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“Real-Life Situations in the United States” A Cross-Cultural Handbook

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" REAL-LIFE SITUATIONS IN THE UNITED STATES "

****** A CROSS-CULTURAL HANDBOOK ******

By: Jeetendra Raj Joshee

**Submitted in partial fulfillment of the requirements for the
Master of Arts in Teaching (M.A.T) degree at the School for
International Training, Brattleboro, Vermont.**

August 1987.

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This project by Jeetendra R. Joshee is accepted in its present form.

Date _____

Project Advisor _____

Project Reader _____

ABSTRACT

People traveling in the United States as tourists, on business, or for study often lack confidence in dealing with everyday real-life situations, such as ordering food in a restaurant, buying tickets in the bus stations, using public transportation and communication systems. This handbook presents very simple but important information for first time travelers. It also contains lots of cultural information.

In this handbook, I have used a series of dialogues in each lesson which provide appropriate vocabulary and phrases. My intention in presenting these dialogues is also to familiarize newcomers with the kind of language spoken differently by people of different occupations. For example: I have tried to include sentences similar to those a cab driver would speak. The second and third part of each lesson is focused on illustrating cultural aspects through comprehension and open discussion topics.

This handbook can be used in training centers as a text for travelers or it can also be used as an information booklet by individuals.

ERIC Descriptors:

- | | | |
|------------------------------------|---|--|
| 1. English
(Second Language) | - | English as a Foreign
or non-native Language |
| 2. English for
Special Purposes | - | Second Language Instruction |
| 3. Cross Cultural Training | - | Second Language Learning |
| | - | Cultural Differences |
| 4. Culture | - | Foreign culture |
| | - | North American Culture |
| | - | Cultural Activities |

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INTRODUCTION

New comers to the United States need to know specific American interactions before or immediately after they arrive in this country. General knowledge of English language is not enough to survive in American culture. Foreigners find the flow of normal spoken English very different from their expectations. This can create frustration and difficulty in dealing in a new culture.

During the last year, I myself have experienced the above problems. I have shared the same problems with many other foreign students. Foreign students lack confidence in dealing with real situations. They need some preentry training and familiarity with American culture to ease the culture shock they encounter. As a result of this, I have worked on a series of real life situations which foreigners will immediately encounter in the United States. My intention with these dialogues is not only to improve their language proficiency but also to help them become familiar with specific cultural situations, such as finding a taxi cab, getting a room in a hotel, opening an account in a bank etc. These things are very different in America than those are in other countries.

Another purpose of writing this handbook is to provide support with concrete information to a training center in Kathmandu which will train Nepalese people planning to go abroad either to study or just to travel. I myself and

Dr Paul Kaplan, the Experiment representative in Kathmandu,

have discussed opening this training center especially to help the Nepalese women who will be joining their families in the United States. The preliminary survey and a project proposal for this training center is in progress. So this will be a language and cultural orientation handbook to be used by the proposed training center in Kathmandu.

The first section of each lesson contains a series of dialogues which provides appropriate vocabulary and phrases to the trainees. This vocabulary and the phrases included will help the students in their day-to-day living. For example: I have tried to include sentences similar to those a clerk in a hotel would speak.

The second section of each lesson is focused on cultural aspects. I have included several comprehension exercises with cultural content. These exercises will help the students with comprehension and also with information about American culture from the content. The second part of this section has open discussion topics. This open discussion will help students to explore a new subject and learn more about American culture. The answers or a short description of these topics included in the open discussion section are given in the appendix.

In some lessons, there is a third part containing some commonly used phrases and expressions in American English.

I have also introduced a common character, Nisha Sharma, who is used in each dialogue. This is a common Nepali name, so the learners may feel themselves in Nisha's situation.

The information provided in this handbook is simple, but quite often very important. Especially for new comers who have never been exposed to western cultures, every piece of information could be vital.

I hope people will benefit from this handbook. I would like to thank Lise Sparrow, my advisor, for her continuing support and suggestions.

LESSON - 1
AT THE AIRPORT

A. NISHA SHARMA, a foreign student from Nepal has just arrived at Logan International Airport in Boston. She is going through immigration and customs.

Immigration Officer: Good morning, may I have your passport please?

Nisha: Yes sir, here it is.

Immigration Officer: Where is your I-20 and the arrival record I-94?

Nisha: This sealed envelop from the American Embassy must be the I-20 and here is my arrival record.

Immigration Officer: How long do you plan to stay here?

Nisha: About three years.

Immigration Officer: Okay ma'am, this is your I-94 and this one is your I-20 student copy. Don't lose these documents, you will need them when you leave this country.

Nisha: Thank you.

Nisha Sharma now is near the baggage claim counter. She is trying to get her suitcase and to check-out through customs counter.

Customs Officer: Good morning. All your bags on the table please. Show your Customs form.

Nisha: This is my suitcase.

Customs Officer: Do you have anything to declare?

Nisha: Yes, I do.

Customs Officer: What do you have?

Nisha: I have some clothes and liquor to declare on entry.

Customs Officer: How much liquor do you have?

Nisha: Just one bottle.

Customs Officer: That's no problem. Open your suitcase please. Any gifts?

Nisha: Gifts? What do you mean?

Customs Officer: Are you bringing any presents for your friends with you?

Nisha: No, I don't have any gifts.

Customs Officer: What is it in the bottle?

Nisha: Its just shampoo from my country.

Customs Officer: That's interesting. Okay you are all set. Here is your form.

Nisha: Do I keep it?

Customs Officer: No. See that officer near the gate, he'll collect it.

Nisha: Thank you very much.

B. Cultural Activities:

1. Study the following form and read the following paragraph:

I-94	IMMIGRATION AND NATURALIZATION SERVICE ARRIVAL/DEPARTURE RECORD	Form Approved OMB No. 1118-011 Expires 8-31-85
WELCOME TO THE UNITED STATES		
INSTRUCTIONS		
<ul style="list-style-type: none"> • ALL PERSONS EXCEPT U.S. CITIZENS MUST COMPLETE THIS FORM. A SEPARATE FORM MUST BE COMPLETED FOR EACH PERSON IN YOUR GROUP. • TYPE OR PRINT LEGIBLY WITH PEN IN ALL CAPITAL LETTERS USE ENGLISH. DO NOT WRITE ON THE BACK OF THIS FORM. • This form is in two parts, an ARRIVAL RECORD (Items 1 through 7), and a DEPARTURE RECORD (Items 8 through 10). You must complete both parts. Enter exactly the same information in spaces 8, 9, and 10 as you enter in spaces 1, 2, and 3. • <i>Item 7</i> If you entered the United States by land, enter "LAND" in this space. • WHEN YOU HAVE COMPLETED ALL REQUIRED ITEMS, PRESENT THIS FORM TO THE U.S. IMMIGRATION AND NATURALIZATION INSPECTOR 		
ADMISSION NUMBER 098 00245163		I-94 ARRIVAL RECORD (Rev. 1-1-83)N
1 FAMILY NAME (SURNAME) <i>(leave one space between names)</i>		
FIRST (GIVEN) NAME <i>(do not enter middle name)</i>		
2 DATE OF BIRTH	3 COUNTRY OF CITIZENSHIP	
DAY MO YR	4 COUNTRY OF RESIDENCE <i>(country where you live)</i>	
5 ADDRESS WHILE IN THE UNITED STATES <i>(Number and Street)</i>		
City		State
6 CITY WHERE VISA WAS ISSUED	7 AIRLINE & FLIGHT NO. OR SHIP NAME*	
<p>THIS FORM IS REQUIRED BY THE IMMIGRATION AND NATURALIZATION SERVICE, UNITED STATES DEPARTMENT OF JUSTICE.</p>		

WARNING • A nonimmigrant who accepts unauthorized employment is subject to deportation.		
IMPORTANT • Retain this permit in your possession; you must surrender it when you leave the U.S. Failure to do so may delay your entry into the U.S. in the future.		
ADMISSION NUMBER 098 00245163		
8 FAMILY NAME (SURNAME) <i>(same as Family Name in Item 1 above)</i>		
FIRST (GIVEN) NAME <i>(same as First Name in Item 1 above)</i>		
9 DATE OF BIRTH <i>(same as Item 2)</i> DAY MO YR	10. COUNTRY OF CITIZENSHIP <i>(same as Item 3 above)</i>	
SEE REVERSE SIDE FOR OTHER IMPORTANT INFORMATION		
U.S. IMMIGRATION AND NATURALIZATION SERVICE	I-94 DEPARTURE RECORD (Rev. 1-1-83)N	STAPLE HERE
11. OCCUPATION		
12. SCHOOL		
13. ITINERARY		
THIS SIDE FOR GOVERNMENT USE ONLY (DO NOT WRITE BELOW THIS LINE)		
PRIMARY INSPECTION	NAME _____	
	11 NUMBER _____	DATE/TIME REFERRED _____
SECONDARY INSPECTION	REASON REFERRED _____	
	11 NUMBER _____	END TIME SECONDARY _____
DISPOSITION _____		

Form I-94 is an arrival/departure record. All the foreigners have to fill it out before entering the United

States. If you are coming by air, your flight attendant will give you the form before landing at the airport. The first counter you go to at the airport is the Immigration and Naturalization Service (INS), where you have to wait in line. When it's your turn, the Immigration Inspector will check your passport, visa, and will complete your I-94. The Immigration Inspector will staple a section of the I-94 in your passport. From there you will have to find your baggage in the baggage claim area. Once you find your baggage, you have to fill out a customs declaration form. After checking through customs you will find yourself in the visitors lounge where people will be waiting to meet their friends and families. If nobody is coming to pick you up, you have to find a taxi, a shuttle bus or a subway to the city.

Answer the following questions:

- a. What is the form?
- b. Who needs to fill it out?
- c. What is your last name?
- d. Where do you go first when you arrive at the airport?
- e. Do you have to find your baggage on your own?
- f. Where do you declare your baggage?
- g. What do you do if nobody is coming to pick you up?

2. Open Discussion:

Find out about the following which you may need at the airport:

Subway

Duty free shop

INS

Restrooms

A shuttle bus

Information Desk

Baggage claim area

Currency Exchange

LESSON - 2

FINDING A TAXI CAB

A. NISHA SHARMA is trying to find a taxi cab at the Logan International Airport in Boston. She is talking with a clerk at the information desk.

Nisha: Excuse me, how can I get a taxi to go to the city?

Clerk: First you have to call the taxi company ma'am, then they will send one for you.

Nisha: Where can I find a telephone here and do you have the taxi company's number?

Clerk: See that escalator next to the Northwest counter - on your left you will see a room with many telephones. Telephone directories are right there. In the yellow pages under taxi cabs, you will find several taxi company's numbers, okay.

Nisha: Yellow pages? What's that?

Clerk: That's a business telephone directory with yellow pages. They list telephone numbers in different headings according to the nature of the service. Now you need a taxi, so look at the number under the heading 'taxi cab'.

Nisha: Thank you very much.

Clerk: You're welcome.

Nisha is calling a taxi cab company now:

Dispatcher: Hello, Green Cab, can I help you?

Nisha: Yes, could you send a taxi to Logan Airport to pick me up?

Dispatcher: Yes ma'am, which terminal are you calling from?

Nisha: This is terminal E, the international terminal and I will be right outside the British Airways office. How long will I have to wait?

Dispatcher: Well the traffic shouldn't be heavy at this time of the day, so the cab should be there within ten minutes.

Nisha: That's fine. Thank you very much.

Dispatcher: You are welcome.

After ten minutes approximately, a green taxi stops in front of British Airways office.

Nisha: Hello, are you from the Green Cab Company?

Driver: Yes, where do you want to go?

Nisha: I have booked a room in Quality Inn Hotel in Boston. Do you know where it is?

Driver: Yes I do. Let me help you with your luggage.

Nisha: Thanks. How much does it cost to get there?

Driver: It shouldn't be more than ten bucks, but the meter will tell us the exact amount.

Nisha: All right. I had a long flight, I want to take a good nap as soon as I get to the Hotel.

Driver: Where are you from?

Nisha: I'm from Nepal. I'll be studying engineering in M.I.T.

Driver: That's a real good school.

After arriving at the Hotel:

Driver: Here we are, this is the Quality Inn Hotel.

Nisha: How much do I owe you?

Driver: Let me see. It's eight dollars and twenty cents.

Nisha: Here's ten dollars and keep the change.

Driver: Thanks a lot. I hope you enjoy your stay in the U.S. and good luck with your studies.

Nisha: Thanks.

B. Cultural Activities:

1. Study the following and read the paragraph:

1 STOP

2 LISTEN FOR TONE

3 DEPOSIT COINS

5 · 10 · 25

U.S. COINS ONLY

COIN RELEASE

FOR LOCAL CALLS	LONG DISTANCE & DIRECTORY ASSISTANCE	EMERGENCY-0
<p>1. WAIT FOR DIAL TONE</p> <p>2. DEPOSIT 25¢ U.S. COINS ONLY</p> <p>3. DIAL NUMBER</p>	<p>PLEASE SEE INSTRUCTIONS BELOW</p>	<p>1. WAIT FOR DIAL TONE</p> <p>2. DIAL OPERATOR</p> <p>NO COINS NEEDED FOR OPERATOR</p>

(800) 257-1952

1	ABC 2	DEF 3
GHI 4	JKL 5	MNO 6
PRS 7	TUV 8	WXY 9
*	OPER 0	II

FOR LONG DISTANCE CALLS

LISTEN FOR DIAL TONE
DIAL AS SHOWN BELOW

<p><i>DO NOT DEPOSIT COINS UNTIL REQUESTED</i></p> <p style="text-align: right; margin-top: 10px;"><i>U.S. COINS ONLY</i></p>	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%; vertical-align: top;">STATION TO STATION</td> <td style="width: 40%; vertical-align: top;">▶ INSIDE AREA OUTSIDE</td> <td style="width: 40%; vertical-align: top;">1 - NO 7 - AREA CODE + NO</td> </tr> <tr> <td style="vertical-align: top;">ALL OTHER CALLS</td> <td style="vertical-align: top;">▶ INSIDE AREA OUTSIDE</td> <td style="vertical-align: top;">0 - NO 0 - AREA CODE + NO</td> </tr> <tr> <td style="vertical-align: top;">DIRECTORY ASSISTANCE</td> <td style="vertical-align: top;">▶ INSIDE AREA OUTSIDE</td> <td style="vertical-align: top;">1 - 555 1212 1 - AREA CODE - 555 1212</td> </tr> </table> <p style="font-size: small; margin-top: 5px;">OPERATOR WILL COME ON LINE AFTER NUMBER IS DIALED OPERATOR ASSISTED RATES WILL APPLY</p>	STATION TO STATION	▶ INSIDE AREA OUTSIDE	1 - NO 7 - AREA CODE + NO	ALL OTHER CALLS	▶ INSIDE AREA OUTSIDE	0 - NO 0 - AREA CODE + NO	DIRECTORY ASSISTANCE	▶ INSIDE AREA OUTSIDE	1 - 555 1212 1 - AREA CODE - 555 1212
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DIRECTORY ASSISTANCE	▶ INSIDE AREA OUTSIDE	1 - 555 1212 1 - AREA CODE - 555 1212								

Public phone booths are easily available in the United States. In phone booths there are usually directions like the chart above. All telephone numbers in the United States have seven digits. To make local calls from a public telephone, you have to deposit ten to twenty five cents

depending on where you are and to dial seven digits. If you don't know the number, you can use the white or yellow pages in the telephone directory and dial 1-555-1212, which is directory assistance.

There are mainly two kinds of long distance calls in the United States. One is direct dial and the other is operator assisted. A long distance call is a call to outside your area code or to a far distance even if its within your area code. To make a long distance call to outside your area code you have to dial 1 first then the area code which has three digits, and the seven digit number. So all together you have to dial eleven digits to make a long distance call. If the call is within your area code then you just dial 1 and the number. After you dial your number in a public telephone, an operator or a computer voice will tell you how much money to deposit. As you keep talking, the operator will remind you to deposit more and more money before your time is up. So if you plan to talk long, you have to have enough change.

Answer the following:

- a. How much does a local call cost?
- b. What do you have to do to make a local call?
- c. Do you need to deposit coins to call the operator?
- d. Who do you call if there is an emergency?
- e. When do you need to dial the area code?

- f. Can you use Canadian coins in the telephone above?
- g. What number would you dial for directory assistance outside your area code?
- h. How many digits are there in a local number?
- i. How many digits do you have to dial to make a long distance call outside your area code?
- j. How would you know how much money to deposit?

2. Open Discussion:

Find out about the following:

Dime

Tip

Taxi Company

Escalator

Meter

Coin Release

Area Code

Quarter

Long Distance Call

Operator - assisted rate

Nickel

LESSON - 3
IN THE HOTEL

A. Nisha Sharma is entering to Quality Inn Hotel in Boston where she has reserved a room.

Clerk: Hello, can I help you?

Nisha: Yes please, I have a reservation here.

Clerk: Okay, what was the name ma'am?

Nisha: Sharma, Nisha Sharma.

Clerk: S - S - S - S Oh yes here it is. You have a single room for a week on the seventeenth floor.

Nisha: Good. Is that on the back side of the building so there won't be much noise?

Clerk: Exactly. In fact you will have a nice view of Boston harbor too.

Nisha: Great. How much will it be?

Clerk: It will cost you \$50 a night plus tax.

Nisha: That's reasonable. Do you have a restaurant here?

Clerk: Sure we do. The left wing of this counter is Quality Inn Restaurant and Bar and there is one more in the basement too.

Nisha: I'm really tired today. Can I have my supper in my room around seven this evening?

Clerk: Of course. We have room service. Just let me know what you want.

Nisha: Do you have someone to help with my baggage?

Clerk: Oh yes, Brian, room 'seventeen - 0 - four'. If you need anything anytime just let me know.

Nisha: Thank you. (to Brian) Is that box too heavy?

Brian: No, its alright, I can handle it up to the elevator.

In the room:

Nisha: This is a nice room.

Brian: Yes it is. Anything else I can do for you?

Nisha: Hum..... Yes I need to get up little bit early tomorrow morning, can I arrange for a wake-up call?

Brian: Sure, what time you want us to call you?

Nisha: Let's say around seven. I also need a cab to go to M.I.T.

Brian: No problem, we'll take care of that.

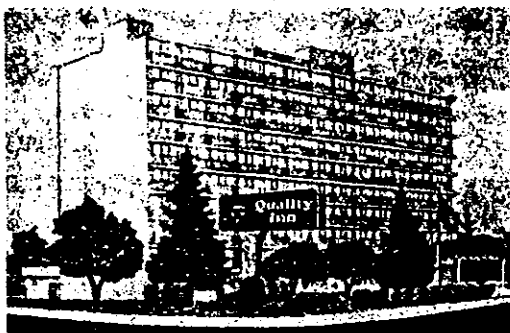
Nisha: Thanks a lot. I appreciate it.

Brian: You are welcome. Have a nice evening.

B. Cultural Activities:

1. Study the following ad and read the paragraph:

Quality & Convenience . . .



Convenient downtown location, close to the Centrum, the Municipal airport, Galleria Shopping Mall and area colleges and universities. Easy access from I-290.



At The Right Price.

Hospitality In The New England Tradition

- Traditional-style guest rooms • Albert's Restaurant and Lounge • Swimming pool • Cable TV and in-room movies
- Meeting and conference rooms • Individual heat and A/C control • Non-smoking rooms • Free parking • Special commercial and contract rates • Major credit cards honored.

Quality Inn. DOWNTOWN

70 Southbridge Street
Worcester, Mass. 01608
Exit 13 off I-290
1 800 228-5151 791-2291

Hotels and motels are easily available almost everywhere in the United States. They provide quality service according to your needs. Most big hotels have their own shuttle bus service from the nearest airport to the hotel. The big hotels also have toll-free telephone numbers, which means you can call free of charge from anywhere to reserve a room. A toll-

free number always starts as 1 - 800 and the seven digit number follows.

In most hotels you will find a restaurant. At the main counter you can get information about shopping malls, points of interest, and the way to get around in the city. In most of the hotel rooms you will find a television, a telephone and an attached bathroom. Usually they have a swimming pool, meeting rooms and tennis courts. Most hotels accept credit cards. Lots of people in America use credit cards. If you have a credit card you don't have to pay in cash to purchase things.

Now, answer the following questions:

- a. What is the name of the hotel?
- b. Describe the hotel's location.
- c. Is there a restaurant in this hotel? If yes what's the name of the restaurant?
- d. What are some places near to this hotel?
- e. Do they accept credit cards?
- f. What is the toll-free number of this hotel?
- g. Describe the facilities they have.

2. Open Discussion:

Find out about the following:

Credit Cards

Room Service

Cable TV

Downtown

Wake -up Call

Cocktail Lounge

Shopping Mall

Elevator

3. Following are the people and places you will find in hotels. Gather information about each place and people:

Bellboy

Convention Center

Desk Clerk

Lobby

Piano Bar

Waiter

Gift Shop

Suite

Switchboard Operator

Game Room

LESSON - 4

ASKING DIRECTION

A. Nisha is trying to get to Boston's Science Museum, but she is not sure how to get there.

Nisha: Excuse me sir, could you please tell me how to get to the Science Museum? I'm new in Boston.

Stranger: Oh yes, everybody know where the Museum is. Are you walking or going by bus?

Nisha: Well, it depends upon how far it is. If it's ten to twenty minutes, I would rather walk and enjoy the beautiful day.

Stranger: Yes the day is gorgeous but it will be quite a walk for you, so I will tell you how to get there by bus and subway.

Nisha: Please speak slowly. My comprehension in English is not very good.

Stranger: Okay, listen carefully. Walk 3 blocks straight ahead until you see a set of traffic lights, take a left turn there, pass two more blocks and you will see a second set of traffic lights - are you following me?

Nisha: I think so - I have to cross 3 blocks straight ahead and turn left in the first set of traffic lights,

then go two more blocks until I see the second set of traffic lights. Is that right?

Stranger: Good. You have good comprehension. Okay, the second set of traffic lights is Davis Square, where you will see a big sign T on the right hand side of the road. That's the bus stop to Lechmere.

Nisha: How do I know which bus goes to Lechmere?

Stranger: Oh yes, bus number 88 goes to Lechmere. There is also a sign in front of the bus, which says Clarendon Hill - Lechmere.

Nisha: Then what do I do from Lechmere?

Stranger: Actually you can see the Museum from Lechmere station where the bus will drop you off. Its about 5 to 8 minutes walk from there, but if you want to take the subway you will see the green line train at Lechmere station. Take that train, The next station is Science Park, you will be right at the Museum.

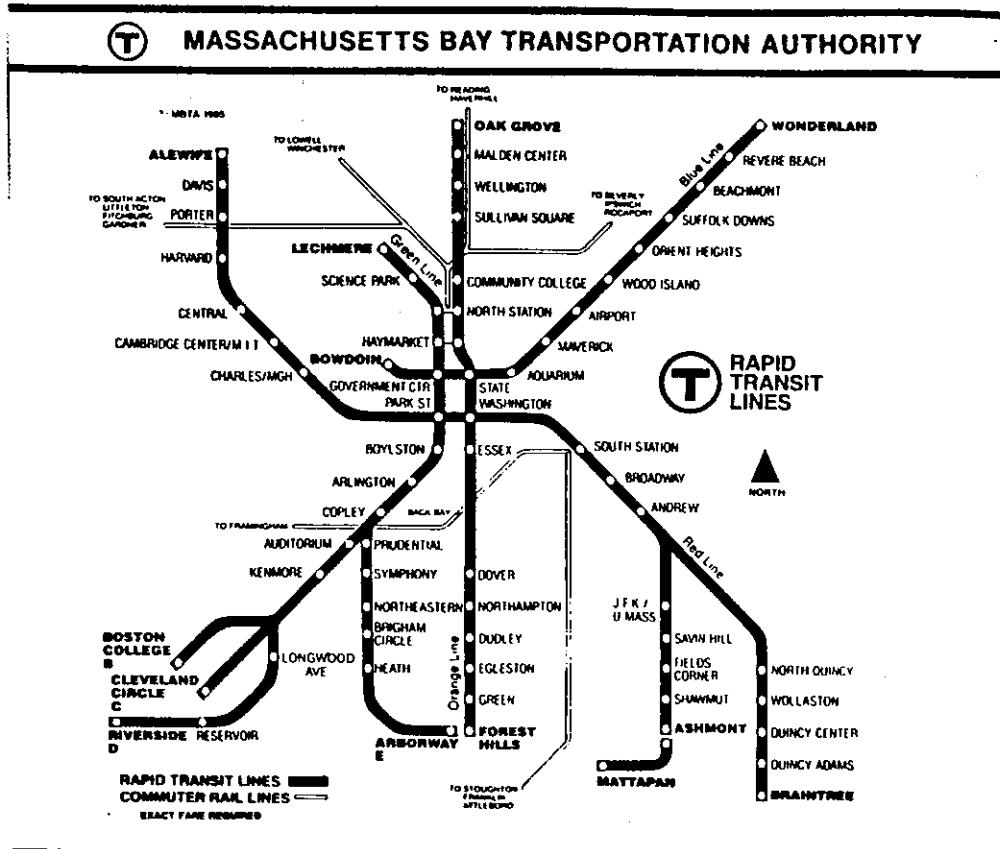
Nisha: Thank you very much. You have been very helpful to me.

Stranger: You're welcome. Once you get to Lechmere you can't miss it. Enjoy your visit to the Museum.

Nisha: Thanks again.

B. Cultural Activities:

1. Study the following ad, and read the paragraph:



Some big cities in the United States have subways. A subway is an underground train within the city area. Shown above is a subway map of Boston. The four different colors red, green, blue, and orange have significant meanings for users. Trains are recognized by their colors and is called

either the Red Line, Blue Line, Green Line or Orange Line. These trains are usually fast and convenient means of getting around in a big city.

Each train has inbound and outbound services. Which means if you are going towards the main city you have to take inbound trains and if you want to go to the outer part of the city you have to take outbound trains. For example, on the map above, if you want to go to Washington Station from Braintree, you will take an inbound train. As well as, if you are going to the Airport from State you will take an outbound train. In some stations two lines meet together. For example, Park street has Red Line and Green Line. You can change different train lines in these multiple lane stations for free. For example, if you are going to Alewife from Forest Hills, you have to change from the Orange Line to the Red Line at Washington Station. There are always signs and instructions inside subway stations for passengers. In Boston, the fair is 60 cents per ride. You pay by purchasing a token to pass through the gate onto the train.

Answer the following questions:

- a. What is a subway?
- b. What is the difference between an inbound and outbound train?

- c. What is the fastest way to get to Airport from Boston College?
- d. How much does it cost to travel from Forest Hills to Lechmere?
- e. How many different train lines go through Government Center station?
- f. Can you go to Harvard from Oak Grove without changing a train?
- g. Can you find a Red Line in North Station?
- h. Are there subways in every city in the United States?
- i. Is there a subway in your country?

2. Open Discussion:

Find out about the following:

Blocks

Traffic Lights

Train Station

Multiple Lane Station

A gorgeous Day

Subway Tokens

LESSON - 5

GOING TO A SHOPPING MALL

A. Nisha is in a big shopping mall in Boston. She is trying to buy some dresses for herself.

Saleswoman: Can I help you?

Nisha: Yes, where can I find misses' dresses?

Saleswoman: Walk straight ahead, you will be in the toy section, take a left turn, you will see a sign 'WOMEN'S WEAR'. If you need any help, please call me.

Nisha: Thank you very much.

Nisha is browsing among some dresses. After five minutes or so another saleswoman shows up -

Saleswoman: How are you doing? You need any help?

Nisha: Yes, I am looking for dresses in misses' sizes.

Saleswoman: What size do you take?

Nisha: I take fourteen or fifteen.

Saleswoman: Okay these are big ones. Why don't you follow me to the fourth row?

Nisha: Okay.

Saleswoman: What color you prefer? these are some of the latest arrivals. They are \$14.99 each.

Nisha: Let me see. Well they all look beautiful. How about these three - this pink one, black and white one, and the blue one?

Saleswoman: They all look wonderful on you. You have made a good selection and they're a good buy too.

Nisha: Where do I pay for these?

Saleswoman: Up in front. There are some cashiers.

Nisha: Thank you for your help.

Saleswoman: Don't mention it. Have a good day.

Nisha is standing on the line to pay. The line is quite long.

Next Cashier: Can I help someone here?

Nisha: Oh yes, I want to pay for these.

Cashier: Okay, that will be \$47.21 including tax. Is this cash or credit?

Nisha: I'll pay in cash. Here's is fifty dollars.


Cashier: Here's your change. Have a nice day.

Nisha: You too.

B. Cultural Activities:

1. Study the following ad and read the paragraph:

**That Fun
Time Again!**



FINE'S

36 Main St. Downtown Northampton
Open Thursday Evenings 'til 9p.m.
No Store Charges All Sales Final

Levi Clearance

Men's Levi Corduroy Jacketsreg. 45⁰⁰ **\$29.95**
with Plaid Lining
Men's Levi Corduroy Jacketsreg. 31⁰⁰ **\$19.99**
Men's Levi Corduroy Jeans
with Pleatsreg. 19⁰⁰ **\$11.99**
Men's Levi Cord Bell's (small size only, 28 - 29)..... **99^c**

Boy's Wear

Boy's Levi's Straight Leg Denim
Lot 719-0917, Dura Plusreg. 19⁰⁰ **\$11.99**
Boys' plaid shirts **\$3.99**
Boys' Campus Jerseys SS **\$5.99**
Boy's Wrangler Jeans **\$2.99**

Ladies' Wear

Madewell Cordsreg. 18⁰⁰ **\$12.99**
Ladies' Woolrich Down Parkas
Black Ski Style Onlyreg. 80⁰⁰ **\$34.00**
Ladies' Print Sweatshirts **\$4.99**
Ladies' Winter Socks **\$1.99**
Ladies' Woolrich Poplin Slacks **\$10.99**

Shoe Dept.

CHIPPEWA WORK BOOTS50% off
Men's Select Group Casuals **50% off**
Converse Men's & Women's
Sneakers & Joggers **50% off**
Herman Waterproof & Ins. Work Boots
Lot #7588 **\$59.95** reg. \$79.95
Men's Herman Work Boots
(Size 7 & 7½ only) **\$9.88**
Boy's North Lake Work Boots **50% off**
Men's Insulated Work Boots
(Size 7 & 7½ & 8 & 13 only) **\$14.88**
These prices refer to sidewalk items only!!

Shopping centers in the United States are usually very big. One single store might contain 8 - 10 floors. They carry different varieties of a single item. So, sometimes its very hard to decide which product would be better.

Finding an item is not very hard in these stores even if they are huge. They have different sections/departments for

different things. For example, if you are looking for women's clothing you have to go to "women's wear". They also have boy's wear, shoes, household items, toys, jewelry, etc, in different sections. If you need any help, sales people will also be available.

Often, the stores have **SALE** or **CLEARANCE** going on. That means that most of the items will be cheaper than the regular price. At the end of the summer they hold summer clearance sales and at the end of winter, clearance sales on winter merchandise. Sometimes you will find certain things amazingly cheap.

Answer the following questions:

- a. Which item is on clearance at Fine's?
- b. Which credit card do they accept?
- c. Which day during the week do they have longer hours?
- d. Can you return the item once it's bought?
- e. How much does a boy's Plaid Shirt cost?
- f. In which item do they have fifty percent off?
- g. According to the price list above, are clothes expensive or cheaper than in your country?
- h. Where might you purchase an ear ring?

2. Open Discussion:**Find out about the following:****Tax****Sale****Clearance****Full figure****3. Get the meaning of the following expressions:****Don't mention it****Here's your change****Cash or Credit****A Good buy****Have a good day**

LESSON - 6

OPENING A BANK ACCOUNT

A. Nisha is in a bank, where she wants to open an account.

Bank Teller: Can I help you ma'am?

Nisha: Yes, I would like to open an account please.

Bank Teller: Okay, you need to talk with Mrs. Parker. She will help you with it. See that door over there, once you get in, the first one on the right is Mrs. Parker's office.

Nisha: Thank you.

Bank Teller: You are welcome.

Nisha is trying to identify Mrs. Parker.

Nisha: Hello, I'm looking for Mrs. Parker.

Mrs. Parker: Yes, I'm Mrs. Parker. What can I do for you?

Nisha: I'm Nisha. I would like to open an account here. I'm a foreign student at M.I.T.

Mrs. Parker: Where are you from?

Nisha: I'm from Nepal, the country of the Himalayas.

Mrs. Parker: Oh! how nice. What kind of account would you like to open?

Nisha: Well, I'm not familiar with the American banking

system and bank accounts. Could you explain a little bit about some of them please?

Mrs. Parker: Okay, if you need to write lots of checks, then checking account would be better for you. The other one is a savings account in which you will earn 7.9% interest on your money, but there are limitations on withdrawing the money.

Nisha: I won't be writing many checks but I want to have a check book.

Mrs. Parker: Oh, just a moment, we also have a money market account. In this account, you will get a check book plus you will earn 6.9% interest depending on the average monthly balance in the account. This not a checking account, so you can write only three checks every month.

Nisha: I don't think I will be more than three checks a month, so this account would be convenient for me, plus it has a pretty good interest rate.

Mrs. Parker: Yes, it's a good deal. How much would you like to deposit now?

Nisha: I will open the account with \$800.

Mrs. Parker: That's fine. Please fill out this deposit slip and sign this specimen card. Would you like checks with your name and address on them?

Nisha: Yes, please. That would be nice.

Mrs. Parker: Please write your full name and address here.

Your checks will be mailed to you within a week,
until then you can use these blank checks.

Nisha: Thanks a lot. That was quick.

Mrs. Parker: You're welcome. Have a nice day.

B. Cultural Activities:

1. Study the following ad and read the paragraph:

PATRIOT BANKS

Savings & Checking Accounts
Personal & Business Loans,
Safe Deposits & Trust & Estate Services

451-9100 739-7000



37 Franklin Street, Boston • One Court Street, Boston • Six Beacon Street, Boston
• 89 Broad Street, Boston • 130 Causeway Street, Boston • One Harvard Street, Brookline Village
• 1827 Beacon Street, Washington Square, Brookline • 1228 Boylston Street, Rm. 9, Chestnut Hill

• Saturday Banking Hours 9-12, 215 Border Street, F. Boston • 1610 Commonwealth
Brighton • 358 Broadway, Chelsea • 9-1, 1241 Beacon Street, Cambridge Center
• 294 Harvard Street, Brookline. Members FDIC

Green Mountain Bank



A full service bank
with the personal touch.

297-2160
At the foot of Stratton Mountains
Route 38, Bondville, Vermont

Monday-Thursday 9-5, Friday 9-6
Member FDIC

the old bank

BROOKLINE SAVINGS BANK

Member FDIC/DIF with new ideas
24 HOUR BANKING,
MONEY MARKET & TELLER DR.
SAVINGS, CHECKING & NOW ACCOUNTS
RETIREMENT ACCOUNTS
MORTGAGE, PERSONAL & AUTO LOANS
SAVINGS BANK LIFE INSURANCE
EQUAL HOUSING LENDER
CONNECTING ALL OFFICES
566-4900

FIVE BROOKLINE LOCATIONS
BROOKLINE VILLAGE, 100 Washington St.
CORNING CORNER, 1240 Beacon St.
SOUTH BROOKLINE, 1818 W. Putney Pkwy
LONGWOOD, 1014 Beacon St.
WASHINGTON SQUARE, 1081 Beacon St.

Bank of Vermont Complete Banking Services

WE OFFER COMPLETE BANKING SERVICES,
INCLUDING CHECKING/SAVINGS
ACCOUNTS, CERTIFICATES OF DEPOSIT,
RETIREMENT ACCOUNTS, SAFE DEPOSIT
BOXES, BUSINESS AND PERSONAL LOANS
OF ALL KINDS AND 24-HOUR ATM'S

257-7747

24-HOUR AUTOMATED TELLER
185 Main Street

Free Standing Automatic Teller Machine -
Fairfield Shopping Plaza Brattleboro

Member FDIC



There are different kinds of banking institutions in the United States. Such as credit unions, trust companies, federal savings etc. They all handle same kind of business.

Most banks in the United States open at 9 in the morning and close between 3 and 5 in the afternoon. Usually they have longer hours on Fridays. Most of them also have 24 hours electronic automated teller machines, where you can draw out your money at any time. Some of the big banks also have their credit cards.

What is the best way to carry money safely while traveling? The possibilities are - personal checks, travelers checks, and credit cards. Only a few big banks which deal with foreign currency will accept foreign personal checks. Otherwise it's very hard to find a bank that accepts foreign personal checks.

Traveler's checks are very convenient to carry while traveling. They are insured against loss or theft. Most hotels, business firms and ticketing agencies accept traveler's checks. Most banks sell traveler's checks with a service charge. They usually charge one percent per hundred but it may vary from one bank to another.

Credit cards such as Visa, Mastercard and American Express are widely used in the United States. These cards are accepted almost everywhere. So you can live in the United States without much cash if you have a major credit card.

Answer the following questions:

- a. What is an automatic teller machine?
- b. Do banks sell traveler's checks? If yes, do you have to pay a service charge?
- c. Which of the above banks are open on Saturdays? For how long?
- d. On Sundays, can you draw money from the Bank of Vermont?
- e. Should you bring personal checks of foreign currency? Why or why not?
- f. What are the major credit cards? Is it a good idea to have one of them?
- g. How many different kinds of banking services do Patriot Banks provide?
- h. Which bank has a number connecting all the offices' different locations?

2. Open Discussion:

What are the following things:

Personal Checks

24 - Hour ATM's

Trust Company

Credit Union

Travelers Checks

Auto Loans

Deposit slips

3. Get the meaning of the following expressions:

Oh, how nice.

That would be nice

Just a moment.

Can I help you?

It's a good deal.

That's fine.

LESSON - 7

IN A FAST FOOD RESTAURANT

A. Nisha is in a fast food restaurant, McDonald's. She has never been to this kind of restaurant before. She is trying to order some food.

Counter Girl: Can I help you?

Nisha: I want to order some food but I have never been to this kind of restaurant before. Could you please explain a few things to me?

Counter Girl: Sure, ask me anything you want to?

Nisha: First of all, how do I order - are there any menus?

Counter Girl: Oh, up here - this overhead menu. The items and their prices are indicated right there. You tell me what you want to have.

Nisha: I see. What is a 'Big Mac'?

Counter Girl: That is our specialty. It has a quarter pound of meat, special McDonald sauce, lettuce and tomatoes. It's good, you may want to try it.

Nisha: How about 'French Fries' - what are they?

Counter Girl: They are potatoes fried in oil. They are quite delicious and go well with hamburgers.

Nisha: What's the difference between a hamburger and a cheeseburger?

Counter Girl: A Cheeseburger has a slice of cheese on top of burgers. That's why it costs little more than a regular burger.

Nisha: Okay, I think I'll try your Big Mac and French Fries for the first time.

Counter Girl: Okay, you want something to drink?

Nisha: Oh, yes. One coke please.

Counter Girl: What size?

Nisha: Size?

Counter Girl: We have small, medium and large. Which one would you want?

Nisha: A medium would be fine. How much do I owe you?

Counter Girl: Lets see - that's \$3.08 all together.

Nisha: That's not bad for all that food. Here is \$5.

Counter Girl: This is your change, \$1.92. Napkins and straws are on to your right. I have extra condiments if you want. I hope you like our food and please come again.


Nisha: I think I will. As I'm on a student budget I'll be coming here quite often.

B. Cultural Activities:

1. Study the following ad and read the paragraph:


Kentucky Fried Chicken®

"it's finger lickin' good"®



BURGER KING®

Aren't You Hungry?
BURGER KING®



HAMBURGER



CHICKEN McNUGGETS

You will find fast food restaurants all over in the United States. Mainly they are McDonald's, Burger King, Kentucky Fried Chicken and Taco Time. They serve your order within a minute or two.

If you are in a hurry, these restaurants have drive-through services. Which means you don't have to get out of your car. You can order through a speaker outside the restaurant and pick up your order at a window. People who want to save time and don't want to spend time in restaurants find this drive-through service very convenient.

Inside the restaurant, there won't be any waiters or waitresses. So you go to the counter person to order. You will see a menu over the counter. In these restaurants you pay before you take your food. You have to take your food to the table by yourself. Also, you have to clean the table after you finish eating. You will find a garbage box nearby. You put your garbage in the box and the tray on top of the box.

These restaurants are cheap and easy. You don't have to tip in these restaurants. Their famous items in the menu are hamburgers, cheeseburgers, french fries, salads etc. But note, the burgers are beef. So you have to decide first whether you want to eat beef or not before you go to these restaurants.

Answer the following questions:

- a. What are the main fast food restaurants in the United States?
- b. Do you have to park your car if you are using the drive-through service?
- c. Do you give tips at Burger King's?
- d. Do you give your order to a waiter? If not, who do you give your order to?
- e. When do you have to pay?
- f. Do you think these restaurants are cheap?
- h. Do you have McDonald's in your country?

2. Open Discussion:

Find out about the following:

Overhead Menu

Drive Through

Condiments

Garbage Box

Tipping

Waiter Service

3. Get the meaning of the following expressions:

I see.

How about drinks?

It's quite delicious.

Let's see.

That's not bad for all that food.

Go well with hamburgers.

LESSON - 8

AT THE BUS STATION

A. Nisha is going to Brattleboro, Vermont to see a friend of hers. She is trying to find out the bus schedule.

Clerk: Hello, Greyhound information. Can I help you?

Nisha: Yes, do you have a bus service to Brattleboro Vermont?

Clerk: Yes we do.

Nisha: Could you please tell me the schedule for tomorrow?

Clerk: The first one leaves Boston at 11:45 in the morning and the second one at 2:15 in the afternoon. You will have to change the bus in Keene, New Hampshire.

Nisha: When do I need to buy the ticket?

Clerk: Just come to the Greyhound terminal 15 minutes before the departure time.

Nisha: Thanks for the information.

Clerk: You're welcome. Thanks for calling Greyhound.

Next day at the bus station.

Clerk: Can I help you?

Nisha: How much is a ticket to Brattleboro please?

Clerk: It's thirty-one dollars round-trip.

Nisha: I just need a one way ticket.

Clerk: Okay, that's fifteen fifty.

Nisha: Do you take travelers checks?

Clerk: Yes we do.

Nisha: Great, I have one for twenty dollars.

Clerk: Here is your ticket and \$4.50 your change.

Nisha: Thank you. Uh .. Can I check my baggage?

Clerk: Just take it to gate five, the driver will take care of it.

Nisha: Thank you.

Clerk: You're welcome.

B. Cultural Activities:

1. Study the following ad:

Peter Pan Bus Lines, Inc.



The People Professionals
EXPRESS SERVICE
 Worcester - Springfield - Amherst

Serving
 Sturbridge - Palmer - UMass
 Northampton - Holyoke
 South Hadley - Lee - Pittsfield
 Westfield - Albany, NY

Package Express Service
TRAILWAYS BUS TERMINAL
 555 Atlantic Avenue
 Boston 482-6620

Go Trailways.

- Frequent, Direct Service To New York City
- Daily Departures to Hartford & New Haven
- Convenient Schedules to Points Nationwide

SCHEDULES & FARES PACKAGE EXPRESS
482-6620 451-1810

CHARTERS & GROUP TOURS
 toll free dial 1-800
527-1566

DEPARTURES & FARES FROM BOSTON TO:
 New York 451-8160
 Hartford-New Haven 451-8161



"LOW FARES EVERYWHERE"
 Trailways Bus System,
 Boston MA
 "See our trademark for other listings"



Go Greyhound®
and leave the driving to us.



PASSENGER SERVICE ONLY	CHARTER SERVICE ONLY
Fare & Schedule Information	Greyhound Charter Service Toll Free Dial
423-5810	1 800 528-0447
PACKAGE EXPRESS SERVICE ONLY	
Package Express	Pick-Up & Delivery
292-4709	292-4709

Greyhound Bus Lines
 Terminal
 10 St. James Av
 Please see our trademark for other listings

Your Pleasure Is Our Business!
Bus Charters & Sightseeing Tours To All U.S. & Canada.

Equipment: Late model coaches with Cassettes, TV, Video Systems, VHS Movies, Temp. Control. Some even with galleys & bars. Many different size coaches in our fleet, there's one to fit your group. New 20 passenger deluxe coaches. Limos & vans. Experience: Since 1936 we've served hundreds of groups, clubs, conventioners, outings, companies and travel agencies.

• **MAJOR CREDIT CARDS HONORED**

Call for our quote.
Hub Bus Lines Inc.
 AMERICAN LIGHTSIBUS OF BOSTON
Member, Boston Chapter of Commercial Vehicle Association & Travel Bureau

776-0630
 121 WASHINGTON ST
 SOMERVILLE, MA




Answer the following questions:

- a. Which of the above bus companies does not have a daily passenger service?
- b. Which bus goes to Northampton?
- c. How can you get information about fares and schedules for Greyhound buses?
- d. Does Hub Bus serve Hartford and New Haven daily? If not, which one does?
- e. Where is Greyhound's terminal located?
- f. Which bus do you think is more equipped than the others?
- g. Does Peter Pan go to New York city?
- h. Does Greyhound have a charter service? What number would you dial to get information about charter service?

2. Open Discussion:

Find out about the following:

Passenger Service

Package Express

Round Trip

Charter Service

Departure time

Baggage check

APPENDIX

In this section, I have given a short description of those topics which are included in open discussion part in each lesson. I have also tried to explain the expressions and phrases commonly used in American English.

Lesson - 1

Subway: An underground, metropolitan electric railway. An easy way to commute in big cities.

Duty Free Shop: A shop where customers do not have to pay import tax on merchandise. Usually every international airport has duty free shops for the convenience of travelers.

INS: Immigration and Naturalization Service is a U.S government office which provide services regarding passport and visa. The INS checks a foreign citizen's visa status at every entry point to the United States.

Restrooms: A room in a public building with toilets and washbowls.

A Shuttle Bus: A bus that makes frequent trips back and forth over a short route. For example - between an airport and a specific hotel.

Information Desk: An area where you get information about the place. Usually maps and brochures are also available at the information desk.

Baggage Claim Area: The place where you receive your baggage at the airport.

Currency Exchange: A bank counter where you can exchange different currencies. Usually you will find one at the airport upon arrival.

Lesson - 2

Dime: A 10 cent coin in American currency.

Area Code: The three-digit code number given to a State or region in the United States for telephone exchange purposes. It is used in long distance calling.

Tip: A certain percentage of total bill paid by the customer to a waiter or a waitress in restaurants. In cities, tip is given to a cab driver also.

Quarter: A 25 cent coin in American currency.

Taxi Company: A company which provides taxi service.

Long Distance Call: A telephone call outside your local calling area. To make a long distance call you use 1 + the number or 1 + area code + the number depending on where you are calling.

Escalator: Electrically operated stairway.

Operator Assisted Rate: The rate charged by the telephone company for a call using their operator by customers. This rate is higher than the normal rate.

Meter: A device or an apparatus recording the rate or quantity of gas, water etc. For instance, a taxi meter or a parking meter.

Nickle: A five-cent coin in American currency.

Coin Release: Usually the button seen in a public telephone booth to release the coin when the call is not complete.

Lesson - 3

Credit Card: A card issued by a bank or a financial institution which provides instant credit to the card holder. A substitute of cash. Major credit cards are VISA, MASTERCARD and AMERICAN EXPRESS.

Wake - up Call: A call made by the receptionist to clients who have requested such a call in advance. Usually it is used when one has to get up early in the morning.

Room Service: The service provided by the Hotel right in your room.

Cocktail Lounge: A bar. A place where liquor is served.

Cable TV: The national television connecting system in the United States. A cable connection is necessary in order to receive wide range channels other than the local channels.

Shopping Mall: A shopping place with many department stores, cinemas, fitness centers and game rooms.

Downtown: The center of the city.

Elevator: The structure made for hoisting or lowering people or things. A 'lift' in British English.

Bellboy: Sometimes 'Bellman'. A person employed by a hotel to carry luggage and do errands.

Waiter: A male person who waits and provides service on table in a restaurant.

Convention Center: A big meeting place. A hall made especially for conventions.

Gift Shop: A shop with different kinds of gifts from the local area. Usually in a hotel or at the airport.

Desk Clerk: A person who is stationed at the main counter for service and information.

Suite: A unit of connected rooms in a hotel. Usually a luxurious hotel room.

Lobby: The main entrance hall of a hotel.

Switchboard Operator: A person who handles the main telephone switchboard with more than one telephone lines.

Piano Bar: A bar for relaxation in a hotel where guests can enjoy piano music along with their drinks.

Game Room: A fun room with many video games and some indoor games.

Lesson - 4

Blocks: A group of buildings. A city square or a side of a

city square. Usually one intersection to another intersection in a city is a block.

Traffic Lights: The set of red, yellow, and green lights in an intersection that controls traffic.

Train Station: The place where train stops. Place to catch a train or rail.

Multiple Lane Station: A train station where there are more than one train line, so two or more trains can stop at a time.

A Gorgeous Day: A beautiful sunny day.

Subway Tokens: The token that you need to ride a subway.

Lesson - 5

Tax: A certain percentage that every citizen pays for the support of a government. Tax is paid in different forms such as income tax, sales tax or property tax.

Sale: A certain period in a store when prices on merchandise are reduced.

Clearance: Another type of sale. Usually clearance sales are for the last items in the store.

Full Figure: The big size of dressess.

Don't Mention It: A polite phrase to say when somebody thanks you.

Here's is Your Change: Usually cashiers say this when they return your change money when you pay the bill.

Cash or Credit: Methods of payment. The cashier asks whether the payment is in cash or in credit cards. Sometimes also asked as 'Cash or Charge'.

A Good Buy: Merchandise bought at a reasonable cheap price.

Have a Good Day: A polite way to mention someone to have a good day.

Lesson - 6

Personal Checks: Someone's personal bank check, usually for a checking account.

24 - Hour ATM: The Automatic Teller Machine in a bank that does almost all bank business 24 hours a day.

Trust Company: A combination of financial institutions. Some of them also serve as a bank.

Credit Union: Another form of financial institution which also serves as a bank.

Travelers Checks: Checks that are insured against theft or loss. A convenient form of carrying money while traveling.

Auto Loans: Loans provided by financial institutions to purchase an automobile.

Deposit slips: The form provided along with your checks for your account - to be used while depositing money.

Oh, how nice: An expression to note a nice action or sign of pleasure.

That would be nice: Used when someone agrees to an act with full support.

Just a moment: Request to wait few seconds.

Can I help you: A polite way of offering help to someone.

It's a good deal: Used when someone is fully satisfied with a deal. e.g purchasing, contract etc.

That's fine: Used when something looks okay to you.

Lesson - 7

Overhead Menu: The menu which is fixed over the counter in a restaurant, usually in a fast food restaurant.

Drive-Through: The facility where you can get food without entering a restaurant. Also used for the bank facility where you can make transactions from a window.

Condiments: Seasonings for food such as ketchup, pepper or mustard etc.

Garbage Box: The box used for collecting garbage.

Tipping: Payment of certain percentage of your bill called 'TIP' to the waiter or waitress in a restaurant. Tip is also given to taxi drivers in cities. Usually 10 - 20%.

Waiter Service: The service provided by a waiter or a waitress in a restaurant.

I see: Used when you hear someone or find out something.

How about drinks: Asking about the kind of drink or whether a drink is needed or not.

It's quite delicious: A statement for a good food.

Let's see: Used when someone cannot make a decision right away or when someone wants to think for awhile.

That's not bad for all that food: Expressing that the price is pretty cheap for that many food.

Go well with hamburgers: A good match for a hamburger.

Lesson - 8

Passenger Service: Service for passengers, individual or group usually on a designated route.

Charter Service: Service for groups on any route or time.

Package Express: Express service provided by a bus company or an airline company with a package which may include room and board or a free sight seeing tour etc.

Departure time: Leaving time. Time of departure.

Round Trip: Two-way trip. Used usually as round trip fare - which includes going and coming back both ways.

Baggage Check: A place to check your baggage before departure.