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## Situations: An ESL Learner's Handbook

David B. Bell

*School for International Training*

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SITUATIONS: AN ESL LEARNER'S HANDBOOK

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B.A. University of Oregon 1975

Submitted in partial fulfillment of the requirements for the Master of Arts in Teaching degree at the School for International Training, Brattleboro, Vermont.

June, 1981

This project by David B. Bell is accepted in its present form.

Date 24 June 1981

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## ABSTRACT

This is a handbook consisting of five lessons with accompanying cassette tapes for Japanese businessmen with intermediate to advanced levels of proficiency in English. Each lesson and tape contains a narration, a dialogue and exercises which are designed to help master vocabulary and structures that may be encountered in interactions with people in the United States. The units are written to emphasize the importance of polite requests in dealing with employees of various types of businesses (hotels, restaurants, travel agencies, banks and airports), and to familiarize Japanese language learners with types of responses they may reasonably expect to hear in these kinds of interactions.

ERIC Descriptors: American English, ESL, EFL, ESOL, TEFL, Language Skills, Second Language Learning, Language Instruction.

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## Introduction

This is a handbook consisting of five lessons with accompanying cassette tapes for Japanese businessmen with intermediate to advanced levels of proficiency in English. Each lesson and tape contains a narration, a dialogue and exercises which are designed to help master the vocabulary and structures that may be encountered in interactions with people in the United States. The units are written to emphasize the importance of polite requests in dealing with employees of various types of businesses (hotels, restaurants, travel agencies, banks and airports), and to familiarize Japanese language learners with types of responses they may reasonably expect to hear in these kinds of interactions.

The handbook is geared specifically toward Japanese businessmen who are planning to take occupationally-related trips to the United States, and who will be required to function in practical, everyday situations in American English.

In the following paragraphs, I will describe the origin of the project, its purpose, the organization of the material and suggestions for its use.

The project grew out of my experiences in teaching intensive courses in English to Japanese businessmen in Japan who were being prepared to take business trips to the United States. During these trips, they would attend conferences and give presentations to groups of American scientists, chemists and nuclear physicists. Their actual presentations were written in Japanese, then translated into English by professional translators. It seemed that few problems were encountered in the delivery of their speeches. Difficulties arose, however, when, upon arrival in the United States, these individuals had to function in situations where they were required to use more conversational forms of English. Many of the learners I talked to found it nearly impossible to communicate successfully in practical settings. One of their most frequent complaints was their frustration and difficulty in ordering meals, dealing with hotel personnel and procedures, and obtaining information from travel agencies and banks. An oft-heard request was that I incorporate into my lessons dialogues and vocabulary which would be applicable to these kinds of situations. It seemed that the overall success or failure of their trips was directly related to how effectively they could function in these areas with the American people.

Consequently, I began my search for text books which would present this material in a concise and orderly fashion. The British and American materials I found dealt directly with notional-functional types of circumstances, but were mainly geared toward very advanced students of English, and hence not applicable to my students, who generally did not have much experience in conversation. They also needed a combination of notional-functional and audio-lingual materials in order to feel comfortable in the process of mastering conversational skills. I began to write my own lessons and record cassettes that could be used by my students both inside and outside of class. These materials were readily used and accepted, and in talking to learners who had used them and then had returned from abroad, I found that the lessons had been helpful and applicable to their experiences.

The present handbook draws my earlier work into a more organized format which can be used by instructors and Japanese intermediate learners who are involved in in-company English training.

The five units follow each other in a logical order, according to some realistic situations a non-native speaker would find during a visit to the United States. Each unit is divided into four major sections:

1. a narrative with comprehension questions designed to build confidence and review structures,
2. a dialogue designed to introduce a natural exchange in English and to expose the learner to new vocabulary, structures and idioms,
3. a supplementary section designed to introduce related vocabulary and structures applicable to the dialogue, with accompanying drills and pattern practice, and
4. an open-ended speaking exercise designed to give learners the opportunity to use independently the material they have worked with in the chapter.

The handbook is to be used in conjunction with the tapes in a laboratory or at the learner's home.

It is imperative that the teacher introduce new vocabulary and structures included in each section. Students must have a knowledge of the material before they are expected to work with it on the tapes. Attention should be primarily paid to polite forms, pronunciation and intonation, and relevant vocabulary. The tape could be used as a general classroom exercise with a group and/or independently by the students in a lab. The instructor should explain how the book is set up, and make sure that the students understand the directions on the tape. The last section of each unit is intended for the teacher to evaluate students' progress and to identify problem areas and vocabulary/structures which have not been mastered.

It is very important that the learners use the tapes and the handbook, rather than simply dealing with the written text only. They should work with the tapes until they feel they have mastered the material to the best of their ability. Learners should pay attention to pronunciation and intonation patterns, as well as to new vocabulary and structures. The final exercise is designed for the students to reconstruct the material by themselves in creative ways. This step should not be left out of the overall procedure. Students should also be encouraged to simulate, in class, the situations presented in the handbook, using appropriate props and assuming the roles of the characters.



## UNIT ONE

### HOTEL

#### "At the Sheraton"

#### I. Narration

You will now hear a narration. Listen carefully.

Mr. Nakamura, a businessman from Japan, has just arrived in San Francisco for an important convention which will take place at the Sheraton Hotel. He has taken a taxi from the airport to the Sheraton, and is now entering the hotel. In front of him is a large lobby with a reception desk located at the far end. There are several people behind the desk counter, and some of Mr. Nakamura's colleagues are registering for their rooms. He looks around. To the right, there is a corridor where a gift shop, a barber shop, and a flower shop are located. To the left, he sees a cocktail lounge, a restaurant, and the restrooms. He and the bellman are now approaching the registration desk, where Mr. Nakamura will register and then go on to his room.

Notes: .

The same narration will be read again. This time, to concentrate on your listening comprehension skills, listen only, without looking at the text provided.

## II. True/False

You will now hear a series of statements based on the narration in Part I. After each statement, there will be a pause for you to say "True" or "False," then a voice will provide the correct answer. Listen carefully.

1. Mr. Nakamura is a Japanese businessman. T/F
2. Mr. Nakamura has just arrived in Los Angeles. T/F
3. He will be attending a convention. T/F
4. He will be staying at the Sheraton. T/F
5. He has just taken a bus from the airport. T/F
6. The cocktail lounge is to Mr. Nakamura's left. T/F
7. The flower shop is to Mr. Nakamura's left. T/F
8. The barbershop is down a small corridor. T/F
9. Mr. Nakamura is approaching the gift shop. T/F
10. Mr. Nakamura is going to register. T/F

If you had less than five correct answers in this exercise, please go back to Part I before continuing.

## III. Question/Answer

You will now hear a series of questions. After each question, there will be a pause for you to answer. Try to use your own words. Another possible answer will be provided as a model.

1. Where is Mr. Nakamura?
2. Where's he going to stay?
3. Where is he from?
4. What does Mr. Nakamura do?
5. Who does he see in the hotel lobby?
6. What does he see to his left?
7. What does he see to his right?
8. Why is he in San Francisco?

9. How many people are behind the desk counter?

10. What is he going to do?

IV. Dialogue

A. Pronunciation and Intonation Exercises. Listen and repeat.

check in

conference

reservation

lovely

single

fill out

double

length

view

credit card

bay

pleasant

city

rest

possible

incomplete

-----

May I help you?

Would you like a ... ?

Do you have a ... ?

Would it be possible to have a ... ?

I'd like a single, please.

I'd like to see a little more.

Could you please ... ?

B. You will now hear a dialogue. Please close your books and listen.

Desk Clerk: Good afternoon, sir. May I help you?

Mr. Nakamura: Good afternoon. Yes, I'd like to check in, please.

Desk Clerk: Do you have a reservation, sir?

Mr. Nakamura: Yes. My name is Nakamura. N-A-K-A-M-U-R-A

Desk Clerk: Just a moment, Mr. Nakamura. ...L...M...N...  
Na... Oh, yes. Here we are. Oh, I'm sorry,  
sir. Our reservation telex for you is incomplete.  
Would you like a single or a double?

Mr. Nakamura: I'd like a single, please.

Desk Clerk: And would you like a room with a view of the  
bay or the city?

Mr. Nakamura: Would it be possible to have a room with a view  
of the bay, please?

Desk Clerk: Oh, of course, sir. How many nights would you  
like to stay?

Mr. Nakamura: Hmm. Let's see... The conference is over on  
the 15th, but this is such a lovely city, I'd  
like to see a little more of it. I think I'd  
like to stay until the 17th.

Desk Clerk: That's fine, sir. Could you please fill out the  
rest of this card?

Mr. Nakamura: Yes, I'd be glad to.

Name	<u>Nakamura</u>		
Age	<u>28</u>	Occupation	<u>Businessman</u>
Length of Stay	<u>7/8 to 7/17</u>		
Major Credit Card	<u>Visa</u>		
Number	<u>568321</u>		

OK. Here you are.

Desk Clerk: Thank you very much. Your room number is 1304.  
The bellman will show you to your room. Have  
a pleasant stay here, Mr. Nakamura.

Mr. Nakamura: Thank you.

Desk Clerk: You're welcome.

- C. Listen and Repeat. Open your handbook to page 4. You will now hear the same dialogue. There will be a pause after each segment for you to repeat.
- D. Listen and Respond. The same dialogue will now be repeated. After each pause, please respond as Mr. Nakamura, reading his part in the text provided.
- E. Speak and Listen. The same dialogue will now be repeated. When you hear the word "Begin," read the part of the desk clerk in the text provided.

#### V. Supplementary Exercises

- A. Vocabulary Presentation. Please repeat the following words or phrases.

elevator	safe-deposit box
disco	mail
hotel pharmacy	forwarded
newspaper	Would you care to have a ... ?
telex	Excuse me, sir.
suite	Pardon me, ma'm.
portable bar	Where is the ... ?
conference room	Do you have a ... ?
bar	Is there a ... ?
wake-up call	Could you tell me where the ... ?

B. Question Completion Practice. Close your handbooks. You will now hear a set of words. Use those words to form a question. After you have had time to form your question, you will hear a correct model. Repeat the model, using the same intonation.

-Excuse me, sir. Where is the gift shop?

-Excuse me, sir. Where is the elevator, please?

-Pardon me, sir. Where is the hotel pharmacy?

-Excuse me, ma'am. Where is the bar?

-Pardon me, miss. Where is the conference room?

-Pardon me, miss. Where is the disco?

-Excuse me, sir. Do you have a gift shop here?

-Excuse me, ma'am. Do you have an elevator here?

-Pardon me, ma'am. Do you have a pharmacy here?

-Excuse me, sir. Do you have a bar here?

-Pardon me, miss. Do you have a conference room here?

-Pardon me, sir. Do you have a disco here?

-Pardon me, ma'am. Is there a gift shop here?

-Excuse me, ma'am. Is there an elevator here?

-Pardon me, sir. Is there a pharmacy here?

-Excuse me, miss. Is there a bar here?

-Excuse me, ma'am. Is there a conference room here?

-Excuse me, sir. Is there a disco here?

-Excuse me, sir. Could you tell me where the gift shop is?

-Excuse me, ma'am. Could you tell me where the elevator is?

-Pardon me, miss. Could you tell me where the pharmacy is?

-Pardon me, ma'am. Could you tell me where the bar is?

-Excuse me, sir. Could you tell me where the conference room is?

-Pardon me, ma'am. Could you tell me where the disco is?

- Would you care to have your mail forwarded?
- Would you care to have a newspaper tomorrow morning?
- Would you care to have a wake-up call?
- Would you care to have a portable bar in your room?
- Would you care to have a telex sent?

VI. Summary: Speaking Exercise

Use the rest of this tape to say, in your own words, what happens to Mr. Nakamura at the Sheraton. Try to include as much vocabulary from this unit as possible. You may also wish to write up a similar dialogue with a classmate and record it together on this part of the tape. Give this tape to your language instructor and have him/her go over with you areas of comprehension, pronunciation and intonation, and any questions on usage which you may have.

## UNIT TWO

### RESTAURANT

#### "At the Kopper Kettle"

#### I. Narration

You will now hear a narration. Listen carefully.

Mr. Nakamura has been sleeping for two hours in his hotel room at the Sheraton. It is now one-thirty in the afternoon and he is feeling hungry. He takes the elevator down to the lobby and walks out to the front of the hotel where he can look up and down the street and try to spot a restaurant. He has been looking forward to tasting American food ever since he was informed by his company that he would be going to the United States. He has seen pictures of American restaurants in Japanese magazines, and would like to go to a restaurant where there are nicely set tables with white table cloths, plants, dim lights, soft music, candles and attractive, friendly waitresses. Being a bit nervous after his long trip, he would also like to find a restaurant with a bar where he could have a cocktail. He stops and asks the bellman where he might find a restaurant like this. The bellman gives him directions to the Kopper Kettle, a nice place about three blocks from the hotel.

#### Notes:

The same narration will be read again. This time, to concentrate on your listening comprehension skills, listen only, without looking at the text provided.



## II. True/False

You will now hear a series of statements based on the narration in Part I. After each statement, there will be a pause for you to say "True" or "False", then a voice will provide the correct answer. Listen carefully.

1. Mr. Nakamura has been sleeping for three hours. T/F
2. It is two-thirty in the afternoon. T/F
3. Mr. Nakamura is feeling hungry. T/F
4. Mr. Nakamura has been looking forward to eating American food. T/F
5. He has seen pictures of American restaurants in newspapers. T/F
6. He would like to go to a typical restaurant. T/F
7. He wouldn't like to have a cocktail. T/F
8. Mr. Nakamura is a little nervous. T/F
9. He asks the desk clerk for directions. T/F
10. The Kopper Kettle is five blocks from the hotel. T/F

If you had less than five correct answers in this exercise, please go back to Part I before continuing.

## III. Question/Answer

You will now hear a series of questions. After each question, there will be a pause for you to answer. Try to use your own words. Another possible answer will be provided as a model.

1. What is the name of the restaurant?
2. How long has Mr. Nakamura been sleeping?
3. What time is it?
4. How does Mr. Nakamura feel?
5. What has he been looking forward to doing?
6. Where has he seen pictures of American restaurants?
7. What kind of restaurant would he like to go to?
8. Why does Mr. Nakamura want to find a restaurant with a bar?

9. Who gives him directions?

10. Where is the restaurant?

#### IV. Dialogue

A. Pronunciation and Intonation Exercises. Listen and repeat.

a cocktail	done	everything
lunch	medium rare	exactly
a Manhattan	salad	call
straight up	mixed	dessert
on the rocks	dressing	cheese cake
all right	Thousand Island	apple pie
menu	French	chocolate-layer cake
order	Russian	ice cream
wait	Italian	coffee
finish	blue cheese	tea
drink	take	right back
start with	meal	check
cup	a glass	here you go
onion soup	red wine	cashier
T-bone steak	OK.	day

B. You will now hear a dialogue. Please close your books and listen.

Waitress: Good afternoon.

Mr. Nakamura: Good afternoon.

Waitress: Would you care for a cocktail before lunch, sir?

Mr. Nakamura: Yes. I'd like a Manhattan, please.

Waitress: Straight up or on the rocks?

Mr. Nakamura: On the rocks, please.

Waitress: All right. I'll be back in a minute. Here's your menu.

Mr. Nakamura: Thank you.

---

Waitress: Here you are, sir. Would you like to order now or would you like to wait until you finish your drink?

Mr. Nakamura: Oh, I think I'll order now. Hmm...I'd like to start with a cup of onion soup.

Waitress: Uh..huh.

Mr. Nakamura: And then a T-bone steak, please.

Waitress: How would you like your steak done, sir?

Mr. Nakamura: Medium rare, please.

Waitress: And what kind of salad would you like with that?

Mr. Nakamura: I'd like a mixed salad, please.

Waitress: And the dressing?

Mr. Nakamura: What kind do you have?

Waitress: We have Thousand Island, French, Russian, Italian and blue cheese.

Mr. Nakamura: Thousand Island, please.

Waitress: All right. It should take about fifteen minutes.

---

Waitress: Here's your lunch, sir.

Mr. Nakamura: Thank you.

Waitress: Would you care for another cocktail or anything to drink with your meal?

Mr. Nakamura: Yes, I'll have a glass of red wine, please.

Waitress: OK.

---

---

Waitress: Here you are. How is everything?

Mr. Nakamura: Just fine, thank you. The steak is exactly the way I like it.

Waitress: Good. If you need anything, just call, OK?

Mr. Nakamura: All right. Thank you.

---

---

Waitress: Are you finished here, sir?

Mr. Nakamura: Yes, thank you.

Waitress: Would you care for any dessert?

Mr. Nakamura: What do you have?

Waitress: We have cheesecake, apple pie, chocolate-layer cake and ice cream.

Mr. Nakamura: Could I have the cheesecake, please?

Waitress: Sure. Would you like coffee or tea with that?

Mr. Nakamura: Yes, I'd like a cup of coffee, please.

Waitress: OK. I'll be right back....Here you are, sir.

Mr. Nakamura: Thank you.

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---

Mr. Nakamura: Excuse me, miss. Could I have the check, please?

Waitress: Of course. Here you go.

Mr. Nakamura: Do I pay you or the cashier?  
 Waitress: Pay the cashier, please.  
 Mr. Nakamura: OK. Thank you.  
 Waitress: Thank you, sir. Have a nice day.  
 Mr. Nakamura: Goodbye.  
 Waitress: Goodbye.

- C. Listen and Repeat. Open your handbook to page 11. You will now hear the same dialogue. There will be a pause after each segment for you to repeat.
- D. Listen and Respond. The same dialogue will now be repeated. After each pause, please respond as Mr. Nakamura, reading his part in the text provided.
- E. Speak and Listen. The same dialogue will now be repeated. When you hear the word "Begin," read the part of the waitress in the text provided.

V. Supplementary Exercises

A. Vocabulary Presentation. Please repeat the following words or phrases:

vegetable beef soup	steak sandwich	a martini
tomato soup	fried prawns	a vodka martini
cream of broccoli soup	spaghetti	a scotch
tuna salad	breaded veal cutlet	an Old Fashioned
cole slaw	milk	a whisky sour
chicken salad	Coke	a brandy
chef's salad	Sprite	a gin and tonic

-----

Could I have...?

May I have... ?

I'd like the...?

I think I'd like the...

## MENU

SOUPS Cup . 85 Bowl 1.25

Vegetable Beef  
Onion  
Tomato  
Cream of Broccoli

SALADS Small 1.00 Large 1.75

Mixed  
Chef's  
Cole Slaw  
Chicken

## MAIN DISHES

1. Steak Sandwich Thinly sliced sirloin steak on a Western-style toasted bun. Plenty of spicy barbecue sauce. Served with home fries and a green salad. 4.00
2. Fried Prawns Fresh Pacific prawns caught in our own San Francisco bay. Served with choice of baked potato, rice pilaf or French fries. Green salad included. 4.25
3. T-Bone Steak A beautiful cut of steak cooked exactly as you like it. Served with a baked potato and your choice of salad. 5.25
4. Spaghetti Real Italian spaghetti with a zesty meat sauce. Served with garlic bread and a green salad. You'll think you're in Italy! 3.25
5. Breaded Veal Cutlet A tender piece of baby veal with our own secret batter recipe. Served with rice pilaf and a small mixed salad. 4.75

## DRINKS

Coffee .50  
Tea .50  
Milk .50  
Coke .50  
Sprite .50

## DESSERTS

Cheese Cake 1.00  
Apple Pie 1.00  
Chocolate-Layer Cake 1.00  
Ice Cream 1.00

## HOUSE WINE

By the glass 1.25

## BEER

On tap: Michelob Coors Miller Lite .75

B. Sentence Completion Practice. Close your books. You will now hear a series of questions, each followed by a set of words. Use those words to form your response, then listen to the correct response.

- Could I have the vegetable soup?
- May I have the tomato soup?
- I'd like the cream of broccoli soup, please.
- I think I'd like the tuna salad.
- Could I have the cole slaw?
- May I have the chicken salad?
- I'd like the chef's salad, please.
- I think I'd like the steak sandwich.
- Could I have the fried prawns?
- May I have the spaghetti?
- I'd like the breaded veal cutlet, please.
- Could I have a vodka martini?
- May I have a martini?
- I'd like a scotch, please.
- I think I'd like an old fashioned.
- Could I have a whisky sour?
- May I have a brandy?
- I'd like a gin and tonic, please.
- Could I have a glass of milk?
- May I have a Coke?
- I'd like a Sprite, please.

VI. Summary: Speaking Exercise

Use the rest of this tape to say, in your own words, what happens to Mr. Nakamura at the Kopper Kettle. Try to include as much vocabulary from this unit as possible. You may also wish to write up a similar dialogue with a classmate and record it together on this part of the tape. Give this tape to your language instructor and have him/her go over with you areas of comprehension, pronunciation and intonation, and any questions on usage you may have.

Notes:



UNIT THREE

TRAVEL AGENCY

"At Worldwide Travel Services"

I. Narration

You will now hear a narration. Listen carefully.

When Mr. Nakamura arrived in San Francisco, he was so impressed with what he saw that he decided to extend his trip for two days. His return flight is scheduled for the fifteenth of the month, so he has to change his reservation in order to stay until the seventeenth. He decides that after lunch he will look for a travel agency. He stops at the cashier in the restaurant and asks her how to find one. She suggests that he look in the telephone book and directs him to the corner where the phone booth is located. He goes over and looks in the yellow pages under "Travel Agencies". His eye catches a travel agency located on State Street, which is near the Kopper Kettle. He checks his pocket for his ticket, writes the address down from the phone book, and leaves the restaurant to go to the travel agency.

Notes:

The same narration will be read again. This time, to concentrate on your listening comprehension skills, listen only, without looking at the text provided.

## II. True/False

You will now hear a series of statements based on the narration in part I. After each statement, there will be a pause for you to say "True" or "False," then a voice will provide the correct answer. Listen carefully.

1. Mr. Nakamura has decided to extend his trip for three days. T/F
2. His return flight is scheduled for the fifteenth. T/F
3. He wants to stay in San Francisco until the seventeenth. T/F
4. After lunch, he will look for a train station. T/F
5. He asks a friend how to find a travel agency. T/F
6. The phone booth is located across the street. T/F
7. He looks in the telephone book under "Restaurants". T/F
8. The travel agency is located on State Street. T/F
9. Mr. Nakamura checks his pockets for cigarettes. T/F
10. He writes the address down from the yellow pages. T/F

If you had less than five correct answers in this exercise, please go back to part I before continuing.

## III. Question/Answer

You will now hear a series of questions. After each question, there will be a pause for you to answer. Try to use your own words. Another possible answer will be provided as a model.

1. What has Mr. Nakamura decided to do?
2. Why does he want to stay in San Francisco?
3. What does he decide to do after lunch?
4. Who does he ask for information about a travel agency?
5. What does she suggest?
6. Where is the phone booth located?
7. Where does he find the information?
8. Where is the travel agency located?

9. Where is State Street?

10. What is in Mr. Nakamura's pocket?

IV. Dialogue

A. Pronunciation and Intonation Exercises. Listen and repeat.

worldwide	hoping	booked
travel	seventeenth	make
services	run	certainly
change	daily	one-oh-one (101)
return	morning	attach
reservation	afternoon	sticker
airlines	seat	all set
possible	I'm sorry	trip
ticket	that's too bad	help
just a minute	You're in luck.	no problem

B. You will now hear a dialogue. Please close your books and listen.

Travel Agent: Good afternoon, sir.

Mr. Nakamura: Good afternoon.

Travel Agent: May I help you?

Mr. Nakamura: Yes. I'd like to change my return reservation to Tokyo on Pan American Airlines. Would it be possible to do that here?

Travel Agent: Yes, of course, sir. May I have your ticket, please?

Mr. Nakamura: Sure. Just a minute. Here it is.

Travel Agent: Thank you. Now, what day would you like to return, Mr. Nakamura?

Mr. Nakamura: Well, I was hoping I could change my reservation to the seventeenth.

Travel Agent: All right. Let me run this through the computer. Hmm...There are two flights daily to Tokyo on Pan Am. Would you like the morning or the afternoon flight?

Mr. Nakamura: I think I'd like the afternoon flight if there's a seat.

Travel Agent: Oh. I'm sorry, sir. That wouldn't be possible. There are no seats left on that flight.

Mr. Nakamura: Oh, that's too bad. How about the morning flight, then?

Travel Agent: Just a minute. Oh, you're in luck! That flight isn't completely booked yet.

Mr. Nakamura: Oh good! Could you make a reservation for me?

Travel Agent: Yes, certainly. That's Nakamura...Flight 101... San Francisco/Tokyo. OK. Let me attach this sticker to your ticket and you'll be all set. Here you go.

Mr. Nakamura: Thank you very much.

Travel Agent: You're welcome. Enjoy your stay in San Francisco and have a nice trip back.

Mr. Nakamura: OK. Thanks for your help.

Travel Agent: No problem.

Mr. Nakamura: Goodbye.

Travel Agent: Goodbye.

- C. Listen and Repeat. Open your handbook to page 20. You will now hear the same dialogue. There will be a pause after each segment for you to repeat.
- D. Listen and Respond. The same dialogue will now be repeated. After each pause, please respond as Mr. Nakamura, reading his part in the text provided.
- E. Speak and Listen. The same dialogue will now be repeated. When you hear the word "Begin," read the part of the travel agent in the text provided.

V. Supplementary Exercises

A. Vocabulary Presentation. Please repeat the following words or phrases:

San Francisco	one-oh-one (101)
New York	one twenty-one (121)
Los Angeles	one fifty (150)
Las Vegas	seven
Chicago	two hundred
New Orleans	one thirty-two (132)

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I'd like to get some information about...

I'd like to buy a round-trip ticket to...

I'd like to buy a one-way ticket to...

I'd like to book a seat on flight...

I'd like to find out if you have any seats on flight...

B. Item Substitution Practice. Close your books. Repeat the statement you hear, then change it, using the cue word provided. A correct response will follow yours.

-I'd like to get some information about Los Angeles.

-I'd like to get some information about Las Vegas.

-I'd like to get some information about Chicago.

-I'd like to get some information about New Orleans.

-I'd like to buy a round-trip ticket to New York.

-I'd like to buy a round-trip ticket to Los Angeles.

-I'd like to buy a round-trip ticket to Las Vegas.

-I'd like to buy a round-trip ticket to Chicago.

-I'd like to buy a round-trip ticket to New Orleans.

-I'd like to buy a one-way ticket to New York.

-I'd like to buy a one-way ticket to Los Angeles.

-I'd like to buy a one-way ticket to Las Vegas.

-I'd like to buy a one-way ticket to Chicago.

-I'd like to buy a one-way ticket to New Orleans.

-I'd like to book a seat on Flight 121.

-I'd like to book a seat on Flight 150.

-I'd like to book a seat on Flight 7.

-I'd like to book a seat on Flight 200.

-I'd like to book a seat on Flight 132.

-I'd like to find out if you have any seats on Flight 121.

-I'd like to find out if you have any seats on Flight 150.

-I'd like to find out if you have any seats on Flight 7.

-I'd like to find out if you have any seats on Flight 200.

-I'd like to find out if you have any seats on Flight 132.

VI. Summary: Speaking Exercise

Use the rest of this tape to say, in your own words, what happens to Mr. Nakamura at the travel agency. Try to include as much vocabulary from this unit as possible. You may wish to write up a similar dialogue with a classmate and record it together on this part of the tape. Give this tape to your language instructor and have him/her go over with you areas of comprehension, pronunciation and intonation, and any questions on usage which you may have.

Notes:

## UNIT FOUR

### BANK

"At the Bank of California"

#### I. Narration

You will now hear a narration. Listen carefully:

Mr. Nakamura leaves the travel agency and begins to walk down State Street. He is feeling good now because he has been able to extend his trip. Walking along and smiling, he begins to think about what he will do in San Francisco with his extra two days. He decides that he would like to visit Chinatown, the Golden Gate Bridge and Fisherman's Wharf. After passing several large department stores, he realizes that he still has to buy some gifts for his family and friends in Tokyo, but that he hasn't cashed any of his travelers cheques yet. He decides to stop at the bank which is across the street, in order to cash some of his cheques. He crosses the street at the light and goes into the bank which is located on the corner. Inside the bank he notices some tellers and several people who are standing in line waiting to cash cheques. He walks over to the line, where he stands and waits with them.

#### Notes:

The same narration will be read again. This time, to concentrate on your listening comprehension skills, listen only, without looking at the text provided.



## II. True/False

You will now hear a series of statements based on the narration in Part I. After each statement, there will be a pause for you to say "True" or "False," then a voice will provide the correct answer. Listen carefully.

1. Mr. Nakamura is feeling good. T/F
2. He decides he would like to visit Chinatown. T/F
3. He has to buy some cheques for his family and friends. T/F
4. He passes several restaurants. T/F
5. He hasn't cashed any of his travelers cheques yet. T/F
6. The bank is across the street. T/F
7. The bank is located in the middle of the street. T/F
8. He notices some waiters in the bank. T/F
9. Several people are standing in line. T/F
10. He walks over to the line and waits. T/F

If you had less than five correct answers in this exercise, please go back to part I before continuing.

## III. Question/Answer

You will now hear a series of questions. After each question, there will be a pause for you to answer. Try to use your own words. Another possible answer will be provided as a model.

1. How is Mr. Nakamura feeling?
2. What does he want to visit in San Francisco?
3. What does he have to do for his family and friends?
4. Where does he decide to stop?
5. Why does he want to go to the bank?
6. Where is the bank located?
7. Who does he notice inside the bank?
8. What are the people doing?

9. Why are they standing in line?  
10. What does Mr. Nakamura do?

IV. Dialogue

A. Pronunciation and Intonation Exercises. Listen and repeat:

cash	payable
couple	account
travelers cheques	identification
American Express	Master Card
fill out	see
date	fifties
tenth	dollars

B. You will now hear a dialogue. Please close your books and listen.

Bank Teller: Hello, sir. How are you today?

Mr. Nakamura: Fine, thanks. And you?

Bank Teller: Fine...May I help you?

Mr. Nakamura: Yes, I'd like to cash a couple of travelers cheques here, please.

Bank Teller: What kind of cheques are they, sir?

Mr. Nakamura: They're American Express.

Bank Teller: All right.

Mr. Nakamura: Here they are.

Bank Teller: Could you please fill them out?

Mr. Nakamura: Yes, of course. Umm...Excuse me. What's the date?

Bank Teller: It's the tenth, sir.

Mr. Nakamura: Thank you...and who should I make them payable to?

Bank Teller: Make them payable to cash, please.

Mr. Nakamura: OK. Here they are.

Bank Teller: Do you have an account here, sir?

Mr. Nakamura: No. I'm sorry, I don't.

Bank Teller: Do you have any identification, then?

Mr. Nakamura: Yes, I have a Master Card and an American Express.

Bank Teller: May I see them?

Mr. Nakamura: Yes, of course. Here you are.

Bank Teller: Thank you. Just a moment, sir.

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Bank Teller: OK. That's two hundred and fifty dollars. Would you like fifty dollar bills?

Mr. Nakamura: Could you give me two hundred dollars in fifties and five tens, please?

Bank Teller: Sure can, sir. Here you are.  
 Mr. Nakamura: Thank you.  
 Bank Teller: You're welcome. Have a nice day.  
 Mr. Nakamura: Thank you. You, too.

C. Listen and Repeat. Open your handbook to page 27. You will now hear the same dialogue. There will be a pause after each segment for you to repeat.

D. Listen and Respond. The same dialogue will now be repeated. After each pause, please respond as Mr. Nakamura, reading his part in the text provided.

E. Speak and Listen. The same dialogue will now be repeated. When you hear the word "Begin," read the part of the bank teller in the text provided.

V. Supplementary Exercises

A. Vocabulary Presentation. Please repeat the following words or phrases.

cash	some dollars
exchange	some cash
make	money transfer
wire	money order
send	endorse the check
get	fill out this form
some yen	sign here
some money	go to the cashier's window
some nickles	take this to cashier number six
some dimes	see the bank manager
some quarters	come again tomorrow morning
some half-dollars	show me your passport
	come back at one o'clock

B. Item Substitution Practice. Close your books. Repeat the statement you hear, then change it, using the cue word or words provided. A correct response will follow yours.

- Would you please fill out this form?
- Would you please sign here?
- Would you please go to the cashier's window?
- Would you please take this to cashier number six?
- Would you please see the bank manager?
- Would you please come again tomorrow morning?
- Would you please show me your passport?
- Would you please come back at one o'clock?

C. Multiple Item Substitution. Close your books. Repeat the statement you hear, then change it, using the word or words provided. A correct response will follow yours.

- Could I exchange some travelers cheques?
- Could I exchange some yen?
- Could I get some yen?
- Could I get some nickles and dimes?
- Could I get some quarters?
- Could I get some half-dollars?
- Could I get a money order?
- Could I get some cash?
- Could I get some money?
- Could I change some money?
- Could I send some money?
- Could I wire some money?
- Could I wire some money to Tokyo?
- Could I wire some money to my bank?

## UNIT FIVE

### AIRPORT

#### "At San Francisco International Airport"

#### I. Narration

You will now hear a narration. Listen carefully.

It is early morning on the seventeenth and Mr. Nakamura is in a taxi on his way to San Francisco International Airport. He has had a very nice time in San Francisco. The conference was informative and interesting, and he gave a successful presentation about computer systems to some of his colleagues. He visited some of the most famous places in San Francisco and bought quite a few souvenirs for his family and friends. He is enjoying the drive to the airport and is talking to the taxi driver about the places he has been in San Francisco. The taxi driver takes the exit for the airport, and Mr. Nakamura begins to gather his hand luggage. As the taxi approaches the terminal, Mr. Nakamura tells the driver to pull up in front of the Pan American building. The driver stops and Mr. Nakamura gets out of the taxi, puts his luggage on his cart and proceeds to the reservation counter.

#### Notes:

The same narration will be read again. This time, to concentrate on your listening comprehension skills, listen only, without looking at the text provided.

## II. True/False

You will now hear a series of statements based on the narration in part I. After each statement, there will be a pause for you to say "True" or "False," then a voice will provide the correct answer. Listen carefully.

1. It is early morning on the seventeenth. T/F
2. Mr. Nakamura has had a very nice time in Chicago. T/F
3. Mr. Nakamura gave a presentation about computer systems at the conference. T/F
4. He bought some souvenirs for his family and friends. T/F
5. Mr. Nakamura is talking to the taxi driver about his life in Japan. T/F
6. The taxi driver takes the exit for the bus depot. T/F
7. Mr. Nakamura is going to Japan Airlines. T/F
8. The taxi driver pulls up in front of United Airlines. T/F
9. Mr. Nakamura puts his luggage on his cart. T/F
10. He proceeds to the airport restaurant. T/F

If you had less than five correct answers in this exercise, please go back to part I before continuing.

## III. Question/Answer

You will now hear a series of questions. After each question, there will be a pause for you to answer. Try to use your own words. Another possible answer will be provided as a model.

1. What time of day is it?
2. Where is Mr. Nakamura going?
3. How was the conference at the Sheraton?
4. What did Mr. Nakamura do at the conference?
5. What did Mr. Nakamura buy for his family and friends?
6. Who is Mr. Nakamura talking to?
7. What is he talking about?

8. Which exit does the taxi driver take?
9. Which airline is Mr. Nakamura going to?
10. What does Mr. Nakamura do with his luggage?

IV. Dialogue

A. Pronunciation and Intonation Exercises. Listen and repeat:

check-in	boarding pass	non-smoking
counter	boarding area	window seat
right here	approximately	aisle
ticket	gate	passengers
confirmed	go through	stewardess
put	walk down	help
baggage	end	get on
up here	smoking	



B. You will now hear a dialogue. Please close your books and listen.

Reservation Clerk: Good morning, sir.

Mr. Nakamura: Good morning. Could you tell me where the check-in counter for Pan American Airlines is, please?

Reservation Clerk: Right here, sir. May I have your ticket, please?

Mr. Nakamura: Yes, here it is.

Reservation Clerk: Thank you. Pan Am, Flight 151 to Tokyo, Nakamura. OK. Could you put your baggage up here please, Mr. Nakamura?

Mr. Nakamura: Sure.

Reservation Clerk: Your reservation is confirmed. Here's your boarding pass. Please check in at the boarding area approximately forty-five minutes before flight time.

Mr. Nakamura: Could you tell me which gate I should go to?

Reservation Clerk: Yes, gate forty-five. Go through those doors over there and walk down to the end.

Mr. Nakamura: Thank you.

Reservation Clerk: You're welcome.

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Reservation Clerk: Could I have your boarding pass, sir?

Mr. Nakamura: Yes, here it is.

Reservation Clerk: OK. Would you like smoking or non-smoking?

Mr. Nakamura: Non-smoking, please.

Reservation Clerk: And would you like a window seat or a seat on the aisle?

Mr. Nakamura: A window seat, please.

Reservation Clerk: OK. Here you go. We're ready to board now. Just follow the other passengers, and the stewardess will help you to your seat when you get on the plane.

Mr. Nakamura: Thank you.

Reservation Clerk: You're welcome. Have a nice trip.

Mr. Nakamura: All right. Bye.

C. Listen and Repeat. Open your handbook to page 34. You will now hear the same dialogue. There will be a pause after each segment for you to repeat.

D. Listen and Respond. The same dialogue will now be repeated. After each pause, please respond as Mr. Nakamura, reading his part in the text provided.

E. Speak and Listen: The same dialogue will now be repeated. When you hear the word "Begin," read the part of the reservation clerk in the text provided.

V. Supplementary Exercises

A. Vocabulary presentation. Please repeat the following words or phrases:

Japan Airlines	bank
United Airlines	barber shop
Western Airlines	pay telephone
Trans World Airlines	pick up
Air West	luggage
duty-free shop	find
men's restroom	bus
gift shop	exchange
lounge	money
restaurant	taxi
	city center

B. Item Substitution Exercises. Close your books. Repeat the statement you hear, then change it, using the cue word or words provided. A correct response will follow yours.

- Could you tell me where to find Japan Airlines?
- Could you tell me where to find United Airlines?
- Could you tell me where to find Western Airlines?
- Could you tell me where to find Eastern Airlines?
- Could you tell me where to find Trans World Airlines?
- Could you tell me where to find Air West?
- Could you tell me where to find the duty-free shop?
- Could you tell me where to find the men's restroom?
- Could you tell me where to find the gift shop?
- Could you tell me where to find the lounge?
- Could you tell me where to find the restaurant?
- Could you tell me where to find the bank?
- Could you tell me where to find the barber shop?
- Could you tell me where to find a pay telephone?
- Could you tell me where to find a taxi?
- Could you tell me where to find a bus to the city center?
- Could you tell me where to find the place to pick up my luggage?
- Could you tell me where to find a place to exchange my money?

VI. Summary: Speaking Exercise

Use the rest of this tape to say, in your own words, what happens to Mr. Nakamura at the airport. Try to include as much vocabulary from this unit as possible. You may also wish to write up a similar dialogue with a classmate and record it together on this part of the tape. Give this tape to your language instructor and have him/her go over with you areas of comprehension, pronunciation and intonation, and any questions on usage which you may have.

Notes: