

EVOLVE WORKBOOK 4 ANSWER KEY

Unit 1 And we're off!

1.1 This is me!

1 VOCABULARY

- A** 2 face a fear 3 get a lot of likes 4 have a sense of humor
5 rise to a challenge 6 run a business/run a marathon
7 set a goal for myself 8 take pride in something
9 tell a good joke 10 win a medal 11 work with my hands
- B** 2 tell a good joke 3 work with your hands 4 win a medal
5 get a lot of likes 6 take pride in something 7 face a fear
8 rise to a challenge 9 run a marathon 10 break a record
11 set a goal 12 have a sense of humor

C Possible answers

- Party:** How many likes do you think Eva will get if she posts pictures of this?
Rob has a great sense of humor. Let me introduce you to him.
Face your fear of talking in Spanish and go say something to our visitor from Peru.
- Job interview:** Are you good at working with your hands? I hope to run my own business one day. We are looking for people who take pride in their work.
- Sporting event:** Congratulations, Eric, on winning the gold medal. How does it feel?
Nobody broke any records today, but it was a great event.
I set a goal for myself to run the marathon in under four hours, and I rose to the challenge.

2 GRAMMAR

- A** 2 What are you doing right now?
3 Jorge has gotten / got a job, but Rosa has been looking
4 Tony and Ana have gotten / got married.
5 I was talking to Julia
- B** 2 was walking
3 saw
4 don't (often) see
5 have (never) seen
6 was
7 got / were getting
8 took / were taking
9 have been talking
10 are waiting
- C Possible answers**
- I was walking down the street the other day when I ran into an old friend from high school.
 - You don't often see people on bikes in my neighborhood.
 - Once I climbed a mountain, but I have never done / never did it again.
 - I'm writing this sentence right now because I have to.
 - I've been trying to learn to play tennis for a long time, but I still don't play well.

1.2 The right candidate

1 VOCABULARY

- A** 3 curiosity 4 successful 5 correct 6 correct
7 experienced 8 politely 9 correct 10 enthusiasm
11 correct 12 correct

2 GRAMMAR

- A** 2 D 3 D 4 S 5 S 6 S 7 S 8 D
- B** 2a has 2b is having 3a are thinking 3b do you think
4a is smelling 4b smells 5a weighs 5b is weighing

3 GRAMMAR AND VOCABULARY

- A** 2 have known 3 has worked / has been working 4 takes
5 has 6 wants 7 sets 8 does 9 talks 10 tries 11 is taking
12 is looking / has been looking
Alex is responsible, qualified, experienced, ambitious, curious, and confident.
- B Possible answer**
- She is an excellent worker.
 - Right now she is working in the sales department.
 - Her ability to communicate with new customers is one of her excellent qualities.

1.3 We go way back

1 FUNCTIONAL LANGUAGE

- A** 2 f 3 a 4 g 5 g 6 e 7 d
- B Jack** Yes, I just started this morning. 6
Jack It's nice to meet you, Sofia. 4
Sofia Hello. I don't think we've met before. 1
Sofia My name is Sofia. 3
Sofia It's nice to meet you, too. Is this your first day? 5
Jack No, we haven't met yet. I'm Jack. 2

2 REAL-WORLD STRATEGY

- A** 1 hi 2 go, went, going 3 haven't, love, I'm 4 met, see

3 FUNCTIONAL LANGUAGE AND REAL-WORLD STRATEGY

A Possible answers

- 1 Armando** I don't think we've met before. You're new here, right?
Clara Yes, I started yesterday.
Armando I'm Armando.
Clara Nice to meet you, Armando. I'm Clara.
Armando Nice to meet you too, Clara. Let me introduce you to a few people. Tom, this is Clara.
Tom Hi. Clara. How's it going?
Armando Do you two know each other?
Clara Yeah, Tom and I met yesterday.
- 2 Sara** Is this your first day? I'm Sara.
Rick Hi, Sara. It's nice to meet you. I'm Rick.
Sara Do you know anyone here?
Rick No, not yet.
Sara Let me introduce you to a couple of people. Zack, this is Rick.
Zack Nice to meet you, Rick.
Rick Nice to meet you, too.

1.4 Flipping your job interview

1 READING

A 3

B 1 has interviewed people 2 is going to go to a job interview
3 get a job

2 LISTENING

A 1 The interview is tomorrow. 2 He's applied for a job at a bank.
3 He should wear a suit and tie. 4 He doesn't have a suit.

3 WRITING

A 1 Thanks for the tips.

2 I'm sorry, but I don't think you're right about not wearing cologne.

3 I enjoyed your post.

I completely agree that people should dress appropriately for the job.

B Students' own answers

Unit 2 The future of food

2.1 Menu with a mission

1 VOCABULARY

A 2 be fashionable

3 come back in style 4 lose interest 5 go out of style

6 be on the way out

B Possible answers

2 I think big scarves are dated. They were definitely popular a few years ago.

3 I think EDM is gaining popularity. I think everyone will be listening to it soon.

4 In my opinion, rap music is going out of style.

5 Gluten-free diets are definitely trendy right now.

6 I think styles from the 1990s will be the next big thing in fashion.

7 Fresh-squeezed juice is all the rage right now.

8 In my opinion, soda is old-fashioned.

2 GRAMMAR

A 2 If it's just a fad, people won't do it for very long. OR People won't do it for very long if it's just a fad.

3 If you like to try different kinds of food, have the chocolate pizza. OR Have the chocolate pizza if you like to try different kinds of food.

4 If we continue to waste food, the problem will get worse. OR The problem will get worse if we continue to waste food.

5 If something is trending on social media, everyone pays attention. OR Everyone pays attention if something is trending on social media.

6 If a restaurant serves gourmet food, it is usually expensive. OR A restaurant is usually expensive if it serves gourmet food. OR If a restaurant is expensive, it usually sells gourmet food.

B 2 don't put, will go 3 are, don't eat 4 Don't drink, have
5 make, will cook 6 Don't go, want

C Possible answers

If you want to eat healthy snacks, buy carrots and hummus.

If you cook at home, you'll have healthier meals.

If you shop for food every day, you'll waste less food.

You'll save money if you don't throw out food.

2.2 Food you ferment

1 VOCABULARY

A 2 tuna 3 garlic 4 pineapple 5 zucchini

B 1 mint 2 garlic 3 tuna 4 shrimps 5 eggplant

C 2 rinse 3 stir 4 boil 5 chop 6 fry

D Possible answers

1 I like tuna, pineapple, and zucchini.

2 I have never tried shrimp.

3 I rinse and chop fruit and vegetables every day. I rarely fry food.

4 I like to eat eggplant parmigiana. You fry the eggplant and then bake it with sauce and cheese.

2 GRAMMAR

A 2 As soon as the food is done, we'll eat.

3 Before the water boils, put in the cabbage.

4 Add the zucchini after you fry the fish.

5 Cook the rice until there's no more water in the pot.

6 Once we finish lunch, we'll wash the dishes.

B 2 When we get to the restaurant, we'll text you. OR We'll text you when we get to the restaurant.

3 We'll wait outside until you arrive.

4 We'll order as soon as the server gives us the menu. OR As soon as the server gives us the menu, we'll order.

5 Once we pay the bill, we'll leave. OR We'll leave once we pay the bill.

6 We'll have dinner before we go to the movies. OR Before we go to the movies, we'll have dinner.

C Possible answers

2 After I get up tomorrow morning, I'm going to go swimming.

3 I'm going to look for a job before I graduate.

4 I'm not going to go to bed until the show ends.

5 As soon as I have some free time, I'll take a vacation.

6 Once I save/have saved enough money, I'm going to buy a car.

2.3 Can I get you a refill?

1 FUNCTIONAL LANGUAGE

A 1 I'm OK 2 care for, wonderful 3 offer, Oh 4 get, here
5 want, Awesome

2 REAL-WORLD STRATEGY

A 1 back 2 Sure 3 right got

3 FUNCTIONAL LANGUAGE AND REAL-WORLD STRATEGY

A Possible answers

At a party cake, a cold drink, coffee

At a business meeting something to drink, a cookie, a more comfortable chair

At a restaurant the menu, some water, a dessert

B Possible answers

At a party

Host Would you like some cake?

Guest I'd better not, thanks.

Host Can I get you a cold drink?

Guest No, thanks, I'm good.

Host Would you care for some coffee?

Guest Thanks, don't mind if I do!

At a business meeting

Sam Anyone else want something to drink?

Alex I'd love some coffee.

Sam Here you go.

Alex Thank you.

Sam Would you like a cookie?

Alex I'm OK, thanks.

Sam Can I get you a more comfortable chair?

Alex No, I'm good.

At a restaurant

Server Would you like the menu?

Customer Yes, thank you.

Server Would you care for some water?

Customer That'd be wonderful.

Server Can I get you a dessert?

Customer No, I'm good.

2.4 Cool food

1 LISTENING

A They eat at Anna's Café because there are a lot of gluten-free choices.

B 1 F 2 T 3 T 4 F

2 READING

A 1 A majority of the people ... said that being on a gluten-free diet improves physical or mental health.

2 About 22 percent said they buy gluten-free products or try to avoid gluten.

4 No, gluten-free foods do not have more nutrients than food with gluten; the truth is just the opposite.

5 There is no research that proves that a gluten-free diet will help you lose weight.

3 WRITING

A The charts show that sugar-free drinks are gaining popularity, while soda is on the way out.

B Students' own answers

Unit 3 What's it worth?

3.1 Is it worth it?

1 VOCABULARY

A 2 about the same 3 increase 4 food, housing, and other basic things 5 way that you live 6 satisfaction 7 money and comfort 8 down 9 is a good use of time 10 exchange 11 important 12 useful

B Possible answers

2 that I don't work too hard 3 you don't have time to see your friends 4 making more money 5 time with my family 6 read a book 7 to work close to home 8 get a good education

2 GRAMMAR

A 2 close enough 3 too slow 4 enough free time 5 enough money 6 too small

B 2 He isn't old enough to go to the club.

3 She's not too tired to cook dinner.

4 She doesn't have enough time off to take a long vacation.

5 He's too busy to go out for lunch.

6 He doesn't have enough money to enter the museum.

C Possible answers

2 I have too many things to do today.

3 I don't make enough money.

4 I get too many texts every day

5 My neighborhood isn't lively enough at night.

6 I have too many friends on social media.

7 I work too hard.

3.2 The price of a coffee

1 VOCABULARY

A

for	on	of
charge	rely	make the most
pay a fair price	have an effect	take advantage
suggest a price	depend	
in	to	with
invest	treat myself	come up
play an important role		

B 2 depend on 3 has an effect on 4 treat myself to

5 take advantage of 6 pay a fair price 7 rely on

8 come up with 9 invest in 10 charge for

C Possible answers

I pay a fair price for clothes at my favorite online store.

I rely on my friend's opinion when I go shopping for clothes.

I have never suggested a price for something in a store.

2 GRAMMAR

A 1 by far the longest

2 by far the most expensive, a bit/a little more expensive

3 a lot more/way more/much more popular, by far the most popular

4 by far the busiest, a little/a bit busier

B 2 nearly/almost as friendly as 3 nowhere near as

comfortable as 4 just as big as 5 nearly as new as

C Possible answers

2 My new phone is by far the best gift I've ever gotten.

3 Vegetables are nowhere near as tasty as ice cream.

4 Spanish is way easier than Chinese.

5 Pears are a bit more expensive than apples.

6 Cats are just as intelligent as dogs.

3.3 I'm so sorry!

1 FUNCTIONAL LANGUAGE

A 2 dumbest 3 don't 4 what 5 how 6 can't

7 didn't 8 so

2 REAL-WORLD STRATEGY

A 1 It's really no big deal.

2 Don't beat yourself up over it.

3 It's not the end of the world.

3 FUNCTIONAL LANGUAGE AND REAL WORLD STRATEGY

A Possible answers

2 Keiko I'm so sorry about the meeting. I can't believe I didn't put it on the calendar.

Al It's not the end of the world. There will be more meetings.

3 João I can't believe I gave you the wrong directions. I'm so sorry you got lost because of me.

Max Don't beat yourself up over it. I'm here now.

4 Lin You'll never guess what I did.

Alex Oh no, don't tell me you broke the TV.

Lin No, not the TV. I broke one of your plates. I'm really sorry.

Alex It's really no big deal. I have more plates.

5 Hector I'm really sorry, Alice, I've broken one of your glasses when I was washing the dishes.

Alice A glass? Is that all?

Hector It's one of your good glasses, the really pretty ones.

Alice It's not the end of the world, I can get another one.

3.4 Epic shopping fails

1 READING

A In a store.

B 1 b 2 a 3 a

2 A 1 A grocery store or supermarket 2 Customers

3 She took all the milk cartons out of the fridge.

4 Her boss says "the customer is always right".

3 WRITING

A I'd definitely go back.

It's an excellent store with a wide variety of products and great

prices. My only complaint is that there wasn't enough staff

Everyone was very friendly and knew a lot about the products,

but there wasn't enough staff to take care of all the customers

I highly recommend ProSports.

B Students' own answers

Unit 4 Going global

4.1 More than just a jersey

1 VOCABULARY

A 1 slogan 2 fashion statement 3 advertise, logo
4 advertisement 5 products, brands, status symbols
6 merchandising 7 commercials 8 sponsor (v)
9 merchandise

2 GRAMMAR: Modals of speculation

A 2 might 3 must 4 could 5 might 6 can't

B 2 might/could be 3 can't be 4 must like 5 might/could
have 6 can't be

3 GRAMMAR AND VOCABULARY

A Possible answers

2 The Nike slogan must be well known.
3 Cool brands must make people feel special.
4 They might be more successful because people remember
the music.
5 Those people must be rich.
6 A good logo must help to sell merchandise.

4.2 Viral stories

1 VOCABULARY

A Across

2 model 5 entertainer 7 icon 8 DJ 9 comedian
10 celebrity

Down

1 filmmaker 3 hero 4 designer 6 audience

2 GRAMMAR

A 3 where 4 that/who 5 -/that/which 6 that/which
7 -/that/who

B 3 People that / who watch a lot of videos must have a lot of
free time.

4 People share stories ~~that~~ / ~~which~~ they think are funny.

5 There's a video with a cat that / which is playing the piano.

6 Once I saw a video of a house where fifty cats live.

7 One great video ~~that~~ / ~~which~~ I saw last year still makes me laugh.

8 My friends that / who saw the video thought it was funny, too.

3 GRAMMAR AND VOCABULARY

A Possible answers

2 A podcaster that / who becomes a celebrity always makes a
lot of money.

3 The icons I admire are not all from my country.

4 It isn't fun to be in an audience where I don't know anyone

5 Photos that / which go viral aren't always photos of heroes.

6 The clothes I buy are usually by famous designers.

4.3 That's a good point, but ...

1 FUNCTIONAL LANGUAGE

1 d 2 b 3 c 4 e 5 a

B 1 I found it 2 I really think 3 Just a second 4 That's a good
point 5 That's true but 6 As I see 7 It's not so much that
8 it's just that

2 REAL-WORLD STRATEGY

A 1 A The Aztecs are the best team in the league.

B Sorry, I ~~can't~~ **couldn't** disagree more!

2 A Romantic comedies are always so dumb.

B That's not true ~~in~~ **at** all!

3 A Manu Ginobili wasn't that great of a basketball player.

B You have it **all** wrong!

3 FUNCTIONAL LANGUAGE AND REAL-WORLD STRATEGY

A Now just a second As I see it OK, that's true

It's not so much that ... it's that

That's not true at all You have it all wrong

I couldn't disagree more.

B Possible answers

Yusef I love camping! It's a lot of fun.

Abigail I couldn't disagree more. You have to sleep outside and
there are bugs everywhere

Yusef Now just a second. Think about the good things. You get
out of the city and away from all the noise. And maybe
you can see some wildlife.

Abigail You have it all wrong. I'm constantly scared that I'll see a
bear or something.

4.4 Building a brand

1 LISTENING

A The speaker talks about why some brands fail when they try to
sell abroad.

B 1 No 2 No 3 Yes 4 Yes

2 READING

A 1 Austrian 2 Dietrich Mateschitz 3 Thailand 4 red bull in
Thai 5 who created the Thai drink

3 WRITING

A Global brands are everywhere these days. As a result, some local
companies are closing. This is a very serious problem. Due to the
fact that businesses are closing, people are losing their jobs.

As they no longer have jobs, they buy less. That affects other
companies. Consequently, more people lose their jobs. What can
we do about this? We should try to buy local brands. If we have
to pay a little more, we should do that. It will save so many jobs.
We can't keep global brands out of our country. Thanks to the
Internet, new products can become international brands very
quickly. But we can think about our country's workers when we
choose what to buy.

B Students' own answers

Unit 5 True stories

5.1 Every picture tells a story

1 VOCABULARY

- 1 A 2 personal tragedy 3 hard-luck story 4 love story
5 success story 6 true story 7 tall tale 8 tear jerker
9 feel-good story 10 horror story 11 human interest story

2 GRAMMAR

- A 2 I had lost it 3 He woke up in the hospital. 4 He'd missed his flight. 5 The movie had ended. 6 The party was over.
B 2 had opened 3 had put 4 had thrown 5 had taken
6 had been robbed

3 GRAMMAR AND VOCABULARY

- A 1 A young boy goes fishing with his dog.
2 After a few hours, the boy gets lost.
3 The boy is missing for 12 hours.
4 His parents are very worried.
5 Luckily, the dog helps him find his way home again.
6 His parents are very happy.

B Possible answers

A young boy had gone fishing with his dog. After a few hours, he got lost. The boy was missing for 12 hours. The parents were so worried. Luckily, the dog helped him find his way home. They were very happy to have him and the dog home again.

5.2 Last-minute-itis

1 VOCABULARY

- A 2 up 3 down 4 up 5 up 6 up 7 up 8 ahead 9 up
10 up 11 out 12 forward 13 together

2 GRAMMAR

A and B

- 3 were supposed to get 4 were going to pay me 5 It was supposed to rain 6 ✓

3 GRAMMAR AND VOCABULARY

- A 2 He was going to play tennis with Sam
3 He was supposed to sign up for an art class
4 He was supposed to meet Ali for dinner
5 He was supposed to send a gift to Rena
6 He was supposed to visit Aunt Rita.

5.3 There must be a mistake!

1 FUNCTIONAL LANGUAGE

- 1 A 2 I don't get it. (reaction) 3 I'm just glad that's settled. (resolution) 4 Can you check again, please? (escalation)
5 That's quite alright. (resolution) 6 Would you mind taking another look? (reaction) 7 I don't understand. (reaction)
8 There must be something you can do. (escalation) 9 There must be some kind of mistake. (reaction) 10 I'd like to speak to the manager, please. (escalation)

2 REAL-WORLD STRATEGY

- A 1 what I hoped to hear, but what can you do 2 Well it is what it is 3 Well that's life 4 that's too bad

3 FUNCTIONAL LANGUAGE AND REAL-WORLD STRATEGY

A Jason Here's my credit card for the shirt. It's \$35, right?

Alma The shirt is \$50. It's \$35 if you pay in cash.

Jason There must be some kind of mistake. The sign says \$35.

Alma The sign says \$35. Then in small letters it says Cash.

Jason That's not right. Is there someone else I can speak to about this, please?

Alma The manager is busy. How about if I give you this \$15 tie for only \$5?

Jason Well, okay. I've never heard of a credit card difference in price, but I'm glad it's settled. Thanks.

B Possible answer

Credit card worker Well, I can cancel your credit card, but I can't remove the charges, sir.

Arturo There must be some kind of mistake. I didn't make those charges.

Credit card worker I'm sorry sir, but there isn't. You will be responsible for those charges.

Arturo That's not right. Is there someone else I can speak to about this? Can I speak to the manager, please?

Credit card worker Of course, sir. I'll transfer you right now.

Manager I'm sorry to hear that. But since you didn't report your card as lost yesterday, I can't totally remove the charges. But I can reduce them by 50%.

Arturo Well, okay. But I didn't realize I had to pay for charges that I didn't make, but I'm glad that's settled.

5.4 The perfect apology?

1 READING

A Apologies matter a lot. The writer says that apologies help people grow as individuals. People who apologize are stronger because they recognize their mistakes.

B 1 d (It's OK. Don't worry about it.) 2 c (something wrong, not perfect) 3 a (feeling sorry for what you have done) 4 b (you know that sending the text was the wrong thing to do)

2 LISTENING

A ✓ - 1, 2, 3

3 WRITING

A Please accept my apologies for the way the server treated you last night. His behavior was unacceptable. I have spoken to him, and I can promise you it will not happen again. I hope you will return to the restaurant so that I can give you a free meal. I would really like to offer you this gift because of his service. I am truly sorry.

B Possible answer

Dear Mr. Smith,

Please accept my apologies for the way the sales clerk in my store treated you last week. His behavior was unacceptable. It was not what I expect from my staff. I have spoken to him and he has promised it will not happen again. Because of what happened last week, I would like to offer you \$50 to spend in my store. I hope that you will accept this gift. I am truly sorry.

Sincerely,
Janet Mora

Unit 6 Community action

6.1 Helping out

1 VOCABULARY

- A 2 join 3 donate 4 take care of 5 get to know
6 volunteer 7 connect with 8 help out 9 bring together
10 pass on 11 get involved with

B Possible answers

- I've never donated to a homeless shelter, but I'd like to.
- It would be fun to join a music group.
- I want to get involved with environmental action soon.
- A good way to bring neighbors together is by having street parties.
- It's important to take care of our elderly relatives.

2 GRAMMAR

- A 2 the organization The organization is known all over the world.
3 the shelter The shelter was started 50 years ago.
4 free clothes Free clothes are given away every day.
5 the food The food is served three times a day.
6 their pets Their pets were left on the street.
- B 2 were helped 3 were sent 4 are tested 5 is called
6 was hit
- C Possible answers
- When was the UN building in New York completed? (It was completed in 1952.)
 - Was the UN building in New York designed by a Brazilian architect? (Yes, it was designed by Oscar Niemeyer.)
 - Are visitors to the UN building in New York required to get a security pass?
(Possible answer: Yes, they are required to get a pass before they enter the building.)
 - Are tours of the UN given in English only?
(Possible answer: No, tours are given in the six official languages of the United Nations and in six other languages.)

6.2 Random acts of kindness

1 VOCABULARY

- A 2 appreciation 3 ungrateful, helpful 4 reward, rewarding
5 unhelpful 6 appreciate 7 appreciative, act 8 thoughtful,
gratitude 9 lending a helping hand 10 offer to help repair

B Possible answers

- I write thank-you notes.
- I like to lend a helping hand to strangers.
- Thoughtful gestures can make people feel better when they're sad.
- I'm grateful for my family and friends.
- Yes, helping others is often very rewarding.
- If someone is ungrateful for help I offer, I don't offer to help them again.

2 GRAMMAR

- A 2 e 3 r 4 d 5 a 6 b
- B 2 will be finished 3 can't be done 4 might be given
5 should be spent 6 must be taken
- C 2 Bags must be checked at airports. (Possible answer) Passports must be shown.
3 Children should be watched in parks. (Possible answer) Flowers should not be picked.

- We will be given a homework assignment in our next class.
(Possible answer) We will be given a quiz.
- Customers might be told the wrong price in stores.
(Possible answer) A product might be returned.

6.3 There's no need ...

1 FUNCTIONAL LANGUAGE

- A 1 A like B anyway 2 A Can B appreciate 3 A Let B manage
4 B kind 5 B good

2 REAL-WORLD STRATEGY

- A 1 I'm sorry, but is it OK if
(Possible answer) Yes, no problem. Here you are.
- 2 I don't mean to be rude, but would you mind
(Possible answer) Sure. I'm not in a hurry.
- 3 I'm really sorry to have to ask, but is it OK if I take the last bottle of milk?
(Possible answer) Of course. I can get some more tomorrow.
- 4 I don't mean to be rude, but would you mind if I turned off the TV?
(Possible answer) No, that's fine.

3 FUNCTIONAL LANGUAGE AND REAL-WORLD STRATEGY

A Possible answers

- 1 A Let me give you a hand with the mess.
B Thanks, I really appreciate it.
- 2 A Do you need a hand with that?
B No, thanks, I can manage.
- 3 A Do you need any help?
B OK. Thank you. That's very kind of you.
- 4 A Let me help you with that.
B No, no, it's all right.
- B Possible answers
- 1 A I'm really sorry to have to ask, but could you finish the report?
My son is sick.
B Of course. I'll be happy to do it.
- 2 A I'm really sorry, but could I use one of your cars tomorrow? I have an interview.
B I'm sorry, but I need my car. There's a problem with the other one.

6.4 Painting safer streets

1 LISTENING

- A ✓ What guerilla gardening is Why she started guerilla gardening The places she has done guerilla gardening Other countries where guerilla gardening happens

- B 2 T 3 F 4 T 5 F 6 T

2 READING

- A 2 healthy food 3 grow food 4 do not all live 5 owns

3 WRITING

A Quotations:

"Many parts of the city are ugly because nobody takes care of them. Using those spaces to grow plants will make the city more beautiful."

"I think this is an excellent idea. We could start with the Greenwood section of town. Right now it is full of trash. It should be cleaned up."

"The city has a lot of needs. The empty space could be used for day care centers and libraries."

One of the leaders of the group claimed

When asked for comment, one resident said

One person in city government pointed out that

B Students' own answers

Unit 7 Can we talk?

7.1 A common language

1 VOCABULARY

A 2 catch up with (OR keep in touch OR gossip) 3 explain
4 reply (OR respond) 5 persuade (OR explain) 6 criticize
7 keep in touch with 8 gossip

B 1 informed 2 explained 3 reported 4 mentioned

2 GRAMMAR

A 2 said, had had 3 said, was 4 told, had been 5 said, was
6 said, didn't feel

B 2 he didn't know where to go
3 she hadn't kept in touch with Mike.
4 she was trying to persuade her husband to get a dog.
5 his boss had criticized him for being late a couple of times
last week.
6 he didn't recall sending the email.

3 GRAMMAR AND VOCABULARY

A 2 Yumi replied (that) she hadn't been able to contact Jane.
3 Victor commented (that) the post was very funny.
4 The police officer informed Mr. Santiago (that) there had been
an accident at his home in the morning.
5 Sara persuaded John to take plenty of warm clothes on his trip.
6 Mike recalled that he had seen the Statue of Liberty in 1989.
7 The accountant reported that we had paid too much in taxes
last year.

7.2 To text or not to text

1 VOCABULARY

A 2 clickbait 3 newsfeed 4 timeline 5 meme
6 trending topic 7 geo-tag 8 status update
9 profile 10 tag 11 hashtag 12 podcasters

2 GRAMMAR

A 2 My parents asked what social media sites he visited.
3 She asked what my favorite blogs were.
4 They asked me if I had used an iPad in high school.
5 I asked him if he had met anyone online.
6 They asked me if I liked to comment on videos.

B 2 "What social media sites do you visit?"
3 "What are your favorite blogs?"
4 "Did you use an iPad in high school?"
5 "Did you meet anyone online?"
6 "Do you like to comment on videos?"

3 GRAMMAR AND VOCABULARY

A 2 hashtags 3 geo-tag 4 profile 5 newsfeeds 6 vlogger
7 trending topics 8 memes

B 2 The interviewer asked Maria why she used hashtags.
3 The interviewer asked Maria why she geo-tagged her photos.
4 The interviewer asked Maria how often she updated her
professional profile. 5 The interviewer asked Maria if she got
all of her news from newsfeeds. 6 The interviewer asked Maria
who her favorite vlogger was. 7 The interviewer asked Maria
why she read about trending topics. 8 The interviewer asked
Maria if she shared memes.

7.3 And I'm like ...

1 FUNCTIONAL LANGUAGE

A 2 Apparently 3 Who told you that 4 What happened
was that 5 Wow, that's terrible 6 someone told me that
7 what happened was that 8 was like 9 it turns out that
10 in the end 11 You'll never believe this 12 The funny
thing is 13 What happened was 14 It turns out that
15 Apparently

2 REAL-WORLD STRATEGY: Getting back on track

A 1 what was I saying 2 So, as I was saying 3 I lost my train of
thought 4 where was I? Oh yeah,
2 3

A Possible answer

You You'll never believe what happened to Chris.

Friend Someone told me she found a lot of money.

You Who told you that? What happened was that she won a
lot of money in the lottery.

Friend You're kidding?

You The funny thing was that it was the first time she ever
played the lottery.

Friend I buy lottery tickets all the time, and I never win.

You As I was saying, she'd never bought a lottery ticket
before. Apparently, she'd had a dream, and in the dream,
she won the lottery. So when she got up the next day,
she bought a ticket. And she won!

Friend Wow, that's great! I wish my dreams came true like that.

3 FUNCTIONAL LANGUAGE AND REAL-WORLD STRATEGY

A Possible answer

Me You'll never believe what happened to my friend Emily.
Someone told me that she was on a game show, and
won \$10,000!

Daniel You're kidding! I had an aunt who went on a game show
once, but she didn't win any money. They gave her a set
of dishes, though.

Me Where was I? Oh, yeah. It turns out that she was going to
lose, but she guessed the last answer correctly.

7.4 The emoji code

1 READING

A Emojis are global.

People find emojis a simpler and faster way to communicate.
Emojis are part of our everyday lives

B 1 are part of the problem 2 helpful 3 will definitely be

2 LISTENING

A They are talking about using emojis in the classroom.

B 2 G 3 K 4 B 5 K 6 K 7 X 8 G

3 WRITING

A Students' own answers

B Students' own answers

Unit 8 Lifestyles

8.1 The perfect job?

1 VOCABULARY

A 2 employee 3 company 4 career 5 boss 6 friend
7 sleep 8 fun

B 2 full-time job, part-time jobs 3 desk job
4 main job, second job 5 dream job

2 GRAMMAR

A 2 d 3 a 4 f 5 b 6 c

- B 2 If it didn't rain so often, we'd (OR we would) go to the beach a lot. / We'd (OR We would) go to the beach a lot, if it didn't rain so often.
3 My neighborhood wouldn't be noisy if there weren't (OR wasn't) always a lot of traffic. / If there weren't (OR wasn't) always a lot of traffic, my neighborhood wouldn't be noisy.
4 If my family lived far away, I would miss them. / I'd (OR I would) miss my family if they lived far away.
5 I would have a dog if I didn't get allergies. / If I didn't get allergies, I would have a dog.

3 GRAMMAR AND VOCABULARY

A Possible answers

- 2 If I had a full-time job, I would earn more money. OR I would earn more money if I had a full-time job.
3 If my job was less challenging, I wouldn't always be tired when I get home. OR I wouldn't always be tired when I get home if my job was less challenging.
4 If I worked freelance, I would be my own boss. OR I would be my own boss if I worked freelance.
5 If I had my dream job, it would not be far away.
6 If I didn't have a desk job, it wouldn't be so boring.

8.2 Finding a balance

- 1 A 2 relax on your own 3 don't do very much 4 day
5 not doing 6 small 7 the internet 8 have to
9 don't have 10 day 11 more 12 talk to
13 friends 14 must

2 GRAMMAR

- A 2 past 3 past 4 future 5 future 6 past 7 present
8 present
B 2 hadn't bought 3 weren't taking 4 had 5 didn't have to
6 lived 7 had gone 8 hadn't said

3 GRAMMAR AND VOCABULARY

A Possible answers

- 1 I wish I had a more exciting social life.
2 I wish I didn't have a lot of commitments.
3 I wish my boyfriend didn't have a busy schedule.
4 I wish my mother didn't have to work the night shift.
5 I wish I had more time off.
6 I wish I weren't always connected; I'm tired of social media!
7 I wish I had a better family life. I have to spend all my time at work.
8 I wish I had a more exciting social life. I would like to meet more people.
9 I wish I didn't have a 9-5 job. I work better at night.
10 I wish I had more time to take it easy. I have been working so hard recently.

8.3 I wouldn't do that!

1 FUNCTIONAL LANGUAGE

- 1 A 2 e 3 h 4 g 5 c 6 a 7 d 8 b

2 REAL-WORLD STRATEGY

- A 1 You don't want to do that.
2 I wouldn't do that if I were you!
3 You might not want to do that.
4 I'd avoid that if I were you.
5 I wouldn't do that if I were you.
6 I'd avoid that if I were you.

3 FUNCTIONAL LANGUAGE AND REAL-WORLD STRATEGY

A Possible answers

- 3 You might want to search online for someone who is looking for a roommate. The rent will be cheaper that way.
4 Have you talked to any of the managers about the possibility of a permanent job? It wouldn't hurt.
5 I'd avoid that if I were you. You should find a new job before you quit.
6 I guess it can't hurt to start looking for a new job. If you find something, you can tell the manager why you're leaving.
7 You don't want to do that. It's very hard to get a job in a foreign country.
8 I would join a gym if I were you. That's a great place to meet people.
9 Have you told your friend that you can't pay him back yet? He might not need the money right now.
10 If I were you, I'd advise your friend to see a doctor. I know someone who was depressed, and he felt better after seeing a doctor.

8.4 Digital detox

1 LISTENING

- A She used an app to help her with her digital detox.
B 1 False 2 True 3 False 4 True

2 READING

- A ✓ 2, 3, 5

3 WRITING

- A B
B Students' own answers

Unit 9 Yes, you can!

9.1 Reading the signs

1 VOCABULARY

- A 2 residential area 3 boardwalk 4 courthouse
5 playground 6 city hall 7 construction site 8 rest stop
9 laboratory
B 1 construction site 2 rest stop 3 laboratory

2 GRAMMAR

- A 2 are required to 3 are supposed to 4 may not
5 are allowed to 6 may
B 2 are allowed to charge OR may charge 3 are supposed to leave 4 are not allowed to turn OR may not turn
5 are required 6 am not supposed to be

3 GRAMMAR AND VOCABULARY

A Possible answers

- 2 You are allowed to walk on the boardwalk in your bathing suit.
3 You are required to show ID when you enter the city hall.
4 You're supposed to use safety equipment at a construction site.
5 You may go to a courthouse without a lawyer.
6 You are not allowed to bring a camera into an embassy.
7 You may take pictures in a public space.
8 You may not play loud music in a residential area.

9.2 Rules of the road

1 VOCABULARY

- A 3 V 4 N 5 N 6 V 7 N 8 V 9 N 10 V 11 N 12 V
13 N 14 N 15 V 16 V
B 2 ban 3 limit 4 control 5 requirement 6 permitted

C Possible answers

- 2 cell phones in public spaces 3 the number of times a student could leave the room 4 play video games 5 the internet 6 loud music

2 GRAMMAR

- A** 2 required OR supposed 3 to 4 was 5 allowed 6 have
B 2 wasn't allowed to OR could not 3 was required to OR had to OR was supposed to 4 was allowed to OR could 5 was allowed to OR could 6 wasn't allowed to OR could not
C 2 Students were required to stand when the teacher entered the room.
3 Students were supposed to wait until the teacher called on them before they spoke.
4 Children were allowed to play in the streets until nighttime.
5 A child wasn't allowed to talk when the family was having a meal.

9.3 To tip or not to tip?

1 FUNCTIONAL LANGUAGE

- A** 2 I tend to have 3 On the whole, 4 Generally speaking, 5 On average
B 1 On the whole OR Generally speaking 2 tend to 3 On the whole OR generally speaking 4 On average

2 REAL WORLD STRATEGY

- A** 2 We don't do it that way in my country.
3 Really? We don't do that where I come from.
4 We do things differently back home.

B

3 FUNCTIONAL LANGUAGE AND REAL-WORLD STRATEGY

A Possible answers

- 2 On the whole, children in the U.S. go to school five days a week.
3 Generally speaking, Americans go on vacation at different times of the year.
4 Americans generally eat a sandwich or a salad for lunch.
5 Young people don't tend to live with their parents when they're in their 20s.
6 In general, American restaurants are open at least eight hours a day.

B Possible answers

- 2 Really? We don't do that where I come from. Sometimes we have cheese before a meal.
3 We do things differently back home. We never have a meal without rice.
4 We don't do it that way in my country. The whole family eats together on holidays.
5 We handle meals differently where I come from. When we eat together on holidays, our meals only last two hours.

9.4 The story of the ramp

1 READING

- A** Mimi is a monkey that helps Oscar in his home. Oscar is a man who suffered serious injuries in a car accident.
B 1 He had a car accident.
2 She turns the TV on. She switches the lights on and off. She brings Oscar something to drink when he is thirsty.
3 three to five years
4 30–40 years

2 LISTENING

- A** ✓ if it is right to use monkeys to help people

3 WRITING

- A** Obviously Sadly Frankly
B Students' own answers

Unit 10 What if ... ?

10.1 Accidental discoveries

1 VOCABULARY

- A** 2 a 3 e 4 g 5 c 6 d 7 i 8 b 9 h

2 GRAMMAR

- A** 1 a 2 b 3 b 4 a
B 2 The boys would have helped if you had asked them. OR If you had asked them, the boys would have helped.
3 You wouldn't have fallen if you had been more careful. OR If you had been more careful, you wouldn't have fallen.
4 We would have gone if the baby hadn't been sick. OR If the baby hadn't been sick, we would have gone.
5 The doctor would have seen you earlier if you had made an appointment. OR If you had made an appointment, the doctor would have seen you earlier.
6 I would have told you if you had texted me. OR If you had texted me, I would have told you.

3 GRAMMAR AND VOCABULARY

- A** 2 If the problem had affected them, people would have noticed a connection. OR People would have noticed a connection if the problem had affected them.
3 If all the possibilities hadn't been difficult to test, researchers would have provided a solution. OR Researchers would have provided a solution if all the possibilities hadn't been difficult to test.
4 If scientists had carried out new research, people wouldn't have continued to get ill. OR People wouldn't have continued to get ill if scientists had carried out new research.
5 If scientists hadn't been able to study the phenomenon for many years, they wouldn't have gained insights into it. OR Scientists wouldn't have gained insights into the phenomenon if they hadn't been able to study it for many years.
6 If doctors hadn't finally made a breakthrough, people would have continued to suffer. OR People would have continued to suffer if doctors hadn't finally made a breakthrough.

10.2 Big mistake!

1 VOCABULARY

- A** 3 S 4 S 5 S 6 D 7 D 8 S 9 S

2 GRAMMAR: Past modals

- A** 2 shouldn't have gone 3 might have helped
4 could have lent 5 should have called 6 might not have had 7 may have missed 8 should have changed
B 2 You could/might have gotten the position.
3 She could/might have had a good time.
4 You should have accepted their job offer.
5 He should have left for work earlier.
6 You could/might have received some gifts.
7 You could/should have walked.
8 They could/should have fixed it.

3 GRAMMAR AND VOCABULARY

A Possible answers

- 2 have known about the problem 3 have asked for help
4 have called you myself 5 have been texting
6 have lost my job 7 have invited all of them
8 have given better directions

10.3 You'll never guess!

1 FUNCTIONAL LANGUAGE

A 1 believe 2 can 3 what 4 Are you 5 Isn't 6 wouldn't
8 all

2 REAL-WORLD STRATEGY

A Possible answers

- 2 let me guess - you
- 3 You must be joking
- 4 That's so awful

3 FUNCTIONAL LANGUAGE AND REAL-WORLD STRATEGY

A 2 believe this 3 tell me 4 Are you ready for this?
5 be joking 6 that amazing

B Possible answer

Dia You'll never guess what else happened to me.

Ari What?

Dia Our flight home was canceled.

Ari Seriously? What did you do?

Dia Well, we were lucky. We found out before we left for the airport. We stayed an extra two nights with the family. And you know what?

Ari What?

Dia The airline paid for the extra nights.

Ari You were lucky!

10.4 I can't live without it!

1 LISTENING

A They agree they couldn't live without music, conversation, and their mom and dad.

B 2 b 3 b 4 a 5 b

2 READING

A Olivia learned that she didn't need the things.

B 2 when she moved to her sister's home 3 better
4 an offer to write a book

3 WRITING

A Words that show similarity: *Similarly, also*

Words that show contrast: *on the other hand, but*

B Students' own answers

Unit 11 Contrasts

11.1 I can't live without it!

1 VOCABULARY

A 2 dorm 3 freshmen 4 faculty 5 professors 6 facilities
7 undergraduate 8 degrees 9 semester 10 society
11 grades 12 association 13 majors

2 GRAMMAR

A 2 ✓ 5, 7, 8

3 You forgot to text me again.

4 I stopped to buy some milk.

6 I didn't remember to bring your book.

B 2 remember to tell 3 forget to get 4 forget meeting
5 stopped to buy 6 stopped eating

3 GRAMMAR AND VOCABULARY

A 1 A grades B stopped playing 2 B don't remember having
A professor 3 A society B forgot to sing up 4 B remember
to ask A semester 5 A dorm B stop living, campus

11.2 Folk remedies

1 VOCABULARY

A 2 science 3 scientific 4 scientist 5 Research-based
6 Research 7 researcher 8 research 9 scientifically-proven
10 prove 11 proof 12 proven 13 based 14 basis
15 base 16 base 17 scientifically-based 18 medically-
approved 19 medical 20 medicine

B 2 GRAMMAR

A 2 helps 3 make 4 make 5 help 6 let

B 2 helps me 3 let me 4 made me 5 let me

C Students' own answers

11.3 Can you suggest an alternative?

1 FUNCTIONAL LANGUAGE

A 2 also 3 might 4 Is 5 Another 6 work 7 else
8 alternative 9 great 10 like 11 that

2 REAL-WORLD STRATEGY

A Students' own answers

3 FUNCTIONAL LANGUAGE AND REAL-WORLD STRATEGY

A Possible answers

Nicolas I'm looking for a gift for my girlfriend.

Carla ¹If I were you, I'd choose a bracelet. How about one of these?

Nicolas ²That could work. But I was looking for something more elegant. ³Can you suggest an alternative?

Carla We have some beautiful necklaces. ⁴Another option could be earrings.

Nicolas ⁵I don't think they're a great choice. My girlfriend doesn't wear earrings very often.

Carla ⁶You could also try a matching bracelet and necklace.

Nicolas ⁷That looks like a good alternative.

Carla ⁸If I were you, I'd choose this gold bracelet and necklace. The bracelet and necklace can be worn separately, or the bracelet can be attached to the necklace to make it longer. That way you have two necklaces.

Nicolas ⁹I like that option. I'll take it.

11.4 Driverless cars? No way!

1 READING

A The writer is for driverless cars.

B ✓ 1, 2, 4

2 LISTENING

A 1 T 2 F 3 T 4 F

3 WRITING

A Circled: First of all

Underlined: More importantly; It's also important to remember that; Additionally

Boxed: Finally

B Students' own answers

Unit 12 Looking back

12.1 Photo stories

1 VOCABULARY

1 A 2 b 3 h 4 i 5 d 6 g 7 a 8 c 9 j 10 f 11 b

1 B Possible answers

2 I like bright summer days. 3 I like colorful socks.

4 I like fresh fruit. 5 I don't like damp weather.

6 I don't like high-pitched sounds.

2 GRAMMAR

- A** ✓ 2, 4, 5 2 The thing I like most about my job
4 The thing I love about my home 5 What I don't want
- B** 2 bothers me a lot is 3 I need is 4 I can never remember is
5 worries me all the time is 6 thing I hate the most is
7 I really like to read is
- C Possible answers**
- 2 What I like the most about my home is the light.
 - 3 What I want most of all is good health.
 - 4 The thing I love doing on the weekend is sleeping late.
 - 5 What I dislike the most about my town is the noise.
 - 6 The thing I enjoy the most on social media is news from my friends.

12.2 Did that really happen?

1 VOCABULARY

- A** 2 recent 3 long-term 4 vivid 5 short-term 6 distant
7 vague 8 childhood 9 early 10 recognize 11 look back
on 12 remind 13 recall 14 bring back
- B** 2 look back on 3 reminds 4 vivid 5 brings back
6 vague

2 GRAMMAR

- A** 2 ones 3 one 4 them 5 so 6 did 7 not 8 do
- B** 2 you want to improve your memory 3 I remember
4 with my cousins 5 house 6 Olga doesn't remember
- 2 If so, read this. 3 but I do 4 with them 5 one 6 If not,
ask Nick.
- C Possible answers**
- 2 I don't have black shoes.
 - 3 My family didn't go to the movies a lot when I lived at home
 - 4 All my friends in high school had cars.
 - 5 My co-workers don't have a good relationship with the boss
 - 6 Do you want to go with us on Saturday?

12.3 That rings a bell

1 FUNCTIONAL LANGUAGE

- A That rings.**
That rings a bell.
- are you remembering the time it started to rain ... ?
Do you remember the time it started to rain ... ?
- I ~~didn't~~ recall rain at a soccer game.
I don't recall rain at a soccer game.
- ~~It all comes~~ back to me now.
It's all coming back to me now.

2 REAL WORLD STRATEGY: Sharing experiences

- A Luis** Once I was fishing. I took off my watch and it fell in the lake. That was the end of the watch! Has that ever happened to you?
- Renée** Well, I didn't lose something in a lake, but that reminds me of a story. That's like the time that I lost my glasses. I'd put them on the top of the car. I started driving. Then I realized I wasn't wearing my glasses. When I got out of the car, they weren't there any more.
- Joel** You know, I had a similar experience once, but in my case I had left my house keys on top of the car. When I got home, I had to break the window to get into the house.

3 FUNCTIONAL LANGUAGE AND REAL-WORLD STRATEGY

A Possible answer

- Amanda** Do you remember that time I broke my arm on the bike trip?
- Ron** That trip's a bit vague for me. I remember going on the bike trip. There were six of us, weren't there?
- Amanda** Don't tell me you don't remember, Ron. I broke my arm. It was terrible. We were going through that lovely village in the mountains and there was a dog on the road.
- Ron** Oh yeah, that rings a bell. The dog ran across the road right in front of your bike and you fell off.
- Amanda** Yeah. And all of you stopped. And I couldn't get up because my arm was killing me.
- Ron** Yeah, it's all coming back to me now. A man at the small gas station came out and helped you to get into his car and he took you to a small hospital nearby. We followed on our bikes. You had a broken arm and couldn't continue with us. You flew home and the five of us went on. Everything was fine after that, except that we missed you, of course. Accidents on a trip aren't fun. Has that ever happened to you, Manuel?
- Manuel** That reminds me of a story, but not with a bike. That's like the time that I fell off a horse because something scared it. But I didn't break anything, thankfully. My shoulder hurt a little, but that was it.
- Ron** You know, I had a similar experience once with a horse. My horse threw me, too. I hurt my wrist, but I didn't break it.

12.4 Man's best friend?

1 LISTENING

- A** 1 They're dogs. 2 It jumps on her. 3 It jumps when people arrive. 4 He lets his dog jump on strangers.
- B** 5 The thing is transition
6 like (jumping) example
3 In fact transition
4 I mean ... just think about example
2 For instance example

2 READING

- A c** Train your dog with something it loves
b Teach your dog to walk beside you

3 WRITING

- A** Contrasting ideas: *many dogs still misbehave despite having had training. / While it is true that some dogs are more naturally obedient, all dogs benefit from training.*
Linking words: *despite, While*
- B** Students' own answers

WORKBOOK AUDIO SCRIPTS

Lesson 1.4, page 8, Exercise 2

- Man** Do you have a minute to talk?
Woman Sure. What's up?
Man Well, I have a job interview tomorrow ...
Woman Really? I didn't know that. That's great. What is it for?
Man It's for a job at State Bank.
Woman A bank? I didn't know you wanted to work at a bank.
Man I don't want to work at a bank for the rest of my life, but I've always been interested in banking and economics.
Woman Then a bank sounds like a good place to start.
Man Yeah, I'm a little nervous though, and I have a question.
Woman What's that?
Man What should I wear?
Woman You have an interview tomorrow and you don't know what you're wearing?
Man I hadn't really thought about it. I've been so focused on figuring out what they're gonna ask me and how to answer.
Woman Well, it's an interview for a bank. It's easy to figure out what to wear. A suit and tie. That's what guys wear at a bank. Just make sure your shirt is ironed and your shoes are clean.
Man A suit? I don't have a suit. I've never had a suit.
Woman Um, then you have a problem. Maybe ...

Lesson 2.4, page 16, Exercise 1

- Man** So, where do you want to go for lunch?
Woman How about Anna's Café near the library? It's really good for me. There are a lot of gluten-free choices.
Man Don't tell me you're into that fad, too. It seems that gluten-free is all the rage these days. Everybody I know is avoiding bread and pasta, my two favorite things.
Woman It's not a fad for me. I've had stomach problems for years, but for the past six months, since I've been staying away from gluten, I haven't had any problems. I feel much better.
Man Really? I didn't know you have a stomach problem.
Woman I don't like to talk about it. It's not the most interesting topic to talk about ... But I do understand your point. Gluten-free diets do seem to be gaining popularity, even among people who don't have problems with gluten.
Man Exactly. I know a couple of people who have stopped eating gluten because they think it will help them lose weight, but I've read that a gluten-free diet is not a weight-loss diet.
Woman Just look at me! I haven't lost any weight in the past six months and I haven't had a thing with gluten in it. But I do feel much better.
Man So what is it you don't eat?
Woman At home it's easier for me because I can buy things like gluten-free bread at the store and have sandwiches and stuff like that. So if I'm making peanut butter and jelly sandwiches for me and the kids, they have regular bread and I have gluten-free bread.
Man So your kids aren't doing a gluten-free diet, too?
Woman No. They don't have a medical problem, so there's no reason for them not to eat gluten. In fact, food with gluten has a lot of nutrients that are necessary for good health. I have to take vitamins to get those nutrients. I want my kids to get those nutrients naturally.
Man Huh. All really interesting. All the talk about gluten-free food has been driving me crazy, but now I understand it better. So should we see if we can get a reservation for Anna's?
Woman Sounds good to me. Twelve o'clock?
Man OK. Let me check the website and see.

Lesson 3.4, page 24, Exercise 2

- Man** Hey, Kim.
Woman Hey, how's it going? Man I'm glad to see you.
Man Hard day at work?
Woman Phew, you're not kidding. Customers, they can drive me crazy.
Man That bad, huh?
Woman You have no idea. I mean customers can be hard to deal with on any day. But today, the Milk Lady was back.
Man The milk lady? Who's the milk lady?
Woman I never told you about her? You won't believe this. She's this woman who comes in looking for the carton of milk with the latest expiration date.
Man So, I do that.
Woman OK, but she takes *all* the cartons of milk out of the fridge – literally every single carton – looking for the one with the latest date. And she doesn't put them back!
Man Really?
Woman Yeah, and you can guess who has to put them all away.
Man That is annoying. How often does she do this?
Woman She probably comes in every two weeks or so.
Adam Can you ask her to leave?
Woman No. My boss says "the customer is always right."

Lesson 4.4, page 32, Exercise 1

Today, let's look at why some brands become international but other brands fail. Apple – with its iPhones and iPads – is a great example of a brand that is known around the world. Apple has succeeded internationally. Many other companies that have popular brands in their country have failed when they tried to sell abroad. Why? What should a company ask itself before it invests in another country?

Here are two important questions. First, why does a company want to sell in another country? Many companies look to international markets because they are not performing well at home. The company needs more customers, and it sees the millions of people in countries like Brazil, China, India, and Russia. So why is that a mistake? Well, there's probably a reason the company isn't doing well in its home market. Maybe there's a problem with the product or in the way the company advertises it. The company should fix its problems at home first. A brand that's not strong at home is not likely to be strong abroad.

And second, does the company understand the culture of the new country it wants to sell in? A company won't be successful internationally if it doesn't understand that cultures and tastes are different in different countries. If a product doesn't already exist in another country, it could be because, for cultural reasons, people don't want the product. That's why a company that hopes to be successful abroad should always have local managers and strong local relationships. That's how the company will understand the culture of each country where it wants to sell its products.

Lesson 5.4, page 40, Exercise 2

- Woman** You don't look very happy.
Man I had a terrible day at work. We had this big meeting, and you know my coworker, Monica? Anyway we had a disagreement during the meeting. I got pretty upset and I was kind of rude to her.
Woman Well, then you need to apologize, right?
Man That's easier said than done. I don't know what to say to Monica.
Woman Be honest, take responsibility, show that you understand what you did wrong, and make sure she understands that you're really sorry.

Man Be honest, take responsibility, and show that I understand what I did wrong. I think I can do that.

Woman Don't forget to make sure she understands you're really sorry.

Man Oh, yeah, right.

Woman And just remember not to use the words *if* or *but*.

Man If or but? What do you mean?

Woman You know, like "I'm sorry if I hurt your feelings during the meeting." You say "if" and it means you're not sure you have anything to apologize for. And if you say "but," as in "I'm sorry about what happened, but you knew there was a problem," you're making up an excuse for what happened, like you're not completely responsible.

Man You really know a lot about making apologies. How did you become such an expert?

Woman I have to apologize a lot!

Lesson 6.4, page 48, Exercise 1

Greg Where've you been, Angela? I haven't seen you around lately.

Angela Oh hi, Greg. Yeah ... I've gotten involved with guerrilla gardening projects. They've been keeping me really busy.

Greg Guerrilla gardening? What's that?

Angela You know the ugly parts of town that have empty land or land that's full of trash and empty bottles?

Greg You mean like down on Water Street near the old police station.

Angela Exactly. Have you been down there recently?

Greg No. Who wants to go there? It's horrible down there.

Angela Not any more. Now it's full of flowers, plants ... trees even! They're small. They need time to grow, but they look terrific. You should go down there.

Greg How'd Water Street get flowers and trees?

Angela That's guerrilla gardening. A group of us who were tired of all the ugly spaces around town got together and started planting. Somebody in the group had a friend in another city who had done guerrilla gardening, so we were able to get started with help from those guys. Basically, the city owns land that it does nothing with. It doesn't clean it up, and it doesn't sell it. So we set up a crowdfunding site, got donations, bought what we needed, and started digging. We've done lots of sites around town, and people send us photos all the time about other places that can be improved with just a little interest and a few hours of hard work. Some places are on roads, some are in front of office buildings. The other day a guy in the group and I planted flowers in a small area next to the bike rack at the Third Street subway stop. A woman locking her bike up told us the flowers cheered her up. I love those kinds of comments. Anyway, that's where I've been on the weekends.

Greg So how many groups are there? Just here and in that other city?

Angela No, no, this is international. It's in over 30 countries. Check it out online. You'll see posts from the UK, all over Europe, the U.S., Canada, Australia. People all over the world are working together, or sometimes alone, to improve public spaces. Businesses are starting to offer their support, too. In the end, if we want our world to be beautiful, it starts with us.

Greg Hmm. It's amazing I've never heard of it. Can you send me a link to the site? It sounds cool.

Angela Sure. If you want, you could join us on Saturday to see what it's like.

Lesson 7.4, page 56, Exercise 2

Moderator Hello. The question for today's discussion is whether emojis can or should be used as a form of communication in the classroom. To start off our discussion, we have two teachers, Gina Montero, who teaches middle school, and Ken Ochoa, who teaches high school. Welcome to you both.

Gina Thank you.

Ken Thank you for having us.

Moderator So, Gina, why don't we start with you? Should emojis be used in the classroom?

Gina My answer is definitely yes. I think emojis add to the quality of communication in the classroom, especially since emojis are so familiar to students and so much a part of their world. Emojis encourage students to interact with each other more and are a great starting point for the more creative activities I do with my students.

Moderator What about you, Ken? Do you feel the same way as Gina?

Ken Not exactly. I agree that students are very familiar with emojis, and it's true that, like all of us, they prefer what is familiar to what is new. So it's not surprising that they want to use emojis to learn language. The question, though, is do they learn better with emojis. My answer would be no, though I would make an exception for those students – there aren't many of them, but there are always some – who have clear communication difficulties. I do think emojis help those kinds of students.

Gina Ken and I definitely agree on that point. I've seen with my own eyes how using emojis really help students who can't communicate well.

Ken But as I said, there aren't a lot of students like that. Most of my students have no trouble communicating. I don't see how using emojis in my lessons could help them much. Sure emojis are fun, and we want students to enjoy learning. But just because you are enjoying something doesn't mean you are going to learn it well. Emojis aren't going to help my students learn to understand challenging material like Shakespeare.

Gina Yes, but students are engaged in many different kinds of activities during a school day. My students use emojis to learn vocabulary, they translate language, and write fun poems using emojis. They really enjoy themselves and they learn.

Moderator This is a very interesting discussion. We'll be back with more after a commercial from our sponsors.

Lesson 8.4, page 64, Exercise 1

Man Hey Selena, long time, no see. Welcome back. How was your vacation?

Selena It was absolutely fantastic.

Man Really? I'm surprised. I thought maybe you weren't having a good time.

Selena Why would you think that?

Man Well you're usually all over Facebook and Twitter – you know, pictures of the restaurants you're eating at, tweets about where you're going next. But I didn't see a tweet or post from you the whole time you've been gone. So I just kind of assumed that you were having a good time and didn't want to post anything.

Selena Oh no, it was nothing like that. But I decided to do a digital detox while I was away – you know just completely disconnect from my phone for a bit.

Man Didn't you try that before? Like maybe six months ago or something? If I remember correctly, it didn't go so well ...

Selena Yeah, I did. I made it about a day without my phone. It was just too hard, you know? I mean, you see something funny or interesting and the first thing you want to do is grab your phone and share it.

Man Yeah, I'm totally the same way. That's why I've ever never tried a digital detox. So what was different this time?

Selena Well, right before I went on vacation I downloaded this digital detox app ...

Man Woah, woah, woah. A digital detox *app*? An app?

Selena I know. Sounds crazy, right? But it's actually pretty great. You select all the apps for your social media accounts, you set a timer, and then it locks those apps until the timer is finished. You literally can't get on your Facebook or Twitter until the timer's done. So I just set the timer to last my whole vacation.

Man Huh ... so the app keeps you from cheating ... It's not a bad idea. But what if you really had to get on your social media for some reason – like in an emergency or something.

Selena There's a password you can use to turn off the timer and unlock everything again. But it takes a lot of steps to use the password.

Man A digital detox app ... well now I've heard of everything.

Lesson 9.4, page 72, Exercise 2

Podcaster With us today we have Vince Oliveira, who trains monkeys to help disabled people in their homes. Vince, we've talked about how you train the monkeys and how they've helped people. Now I'd like to take some calls from our listeners. First, we have Carla, who's calling from her car.

Carla Thank you for taking my call. My question concerns animal rights. My question really is this: Is helping humans good for monkeys, too?

Vince First, let me say, Carla, that I appreciate your concern. I have a very strong connection to the monkeys I've trained and want them to have good lives.

Carla I understand that, but your monkeys don't have normal lives. I mean, first of all, aren't they taken from their mothers at a very young age?

Vince Our monkeys don't come from the wild. They're born on a kind of farm. They live in private homes for eight to 12 years before they begin their training.

Carla But they're not like dogs, who have developed one-on-one relationships with humans over a very long time.

Vince That's true. The monkeys I train are not pets. They are service animals.

Carla But they live a completely different life from how monkeys are supposed to live. Their lives are not normal, are they? I think it's wrong that we humans put our needs first over the needs of other animals.

Vince I understand that there are people, like Carla, who have strong feelings about the work my organization does. I only ask that they also think about the difficult lives of the people we're trying to help. These people have day-to-day challenges that most of us never think about. Our monkeys give the people a quality of life they wouldn't have without service animals. And the monkeys get a lot of kindness in return.

Podcaster Thank you, Carla, for starting that interesting discussion. And now to Spencer in San Mateo.

Lesson 10.4, page 80, Exercise 1A

Man I was listening to this podcast about inventions people couldn't live without, and it got me thinking that inventions are not the most important things to me. Other things in life are much more important.

Woman You mean like air, food, and water?

Man No, no, I don't mean stuff that like that, not what every human needs. I mean what's special to us as individuals. Here, here's a website called *10 things I can't live without*.

Woman So what are the ten things?

Man You're not going to believe this. First, on the list, paper and pen.

Woman Paper and pen? Seriously? Well, I guess they're everywhere. If we didn't have them, what would life be like?

Man Well, I do everything on my phone. I can't remember the last time I used a pen and paper.

Woman You just don't remember. Everyone uses pens and paper. What's next on the list?

Man Music. Yeah. I agree with that. I couldn't live without music.

Woman Me neither. It's the first thing I listen to in the morning and the last thing at night. What's next?

Man Conversation!

Woman Conversation?

Man Yep, just like we're doing now. It's something we never think about. But imagine what life would be like if we couldn't tell people what was going on in our head?

Woman When you think about it, that's true. In fact, I'm probably one who talks too much. Don't you love to hear all my stories?

Man I just love them. Here's number four. It's mom and dad.

Woman They're way down on the list? Shouldn't they be at the top? I go to my mom for advice about everything and she'll do anything for me. She and my dad are definitely at the top of my list.

Man My dad is my best friend. We share hobbies. He always lets me know how special I am. Really, I couldn't live without either of my parents.

Woman That's one more thing we agree about. What's number five?

Man Well, you're not going to believe this one, sunsets at the beach.

Woman Sunsets at the beach? You're kidding! I mean they're beautiful, like a beautiful painting, but who gets to go to the beach every day to watch the sun set?

Man I can't remember the last time I saw a sunset, so I can definitely live without that. Here's number six.

Lesson 11.4, page 88, Exercise 2

Woman I can't wait for the day when I have a driverless car.

Man A what?

Woman A driverless car, a car that drives itself. I'll just sit in the car and not do anything.

Man I wouldn't trust that kind of car.

Woman Why not?

Man Other cars around me would still have human drivers. I don't want to be in the only driverless car on the road.

Woman But driverless cars are safer. They can protect you if a car with a human driver makes a mistake. And you don't have to worry about feeling sleepy. You can look at your phone when you want, instead of looking at your phone while you're driving, which is what you do now.

Man Driverless cars have some good points, but I like to be in control.

Woman But you make mistakes when you drive.

Man I never make mistakes. Other people make mistakes. It's always their fault.

Woman You see what I mean that a driverless car can be safer?

Man I don't know.

Woman So you mean you would never get a driverless car?

Man I'm not saying that. Maybe in the future I will, but right now, no. I love driving, and I don't want a robot taking that pleasure away from me.

Lesson 12.4, page 96, Exercise 1

Vic Lily, come here. Good girl.

Teresa Oh, she's so cute, Vic. How old is she?

Vic Four months. Lily, sit. Stay.

Dan You're training her yourself?

Vic Sure, Dan. I've trained all my dogs. I don't understand why people pay dog trainers. Anyone can do it. Actually, I think it's important to train your own dog because she needs to know you're the boss. If the dog goes to a trainer, the dog will think the trainer is the boss and you won't be able to control her. You don't need a professional, unless it's for the police or something. For instance, you need professional trainers to train seeing-eye dogs for the blind, things like that.

Dan Well, my dog Chelsea went to dog school, and I think it was worth every dollar. Chelsea does whatever I tell her to do.

Teresa What are you talking about? She jumps on me every time I see her.

Dan But she's happy to see you!

Teresa She may be happy to see me, but she can show her happiness another way. I bet you Lily doesn't jump.

Vic No, she doesn't do that. It was one of the first things she learned not to do.

Teresa You see? How did you do it, Vic?

Vic It's not a big deal. When I came home and she jumped, I went out again and waited a minute and then came back in. If she jumped again, I kept repeating going out and coming in until she stopped jumping. When she stopped jumping, I stayed next to her and petted her a couple of minutes. She might forget the next time and jump again, but I kept repeating the same procedure, and now she doesn't ever jump on me.

Teresa You should try that with Chelsea, Dan. It's even worse that she tries to jump on people when you take her out.

Vic In fact, that's dangerous, Dan. I mean...just think about if Chelsea jumps on a child. She could scare the child. Even worse, she could knock down a child. You could get in trouble. The dog could be taken away from you.

Dan That would never happen.

Vic I wouldn't be so sure. The thing is a dog is an animal; and animals do what comes naturally, like jumping. Just remember you can train a dog to do anything.

Teresa Too bad it's not like that with people.