

## **UNIT 1**

### **Lesson 1 Listening and Speaking**

#### **GET READY**

Answers will vary. One possible answer: They are introducing themselves.

#### **WATCH**

**B**

1. b
2. b

**C**

1. help
2. first
3. introduce

#### **CONVERSATION**

**A**

Hello  
Hi

### **Lesson 2 Listening and Speaking**

#### **GET READY**

Answers will vary. Possible answers: Oscar works in the produce department.  
Truda works in the deli department.

#### **WATCH**

**B**

1. c
2. b
3. a

#### **CONVERSATION**

**A**

deli  
deli worker

### Lesson 3 Grammar

#### GRAMMAR WATCH

1. You're
2. I'm
3. He's

#### PRACTICE

A

1. It's my first day.
2. They're managers.
3. She's a deli worker.
4. I'm a dairy associate.
5. He's a dairy associate.
6. We're coworkers at Fresh Foods.

B

1. is, He's
2. are, They're
3. 's, She's
4. 're, We're
5. 're, You're
6. 'm, I'm

### Lesson 4 Listening and Speaking

#### GET READY

Answers will vary. One possible answer: They're talking about where things are in the deli department.

#### WATCH

B

1. False – They're in the deli department.
2. False – They're in the same drawer.
3. True
4. False – They're under the counter.
5. True

#### CONVERSATION

A

gloves  
under

## Lesson 5 Grammar

### GRAMMAR WATCH

1. spoons
2. scales
3. bags
4. gloves

### PRACTICE

A

- |                |                 |
|----------------|-----------------|
| 1. deli worker | 4. deli manager |
| 2. associate   | 5. gloves       |
| 3. coworkers   | 6. break        |

B

forks  
knives  
scale  
aprons  
spoon  
boxes

## Lesson 6 Practical Skills

### LOCATIONS IN A BUILDING

B

frozen foods

## Lesson 7 Listening and Speaking

### WATCH

1. False – She's nervous about leaving her children at home.
2. False – They're at home.
3. False – She has a daughter and a son.
4. True

### CONVERSATION

A

OK  
You see

## Lesson 8 Grammar

### GRAMMAR WATCH

1. your
2. My, my
3. their

### PRACTICE

A

1. your
2. Her
3. My
4. Our
5. her

B

- |        |         |
|--------|---------|
| 1. We  | 5. He   |
| 2. my  | 6. your |
| 3. She | 7. Her  |
| 4. her | 8. his  |

## Lesson 9 Practical Skills

### GET READY

Answers will vary. Some possible answers: A telephone book, the Internet.

### TELEPHONE NUMBERS

B

1. 562-555-1614.
2. 212-555-6719
3. 321-555-4280, 321-555-4280

## Lesson 10 Writing

### STUDY THE MODEL

A

Truda is writing the email.  
She's writing to Donna.

CHECK YOUR UNDERSTANDING

Wording of answers will vary.

1. She's a deli worker.
2. She works at Fresh Foods Supermarket.
3. Yes. He's helpful.
4. Saba.
5. Yes. They are helpful and nice.

B

b

**Lesson 11 Reading**

GET READY

c

READ

7, 8, 4, 13

CHECK YOUR UNDERSTANDING

1. Because it sounds like a word that means to have a lot of money.
2. 4
3. 13
4. 7

AFTER YOU READ

China: 8, lucky

Japan: 4, unlucky

United States: 13, unlucky

**Job-Seeking Skills**

JOB NEEDS

A

The following should be checked:

- part-time
- in the daytime
- close to home
- indoors
- outdoors
- is flexible

## **UNIT 1 REVIEW**

### **VOCABULARY**

**A**

Words for jobs: baker, butcher, dairy associate, deli worker, produce associate

Words for things: bag, shopping cart, apron, fork, gloves, knife, paper towels, spoon, entrance, frozen foods

Words for women: wife, daughter, grandmother, mother, sister, wife

Words for men: brother, father, grandfather, husband, son

### **LISTENING PLUS**

**A**

Answers will vary. Some possible answers:

It's Truda's first day at Fresh Foods Supermarket. She is the new deli worker.

Truda meets Oscar and Joe.

Jim shows Truda around the deli.

Truda tells Saba that she is worried because her children are home without her.

## UNIT 2

### Lesson 1 Listening and Speaking

#### GET READY

Answers will vary. One possible answer: They're talking about Oscar.

#### WATCH

##### B

1. False – Two people in Oscar's department are sick.
2. False – He's unhappy.
3. False – Two workers are out sick.
4. True

##### C

The following should be checked:

Oscar's problem

sick employees

#### CONVERSATION

##### A

fine

not happy

### Lesson 2 Grammar

#### GRAMMAR WATCH

1. b
2. b
3. b

#### PRACTICE

##### A

1. You are not a cashier. You're not a cashier.
2. They are not sick. They're not sick.
3. We are not managers. We're not managers.
4. It is not on the shelf. It's not on the shelf.
5. She is not upset. She's not upset.

##### B

- |                |              |
|----------------|--------------|
| 1 today isn't  | 4. we're not |
| 2. He's not    | 5. He's not  |
| 3. They're not | 6. I'm       |

### Lesson 3 Listening and Speaking

#### WATCH

B

1. a
2. c
3. b

#### CONVERSATION

A

tall

later

### Lesson 4 Grammar

#### GRAMMAR WATCH

Saba asks, "Are you hungry?" near the beginning of the conversation.

Carmen asks, "Is she in the deli today?" after Saba describes Truda.

#### PRACTICE

A

1. Is
2. Are
3. Is
4. Are
5. Is

C

1. Are
2. I am
3. Is
4. he is
5. Are
6. we're not

### Lesson 5 Practical Skills

#### U.S. CURRENCY

C

- |        |         |
|--------|---------|
| 1. 75¢ | 3. \$12 |
| 2. 40¢ | 4. \$25 |



## Lesson 6 Practical Skills

### PRICES

A

1. False – Tomatoes are \$1.79 a pound.
2. False – Lettuce is \$1.49 each.
3. True
4. False – Garlic is 69¢ a pound.
5. True

B

1. 59¢
2. \$1.49
3. 79¢
4. \$2.99
5. \$1.79

## Lesson 7 Listening and Speaking

### GET READY

Answers will vary. One possible answer: They're talking about the price of an item.

### WATCH

B

1. card
2. check
3. on sale
4. credit

### CONVERSATION

A

on sale  
17.82

## Lesson 8 Listening and Speaking

### GET READY

Answers will vary. One possible answer: Carmen gave the customer the wrong change.

WATCH

B

2

4

3

1

C

a

CONVERSATION

A

a mistake

I'm sorry

**Lesson 9 Practical Skills**

RECEIPTS

A

1. June 17, 2014

2. 703-555-8660

3. \$2.50 per bag

4. \$1.19

5. \$.54

6. cash

7. \$8.66

B

1. Fresh Foods

2. potatoes

3. six

4. 2.99

5. 11.34

6. cash

7. 8.66

**Lesson 10 Writing**

STUDY THE MODEL

A

Wording of answers will vary.

She asks her to pick up her brother Dan at the airport.

CHECK YOUR UNDERSTANDING

1. He's Carmen's brother.
2. She's Carmen's friend.
3. no
4. brown
5. jeans and a long green overcoat

B

The following details should be underlined: tall, good-looking, brown hair, blue eyes, wears jeans, wears a long green overcoat, carries a red backpack

**Lesson 11 Reading**

READ

Robert is a father who is writing to Silvia for advice. Silvia is an online advice columnist.

CHECK YOUR UNDERSTANDING

Wording of answers will vary.

1. He wants to save money, but his two daughters want to shop all the time.
2. She tells him to make a budget, tell them how much money he will give them each month, and talk to him before they buy something.
3. He should tell his daughters what he thinks about before making a purchase and talk to them about saving money.

**Job-Seeking Skills**

JOB SKILLS

A

The following should be checked:

- use a computer
- use a cash register
- solve problems
- work with people
- work with machines
- complete my tasks
- come to work on time

## **UNIT 2 REVIEW**

### LISTENING PLUS

A

Answers will vary. Some possible answers:

Carmen and Saba say hello. They talk about Oscar.

Carmen and Saba eat lunch and talk about Truda.

A customer pays with a credit card. Carmen gives a customer the wrong change.

She apologizes and corrects her mistake.

## UNIT 3

### Lesson 1 Listening and Speaking

#### WATCH

1. False – He's at work.
2. False – It's 7:15.
3. False – Isabel is late.

#### CONVERSATION

A

Bye.

Bye. Drive carefully.

### Lesson 2 Practical Skills

#### TRAFFIC SIGNS

B

- |      |      |
|------|------|
| 1. 5 | 4. 4 |
| 2. 1 | 5. 2 |
| 3. 3 |      |

### Lesson 3 Listening and Speaking

#### WATCH

- |      |      |
|------|------|
| 1. b | 3. a |
| 2. c | 4. c |

#### CONVERSATION

A

unload

Yes

### Lesson 4 Grammar

#### GRAMMAR WATCH

Oscar says the following sentences:

Can you help me unload these boxes?

This box has organic oranges.

Can you take those boxes to the back?

PRACTICE

A

1. this
2. those
3. this
4. these

C

1. this
2. those
3. these
4. that

**Lesson 5 Practical Skills**

SUPERMARKET FLYERS

A

1. False – The specials are in the Produce Department.
2. True
3. False – They're on sale for \$2.49 a pound.
4. True
5. False – They start on Sunday.

**Lesson 6 Listening and Speaking**

WATCH

A

1. True
2. False – Her family doesn't like anything spicy.
3. False – They don't like spicy food.
4. True

B

a

CONVERSATION

A

I need  
Yellow

## Lesson 7 Grammar

### GRAMMAR WATCH

- |                 |         |
|-----------------|---------|
| 1. like         | 3. need |
| 2. doesn't like | 4. cook |

### PRACTICE

#### A

- |            |          |
|------------|----------|
| 1. doesn't | 4. don't |
| 2. eats    | 5. like  |
| 3. want    | 6. don't |

#### B

- |               |                 |
|---------------|-----------------|
| 1. eat        | 6. doesn't cook |
| 2. like       | 7. cook         |
| 3. don't like | 8. love         |
| 4. wants      |                 |
| 5. eat        |                 |

## Lesson 8 Practical Skills

### TELL TIME

#### A

- |         |                 |
|---------|-----------------|
| 1. 6:00 | 4. 12:00, 12:30 |
| 2. 6:30 | 5. 5:30         |
| 3. 7:00 | 6. 10:00        |

## Lesson 9 Listening and Speaking

### GET READY

Answers will vary. One possible answer: Oscar is saying it's OK this time, but Joe should ask in advance, by email, in the future.

### WATCH

#### B

- 3
- 2
- 4
- 1

C

Wording of answers will vary.

No, he isn't. Joe should tell him ahead of time when he has to leave early.

### CONVERSATION

A

five o'clock

four o'clock

## **Lesson 10 Writing**

### STUDY THE MODEL

A

Oscar

### CHECK YOUR UNDERSTANDING

1. Oscar is Joe's boss.
2. He needs to pick up his car from the garage.
3. So that Oscar can get someone to work for him.
4. He's coming in early to make up the time.

B

He's asking to ask to leave work early on Wednesday.

## **Lesson 11 Reading**

### READ

The reading is about electric bicycles.

### CHECK YOUR UNDERSTANDING

1. There aren't enough parking spaces. There is a lot of pollution.
2. electric
3. an electric motor
4. You plug it into a wall plug and charge it.
5. Mumbai, Beijing, and London. They're becoming popular in New York, Los Angeles, and São Paulo.



AFTER YOU READ

A

The following sentences should be underlined:

Just plug your e-bike into a regular wall plug and charge it each night.

Also, some people may be afraid to ride their e-bikes in traffic.

**Job-Seeking Skills**

ONLINE JOB ADS

A

2 restaurant

1 supermarket

B

Job 1:

Schedule: days

PT/FT: Part-time

Skills: cashier and computer skills

Personal traits: a problem-solver, enjoy talking to customers

Transportation: public transportation

How to apply: online

Job 2:

Schedule: weeknights and weekends

PT/FT: full-time

Skills: customer service skills and computer skills

Personal traits: good with customers, can work as a team with other employees

Transportation: need your own car

How to apply: apply online

**UNIT 3 REVIEW**

LISTENING PLUS

A

Answers will vary. Some possible answers:

Oscar is at work. He calls his wife, Isabel. He tells her that traffic is bad.

Oscar asks Wen to help unload boxes of organic oranges.

He helps a customer with chili peppers.

Then Oscar lets Joe leave work early but isn't happy about it.

## UNIT 4

### Lesson 1 Listening and Speaking

#### GET READY

Answers will vary.

The customer asks Wen where razor blades and shampoo are.

#### WATCH

B

1. True
2. False – He's looking for razor blades.
3. True
4. False – They're in Aisle 12.

#### CONVERSATION

A

razor blades

12

### Lesson 2 Grammar

#### GRAMMAR WATCH

The customer says, "Where are the razor blades?" and "Where is the shampoo?"

#### PRACTICE

A

- |        |        |
|--------|--------|
| 1. are | 4. is  |
| 2. is  | 5. is  |
| 3. are | 6. are |

B

- |                 |                 |
|-----------------|-----------------|
| 1. is, It's     | 4. is, It's     |
| 2. are, They're | 5. are, They're |
| 3. is, It's     |                 |

### Lesson 3 Practical Skills

#### PARTS OF THE BODY

C

- |         |         |
|---------|---------|
| 1. back | 2. foot |
|---------|---------|

## Lesson 4 Listening and Speaking

### GET READY

Answers will vary.

A customer spilled coffee on the floor.

### WATCH

B

4

3

5

2

1

### CONVERSATION

A

get

slip and fall

## Lesson 5 Listening and Speaking

### WATCH

1. True

2. False – It's spicy bean soup.

3. False – It's her grandmother's recipe.

4. False – They love it.

5. True

6. False – She says she'll email it to Wen tonight.

### CONVERSATION

A

good

small

## Lesson 6 Grammar

### GRAMMAR WATCH

1. spicy

2. black

3. red

4. fresh

5. hot

PRACTICE

A

1. big supermarket
2. new employee
3. friendly people
4. good schedule
5. young children

B

1. I need a full-time job.
2. Oscar works in a busy department.
3. There is heavy traffic today.
4. Sara needs yellow onions.
5. They want a different schedule.
6. He is a new manager.

**Lesson 7 Practical Skills**

DAYS OF THE WEEK

B

1. week
2. a weekday
3. day
4. afternoon
5. on the weekend

C

- |           |            |
|-----------|------------|
| 1. week   | 4. Tuesday |
| 2. Monday | 5. weekend |
| 3. Friday | 6. Sundays |

**Lesson 8 Practical Skills**

WORK SCHEDULES

A

1. Jim Robbins
2. Wen Li
3. Truda Mazur, Carmen Vasquez
4. Wen Li, Carmen Vasquez
5. Truda Mazur, Carmen Vasquez
6. Wen Li

## Lesson 9 Listening and Speaking

### WATCH

1. b
2. a
3. b
4. a

### CONVERSATION

A

day

Saturdays

## Lesson 10 Reading

### READ

The topic of the article is sleep.

### CHECK YOUR UNDERSTANDING

1. You may make you feel bad. It can also cause you to gain weight, develop health problems like diabetes and high blood pressure, have problems paying attention while driving, have accidents, and have trouble learning and remembering information.
2. It helps control blood pressure, fight illness, and improve memory.
3. Exercise every day. Keep your bedroom dark, quiet, and cool. Go to sleep and wake up at the same time every day. Don't drink coffee or soda before going to bed. Eat at least two to three hours before going to bed.
4. Young children need 11 to 13 hours; older children need 10 to 11 hours.
5. Adults need seven to nine hours.

### AFTER YOU READ

10-11 hours

## Lesson 11 Writing

### STUDY THE MODEL

A

He is asking for a day off work.

CHECK YOUR UNDERSTANDING

1. He's writing to Oscar.
2. Because he's going to a wedding.
3. His shift is from 8:30 A.M. to 2:00 P.M.
4. Joe can work Wen's shift.

B

Dear, Please, Thank you very much

**Job-Seeking Skills**

NEWSPAPER JOB ADS

A

- 2 supermarket
- 1 hospital

B

- |            |          |        |
|------------|----------|--------|
| 1. exp req | 3. wknds | 5. PT  |
| 2. FT      | 4. Refs  | 6. M-F |

C

- |      |      |      |
|------|------|------|
| 1. 1 | 4. 1 | 7. 2 |
| 2. 2 | 5. 1 | 8. 2 |
| 3. 2 | 6. 1 |      |

**UNIT 4 REVIEW**

VOCABULARY

Some possible answers:

- razor blades
- wet floor
- paper towels
- get hurt
- have an accident
- look for
- warning sign
- delicious recipe
- day off
- day shift
- night shift
- blood pressure
- gain weight

LISTENING PLUS

A

Answers will vary. Some possible answers:

A customer asks Wen a question. Wen tells him where to find the razor blades.

A customer spills coffee. Wen asks Joe to mop up the spilled coffee and to put up some warning signs.

Wen asks Carmen about her spicy bean soup.

Wen and Truda talk about their schedules.

## UNIT 5

### Lesson 1 Listening and Speaking

#### WATCH

1. False – The customer asks for a savings card application.
2. True
3. False – She's not happy about the weather.
4. True
5. True
6. True

#### CONVERSATION

A

cold

raining

### Lesson 2 Listening and Speaking

#### GET READY

Answers will vary.

He is looking for a bandage.

#### WATCH

B

1. b

3. c

2. a

4. a

#### CONVERSATION

A

cough

throat

### Lesson 3 Grammar

#### GRAMMAR WATCH

Saba: Does it hurt?

Wen: Yes, it does.

Saba: I don't feel well.

Wen: Does your throat hurt?

Saba: Yes, it does.

Wen: I hope he doesn't have the flu.



PRACTICE

A

1

1. Does

2. Do

3. Does

4. Does

5. Do

6. Does

B

1. Does, does

2. Do, don't

3. Does, doesn't

4. Do, do

**Lesson 4 Practical Skills**

MONTHS OF THE YEAR

B

1. September

2. January

3. August

4. November

5. February

6. December

7. October

8. March

C

1. 7

2. 31

3. 5

4. 4

5. 12

**Lesson 5 Practical Skills**

ORDINALS AND DATES

C

1. January 21, 2015, 1/21/2015

2. February 9, 2016, 2/9/2016

3. March 15, 2017, 3/15/2017

4. April 30, 2018, 4/30/2018

**Lesson 6 Listening and Speaking**

GET READY

Answers will vary. One possible answer: She's calling the clinic.

WATCH

B

1. b
2. b

C

1. True
2. False – She wants a later appointment.
3. False – She finishes at 4:00.
4. True

CONVERSATION

A

9:30  
fine

**Lesson 7 Practical Skills**

APPOINTMENT CARDS

A

1. Saba Andarge
2. April 24
3. 9:30 A.M.
4. Dr. Susi Li
5. (703) 555-2851

B

Date: March 7  
Time: 10:00 A.M.

Date: August 30  
Time: 1:45 P.M.

**Lesson 8 Listening and Speaking**

GET READY

Answers will vary.

She asks about Saba's insurance, her phone numbers, her date of birth, her address, and the reason for the appointment.

WATCH

B

1. contact
2. patient
3. date
4. computer

CONVERSATION

A

August 26, 1982

14

**Lesson 9 Grammar**

GRAMMAR WATCH

1. are
2. is

STUDY

A

1. is
2. are
3. is
4. is
5. are

B

1. What is your ID number?
2. What are your home and cell phone numbers?
3. What is your email address?
4. What are your days off?
5. What is your date of birth?
6. What are the names of your family members?

**Lesson 10 Reading**

CHECK YOUR UNDERSTANDING

Wording of answers will vary.

1. You find them in supermarkets and pharmacies.
2. England, India, Kenya, the U.S. have walk-in clinics.
4. There are more than 1,300.
5. They're easy to find, they're open at night and on weekends, and you don't need an appointment.

AFTER YOU READ

c

### Lesson 11 Writing

STUDY THE MODEL

b

CHECK YOUR UNDERSTANDING

Wording of answers will vary.

1. She is emailing to tell her how to find information about their new paychecks.
2. She will be at a doctor's appointment.
3. She can get the information on the store website.

BEFORE YOU WRITE

Wording of answers will vary.

1. First, go to the website.
2. Next, click on *Employees*.
3. Type your user name. Then type your password.
4. Update your contact information.

### Job-Seeking Skills

GET READY

She's interested in the customer service job.

JOB APPLICATION: PART 1

A

She filled it out correctly.

B

1. She lives at 1469 Sherman Street in Fairfax, Virginia, 22030.
2. She can start immediately.
3. No, she can't.
4. She can work from 9:00 A.M. to 2:30 P.M.
5. She can't work on Saturdays and Sundays.
6. Yes.

## **UNIT 5 REVIEW**

### LISTENING PLUS

A

Answers will vary. Some possible answers:

Saba is at the Customer Service desk. She talks to a customer about the weather.

Saba tells Wen she doesn't feel well.

Saba calls the clinic to make an appointment.

She gives the receptionist information.

## UNIT 6

### Lesson 1 Listening and Speaking

#### WATCH

1. c
2. b
3. c
4. b

#### CONVERSATION

A

10:45

passport

### Lesson 2 Grammar

#### GRAMMAR WATCH

The following are imperatives:

Bring your insurance card and a form of ID, please

Don't park on Level A.

Park on Level B

#### PRACTICE

A

1. Exercise
2. Don't close
3. Eat
4. Sleep
5. Don't spill
6. Don't arrive

B

1. Bring your ID.
2. Come 15 minutes early.
3. Don't park on this side of the street.
4. Fill out the forms.
5. Don't be late.
6. Sign your name.
7. Please come this way / Come this way, please.

### Lesson 3 Practical Skills

#### SIGN-IN SHEETS

A

1. 6/21/2015
2. Samantha Carter
3. 8:55 A.M.
4. 10:45 A.M.
5. Erdem Asker

B

1. 10:15
2. 12:45
3. 2:00, 1:50

C

early: Sara Assam, David Brown

late: Jasmine Trinh

### Lesson 5 Listening and Speaking

#### GET READY

Answers will vary. One possible answer: Saba buys cough medicine and a thermometer.

#### WATCH

B

- |                                |         |
|--------------------------------|---------|
| 1. False – She has bronchitis. | 4. True |
| 2. False – She isn't sick.     | 5. True |
| 3. True                        |         |

#### CONVERSATION

A

tired  
chest

### Lesson 6 Listening and Speaking

#### WATCH

- |         |                                |
|---------|--------------------------------|
| 1. True | 3. False – It's for nighttime. |
| 2. True | 4. True                        |

CONVERSATION

A  
drowsy  
at night

**Lesson 7 Practical Skills**

MEDICINE LABELS AND DOSAGES

A

1. b	4. d
2. e	5. c
3. f	6. a

B

1. No
2. No
3. No

**Lesson 8 Listening and Speaking**

GET READY

Answers will vary. One possible answer: Saba tells Layla that she's sick.

WATCH

B

- 3 a.
- 2 b.
- 4 c.
- 1 d.

CONVERSATION

A  
two  
rest

**Lesson 9 Grammar**

GRAMMAR WATCH

Saba: And the doctor says I shouldn't go to work for two days.

Layla: You should rest and drink tea.



PRACTICE

A

- |           |              |
|-----------|--------------|
| 1. should | 4. shouldn't |
| 2. should | 5. should    |
| 3. should |              |

B

- |                 |                    |
|-----------------|--------------------|
| 1. should stay  | 5. should take     |
| 2. shouldn't do | 6. shouldn't visit |
| 3. shouldn't go | 7. should call     |
| 4. should drink |                    |

**Lesson 10 Reading**

READ

The following should be circled:

drink warm milk with honey, turmeric, and ginger  
eating lots of garlic  
green tea with ginger or honey  
chicken soup

CHECK YOUR UNDERSTANDING

1. because people get colds all the time
2. something you do at home to cure a problem
3. family members: mother or grandmother
4. fruits, drinks, spices
5. Scientists have found that it helps fight many cold symptoms.

**Lesson 11 Writing**

STUDY THE MODEL

A

She's sick.

CHECK YOUR UNDERSTANDING

1. Because Saba is sick.
2. Layla told her.
3. She says to stay home, drink a lot of water and tea, eat chicken soup, and sleep a lot.
4. It helps your body fight an illness.

B

The following sentences should be underlined:

I think you should stay home.

Don't come to work.

You need to rest and get better!

Try to drink a lot water and tea.

And remember, you need to sleep a lot.

### **Job-Seeking Skills**

JOB APPLICATION: PART 2

1. Shoppers Market
2. deli worker
3. at Shoppers Market
4. She wanted to earn more money and to work more hours.
5. She left to have a baby and take care of her children.

### **UNIT 6 REVIEW**

LISTENING PLUS

A

Answers will vary. Some possible answers:

Saba sleeps late. She calls the doctor's office.

She goes to the grocery store to buy cough medicine and a thermometer.

She talks to the pharmacist.

She calls Layla to call in sick.

## UNIT 7

### Lesson 1 Listening and Speaking

#### GET READY

Answers will vary. One possible answer: Oscar asks to see the apartment.

#### WATCH

B

1. c
2. a
3. b

#### CONVERSATION

A

apartment  
eight

### Lesson 2 Practical Skills

#### ADDRESSES

A

2679 North Shore Drive, Apartment 221, Reston, Virginia, 20190

### Lesson 3 Practical Skills

#### APARTMENT ADS

A

1. False – There are three bedrooms.
2. True
3. False – It's new.
4. True

B

1. e
2. c
3. d
4. a
5. b

## Lesson 4 Listening and Speaking

### GET READY

Answers will vary. One possible answer: He has two children now, and his parents help take care of them.

### WATCH

B

1. True
2. True
3. False – It's near his parents.
4. False – He's worried.

### CONVERSATION

A

nice

high

## Lesson 5 Grammar

### GRAMMAR WATCH

Oscar says the following:

It's on Bank Street, close to Peter's Restaurant.

I know, but it's close to my parents' apartment.

### PRACTICE

A

1. Isabel and Oscar's
2. parents'
3. Oscar's
4. Isabel's

B

1. landlady's
2. daughter's
3. Jenny's
4. Lynn's
5. friends'
6. Jenny and Danny's
7. father's

## Lesson 6 Listening and Speaking

### WATCH

1. b
2. c
3. b
4. c

### CONVERSATION

A

one mile  
then

## Lesson 7 Practical Skills

### MAPS

A

1. the restaurant and the gas station
2. the park
3. medical clinic
4. restaurant *or* gas station

C

1. two
2. right
3. one
4. across from

## Lesson 8 Listening and Speaking

### GET READY

Answers will vary. One possible answer: He's showing her pictures of the apartment.

### WATCH

B

1. False – The apartment is bigger.
2. True
3. False – The apartment doesn't have a bathtub.
4. True

C  
a

CONVERSATION

A  
stove  
rooms

**Lesson 9 Grammar**

GRAMMAR WATCH

1. . . . there's
2. There are
3. There are

PRACTICE

- A
1. There are
  2. There are
  3. There isn't
  4. There aren't
  5. There is
  6. There are

- C
1. There is
  2. There aren't
  3. There is
  4. There aren't
  5. There is
  6. There are
  7. There is

**Lesson 10 Writing**

STUDY THE MODEL

A  
He will call Lynn tomorrow.

CHECK YOUR UNDERSTANDING

1. on Bank Street
2. nice, quiet
3. It's in a nice neighborhood, it's very sunny, and the kitchen is new.
4. It's far from his job.

B

D a.

D b.

MI c.

**Lesson 11 Reading**

READ

Wording of answers will vary: A couch surfer is someone who finds a place to stay on the Internet, then sleeps there one or two nights before moving on.

CHECK YOUR UNDERSTANDING

1. They talk to friends or search on the Internet.
2. all over the world
3. one or two nights
4. It's cheaper than a hotel, and you meet new people and see how they live.

AFTER YOU READ

Couching surfing is a popular way to travel.

But there are couch surfers all over the world.

**Job-Seeking Skills**

JOB INTERVIEW PREPARATIONS

A

Shake hands.

Smile.

Make eye contact.

Sit up straight.

Put your hands on the desk or in your lap.

B

1. get a good night's sleep
2. wear clean and neat clothes
3. a copy of your job application
4. 15 minutes early
5. shake hands
6. up straight

## **UNIT 7 REVIEW**

### LISTENING PLUS

A

Answers will vary. Some possible answers:

Oscar needs a new apartment. He calls a landlady.

Oscar tells Jim about the apartment.

Then he calls Isabel to get directions to the apartment.

He shares pictures of the apartment with Carmen.



## UNIT 8

### Lesson 1 Listening and Speaking

#### GET READY

Answers will vary. One possible answer: Wen is going to be late to work

#### WATCH

B

1. False – He calls to say he'll be late.
2. True
3. False – Oscar will ask Joe to work for Wen.
4. True

#### CONVERSATION

A

in traffic

15

### Lesson 2 Listening and Speaking

#### GET READY

Answers will vary. One possible answer: Oscar gives Wen a promotion.

#### WATCH

1. b
2. c
3. a
4. b

#### CONVERSATION

A

take inventory

helping customers

### Lesson 3 Grammar

#### GRAMMAR WATCH

1. You can take inventory.
2. You can stock any part of the produce department.

PRACTICE

A

1. can
2. can
3. can
4. can't
5. can't

B

1. Can you operate a forklift?
2. Can you stock produce?
3. Can you help customers?
4. Can you take inventory?

**Lesson 4 Listening and Speaking**

WATCH

1. True
2. False – He went to the gym and a baseball game.
3. False – He went to a baseball game with them.
4. False – They went to a movie, made dinner, had a picnic, then went to Carmen's brother's house.
5. False – Her daughters did homework on Sunday.
6. True

CONVERSATION

A

baseball game  
movie

**Lesson 5 Grammar**

GRAMMAR WATCH

go: baseball game, movie, park, home, brother's house, out  
have: picnic, homework  
be: gym, supermarket, busy, home, relaxing

PRACTICE

A

- |           |           |
|-----------|-----------|
| 1. were   | 4. were   |
| 2. wasn't | 5. were   |
| 3. wasn't | 6. wasn't |

B

1. had
2. went
3. weren't
4. didn't go
5. went
6. didn't have
7. was
8. went

### **Lesson 6 Practical Skills**

#### PLACES IN THE COMMUNITY

A

1. c
2. e
3. b
4. f
5. h
6. g
7. d
8. a

B

Conversation 1: post office  
Conversation 2: gas station

### **Lesson 7 Practical Skills**

#### BUS SCHEDULES

A

1. 3
2. west
3. 5:30
4. 2
5. 20 minutes
6. 4
7. 40 minutes

## Lesson 8 Practical Skills

### ENVELOPES

A

1. Mr. David Smith
2. Mrs. Barbara Anderson
3. 3592 28th Street, Alexandria, Virginia, 22302
4. Mrs.

## Lesson 9 Listening and Speaking

### GET READY

Answers will vary. One possible answer: The customer is upset because he thinks the prices are high.

### WATCH

B

1. a
2. c
3. a
4. c

### CONVERSATION

A

lettuce  
Its' \$1.79

## Lesson 10 Reading

### READ

two

### CHECK YOUR UNDERSTANDING

1. lunch and dinner
2. American
3. four

### AFTER YOU READ

Review 1:

The host was very nice.

The food was excellent and not very expensive.

We had a great time.

Review 2:

I do not recommend Restaurant Celeste.

The restaurant was crowded and noisy.

Next time I go out for lunch, I'm going to a different place.

## Lesson 11 Writing

STUDY THE MODEL

A

no

CHECK YOUR UNDERSTANDING

1. A customer slipped and fell.
2. coffee
3. Jim and Truda

B

Then, After a while, Later

## Job-Seeking Skills

JOB INTERVIEW: PART 1

A

Sara wants a customer service representative job.

B

1. True
2. False – She is always very polite with customers.
3. True
4. True

## UNIT 8 REVIEW

LISTENING PLUS

A

Answers will vary. Some possible answers:

Wen is stuck in traffic. He calls Oscar.

Wen gets a promotion at work.

Wen and Carmen talk about their weekends.

Wen tells a customer about items on sale in the produce department.

## UNIT 9

### Lesson 1 Listening and Speaking

#### GET READY

Answers will vary. One possible answer: He's calling to tell Truda about his new job and that Peter was in an accident.

#### WATCH

1. True
2. False – He starts his new job on Friday.
3. False – Her husband's friend was in an accident.
4. True

#### CONVERSATION

A

good

Oh, no

### Lesson 2 Listening and Speaking

#### WATCH

A

Answers will vary. The front door is broken. The faucet is leaking. The bathroom window is crack. The living room window is stuck. There's a bad smell in the hallway.

B

1. a
2. b
3. a
4. b

#### CONVERSATION

A

faucet

cracked

### Lesson 3 Grammar

#### GRAMMAR WATCH

1. 'm calling
2. is leaking
3. 'm working

#### PRACTICE

A

1. is ordering
2. are not stocking, taking
3. 're not waiting
4. 'm paying
5. 're not buying, 're buying

B

1. She's reading the newspaper.
2. They're eating lunch.
3. He's checking email.
4. is leaking

### Lesson 4 Listening and Speaking

#### GET READY

Answers will vary. Some possible answers: emergency contact forms, tax forms

#### WATCH

1. False – He asks her to fill out an emergency contact form.
2. False – She should give two names.
3. False – She gets paid every two weeks.
4. True
5. True

#### CONVERSATION

A

the deli department  
the end of today

### Lesson 5 Practical Skills

#### PAYCHECKS

A

\$1,076.75

B

1. False – She makes \$13.25 an hour for regular hours and \$16.75 an hour for overtime.
2. True
3. False – She worked one hour of overtime.
4. True
5. True

### Lesson 6 Practical Skills

#### EMERGENCY CONTACT FORMS

A

1. Truda Mazur is the employee; Fresh Foods Supermarket wants the information.
2. Truda's husband
3. Truda's sister
4. 703-555-1103, 202-555-3410
5. 703-555-9378, 202-555-8264

### Lesson 7 Listening and Speaking

#### GET READY

Answers will vary. One possible answer: Jim is having a medical emergency.

#### WATCH

B

3

1

4

2

#### CONVERSATION

A

the emergency  
having chest pains



## **Lesson 8 Grammar**

### GRAMMAR WATCH

1. him
2. them

### PRACTICE

A

1. I
2. her
3. We
4. He
5. them

C

1. her
2. them
3. us
4. him
5. me

## **Lesson 9 Practical Skills**

### WARNING SIGNS

B

1. b
2. a
3. b

## **Lesson 10 Writing**

### STUDY THE MODEL

A

to thank his friends

### CHECK YOUR UNDERSTANDING

1. his friends
2. cards and balloons
3. to run tests because he has heart problems
4. at home
5. next week, possibly

B

He's thanking them for the cards and balloons.

Thank you so much for thinking about me.

I really appreciate the cards and the balloons.

Thank you so much for your kindness.

## Lesson 11 Reading

READ

Wording of answers will vary: It's funny because the son believes an ambulance can come by email.

CHECK YOUR UNDERSTANDING

1. 911
2. firefighters, the police, and/or an ambulance
3. a fire, bad car accident, serious medical problem, robbery

AFTER YOU READ

c

## Job-Seeking Skills

JOB INTERVIEW: PART 2

A

immediately

B

- |      |      |
|------|------|
| 1. a | 4. b |
| 2. a | 5. b |
| 3. b |      |

## UNIT 9 REVIEW

LISTENING PLUS

A

Answers will vary. Some possible answers:

Truda's husband tells her some good news and some bad news.

Truda calls to tell the landlord about problems with the apartment.

She completes an emergency contact form for work.

She calls 911 because Jim has a medical emergency.

## UNIT 10

### Lesson 1 Listening and Speaking

#### GET READY

Answers will vary. One possible answer: They're going to buy pajamas, shorts, a belt, and jeans.

#### WATCH

B

1. True
2. False – She'll take them tomorrow.
3. False – They need pajamas, and they want shorts, a belt, and jeans.
4. False – She'll pick her up at 9:30.

#### CONVERSATION

A

pajamas  
socks

### Lesson 2 Grammar

#### GRAMMAR WATCH

1. do
2. do

#### PRACTICE

A

- |         |         |
|---------|---------|
| 1. do   | 4. does |
| 2. do   | 5. do   |
| 3. does | 6. do   |

B

1. does she work?
2. do you work?
3. does the customer need
4. do they live / does your family live
5. does she take a break
6. does he want

### Lesson 3 Practical Skills

#### CLOTHING SIZES

B

Conversation 1: sweater, medium

Conversation 2: 12

### Lesson 4 Listening and Speaking

#### GET READY

Answers will vary. One possible answer: She wants to return pantyhose.

#### WATCH

B

1. return

4. credit

2. exchange

5. card

3. receipt

#### CONVERSATION

A

pantyhose

OK

### Lesson 5 Practical Skills

#### RETURN ITEMS TO A STORE

B

sweater

It's too big.

### Lesson 6 Practical Skills

#### MENUS

A

11:00 A.M. to 2:00 P.M.

B

a green salad

iced tea

a fish sandwich

apple pie

## Lesson 7 Listening and Speaking

### GET READY

Answers will vary. One possible answer: She is asking what foods are good.

### WATCH

B

1. c
2. a
3. c
4. b

### CONVERSATION

A

chicken  
fruit

## Lesson 8 Listening and Speaking

### GET READY

He got a new apartment.

### WATCH

B

1. False – He invites her to a party.
2. False – The party is to celebrate his new apartment.
3. True
4. True
5. True

### CONVERSATION

A

Can you come  
Sure

## Lesson 9 Grammar

### GRAMMAR WATCH

Oscar: We're going to have a party this Saturday evening.

Carmen: I know what I'm going to make.

Oscar: And we're going to have a cake to celebrate Wen's promotion, also.

PRACTICE

A

1. 's not
2. is
3. are
4. are
5. 'm not

B

1. are going to go shopping
2. are going to have
3. is going to clean
4. 're not going to work
5. is not going to stay home

**Lesson 10 Writing**

STUDY THE MODEL

A

to congratulate Donna on her new job

CHECK YOUR UNDERSTANDING

1. Donna has a new job.
2. He thinks she's a good worker.
3. a management course
4. that she has the skills to be a good manager

B

He thinks she's a good worker.

My boss, Jim, thinks I'm a good worker.

Jim thinks I should apply to be a manager someday.

He believes I have the skills to be a good manager.

**Lesson 11 Reading**

READ

Wording of answers will vary: People are eating in restaurants, in the dark.

AFTER YOU READ

without light

CHECK YOUR UNDERSTANDING

1. a dark dining restaurant
2. Switzerland
3. The waiter helps you walk there.
4. from San Francisco, California, to Bangkok, Thailand

**Job-Seeking Skills**

GET HIRED

A

Job: customer service representative

Days: morning shift, Monday through Friday

Time: 9:00 A.M. to 1:00 P.M.

Come to main office for orientation  
on Tuesday morning at 8:30.

Bring two kinds of government ID.

**UNIT 10 REVIEW**

LISTENING PLUS

A

Answers will vary. Some possible answers:

Carmen calls her mother. They make plans to take Carmen's daughters shopping for clothes.

Carmen returns pantyhose and gets a gift card.

She gets pasta and sauce and fruit salad from the deli for dinner.

Oscar invites Carmen to a party to celebrate his new apartment and Wen's promotion.

## GRAMMAR REVIEWS

### UNIT 1

#### SIMPLE PRESENT WITH *BE* AND POSSESSIVE ADJECTIVES

1. She's
2. is
3. It's
4. are
5. her
6. His
7. her
8. is
9. is
10. their
11. is
12. our
13. are
14. is
15. is
16. I'm

#### SINGULAR AND PLURAL NOUNS

1. men
2. children
3. bag
4. cashiers
5. box
6. restrooms

### UNIT 2

#### *BE*: SIMPLE PRESENT NEGATIVE STATEMENTS

Answers will vary. Possible answers:

1. Carmen is not married. She's not married.
2. You are not upset. You're not upset.
3. I am not busy. I'm not busy.
4. We are not tired. We're not tired.
5. Fresh Foods is not open. It's not open.
6. Joe and Wen are not hungry. They're not hungry.

#### *BE*: SIMPLE PRESENT *YES / NO* QUESTIONS

1. Is she stressed? Yes, she is.



2. Is he tall? No, he isn't.
3. Are they happy? Yes, they are.
4. Are they tired? No, they aren't.
5. Is she healthy? Yes, she is.

### UNIT 3

#### *THIS, THAT, THESE, THOSE*

1. This
2. this
3. Those
4. these

#### SIMPLE PRESENT: STATEMENTS

1. need
2. doesn't like
3. likes
4. have
5. don't eat
6. take
7. finish

### UNIT 4

#### *BE* SIMPLE PRESENT QUESTIONS WITH WHERE

Answers may vary. Possible answers:

1. Where is the deli counter?
2. They're next to the international foods.
3. Where is the international foods section?
4. It's next to the produce.
5. Where are the restrooms?
6. It's in the back of the store.

#### DESCRIPTIVE ADJECTIVES

1. young children
2. salty foods
3. busy store
4. yellow onions
5. friendly employee

### UNIT 5

SIMPLE PRESENT *YES / NO* QUESTIONS: *HAVE, HURT*

1. Does your head hurt?
2. Yes, it does.
3. Does your throat hurt?
4. No, it doesn't.
5. Do you have a fever?
6. No, I don't.
7. Do they have the flu?
8. Do their stomachs hurt?
9. Yes, they do.

*BE*: SIMPLE PRESENT QUESTIONS WITH WHAT

1. are
2. is
3. are
4. is
5. is

**UNIT 6**

IMPERATIVES

1. Don't drive
2. go
3. Call
4. Don't eat
5. Do
6. Bring

*SHOULD / SHOULDN'T*

1. should go
2. shouldn't be
3. should bring
4. should introduce
5. shouldn't ask
6. shouldn't take

**UNIT 7**

POSSESSIVE NOUNS

1. parents'
2. Oscar's job

3. children's school
4. Sofia's teacher
5. Alex's teacher
6. neighbors' *or* neighbor's

*THERE IS / THERE ARE STATEMENTS*

1. There is, there isn't
2. There isn't, there is
3. There are, there aren't
4. aren't, there is

**UNIT 8**

*CAN / CAN'T*

1. A: Can Carmen use a scanner?  
B: she can
2. A: Can Wen and Joe prepare deli foods?  
B: they can't.
3. A: Can Oscar supervise employees?  
B: he can.
4. A: Can Truda and Jim make sandwiches?  
B: they can.
5. A: Can Saba unload produce?  
B: she can't.

*BE, HAVE, GO: SIMPLE PAST*

1. had
2. wasn't
3. was
4. went
5. were
6. weren't
7. didn't go

**UNIT 9**

PRESENT CONTINUOUS: STATEMENTS

1. is scanning
2. is ordering
3. are talking
4. is helping
5. are eating

OBJECT PRONOUNS

1. them
2. him
3. us
4. her
5. it
6. me

**UNIT 10**

SIMPLE PRESENT: *WH*- QUESTIONS

1. When does
2. Where does
3. When do
4. What do
5. what do

FUTURE WITH *BE GOING TO*

1. is going to be
2. am going to go
3. are going to have
4. is going to be
5. are going to bring
6. is going to come