do you provide?
My next patient has ...
Are there any limits to the care you provide?

Student A: You are an interviewer and you are writing an article about NPs. Ask Student B questions to find out about:
- services
- today's patients
- limits to care

Student B: You are a nurse practitioner. Answer Student A's questions.

Writing

Use the conversation from Task 8 to fill out the interviewer's notes.

Article about NPs

Services Provided:
Conducts

Performs

Offers

Limits to Care:
Does not

INTERVIEW NOTES

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Beauty Salon

Jenny Dooley
Virginia Evans

Express Publishing
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Get ready!

1. Before you read the passage, talk about these questions.
   1. Why do some people color their hair?
   2. What are some advantages of different hair colors?

Reading

2. Read the information from a magazine article. Then, mark the following true (T) or false (F).
   1. Chestnut hair is easy to maintain.  
   2. Healthy red hair holds color well.  
   3. Blonde shades have low maintenance.

Vocabulary

3. Place the words and phrases from the word bank under the correct heading.

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

1. Tara has decided to dye her hair a pale yellow color.  _ l _ n _
2. The stylist advised Sara against getting very dark black with tones of blue hair because it doesn’t match her skin tone.  _ _ u _ _ l _ c k
3. Helen is the only person with brown hair in her class.  _ r _ n _ t _
Listen and read the information from a magazine article again. What must someone consider if they want to dye their hair blonde?

Listening

Listen to a conversation between a stylist and client at a hair salon. Choose the correct answers.

1. What does the men help the woman with?
   A. choosing a new hair color
   B. maintaining a previous hair color
   C. advising about hair care
   D. picking the right hair cut

2. What is true about the woman?
   A. She has never dyed her hair before.
   B. She visits the salon every two weeks.
   C. She has naturally dark hair.
   D. She wants to look younger.

Listen again and complete the conversation.

Student A: You are a stylist at Bella Salon. Talk to Student B about:
- his or her color preferences
- the color's advantages and disadvantages
- suitable colors for the client

Student B: You are a client. Based on Student A's advice, choose a hair color.

Speaking

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

USE LANGUAGE SUCH AS:
- I really want to change my look.
- First, do you want to go lighter or darker?
- I think ... would look fantastic on you.

Writing

You are a colorist. Use the conversation from Task 8 to write notes about the client's change of hair color. Write about:
- The options
- The advantages of different hair colors
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Savings accounts

Get ready!

Before you read the passage, talk about these questions.

1. What encourages people to open savings accounts?
2. What are some restrictions on savings accounts in your country?

Reading

Read the bank advertisement. Then, mark the following statements as true (T) or false (F).

1. Depositors can develop different savings plans.
2. Larger accounts earn more money than smaller accounts.
3. Customers can open savings accounts with any amount of money.

Vocabulary

Match the words (1-5) with the definitions (A-E).

1. deposit
2. interest
3. depositor
4. withdrawal
5. long-term

A. lasting for a long time
B. when you take money from an account
C. someone who puts money into an account
D. a percentage earned on an amount of money
E. to put money into an account

Fill in the blanks with the correct words and phrases from the word bank.

earn  interest rate  savings account
limit  minimum balance

1. Tim was fined when his account fell below the _____________.
2. Many banks ____________ savings withdrawals to six per year.
3. The woman deposited the money from her paycheck into an _____________.
4. With the high rates, the man was able to ____________ some extra money.
5. The man kept his money in an account with an excellent _____________.

18
Listen and read the advertisement again. Is it possible to keep a savings account open with no money in it?

Listening

Listen to a conversation between a teller and a customer. Choose the correct answers.

1. What is the conversation mostly about?
   A. making a withdrawal
   B. reducing account fees
   C. opening a savings account
   D. checking on interest rates

2. Why will the man pay a fee?
   A. He is opening a new account.
   B. He is ordering a cashier's check.
   C. He already withdrew money this month.
   D. His account doesn't have enough money.

Speaking

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

USE LANGUAGE SUCH AS:

Is this correct ...
Your account is limited to ...
There will be a fee ...

Student A: You are a banker. Talk to Student B about:
- his/her account
- the withdrawal limit
- the fee he must pay to withdraw

Student B: You are making a withdrawal. Talk to Student A about the withdrawal limit fee.

Writing

Use the advertisement and the conversation from Task 8 to fill out the paperwork.

Customer Name: 

Account Number: 

Type of Transaction: 

Fee: Y / N
If yes, reason for fee: 

Fee Amount: 

Total Transaction Amount: 

Drury Savings Bank
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Diagnosing crop problems

Reading

2. Read the webpage from an agricultural extension office. Then, choose the correct answers.

1. What is the purpose of the webpage?
   A. to explain a diagnostic technique
   B. to offer advice on diagnosing problems
   C. to give information about services
   D. to list common causes of crop problems

2. Who does the office provide assistance for?
   A. college students
   B. the general public
   C. laboratory scientists
   D. agriculture professors

3. Which service is NOT provided?
   A. advice on growing crops
   B. on-site diagnosis of problems
   C. laboratory analysis of samples
   D. preparation of new fields

Vocabulary

3. Match the words (1-5) with the definitions (A-E).

1. __ abiotic
2. __ brown
3. __ field pattern
4. __ symptomology key
5. __ symptom

A. to change color
B. non-living
C. a sign that indicates disease
D. a tool used to diagnose diseases
E. a sign of disease that occurs throughout an area

Get ready!

1. Before you read the passage, talk about these questions.

   1. What are some signs that crops are failing?
   2. What are some ways to save failing crops?
4 Fill in the blanks with the correct words and phrases from the word bank.

**Word Bank**

- biotic
- stunted
- wilt
- stippled
- symptom
- pattern

1. __________ leaves are covered with spots.
2. A __________ plant will be much smaller than others.
3. Many crop problems have __________ causes.
4. The crops started to __________ in the heat.
5. Researchers are analyzing the __________.

5. Listen and read the webpage from an agricultural extension office again. What happens when a symptomology key doesn't provide a definite diagnosis?

**Speaking**

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

**USE LANGUAGE SUCH AS:**

- What's the problem with your corn?
- I noticed the tops of some of the plants were ...
- And what happened next?

**Student A:** You are an agricultural advisor. Ask Student B about:
- crop problems
- symptoms
- changes

**Student B:** You are a farmer. Answer Student A's questions.

**Writing**

9. Use the conversation from Task 8 to write an email to an agricultural advisor. Include: your problem, crop symptoms, and changes you've seen.

To: Farmadvisor@farmsite.com
From: THernandez@Hlam.com

Sincerely

---

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Hospital staff

HEARTLAND HOSPITAL

FIRST FLOOR
Dr. Paul Sartin, cardiologist, surgeon / Office: 100
See for: Heart Disease, Heart Surgery
Dr. Lydia Greenwich, anesthesiologist / Office: 101
See for: Surgery Pain Relief and Preparation
Dr. Richard Collins, chief pediatrician / Office: 102
See for: Children’s Health
Dr. Ann Harold, obstetrician / Office: 103
See for: Labor, Pregnancy
Dr. Thomas Locke, chief radiologist / Office: 104
See for: X-rays, CT Scans
Carol Howard, lab technician
See for: Test Results

SECOND FLOOR
Dr. Rowan McNeil, general practitioner / Office: 202
See for: General Medicine
Carol Simmons, NP, head nurse / Office: 203
See for: Nursing Schedules
Dr. Charles Thiel, pharmacist / Office: 204
See for: Prescriptions

Get ready!
1. Before you read the passage, talk about these questions.
   1. Who are some different people who work in a hospital?
   2. What are some special kinds of doctors?

Reading
2. Read the hospital directory. Then, mark the following statements as true (T) or false (F).
   1. A patient having heart surgery will visit Dr. Sartin and Dr. Greenwich.
   2. Dr. Harold is best qualified to examine a sick four-year-old.
   3. Pregnant women meet their doctor on the second floor.

Vocabulary
3. Match the words (1-5) with the definitions (A-E).
   1. lab technician  4. nurse
   2. anesthesiologist  5. pharmacist
   3. general practitioner

A. a doctor who provides many kinds of care to adults and children
B. a doctor who renders patients unconscious or prevents them from feeling pain
C. a medical professional who works with samples in a laboratory
D. a medical professional who helps a doctor and cares for patients
E. a person who fills prescriptions and gives medicine
4. Read the sentence and choose the correct word.
1. The **radiologist** / pharmacist has prepared the X-rays.
2. The **lab technician** / pediatrician is checking on the three-year-old.
3. A great **obstetrician** / cardiologist treated me after my heart attack.
4. The **anesthesiologist** / obstetrician says the baby is doing fine.
5. Dr. Brown is a famous transplant **surgeon** / nurse.

5. Listen and read the hospital directory again. Who are some of the hospital staff and what are their duties?

Listening
6. Listen to a conversation between a doctor and a nurse. Choose the correct answers.
1. What is the main idea of the conversation?
   - A. a patient’s appointment
   - B. a patient’s missing chart
   - C. a patient’s blood pressure
   - D. a patient’s general practitioner

2. What will the woman likely do next?
   - A. examine the patient
   - B. call the cardiologist’s office
   - C. take the patient’s blood pressure
   - D. lead the man to the patient’s room

7. Listen again and complete the conversation.

   **Nurse:** Dr. McNeil, could you come over here? 1__________________________?

   **Doctor:** Sure, Carol. What do you need?

   **Nurse:** I just took Ms. Grayson’s blood pressure. It’s one fifty 2__________________________.

   **Doctor:** Hmm. That’s 3__________________________.

   **Nurse:** Yes, I 4__________________________ too.

   **Doctor:** Who’s her 5__________________________?

   **Nurse:** Her chart says it’s Dr. Sartin.

   **Doctor:** He’ll want to 6__________________________ this.

   **Nurse:** I’ll let his office know to set up an appointment.

   **Doctor:** Good idea. Thanks for consulting me.

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

   **USE LANGUAGE SUCH AS:**
   - Can you come over here?
   - What do you need?
   - Who is ...?

   **Student A:** You are a nurse. Talk to Student B about:
   - a problem with a patient
   - what you think about it
   - what to do next

   **Student B:** You are a doctor. Talk to Student A about a patient.

Writing
9. Use the conversation from Task 8 to fill out the consultation form.

   **Heartland Hospital Staff Directory**

   **Patient Consultation Form**

   **Patient:** ____________________________

   **Doctor Consulted:** ____________________________

   **Issue:** ____________________________

   **Solution:** ____________________________

   ____________________________

   ____________________________

   ____________________________

   ____________________________
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3 Parts of a motorcycle

Coming in at 1,000 pounds with a full tank, the Grinnel X43 is our entry-level touring motorcycle and among our best selling!

Get ready!

1. Before you read the passage, talk about these questions.
   1. What are some of the parts of a motorcycle?
   2. What keeps a motorcycle standing when it is not being driven?

Reading

2. Read the advertisement for a motorcycle. Then, choose the correct answers.

   1. What is the advertisement mostly about?
      A. different types of options for a motorcycle
      B. types of products from a motorcycle company
      C. a motorcycle designed for touring
      D. available parts for a motorcycle

   2. What is true of the X43 model?
      A. It is built for racing.
      B. It has an optional side stand.
      C. It is recommended for first-time drivers.
      D. It weighs less than 900 pounds with fuel.

   3. Which is NOT a feature of the X43?
      A. side stand  C. steel frame
      B. belt drive   D. shock absorbers

Vocabulary

3. Read the sentence pair. Choose where the words best fit the blanks.

   1. motorcycle / frame
      A. A _____ is similar to a bicycle with an engine.
      B. The wheels, seat, and other parts attach to the _____.

   2. side stand / handlebars
      A. The _____ allow drivers to park a motorcycle.
      B. _____ are used to make turns.

   3. chain drive / shaft drive
      A. A _____ has a long rod in the drive train.
      B. Gears are an important part of a _____.

   4. fuel tank / belt drive
      A. Gasoline or diesel is stored in the _____.
      B. A _____ connects the engine and rear wheel.
4. Place the words and phrases from the word bank under the correct heading.

**Word Bank**
- clutch lever
- swing arm
- fork tube
- shift lever
- throttle
- triple tree
- shock absorber

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5. Listen and read the advertisement for a motorcycle again. What type of rider is the X43 aimed at?

**Listening**

6. Listen to a conversation between two mechanics. Mark the following statements as true (T) or false (F).

1. __ The motorcycle was in an accident.
2. __ The mechanic wants to replace the fork.
3. __ The frame is the most damaged part.

7. Listen again and complete the conversation.

**Mechanic 1:** No doubt about that.
**Mechanic 2:** I think I could find a reasonably priced replacement.
**Mechanic 1:** OK. How about the ____?
**Mechanic 2:** I went over it with a ___ and didn't find a single crack.
**Mechanic 1:** That's incredible!
**Mechanic 2:** There was some damage, but it's __.
**Mechanic 1:** So do you think it's still ____?
**Mechanic 2:** Sure, but it a lot of work. We'll also need to replace the swing arm.
**Mechanic 1:** 7 ___?
**Mechanic 2:** That's all I could find.

**Speaking**

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

**USE LANGUAGE SUCH AS:**

How about the ____?
So do you think it ____?
We'll also need to ____

**Student A:** You are a mechanic. Talk to Student B about:
- the damage to a motorcycle
- what needs to be repaired
- if the motorcycle can be ridden

**Student B:** You are a mechanic. Talk to Student A about the damage to a motorcycle.

**Writing**

9. Use the advertisement and conversation from Task 8 to fill out an assessment of a damaged motorcycle. Include: damaged parts, repairs required, and parts that are safe.

**Damage Assessment**

- **Customer name:**
- **Damaged parts:**
- **New parts required:**
- **Safe parts:**
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Investment styles

Get ready!

1. Before you read the passage, talk about these questions.
   1. How willing are you to take risks with your money? Why?
   2. How does risk affect a person's investing style?

Reading

2. Read the investment advice column. Then, choose the correct answers.
   1. What is the purpose of the article?
      A. to evaluate levels of risk aversion
      B. to explain conservative investment strategies
      C. to compare high and low risk investments
      D. to give advice based on investment style

3. What investments should people with moderate to high risk aversion NOT purchase?
   A. bonds
   B. CDs
   C. mutual funds
   D. stocks

3. According to the column, what are the benefits of bonds?
   A. They have almost no risk.
   B. They benefit from market fluctuations.
   C. They give higher returns than mutual funds.
   D. They provide a chance to make large profits.

Vocabulary

3. Write a word that is similar in meaning to the underlined part.
   1. Most people are comfortable with a medium level of risk.
   2. Candice is a cautious investor.
   3. Jon worked hard to meet his planned level of achievement.
   4. His high reluctance to face the chance of loss keeps him from making most investments.
4 Read the sentence pair. Choose where the words best fit the blanks.

1. personal investment / retirement
   A. Dad went into _______ at age 60.
   B. Buying the shop was a _______.

2. aggressive / risk-free
   A. Joe made _______ investments, hoping for a huge return.
   B. These government bonds are _______.

3. comfort zone / risk tolerance
   A. Some stock purchases require a high _______.
   B. CDs are safe and should be in any investor's _______.

5. Listen and read the page from the investment advice column again. If you are not afraid of risk but at the same time like to play safe, what should you invest in?

Listening

6. Listen to a conversation between a financial advisor and a customer. Mark the following statements as true (T) or false (F).

   1. The customer has high risk aversion.  
   2. The advisor suggests investing in a moderate investment.  
   3. A mutual fund is out of the customer's comfort zone.

7. Listen again and complete the conversation.

   **Advisor:** Well, the first thing to consider is how much 1 ______ you are willing to take.
   **Customer:** I'm not sure. I certainly don't want to 2 ______.
   **Advisor:** Okay. Are you willing to risk losing half of your money 3 ______ double it?
   **Customer:** Yeah, but I couldn't handle losing much more than that.
   **Advisor:** All right. You have a fairly 4 ______ of risk aversion.
   **Customer:** So, what should I invest in?
   **Advisor:** There are a number of options. A mutual fund is a fairly 5 ______ investment.
   **Customer:** I've heard of those. They aren't 6 ______?
   **Advisor:** They involve some risk, but nothing that would put you out of your comfort zone.

Speaking

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

   **USE LANGUAGE SUCH AS:**
   - The first thing to consider is _______.
   - You have a _______.
   - There are a _______.

   **Student A:** You are a financial advisor. Talk to Student B about:
   - his/her level of risk aversion
   - an appropriate investing style
   - possible investments

   **Student B:** You are a new investor. Talk to Student A about investing in risk.

Writing

9. Use the conversation from Task 8 to fill out the risk aversion worksheet for the client.

   **Jackson Investments**
   **New Client Risk Aversion**

   **Client Name:**

   How much of an investment is the client willing to risk? ______

   Client's risk aversion level: ______

   Suggested investments: ______
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Masonry

SUE GABLE

Expert Mason

Whether you want a decorative brick wall or a complete brick building, I am the mason for you. I have over 20 years of masonry experience. My recent work includes:

- leading the installation of the exterior bearing wall at the Two Oaks Shopping Center
- designing and installing numerous curtain walls in the Fair Meadows housing project
- installing a complex multiwythe cavity wall at the Jefferson Government Building

With my experience, I can recommend the right design for your needs. For example, do you need room for drainage but still want a brick wall? A single wythe veneer wall with airspace backing is right for you.

I’ve used every type of masonry unit, including brick, concrete, and limestone. I can make the perfect mortar mix for any material to guarantee a strong, long-lived wall. I am also familiar with using grout to embed steel reinforcement in a wall.

I would be happy to visit your building site for a free consultation. Please call me at (797) 555-2356 or email sue@gablemasonry.com.

Get ready!

1 Before you read the passage, talk about these questions.
   1 What material does a mason work with?
   2 What connects bricks in a brick wall?

Reading

2 Read the ad for a mason. Then, mark the following statements as true (T) or false (F).
   1 _ The mason recently completed a single wythe veneer wall.
   2 _ The mason mixes her own mortar.
   3 _ Grout is used to embed brick into a wall.

Vocabulary

3 Match the words (1-6) with the definitions (A-F).

1 _ cavity wall 4 _ veneer
2 _ single wythe 5 _ curtain wall
3 _ bearing wall 6 _ multiwythe

A a wall with a thickness of one block
B a wall that bears a weight down to a foundation structure
C a wall with a thickness of two or more blocks
D a wall that has one masonry layer backed by an airspace
E a wall that is non-structural and only serves to keep out the weather
F a wall that has two skins made from brick or concrete separated by a hollow space

4 Fill in the blanks with the correct words and phrases from the word bank.

Word Bank

- masonry unit
- mortar
- masonry
- mason
- grout

1 Use a special __________ to embed the rebar in this wall.
2 The construction company is hiring a new __________.
3 Use standard __________ to join the bricks together.
4 This concrete __________ weighs eight kilograms.
5 __________ involves the use of many materials other than bricks and cement.
5 Listen and read the ad for a mason again. What types of walls has the mason recently created?

### Listening

6 Listen to a conversation between a mason and a potential customer. Choose the correct answers.

1 What is the conversation mainly about?
   - A the benefits of masonry
   - B when construction can begin
   - C how masonry can lower construction costs
   - D why masonry is being used more often

2 Why does the woman recommend using masonry?
   - A It is less expensive.
   - B It looks more attractive.
   - C It lasts longer than other materials.
   - D It can be constructed faster than other materials.

7 Listen again and complete the conversation.

**Customer:** Hi, Sue. My name is Dave Chandler. I'm considering a new office for my business. I'm thinking of going with masonry.

**Mason:** That's a great idea. What can I tell you?

**Customer:** Well, I don't know too much about it. Is it really
1 _______ _______ _______ than a timber or concrete frame?

**Mason:** I think so. Masonry has a lot of benefits.

**Customer:** How so?

**Mason:** For one, masonry structures 2 _______ _______ _______ than other kinds of structures.

**Customer:** Oh, yeah? How much longer?

**Mason:** A well-built brick structure has a life of more than fifty years. That's 3 _______ thirty years for steel or reinforced concrete.

**Customer:** That's impressive. But 4 _______ _______. I won't need this building in fifty years.

**Mason:** 5 _______ _______. But it will increase the value of your property. That could be important if you decide to sell it.

**Customer:** I guess that 6 _______ _______.

### Speaking

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

**USE LANGUAGE SUCH AS:**

*I'm considering...*

*For one, masonry structures...*

*To be honest, ...*

**Student A:** You are a mason. Talk to Student B about:
- masonry and other frame types
- the strength of masonry
- the value of masonry

**Student B:** You are considering masonry for a new building. Talk to Student A about masonry.

### Writing

9 Use the ad and the conversation from Task 8 to write an informational brochure about masonry walls. Write about:
- types of masonry walls
- materials used
- benefits of masonry
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9 Measurements

Get ready!
1 Before you read the passage, talk about these questions.
1 What are the two major measurement systems? Where are they used?
2 What are some common measures in the two systems?

Reading
2 Read the website for a pipe supplier. Then, mark the following statements as true (T) or false (F).
1 ___ PSI is used in the metric system.
2 ___ Kilograms are provided with the imperial product listings.
3 ___ Aplumb lists two types of pressure measurement for each product.

Vocabulary
3 Match the words (1-6) with the definitions (A-F).
1 ___ pound 4 ___ centimeter
2 ___ inch 5 ___ kilogram
3 ___ conversion 6 ___ millimeter

A a metric measure of distance equal to 1/100 of a meter
B the act of changing a measurement from one system to another
C an imperial measure of distance
D a metric measure of distance equal to 1/1000 of a meter
E a metric measure of weight
F an imperial measure of weight

4 Read the sentence pair. Choose where the words best fit the blanks.
1 imperial / metric
A The ___________ system uses pounds, not kilograms.
B An inch is not a(n) ___________ measurement.

2 psi / kPa
A Metric pressure is measured in ___________.
B Imperial pressure is measured in ___________.
Listen and read the pipe supplier's website again. What do the different systems use to measure length?

Listening

Listen to a conversation between two plumbers. Choose the correct answers.

1. What is the conversation mainly about?
   A. the length of a pipe
   B. the weight of a pipe
   C. the location of a pipe
   D. the pressure a pipe can contain

2. What is true of the man?
   A. He used the wrong type of pipe.
   B. He made a similar mistake before.
   C. He used to work in North America.
   D. He had never used metric measurements.

Listen again and complete the conversation.

**Supervisor:** Bill, can I talk to you 1 ______ ______ ______?

**Plumber:** Sure, boss. What is it?

**Supervisor:** This pipe is 2 ______ ______ ______.

**Plumber:** It is? But I measured it twice. It was twenty-five 3 ______ each time.

**Supervisor:** That explains it. You measured in inches. We need the measurement in 4 ______.

**Plumber:** Oh, my mistake. I'm so used to the 5 ______ ______.

**Supervisor:** That 6 ______ ______ ______ with plumbers who worked in North America.

**Plumber:** It won't happen again. I'll cut a new pipe to twenty-five centimeters.

Speaking

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

**USE LANGUAGE SUCH AS:**

*Can I talk to you?*

*This pipe is ...*

*You measured in ...*

**Student A:** You are a supervisor. Talk to Student B about:
- a problem with a pipe
- the measurement system used
- why the problem occurred

**Student B:** You are a plumber. Talk to Student A about a problem with a pipe.

Writing

Use the conversation from Task 8 to fill out the memo.

**Jackson Plumbing**

**Employee MEMO**

Recently, an employee cut several pipes using the wrong system of measurement. Review the list below to be sure you're familiar with the correct units for each system.

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Postmodernism

DeGrasse Museum Presents

Postmodern Images: Reintroducing Beauty into Architecture

The DeGrasse Museum invites you to explore Postmodernism at a new exhibit. See 25 physical models and more than 100 photographs of notable Postmodern buildings. This fascinating architectural style is a direct countermovement to early twentieth-century Modernism. While Modernism featured stark, bland designs, Postmodernism embraces color and ornament. Its followers believe that architecture should be dual purpose, having both function and visual appeal. This reactionary attitude revived ideas from styles before Modernism.

Unexpected images and bold shapes characterize Postmodern architecture. Monumentalism is also apparent in the featured model of the Fadda Building. The building’s primary design is based on Modernism, and from the ground to the fifteenth floor, it features simple lines and boxes. However, the top is a dramatic example of double coding. Neoclassical columns support a grand, asymmetrical structure that overhangs the street.

Don’t miss two lectures by architectural historian Greta Moss. On Saturday, she will discuss the reasons for popular architecture’s departure from Modernism. She will also address arguments from late twentieth-century Modernists. During her Sunday lecture, Moss will talk about the art and philosophy of Postmodernism. Learn about the importance of symbolic elements in Postmodern construction. This session will focus on the use of icons in several famous Postmodern buildings. Visit www.degrassemuseum.com for details and tickets.

Get ready!

1. Before you read the passage, talk about these questions.

1. What is the difference between Modern and Postmodern architectural features?
2. What is the artistic philosophy behind Postmodernism?

Reading

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

1. According to the brochure, foundations of Postmodernism came before Modernism.
2. The exhibit’s featured model is a blend of different architectural styles.
3. One of the lectures will focus on similarities between Modern and Postmodern symbolism.

Vocabulary

3. Match the words (1-6) with the definitions (A-F).

1. __ icon 4. __ characterize
2. __ bland 5. __ dual purpose
3. __ primary 6. __ Postmodernism

A. an image that is associated with a particular idea
B. an architectural movement featuring functional and decorative elements
C. considered plain or uninteresting
D. most basic or important
E. to be a fundamental feature or quality of something
F. serving multiple functions
4 Fill in the blanks with the correct word or phrase from the word bank.

**Word Bank**
- monumentalism
- symbolic
- double coding
- ornament
- reactionary

1. In a(n) ________, one set of ideas directly opposes another set of ideas.
2. The carving of a sword is ________ of the people's resistance to the government.
3. The fireplace is not real; it's just a(n) ________.
4. The blend of classical features with contemporary features is an example of ________.
5. "Advocates for Function" is a(n) ________ group of Modernists.
6. ________ usually features very large buildings with bold façades.

5. Listen and read the brochure again. What is the Postmodern view of functionalism?

**Listening**

6. Listen to a conversation between a museum guide and a visitor. Choose the correct answers.

1. What is the conversation mainly about?
   - A. how to interpret Postmodern icons
   - B. notable Postmodern architects in the region
   - C. the differences between Postmodernism and previous styles
   - D. when Postmodernism became popular

2. According to the woman, what is a feature of the Fadner Building?
   - A. It is not functional.
   - B. It displays monumentalism.
   - C. It is very bland.
   - D. It features symbolism.

7. Listen again and complete the conversation.

**Guide:** Before we start the tour, does anyone have any questions?

**Visitor:** Are we going to ________ of the Grasswood Center?

**Guide:** No. The Grasswood Center is actually not ________.

**Visitor:** Really? It's so simple. I was ________ ________ be part of the exhibit.

**Guide:** I think you're confusing Postmodernism ________ ________.

**Visitor:** But the primary purpose of Postmodern buildings is to be functional. Isn't that why they're ________ ________ ________ ________?

**Guide:** Actually, it's the ________ ________ ________ ________.

Strict functionalism is a feature of Modernism.

**Speaking**

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

**USE LANGUAGE SUCH AS:**

- I was sure it would ...
- Actually, it's the other ...
- Let's look at ...

**Student A:** You are a museum guide. Talk to Student B about:
- a Postmodern exhibit
- the features of Postmodernism
- architectural styles of local buildings

**Student B:** You are a museum visitor. Talk to Student A about architectural styles of local buildings.

**Writing**

9. Use the reading passage and conversation to complete a feedback form about your museum tour. Include: the exhibit you visited, the information that the tour guide covered, and the most interesting fact you learned on the tour.
Petroleum I

Virginia Evans
Jenny Dooley
Seyed Alireza Haghighat

Express Publishing
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4 In the oil field

Slinging Slang

One challenge new rig workers face is language. Most workers don’t think twice about using words like possum belly, pill or flare. They might think it’s funny when the new guy confusing a catwalk with a catline or wildcat.

Most new workers get the idea of fish and fishing. However, other terms are not as clear. Doghouse and knowledge box are two such terms. In addition, most new hires do not know that joint is a length of pipe. Take the time to explain rig slang to new employees. It makes things easier when everyone is on the same page.

Get ready!

1. Before you read the passage, talk about these questions.
   1. What is the slang word for an experienced worker on an oil rig?
   2. What is slang for a platform on a rig?

Reading

2. Read the magazine article from Rig Worker Weekly. Then mark the following statements as true (T) or false (F).
   1. New rig workers can be confused by slang.
   2. It is hard to guess the meaning of some terms.
   3. New workers need to figure out the slang on their own.

Vocabulary

4. Fill in the blanks with the correct words and phrases from the word bank.

**WORD BANK**

- catline
- doghouse
- fishing
- flare
- knowledge box
- pill

1. The rig crew stayed in the ________ during the storm.
2. The toolpusher took some paperwork out of the ________.
3. The roughneck used a ________ to stop a leak.
4. Denise used a ________ to move the smaller equipment.
5. The worker tried ________ for the broken drill bit.
6. Bruce used a ________ to burn off the gas.
4 Read the sentences and choose the correct terms.

1. The hand / fish worked hard to finish the job.
2. The rig had a large catwalk / possum belly that was used for storing fluid.
3. The crew working on the wildcat / joint well hoped to find oil.
4. The workers ran out of pipe, so they had to order more joints / hands.
5. The men tried to retrieve the possum belly / fish but it was out of reach.
6. The roughneck crossed the catwalk / wildcat to talk to the toolpusher.

5 Listen and read the magazine article from Rig Worker Weekly again. How should an experienced rig worker help a new hire?

Speaking

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

USE LANGUAGE SUCH AS:

- Can you help me ...?
- What are ...?
- Do you know what ...?

Student A: You are an experienced rig worker. Talk to
Student B about:
- the kind of help you need
- oil rig language
- how to deal with bad weather

Student B: You are a new worker. Talk to Student A about working on the rig.

Listening

6 Listen to a conversation between two rig workers. Choose the correct answers.

1. What can be inferred about the new worker?
   A. He is confused by terms used on the rig.
   B. He is not dressed for bad weather.
   C. He is familiar with some slang terms.
   D. He is going to go inside the doghouse.

2. What will the workers likely do next?
   A. Fasten together the joints
   B. Take a tour of the rig floor
   C. Go to the doghouse
   D. Move the drilling pipe

7 Listen again and complete the conversation.

**Experienced Worker:** Hey, can you help me move some joints?

**New Worker:** Uh ... 1 ________ joints?

**Experienced Worker:** You must be new.

**New Worker:** Yes, I’ve never 2 ________ a rig before.

**Experienced Worker:** Okay. Well, joints are pieces of 3 ________.

**New Worker:** Thanks. I’d be 4 ________ help. So ... is the weather usually this bad?

**Experienced Worker:** Today’s not so great, but we can always go in the 5 ________ if it starts to rain.

**New Worker:** What’s that?

**Experienced Worker:** It’s a shelter on the 6 ________ . Now let’s get to work.

Writing

9 Use the conversation from Task 8 to fill out the rig worker’s notes below.
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Petroleum seals

A petroleum seal is an important part of a reservoir. If seals are not present, petroleum traps are not created. Instead the petroleum migrates to the surface. Seals are made from rocks and minerals such as limestone, halite, and mudrock. These make good seals because they have small pores. The petroleum cannot flow through them easily. Faults can also be seals if they occur in the right kind of rock.

Capillary seals do not let petroleum pass through unless pressure in the reservoir causes leakage. There are two types of capillary seals. The types are based on how petroleum leakage occurs. Membrane seals leak when the pressure becomes too great. The pressure pushes petroleum through the rock pores. After the pressure level drops, the seal closes up again. Hydraulic seals leak when the pressure in the reservoir accumulates. This causes fractures in the seal. Once enough pressure is released, the fractures mend and the rock reseals.

Vocabulary

Place the words from the word bank under the correct heading.

Word Bank
halite  hydraulic  membrane
     capillary  mudrock  limestone

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Match the words (1-4) with the definitions (A-D).

1. fracture  3. fault
2. seal  4. accumulate

A. a break that occurs in a rock
B. a divide in a rock formation caused by the earth's movement
C. a rock that keeps petroleum moving upward to the surface
D. to grow or increase over a period of time

Get ready!

1. Before you read the passage, talk about these questions.
   1. What are some types of rock where seals form?
   2. What does excessive pressure cause to happen to seal rock?

2. Read the webpage. Then, mark the following statements as true (T) or false (F).
   1. Seals need to be present for petroleum traps to form.
   2. Hydraulic seals leak when the seal fractures.
   3. Faults are a type of capillary seal.
Listen and read the webpage again. What causes a membrane seal to leak?

Listening

Listen to a conversation between a geologist and an oil field worker. Choose the correct answers.

1. What is the purpose of the conversation?
   A. to explain how faults work as seals
   B. to describe how faults are created
   C. to compare the structure of petroleum traps
   D. to discuss the types of rocks that form seals

2. What will the software show the woman?
   A. where the fault is located
   B. how much petroleum is in the trap
   C. which kind of rock is creating the seal
   D. how the petroleum is moving

Listen again and complete the conversation.

Oil Field Worker: Hey, Sasha. What are you doing out in the field?
Geologist: I'm conducting an analysis of the 1__________.

Oil Field Worker: I just don't understand how a fault can be a seal. I mean, it's a 2__________ in the ground.
Geologist: Well, faults are often in rocks that are already seals, 3__________.

Oil Field Worker: So how does that help?
Geologist: If the rock is 4__________, even with the fault, it remains a seal.

Oil Field Worker: Okay, that makes sense.
Geologist: But faults change the structure of the 5__________.

Oil Field Worker: Is that why you're analyzing it?
Geologist: Yes, the computer software shows how the hydrocarbons are 6__________ around the fault. It also shows the potential for the fault seal to leak.

Speaking

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

USE LANGUAGE SUCH AS:
- I'm doing an analysis of...
- What kind of...?
- The computer software shows...

Student A: You are an oil field worker. Talk to Student B about:
- what work is going on
- the seal type
- why he or she is analyzing the seal

Student B: You are a geologist. Talk to Student A about seals.

Writing

Use the webpage and the conversation from Task 8 to fill out the geologist's notes.

Field Notes

Location: __________________________
Type of seal: ______________________
Type of rock: ______________________
Reason for analysis: __________________________
Equipment used: __________________________
Civil Aviation

Virginia Evans
Jenny Dooley
Jacob Esparza

Express Publishing
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CHAPTER III
TYPES OF AIRSPEED

There are many types of airspeed. Remember that indicated airspeed is what your instrument reads. Calibrated airspeed is corrected for errors and is more accurate. True airspeed and equivalent airspeed are also different. True airspeed refers to the air around the aircraft. Equivalent airspeed refers to the air at sea level. Groundspeed is speed relative to the ground. Always know which type of airspeed you are using.

Be aware of different units of measurement. A knot measures speed. A nautical mile measures distance. Some places use mph (miles per hour) and others use kph (kilometers per hour). Always indicate your units of measurement.

Get ready!
1. Before you read the passage, talk about these questions.
   1. What are some measures of speed?
   2. What unit is air distance measured in?

Reading
2. Read the chapter on airspeed. Then, choose the correct answers.
   1. What is the main purpose of this chapter?
      A. to explain how pilots measure airspeed
      B. to describe different types of airspeed
      C. to help a pilot calculate airspeed
      D. to compare different airspeed instruments

   2. Which of the following is often inaccurate because it is not corrected for errors?
      A. calibrated airspeed
      B. groundspeed
      C. true airspeed
      D. indicated airspeed

   3. Which of these is NOT explained in the chapter?
      A. different types of airspeed
      B. different instruments for reading airspeed
      C. the difference between indicated airspeed and calibrated airspeed
      D. different units used to measure airspeed

Vocabulary
3. Fill in the blanks with the words and phrases from the word bank.

   Word Bank
   airspeed  groundspeed  knot
   nautical mile  true airspeed  equivalent airspeed

   1. The pilot measured his aircraft's speed based on one nautical mile per hour, or one ________.
   2. The pilot had to decide which type of ________ to measure.
   3. 1,852 meters is the same as one ________.
   4. The co-pilot measured ________ to see how fast the plane was moving in relation to the ground.
   5. Pilot Rogers used ________ to see how fast his craft would be flying at sea level.
   6. Pilot Stevens measured ________ based on the air immediately around his aircraft.
4 Read the sentence pair. Choose where the words best fit the blanks.

1 indicated / calibrated
   A ________ airspeed is usually accurate because it is corrected for errors.
   B ________ airspeed is not always accurate because it is not corrected for errors.

2 mph / kph
   A A measurement that is based on miles is ________.
   B A measurement that uses kilometers is ________.

5 Listen and read the chapter on airspeed again. What does equivalent airspeed refer to?

Listening
6 Listen to a conversation between a student and an instructor. Mark the statements true (T) or false (F).

1 __ The woman is confused about indicated and calibrated airspeeds.
2 __ Indicated airspeed is more accurate than calibrated airspeed.
3 __ Changes in air pressure create calibrated airspeed errors.

7 Listen again and complete the conversation.

   Student: Mr. Henry, I have a few questions about 1 ________.
   Instructor: Of course, Linda. What do you 2 ________ about airspeed?
   Student: Indicated airspeed and calibrated airspeed 3 ________ a little.
   Instructor: Well, do you know which one is more 4 ________?
   Student: 5 ________ airspeed, because it's corrected for errors.
   Instructor: 6 ________ . So what are you confused about?

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

USE LANGUAGE SUCH AS:
   I have a few questions about ...
   I'm confused about ...
   Do you know ...

Student A: You are a student. Talk to Student B about:
   - indicated airspeed
   - calibrated airspeed
   - why you feel confused

Student B: You are an instructor. Talk to Student A about errors that might occur in indicated airspeed.

Writing
9 Use the conversation from Task 8 to complete the exam questions.

Part III
Indicated VS calibrated airspeed

Indicated airspeed is: __________________________

Calibrated airspeed is: __________________________

Which one is more accurate? __________________________
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4 Replacing components

Removing components

In the past it was simple to remove components. Circuits had one layer. You just had to remove the solder and pull the lead through the hole in the board. Nowadays, boards are multi-layered, and component removal requires lots of skill and patience.

First, double-check that you have disconnected the power source. Then, clear the solder from the hole using a soldering iron and solder wick. Heat the solder. The molten solder will flow into the wick. Then you can pull the lead through. For large pieces, suck the solder away using a solder sucker. This may leave a coating of solder. Remove this using wick.

Some parts of the circuit are made of copper, which absorbs heat. Thermal absorption makes it hard to melt solder. The thick, multi-layered boards also produce a heat-sinking effect. If you can't melt the solder, don't use a higher wattage iron. This can deform the boards and damage the circuit lands. It can also delaminate multi-layered circuit board lands and some components' pads.

If you can't remove all the solder, clip the leads close to the components. Then you can solder the new component to the old component's leads. If you can't reach the leads, chop off the component close to its base.

Get ready!

1 Before you read the passage, talk about these questions.

1 What are some ways a circuit board can be damaged by heat?
2 What are two ways to disconnect leads or wires?

Reading

2 Read the article on removing components. Then, mark the following statements as true (T) or false (F).

1 Solder wick is used to remove small pieces of solder.
2 A higher wattage iron is good to use on multi-layered boards.
3 Remove the solder before cutting the component leads.

Vocabulary

3 Match the words (1-8) with the definitions (A-H).

1 flow 5 suck
2 deform 6 double-check
3 delaminate 7 clear
4 chop off 8 clip

A check something twice
B remove obstacles from a passage
C remove the coating
D cut through something small and thin
E remove using a vacuum
F move in liquid form
G change shape in a bad way
H cut and remove something
4 Write a word that is similar in meaning to the underlined part.

1 These days most circuit boards are made of several boards on top of each other.

2 The fact that some parts take away the heat often makes it hard to melt solder.

3 The thickness of the boards creates a fast cooling effect.

4 You can remove the lead once the solder is hot and in liquid form.

5 You don't need to add a thick layer of paint. A thin layer is enough.

5 🎧 Listen and read the article again. How do you remove components from a multi-layered board?

Listening

6 🎧 Listen to a conversation between two technicians. Mark the following statements as true (T) or false (F).

1 The woman is using a solder sucker.

2 The man and woman decide to use a higher-wattage iron.

3 The man suggests clipping the wires.

7 🎧 Listen again and complete the conversation.

Tech 1: Can you help me? I can’t remove this.

Tech 2: Sure. Removing pieces from is really difficult.

Tech 1: I know. I can’t.

Tech 2: What are you using?

Tech 1: A soldering iron and wick. But the solder isn’t melting, so it won’t the wick.

Tech 2: Maybe the iron isn’t hot enough.

Tech 1: The iron is hot, but the thermal absorption from the copper parts is producing a

Tech 2: You could try using a higher wattage iron.

Tech 1: No, I don’t think we should do that. We

Speaking

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

USE LANGUAGE SUCH AS:

I can’t remove this...

You could try...

No, I don’t think...

Student A: You are a technician. Talk to Student B about:

- cleaning the hole
- the equipment you are using
- other methods of removing the component

Student B: You are a technician. Talk to Student A about how to remove a component.

Writing

9 Use the article on removing components and the conversation from Task 8 to write a memo about the proper way to remove components. Include what type of equipment to use, what equipment shouldn’t be used, and when to clip wires.

What equipment shouldn’t be used

Proper way to remove components

When to clip wires
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7 Ceiling fans

Important: Failure to follow these instructions during installation may present a safety hazard.

1. Before you begin, make sure you have enough space to install your ceiling fan. Without proper clearance, the fan may break or cause damage to surrounding walls and fixtures when operated.

2. Locate an appropriate cross support. We recommend mounting the fan independently from the included ceiling box so it stays stable. A fan towards the middle of the room will circulate the air most effectively.

3. Hang the fan with the included metal ceiling box (see page 4 for detailed instructions). Homebreeze Model UJ790 is a swing-up fan, so you will be able to wire the fan easily after you hang it.

4. Wire the fan, or have an electrician wire it for you (see page 6 for detailed instructions).

5. Swing the fan into place and secure the final screws in the ceiling box.

6. Test the fan to make sure that it does not wobble. The UJ790 is a variable-speed fan, so use the highest speed setting to perform this test. You will need two AA batteries to operate the remote control.

---

Reading

2. Read the instruction manual on a ceiling fan. Then, complete the table using information from the manual.

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Vocabulary

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

1. This light fixture should be installed without relying on other parts to the ceiling beam.

2. If the fan moves back and forth unsteadily, it is not installed correctly.

3. We need a fan that is capable of operating fast or slow to use in the wintertime.

4. Before installation, the electrician located the solid beam in the ceiling.

5. Tighten the screws to keep each fixture securely in one place.

---

Get ready!

1. Before you read the passage, talk about these questions.

   1. How does a ceiling fan work?
   2. What should be considered when installing a ceiling fan?
4 Fill in the blanks with the correct words and phrases from the word bank.

**Word Bank**
- circulate
- remote control
- swing-up
- follow
- ceiling fan
- clearance

1. Do you have enough _____________ to install a fan here?
2. You must always _____________ the instructions.
3. The bedroom lights are operated by _____________.
4. The purpose of a fan is to _____________ air.
5. This _____________ fan is easy to wire after hanging.
6. The _____________ makes the kitchen cooler.

5 🎧 Listen and read the instruction manual on a ceiling fan again. What is the final step after installation?

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

**USE LANGUAGE SUCH AS:**
- I tested the...
- The ... is fine, but look what happens ...
- I should have ...

**Student A:** You are an electrician. Talk to Student B about:
- an error while installing fan
- possible consequences
- what action is needed

**Student B:** You are an electrician. Talk to Student A about a fan installation error.

**Listening**
6 🎧 Listen to a conversation between two electricians. Mark the following statements as true (T) or false (F).

1. The wrong type of light fixture was installed.
2. The woman's mistake caused a serious electrical malfunction.
3. The woman forgot to test the fans after installation.

7 🎧 Listen again and complete the conversation.

**Electrician 1:** There seems to be something wrong with the way the 1 _____________ are attached.

**Electrician 2:** Really? I tested the lights and they seem okay.

**Electrician 1:** Well, the wiring is fine, but 2 _____________ _________ when I turn on the fan at high speed.

**Electrician 2:** Oh, I see what you mean. The whole thing 3 _____________ _________.

**Electrician 1:** A fan wobbling like that won’t 4 _____________ _________ properly. Or it could cause more serious problems, like electrical malfunction or damage to the fan.

**Electrician 2:** I know, I know. That was my fault. I should have 5 _____________ _________ right away to make sure they were stable.

**Electrician 1:** That's okay, Karen. Now that you’ve seen what happens, I’m sure you’ll remember next time.

**Electrician 2:** I will. And I’ll 6 _____________ _________ right away to tighten those light fixtures and make sure they’re secure.

**Writing**
9 Use the conversation from Task 8 to write the electrician's work report. Write about:
- item installed
- nature of installation error
- why hazardous
- steps taken to correct problem
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9 Nautical measurements

Get ready!

1 Before you read the passage, talk about these questions.
   1 What are some challenges of learning nautical measurements?
   2 How are measurements at sea different from those used on land?

Reading

2 Read the guide for new seamen on measurements. Then, choose the correct answers.
   1 What is the article mainly about?
      A what words are used for measurements at sea
      B a comparison of the metric system and imperial system of measurement
      C the origin of nautical words for measurement
      D the importance of using nautical terms for distance
   2 Which of the following is NOT a nautical measurement?
      A knot          C fathom
      B gross ton     D miles per hour
   3 What can you infer about the term "gross ton"?
      A It is no longer in use.
      B It changes with higher speeds.
      C It is often used incorrectly as a measure of weight.
      D It is the most difficult measurement to calculate.

Vocabulary

3 Match the words (1-6) with the definitions (A-F).
   1 ____ fathom        4 ____ gross ton
   2 ____ knot          5 ____ nautical mile
   3 ____ cable         6 ____ foot
   A a measurement equal to 100 fathoms
   B a measurement of depth
   C a distance measurement
   D a measurement of volume
   E a measure of speed
   F a measurement equal to 12 inches
4 Read the sentence pairs. Choose which word or phrase best fits each blank.

1 gross ton / depth
   A The __________ of the water is 6 fathoms.
   B A __________ measures volume, not weight.

2 distance / speed
   A The __________ to the next port is 150 nautical miles.
   B A ship’s __________ is measured in knots.

5 Listen and read the guide for new seamen on measurements again. How is depth measured at sea?

Listening

6 Listen to a conversation about navigation. Mark the following statements as true (T) or false (F).

1 __ The ship is behind schedule.
2 __ The ship is traveling at twelve knots.
3 __ The ship will reach the port at 1600 hours.

7 Listen again and complete the conversation.

Officer: Roberts, 1 __________ finish your watch we should review our course.
Navigator: Sure thing, I’ve updated the ship’s log already. It 2 __________ were on schedule
Officer: We need to reach Newton by 1500 hours. What’s our distance?
Navigator: We’re about ninety nautical miles out 3 __________.
Officer: And 4 __________?
Navigator: We’re traveling at fifteen knots.
Officer: By my calculations, it’ll 5 __________ six hours to get there.
Navigator: I reckon the same thing. Well be 6 __________.

Speaking

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

USE LANGUAGE SUCH AS:
How far ...
We’re traveling at ...
It’ll take about ...

Student A: You are a ship’s captain. Talk to Student B about:
• when you must arrive at port
• the distance to port
• how fast you are traveling

Student B: You are a navigator. Talk to Student A about when you will reach your next port.

Writing

9 Use the guide for new seamen on measurements and the conversation from Task 8 to fill out the log entry.

Navigator’s Log

Officer: 
Date: 
Time: 
Current Speed: 
Distance to Destination: 
Estimated Time to Arrival: 

1 fathom = 6 feet = 1.8 meters
1 foot = 12 inches
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6 Aquatic systems

Protecting Our Oceans

Saltwater systems are a vital part of the Earth’s biosphere. Don’t let human waste destroy our oceans! Trash often piles up in coastal zones. It washes in and out with the tide in intertidal zones. Creatures that live in estuaries and coastal wetlands are especially affected. Coral reefs are also in danger. These active areas support about 25% of all ocean life. Trash from humans usually starts at the coasts. However, it is a threat to every aquatic life zone, from the surface to the ocean bottom. It floats out to open sea with the tide. There, the plastics and chemicals harm many varieties of aquatic life.

Vocabulary

3 Match the words (1-6) with the definitions (A-F).

1 __ ocean  4 __ coral reef
2 __ open sea  5 __ intertidal zone
3 __ saltwater  6 __ aquatic life zone

A __ a large body of water
B __ an underwater area with particular characteristics
C __ an area of deep water away from the coast
D __ bodies of water containing salt
E __ an area made up of mineral structures
F __ an area that is sometimes underwater and sometimes exposed

Get ready!

1 Before you read the passage, talk about these questions.
   1 In what area does a river meet the sea?
   2 What area in an ocean is home to a wide variety of life?

Reading

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

1 __ Trash typically stays in intertidal zones.
2 __ Coral reefs contain about half of all ocean life.
3 __ Only the ocean bottom is unaffected by trash.

4 Read the sentences and choose the correct words.

1 The debris sank from the surface down to the intertidal zone / ocean bottom.
2 Most sea life lives in the warm waters of the open sea / coastal zone.
3 The estuary / ocean contains some saltwater and some freshwater.
4 Many trees grow in the coastal wetlands / coral reef.
Listen and read the brochure again. What kind of waste pollutes oceans?

### Listening

Listen to a conversation between two scientists. Choose the correct answers.

1. What is the main idea of the conversation?
   - A. which organisms live in a coral reef
   - B. differences between aquatic life zones
   - C. the condition of different ocean areas
   - D. methods for cleaning coastal zones

2. What is the woman’s good news?
   - A. The industrial waste was cleaned up.
   - B. The coral reef recovered.
   - C. The chemical spill was not harmful.
   - D. The crab population increased.

Listen again and complete the conversation.

Scientist 1: How did your 1 ______ go?
Scientist 2: Well, there’s good news and bad news.
Scientist 1: Uh oh. What was 2 ______ it?
Scientist 2: We found a large patch of industrial waste. It’s right above the northeastern 3 ______.
Scientist 1: That’s not good. Coral reefs develop slowly. It could take years to 4 ______.
Scientist 2: I know. But on the 5 ______, the Seaborn Estuary is much cleaner.
Scientist 1: Isn’t that where they had that nasty chemical spill? A lot of crabs were killed, right?
Scientist 2: That’s right. Now the 6 ______ ______ is almost back to normal.

### Speaking

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

**USE LANGUAGE SUCH AS:**
- How did ... go?
- We found ...
- On the other hand ...

**Student A:** You are a scientist. Talk to Student B about:
- his or her findings on a research trip
- a problem in an aquatic life zone
- an improvement in an aquatic life zone

**Student B:** You are a scientist. Talk to Student A about your findings on a research trip.

### Writing

Use the brochure and the conversation from Task 8 to fill out the research report.

**Summary of Aquatic Research Expedition**

I found a problem in ____________________________
The problem was ____________________________
I found an improvement in ____________________________
The improvement was ____________________________
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</tr>
<tr>
<td>4</td>
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</tr>
<tr>
<td>5</td>
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<td>12</td>
<td>Baseball: Players</td>
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<tr>
<td>13</td>
<td>Baseball: Rules 1</td>
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</tr>
<tr>
<td>14</td>
<td>Baseball: Rules 2</td>
<td>30</td>
</tr>
<tr>
<td>15</td>
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<tr>
<td></td>
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<td>34</td>
</tr>
</tbody>
</table>
Tennis: Rules

Get ready!

1 Before you read the passage, talk about these questions.

1 What are some areas of a tennis court?
2 What equipment is used when playing tennis?

Reading

2 Read the tennis guide. Then, mark the following statements as true (T) or false (F).

1 ___ Players serve from behind the service line.
2 ___ A serving player gets one chance to get the ball over the net.
3 ___ “Love” indicates that a player has not scored any points.

Vocabulary

3 Match the words (1-7) with the definitions (A-G).

1 ___ tennis court 5 ___ fault
2 ___ baseline 6 ___ tennis racket
3 ___ service box 7 ___ service line
4 ___ net service

A the line dividing a player’s side of the court
B a serve that hits the net
C an invalid serve in tennis
D the playing field in tennis
E a piece of equipment used to hit a tennis ball
F the serving line on a tennis court
G the area where a player must land a serve
4 Fill in the blanks with the correct words and phrases from the word bank.

**Word Bank**

set love game point deuce forty break point fifteen

1 When the player scored at __________, he won the game.
2 With a score of __________, the player had not yet made a point.
3 A daring play won the game for the server's opponent at __________.
4 With scores of __________, both players had made one point.
5 At __________, the server must score two points to win.
6 Both players were very tired after playing a __________ of tennis.
7 After scoring three points, the player's score was __________.

5 🎾 Listen and read the tennis guide again. Why is deuce a special score in tennis?

**Speaking**

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

USE LANGUAGE SUCH AS:

- I'm confused about...
- It's split...
- What don't you...

**Student A:** You are a tennis fan. Talk to Student B about:
- the tennis court
- how it's divided
- where to serve from

**Student B:** You are new to the game of tennis. Talk to Student A about how a tennis court is arranged.

**Listening**

6 🎾 Listen to a conversation between two spectators. Mark the following statements as true (T) or false (F).

1 __ The man doesn’t understand how tennis scoring works.
2 __ The player has only scored once.
3 __ The woman compares the deuce score to a tie-breaker situation.

7 🎾 Listen again and complete the conversation.

**Spectator 1:** In tennis, points are worth 1 ______ ______.
**Spectator 2:** So, one point is scored as 2 ______?
**Spectator 1:** That's right. Players start at zero, which is called 3 ______. The first point is still only one point, but it's scored as fifteen.
**Spectator 2:** What comes after that?
**Spectator 1:** The 4 ______ ______ is scored thirty, and the third point is scored forty.
**Spectator 2:** That's the 5 ______ ______?
**Spectator 1:** One more point is needed to win, unless the 6 ______ ______ ______ forty-forty. They call that deuce.
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6 The Soldier’s Life: Radio Basics

Radios are vital military tools. They allow soldiers to stay in contact during combat and other operations. Most radios are made to hop frequencies. This prevents the enemy from listening to the full conversation.

The SINCgars (man-pack) and AN/PRC-148 (handheld) are common military radios. The man-pack can be worn as a backpack. This portable type of radio handles both voice and data transmissions. The handheld is the most widely used radio. It permits easy two-way contact.

Most modern radios use rechargeable lithium-ion batteries.

Comprehension

1 Read, listen and fill in the blanks to complete the sentences.
1 Radios hop frequencies in order to .................

2 There are two basic types of radios: the ................. and the .................

3 The SINCgars radio can handle not only ................. but also voice transmissions.

4 The handheld is most useful for .................

5 Today’s portable handheld radios are powered by .................

2 According to the text, what is true of the AN/PRC-148 handheld radio?
A It can receive but not send data messages.
B It is too large to fit into a soldier’s pocket.
C It uses a rechargeable battery.
D It has a longer range than man-pack radios.

b) In pairs, talk about how many types of radios there are and how they can be used.

Vocabulary

3 Choose the correct definition for each word.

1 *man-pack*
A a radio worn on the back
B a message sent through a radio
C a type of radio transmission

2 *two-way*
A moving in two directions
B consisting of two parts
C using voice and data

3 *stay in contact*
A to replace batteries
B to have communication
C to turn off a radio
4 Study the table below.

<table>
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<tr>
<th>RADIO VOICE PROCEDURE</th>
<th>WORDS</th>
<th>MEANING</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Affirmative</td>
<td>Yes.</td>
</tr>
<tr>
<td></td>
<td>Roger</td>
<td>I understand / I received your transmission.</td>
</tr>
<tr>
<td></td>
<td>Negative</td>
<td>No.</td>
</tr>
<tr>
<td></td>
<td>Wilco</td>
<td>I will comply; I will do what you have asked.</td>
</tr>
<tr>
<td></td>
<td>Standby</td>
<td>Wait.</td>
</tr>
<tr>
<td></td>
<td>Over</td>
<td>I'm finished speaking and waiting for a reply.</td>
</tr>
<tr>
<td></td>
<td>Out</td>
<td>I'm finished speaking and don't expect a reply.</td>
</tr>
<tr>
<td></td>
<td>Go ahead</td>
<td>Please send your next transmission.</td>
</tr>
<tr>
<td></td>
<td>Say again</td>
<td>Repeat the last transmission.</td>
</tr>
<tr>
<td></td>
<td>You're breaking up</td>
<td>I cannot hear you / your voice.</td>
</tr>
</tbody>
</table>

5 Complete the conversation with appropriate words or phrases from the word bank.

- negative
- over
- wilco
- out
- say again

D77: Echo one-three, I didn't hear your last transmission. Please (1) ....................................

E13: I repeat, please advise. Is air reconnaissance available for this area? (2) ...........................

D77: (3) ........................................ We do not have air recon at this time. Please wait for further instructions.

E13: (4) ........................................ I will await your next transmission. (5) ........................................

6 Complete the word or short phrase that is similar in meaning to the underlined part.

1. *Understood your last transmission.* I am moving toward the objective now.
   _ o _ g _

2. *Yes.* All units have reported back to base.
   _ y _ _ _ _ _

3. You're going to have to repeat the last transmission, soldier. *I couldn't understand you.*
   _ o _ ' _ _ e _ _ _ _ _ p

4. This is Delta Actual. Please *proceed with your transmission.*
   _ d _ a _ _ _

5. I'm verifying that information for you now. Please *wait until my next transmission.*
   _ s _ _ _ _ _ _ y

Listening

7 Listen to a radio conversation between a soldier in the field and his commander. Write down any key vocabulary (in bold in the reading passage) that you hear.

8 Listen again to the conversation. Then answer the questions.

1. Why does the man contact the woman on the radio?

   ...................................................................................................................

2. What does the woman order the unit to do?

   ...................................................................................................................

3. Why does the man ask the woman to “say again?”

   ...................................................................................................................

Speaking

9 In pairs, act out short radio exchanges using the procedure words in Ex. 4.
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5 On Base: Rank Structure

A recruit may hope to become a general someday, but he or she will start at the lowest rank. All enlisted airmen begin duty in the airmen tier. Eventually, they can work their way up to the Noncommissioned Officer Tier. Such a move requires more leadership and responsibility. Exceptional airmen can reach the highest level for enlisted airmen, the Senior Noncommissioned Officer Tier.

On the other hand, officers are commissioned, based on their education, experience and qualifications. They begin as company grade officers, who are either lieutenants or captains. Like airmen, officers also have potential to increase their rank. Officers who show the most promise become field grade officers, such as majors and colonels. A very select few become flag officers, or generals.

Comprehension

1 Read, listen, and mark the statements as true (T) or false (F). Correct the false statements.

1. Airmen start in the Noncommissioned Officer Tier. .................................................................

2. A captain is a senior noncommissioned officer. .................................................................

3. Company grade officers are lower in rank than field grade officers. .........................................

Vocabulary

2 List the types of rank, from highest to lowest.

<table>
<thead>
<tr>
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<th>Senior Noncommissioned Officers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company Grade Officer</td>
<td>Flag Officers</td>
</tr>
<tr>
<td>Field Grade Officers</td>
<td>Enlisted Airmen</td>
</tr>
</tbody>
</table>

1 .................................................................
2 .................................................................
3 .................................................................
4 .................................................................
5 .................................................................
6 .................................................................
On Base: Rank Structure

**INSIGNIA: Enlisted Ranks**

- (No insignia)
- Airman Basic
- Airman
- Airman First Class
- Noncommissioned Officers
- Senior Airman
- Staff Sergeant
- Technical Sergeant
- Senior Noncommissioned Officers
- Master Sergeant
- Senior Master Sergeant
- Chief Master Sergeant
- Command Chief
- Chief Master Sergeant of the Air Force

**INSIGNIA: Officer Ranks**

- Company grade Officers
  - Second Lieutenant
  - First Lieutenant
  - Captain
- Field grade Officers
  - Major
  - Lieutenant Colonel
  - Colonel
- General Officers
  - Brigadier General
  - Major General
  - Lieutenant General
  - General

3 Label each insignia.

4 Listen to a conversation between an officer and an airman, and answer the questions.

1 What is the airman’s new rank?

2 Where will the airman transfer to?

3 Why must the airman transfer?

5 You are speaking to new recruits. Explain the difference between NCOs and commissioned officers.
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1 Equipment: Basic equipment

Get ready!

1 Before you read the passage, talk about these questions.
   1 What are some tools police use?
   2 What equipment does a police officer typically carry in your country?

Reading

2 Read the page from a police equipment company’s website. Then, choose the correct answers.
   1 What is the purpose of the webpage?
      A to list products available
      B to show a completed order
      C to state required equipment
      D to describe a business
   2 Which item is NOT sold with all its needed parts?
      A zip tie C handcuffs
      B multi-tool D flashlight
   3 What is true of the bulletproof vest?
      A It is the most expensive item.
      B It includes plates in all models.
      C It is available in multiple sizes.
      D It can only be ordered by phone.

Vocabulary

3 Match the words (1-5) with the definitions (A-E).
   1 _ zip tie 4 _ radio
   2 _ duty belt 5 _ boot
   3 _ multi-tool
   A a device with many uses
   B a strap that holds an officer’s tools
   C a device used for communication
   D equipment that protects the foot
   E an item that binds suspects’ hands

Strong Arm Police Equipment Suppliers

<table>
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<tr>
<th>Item Code</th>
<th>Description</th>
<th>Cost</th>
</tr>
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<tr>
<td>P141</td>
<td>Badge: standard five point star. Engraving extra.</td>
<td>$8</td>
</tr>
<tr>
<td>P198</td>
<td>Boots: black, leather, reinforced toe and sole. Avail. sizes 7-13 W 4-12</td>
<td>$110</td>
</tr>
<tr>
<td>P509</td>
<td>Bulletproof vest: adjustable size, fits over uniform. Optional reinforced front/back plates extra. Call for details.</td>
<td>$400</td>
</tr>
<tr>
<td>P040</td>
<td>Duty belt: adjustable, holds up to ten items.</td>
<td>$70</td>
</tr>
<tr>
<td>P588</td>
<td>Flashlight: lightweight, 20 cm length, uses C batteries (not included).</td>
<td>$15</td>
</tr>
<tr>
<td>P422</td>
<td>Gloves: black leather. Avail. sizes S, M, L, XL.</td>
<td>$20</td>
</tr>
<tr>
<td>P198</td>
<td>Handcuffs: stainless steel.</td>
<td>$30</td>
</tr>
<tr>
<td>P454-499</td>
<td>Holster: all leather. Locking belt clip. Specify gun make and model when ordering.</td>
<td>$45-$200</td>
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<tr>
<td>P098</td>
<td>Multi-tool: 9 useful tools in one! Case included.</td>
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<tr>
<td>P905</td>
<td>Radio: five channels. Rechargeable.</td>
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<tr>
<td>P112</td>
<td>Restraint (pair): nylon web. 12 cm.</td>
<td>$8</td>
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<tr>
<td>P113</td>
<td>Zip tie (pack of 12): white.</td>
<td>$6</td>
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Click here to place an order.
Strong Arm is committed to complete customer satisfaction. Call 1-888-499-5999 or email us for assistance at any time.
4 Choose the correct word for each blank.

1 badge / handcuffs
   A The criminal couldn’t move because of the ________.
   B Robert wears his ________ on his uniform.

2 gloves / bulletproof vests
   A These ________ protect officers’ hands.
   B Modern ________ can stop most bullets.

3 flashlight / restraints
   A The ________ prevented him from moving.
   B Use your ________ if it is too dark outside.

5 🎧 Listen and read the website again. Where does a police officer keep his or her pistol?

Listening

6 🎧 Listen to a conversation between two officers.
Mark the statements as true (T) or false (F).

1 __ Handcuffs cost much more than zip ties.
2 __ The woman thinks zip ties break easily.
3 __ Using a zip tie requires both hands.

7 🎧 Listen again and complete the conversation.

Officer 1: You don’t think they’re our best option? They’re so lightweight you can carry a dozen at a time.
Officer 2: True, that’s their main advantage.
Officer 1: That and they’re cheap. We can buy fifty or sixty for the price of one pair of handcuffs.
Officer 2: Sure, that’s something else they have 1 ________

________________________.
Officer 1: And they’re 2 ________ I could go on and on. So, what are their downsides then?
Officer 2: The biggest downside is that they’re difficult to put on correctly when you only have 3 ________

________________________.
Officer 1: I see your point.
Officer 2: I can slap 4 ________ on a suspect with one hand and have my other one free. I feel a lot safer and more in control that way.
Officer 1: True, that’s 5 ____________________
Officer 2: And 6 ____________________, that outweighs all their negatives.

Speaking

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

USE LANGUAGE SUCH AS:
That’s its main advantage.
That’s something they have going for them.
One downside is ...

Student A: You are a police officer. Talk to Student B about a piece of equipment. Talk about:
• its most useful feature
• other advantages
• comparison with other equipment

Student B: You are a police officer. Talk to Student A about police equipment.

Writing

9 Use the website and the conversation from Task 8 to fill out the customer feedback form.

Strong Arm Police Equipment Suppliers
Customer Feedback Form

Item ordered: ____________________
Item Strengths: ____________________
Item Weaknesses: ____________________
Would you recommend this item to a friend?  □ Y  □ N
Why or why not? ____________________
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- Unit 2 - Mine Warfare Ships
- Unit 3 - Boats
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- Unit 5 - Aircraft: Parts of an Aircraft
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Naval aircraft do not just engage enemy planes and attack air- or ground-based targets. They also perform a variety of support functions that are equally important to naval missions.

Some aircraft undertake patrol missions over long distances, looking for enemy ships or submarines. Unmanned aerial vehicles (UAVs) can perform these functions without putting pilots at risk. Others provide Command and Control. Flying high above the battle group, these aircraft use powerful radar systems to provide airborne early warning of approaching enemies. They also maintain communication among the fleet. Yet some aircraft prevent the enemy from communicating. Such aircraft jam enemy signals in electronic warfare operations.

Aircraft also provide several transport functions. Land- and carrier-based helicopters provide vertical replenishment (VERTREP) operations. The C-2 transport can carry 10,000 pounds of cargo, yet still land on a carrier. The best-known transport plane, the C-130, moves everything from personnel and cargo to tanks and helicopters. Specially modified units also provide aeromedical evacuation.

Search and rescue (SAR) missions are another function of support aircraft, though they are only undertaken by rotary wing aircraft. When someone is lost at sea, when a plane crashes, or when a ship sinks, these aircraft launch to save those left behind.
Aircraft: Support Aircraft

Comprehension
1. Read, listen, and mark the statements as true (T) or false (F).
   1. ___ Patrol missions can be completed without pilots on board.
   2. ___ The C-2 can be outfitted to serve as an airborne medical station.
   3. ___ Airplanes and helicopters are both involved in SAR operations.

Listening
5. Listen to a conversation between an officer and a pilot, and answer the questions.
   1. What type of operation did the pilot just complete?
      A. patrol
      B. search and rescue
      C. VERTREP
      D. command and control
   2. What will the man most likely do next?
      A. Refuel a helicopter.
      B. Resupply a destroyer.
      C. Attend a mission briefing.
      D. Go to the maintenance department.

Vocabulary
2. Match the definitions to the correct words.
   1. ___ transport
   2. ___ patrol
   3. ___ jam
   4. ___ helicopter
   5. ___ VERTREP
   A. an aircraft that is lifted and kept in the air by rotating wings
   B. to block an electronic signal from being transmitted
   C. the transfer of cargo to ships using helicopters
   D. to conduct an operation in an area for observation and maintaining order
   E. to carry something from one place to another

Speaking
6. Listen again, and then act out the dialogue from Task 5 with a partner. Then switch roles.

USE LANGUAGE SUCH AS:
What is the status ...?
We're putting you up again.
Just make sure ...

Student A: You are an officer. Talk to Student B about:
- results of a SAR mission
- an upcoming mission
- how to prepare

Student B: You are a pilot. Talk to Student A about support missions.

Writing
7. Use the conversation in Task 5 to describe the support functions of naval aircraft. Include: transport, patrol, and rescue operations.
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Get ready!

1 Before you read the passage, talk about these questions.

1 Why are announcements before landing important for flight attendants to make?

2 What are some important things that passengers may be asked to do as they approach the airport for landing?

Reading

2 Read the announcement script. Then, mark the following statements as true (T) or false (F).

1 ___ Passengers are asked to recline their seats before landing.

2 ___ The armrests need to be lowered before landing.

3 ___ Carry-on items can be placed in overhead bins.

Vocabulary

3 Match the words or phrases (1-9) with the definitions (A-I).

1 ___ recline  6 ___ tray table

2 ___ collect  7 ___ buckle

3 ___ pass  8 ___ discard

4 ___ recline  9 ___ lower

5 ___ turn off

A to gather objects together

B to hand an object to someone else

C to cause something to incline backwards

D the part of the chair your back rests on

E a small piece of plastic used to eat or work on that is used on an airplane

F to power down electronic items

G to throw something away

H to attach two sides of something together in order to hold something

I to move something closer to the ground
4 Read the sentences and choose the correct words or phrases.

1. The flight attendant collected our seatback/trash before we landed.
2. The tray tables/armrests make the airplane seats more comfortable.
3. It is important for your seat to be upright/buckled before we take off.
4. I locked/dumped my tray table in the correct position.

5 Listen and read the announcement again. Where can carry-ons and electronics be placed before landing?

Speaking

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

USE LANGUAGE SUCH AS:

We are getting ready to...
You will also...
Can I put?...

Student A: You are a flight attendant. Talk to Student B about:
- discarding trash
- changing their seat position for landing
- stowing his or her carry-on item

Student B: You are a passenger. Talk to Student A about what you need to do to prepare for landing.

Writing

9 Use the conversation from Task 8 to fill in a checklist of flight attendant duties before landing.

Chambliss Airways
Checklist Before Landing

1. Trash: ____________________________________________________
2. Tray tables: _____________________________________________
3. Seat position: __________________________________________
4. Electronics: ____________________________________________
5. Carry-on items: _______________________________________

Flight Attendant: We are getting ready to land. Do you have any 1___________________________?
Passenger: No, I 2___________________________ already.
Flight Attendant: Then please 3___________________________ into position.
Passenger: Okay, sure. Sorry about that.
Flight Attendant: You will also have to return your seat back to an 4___________________________.
Passenger: Do I need to 5___________________________ my phone?
Flight Attendant: Please. Electronics sometimes interfere with our radios. Can I put 6___________________________ in the overhead bin?
Passenger: No, thank you. I will just put it under the seat.
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Get ready!

Before you read the passage, talk about these questions.

1. Why is waste management important?
2. How do solid waste landfills handle waste?

Reading

Read the magazine article. Then, choose the correct answers.

1. What is the purpose of the article?
   A. to compare types of waste management facilities
   B. to describe waste management problems and solutions
   C. to explain how solid waste landfills are created
   D. to highlight the harmful effects of open dumps

2. What can be inferred about solid waste landfills?
   A. They can be difficult to operate.
   B. They often have hazardous liquids.
   C. They may eventually pollute water.
   D. They have too many cell layers.

3. Which of the following is NOT a problem with waste facilities?
   A. They are quickly filling up.
   B. They emit hazardous gases.
   C. They are not compacted well.
   D. They can catch fire.

Vocabulary

Match the words or phrases (1-8) with the definitions (A-H).

1. ___ toxic
2. ___ cell
3. ___ lift
4. ___ carbon storage
5. ___ composite liner
6. ___ methane recovery
7. ___ disposal capacity
8. ___ surface impoundment

A. the collection of a gas so that it can be used for another purpose
B. an area of compacted waste
C. a hole that holds liquid waste
D. a synthetic material placed over compacted soil
E. the largest amount of waste a facility can hold
F. a layer put over cells when they are full
G. poisonous
H. the capture and storage of CO₂ so that it doesn’t pollute the atmosphere
Choose the sentence that uses the underlined part correctly.

1. Injecting liquid into underground rock is one way to get rid of waste permanently.
   - p  e  s  p  a

2. The manufacturing process creates a lot of garbage from industrial facilities.
   - a  s  d  a

3. Many poor countries have lots of large, unregulated areas where people throw trash.
   - u  s

4. Methane is an extremely dangerous greenhouse gas.
   - a  r  s

5. Some items in landfills may never break down.
   - c  o

6. The layer of soil put over cells prevents the wind from blowing waste around.
   - o  r

7. Most of the city's waste goes to a(n) place where waste is dumped and buried.
   - l  l  l

Listen and read the magazine article again. What are some ways to manage hazardous liquid waste?

Speaking

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

USE LANGUAGE SUCH AS:

I was under the impression that ...
Yes, that's right./No, not at this time.
Let's get going on ...

Student A: You are an environmental engineer. Talk to Student B about:
- what waste disposal methods your city currently uses
- what safety features the facilities have

Student B: You are a city planner. Talk to Student A about your city's waste management methods.

Writing

Use the magazine article and the conversation from Task 8 to complete an informational flyer about your city's waste management programs. Include: the methods the city uses, their benefits, and their safety features.
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Pay and Benefits

Get ready!

1 Before you read the passage, talk about these questions.
   1 What are some benefits given to employees?
   2 Why do businesses offer benefits?

Benefits Package
Entry-Level Positions

Pay and benefits for entry-level employees increase with time at the company. Entry-level employees receive minimum wage for one year. After that time, employees earn a salary of $40,000 a year.

New employees are not eligible for overtime without managerial approval. Overtime benefits begin after six months. Health insurance and dental benefits begin after three months. Employees earn vacation time after one year with the company. Stock options are also offered after one year of employment.

Harrison Manufacturing offers several retirement plans. After six months, employees may enroll in the plan of their choice.

Reading

2 Read the benefits package from the handbook. Then, choose the correct answer.

1 What is the article mainly about?
   A the benefit of retirement plans
   B benefits for certain employees
   C how stock options work
   D an overview of health insurance

2 Which of the following must be approved by a supervisor?
   A overtime
   B dental
   C health insurance
   D retirement plans

3 Which benefit begins after one year?
   A dental
   B salary
   C overtime
   D stock options

Vocabulary

3 Match the words or phrases (1-8) with the definitions (A-H).

1 __ vacation time
2 __ salary
3 __ stock options
4 __ overtime
5 __ retirement plans
6 __ health insurance
7 __ benefits
8 __ minimum wage

A the services provided by employers in addition to being paid
B a policy to set money aside from one’s paycheck to be spent when employment ends
C the paid time away from work that is allotted to employees
D the time worked and paid beyond an employee’s normal hours
E the insurance against paying for the cost of medical care
F a benefit given to employees to purchase company stocks at a discounted price
G the lowest pay that employers can legally pay employees
H a set amount of money made during the year as determined by the employer that is paid in installments
4. Read the sentence pairs. Choose which word or phrase best fits each blank.

1. benefits / salary
   A. Fortunately, my job has really good _________ to cover medical expenses.
   B. Susan’s yearly _________ is too low for her to purchase a house.

2. dental / health insurance
   A. This job includes _________, so you won’t have to worry about your teeth.
   B. Most jobs offer _________ to cover medical expenses.

5. Listen and read the benefits package from the handbook again. When does Harrison Manufacturing begin offering benefits to its employees?

6. Listen to a conversation between an HR representative and an employee. Mark the following statements as true (T) or false (F).

   1. The woman wants to talk about overtime benefits.
   2. The man is not eligible for dental yet.
   3. The man is very interested in the retirement plan.

7. Listen again and complete the conversation.

   **Representative:** Hi, Mike. You’ve been here now for six months. So let’s discuss some _________ you may want.
   **Employee:** What are my options?
   **Representative:** Let’s see, you’re now eligible for _________ and our retirement plan.
   **Employee:** That’s great. What’s the _________ like?
   **Representative:** Well, it’s pretty simple. The company withhold money from your paycheck. That money is _________ for your retirement.
   **Employee:** That _________ enough.
   **Representative:** Is that something you’d like to sign up for?
   **Employee:** Oh, yes. I _________ do.

8. Speaking

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

   **USE LANGUAGE SUCH AS:**
   - Let’s discuss...
   - What’s the...like?
   - I definitely...

   **Student A:** You are an HR representative. Talk to Student B about:
   - benefit options
   - benefit details
   - interest in benefits

   **Student B:** You are a new employee. Talk to Student A about what benefits interest you.

9. Writing

   Use the conversation from Task 8 and the handbook to complete the questionnaire about benefits.

   **Benefits Questionnaire**
   - Which benefit(s) interest you the most?
     ____________________________________________________________
   - Would you choose to sign up for a retirement plan? Explain.
     ____________________________________________________________
   - Which benefit(s) do you think are unnecessary?
     ____________________________________________________________

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Product Details

Ready to trade in your old phone? Get a Satellite XK50 Smartphone!

TechWare just developed its latest state-of-the-art device. It features a lightning-fast processor and a sleek design. It’s lightweight, but it doesn’t sacrifice durability! And it has tons of great qualities, including:

- An 8 megapixel camera
- Voice and face recognition
- A crystal-clear touch screen with dimensions of 5.5 inches by 2.75 inches
- 64GB of storage – take your pictures, music, and videos with you wherever you go!

With the Satellite XK50, you’ll get all these upgrades and more!

TechWare releases its newest creation on July 1. Global Wireless will distribute this make and model exclusively.

To order yours, visit www.globalwireless.com.

Get ready!

1 Before you read the passage, talk about these questions.
   1. What types of information can you find in a product description?
   2. What general qualities do people look for in products like electronic devices?

Reading

2 Read the advertisement. Then, complete the table.

<table>
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<td>How to get it</td>
<td>3 ______</td>
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Vocabulary

3 Match the words (1-5) with the definitions (A-E).

1  __ make  4  __ quality
2  __ model  5  __ develop
3  __ feature

A to possess a certain characteristic as an important element
B the brand or company that manufactures an item
C to create something new or make an existing thing better
D a characteristic of something
E a specific item that is distinctive from other items of the same type

4 Read the sentences and choose the correct word.

1 The company is __________ its newest video game next month.
   - releasing
   - featuring

2 Only one company can __________ the product to customers.
   - develop
   - distribute

3 The picture frame's qualities/dimensions are five inches by seven inches.
   - qualities
   - dimensions

4 This truck is known for its durability/model. It will run for years and years.
   - durability
   - model

5 The new phone has several makes/upgrades that make it easier to use.
   - makes
   - upgrades

5 Listen and read the advertisement again. What are the Satellite XK50's key features?

Speaking

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

USE LANGUAGE SUCH AS:

When do you think the ... will be ready?
It will be about ... / It will be ready around ...
How long will it take to ...?

Student A: You are a manager at a cell phone manufacturer. Talk to Student B about:
- problems with an upcoming smartphone
- upgrades on the new phone
- when it will be ready

Writing

9 Use the conversation from Task 8 to fill out the advertisement.

Get the _____________________________!
This state-of-the-art smartphone features _____________.
It has ______, ______, and ______.
This new __________.
Order one today!
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3 Inbound Calls: Customer Service

Get ready!

1 Before you read the passage, talk about these questions.

1 How can a customer service representative help with customer issues?
2 What other kind of work might a customer service representative have to do?

Reading

2 Read the webpage. Then, choose the correct answers.

1 What is the main idea of the webpage?
   A the customer service provided by a company
   B the skills required to become a customer service representative
   C a list of available jobs in customer service
   D the problems customer service representatives face

2 Which of the following is NOT offered on the webpage?
   A record of accounts
   B call back service from tech support
   C telephone support
   D in-store consultations

3 According to the webpage, what is the purpose of keeping account records?
   A to help customers transfer date between computers
   B to remind customers when to update their systems
   C to keep representatives informed about previous service requests
   D to aid customers who lose their receipts

Vocabulary

3 Match the words or phrases (1-8) with the definitions (A-H).

1 ___ account
2 ___ customer service
3 ___ issue
4 ___ link
5 ___ research
6 ___ request
7 ___ service
8 ___ support

A something that someone asks for
B a record of a customer’s orders and information
C a problem or concern encountered by a customer
D to investigate something thoroughly
E a company’s department that gives customers help and guidance
F advice or instructions that someone provides
G a connection between two people or things
H work performed for a business purpose

All of our purchases come with live customer service over the phone. If you experience any issues with your computer, let one of our representatives help you. They can guide you through a number of solutions for a variety of problems. Our representatives offer telephone support for most issues.

For more advanced problems, our tech support team will research the situation. In most cases, tech support will call back with a solution within three business days. We also keep a record of your account. That way, representatives know exactly which hardware you are calling about. They can also view your previous requests for service.

We understand that our representatives are the link between our company and customers. We believe our customers deserve excellent service. We are committed to addressing inquiries quickly and professionally.

Make the smart decision and buy your new computer from Tech Unlimited Computer Dealers.

We process all orders in just two business days.
4. Read the sentences and choose the correct words or phrases.
   1. A representative’s responsibility is to request/process orders correctly.
   2. A customer with a question can make an issue/inquiry with customer service representatives.
   3. Customers often ask representatives for help making accounts/decisions about products.
   4. Tech support representatives have to research/guide customers through solutions.

5. Listen and read the webpage again. What kind of support does the company offer?

**Listening**

6. Listen to a conversation between a representative and a customer. Mark the following statements as T (true) or F (false).
   1. T. The woman reached the wrong department.
   2. T. The woman would like to cancel an order.
   3. F. The man adjusted the woman’s order.

7. Listen again and complete the conversation.

   **Represent.**: Hello. You’ve 1________ __________. How can I assist you today?
   **Customer**: I have a couple questions. I’m not sure if I called the 2________ __________.
   **Represent.**: That’s not a problem. What can I do for you?
   **Customer**: Well, I have a question about my account. I also want to place 3________ __________.
   **Represent.**: Don’t worry, I can help you with both of those. Let’s start with the question about 4________
   **Customer**: Okay. When I look at my order history online, I don’t see my latest order. I’m worried that it didn’t get 5________
   **Represent.**: 6________ __________ did you place the order?
   **Customer**: I placed the order yesterday.

**Speaking**

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

   **USE LANGUAGE SUCH AS:**
   - How can I help you?
   - I have a question about ...
   - Don’t worry ...

   **Student A**: You are a representative. Talk to Student B about:
   - problems he or she is having with an account
   - what you can do to help
   - your recommendation

   **Student B**: You are a customer. Talk to Student A about questions you have about your account.

**Writing**

9. Use the webpage and the conversation from Task 8 to fill in the notes on a customer’s account.

   **Account #: 004995-234**

   **Customer**:
   **Reason for call**: __________
   **Resolution**: __________
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Photography is harder than it looks.

Good photographers need practice. Here are some tips for dealing with common problems.

Problem: I'm trying to shoot a moving subject. The photographs are blurry and I can't see the details.

Solution: Your exposure is probably taking too long. Try a camera with a shorter shutter speed.

Problem: My subject isn't moving, but my photographs are blurry.

Solution: You might need to focus your lens. Make small adjustments until the image looks right. If that doesn't work, try using a tripod. It will help you keep the camera steady.

Problem: My night-time pictures are too dark.

Solution: To take a good night-time picture, you need light. Use a camera with a flash.

Problem: My local camera store closed down. Where can I turn my negatives into photographs?

Solution: Learn to develop your own film. This is more satisfying than taking it to a store, anyway.

Vocabulary

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

1. The photographer needs to take a picture of the new city hall for the newspaper article.  
   s _ _ _ t

2. The material that stores images was damaged, so the photographs were ruined. _ _ m

3. If the piece of curved glass is dirty, the pictures will not look right. _ e _

4. The new device for taking pictures is much more advanced than the old one. _ e _ a

5. The artist studied the act of creating pictures with a camera. _ o t _ g _

6. The magazine hired a new person who takes pictures. _ _ g _ a _ e _

7. The proper process of allowing light into a camera helps a photographer achieve the desired effect. e _ o s _
4 Read the sentence pairs. Choose which word or phrase best fits each blank.

1 focused / developed
   A The photographer __________________ the camera before he took the photograph.
   B The photographer __________________ the film into photographs.

2 shutter speed / negative
   A The ________________ shows the image with the colors reversed.
   B Adjust the ________________ so the picture won’t be so blurry.

3 flash / tripod
   A To keep the camera steady, use a ________________
   B To add more light to the subject, use a ________________

5 Listen and read the webpage again. How can a photographer take a clear picture of a moving subject?

Listening

6 Listen to a conversation between a photographer and an assistant. Choose the correct answers.

1 What is the purpose of the conversation?
   A to identify an error while developing negatives
   B to choose an easier photography subject
   C to determine why a batch of photographs came out badly
   D to explain the need for a flash on the next project

2 What does the woman plan to do next on the next project?
   A shoot another type of subject
   B use the camera’s flash
   C develop the negatives differently
   D use a faster shutter speed

7 Listen again and complete the conversation.

Photographer: Let me take a look. Yeah, they’re 1 ________________
Assistant: What do you think happened? Did I 2 ________________
   ________________ incorrectly?
Photographer: No, I don’t think it was your fault. I bet I just used a
   3 ________________ ________________
Assistant: That could make the pictures blurry?
Photographer: Oh, definitely. Especially since my 4 ________________
   ________________
Assistant: I see. Would it help to 5 ________________
   ________________ next time?
Photographer: Not in 6 ________________. There was plenty of sunlight out there.
Cloud computing is a new approach to software. It offers benefits to businesses and customers alike. In a cloud system, resources and products are hosted in a central location. Businesses either host the system on their own network servers or hire a company to manage the resources. Customers can access the product from anywhere over a standard Internet connection.

Typically customers who access these public clouds interact only with a system’s front end software. They no longer deal with the more complex back end implementation. Because many customers use a single service, the costs are shared between them. As a result, cloud computing is usually less expensive for users.

Businesses may also want to implement internal cloud systems. They can establish private clouds exclusively for their employees. Community clouds, which share resources with other users, are another option. They may even build hybrid cloud systems to permit complex interactions across group boundaries.

Businesses will conclude that their investment in cloud computing is a good one. Cloud services are designed to be flexible and long lasting. The scalability and elasticity of cloud computing makes it the right choice for large or small businesses.

Cloud Computing: Types of Clouds

Cloud computing is a new approach to software. It offers benefits to businesses and customers alike. In a cloud system, resources and products are hosted in a central location. Businesses either host the system on their own network servers or hire a company to manage the resources. Customers can access the product from anywhere over a standard Internet connection.

Typically customers who access these public clouds interact only with a system’s front end software. They no longer deal with the more complex back end implementation. Because many customers use a single service, the costs are shared between them. Customers pay a metered fee, which covers only what they use. As a result, cloud computing is usually less expensive for users.

Businesses may also want to implement internal cloud systems. They can establish private clouds exclusively for their employees. Community clouds, which share resources with other users, are another option. They may even build hybrid cloud systems to permit complex interactions across group boundaries.

Businesses will conclude that their investment in cloud computing is a good one. Cloud services are designed to be flexible and long lasting. The scalability and elasticity of cloud computing makes it the right choice for large or small businesses.

Reading

2 Read the magazine article. Then, choose the correct answers.

1 What is the main idea of the article?
A to describe the benefits of cloud computing
B to explain how cloud computing developed
C to compare cloud computing providers
D to recommend a cloud computing service

2 Why are customer costs lower with cloud computing?
A Networks are faster.
B Cloud services are shared.
C There is less maintenance.
D Cloud systems are more flexible.

3 Which is NOT a benefit of cloud computing?
A scalability
B metered fees
C simple modification
D guaranteed access

Get ready!

Before you read the passage, talk about these questions.

1 What kind of cloud computer services can you name? What makes them cloud services?
2 What is the difference between a document created on the Internet and one on your computer?
Vocabulary

3 Match the words or phrases (1-6) with the definitions (A-F).

1 ___ public cloud  4 ___ back end
2 ___ community cloud  5 ___ elasticity
3 ___ cloud computing  6 ___ hybrid cloud

A a shared computer service
B a cloud accessible to customers
C a cloud for many kinds of groups
D the part of a program not seen by users
E the ability to be easily modified
F a cloud shared by many businesses

4 Choose the sentence that uses the underlined part correctly.

1 A A metered fee charges only for the services used.
   B Community clouds are the least-accessible cloud type.

2 A If a system has scalability, it can be altered for large or small users.
   B A software program with elasticity cannot be adapted to different systems.

3 A People use cloud computing so they can focus on back end implementation.
   B A front end program is what users access.

4 A A private cloud is designed for only one group.
   B Programs in the public cloud are designed for employees of a specific company.

5 Listen and read the magazine article again. Where are cloud computing systems hosted?

Listening

6 Listen to a conversation between an IT employee and a co-worker. Mark the following statements as true (T) or false (F).

1 ___ Cloud software must be downloaded.
2 ___ The woman’s e-mail program is on her computer.
3 ___ The man prefers web-based e-mail.

7 Listen again and complete the conversation.

IT Employee: Well, let’s use a 1 ________ _______.
              You know the new e-mail service we have?

Co-worker: Sure. It’s all 2 ________ - ________ now.

IT Employee: That’s right. Previously, everyone had software 3 ________ on their computer.

Co-worker: Yes, I had to 4 ________ ________ and download my e-mails every morning.

IT Employee: Exactly – but now the software is 5 ________ ________ ________.

Co-worker: Right. I can just use my Internet browser. I don’t have to 6 ________ ________.

Speaking

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

USE LANGUAGE SUCH AS:

Can you help me out with ...?
How is it different from ...?
You can access your ...

Student A: You are an office employee. Talk to Student B about:
• cloud computing software
• how it differs from desktop software
• where cloud data is saved

Student B: You are an IT specialist. Explain cloud computing to your colleague.

Writing

9 Use the magazine article and the conversation from Task 8 to complete a report about cloud computing. Include: the difference between a public cloud and a private cloud, metered fees, and front end programs.
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4 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. The cab company is busiest in the morning.
   2. Part-time employees choose shifts after full-time employees.
   3. 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
   2. daytime
   3. morning
   4. weekend
   5. full-time
   6. minimum
   7. graveyard shift

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?

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.

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 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.

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:

   ______
   ______
   ______
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4 Types of Intersections

Get ready!
1. Before you read the passage, talk about these questions.
   1. What are some common types of intersections?
   2. What types of intersections do not require full stops?

Understanding Intersections
It's important to understand the different types of intersections. Intersections can be grouped into two main categories. The first category is intersections that require vehicles to come to a full stop. These include 4-ways, T-junctions, and box junctions. The second type of intersection allows traffic to flow without stopping. This group includes roundabouts, traffic circles, continuous flow intersections, and jug handles. At any type of intersection, you should know the regulations that apply. For example, it's important to know which vehicle has the right of way. This changes by nation and region. Likewise, check how to enter a turn lane and whether or not U-turns are permitted.

Driving Around the World
Chapter 10

Reading
2. Read the chapter. Then, choose the correct answers.

   1. What is the purpose of the passage?
      A. to describe the safety features of intersection types
      B. to give the pros and cons of full stop intersections
      C. to list different types of intersections
      D. to explain right of way in different intersections
   2. Which intersection requires a driver to stop?
      A. roundabout
      B. T-junction
      C. traffic circle
      D. jug handle
   3. Which of the following does NOT change by region or nation?
      A. how to enter turn lanes
      B. whether U-turns are allowed
      C. if box junctions require stops
      D. which vehicle has the right of way

Vocabulary
3. Match the words or phrases (1-7) with the definitions (A-G).

1. ___ roundabout  5. ___ box junction
2. ___ traffic circle  6. ___ 4-way
3. ___ jug handle  7. ___ continuous flow
4. ___ T-junction  intersection

A. an intersection where one road ends at a right angle
B. an intersection where vehicles follow a gradual bend
C. an indirect route over an intersection
D. an intersection that contains yellow cross-hatching
E. a road that eliminates left turns at intersections by leading drivers to another turn location
F. an intersection where traffic coming from all four directions must stop
G. a circular area at an intersection that allows for vehicles to pass between two roads
4 Fill in the blanks with the correct words or phrases from the word bank.

**Word Bank**
- intersection
- the right of way
- U-turn
- turn lane

1. At the next ___________, take a left.
2. At a 4-way intersection, the vehicle on the right has ___________.
3. It's illegal to make a(n) ___________ on this road.
4. This street has a(n) ___________ for both left turns as well as right turns.

5. Listen and read the chapter again. What are the two main types of intersections?

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

**USE LANGUAGE SUCH AS:**
- I have an idea for ...
- I think that will ...
- We could fit a ...

**Student A:** You are a city planner. Talk to Student B about:
- a planned intersection
- the current plan
- a change to the plan

**Student B:** You are a project manager. Talk to Student A about an intersection.

**Listening**
6. Listen to a conversation between a city planner and a construction manager. Mark the following statements as true (T) or false (F).

1. The design calls for a T-junction at 10th Street and Route 9. **(T)**
2. A roundabout will not fit in the area. **(F)**
3. The man suggests using a jughandle. **(F)**

7. Listen again and complete the conversation.

**Planner:** Ms. Reed, I have an idea for the 1. ___________ 10th Street and Route 9.

**Manager:** Sure, James. What is it?

**Planner:** Well, the plan 2. ___________ a four-way stop.

**Manager:** Yes, that's correct.

**Planner:** I think that will 3. ___________ traffic.

**Manager:** It will. But there's no room for a 4. ___________ there.

**Planner:** I know. But I think we could fit a 5. ___________.

**Manager:** You know, that's a good idea. Let's 6. ___________ at the plans.

**Writing**
9. Use the conversation from Task 8 to complete the construction manager's email.

To: ____________________________

From: __________________________

Subject: ________________________

Dear ___________,

The Route 9 plan calls for a ___________ intersection. I think this will ___________. A ___________ will not fit. Instead, I suggest we use ___________. Let me know what you think.

Sincerely,

__________
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2 Types of Menus

Get ready!

1 Before you read the passage, talk about these questions.

1 Why do restaurants have menus?
2 What are some different types of menus?

Reading

2 Read the webpage. Then, mark the following statements as true (T) or false (F).

1 ___ The website is advertising a restaurant’s different menus.
2 ___ Specialty menus, such as children’s menus, are available.
3 ___ Menus can be specially designed or based on a template.

Vocabulary

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

1 The restaurant had a menu focusing on traditional meals associated with a specific kind of cuisine.
2 The man looked at the list of dishes that the restaurant was able to prepare for customers.
3 The restaurant introduced a menu that altered daily for a specific time period, that repeats.
4 The customers ordered from the menu that is used daily or during a meal period.

4 Fill in the blanks with the correct phrases from the word bank.

banquet menu  California menu  children’s menu  door-knob menu  meal period  specialty menu

1 The hotel guest hung the room service __________________ outside her hotel room.
2 The customers asked for a __________________ as they wanted to order dessert.
3 The man liked the idea of breakfast at night, so he ordered from the __________________.
4 We arrived late for the lunch __________________, so we used the dinner menu.
5 The conference attendees could select between a few preset items on the __________________.
6 The six-year old girl enjoyed the puzzles and games on the __________________.
Listen and read the webpage again. What large event menus does the print shop handle?

Listening

Listen to a conversation between two restaurant owners. Choose the correct answers.

1 Why were the customers disappointed?
   A because the pancakes did not taste good
   B because the kitchen ran out of bacon
   C because the menu did not have enough dishes
   D because they wanted burgers for breakfast

2 What will the man most likely do next?
   A create a specialty burger menu
   B remove the breakfast menu
   C switch to a California menu
   D print out a new fixed menu

Writing

Use the conversation from Task 8 to fill out a notice explaining the menu change to the restaurant staff.

Notice

Attention Staff: _____________________________________________
                                                             _____________________________________________
                                                             _____________________________________________
                                                             _____________________________________________
                                                             _____________________________________________

New Menu Launch Date: _____________________________________________

Speaking

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

USE LANGUAGE SUCH AS:

Oh, I don’t mean...
That might not be...
I bet...

Student A: You are a restaurant co-owner. Talk to Student B about:
   • a menu change
   • disappointed customers
   • childhood memories

Student B: You are also a restaurant co-owner. Talk to Student A about the menu.
Cooking

Virginia Evans
Jenny Dooley
Ryan Hayley

Express Publishing
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Soups

Get ready!

Before you read the passage, talk about these questions.

1. What kinds of soups are made with vegetables?
2. What kinds of soups are made with meat and seafood?

The Mailman" Newspaper

The Style
Diner

with Food Critic Allison Dale

Westside Café on Bayside Drive advertises their chef as "The King of Soups." I visited the restaurant last weekend to find out what they mean. The soups weren't all perfect, but most of them were pretty close.

I was pleased to find that every soup was seasoned. If you're visiting Westside Café for the first time, I recommend starting with the hearty chicken-potato stew. I only tried a few bites, but it was the most filling meal on the menu.

The clear soups were not nearly as charming. I tried a beef consommé that seemed more like canned bouillon. The chef explained that this was due to the process of clarification, but I found it watery and uninteresting. It was the only soup I would not recommend.

Reading

Read the newspaper article about a soup restaurant. Then, choose the correct answers.

1. What is the main idea of the article?
   A. best soups for different occasions
   B. ingredients in a particular kind of soup
   C. ways to maintain freshness of soups
   D. recommendations about various soups

2. Which soup did the reviewer dislike?
   A. tomato puree  C. lobster bisque
   B. clam chowder  D. beef consommé

3. Which is NOT offered by the restaurant?
   A. home-made broth
   B. fresh, local ingredients
   C. thick, rich clear soups
   D. chicken-potato stew

Vocabulary

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

1. The thick soup with pieces of meat and vegetables is very filling.  s _ _ _
2. The restaurant specializes in foods made by heating ingredients in liquid.  _ o _ s
3. The last step in making a consommé is the process for removing solids and impurities.  _ l _ _ i _ c _ _ _ n
4. The chef created a new recipe for a soup with the solids strained out.  _ _ _ _ _ _ _ o _ _
5. The restaurant makes its liquid bases for soups in-house.  _ _ _ _ h _ s
6. The customer prefers soups made with a mixture of solids.  _ h _ k _ _ s _ _ s
4 Place the words or phrases from the word bank under the correct headings.

**Word Bank**
- chowder
- cream soup
- bouillon
- consommé
- puree
- bisque

<table>
<thead>
<tr>
<th>Thick soups with vegetables</th>
<th>Thick soups with shellfish</th>
<th>Clear soups</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

5 🎧 Listen and read the newspaper article about a soup restaurant again. What did the reviewer like about both the chowder and the bisque?

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

**USE LANGUAGE SUCH AS:**

- How do you like ...?
- It's too ... for my taste.
- I'd recommend ...

**Student A:** You are a restaurant server. Talk to Student B about:
- a problem with soup
- why he or she doesn't like the soup
- your recommendations

**Student B:** You are a customer. Talk to Student A about a problem with your soup.

### Listening
6 🎧 Listen to a conversation between a restaurant server and a customer. Mark the following statements as true (T) or false (F).

1. The beef consommé was not prepared correctly.
2. The woman would prefer a soup made with shellfish.
3. The man recommends cream soup.

7 🎧 Listen again and complete the conversation.

**Server:** Would you prefer the chicken-potato stew instead? It's 1 _______ _______ than this one.

**Customer:** No, that sounds too heavy. I'd rather have something a little lighter, but still 2 _______ _______.

**Server:** If that's what you're looking for, I'd recommend the 3 _______ _______.

**Customer:** No, I 4 _______ _______. Do you have something with vegetables?

**Server:** Let's see. Oh, of course. We have 5 _______ _______, broccoli cream soup.

**Customer:** That 6 _______ _______. Bring me that instead.
Cloud Computing: SaaS and PaaS

Get ready!

Before you read the passage, talk about these questions.

1. What are some ways that software is distributed?
2. How do users pay for cloud computing services?

Reading

Read the journal article. Then, choose the correct answers.

1. What is the main idea of the article?
   A. the challenges of developing cloud computing software
   B. recent changes in cloud computing technology
   C. the history of the development of cloud computing
   D. an overview of cloud computing models

2. What is true of SaaS users?
   A. They access software that is provided by a network host.
   B. They rent software from a cloud computing provider.
   C. They purchase software from the developer.
   D. They need a specialized web browser.

3. Which of the following is NOT required for users to access a cloud?
   A. web browser
   B. software license
   C. a fee
   D. a large bandwidth

Vocabulary

Match the words (1-8) with the definitions (A-H).

1. ___ cloud computing
2. ___ distribution
3. ___ software license
4. ___ computer platform
5. ___ browser
6. ___ online
7. ___ bandwidth
8. ___ software on demand

A. a software system that is used to gain access to information on the internet
B. being connected to the internet
C. a measure of a computer system’s capacity to send and receive information
D. a combination of hardware and system software that allows an application to run
E. a model in which software is rented from a provider
F. a legal agreement which grants the buyer of a program the right to use it
G. the action of supplying a product or service
H. a model in which computing is delivered as a service rather than as a product
4 Choose the sentence that uses the underlined part correctly.

1 A In PaaS, computer software can be rented.
   B A computer must be equipped with SaaS to access a web browser.

2 A The company uses a pay-as-you-go system, requiring a set monthly fee.
   B The customer pays a metered fee, so he only pays for the services he uses.

3 A To access data storage, a computer must have software on demand.
   B Some software developers only supply software as a product.

5 Listen and read the journal article again. What must a computer have in order to access the cloud?

Listening

6 Listen to a conversation between a manager and an engineer. Mark the following statements as true (T) or false (F).

   1 ___ The man had a negative experience with cloud computing
   2 ___ The company recently requested a new software license.
   3 ___ The woman recommends SaaS.

7 Listen again and complete the conversation.

Manager: Hey, Tonya. I’m thinking about upgrading the company’s network, and I was wondering what 1 __________ __________ __________.

Engineer: SaaS is a networking model.
Manager: I don’t know much about computers. What does that mean?
Engineer: Let me explain the basics. SaaS stands for Software as a Service. It is a model that 2 __________ __________ __________.

Manager: What’s cloud computing?
Engineer: It’s a 3 __________ __________ __________ services.
Manager: So it’s a way to access information?
Engineer: Yes, partly. Clients purchase the right to a 4 __________ __________. Then they share that software with their users.
Manager: Okay. How 5 __________ __________ for that, though?
Engineer: Clients typically pay regular fees. Some companies charge users metered fees, while others 6 __________ __________ __________. It just depends on your needs.

Speaking

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

USE LANGUAGE SUCH AS:

I’m thinking of ...
What are your thoughts on ...
Some prefer ...

Student A: You are a manager. Talk to Student B about:
• elements of cloud computing
• how the services work
• his or her recommendation

Student B: You are an engineer. Talk to Student A about elements of cloud computing.

Writing

9 Use the journal article and conversation from Task 8 to write a review of SaaS and PaaS. Include: user options for accessing information, how users can pay for services, and what computer requirements users need to access the cloud.

I'm thinking of upgrading the company's network, and I was wondering what software options are available. SaaS is a networking model that allows users to access software as a service. Cloud computing is a way to access information, and users can pay for services in different ways, such as regular fees or metered fees, depending on their needs.
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Storage Analysis

Get ready!

1 Before you read the passage, talk about these questions.

1 What are the four classes of storage and handling?
2 What are the different costs associated with storage?

Reading

2 Read the textbook excerpt. Then, choose the correct answers.

1 What is the purpose of the excerpt?
   A to list examples of mechanical equipment
   B to explain how to minimize space during storage
   C to describe handling methods and their costs
   D to contrast simple storage with complex staging

2 Which of the following is NOT a storage cost?
   A handling       C occupancy
   B holding        D accumulation

3 Why do logisticians sometimes use live storage?
   A to permit easier accumulation of materials
   B to include versatility and expandability
   C to use more vertical space during storage
   D to allow for larger aisle allowances

Vocabulary

3 Match the words or phrases (1-7) with the definitions (A-G).

1 __ live storage 5 __ holding cost
2 __ simple storage 6 __ handling cost
3 __ complex staging 7 __ occupancy cost
4 __ high-density storage

A a system that allows easy access for putting away items, picking, or retrieval
B the price that is paid to put an item in storage and to retrieve it
C the cost of using a space
D a system that is designed to reduce space per storage position
E the price that is paid to keep a stock of goods in storage
F the process of storing items on a conveyor belt or live rollers
G a mechanical system for short-term accumulation, presentation, and picking
4 Fill in the blanks with the correct words or phrases from the word bank.

**Word Bank**
- intangibles
- allowances
- versatility
- accumulation
- housekeeping
- expandability

1. A good storage method should include both adaptability and ______________.
2. Unlike simple storage, complex staging allows for temporary ______________.
3. The storage analysis guide considers costs and ______________, such as safety.
4. High-density storage lowers aisle ______________.
5. ______________ allows for an increase in inventory.
6. Cleanliness and organization are key aspects of ______________.

5 Listen and read the textbook excerpt again. Which handling system incurs higher costs?

**Listening**

6 Listen to a conversation between a professor and a student. Mark the following statements as true (T) or false (F).

1. ___ The man explains the meaning of a handling cost.
2. ___ Occupancy costs include taxes, insurance, and housekeeping.
3. ___ Versatility and expandability are intangibles.

7 Listen again and complete the conversation.

**Student:** The first storage cost is a 1 __________ __________. This is the price of putting an item in storage, then retrieving it at a later date.

**Professor:** Right. What else?

**Student:** There’s a 2 __________ __________. This is the cost of maintaining inventory. That basically means that the items will remain in storage until they are needed.

**Professor:** Right. And what else?

**Student:** I can’t remember the last one.

**Professor:** No problem. It’s an 3 __________ __________.

**Student:** Right! That includes taxes, insurance, and 4 __________.

**Professor:** Yes, but a logistician must always consider 5 __________. Such as ...?

**Student:** Such as the needs for 6 __________ __________ __________, both of which depend on space allowances.

**Writing**

9 Use the conversation in Task 8 to complete the chart.

**Storage Costs**

- Handling Costs: __________________________
- Holding Costs: __________________________
- Occupancy Costs: __________________________
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12 Describing Places in a Mine

Get ready!

1 Before you read the passage, talk about these questions.
   1 Why are directions important in mining?
   2 What does a foreman need to report?

Reading

2 Read the report. Then, choose the correct answers.

1 What information is NOT included in the report?
   A The progress of different crews.
   B The amount of head room in different sections.
   C The direction of mining work progress.
   D The cost of expanding a mine.

2 What is true about Max Ruiz's crew?
   A They don't have enough head room.
   B They are moving upwards.
   C They are working at a surface mine.
   D They need more workers.

3 What does Dan Halloway report?
   A His crew is moving downwards.
   B He doesn't have enough workers.
   C His team has not made any progress.
   D He wants to work in a different section.

Date: March 12

South Queens Mine

Foreman Reports

Regina Plumb, Foreman, Section 3
The breast is 20 meters farther inbye today. We are continuing with a 10% fall. The bottom is at 1,200 feet. Our underhand progress is satisfactory. We have plenty of head room.

Max Ruiz, Foreman, Section 7
The breast is 25 meters farther inbye today. We are continuing with a 5% rise. The back is at 800 feet. Have significant overhand progress. Head room is somewhat limited.

Dan Halloway, Foreman, Section 6
The breast is 5 meters farther inbye today. We are doing outbye work. We want to expand the mine. We need more head room. We also need more workers for the steep rock face.
Vocabulary

3 Read the sentence pairs. Choose which word or phrase best fits each blank.

1 inby / outby
   A Work going away from the mine entrance is ___________.
   B Work going toward the mine entrance is ___________.

2 underhand / overhand
   A Work advancing upward is ___________.
   B Work advancing downward is ___________.

4 Match the words (1-6) with the definitions (A-F).

1 __ back 4 __ steep
2 __ bottom 5 __ rise
3 __ breast 6 __ tall

A having a slope of more than 45 degrees
B the highest point inside of a mine
C degree of downward slope
D degree of upward slope
E the working face inside of a mine
F the lowest point inside of a mine

5 Listen and read the report again. How do miners report the upward or downward slope in a mine?

Listening

6 Listen to a conversation between a foreman and a crew member. Mark the following statements as true (T) or false (F).

1 __ The man is a new employee.
2 __ The woman works in Section 3.
3 __ The speakers will continue outby work.

7 ♫ Listen again and complete the conversation.

Foreman: Hi, you must be Corey. This is your 1 ______ , right?
Crew Member: That’s right. I’m really excited to start.
Foreman: Wonderful. Well, I’m Regina. I’m the foreman in Section 3. You’re 2 ______ ______ ______ .
Crew Member: Great. So what are we doing today?
Foreman: We’re working on 3 ______ ______ the section.
Crew Member: Why is that?
Foreman: The workers need a bit more 4 ______ ______ .
Crew Member: What about 5 ______ ______ with the expansion?
Foreman: We’ll continue 6 ______ ______ with a 10 percent rise.

Speaking

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

USE LANGUAGE SUCH AS:

- So what are we doing today? / We’re working on ...
- What about after we finish ...?

Student A: You are a crew member. Talk to Student B about:
- what work you will be doing today
- why the work is necessary
- what work you will do after finishing

Student B: You are a foreman. Answer Student A’s questions.

Writing

9 Use the conversation from Task 8 to complete the work progress report.

Work Progress Report

Foreman Name: __________________________

Description of Progress:
Today, our crew worked in Section ___________.
First, we worked on ___________.
This work was necessary because ___________.

Afterwards, we ___________.

27
Get ready!

1 Before you read the passage, talk about these questions.
   1 How are physics and electromagnetism related?
   2 What are some examples of physics in everyday life?

Reading

2 Read the course description. Then, choose the correct answers.
   1 What do students need to know before taking the class?
      A theories of thermodynamics
      B general physics concepts
      C secondary-level math and science
      D upper-level chemistry
   2 Which concept is addressed in the labs on equilibrium?
      A thermodynamics
      B electromagnetism
      C conservation of energy
      D momentum
   3 What is true about the lab component?
      A It requires students to attend the lectures first.
      B It applies theories from advanced physics.
      C It focuses on the ideas of gravity and energy.
      D It allows students to develop their own experiments.

Vocabulary

3 Match the words (1-6) with the definitions (A-F).

1 ___ law  
2 ___ wave  
3 ___ vibration

4 ___ momentum  
5 ___ thermodynamics  
6 ___ electromagnetism

A a branch of science that studies heat and other forms of energy.
B an explanation of a natural process that is always true.
C the interaction between electrical currents and magnetic fields.
D a disturbance that moves through a substance.
E a repeated movement in a substance or field of energy.
F a measurement of the force required to make an object stop moving.
4 Fill in the blanks with the correct words from the word bank.

**Word Bank**
- motion
- constant
- equilibrium
- conservation
- magnetism
- gravity

1 The experiment included a set of variables and one ____________.
2 The students applied equal force to each side of the table in order to demonstrate ____________.
3 The instructor used an apple dropping to the ground to demonstrate ____________.
4 The physics class used movement of toy cars to analyze ____________.
5 The section about ____________ of energy covered ways to store it for future use.
6 The positive attraction of the two objects was an example of ____________.

5 Listen and read the course description again. Why is the conservation of energy important?

Listening

6 Listen to a conversation between a TA and a student. Mark the following statements as true (T) or false (F).
1 __ The man is unfamiliar with electromagnetism.
2 __ The woman offers the man her lecture notes.
3 __ The course primarily focuses on the laws of thermodynamics.

7 Listen again and complete the conversation.

**TA:** You look a bit worried. 1 ____________?

**Student:** I’m concerned that I’m unprepared for this course.

**TA:** Why is that?

**Student:** The concepts the professor discussed today were completely 2 ____________.

**TA:** I see. Is it physics in general 3 ____________?

**Student:** Thermodynamics and electromagnetism, specifically. I think I might be in the wrong class.

**TA:** Don’t worry. You’re not expected to be familiar with those concepts initially. Also, we’ll only 4 ____________ in this class.

**Student:** How will I get through those sections, though?

**TA:** If you can understand equilibrium and motion, 5 ____________.

**Student:** That doesn’t 6 ____________! I studied those in high school.

Speaking

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

**USE LANGUAGE SUCH AS:**

- Why is that? / I don’t really understand ...
- In our class ...

**Student A:** You are a TA. Talk to Student B about:
- topics in a physics class
- concepts he or she is having trouble with
- how his or her current knowledge applies

**Student B:** You are a student. Talk to Student A about topics in a physics class.

Writing

9 Use the course description and the conversation from Task 8 to write an email to a TA. Include: course concepts, what you’re familiar with, and what you’ll need help with.
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15 Credit Insurance

Get ready!
1. Before you read the passage, talk about these questions.
   1. What are the risks of being a lender?
   2. What are some types of credit insurance policies?

Reading
2. Read the advertisement. Then, mark the following statements as true (T) or false (F).

   1. According to the ad, offering trade credit increases a business's risk of financial loss.
   2. The ad recommends the Gold Plan for banks and other lenders.
   3. Mortgage insurance is part of the standard Platinum Plan.

Vocabulary
3. Match the words or phrases (1-6) with the definitions (A-F).

   1. _ debt
   2. _ lender
   3. _ default
   4. _ bankruptcy
   5. _ credit insurance
   6. _ accounts receivable

A. to fail to pay money that is owed
B. money that customers or clients owe to a company
C. coverage that protects a company from loss when it fails to receive a payment
D. any amount of money that someone owes to someone else
E. a person or company that gives people money with the promise of repayment
F. a legal status indicating that a person is insolvent

W&C Attention Business Owners!

Do you think credit insurance is a waste of money?

Think again!
Credit insurance is vital for any business that offers trade credit. Do your customers receive your services now and pay for them later? If so, you are at risk for financial loss. You need protection!
The W&C Business Gold Plan is great for small-to-medium sized businesses. It offers full coverage for your accounts receivable. In other words, you're protected if customers fail to pay their debts.
For banks and other lenders, we recommend the W&C Business Platinum Plan. It offers additional protection for businesses that handle large amounts of money. Borrowers can default on loans for a variety of reasons. Some declare bankruptcy due to financial insolvency. Others simply refuse to pay. Whatever the reason, the Platinum Plan is your best defense. It includes payment protection insurance in case the borrower becomes ill. You may also choose the mortgage insurance add-on if your business issues loans on real estate purchases.

Call W&C today for a free consultation!
4 Read the sentence pairs. Choose which word or phrase best fits each blank.

1 mortgage insurance / payment protection insurance
   A _____________ specifically covers a borrower’s illness or injury.
   B Real estate lenders particularly benefit from _____________.

2 insolvency / trade credit
   A The borrower is on the verge of _____________.
   B Many business customers purchase services on _____________.

3 loan / borrower
   A The home buyer needed a _____________ to afford the house.
   B The _____________ repaid his debt at the required time.

5 Listen and read the advertisement again. Who is protected by mortgage insurance?

Listening

6 Listen to a conversation between two company managers. Choose the correct answers.

1 What is the conversation mostly about?
   A reasons to purchase a new credit insurance policy
   B the money that the speakers owe to other companies
   C debts to the company that have not been repaid
   D whether the speakers’ company will become insolvent

2 What will the woman likely do next?
   A attempt to reach a bankrupt client
   B contact the insurer about a payment protection claim
   C review the coverage options in several credit insurance plans
   D calculate the amount owed from accounts receivable

7 Listen again and complete the conversation.

Manager 1: We have a couple of problems. The Miller account is still unpaid.
Manager 2: Still? That was a huge loan. Did the Millers
   1 _____________?
Manager 1: Not that I know of. I can’t
   2 _____________
   _____________ from them by phone or by mail.
Manager 2: We’d better contact our insurance agent. We might
   be able to file a claim under our
   3 _____________.
Manager 1: Ah, yes. That’s a good idea. We might
   4 _____________
   _____________ for another account, too.
Manager 2: Really? 5 _____________?
Manager 1: The Kramer account. Mr. Kramer is extremely ill,
   and his company is

Speaking

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

USE LANGUAGE SUCH AS:
Have you looked at ...?
We’d better ...
We might be able to ...

Student A: You are a company manager. Talk to Student B about:
   - unpaid debts to your company
   - the status of a particular account
   - whether the insurance will cover the debt

Student B: You are a company manager. Talk to Student A about unpaid debts to your company.

Writing

9 Use the conversation in Task 8 to complete the meeting notes.

Notes

Meeting Topic: Status of Accounts Receivable

Unfortunately, there are several unpaid debts to our company.

One unpaid account is ____________________________
Reason for default: ____________________________
Actions needed: ____________________________

Another unpaid account is ____________________________
Reason for default: ____________________________
Actions needed: ____________________________
FISHING & Seafood Industry

Virginia Evans
Jenny Dooley
Mark Glendale
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1 Navigation

Get ready!

1 Before you read the passage, talk about these questions.
   1 What is the difference between celestial and electronic navigation?
   2 What are some technologies used in navigation?

Reading

2 Read the course description. Then, choose the correct answers.
   1 What is the main purpose of the course?
      A to teach experienced sailors about new electronic techniques
      B to train students to draw their own nautical charts
      C to introduce beginners to various navigation techniques
      D to teach students to plot and follow a course at sea
   2 Which of the following is NOT covered in the course?
      A navigation techniques using the stars
      B navigation techniques that rely on technology
      C terminology for understanding nautical charts
      D repairing navigation tools like radar and GPS
   3 What does the course’s final exam cover?
      A calculating knots per hour
      B charting terminology
      C practical navigation skills
      D navigational history

Vocabulary

3 Fill in the blanks with the correct words: GPS, LOP, fix, range, minutes, seconds, chart, plot, knot.
   1 Nautical degrees are divided into 60 units called ____________.
   2 Sixty ____________ make up a single unit of a nautical degree.
   3 An ____________ indicates how many nautical miles you are traveling each hour.
   4 You can ____________ a course using technological or more traditional methods.
   5 Many ships now use ____________ technology to verify their exact location.
   6 The captain drew an ____________ between the ship and the island to help determine our position.
   7 You can determine a ship’s ____________, or its exact location, using several techniques.
   8 The ____________ between our ship and that lighthouse decreases as we approach it.
   9 A good ____________ includes a variety of information, including lines of longitude and latitude.
4 Read the sentence pairs. Choose which word or phrase best fits each blank.

1 celestial navigation / electronic navigation
A ________________________ depends on the use of modern technology.
B People have used ________________________ since very early in human history.

2 latitude / longitude
A The horizontal lines on the map indicate ________________________.
B The vertical lines on the map indicate ________________________.

3 radio beacons / radar
A Many ships use ________________________, sending out radio waves to determine their speed.
B ________________________ broadcast from a stationary location.

4 position / degrees
A The location of the shore will help us determine our exact ________________________.
B We are at 10 ________________________ latitude, about 600 nautical miles from the equator.

5 nautical miles / bearing
A We need to know how far we've traveled in ________________________.
B We need to calculate our ________________________ in relation to the approaching ship.

5 Listen and read the course description again. What are some terms that have special meanings when used in navigation?

6 Listen to a conversation between a student and an instructor. Mark the following statements as true (T) or false (F).

1 T The man needs help with an exam problem.
2 T The man mixes up latitude and longitude.
3 F The woman explains how to use GPS for navigation.

7 Listen again and complete the conversation.

Student: I'm having 1 ____________ reading this chart.
Instructor: What 2 ____________ the problem?
Student: I think I understand latitude and longitude, but I'm not 3 ____________ degrees.
Instructor: Degrees indicate 4 ____________ from the equator or from the prime meridian.
Student: And then minutes and seconds describe 5 ____________ it takes to go from one degree to the next?
Instructor: No, that's not quite right. "Minutes" and "seconds" mean something different in nautical terms. They aren't the same as ordinary minutes and seconds.
Student: What do you mean?
Instructor: A nautical minute measures distance. Sixty minutes 6 ____________ one degree.

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

USE LANGUAGE SUCH AS:

'I'm having trouble...

What seems to be...? / No, that's not...

Student A: You are a student. Talk to Student B about:
- a problem you are having
- a difficult navigational term
- clarifying his or her statements

Student B: You are an instructor. Talk to Student A about his or her difficulty with a concept.

Writing
9 Use the course description and the conversation from Task 8 to write a course evaluation. Include: a description of the subjects covered in the course and which subjects you found most or least interesting or challenging.
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Get ready!

1 Before you read the passage, talk about these questions.
   1 What are some possible dangers at a stadium?
   2 What can employees do to make a stadium less dangerous?

Reading

2 Read the poster. Then, mark the following statements as true (T) or false (F).
   1 ___ It is the responsibility of employees to mark the building’s exits.
   2 ___ Employees must contact supervisors before leaving in an emergency.
   3 ___ Maintenance crew members replace expired fire extinguishers.

Vocabulary

3 Fill in the blanks with the correct words or phrases from the word bank.

**Word Bank**

- escape route
- evacuation
- mark
- fire extinguisher
- fire prevention
- secure

1 The stadium has a safe where VIPs can_________________ their valuables.
2 We followed the_________________ to get out of the burning building.
3 It is a good idea to have a_________________ in a food preparation area.
4 Please_________________ the supplies that we need to order.
5 Managers instruct the new employees in proper_________________ habits.
6 The_________________ of the building was quick and orderly.

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

1 The lights will turn on if there is a dangerous situation. ________________________________
2 Any boxes in the passageways could slow the flow of fans’ evacuation. __________________
3 Employees should treat all customers with respect. ________________________________
4 Safety is a thing of importance for stadium managers. ________________________________
5 Please clean up properly to keep the room free of danger. ______________________________
6 Walk down the hall until you come to the green door. ________________________________
Listen and read the poster again. In the event of an evacuation, what should employees do?

Listening

Listen to a conversation between a manager and an employee. Read the announcement. Choose the correct answers.

1. Why is the manager speaking with the employee?
   A. to inform her of a new rule
   B. to applaud her hard work
   C. to warn her about a faulty fire extinguisher
   D. to scold her for a mistake

2. Why is the employee likely to do next?
   A. remove the boxes
   B. review the safety regulations
   C. examine the fire extinguishers
   D. write herself up

Speaking

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

USE LANGUAGE SUCH AS:

I need to speak ... .
Don't ... otherwise ...
Next time, be more careful.

Student A: You are a manager. Talk to Student B about:
- a safety mistake he or she made
- the possible consequences
- what he or she needs to do next time

Student B: You are an employee. Talk to Student A about what you did incorrectly and what you will do next time.

Writing

Use the conversation from Task 8 to write a safety violation report.

Safety Violation Report

Supervisor’s name: ____________________________
Employee’s name: ____________________________
Describe the violation: _________________________
Risk posed by the violation: ____________________
How was the violation handled? [check (✓) one]
☐ verbal warning
☐ formal write up
3 Couplings

Get ready!
1 Before you read the passage, talk about these questions.
   1 What are couplings used for?
   2 What are some different types of couplings?

6.5 Couplings

Why do we use couplings?
Couplings transmit power from one shaft to another. The input shaft connects to the power source. The output shaft connects to the destination. There are two primary types of couplings. Rigid couplings align the shafts with each other. Perfect alignment reduces wear on the machine. Rigid couplings maximize performance and efficiency. Sleeve-style couplings are the most common rigid coupling. Sometimes the shafts do not meet perfectly. Flexible couplings transmit power without perfect alignment. Beam couplings are cut in a spiral shape. These can accommodate several degrees of shaft offset. Flexible couplings help reduce noise and unwanted vibrations.

Vocabulary
3 Match the words or phrases (1-7) with the definitions (A-G).
1 ___ offset 5 ___ input shaft
2 ___ coupling 6 ___ output shaft
3 ___ transmit 7 ___ sleeve-style coupling
4 ___ beam coupling

A to move something from one place to another
B a machine part that sends power to its destination
C a machine part that receives power from the power source
D a rigid connector that holds parts together within a metal tube
E the state of being out of alignment
F a piece of hardware that connects two machine parts together
G a flexible connector cut from one solid piece of material
4 Read the sentence pairs. Choose the sentence that uses the underlined part correctly.

1 A A rigid object cannot bend or change shape.
   B To transmit energy is to receive it.

2 A A coupling is used to separate two or more shafts.
   B A flexible coupling allows for misalignment.

3 A Offset is the state of being perfectly in line.
   B To align two objects is to bring them in line with each other.

5 Listen and read the textbook excerpt again. What are the benefits of flexible couplings?

Listening

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

1 What is the conversation mostly about?
   A how to install a beam coupling
   B a defective sleeve-style coupling
   C the best type of coupling for a design
   D the use of couplings to reduce vibrations

2 Why does the woman suggest a particular coupling?
   A to prevent the connection from breaking
   B to minimize noise during operations
   C to avoid offset between the shafts
   D to reduce wear on the machine

7 Listen again and complete the conversation.

Engineer 1: David, I noticed a problem with your design. This 1 _____ won’t work.
Engineer 2: What’s wrong, Kathy?
Engineer 1: The input and 2 _____ aren’t in alignment.
Engineer 2: You’re right. It looks like there’s a little bit of 3 _____.
Engineer 1: Yeah. It means we can’t use a rigid coupling. 4 _____.
Engineer 2: Oh, you’re right. We’ll have to use a 5 _____ coupling instead. What do you recommend?
Engineer 1: I think a 6 _____ _____ would work best.
Engineer 2: I agree. We’ll use that.

Speaking

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

USE LANGUAGE SUCH AS:

I noticed …
It looks like we need …
I think … would work best.

Student A: You are an engineer. Talk to Student B about:
- a problem with a design
- why a coupling will not work
- which coupling will work better

Student B: You are an engineer. Talk to Student A about a problem with a design.

Writing

9 Use the textbook excerpt and the conversation from Task 8 to fill out the progress report.

Project Progress Report

Project #: 981b
List changes to the project: ____________________________
Reason for changes: ____________________________
______________________________
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The Agricultural Engineer

Get ready!

1. Before you read the passage, talk about these questions.
   1. What does an agricultural engineer do?
   2. What skills does a good agricultural engineer have?

Reading

2. Read the newspaper article. Then, choose the correct answers.
   1. What is the main idea of the article?
      A. job openings for agricultural engineers
      B. advice on becoming an agricultural engineer
      C. responsibilities of agricultural engineers
      D. recruitment for educational programs in agricultural engineering
   2. Which of the following is NOT a duty of an agricultural engineer?
      A. harvesting crops
      B. assessing irrigation
      C. designing machinery
      D. evaluating waste systems
   3. According to the article, what is the main focus of agricultural engineers?
      A. repairing farm machinery
      B. increasing farms’ profitability
      C. inventing new farm products
      D. helping farmers better use their resources

Vocabulary

3. Match the words (1-6) with the definitions (A-F).
   1. _assess_ 4. _produce_
   2. _farm_ 5. _design_
   3. _improve_ 6. _plant_
   A. to make something better
   B. to plan out something
   C. to examine something closely and make a decision
   D. to create or make something
   E. to place something in the ground so it will grow
   F. to care for plants and animals as an occupation

Agricultural Engineers: Unsung Heroes

By Geoffrey Goodwin

Agriculture is important to us all. Many people work in this field. They’re not all farmers, either. Agricultural engineers are important, but not well-known. They help people farm better by improving irrigation systems. Land and water management are big concerns. Still, others evaluate existing waste management systems. This includes animal waste and fertilizer runoff. But their most important goal is helping farmers use resources effectively. To this end, some design equipment or buildings. They may work with machinery. Others assess and improve irrigation systems. Land and water management are big concerns. Still, others evaluate existing waste management systems. This includes animal waste and fertilizer runoff. But their most important goal is helping farmers use resources effectively. To this end, some design equipment or buildings. They may work with machinery. Others assess and improve irrigation systems. Land and water management are big concerns. Still, others evaluate existing waste management systems. This includes animal waste and fertilizer runoff.
4 Read the sentence pairs. Choose which word best fits each blank.

1 evaluate / harvest
A When the crops are ready, he will ___________ them.
B The farmer needs someone to ___________ his current waste system.

2 agriculture / irrigation
A The farmer works in the field of ___________.
B Designing a better ___________ system can improve water conservation.

5 Listen and read the newspaper article again. What are some things that agricultural engineers design?

Listening
6 Listen to a conversation between a reporter and an agricultural engineer. Mark the following statements as true (T) or false (F).
1 ___ The man is working on an irrigation system.
2 ___ The project will help increase absorption.
3 ___ The man will be done by the end of the month.

7 Listen again and complete the conversation.

| Reporter: Wonderful. So, what are you | Engineer: I’m currently designing a new 2 _______ system. |
| ___________________________ now? | ___________________________ that? |
| Engineer: What can 3 ___________ about that? | Engine: It’s designed to reduce 4 _______ _______. It’ll also increase absorption. |
| Reporter: When will it 5 _______? | Engineer: Hopefully we’ll be done 6 _______ _______ of this year. |

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

USE LANGUAGE SUCH AS:
What can you tell us about your work?
What are you working on now?
When will it be finished?

Student A: You are a reporter. Talk to Student B about:
- his or her occupation
- his or her current project
- when it will be completed

Student B: You are an engineer. Talk to Student A about your occupation.

Writing
9 Use the conversation from Task 8 to fill out the reporter’s notes.

SUNSHINE VALLEY PAPER: Interview Notes

Date: 10/05

Name of Subject: ___________________________

Occupation: ___________________________

Current project and goal: ___________________________

Expected completion date: ___________________________
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11 Measurements

Get ready!

Before you read the passage, talk about these questions.

1. What units of measurement do people use in your country?
2. What advantages does the metric system have compared to the imperial system?

Imperial VS Metric Units

CONVERSION CHART

Don't know the difference between a pound and a kilogram? This chart will help you figure it out!

![Chart showing conversion between imperial and metric units]

Reading

2. Read the conversion chart. Then, mark the following statements as true (T) or false (F).
   1. A two-pound object is heavier than a two-kilogram object.
   2. A gram of matter is equal to several ounces.
   3. To calculate inches, someone can divide a number of centimeters by 2.54.

Vocabulary

3. Match the words (1-7) with the definitions (A-G).

   1. ounce
   2. metric
   3. Celsius
   4. imperial
   5. kilogram
   6. centimeter
   7. Fahrenheit

   A. a system of measurement based on meters and grams
   B. a temperature system in which water boils at 212 degrees
   C. a temperature system in which water freezes at zero degrees
   D. a system of measurement based on feet and pounds
   E. a unit equal to one sixteenth of a pound
   F. a unit equal to one hundredth of a meter
   G. a unit equal to one thousand grams

   [Conversion chart showing units and their equivalents]
4. Read the sentence pair. Choose where the words best fit the blanks.

1. inch / pound
   A. The sandwich weighed almost a(n) __________.
   B. The coin is about a(n) __________ inch in diameter.

2. gram / degree
   A. The paperclip weighed about one __________.
   B. The temperature cooled one __________ over ten minutes.

5. **Listen and read the conversion chart again. How can someone convert grams into ounces?**

**Listening**

6. **Listen to a conversation between two engineers. Choose the correct answers.**

1. What is the conversation mostly about?
   A. why the woman prefers the metric system
   B. an error while making a measurement conversion
   C. the challenges of working with the imperial system
   D. the conversion rate for units of length

2. According to the woman, why should the man show measurements in both systems?
   A. It will make further conversions easier.
   B. Everyone will be able to read the measurements.
   C. Engineers tend to use both measurement systems.
   D. Other products include both types of measurements.

7. **Listen again and complete the conversation.**

**Speaking**

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

**USE LANGUAGE SUCH AS:**

- How should I...?
- So if...it...?
- I think...

**Student A:** You are an engineer. Talk to Student B about:
- which system you should use to measure something
- how to convert measurements into the correct units

**Student B:** You are an engineer. Talk to Student A about conversion rates between measurement units.

**Writing**

9. Use the conversation from Task 8 to fill out the conversion notes.

**Measurements of: Weight**

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**Measurements of: **

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Departments

Get ready!
1 Before you read the passage, talk about these questions.
   1 What are the different departments in a business organization?
   2 How are some departments related to each other?

Reading
2 Read the company handbook. Then, choose the correct answers.
   1 What is the purpose of the excerpt?
      A to explain the responsibilities of each division
      B to explain the responsibilities of each department
      C to describe the purpose of divisions
      D to outline why most divisions do not need IT
   2 Which of the following is NOT responsible for product management?
      A marketing  C sales
      B production  D human resources
   3 Why does each division have its own departments?
      A to better record all monetary exchanges
      B to more effectively manage complaints
      C to guarantee efficiency and fair labor division
      D to ensure the proper management of records

Vocabulary
3 Fill in the blanks with the correct words or phrases from the word bank.

Word Bank

- personnel
- IT
- department
- production
- division
- human resources

1 Haverford Industries reduced its ________ from 10,000 to 8,000 members.
2 Jennifer called ________ to find out why her computer was not working.
3 It is not unusual for employees to move from one ________ to another.
4 After three years in the Printing ________, Sam now works in Handheld Devices.
5 Ian called ________ to make a complaint against his supervisor.
6 Some companies are criticized for sending ________ to overseas factories.
4 Read the sentence pairs. Choose which word best fits each blank.

1 sales / marketing
   A The cosmetics company increased its ______________ budget.
   B Deandra’s outgoing personality led her to work in ______________.

2 finance / accounting
   A Carol was promoted to manager of the ______________ department.
   B Jay is an expert in global ______________.

5  Listen and read the company handbook again. What are the responsibilities of personnel in the sales and marketing departments?

Listening

6  Listen to a conversation between two students. Mark the following statements as true (T) or false (F).

1 T The woman would like to work in sales more than marketing.
2 F The man wants to work in the Home Entertainment division.
3 T Both speakers are expecting phone calls.

7  Listen again and complete the conversation.

Student 1: Now that you’ve been interviewed, which 1 __________ do you think you’ll work in?
Student 2: I’m not sure. I applied to work in 2 __________.
Student 1: Do you have a preference?
Student 2: 3 __________.
Student 1: I would, too. 4 __________ requires too much travel.
Student 2: Which position are you applying for?
Student 1: I applied to work in 5 __________ for Home Entertainment.
Student 2: That’s a pretty competitive 6 __________. Well, I wish you the best of luck with that. I need to get back home and wait for a phone call.
Student 1: Me too. Good luck!

Speaking

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

USE LANGUAGE SUCH AS:
Which department do you think you’ll work in...
I applied to work in...
I need to get back home and...

Student A: You are a student. Talk to Student B about:
   • company departments
   • company divisions
   • work preferences

Student B: You are a student. Talk to Student A about the company department(s) you applied to for employment.

Writing

9 Use the company handbook and the conversation from Task 8 to complete the message from the employer to the prospective employee.

Message

Hello, this is __________, Director of __________. We interviewed you yesterday. I was __________ with your __________. I am calling to __________ in our __________ department in the __________ division. Please call me back as soon as possible. Thank you.
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Drill bits are essential for natural gas drilling operations. However, choosing the wrong one leads to trouble. **Steel tooth rotary bits** are the most commonly used. These bits have three cones that rotate along a tip. They drill easily through rock and soil. However, drillers also often use bits that are **hybrids**. They never really know what they'll encounter below surfaces. Sometimes, steel just can't cut it, so they need bits made of extra materials. For the toughest rock, drillers use **polycrystalline diamond compact bits**. These **insert bits**, made of diamonds and tungsten carbide, are good for offshore drilling. Diamonds in compact bits are usually synthetic, but just as sturdy as real ones.

**Mill bits** and **core bits** are great underwater. Mill bits cut into metal pipes. Core bits are especially unique. With their bullet-like shapes and rigid teeth, they're used wet or dry. **Fishtail bits** are the last essentials. They're used to scoop up softer materials like sand.

### Get ready!

1. Before you read the passage, talk about these questions.
   1. What kinds of materials can be used to make drill bits?
   2. What are some problems that drillers run into if they use the wrong bit?

### Reading

2. Read the trade magazine article. Then, complete the table.

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<td>Fishtail bit</td>
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### Match the words (1-6) with the definitions (A-F).

1. **steel**
2. **rotate**
3. **hybrid**
4. **diamond**
5. **synthetic**
6. **tungsten carbide**

A. a gray powder used to make tools and jewelry
B. to turn along a point
C. a material made of iron and carbon
D. an instrument made of two parts
E. a mineral made of crystallized carbon
F. a chemically-produced material used to replace another
4 Place the words and phrases in the correct box: tip, insert, teeth, cone, core, steel tooth rotary, mill, fishtail, polycrystalline diamond compact.

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<table>
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5 Listen and read the trade magazine article again. Why do drillers need hybrid drill bits?

Speaking

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

USE LANGUAGE SUCH AS:

- I'm trying to...
- ...are a little stronger than...
- If you hit water, switch to...

Student A: You are a worker on a drilling site. Talk to Student B about:
- what problem you are having
- the characteristics of different drill bits
- which drill bit you think you ought to use

Student B: You are a supervisor on a drilling site. Talk to Student A about different types of drill bits.

Listening

6 Listen to a conversation between a worker and a supervisor. Choose the correct answers.

1 What is the conversation mainly about?
   A whether core bits are better than mill bits
   B which drill bit to use for tough rock layers
   C whether tungsten carbide bits are harder than diamond bits
   D whether steel is stronger than tungsten carbide

2 Which drill bits does the woman confuse?
   A steel bits and tungsten carbide bits
   B steel bits and diamond-tipped bits
   C mill bits and core bits
   D tungsten carbide bits and diamond-tipped bits

7 Listen again and complete the conversation.

Supervisor: If you're digging through especially deep and hard rock layers, you need something with a 1 __________ ________.
Worker: I thought that a 2 __________ ________ would work just fine.
Supervisor: I'd try something much harder.
Worker: How about a 3 __________ ________?
Supervisor: 4 __________ ________? Not in this instance.
Worker: Sorry, 5 __________ ________ "diamond-tipped" I always confuse those two.
Supervisor: A diamond bit definitely helps. But if you hit water, switch to a 6 __________ ________.

Writing

9 Use the trade magazine article and the conversation from Task 8 to fill out the work log.

Work LOG

Date: ____________________________
Activity: _________________________

Which drill bits did you use today? ______

Did you encounter any difficulties? Y/N
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Natural Reservoir Drive Mechanisms

Get ready!

1. Before you read the passage, talk about these questions.
   1. Where in the earth does natural gas come from?
   2. How does natural gas reach the earth's surface?

Reading

2. Read the textbook excerpt. Then, choose the correct answers.
   1. What is the purpose of the excerpt?
      A. to discuss artificial means of creating pressure in a well
      B. to clarify reasons why natural gas expands in gas caps
      C. to define the bubble point of a natural gas reservoir
      D. to explain different mechanisms that push gas to the surface
   2. How do gas caps form?
      A. They are the result of water in the gas reservoir.
      B. They result from less gas liquid in the reservoir.
      C. They are the result of more gas liquid in the reservoir.
      D. They are the result of refilling aquifers with water.
   3. Which of the following is NOT true?
      A. gas production reduces the amount of gas in reservoirs
      B. gas production increases the amount of gas in reservoirs
      C. water from aquifers takes the place of gas in reservoirs
      D. water from aquifers pushes reservoir gas upward

Vocabulary

3. Match the words and phrases (1-8) with the definitions (A-H).
   1. __ gas cap
   2. __ water drive
   3. __ bubble point
   4. __ gas cap drive
   5. __ pressure point
   6. __ virgin reservoir
   7. __ drive mechanism
   8. __ solution gas drive
   A. the use of force by atmospheric elements
   B. the energy that forces gas from a reservoir
   C. a gas source that loses pressure as more fluids are produced
   D. gas that builds up near a reservoir's surface
   E. a system in which gas expands in a gas cap and produces energy
   F. a system in which water replaces gas within a reservoir
   G. the point when heat causes vapor bubbles to form
   H. a system in which gas produces the energy that moves fluids

Natural Reservoir Drive Mechanisms

Before wells and drillers can produce natural gas, nature must do its own work. Nature produces gas with the help of drive mechanisms. Drive mechanisms move natural gas from its rocky reservoir into production wells. Water drives, gas cap drives, and solution gas drives are three examples. These drive mechanisms operate within natural gas reservoirs.

Water Drive

Water is denser than gas. When gas is produced, the reservoir gas volume decreases. However, water that underlies the gas in aquifers pushes up the gas in the reservoir. The water then displaces the gas that is produced.

Gas Cap Drive

When reservoir oil is produced, the gas cap sitting on top of the oil pushes down. This causes remaining liquids to stay compressed. Natural gas expands in the gas cap. When the gas reaches a pressure point, its force pushes oil toward production wells. In virgin reservoirs and other reservoirs, pressure decreases as more fluid is produced.

Solution Gas Drive

As reservoirs produce liquids, the pressure on the remaining liquids falls below a bubble point. When this occurs, a gas cap forms from the bubbling gas. The cap pushes down on remaining liquid to maintain pressure. Often, natural drive mechanisms fail to produce sufficient pressure. When this occurs, pressure is sustained by artificial means.
4 Read the sentence pairs. Choose which word or phrase best fits each blank.

1 artificial / compressed
A Gas pressure may be sustained by ____________ methods.
B Gas pressure results in ____________ liquid in reservoirs.

2 maintain / sustain
A Gas caps ______________ pressure in depleted reservoirs.
B The well could no longer ______________ enough pressure.

3 push up / push down
A Gas pressure can ______________ remaining liquid in gas reservoirs.
B Water from aquifers can ______________ remaining gas in reservoirs.

5 Listen and read the textbook excerpt again. How is pressure sustained when natural drive mechanisms fail?

Listening

6 Listen to a conversation between a student and an instructor. Mark the following statements as true (T) or false (F).
1 ___ Water pressure pushes natural gas out of reservoirs.
2 ___ Gas pressure drops in virgin reservoirs.
3 ___ Gas caps form after liquid gas reaches a pressure point.

7 Listen again and complete the conversation.

Student: I don’t understand how 1 _______ _______ and gas cap drives work.
Instructor: Is there 2 _______ _______ _______ that you don’t understand?
Student: Yes. How does water get into 3 _______ _______ ?
Instructor: Gas pressure pushes it up. Water comes from an underlying 4 _______.
Student: But wouldn’t gas soak it up?
Instructor: No. Water is denser. It’ll displace gas.
Student: I see. I think I understand water drives. But I’m still not sure how gas reaches a 5 _______ _______ when there’s no remaining liquid in a reservoir.
Instructor: You’re confused on the last point. There’s still liquid in the reservoir, just less than before. That’s why the gas reaches a high pressure point: less liquid produces more pressure. Then, a 6 _______ _______ forms.

Speaking

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

USE LANGUAGE SUCH AS:
I don’t understand how ... *prev r. of confus.*
Is there anything in particular that ...? *prev r. of confus.*
I’m still not sure how ...

Student A: You are a student. Talk to Student B about:
• what you don’t understand about drive mechanisms
• how gas caps are formed
• what you’ve learned about drive mechanisms

Student B: You are an instructor. Talk to Student A about his or her points of confusion.

Writing

9 Use the textbook excerpt and conversation from Task 8 to write the student’s notes on natural reservoir drive mechanisms. Include details about water drives, gas cap drives, and solution gas drives.
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Get ready!

1 Before you read the passage, talk about these questions.
   1 Who is typically protected by bodyguards in your country?
   2 What are some of the ways that bodyguards keep clients safe?

WANTED: PROFESSIONAL BODYGUARD

HSDE Security is now hiring an experienced bodyguard. A minimum of three years experience is required.

Skills Required:
All applicants to this position must be naturally observant. You CANNOT learn this skill while on the job. You must be reliable and trustworthy. You must be able to follow an itinerary. General mathematic and language skills are required. Computer proficiency is preferred.

Job Description:
Your mission is to protect and serve our clients with diligence and excellence. You will work with a skilled team of professional bodyguards. You will escort clients, often among large crowds. The ability to make quick threat assessments is vital. You will have only a short time to conduct visual sweeps of venues.

An offender may attack or harass the principal. In this case, you will engage with the offender. You must take any action necessary to protect the principal. In some cases, this may involve unarmed combat.

Vocabulary

3 Match the words or phrases (1-8) with the definitions (A-H).

1 __ unarmed combat
2 __ threat assessment
3 __ visual sweep
4 __ observant
5 __ harass
6 __ engage
7 __ itinerary
8 __ bodyguard

A to use physical force against someone
B a fight without weapons
C a determination of potential threats during an event
D a travel plan
E a quick assessment of visible potential dangers in an area
F to intimidate or bother someone aggressively
G able to notice things around oneself
H a professional who protects another person

Reading

2 Read the job description. Then, mark the following statements as true (T) or false (F).

1 __ The company will train new bodyguards to be observant.
2 __ The bodyguards will protect large crowds of people.
3 __ If a principal is attacked, bodyguards must engage the offender.
4. Read the sentence pairs. Choose which word best fits each blank.

1. escort / attack
   A. An offender may ____________ the client at any moment.
   B. Politicians hire bodyguards to ____________ them to important events.

2. crowd / team
   A. Performing a visual sweep in a large ____________ can be very difficult.
   B. A bodyguard must work well within a ____________ of professionals.

3. principal / itinerary
   A. If a(n) ____________ is attacked, the bodyguard must engage the attacker.
   B. A bodyguard must adhere to a strict ____________.

5. Listen and read the job description again. Which skills must applicants have for the job?

Listening

6. Listen to a conversation between a supervisor and a bodyguard. Mark the following statements as true (T) or false (F).
   1. __ The man got good marks on his visual tests.
   2. __ The woman will have to make constant visual sweeps.
   3. __ The client has experience of unarmed combat.

7. Listen again and complete the conversation.

   **Bodyguard:** I do. I'm 1 ____________.
   **Supervisor:** You will have to make constant 2 ____________ during the job.
   **Bodyguard:** I 3 ____________.
   **Supervisor:** Good. Tell me how you would carry out a 4 ____________.
   **Bodyguard:** First, I would check the crowd for 5 ____________.
   And I would look for places where someone might hide.
   **Supervisor:** That's good. What if your 6 ____________?

Speaking

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

   USE LANGUAGE SUCH AS:

   - You'll be doing...
   - What about...?
   - I'm prepared to...

   **Student A:** You are a supervisor. Talk to Student B about:
   - preparing for his or her first day of work
   - recommendations for a new bodyguard
   - protecting a client

   **Student B:** You are a bodyguard. Talk to Student A about preparing for the first day of work.

Writing

9. Use the conversation from Task 8 to fill out the email.

   From: J.S.
   To: Supervisor Arlington

   Mr. Arlington,
   I wanted to thank you for all your help during my training.
   I am excited to begin work as a bodyguard because
   ____________________________________________.
   ____________________________________________.
   I feel very prepared for
   ____________________________________________.
   I think I could use some improvement in
   ____________________________________________.
   Sincerely,
   J.S.
Forestry

Virginia Evans
Jenny Dooley
Naomi Styles
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Forestry

Get ready!

1 Before you read the passage, talk about these questions.
   1 What do people in the forestry field do?
   2 What are forest resources used for?

Reading

2 Read the excerpt. Then, choose the correct answers.
   1 What is the main idea of the excerpt?
      A the definition of a healthy environment
      B how to provide the best wildlife habitat
      C different aspects in the field of forestry
      D protecting our natural resources
   2 Which of the following is NOT mentioned in the above passage?
      A land conservation
      B forest management
      C healthy environment
      D endangered animals
   3 How does the forestry program work with the logging industry?
      A providing wood for heating
      B working together to develop best practices
      C providing timber for building
      D reducing carbon dioxide in the environment

Vocabulary

3 Match the words (1-6) with the definitions (A-F).

1 _ conserve 4 _ forestry
2 _ forest 5 _ timber
3 _ logging 6 _ manage

A wood that can be used as a building material
B the field of study concerned with care and management of forests
C an area of land densely covered with trees, plants, and underbrush
D to be in charge of the ways in which something is handled
E to protect something from harm or overuse
F the business of harvesting, managing and transporting trees

What is Forestry?

State University has one of the nation’s best forestry programs. Forestry involves all aspects of forest management. When we manage forests, we create a healthy environment.

We teach students to conserve forested lands. We consider forests to be our country’s strongest resource. Trees reduce carbon dioxide in the environment. They provide wood for heating and timber for building. Additionally, forests provide a habitat for animals and birds. Properly managed forests are an invaluable renewable resource.

State University’s forestry program provides hands-on logging industry experience. You’ll work with industry experts to develop best practices. You’ll also develop strategies to protect this resource.
4 Read the sentence pairs. Choose which word or phrase best fits each blank.

1 wood / resource
   A The family heated their home with __________________ harvested in the nearby forest.
   B The students learned that a forest is a valuable __________________ that must be properly managed.

2 create / protect
   A Paul worked with industry experts to __________________ local forests from excessive logging.
   B The forestry student worked hard to __________________ a resource management plan.

5 Listen and read the excerpt again. Why are forests a resource?

6 Listening
   Listen to a conversation between a student and an advisor. Mark the following statements as true (T) or false (F).
   1 __ The woman is interested in conservation.
   2 __ The man grew up in the north.
   3 __ The man thinks that the woman should study forestry.

7 Listen again and complete the conversation.

Student: I think so. I am interested in 1 _______.
Advisor: Do you think that you would like working with the logging 2 _______?
Student: Yes. My family is 3 _______. _______
Advisor: That's great. So you grew up near a 4 _______?
Student: I did. We lived up north.
Advisor: It sounds like 5 _______ is right for you.
Student: Yes. I am very concerned about protecting this 6 _______.

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

USE LANGUAGE SUCH AS:
I'm interested in...
Do you think that you would like...?
I'm very concerned about...

Student A: You are an advisor in the forestry program. Talk to Student B about:
- whether forestry is right for him or her
- whether he or she would like working with the logging industry
- His or her personal connection to forestry

Student B: You are a student. Talk to Student A about your interest in forestry.

Writing
6 Use the conversation from Task 8 to fill out a recommendation form.

Advisor Recommendation
This student shows a great interest in the _______ program.
She is particularly interested in __________________ and resource management.
She has family members who work in the _______ _______.
I believe that forestry is _______. _______.
I wholeheartedly recommend her for acceptance in the _______.

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Get ready!

1. Before you read the passage, talk about these questions.
   1. What do undergraduate students in Nuclear Engineering study?
   2. What are some different types of postgraduate education?

Our Nuclear Engineering department offers students strong instruction and an intense laboratory experience. Our top-rated undergraduate and postgraduate programs are run by talented instructors. Many of them are recipients of national and international recognitions.

Undergraduate Studies
Earn your bachelor's degree in Nuclear Engineering at NLUI! This program is a foundation for postgraduate study. The program also prepares students for other careers in chemistry and engineering. Students are instructed in the basics of calculus, physics, and computer science. If you wish to major in Nuclear Engineering, talk to your advisor.

Postgraduate Studies
Our department offers master's degrees and PhDs. Master's students are encouraged to choose a concentration for their degree. Doctoral students pick multiple concentrations and one area of expertise. Our postgraduate program is recognized for its excellence in thermal hydraulics and radiochemistry. Learn more about postgraduate admissions on our "Graduate Admissions" page.

Reading

2. Read the webpage. Then, complete the table.

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Vocabulary

3. Fill in the blanks with the correct words from the word bank.

**Word Bank**
- doctoral
- engineering
- PhD
- physics
- postgraduate
- undergraduate

1. Some programs require ____________ students to get master's degrees first.
2. The study of the properties of matter is known as ____________.
3. Students who examine and build machines study ____________.
4. Any classes a student takes after earning any degree are ____________ classes.
5. Students working towards bachelor's degrees are ____________ students.
6. In many industries, a(n) ____________ is the highest degree available.
4 Read the sentence pairs. Choose which word or phrase best fits each blank.

1 master’s degree / bachelor’s degree
   A Undergraduate students work towards a _____________.
   B Two-year graduate students typically earn a _____________.

2 calculus / radiochemistry
   A Students in _____________ often perform experiments with radioactive substances.
   B Students who enjoy complex mathematics should consider studying _____________.

3 thermal hydraulics / computer science
   A _____________ explores the relationship between heat and water.
   B Programming and hardware design are part of the curriculum for _____________.

5 Listen and read the webpage again. What concentrations can graduate students choose?

Listening

6 Listen to a conversation between an academic advisor and a student. Mark the following statements as true (T) or false (F).

1 __ The student recently finished a degree program.
2 __ The advisor thinks the student should look at postgraduate programs immediately.
3 __ The student majored in computer science.

7 Listen again and complete the conversation.

Advisor: Are you considering 1 _____________ in the future?
Student: Yes. I want to 2 _____________ someday.
Advisor: That’s very ambitious. First, some programs require 3 _____________.
Student: I understand. I’ll start looking at postgraduate programs after I 4 _____________.
Advisor: Actually, 5 _____________ to start looking at those programs now.
Student: Really? Won’t I need to finish my undergraduate studies before I apply?
Advisor: No. Usually 6 _____________ before they are finished. They just require you to finish your bachelor’s degree soon.

Speaking

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

USE LANGUAGE SUCH AS:
Are you considering ...? I would advise you to ... You should try to ...

Student A: You are an academic advisor. Talk to Student B about:
- his or her academic progress
- his or her plans for postgraduate study
- your advice

Student B: You are a student. Talk to Student A about your plans for postgraduate study.

Writing

9 Use the conversation from Task 8 to complete the progress report.

**Academic Progress Report**

Student Name: ____________________________

Student’s Academic Goals:

__________________________________________

__________________________________________

Advisor’s Recommendations:

__________________________________________

__________________________________________
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Get ready!

1. Before you read the passage, talk about these questions.
   1. What personality traits do kindergarten teachers need to have?
   2. How do certain personality traits help kindergarten teachers with their jobs?

Reading

2. Read the school newsletter. Then, mark the following statements as true (T) or false (F).
   1. Ms. Perez has taught kindergarten before.
   2. Parents viewed her as kind and understanding.
   3. Ms. Perez uses new and creative teaching methods.

Vocabulary

3. Fill in the blanks with the correct words from the word bank.

   communicative  organized  flexible  innovative  understanding

1. The teacher was _________ and regularly talked with parents.
2. Desks should be well _________, with everything in its proper place.
3. Children must be picked up at noon. This is not _________.
4. The teacher was _________ when the child missed school due to illness.
5. That _________ teaching technique is new and different.
4 Read the sentences and choose the correct words.

1. The teacher was flexible/kind and welcomed new students warmly.
2. The students performed creative/understanding activities like arts and crafts.
3. The teacher was organized/patient as he explained the rules a third time.
4. Kindergarten is a innovative/caring place, where children’s feelings are a priority.
5. Mrs. Jenson loved teaching and was communicative/passionate about her job.

5 Listen and read the school newsletter again. How does Ms. Perez feel about teaching?

Listening

6 Listen to a conversation between an interviewer and a teacher. Check (✓) the traits that the man mentions.

1. Patient
2. Passionate
3. Communicative
4. Caring
5. Organized

7 Listen again and complete the conversation.

Interviewer: You appear 1 ________ ________ for this position. You have plenty of experience.
Teacher: Thank you. I’m really excited about this opportunity.
Interviewer: There are certain traits that 2 ________ ________ at this school.
Teacher: Of course.
Interviewer: 3 ________ ________ a passionate, caring and communicative individual.
Teacher: I definitely try to embody those traits. I also 4 ________ ________ patient and organized.
Interviewer: That’s good to hear. 5 ________ ________ are you regarding start dates?
Teacher: I’m very flexible. 6 ________ ________ to start work immediately.

Speaking

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

USE LANGUAGE SUCH AS:

You appear ... I’m really excited about ...
There are certain traits ...

Student A: You are an interviewer. Talk to Student B about:
- the position
- desired traits
- flexibility regarding start dates

Student B: You are a teacher. Talk to Student A about your personality traits.

Writing

9 Use the school newsletter and conversation from Task 8 to complete a report card describing a student’s traits.

Report Card

Name: ____________________________

Academic Traits: ____________________________

Social Traits: ____________________________
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Get ready!
Before you read the passage, talk about these questions.
1. How can a company increase its brand recognition?
2. What happens if a company has too many product lines?

Reading
2. Read the report. Then, mark the following statements as true (T) or false (F).
   1. The company’s clothes are preferred over similar products from competitors.
   2. Customers appreciate the quality of the company’s products.
   3. The report recommends new products that differ greatly from the original product line.

Vocabulary
3. Write a word or phrase that is similar in meaning to the underlined part.
   1. This company’s name and image is very popular with teenagers. ___ r ___
   2. Customers like the company’s tea products more than its coffee products. ___ e e ___
   3. Few people are aware of the company because it doesn’t advertise. ___ a m r i ___
   4. Because of the process of adding a new product line to a brand, sales have increased. ___ n t n s ___

4. Read the sentence pairs. Choose which word or phrase best fits each blank.
   1. recognize / associate
      A. Customers don’t _______ the brand because it’s very new.
      B. People _______ the company with high quality computers.
   2. brand dilution / branding
      A. Advertising and marketing are major parts of _______.
      B. _______ can hurt all of a company’s product lines.
   3. differentiate / identity
      A. The company is always changing, so it lacks a clear _______.
      B. It’s hard for customers to _______ one service from another.
   4. likelihood / brand loyalty
      A. The company built _______ in customers with reliable products.
      B. The _______ that customers will buy your brand again drops if the product fails.
Listen and read the report again. How can the company extend its brand and avoid dilution?

Listening

Listen to a conversation between two managers. Choose the correct answers.

1. What is the conversation mainly about?
   A. the pros and cons of creating new products
   B. how brand dilution damaged the company
   C. the results of the company’s brand extension
   D. when to release a new line of products

2. What does the man think?
   A. brand extension is too risky
   B. the company identity is weak
   C. brand dilution hurt the company’s reputation
   D. the new products are not of a high enough quality

Speaking

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

USE LANGUAGE SUCH AS:

- What did you think?
- It’s seems ... to me.
- So you’re worried about ...?

Student A: You are a manager. Talk to Student B about:
- a branding report
- the advantages of brand extension
- the disadvantages of brand extension

Student B: You are a manager. Talk to Student A about the benefits and risks of brand extension.

Writing

Use the report and conversation from Task 8 to fill out a manager’s proposal for brand extension. Include: the current line and suggested new products, the benefits, and the risks.

Manager 1: I thought it made a lot of good points. After all, we do have a great identity. Why not use that to support some ________?

Manager 2: I don’t know. It seems ________ to me.

Manager 1: Risky? ________?

Manager 2: Well, we make great shoes. But we’ve never made clothes or protective equipment.

Manager 1: So you’re worried about ________?

Manager 2: That’s one concern. Also, we worked hard to be the best shoe company. If we put out too many items, we might lose that.

Manager 1: True. But I think a ________ will avoid that, and we’d increase sales.

Manager 2: Hopefully. The other is that customers already have their favorite clothing and protective equipment brands.

Manager 1: Probably. But we can get past that ________ by providing better products. And consumers already associate us with quality.
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15 Describing Frequency

Get ready!

1. Before you read the passage, talk about these questions.
   1. What are some common frequencies for administering medicine?
   2. Why should PAs study all the abbreviations for medicine frequencies?

Reading

2. Read the patient and medication list. Then, mark the following statements as true (T) or false (F).
   1. Mr. Green should take his heart disease pills after eating.
   2. Ms. Thompson needs steroid injections three times per day.
   3. Mr. Anderson has a condition that could require immediate attention.

Observation - Patient Medications - Brighton Central Hospital

Paul White
Mr. White requires hydrocortisone QOD.

Robert Green
Give Mr. Green 200 mg of acetaminophen TID. These should be taken ac with water.

Greg Anderson
Mr. Anderson requires injections frequently – QID. If his heartbeat is irregular, give him a 25 cc injection of lidocaine stat. Notify the physician on call right away.

Anne Smith
Mrs. Smith can have ibuprofen PRN. She must take it pc, so bring some food with it. She should also take her antibiotics qhs.

Carol Thompson
Ms. Thompson needs steroid injections BID, in the morning and night. Her I.V. drip should be exchanged q h.

Vocabulary

3. Match the words (1-5) with the definitions (A-E).
   1. QID  4. BID
   2. QOD  5. TID
   3. PRN

A. given three times per day
B. given every other day
C. given twice per day
D. given as needed
E. given four times per day
4 Write a word that is similar in meaning to the underlined part.

1 Get that medication immediately! __ t __
2 Take this medicine when you go to bed. __ s
3 Give Mr. Aimes his meds before he eats. __
4 Administer these pills once every hour. __
5 Be sure the patient gets her dosage after she eats. ___

5 Listen and read the patient and medication list again. How can medical personnel note that medication should be taken before or after meals?

Speaking

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

USE LANGUAGE SUCH AS:

- I’d like to review ...
- She probably needs ...
- Make that ...

Student A: You are a doctor. Talk to Student B about:
- patient medications
- changes in frequency
- whether to give medication with food or not

Student B: You are a PA. Talk to Student A about patient medications.

Listening

6 Listen to a conversation between a doctor and a PA. Choose the correct answers.

1 What change do the speakers make to Ms. Reed’s medication?
   A She must take it with food.
   B She must take larger doses.
   C She must take it more often.
   D She must take it as she goes to bed.

2 When should Mr. Grey take his blood thinner?
   A before bed      C twice a day
   B before meals    D three times a day

7 Listen again and complete the conversation.

Doctor: Alan, do you 1 ____________________?
        I’d like to review patient meds.
PA: Sure. Which patients are you thinking of?
Doctor: Let’s start with Ms. Reed. She’s just on ibuprofen, correct?
PA: Right. I have her on 200 mg, 2 __________.
Doctor: Hmm ... She probably needs more. 3 ____________________
PA: Will do. Who else can I 4 ____________________?
Doctor: Mr. Grey. What are his meds?
PA: He’s taking a blood-thinner 5 ________.
Doctor: Great. Make 6 ____________________ too.
CAREER PATHS

Au Pair

Virginia Evans
Jenny Dooley
Annaliese Gruber

Express Publishing
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2 Qualities of an Au Pair

Get ready!

1 Before you read the passage, talk about these questions.
   1. What qualities should an au pair have?
   2. Why is it necessary to have these qualities?

AU PAIR WANTED

Au pair needed to look after two boys aged 7 and 5. Also must do light household chores.
We seek a dependable, trustworthy person to provide responsible child care.
Applicants must:
   - have a positive attitude
   - be confident and friendly with children
   - be caring and patient
   - be able to be assertive when necessary
   - be creative, since our boys love painting and crafts
   - be adaptable to different situations
   - be a non-smoker
Please send a resume and reference to: E. Mueller, 189a Rue de la Champs, Provence

Reading

2 Read the advertisement. Then, mark the following statements as true (T) or false (F).
   1. The employer has two sons.
   2. The employer's children enjoy creative activities.
   3. The employer doesn't mind if the au pair smokes.

Vocabulary

3 Write a word or phrase that is similar in meaning to the underlined part.
   1. Jessie is the type of person who will act sensibly and do what is asked of them.
      f___p___b___
   2. Alex is the type of person who doesn't get angry or stressed if things take a long time.
      a t___
   3. Georgie is the type of person who looks after other people sensitively.
      r___g___
   4. Fiona is the type of person who loves making things, painting and using her imagination.
      r___t___
   5. Colin is the type of person you can rely on to do what you ask.
      p___d___
   6. Philip is a person who does not use cigarettes.
      n___s___r
4 Read the sentence pairs. Choose which word or phrase best fits each blank.

1 confident / trustworthy
A A _______ person will not steal from you.
B A _______ person is not shy in public.

2 assertive / friendly
A A(n) _______ person can make decisions and act on them.
B A(n) _______ person likes to be sociable.

3 positive / adaptable
A A _______ person is usually cheerful.
B _______ people don’t mind changes to their lifestyle or routine.

5 Listen and read the advertisement again. What type of au pair does the person want to employ?

Listening

6 Listen to a conversation between two parents. Mark the following statements as true (T) or false (F).

1 ___ The woman has just hired a new au pair.
2 ___ The woman’s last au pair was not responsible or trustworthy.
3 ___ The man’s au pair is confident and creative.

7 Listen again and complete the conversation.

Parent 1: I hear you are advertising for a new au pair.
Parent 2: Yes. Unfortunately our last one was not 1 _______ enough.
Parent 1: Really? I thought she was very 2 _______ .
Parent 2: Yes, she was very 3 _______. But sadly, she wasn’t very trustworthy.
Parent 1: That’s a shame. She seemed so 4 _______.
Parent 2: You’ve just hired someone haven’t you? What’s 5 _______ ________ ?
Parent 1: I’m worried she’s not confident enough, but she’s 6 _______ ________ ________ with the children.
Parent 2: That’s the most important thing.

Speaking

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

USE LANGUAGE SUCH AS:

What’s she like?
She seems so ... 
I’m worried she’s not ... enough.

Student A: You are a parent. Talk to Student B about:
• problems with a past au pair
• good qualities in an au pair
• negative qualities in an au pair

Student B: You are a parent. Talk to Student A about your experiences with au pairs.

Writing

9 Use the conversation from Task 8 to fill out the woman’s request to the au pair agency.

Request

I’d like to employ an au pair who is ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ ________ 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Physiotherapy

Virginia Evans
Jenny Dooley
Susanne Hartley MFT

Express Publishing
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Patient Management

Get ready!

1 Before you read the passage, talk about these questions.

1 What are the requirements for clinical decision making?

2 What are the components of patient management?

Reading

2 Read the pamphlet. Then, mark the following statements as true (T) or false (F).

1 __ The patient management process begins with evaluations.

2 __ Staff members at PT Specialists consult with patients before planning interventions.

3 __ Staff members at PT Specialists rely on research when clinical decision making is insufficient.

Vocabulary

3 Match the words or phrases (1-7) with the definitions (A-G).

1 __ referral 6 __ evidence-based

2 __ plan of care 7 __ clinical decision

3 __ intervention 8 __ practice

4 __ reexamination

5 __ patient management

A a description of patient care, and goals

B the process of coordinating, documenting, and communicating instructions

C the process of directing someone to another professional for treatment

D an evaluation that helps modify prognoses, plan of care, and intervention

E the use of evidence and expertise to make decisions about patient care

F the process of making judgments in the interest of patient care

G a process including diagnosis and intervention

4 Read the sentence pairs. Choose which word best fits each blank.

1 consultation / evaluation

A Judy and Heather had a(n) ____________ about an elderly patient.

B Each month, Dr. Hu gives me a written ____________ of each patient.

2 prognosis / diagnosis

A The ____________ was lower back pain due to arthritis.

B Dr. Kelly had a hopeful ____________ regarding Sam’s recovery.
5 Listen and read the pamphlet again. What is a plan of care?

Listening

6 Listen to a conversation between an interviewer and a physical therapist. Choose the correct answers.

1 According to the man, when is it appropriate to do reexamination?
   A when he looks for information to solve problems
   B when he does an evaluation of exam data
   C when a patient’s condition changes
   D when someone makes a terrible mistake

2 What does the man do when he is unsure about a patient’s condition?
   A He performs clinical decision making.
   B He makes referrals to patients.
   C He provides an accurate diagnosis.
   D He does examinations of data.

7 Listen again and complete the conversation.

Interviewer: So, why don’t you tell me a bit about your 1 ________ ________ ________?

PT: Certainly. I follow the traditional 2 ________ ________ process. That is, I look for the proper information to solve the problem. This includes examinations and, sometimes, reexaminations.

Interviewer: When do you think 3 ________ are appropriate?

PT: When a patient’s condition changes. That’s why 4 ________ are so important.

Interviewer: Okay. Please continue to your next step.

PT: Yes. Next, it’s important to do careful 5 ________ of all exam data.

Interviewer: Do you rely on your own expertise for this?

PT: Largely. But, I’m not afraid to admit when I’m unsure. Sometimes, I make 6 ________ to other therapists.

Speaking

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

USE LANGUAGE SUCH AS:
So, why don’t you tell me a bit about your...
When do you think ...are appropriate?
Do you rely on ...?

Student A: You are an interviewer. Talk to Student B about:
   • his or her patient management style
   • the steps of clinical decision making
   • when to make referrals

Student B: You are a physical therapist. Talk to Student A about your patient management style and work experience.

Writing

9 Use the conversation from Task 8 to fill in a part of the job application.

The PT Specialists

Application for Employment

Name: ______________________
Address: ____________________
Phone Number: ________________

Please tell us a bit about your patient management style:
______________________________
______________________________
______________________________

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8 Parts of the Gym 1

Get ready!
1 Before you read the passage, talk about these questions.
   1 What are the parts of a gym or health club?
   2 What services do gyms and health clubs offer?

Who We Are
We have forty health clubs across the country. We're serious about fitness. We're also serious about providing the best services.

What We Offer
All gyms have locker rooms, saunas, and snack bars. Our weight rooms house 50 machines.

Warm up in one of two cardio theaters. Our machines offer personalized workouts to fit your needs.

Check out our group fitness studios. Sign up for yoga, Pilates, martial arts, or aerobics. Head to the cycling studio for spin classes. Schedules and details are available at our front desks.

We address every need with excellence. There are no traditional water fountains here. Instead, we offer water coolers. Restrooms are located within the locker rooms.

Reading
2 Read the brochure. Then, mark the following statements as true (T) or false (F).

   1 _ Galaxy Gyms offer locker rooms, saunas, and snack bars.
   2 _ Members take yoga classes in the cardio theaters.
   3 _ Schedules are posted on the walls of the gym.

Vocabulary
3 Place the words and phrases from the word bank under the correct headings.

<table>
<thead>
<tr>
<th>word bank</th>
<th>weight room</th>
<th>cycling studio</th>
<th>locker room</th>
<th>group fitness studio</th>
<th>cardio theater</th>
<th>restroom</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spaces for Exercise</td>
<td></td>
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</tr>
<tr>
<td>Spaces for Changing</td>
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</tbody>
</table>


4 Read the sentence pairs. Choose which word or phrase best fits each blank.

1 front desk / health club
   A The monthly membership fee at the ______________ is sixty dollars.
   B I signed my name on a clipboard at the ______________.

2 gym / water fountain
   A Sally works out at the ______________ near her office.
   B Brian went to the ______________ to refill his bottle.

5 Listen and read the brochure again. How do gym or health club members get information about classes?

Listening
6 Listen to a conversation between a personal trainer and a client. Choose the correct answers.

1 Where do most of the classes take place?
   A in the weight rooms  C in the group fitness studios
   B in the yoga studio   D in the cycling studio

2 What will the man likely do next?
   A begin his workout   C sign up for weightlifting
   B change his clothes   D go to the cycling studio

7 Listen again and complete the conversation.

Trainer: We have two 1 ______________ on the first and second floors.
Client: Do you have 2 ______________ ?
Trainer: Yes. Four. The group fitness studios are for yoga, Pilates, kickboxing, and dance classes, and step aerobics.
Client: What about spin cycling?
Trainer: We have 3 ______________ for that.
Client: When do you offer yoga?
Trainer: Most classes are in the morning. You can check with the 4 ______________ for the schedule.
Client: Well, I’m ready to get started. Where are the 5 ______________ ?
Trainer: Just to the left of the 6 ______________.

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

USE LANGUAGE SUCH AS:

- The group fitness studios are for ...
- When do you offer ...?
- You can check with the front desk for ...

Student A: You are a personal trainer. Talk to Student B about:
- exercise rooms
- fitness classes
- locker rooms

Student B: You are a client at a gym. Talk to Student A about the gym and its services.

Writing
9 Use the brochure and the conversation from Task 8 to design the gym’s class schedule.
self-talk [N-UNCOUNT-U12] **Self-talk** is the practice of talking to oneself either aloud or silently with the effect of positive or negative influence.

senior [N-COUNT-U3] A **senior** is someone who is over sixty years old.

shin splints [N-UNCOUNT-U9] **Shin splints** are an injury caused by inflammation of the tendons that attach to the front of the shin, usually caused by too much impact stress on the lower leg.

shock [N-UNCOUNT-U10] **Shock** is the inability of the circulatory system to supply enough blood to surrounding tissues, causing incomplete removal of wastes from tissues and an insufficient supply of oxygen and nutrients.

short-term [ADJ-U12] If something is **short-term**, it is to be accomplished in the near future.

social physique anxiety [N-UNCOUNT-U11] **Social physique anxiety** is when people place too much emphasis on how they look compared to others, causing them worry and stress.

social support [N-UNCOUNT-U11] **Social support** is the emotional and physical comfort people receive from family members, friends, co-workers, and other acquaintances.

specific [ADJ-U12] If something is **specific**, it is detailed and precise.

spouse [N-COUNT-U11] A **spouse** is someone that a person is married to.

sprain [N-COUNT-U9] A **sprain** is an injury that affects the ligaments of a joint and is caused by overstretching.

stable [ADJ-U5] If a person's blood sugar levels are **stable**, it remains within normal levels without dangerous fluctuations.

stimulant [N-COUNT-U2] A **stimulant** is a substance that causes the body to work quicker or better.

strain [V-T-U6] To **strain** a muscle is to stretch it to the point where damage occurs.

stress fracture [N-COUNT-U9] A **stress fracture** is a small crack that occurs in a bone caused by overtired muscles no longer being able to effectively absorb impact shocks, and as a result the impact shocks are transferred to the bone.

supervision [N-UNCOUNT-U8] **Supervision** is the process of overseeing activities or tasks being performed by someone to ensure they are done correctly.

supine [ADJ-U5] If a person is **supine**, they are laying on their back, facing upward.

survey [T-V-U8] To **survey** something is to examine it closely.

sweat [N-UNCOUNT-U3] **Sweat** is a clear, salty liquid that appears on the surface of the skin due to factors such as heat, illness, or strenuous activity.

tear [N-COUNT-U9] A **tear** is an injury to a muscle or ligament that causes some of the tissue to pull apart and separate.

tendonitis [N-UNCOUNT-U9] **Tendonitis** is the inflammation of a tendon that usually occurs due to excessive use, such as during exercise or sports.

tennis elbow [N-COUNT-U9] **Tennis elbow** is an injury caused by a tear in the tendons or muscles around the elbow, usually due to overuse.

timely [ADJ-U12] If something is **timely**, it is done at the right time.

total energy expenditure (TEE) [N-COUNT-U1] A **total energy expenditure (TEE)** is the amount of energy, or calories, spent, on average, within one normal day.

trauma [N-COUNT-U10] A **trauma** is a serious injury to living tissue caused by an outside factor.

treatment [N-COUNT-U7] **Treatment** is all medical care and therapy that a person receives in response to a diagnosis.

trust [N-COUNT-U4] **Trust** is a measure of faith and confidence in a person or idea.

unrealistic [ADJ-U11] If something is **unrealistic**, it is not likely or possible to occur.
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