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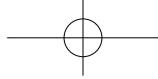
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TRANSCRIPTS
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UNIT

2

Dealing with people



I Social events

Getting an invitation

Note

Li Weiqiang, who used to study at Columbia University, is now a senior engineer at Shanghai Advanced Electrical Company. He went to New York in 2012 to work as an assistant manager on a project jointly undertaken by his company and Fulham Microcorp International in New York. Michael Beazley, the chief engineer and project manager, was his supervisor. Mark, Tim and Grace were his colleagues.

Discussion

During his stay in the US, Li was invited to a variety of social events. Here are some of them.

- 1) Lisa, Li's classmate at Columbia University, invited Li to a classmates' gathering at her home.

- 2) Michael Beazley invited Li to a dinner party with his family.
- 3) A professor at Columbia University invited Li to give her students a lecture on micro-engineering in China.
- 4) Li was invited to the celebration activities of the Columbia Alumni Day.

Think about these four situations and answer the following questions.

- How do you think the invitations were given? Orally (face to face/by telephone) or in written forms (by text message, email, letter, invitation card etc)? Give reasons for your answers.
- If Li accepted the invitations, what would he need to do? What things did he need to consider before going to each of the events?
- If he decided to refuse the invitations, what would he need to do? What reasons or excuses could he give when turning down an invitation?

Responding to an invitation—listening & reading

1. Spoken invitations—Conversations 1–6

- 1 You will hear six conversations in each of which Li receives an invitation. Listen to the conversations one by one and complete the table below.

| | Who is the invitation from? | What social event is the invitation for? | Does Li accept the invitation? Y/N/U(uncertain) | In those cases where Li declines, what reason does he give? |
|----|-----------------------------|--|--|---|
| C1 | | | | |
| C2 | | | | |
| C3 | | | | |
| C4 | | | | |
| C5 | | | | |
| C6 | | | | |



I Social events

2 Listen to Conversations 3 and 5 again and answer the following questions for each conversation.

- 1) What questions does Li ask after he agrees to go to the event?
- 2) What's the dress code for the event?
- 3) Of the following clothes, which would be appropriate for the event?



A. tank top & shorts



B. T-shirt & jeans



C. polo shirt & chinos or khaki pants



D. long-sleeved shirt & slacks or chinos



E. suit & tie



F. black tie with dinner jacket

2. Written invitations

Li Weiqiang has also received various messages and written invitations (see below). He has replied to some of these.

- 1 Read through all of these quickly and then match the replies with the invitations.
- 2 Has Li replied to all the invitations? Why or why not?

INVITATIONS

A. Reply: _____

From: "Arthur Heywood" <arthurheywood@columbia.edu>
To: "Li Weiqiang" <liweiqiang@gmail.com>
Date: 11:00, May 8, 2012
Subject: Invitation to visit my family

Dear Li Weiqiang,
 I am so glad to hear that you are in New York. I am anxious to see you and hear what you have been doing since you left Columbia. I wonder whether you will be able to come down and spend the coming weekend with me and Mrs Heywood. Please write to confirm.

Yours sincerely,
 A Heywood
 (Professor) Arthur Heywood
 School of Engineering & Applied Science
 Columbia University

B. Reply: _____

AT&T 6:30 P.M. Messages Tim Edit

Call Add to Contacts

May 9, 2012 6:29 P.M.

hi, Li. Bob & I r having a little get-together at our place tonight. wanna pop over after work?

Send

UNIT 2 Dealing with people

C1. Reply: _____

From: "Joseph Neilson" <josephneilson@gmail.com>
To: "Li Weiqiang" <liweiqiang@gmail.com>
Date: 20:00, June 1, 2012
Subject: Invitation to exhibition

Dear Mr Li,

We knew each other when we were both at Columbia in 2000, and I hope you still remember me. Tim Rodgers told me you are here on a visit. I am with M & M Instruments Ltd., and am writing to ask whether you would like to come and visit an exhibition we are giving of some of our new products and processes. I hope you will be interested. You'll find the scanned copy of the invitation in the attachment.

With warm regards,
Joseph Neilson
General Manager

C2.



Millet & Maxwell Instruments Ltd.
cordially invites you to the opening ceremony of the
M & M EXHIBITION OF NEW PRODUCTS AND PROCESSES
at Exhibition Hall, United Engineering Center
345 East 47th St. New York, N.Y. 10017
at 9:00 a.m., June 5th, 2012.

Admission by invitation only.



D. Reply: _____



THE INSTITUTE OF ELECTRICAL AND ELECTRONICS ENGINEERS
United Engineering Center, 345 East 47th St. New York N.Y. 10017

The Institute of Electrical and Electronics Engineers
requests the pleasure of your company
for dinner
at the New York Hilton
1335 Avenue of the Americas, New York, N.Y. 10033
on Wednesday May 16, 2012, at 8:00 p.m.

R.S.V.P.
(Black tie for gentlemen, please)
Tel. (212)-586-7000 ext. 113
jasonyoung@ieeee.org



E. Reply: _____



You are warmly invited to attend

COLUMBIA ALUMNI DAY
at Columbia University
Morningside Heights, New York, N.Y. 10027
on Sunday, June 17, 2012

Emily Priestley
General Secretary
Columbia Alumni Association

F. Reply: _____



Nico Computer Corporation
89 East 63rd St. New York, N.Y. 10021

The directors of NICO COMPUTER CORPORATION
request the pleasure of your company
at a reception
to mark the 20th anniversary of the corporation
at Clark's Restaurant
307 Park Avenue, New York, N.Y. 10010
at 7:00 p.m. Wednesday May 16, 2012.

R.S.V.P.(Regrets only)
Tel: 212-831-2038
Email: sophiesanchez@gmail.com

REPLIES

a.



AT&T 6:35 P.M.

Messages **Li Weiqiang** Edit

Call Add to Contacts

May 9, 2012 6:32 P.M.

I'd love to, Tim.
But I've got sth else on.
Maybe next time?

Send

b.

From: "Li Weiqiang" <liweiqiang@gmail.com>
To: "Arthur Heywood" <arthurheywood@columbia.edu>
Date: 20:00, May 9, 2012
Subject: Invitation accepted

Dear Prof. Heywood,

I was so happy to get your email. It is very kind of you to ask me to spend the weekend with you and Mrs Heywood, and I will be very pleased to come. Being able to see some of my former teachers and friends is one of the pleasures I was looking forward to when I set out for the States last month.

My warmest regards,
Li Weiqiang



UNIT 2 Dealing with people

c.

From: "Li Weiqiang" <liweiqiang@gmail.com>
To: "Joseph Neilson" <josephneilson@gmail.com>
Date: 20:30, June 3, 2012
Subject: Re: Invitation to exhibition

Dear Mr Neilson,

Thank you for inviting me to visit the M & M New Products and Processes Exhibition. I am sure the exhibition will be very interesting.

I certainly remember you. Perhaps I will see you at the exhibition and we can have a chat about old times?

With best wishes,

Li Weiqiang

d.

From: "Li Weiqiang" <liweiqiang@gmail.com>
To: "Jason Young" <jasonyoung@ieee.org >
Date: 21:30, May 13, 2012
Subject: Re: Dinner invitation

Dear Mr Young,

I would like to thank you for your kind invitation to dinner at the New York Hilton on Wednesday evening, May 16, and have great pleasure in accepting.

Yours sincerely,

Li Weiqiang

e.

From: "Li Weiqiang" <liweiqiang@gmail.com>
To: "Sophie Sanchez" <sophiesanchez@gmail.com>
Date: 20:00, May 10, 2012
Subject: Re: Invitation to reception

Dear Ms Sanchez,

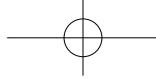
I regret that I have a previous engagement on Wednesday evening May 16, and thus have to decline your invitation to attend the reception to mark the 20th anniversary of the corporation.

I wish you all the very best on such an important occasion.

Yours sincerely,

Li Weiqiang

- 3 Of the events that Li agrees to go to, which is formal and which is less formal or informal? How would Li dress for the events? Choose from the pictures on Page 33.



Language work

1. Choosing the appropriate language for the situation

As you have seen in the invitations, there are different ways of saying more or less the same thing. The choice of language depends on many things, such as the formality of the

occasion, the age and social status of the inviter and the invitee and the relationship between them, and many other factors.

Read the transcripts for Conversations 1–6 (Pages 54–55) and the written invitations (Pages 33–35). Focus on the words and phrases for giving invitations. Which is formal and which is less formal or informal? Fill in the following table with the language forms that have been used to signal the different levels of formality. Examples have been given.

| | Formal | Less formal/Informal |
|---------------------|--|--|
| Spoken invitations | ...is giving a farewell party for you. | |
| Written invitations | | ...am writing to ask whether you would like to come and...I hope you will be interested. |

2. Language for responding to invitations

1 In the written replies (Pages 35–36), you can find a number of ways of accepting or turning down the invitation. List them below.

- I'd love to...but I've got sth else on...
-
-
-
-

2 Now look back at your list and decide which forms are common for both spoken and written invitations and which are not.

3. Invitation format

Study the invitations (Pages 33–35) again, and identify the information that is usually included in such written invitations. What information is usually given first and what next?

Inviting people in China—speaking & writing

1. Spoken invitations—role-play

- 1 The following are four social situations in China.
- 1) You want to invite Neil, a foreign student, to join you and your classmates on an excursion to a nearby lake.
 - 2) You, a professor of Chinese, invite your foreign student, Amber, to spend the Spring Festival Eve with your family.
 - 3) You are the dean of a language institute. You invite Professor Williams, who is visiting the institute, to a dinner in the Bamboo Grove Restaurant tomorrow evening.
 - 4) You meet an exchange student who you like a lot. You would like to invite him/her out so that you can get to know him/her better.

Work in pairs on the above four situations. Take turns giving invitations and responses. Notice that it is often necessary to include some additional information when giving the invitation. The following are some topics for additional information. Record your conversations when you do the role-play for later use.

- Attractions of the lake, how you can get there, what food to take etc 1)
 - What you will do or eat on the Spring Festival Eve 2)
 - Who else will attend the dinner, what you will discuss at the dinner 3)
 - What to do and how it will be fun 4)
- 2 Now pair up with another group and listen to

their recordings. Can you identify any features that you think are excellent, or any weaknesses or mistakes? Give feedback to one another. You can check with your teacher if you need a second opinion.

2. Written invitations

Divide the class into two parts. One works on Situations 1) and 2), and the other on 3) and 4). Students in each part work in pairs. Student A and Student B take turns to write an invitation (based on the chosen situation) for each other, and then respond to the invitation. Use the examples (Pages 33–36) to check on whether the invitations and replies use appropriate language forms.

- 1) Guangzhou Opera House (1, Zhujiang West Road, Zhujiang Xincheng, Guangzhou) is to be opened on Saturday, Feb. 26th at 10 a.m. Write an invitation card on behalf of the Municipal Bureau of Culture inviting foreign guests to attend the opening.
- 2) To celebrate the Spring Festival this year, the Beijing Municipal Government is giving a banquet for foreign experts working in Beijing. Place: Beijing Hotel, Banquet Hall. Time: 7 p.m., Saturday, Jan. 21st. Write the invitation card. Ask the recipients to reply and to bring the invitation with them when they come.
- 3) This year's student drama contest is to be held in June. You are secretary of the Students' Union. Write an invitation to every English teacher in the faculty inviting them to come and enjoy the "Drama Night". Time: 7:30 p.m., Friday, June 1st. Place: Auditorium.
- 4) There will be an international symposium on micro-electrical engineering held in Shanghai in November next year under the sponsorship of the China Council for the Promotion of International Trade and the Chinese Society of Electrical Engineers. You are Li Weiqiang, and you want to invite Mark to attend.

II Social interactions: pleasant and unpleasant

A | Pleasant situations

Nice words to say—video watching & speaking

In this section you will be thinking about the occasions on which you might want to pay someone a *compliment*, give someone your *congratulations* or express your *gratitude*.

1. Validation—video watching

- 1 Before you watch the video, match the three words with their definitions below.

- a. compliment
- b. congratulation
- c. gratitude

- _____ a feeling of being grateful and appreciation
- _____ something nice that you say to or about someone
- _____ something you say to tell someone that you are happy because he/she has achieved something or because something nice has happened to him/her

- 2 Watch the video clip “Validation”, where a man called Hugh Newman is trying to change the world by paying compliments to everyone. Then answer the following questions.

- 1) Why does the reporter say that Hugh is changing the world? What changes have taken place?
- 2) How often do you give or receive compliments in your life?
 - a. Never.
 - b. Occasionally.
 - c. Sometimes.
 - d. Often.
 - e. Always.
- 3) What do you usually compliment people on? Make a list of them.

2. Compliments—speaking

Li Weiqiang, Grace and Tim are going to the dinner party held by Mark and his wife Tanya (refer to Conversation 3 in Part I). Suppose you are their colleague, and you’ve been invited to the party too.

At such dinner parties it is quite common to pay compliments to the host. What things might you compliment the host on?

You meet the following people at the party. Work in pairs. Take turns to be “you” or one of the other people, and exchange compliments. In some cases, the notes beside the photos tell the role-player what kind of compliment to give; in other cases, it is up to the role-player to decide. If you have access to a recording device, please record your interactions.



Are you comfortable with all the compliment exchanges? Is there any compliment that sounds unnatural to you? Are you aware of any differences in exchanging compliments in Chinese culture and English-speaking culture?

Li Weiqiang at a dinner party—listening & reading

1. Before dinner—Conversations 7 & 8

1 Listen to the two conversations taking place before dinner. Note down what the speakers are complimented on. An example has been given.

| | What's he/she being complimented on? |
|----|--|
| C7 | |
| C8 | <ul style="list-style-type: none"> • clinching the deal |

2 Listen to Conversation 8 again and answer the following questions.

- 1) How do you feel about Tim as the conversation goes on? And why?
- 2) How does Grace respond to the last compliment? What does it mean?
- 3) What does Grace mean when she says “Listen, do you want something...”? Why does she say this?

2. At dinner and after dinner—Conversations 9 & 10

1 Listen to the conversations taking place during and after dinner and note down what the speakers are complimented or congratulated on.

| | What's he/she being complimented or congratulated on? |
|-----|---|
| C9 | |
| C10 | |

2 Listen to Conversation 9 again and answer the following questions.

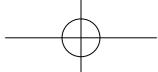
- 1) How does Tanya respond to Li's compliment on her daughter's performance?
- 2) How does Tim feel when he hears Grace's good news?

3 Listen to Conversation 10 again and answer the following questions.

- 1) For what reason do Tim, Grace and Li leave?
- 2) What does Mark invite Li to do? Does Li accept the invitation or not?
- 3) What invitation does Li make upon leaving?

3. Li's blog—reading

1 When Li came back from the party, he wrote a post in his blog. Read the post quickly.



II Social interactions: pleasant and unpleasant

Americans pay compliments frequently, probably more frequently than people in most other cultures. Therefore, for people from other cultures and languages who interact with Americans, it is important to know when and how to pay compliments and how to respond to them gracefully.

People from different cultures differ in how and when they pay compliments, whom they may compliment, the meanings that compliments have, and how they respond to compliments. A person from another culture who does not understand these things may have difficulty. For example, my American friends have told me that for a French person, the frequently used English compliment, “You look nice today” is insulting, because it implies that the receiver of the compliment does not look nice on other days. An American paying such a compliment, intending to make a French person feel good, would cause offense and possibly never understand why.

For Americans, compliments are used to

show friendliness, to strengthen a relationship, and even simply to greet, or thank someone. Paying compliments is a way of being friendly and showing interest in another person.

Though there are no strict rules about who Americans can or cannot pay compliments to, compliments are usually paid to equals or people of lower status. They are paid less often to people of higher status, especially if the difference is extreme. However, there are exceptions to this general rule. For example, if an employer and an employee are friends, there is nothing wrong with the employee giving the employer a compliment. In the United States, even strangers sometimes pay each other compliments. For example, I had a poncho that a friend brought me from South America. Its colors were very striking, and it was not unusual for strangers waiting in line in a store or walking on the street to compliment me on it.



- 2 Get into groups of four, and use Li’s blog as a model and prepare to give a short talk on compliments in Chinese culture for Western readers. The talk can include the aspects in Li’s blog, i.e. (1) frequency of compliment giving, (2) awkward compliments, (3) significance of compliments in the culture, and (4) to whom? Make sure to illustrate your talk with concrete examples.

Language work

1. Word usage

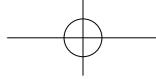
So far you have been looking at the nouns, *compliment* and *congratulation*. Remember that the two nouns both have related verbs: *to compliment* and *to congratulate*.

Consult a dictionary and check how these nouns and verbs are used and then fill in each blank with the correct form of the appropriate word, together with the appropriate collocation.

- 1) We are writing to _____ you _____ your

recent promotion.

- 2) You can do no harm by _____ a man _____ his intelligence.
3) Many _____ your new job!
4) Have you ever been _____ your language skills?
5) A: Oh, I can only speak a few words of French. I’m no good at languages.
B: Stop fishing for _____ Fred, we know you can speak five languages.
6) A: Most people hate you, but I think you’re OK.
B: Thanks for the backhanded _____.
7) They _____ me lots of compliments so I suppose they must have liked my presentation.



UNIT 2 Dealing with people

8) I want to _____ you my congratulations
_____ your exam scores.

2. Giving compliments

1 Go over the transcripts and the reading passages in this part (II A), and find out the frequently used adjectives when giving a compliment.

2 The following are four common patterns for compliments. Try to identify one example in the transcripts of Conversations 7–10 (Pages 55–57) for each pattern and write it down below. Then add one example of your own.

1) What a(n) + adjective + noun phrase

2) I + (really) like/love + noun phrase

3) Noun phrase + be/look + (really) adjective

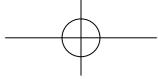
4) Pronoun + be + (really) adjective + noun phrase

3. Responding to compliments

1 The following is a summary of some of the strategies used for responding to a compliment. Review the responses to compliments in the transcripts of Conversations 7–10 (Pages 55–57) and see whether you think they match one of these strategies. If so, mark them with the number of the response type from the table below.

| | Response type | Example |
|---|---|---|
| Agreement | 1) appreciating | C: What a lovely home you have! |
| | | R: Thank you./Thanks./Thank you so much./Well, thank you./ Or: non-verbal ones like smiles and nods. |
| | 2) accepting | C: That's a beautiful sweater. |
| | | R: Thanks. It's my favourite too. |
| | 3) upgrading the praise | C: I really like that painting. |
| R: Yes, isn't it amazing? I fell in love with it in the shop. | | |
| 4) shifting credit/deflecting | C: I love your clock. It looks great in your living room! | |
| | R: Thanks. A friend of mine brought it to me from Oregon. | |
| 5) returning | C: You speak English like a native. You sound like you're from London or something. | |
| | R: Oh, thank you. But I think your English is better. | |
| Non-agreement | 6) downgrading | C: That's a nice shirt you are wearing! |
| | | R: Well, it's just something I got in Target. It was pretty cheap. |

(to be continued)



II Social interactions: pleasant and unpleasant

(continued)

| | Response type | Example |
|---------------|------------------------------|---|
| Non-agreement | 7) questioning | C: You did an excellent job yesterday, Jim! I really enjoyed your speech. |
| | | R: Do you really think so? |
| | | C: Oh, yeah, it was fabulous. |
| | 8) disagreeing/ demurring | C: I love your shoes. |
| | | R: Oh. I've never really liked them that much. |
| | 9) qualifying | C: I love your shoes. R: They are not bad, but I do need a new pair. |

- 2 Read another part of Li's blog and complete the blanks with responses that use the strategies mentioned in the table above.

It is also important to know how to respond to a compliment gracefully. Responses that are acceptable differ in different regions of the United States, so it is sometimes difficult to know how to respond. In some parts of the country, most notably the southeast, you should respond to a compliment by rejecting it. If someone says, "That's a beautiful dress", someone from the southeast might respond, "_____"—even if it is actually a beautiful and elegant dress. In other parts of the country, it is more acceptable to respond to a compliment by accepting it, saying "_____", and adding some additional information about the thing that has been complimented on, for

example, when or where it was purchased, or where it came from. In the previous example, a person from the northern part of the United States would probably say something like, "_____". People from the northern US might consider rejecting a compliment as an attempt to get a stronger compliment (e.g. "Oh, no, I really do love it.").

The second type of response (accepting the compliment and giving more information) is probably more widely acceptable, but if you are in the United States, it is best to listen to how Americans in the place where you are respond to compliments and do what they do.

At a dinner party in China —writing & acting

A conversation at dinner

Jessica Friedman (JF), a British student studying Chinese in Beijing, is invited to her

Chinese friend, Huang Ying's (HY) house for dinner. She meets Zhang Jie (ZJ), Huang's husband and Tiantian (T), her five-year-old son.

In groups of four, write a conversation occurring at the dinner using Conversations 7–10 as models. Then act out the conversation in class. Use the language you've learned from this part. The conversation should be about two minutes long.

Try to practise complimenting or congratulating people, and responding appropriately.

II Social interactions: pleasant and unpleasant

B | Unpleasant situations

Making complaints —speaking

Complaints during a trip

You are travelling abroad and you encounter the following problems. You complain to the people in charge. In pairs, take turns to make the complaint and give the response.

- 1) Travel problem:
When you get to the arrival airport, you find your baggage has been lost. You make a complaint to the airline.
- 2) Hotel problem:
The ceiling of the room leaks and your laptop is damaged. You complain to the manager of the hotel.



Dealing with complaints —listening & reading

Li Weiqiang was able to do a bit of travelling to San Francisco before he left for China with Han Meimei, his girlfriend, a student at Columbia University. But it turned out to be an unpleasant trip.

1. Oral complaints—Conversations 11–14

- 1 Listen to Conversations 11 to 14 one by one where complaints are made. Note down in the following table where the conversations take place and what the complaints are about. Can you tell whether the complainer in each conversation is angry or not?
- 2 Listen again and note down the responses to the complaints. If the response is an apology, then judge which of the following ways is adopted here:
 - 1) Give a reason (e.g. *I'm sorry, I didn't realize.*)
 - 2) Admit a mistake (e.g. *I'm sorry, I forgot to do the homework.*)
 - 3) Take immediate action (e.g. *I'm sorry, I'll turn it down right now.*)
 - 4) Make a promise (e.g. *I'm sorry, it won't happen again.*)

II Social interactions: pleasant and unpleasant

| | Place | Complaints | Responses |
|-----|------------|------------|---------------------------------------|
| C11 | Airport | | |
| C12 | | | apology + action (check the settings) |
| C13 | Hotel | | 1st call: |
| | | | 2nd call: |
| | | | |
| C14 | Restaurant | | apology + partial replacement |
| | | | apology + |
| | | | |
| | | | |

- 3 If you were Li and Han, would you be happy with the responses? Why or why not? If you are not happy with the responses, what else are you going to do?

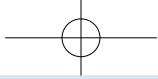
2. Letters of complaint and response

- 1 Li decided that he should write an email complaining to the hotel management.

You may still remember that in Unit 3 Book 1, you were introduced to a typical structure for letters of complaint.

1) Background 2) Problem 3) Solution 4) Warning (optional) 5) Closing

On the following page is the email which Li sent to the hotel management. However, it has been jumbled up. Work with a partner to put it into the correct sequence, and mark each of the paragraphs with the labels 1)–5) above. Note that you may have to use a label more than once.



UNIT 2 Dealing with people

Dear Sir/Madam,

a. While I do understand that it was busy season, I did pay a lot for my stay. In view of the poor service, I feel I'm entitled to a substantial refund of my money. Unless this is forthcoming, I shall have to take matters a step further and register a complaint on TripAdvisor.

b. Worse still, on top of this first problem the room service proved to be unacceptably poor as no one came to clean my room during my stay. I rang housekeeping repeatedly to have it done and I complained to the reception staff but all he could tell me was that they were understaffed.

c. I look forward to hearing from you at your earliest convenience.

d. I am writing to you to complain about my recent experience of staying at your hotel. I was there from August 1st to 3rd when I came to San Francisco for a vacation with my friend. We picked your hotel because of the location and some positive reviews I had read online. However, what I experienced at your hotel turned out to be quite the opposite of what we had expected.

e. The room I stayed in (Room 305) was poorly maintained, with faulty bathroom fittings and air conditioner. When I arrived, I noticed that the toilet was dirty and stopped up. The air conditioner was not cooling the room properly and it got hotter and hotter. I called the front desk staff, but the lady who replied was very offhand. Although she promised to send someone right away to check the air conditioner, nothing was done. As the room temperature got unbearable, I called again. This time, the person in the lobby said that the maintenance team would not come until the next day and that I would have to make do with a fan. I asked to be moved to another room, but was told that the hotel was completely booked. Eventually I spent a horrible night soaked in sweat. You can imagine what a night's sleep I got.

Yours faithfully,

Weiqiang Li





II Social interactions: pleasant and unpleasant

2 The hotel received the email and replied.

1) Read the email below and work out the main idea of each paragraph.

Para. 1: *Thanking for writing + apologizing* _____

Para. 2: _____

Para. 3: _____

Para. 4: _____

Para. 5: _____

2) Do you think Li will be happy with the response? Why or why not?

Dear Mr Li,

Thank you for your email dated August 7th. We are sorry to hear that you had such an unpleasant stay in our hotel, and we genuinely regret the inconvenience caused by the poor service.

We are looking into the points raised in your email and will be checking the behavior of our staff here. This is the first time we have received a complaint of this nature and I am surprised and shocked to hear of your experience.

As I am sure you will understand, it was high season when you visited us, and this might explain why the hotel staff were not able to serve you as well as we would have wished. This, however, is no excuse for poor service and by the time you receive this email, I will have given a reprimand to the staff concerned.

Grand Hotel is a three-star hotel, which prides itself on the quality of its service. In future we will be training staff in how to deal more professionally with seasonal pressures and will take this opportunity to improve the room amenities.

As a goodwill gesture we are refunding 50% of the cost of your visit and I also enclose an e-voucher for a free two-night stay at our hotel so that you can appreciate the very best of what we have to offer. I look forward to receiving you again at Grand Hotel.

Yours sincerely,

Albert Bay

Manager



Language work

1. Direct and indirect complaints

You may have noticed that in order to be polite, complaints are often expressed indirectly using softening phrases.

- 1 Read the indirect complaints 1)–6) on the right, and match them with the *Direct complaints* and *Actions* which you can find in the table below. Namely, decide what direct complaint is implied and what action is being asked for in each case. The first one has been

done for you as an example.

Indirect complaints

- 1) I don't like to bother you but I can't seem to find the light switch in my room. c w
- 2) This soup's not terribly hot. ___ ___
- 3) Is there any chance of visiting the Summer Palace instead of the Ming Tombs? ___ ___
- 4) I wonder if there'd be time to take a few more photographs before we leave. ___ ___
- 5) It's not that I don't like the hotel but I would like to have air conditioning. ___ ___
- 6) I'm not sure I really want to go to the Great Wall this afternoon; I was hoping to do a bit more shopping. ___ ___

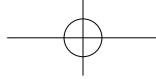
| Direct complaints implied | Actions asked for |
|---|--|
| <ul style="list-style-type: none"> a. The soup's very cold. b. I want more time. c. Where on earth is the light switch? d. I really don't want to visit the Ming Tombs. I want to visit the Summer Palace. e. I definitely don't want to go to the Great Wall. f. This hotel doesn't suit me. | <ul style="list-style-type: none"> u. Don't rush me! v. Change the schedule! w. Show me where it is. x. Bring me some hot soup! Now! y. Move me to another hotel with air conditioning! z. Let's go shopping this afternoon. |

- 2 Read the transcripts of Conversations 11–14 (Pages 57–58), and underline with different types of lines or colours the complaints that are made directly and angrily, and those that are made indirectly and more politely.

2. Function analysis—listening

- 1 Listen to the sentences that contain the use of *sorry*, *excuse me* and *pardon*. Write in the following table the numbers of the sentences and the expressions used according to the functions that they serve. Pay attention to the tone and intonation.

| | | |
|---|---|--|
| A | To ask for repetition of what someone just said | |
| B | To get somebody's attention a. before asking a question or making a request b. make someone aware of some existing state that needs rectification | |
| C | To express regret when you would prefer something had not happened | |
| D | To contradict or correct somebody; to disagree and show anger | |
| E | To apologize for a. something embarrassing or rude b. something you said/did wrong c. leaving or turning away from somebody | |



II Social interactions: pleasant and unpleasant

- 2 Now what would you say in the following situations? (using sentences containing *sorry*, *excuse me* or *pardon*)
- 1) You are about to make your way past somebody and want him/her to make way for you.
 - 2) When everyone is listening to the lecture carefully, your mobile phone rings loudly. What do you say to the person sitting beside you?
 - 3) Someone has proposed that you sing a song. You're suffering from a sore throat and cannot sing.
 - 4) You spill wine over the person sitting next to you at a dinner party.
 - 5) Someone asks you to move your car. But you have only been there for a second.

Making and responding to complaints—role-play & writing

1. Unpleasant experience in China—role-play

Work in pairs, and act out the following situations. Take turns to make the complaint and respond to it. Always remember that the communicative purpose of a complaint is to SOLVE A PROBLEM—not simply to register how angry or upset you are. When you are planning your complaint, think about the best way of getting what you want—not simply how to make the person you're talking to understand that you're angry.

- 1) You and your wife/husband are from the UK. You arrive at a hotel in Hangzhou and discover the room reserved for you is a single room instead of the double room you have asked for clearly in making the reservation. Complain strongly to the receptionist.
- 2) You and your boyfriend/girlfriend are from America. You are dining at a restaurant in

Guangzhou. Your boyfriend/girlfriend is allergic to sea food, but surprisingly finds shrimps in a tofu dish, which are not shown in the picture on the menu. Complain to the waiter.

- 3) You are a teacher at a university in China. You've already complained to some foreign students who have been smoking in the hallway of the teaching building. Now they're doing it again. Complain to them. Ask them not to do this again.
- 4) As a Chinese student, you find your foreign teacher difficult to understand and disorganized in his/her teaching. Complain politely.

2. Writing

Choose one of the following topics to write about.

- 1) In pairs, write an email of complaint and a reply respectively about one of the problems in the "Complaints during a trip" on Page 44.
- 2) In pairs, write an email of complaint and a reply respectively about other problems that Li and Han have encountered during their travel (refer to Conversations 11 and 14).

III Upon leaving: gifts, speeches and toasts

A farewell party for Li Weiqiang—prediction

A farewell party was going to be given to Li Weiqiang before he left for China. Miranda Fulham would be the hostess, and Li was the guest of honour.

1. Giving a gift—group discussion

Work in a small group to decide on the factors to be considered when giving a gift. Then make a list of the gift giving customs that

people follow in China. Report it to the class. Are you aware of any regional differences in gift giving across China? According to your list, what would be a good gift for Li at his farewell party?

2. Giving a speech—pair work

Suppose Mrs Fulham and Li were each to give a short speech at the party. What do you think they would say?

Work in pairs and decide on the topics that should be included in the checklists for their speeches. The following topics are for your reference. Notice some topics can be included in both checklists.

- a. appreciation
- b. your feelings
- c. hopes and wishes
- d. your future plans
- e. what kind of person he/she is
- f. memories, stories or anecdotes
- g. his/her contribution to the work
- h. achievements/successful projects
- i. what you like about the people you work with
- j. history of the company
- l. special people/colleagues
- m. date of departure

Checklist for Mrs Fulham: _____

Checklist for Li Weiqiang: _____



Li Weiqiang was leaving —reading & listening

1. Gift giving etiquette in the US—reading

- 1 Li Weiqiang prepared some gifts for his colleagues before his leaving. Read the passage below on gift giving in the US.

Gift giving in the United States

business gift giving/personal gift giving

- Presenting a gift is a thoughtful gesture, but it is not expected.
- Business gifts are often presented after a deal has been closed. In most situations, gifts are usually unwrapped immediately and shown to all assembled.
- In many cases, the best gifts are those that come from your country.
- You may not receive a gift in return right away.
- During the holiday season (late November through the first week of January), gifts are often exchanged. For your business associates, you can give gifts such as useful items for the office, liquor or wine. Choose gifts with no religious connotations (i.e. don't buy Christmas ornaments), unless you are certain of the religious background of your associates. While Christmas is the dominant celebration, and is widely commercialized during this period, people may be celebrating many other holidays during this period (e.g. Hanukkah, Kwanzaa).
- Many stores and malls offer gift-wrapping services during the winter holidays.
- When you visit one's home, it is not necessary to take a gift, although it is always appreciated. Flowers, a potted plant, chocolates or a bottle of wine are good gift choices.
- If you wish to give flowers, you can have them sent in advance to relieve your host or hostess from taking care of them when you arrive.



UNIT 2 Dealing with people

- If you stay in a US home for a few days, a gift is appropriate. You may also write a thank-you note.
- Taking someone out for a meal or other entertainment is another popular gift.
- Gifts for women such as perfume or clothing are usually inappropriate. They are considered too personal.
- Gifts for children are often an appreciated gesture, but take into account the values of the parents. Many parents would object to your giving a toy gun or a violent video game to their children.

2 Now decide if the following gifts are appropriate or not. Give your reasons.



To Mark's little daughter



To Mark



To Michael Beazley



To Grace

3 Can you come up with any other good gifts for the above people?

2. At the farewell party—Conversations 15–17

Listen to the conversations and the speeches at the farewell party for Li Weiqiang and do the following tasks.

1) For Conversation 15

What do you think of the gift? Is it a proper gift in Chinese culture? What does Li do when facing cross-cultural differences?

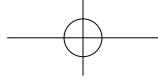
2) For Conversation 16

Listen to the former part of Conversation 16 first, and work out the main idea of Li's speech. In groups, prepare a short speech for Mrs Fulham. Then deliver the speech.

Listen to the latter part of Conversation 16, compare it with your speech and see what you can learn from it.

3) For Conversation 17

Besides drinking to each other's health, what other toasts do they propose? What does "bottoms up" mean?



Language work

Listen to the conversations again and complete the following sentences.

For Conversation 15

1) **Presenting a gift on a formal occasion**

When the host presents a gift to the guest of honour, the host can say:

_____ the management of Fulham Microcorp International, I'd _____ this little _____ to our Chinese guest.

2) **Receiving a gift on a formal occasion**

On receiving the gift, the guest can usually say:

- a. It's _____ of you.
- b. Well, that _____.

For Conversation 16

3) **Beginning a speech**

When the host or the guest of honour makes a speech, he/she can begin by saying:

I'd _____ this opportunity _____.

4) **Ending a speech**

And he/she usually ends his/her speech with:

_____.

For Conversation 17

5) **Proposing a toast**

When proposing a toast to someone's health, the host or guest can say:

- a. Let's _____ our Chinese colleague.
- b. _____ your health.

Practise and transfer—writing & interpreting

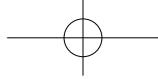
1. Gift giving in China

Work in the same group as in the discussion on Page 50, sort out your group's list of gift giving customs in China and rewrite it into a passage on Chinese gift giving etiquette for Western readers. Model after the passage on Pages 51–52.

2. Speeches and toasts

In groups of three, take turns acting as a Chinese host, a foreign guest and an interpreter. First the Chinese host reads out the Chinese speech, and then the foreign guest reads out the English speech. In the process, the interpreter interprets Chinese into English and English into Chinese between them without looking at similar transcripts. Your teacher will direct you to your worksheets.





TRANSCRIPTS

I

Social events

Spoken invitations—Conversations 1–6

Conversation 1

[B—Michael Beazley; L—Li]

- B:** Excuse me, are you Mr Li from Shanghai?
L: Yes.
B: I'm Michael Beazley.
L: Oh, how do you do?
B: How do you do? I'm so glad you could come.
L: I'm glad, too. Thank you for picking me up, Mr Beazley.
B: Call me Michael.
L: Oh yes, good, Michael. And you can call me Xiao Li. That's what all my friends at home call me.
B: Good, Xiao Li. Now, I think we'll take you to the hotel, and then we'll leave you to recover from your flight. I imagine it was rather tiring, wasn't it?
L: Oh, not so bad.
B: I never like these long flights. You don't feel like yourself for days afterwards.
L: Well, I just feel a bit sleepy, that's all. I'm sure I'll feel quite all right after a brief rest.
B: Good. I believe you'll find everything in order at the hotel. This evening there'll be a dinner at the Garden Restaurant for you to meet some people.
L: Oh, that's very nice.
B: Just a few people in our circle, nothing very formal. I'll come over to pick you up at about seven, OK?
L: Certainly. Thank you very much.

Conversation 2

[B—Michael Beazley; L—Li]

- B:** Hi, Xiao Li, would you like to come to tea at my place on Friday afternoon?
L: I'd love to.
B: Then you can meet my wife and kids.
L: Oh yes. I've been looking forward to meeting them. Thanks, Michael.

Conversation 3

[M—Mark; L—Li]

- M:** I wonder if you are free next Wednesday evening.
L: Oh, Mark. I'm not sure yet. I might be going out but I haven't made any firm plans. Why?

M: OK, well I'm going to have a dinner party at my house and I would very much like it if you could come along.

L: Oh right, yes I'd love to. Is it a formal occasion?

M: No, it's just a couple of colleagues really. You'll...have a good time. About seven o'clock?

L: That'd be lovely.

M: Oh, by the way, are you a vegetarian or is there anything you can't eat?

L: No, no, I eat most things. Shall I bring a bottle?

M: Oh I think so...!

L: OK then!

Conversation 4

[G—Grace; L—Li]

- G:** I was wondering if you'd like to join us for a barbeque in the Forest Park.
L: That sounds lovely. Yes, I'd be delighted to come.
G: We were thinking of going next Sunday, and I hope the weather...
L: Oh...next Sunday? I'm afraid I can't come. I have a prior engagement. I've arranged to visit an old teacher of mine at Columbia. Sorry, Grace.
G: Oh, never mind. Another time maybe.

(Grace's phone rings)

G: Hi, Li. We've decided to have the barbeque this Friday. Are you free then?

L: Yes, I think so. I'll double-check my schedule and get back to you.

Conversation 5

[T—Tim; L—Li]

(Li's phone rings)

T: Hi, Li. Saturday is Grace's birthday, and we are throwing a party for her. Do you want to come over?

L: Sure. Where are you going to have it?

T: It's going to be a pool party at my house.

L: That sounds like fun. Is it a potluck?

T: Well, it would be great if people could bring some side dishes and drinks.

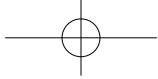
L: The dress will be casual then?

T: Yes, dress casually and make sure to bring your bathing suit!

L: Great. Just drop me an email with the time you want us to arrive.

(Tim's phone rings)

T: Hello!



- L:** Hi, Tim, it's Li. I'm really sorry but I just remembered that I had another commitment this Saturday.
- T:** Oh, what a shame! I really wish you could come. But that's OK.
- L:** I hope it all goes well—keep me posted!
- T:** Will do, Li.

Conversation 6

[B—Michael Beazley; L—Li; M—Mark; T—Tim]

- B:** So you're leaving us soon.
- L:** Yes, next Wednesday. I've enjoyed my stay very much.
- B:** The management is giving a farewell party for you (**L:** *Oh?*) at the SEE Club Tuesday evening at eight.
- L:** Oh well...I must thank you and the management.
- B:** A car will come to your hotel to pick you up at half past seven, all right?
- L:** Sure, thank you, Michael.

M: Hi, Li!

L: Hi, Mark! Hi, Tim.

M: So you're not letting up even on this last day of your stay here.

L: Well, there're things that've got to be done before I leave, you know.

M: Now why don't you take a break and join us for a drink at the bar next door? It's our treat.

L: Oh I'm sorry, I'd love to but I've got to finish my report before I fly home so...

M: Are you sure? We'd only be half an hour.

L: Well, it's tempting, but I really must finish that report so...

M: OK then. Anyway we'll see you at the farewell party this evening.

L: Yes, indeed.

T: See you!

II

Social interactions: pleasant and unpleasant

Before dinner—Conversations 7 & 8

Conversation 7

[L—Li; T—Tim]

L: Hi! You're looking good. Is that the gym or just

plenty of outdoor exercise?

T: Actually, I think it's the result of working on the extension to our house—a bit of manual labor is a good antidote to sitting in front of the computer all day!

L: Yes, indeed. So what are you working on lately?

T: I have to give another presentation next week.

L: Really? I think you did a great job with the last one.

T: Did I? But actually I was rather nervous, speaking like that in public.

L: You didn't look it. You were very calm, very natural and quite relaxed.

T: Thank you. You just made my day! So what's going on with you?

L: I'm finishing up the report we were working on.

T: Hey, thanks a million. I owe you big time.

L: No problem.

T: Seriously! I don't think I could have got my part of the report done without your help.

L: Don't mention it.

Conversation 8

[T—Tim; G—Grace]

T: Hi!

G: Hi!

T: By the way, I just wanted to say well done on clinching that deal!

G: Oh, thanks. It wasn't too difficult.

T: You're being modest! You did really well.

G: Thank you.

T: You're a great manager, you know.

G: Do you think so?

T: Oh yeah.

G: I appreciate that.

T: Have you cut your hair?

G: Oh yes, I did actually. Thanks for noticing!

T: Where did you get it done?

G: Oh, just that place on the high street.

T: They did a great job and it looks great with the outfit.

G: Do you think so?

T: Oh yeah. Very...fashionable.

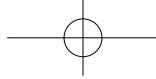
G: Oh, it's just an old thing.

T: Well, you've got a great sense of style.

G: Thank you, you too.

T: Thank you. Nice perfume, too. Is that Dream?

G: Well, yes it is, actually.



UNIT 2 Dealing with people

T: You wear it well.

G: I'm flattered.

T: My pleasure.

G: Listen, do you want something?

T: No. I'm just being polite, you know.

G: Hmm.

At dinner and after dinner— Conversations 9 & 10

[Ta—Tanya; L—Li; M—Mark; G—Grace; Ti—Tim]

Conversation 9 (at dinner)

Ta: All right, everyone! Dinner is ready, if you'd like to have a seat.

L: Great, is here OK?

M: Sure, sit wherever you like. We're not set in our ways or anything. Make yourself right at home. There's wine on the table so please help yourself.

G: Wow, that's an amazing spread!

Ti: Yes, looks like you are a real wizard in the kitchen, Mark.

M: Oh, it's nothing really, and Tanya did a lot of it.

G: Well, it's really nice of both of you to have made things look so good. I love it. You know how often I have to travel. So it's great to be in a homey environment for once.

Ta: It's our pleasure.

G: And you have such a beautiful home! So much character! And the decoration is truly wonderful! You've obviously collected lots of pieces during your travels.

Ta: Yes, we have. It's nice to have a souvenir from all of the places we visited.

Ti: I really like what you've done with the decor. It's both cozy and chic at the same time.

Ta: I'm glad that you all like it. Here, Li, I don't think you had the potatoes yet. Let me pass them your way.

L: Oh, thank you, Tanya, but that's all right. I've got lots of everything else and I just don't have any room for it at all.

M: There's plenty to go around, so please don't be shy. We're used to cooking for our three kids. So we always prepare a lot!

G: Three children! Wow, that sounds like a handful.

Ta: Sure, but a lot of fun too. Here, let me show you some pictures. (*Taking out the album*) This one, the little daughter, she just won the first place in

a chess contest!

L: She's a smart cookie.

Ta: Thanks. She practiced really hard.

G: Oh, look how cute she is! And this one...what an adorable face! That's a very handsome boy you have.

Ta: Thank you. That was taken when he was four.

G: Uh huh...well actually, I have got some good news. (**Ti:** *Excellent! What is it?*) I'm going to get married next month...

M & Ta: Oh congratulations! That's fantastic news!

Ti: You wanted to keep it a secret, didn't you?

G: Well, we just didn't want to make a fuss.

L: My congratulations, Grace.

Ti: I wish you every happiness, Grace.

Conversation 10 (after dinner)

Ti: Fantastic dessert, Mark. I think you might have missed your true calling in life.

M: Well, there's plenty more, if you like.

Ti: Thanks, I'd love to. But it's been a really long day. And I've got an early meeting tomorrow morning. In fact, I really should be getting back.

Ta: Yeah, it's a pretty frantic schedule you have. I can see why you must be tired.

G: Actually, it's getting pretty late. I'd best be going too. (**L:** *Me too.*) But it's been an absolutely delightful evening: the food, the company, your home, everything. A real highlight of the day. We can't thank you enough.

Ta: Oh, please, don't mention it. We're honored to have you.

L: And, Mark, thanks for the invite to tennis. But I'm going to have to take a rain check on that one.

M: Sure, no problem. Listen, we'd love to have you back sometime.

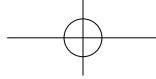
L: Great! And if you ever make it to China, I'd really love to have you over too, for dinner. I'll give you a taste of the Shanghai cuisine I was telling you about.

M: Ah, that'd be something to look forward to.

Ta: Definitely, I certainly hope that's something we get to do soon. We've never been to China, but we've always wanted to go.

M: Right. OK, well, I know you three need to get going. Oh, Li, are you all right getting back? Can I give you a ride?

L: No, that's OK. Tim will drive me back. But



thanks all the same.

Ta: Well, it's been a real pleasure. And I hope you get some rest.

G: Thanks, Tanya, see you tomorrow.

L: You too, Mark! Bye for now!

Ti: Bye!

Oral complaints—Conversations 11–14

Conversation 11

[F—foreigner; A—airline representative; L—Li]

F: Excuse me, have they called the passengers for Flight 463 yet?

A: Pardon?

F: Flight 463 for San Francisco. When do passengers for that flight begin to board the plane?

A: 463? Oh I'm sorry. That flight's been cancelled.

F: What, cancelled?

A: Sorry, I mean delayed. There was an announcement just now, didn't you hear?

F: No, I didn't. How long is it delayed for? I'm in a hurry, you know.

A: I'm really sorry, I don't know. It's due to a sudden change of weather in San Francisco.

F: Will the flight definitely leave today?

A: Well, it might or it might not, I really can't say.

F: What do you mean you can't say?! I must get to San Francisco today. I've got urgent business to do there!

A: I do apologize. Sometimes flights are changed. We can't always be sure that the plane will take off on time.

F: Why didn't you tell me the truth? When I booked the ticket, I explained that I had to get there on time and you said it was no problem. (**A:** *Sorry...*) This is the second time I've been held up by a US Airways. Last time I was held up for 12 hours. This is really serious.

A: I do apologize, but we can't control things like the weather.

L: Excuse me, when is the flight for San Francisco leaving?

F: She said it won't leave today.

A: I beg your pardon, sir. I didn't say that. I only said it might not leave today.

L: But could you give us a definite answer?

A: I really can't give you a definite answer yet. I'm terribly sorry.

F: I hate to have to say this, but I will never fly with this airline again.

Conversation 12

[H—Han; R—customer care representative]

H: Good morning. I purchased a camera here yesterday. Unfortunately, I'm not satisfied with it.

R: What seems to be the problem?

H: You see, all the pictures taken are sort of reddish.

R: Did you read the instructions that came with the camera?

H: Well, yes. But they were no help.

R: What do you expect us to do then?

H: Well, the color simply doesn't look natural. I'd like a replacement.

R: I understand you're upset, Madam. But I'm afraid it's not our policy to replace the camera just because of the color of the picture. Maybe we can check the settings now and see if the color can be adjusted.

H: OK, that would be helpful. Thank you.

Conversation 13

[E—employee; R1, R2—reception; L—Li]

E: Hello, how may I help you?

L: Yes, the toilet is blocked.

E: What room are you in?

L: Room 305.

E: Someone will be there to fix it in a moment.

L: Thank you.

(The front desk phone rings)

R1: Front desk, how can I help you?

L: Yes, I'm in Room 305. The air conditioning only blows hot air.

R1: Ah...huh...

L: Well, are you going to do something about it?

R1: I'll send someone right away, sir.

L: Yes, please do that. This is very important.

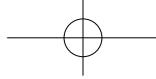
R1: OK, anything else?

L: I'm going to have dinner now. I'd like the heat off by the time I get back.

(After two hours)

R2: Front desk, this is Sandy. How can I help you?

L: My room is terribly hot! I called two hours ago, but apparently nobody came to fix it.



UNIT 2 Dealing with people

R2: What happened exactly, sir?

L: The air conditioning isn't working properly. It only blows hot air.

R2: I'll send someone to check it, sir, but if there is a problem with it, the only thing I can do is send you a fan until tomorrow when the maintenance team comes.

L: What? Tomorrow! Can't I just have another room?

R2: I am very sorry but all our rooms are occupied. If the problem persists tomorrow and we have a vacancy we can change you then, or help you to find more comfortable accommodation.

L: No, that's simply not good enough.

...

R2: How can I help you?

L: I'm afraid I have to make a complaint.

R2: Oh dear, you look very worried. What seems to be the problem, sir?

L: Well, this is like the third problem I've had to report! The toilet is blocked, the air conditioning has broken down, and now the service is terrible! For the last two days I've been ringing housekeeping to ask them to clean my room—but with no result. I'm at the end of my tether!

R2: I'm so sorry, sir, but this is the busy season and we've been rather short-handed. I'll speak to housekeeping straight away and make sure this never happens again.

Conversation 14

[L—Li; W—waiter; M—manager; H—Han]

L: Excuse me, would it be possible to change tables?

W: Is there a problem with the table, sir?

L: Not with the table, but the people at the table next to us are speaking very loudly. I can't hear myself think.

W: I will ask them to quiet down, so you can enjoy your meal without the shouting.

L: Also...my friend ordered a rare steak and you've brought her one that is well-done. My carrots are overcooked and her potatoes are raw. We'd be grateful if you could send them back to the kitchen to be replaced.

W: I apologize for the steak. I'll replace it straight away. Both the carrots and the potatoes are supposed to be like that. I'm afraid there is nothing I can do.

L: Well, in that case, I'd like to speak to the manager, please.

W: I'll go and get her for you.

(A few minutes later)

M: What seems to be the problem?

L: The waiter is refusing to send back our dish. The carrots are overcooked and the potatoes are almost raw. We're not happy with the service we have received from the waiter. He's made several mistakes with our food tonight and he's been arrogant towards us.

M: Please accept my apologies. I'll send the dish back to the kitchen and get it replaced. We won't charge you for the beef. So, you don't have to pay for it. Also, to say sorry we'll give you a bottle of red wine on the house for all the problems you've experienced.

L: A free bottle of wine! Thank you very much.

(40 minutes later, after receiving the bill/check from the waiter)

L: Excuse me!

W: Yes?

L: There seems to be a mistake with the bill. It has roast chicken on it, which we didn't have. And it has beef on it which your manager said we wouldn't be charged for.

W: I'm terribly sorry; I'll bring you the correct bill now.

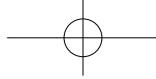
(Five minutes later, having paid and about to leave)

H: Let's leave here now, we've paid the bill. It's been a disaster.

L: That doesn't seem right. I think they've short-changed me. This is completely unprofessional. In fact, it's ridiculous!

Function analysis—listening

- 1) *I'm sorry, I'm sorry.* Martin...I'm just, I'm not going to let you talk to me like that.
- 2) **A:** *Excuse me*, have they called the passengers for flight CA 907 yet?
B: *Pardon?*
- 3) **A:** What, cancelled?
B: *Sorry*, I mean delayed.
- 4) *I beg your pardon*, sir. I didn't say that. I only



- said it might not leave today.
- 5) *Excuse me*, I think you're being very rude. You've got to stop talking like that!
 - 6) *I'm sorry* to hear about your accident.
 - 7) *Excuse me*, but you're standing on my foot.
 - 8) **A:** You're beautiful.
B: *Excuse me?*
A: I said you're beautiful.
B: Oh, thank you.
 - 9) **A:** I don't like your shoes. They are terrible.
B: *Excuse me?*
 - 10) *I'm really sorry*. But I've forgotten your name. Would you mind telling me again?
 - 11) If you'll *excuse me* a moment, I have to go and make a call.
 - 12) (*Burping*) *Excuse me*.

III Upon leaving: gifts, speeches and toasts

At the farewell party— Conversations 15–17

Conversation 15

[F—Fulham; L—Li; B—Beazley]

- F:** On behalf of the management of Fulham Microcorp International, I'd like to present this little token of friendship to our Chinese guest.
- L:** Oh, it's so kind of you (*Sound of unwrapping and opening of box*). Well, what an unusual clock!
- B:** You'll find it has some unexpected features.
- L:** (*Read*) Fulham Microcorp International, New York 1975—2012.
- B:** One of our own engineers designed it.
- L:** Well, that really is very beautiful. I'll hang it up on the wall in my office when I get home.
- F:** Well, I hope this proves in some small way that it's not only the newest technology that we turn out; we turn out works of art, as well. (*Everybody laughs*)
- L:** You certainly do. Thank you very much indeed.

Conversation 16

[L—Li; F—Fulham]

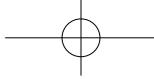
L: (*Clear throat*) I'd like to take this opportunity to say a few words. During my stay here everybody has been so kind to me, so considerate in every way and so friendly in giving me every help I need in doing my work, that I really don't know how I can thank you enough. It has been such a pleasure working among you that I do feel sad to have to leave you now. But of course this does not mean the end of our cooperation and relationship. In fact, I know we will continue to cooperate and I'm sure we'll achieve greater and greater success in this. Thank you very much. (*Applause*)

F: Er...(*Clear throat*) Mr Li was quite right in what he said. I'm happy we've found a way of cooperating which has proven beneficial to both sides. And I'm sure we'll find it even more so in the future as we carry on and expand it further. What I'd like to add here is that we all want to thank Mr Li for his efforts and the excellent work he's done which has contributed so much to the cooperation and friendly relationship between our two firms. I'd also like to ask Mr Li to take back to our friends in Shanghai our sincere goodwill and best wishes. Thank you. (*Applause*)

Conversation 17

[F—Fulham; L—Li; B—Beazley]

- F:** Let's drink to the health of our Chinese colleague.
- L:** Thank you. To your health. (*Sounds of glasses clinking*)
- F:** Now, let's all fill our glasses one more time. I propose a toast to the successful cooperation of our two firms.
- L:** And to our friendship.
- F:** Good. To our friendship.
- B:** Bottoms up.
- L:** Bottoms up. (*Sounds of glasses clinking*)



WORKSHEETS

Speeches and toasts

For Student A

◆ *1st round:*

You are the Australian guest. Here is your speech:

The three months I've spent here have been one of the most unforgettable experiences I have ever had in my life. Everybody I've met here has been so kind that I've really felt quite at home all the time. I hope my host Mr Zhu and my other Chinese friends here will soon pay a return visit to Australia. Now let me take this opportunity to thank you all for your hospitality and say good-bye to you all. Your health! Thank you.

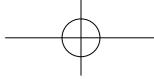
◆ *2nd round:*

You are the Chinese host. Here is your speech:

我们的贵宾，英国伦敦大学语言学教授威廉斯先生这次来我校短期讲学，我们对此感到很荣幸。我相信，他的讲学对我们的师生会有极大的帮助，会很有意义。我们一定能从他的讲学中学到许多东西。今天，我代表全体师生向他表示热烈欢迎。让我们为威廉斯教授及夫人的健康干杯。

◆ *3rd round:*

You are the interpreter. Interpret the others' speeches.



Speeches and toasts

For Student B

◆ *1st round:*

You are the Chinese host. Here is your speech:

我们的澳大利亚朋友，机械制造专家罗杰斯先生这次来我公司短期工作，给了我们很大的帮助，帮助我们解决了很多技术问题，我借此机会代表全体职员向他表示感谢。让我们为罗杰斯先生的健康干杯，为我们的友好合作干杯。

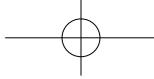
◆ *2nd round:*

You are the interpreter. Interpret the others' speeches.

◆ *3rd round:*

You are the Canadian guest. Here is your speech:

My host, Mr Zhang, was quite right in saying that I am an old friend of the Chinese people. I have had the pleasure of visiting China many times, and have seen great changes and progress in the course of those visits. On this visit to China, I've acquired a keen sense of the diversity, dynamism and development of China, and I would like to congratulate you on your achievements. Let me propose a toast to the even greater achievements of the future. Thank you.



Speeches and toasts

For Student C

◆ *1st round:*

You are the interpreter. Interpret the others' speeches.

◆ *2nd round:*

You are the British guest. This is your speech:

Let me first thank my host Mr Wei for his kindness and hospitality. This is my first visit to China, and I feel very excited about it. Ever since I was a child I've dreamed of visiting this country, so I was delighted to receive this invitation to come and lecture here. I know that my visit is very short and that I will not be able to experience everything that this wonderful country can offer. However, I hope that during my time here I'll be able to learn more about modern China from my hosts and to share my experiences with other professional colleagues. If I can achieve this then I will feel that this visit has been more than worthwhile and I hope it will lay the foundation for future cooperation.

◆ *3rd round:*

You are the Chinese host. Here is your speech:

琼斯先生是加拿大加中友协的主席，他是中国人民的老朋友了。多年来，他为中加人民的友谊做过很多工作。他的这次来访，又一次给我们带来了加拿大人民的友谊，进一步促进了中加人民的相互了解和友好合作。让我们为琼斯先生和夫人的健康干杯，为中加人民永恒的友谊干杯。