

## ***Project Success 1 Video Transcript***

### **Unit 1, Lesson 1 WATCH**

Oscar: Can I help you find something?  
Truda: Oh...no, thank you ... I work here. It's my first day.  
Oscar: Hello. I'm Oscar Perez.  
Truda: Hi. I'm Truda Mazur.  
Oscar: Nice to meet you.  
Truda: I'm sorry. What's your name again, please?  
Oscar: Oscar.  
Truda: Nice to meet you, Oscar.

### **Unit 1, Lesson 1 CONVERSATION**

Oscar: Hello. I'm Oscar Perez.  
Truda: Hi. I'm Truda Mazur.  
Oscar: Nice to meet you.  
Truda: I'm sorry. What's your name again, please?  
Oscar: Oscar.  
Truda: Nice to meet you, Oscar.

### **Unit 1, Lesson 2 WATCH**

Oscar: . . . So, which department do you work in, Truda?  
Truda: In the deli.  
Oscar: Oh! You're the new deli worker. Welcome to Fresh Foods!  
Truda: Thank you. What do you do, Oscar?  
Oscar: I'm the produce manager.  
Truda: Oh!  
Oscar: And that's Joe. He's a produce associate. Come on. I'll introduce you.  
Truda: Thanks. I look forward to meeting everyone!

### **Unit 1, Lesson 2 CONVERSATION**

Oscar: Which department do you work in, Truda?  
Truda: In the deli.  
Oscar: Oh! You're the new deli worker. Welcome to Fresh Foods!  
Truda: Thank you. What do you do, Oscar?  
Oscar: I'm the produce manager.

### **Unit 1, Lesson 4 WATCH**

Jim: Now...let me show you around the deli.  
 Truda: OK.  
 Jim: The spoons and knives are here.  
 Truda: In the same drawer?  
 Jim: Yes, always. There are two scales here on the front counter.  
 Truda: I see. Are there more scales?  
 Jim: Yes. There's another scale on the back counter....What else can I show you?  
 Truda: I see the plastic bags. Where are the gloves?  
 Jim: They're under the counter.  
 Truda: OK. And where are boxes for take out orders?  
 Jim: They're over here.  
 Truda: Do you have more if we run out?  
 Jim: Yes, I keep more in the back.  
 Truda: OK.  
 Jim: Do you have any more questions, Truda?  
 Truda: No. Not right now.  
 Jim: Good. Why don't you take a break?  
 Just remember, the morning break is only 15 minutes.  
 Truda: OK. I'll be back on time.  
 Jim: When you come back, I'll show you how to make today's deli special.. Three slices of turkey, salami, provolone cheese.  
 Truda: Sounds good!

#### **Unit 1, Lesson 4 CONVERSATION**

Jim: ...What else can I show you?  
 Truda: I see the plastic bags. Where are the gloves?  
 Jim: They're under the counter.  
 Truda: OK. And where are boxes for take out orders?  
 Jim: They're over here.  
 Truda: Do you have more if we run out?  
 Jim: Yes, I keep more in the back.

#### **Unit 1, Lesson 7 WATCH**

Saba: So how's your first day going, Truda?  
 Truda: Fine. But I'm a little nervous.  
 Saba: Yes. There is a lot to learn!  
 Truda: It's not the job.  
 Saba: Oh. Well then... What's wrong?  
 Truda: Well, it's my family. My children are at home without me, so I feel bad.  
 Saba: Your children are little? How old are they?  
 Truda: My daughter is two and my son is four.  
 Saba: Oh, cute! But they aren't home alone. I'm sure you have a good babysitter.  
 Truda: Yes, my sister. But it's their first day without me.

Saba: They'll be fine!  
Truda: I called them and everything is OK.  
Saba: You see!

### **Unit 1, Lesson 7 CONVERSATION**

Saba: What's wrong?  
Truda: Well, it's my family. My children are at home without me, so I feel bad.  
Saba: Your children are little? How old are they?  
Truda: My daughter is two and my son is four.  
Saba: Oh, cute! But they aren't home alone. I'm sure you have a good babysitter.  
Truda: Yes, my sister. But it's their first day without me.  
Saba: They'll be fine!  
Truda: I called them and everything is OK.  
Saba: You see!

### **Unit 2, Lesson 1 WATCH**

Carmen: Good morning, Saba.  
Saba: Hi, Carmen. How are you?  
Carmen: I'm fine.  
Saba: That's good. But poor Oscar!  
Carmen: What's wrong?  
Saba: He's not happy. Two people in his department aren't here today.  
Carmen: Are they late?  
Saba: No, they're sick.  
Carmen: What's he going to do?  
Saba: I don't know. He's really busy.  
Carmen: That's hard. It's not easy to be a manager.  
Saba: You're right. It isn't. OK, I need to go to the service desk. What are you doing for lunch?  
Carmen: I don't have any plans.  
Saba: OK. Let's meet back here at twelve.  
Carmen: Perfect. Have a good day!

### **Unit 2, Lesson 1 CONVERSATION**

Carmen: Good morning, Saba.  
Saba: Hi, Carmen. How are you?  
Carmen: I'm fine.  
Saba: That's good. But poor Oscar!  
Carmen: What's wrong?  
Saba: He's not happy. Two people in his department aren't here today.

### Unit 2, Lesson 3 WATCH

Carmen: Hi, Saba.  
Saba: Hi. Are you hungry?  
Carmen: Yes, I am. I'm so glad it's lunchtime!  
Saba: So, did you meet Truda the new deli worker?  
Carmen: I don't think so. What does she look like?  
Saba: She's thin and has blond hair.  
Carmen: Is she in the deli today?  
Saba: Yes, she is.  
Carmen: I didn't meet her. I'll say hi to her later.  
Saba: It's not easy being a new employee.  
Carmen: I know. That's why I want to introduce myself.

### Unit 2, Lesson 3 CONVERSATION

Saba: So, did you meet Truda the new deli worker?  
Carmen: I don't think so. What does she look like?  
Saba: She's thin and has blond hair.  
Carmen: Is she in the deli today?  
Saba: Yes, she is.  
Carmen: I didn't meet her. I'll say hi to her later.

### Unit 2, Lesson 7 WATCH

Carmen: Hello. Do you have a Fresh Foods card?  
Customer: Yes, I do. Here you go.  
Carmen: Any coupons?  
Customer: No. Can you please do a price check? I think these are on sale.  
Carmen: Yes, you're right.  
Customer: OK. I'll take them.  
Carmen: OK, your total is \$17.82. Is that credit or debit?  
Customer: Credit, please.  
Carmen: Go ahead. Oh, your card didn't work. Please swipe it again.  
Customer: Oops...OK.  
Carmen: OK. You saved \$3.49. Have a nice day!  
Customer: Thanks.

### Unit 2, Lesson 7 CONVERSATION

Carmen: Hello. Do you have a Fresh Foods card?  
Customer: Yes, I do. Here you go.  
Carmen: Any coupons?

Customer: No. Can you please do a price check? I think these are on sale.  
Carmen: Yes, you're right.  
Customer: OK. I'll take them.  
Carmen: OK, your total is \$17.82.

### Unit 2, Lesson 8 WATCH

Carmen: Hello. Welcome to Fresh Foods.  
Customer: Hi. I have a Fresh Foods card.  
Carmen: Thanks. Do you have any coupons?  
Customer: No, I don't.  
Carmen: Your total is \$5.67.  
Customer: Here's a twenty.  
Carmen: Here's your receipt. And your change is \$14.33.  
Customer: Excuse me. There's a mistake. This change is not correct.  
Carmen: Oh. I'm sorry! Here you go. That makes 14 dollars and 33 cents. Again, I'm so sorry.  
Customer: That's OK. Thanks.  
Carmen: Have a good day!  
Customer: You do the same!

### Unit 2, Lesson 8 CONVERSATION

Carmen: Your total is \$5.67.  
Customer: Here's a twenty.  
Carmen: Here's your receipt. And your change is \$14.33.  
Customer: Excuse me. There's a mistake. This change is not correct.  
Carmen: Oh. I'm sorry!

### Unit 3, Lesson 1 WATCH

Isabel: Hello?  
Oscar: Hi, Isabel. Listen, Saba says there's heavy traffic this morning.  
Isabel: Really?  
Oscar: Yes. There's a bad accident on the highway.  
Isabel: That's terrible!  
Oscar: Um hmm—So you should leave now or you'll be late.  
Isabel: What time is it?  
Oscar: It's 7:15.  
Isabel: Oh... it's later than I thought.  
Oscar: Yes, you got up late.  
Isabel: And I need to get the kids ready.  
Oscar: Hurry, then. I'll see you later. I've got to run now.  
Isabel: Oh, wait, before you go... can you get milk on the way home today?  
Oscar: Um hmm.

Isabel: Thanks. Oh, hang on. We also need bread.  
Oscar: Yes, I'll get it. I have to go now.  
Isabel: Sure. I'll call you later. Bye.  
Oscar: Bye. Drive carefully.

### Unit 3, Lesson 1 CONVERSATION

Oscar: I'll see you later. I've got to run now.  
Isabel: Oh, wait, before you go... can you get milk on the way home today?  
Oscar: Um hmm.  
Isabel: Thanks. Oh, hang on. We also need bread.  
Oscar: Yes, I'll get it. I have to go now.  
Isabel: Sure. I'll call you later. Bye.  
Oscar: Bye.

### Unit 3, Lesson 3 WATCH

Wen: Oscar, I'm finished with the broccoli. What do you want me to do next?  
Oscar: Can you help me?  
Wen: OK. What do you need?  
Oscar: Can you help me unload these boxes?  
Wen: Yes. Where do you want them?  
Oscar: This box has organic oranges. Please put them in the organic section.  
Wen: OK. What else do you need help with?  
Oscar: Can you take those boxes to the back? Thanks, Wen.  
Wen: You're welcome.

### Unit 3, Lesson 3 CONVERSATION

Oscar: Can you help me unload these boxes?  
Wen: Yes. Where do you want them?  
Oscar: This box has organic oranges. Please put them in the organic section.  
Wen: OK. What else do you need help with?  
Oscar: Can you take those boxes to the back? Thanks, Wen.

### Unit 3, Lesson 6 WATCH

Customer: Excuse me. I'm looking for peppers.  
Oscar: Peppers? We have many different kinds. What would you like? Red, yellow, green?  
Customer: I need some chili peppers.  
Oscar: OK. They're over here. These peppers are not hot. Those are hot.  
Customer: I like hot peppers. But my family doesn't like anything spicy.

Oscar: I really like spicy food. My children don't. Do you need anything else?  
Customer: Yes. I need some onions.  
Oscar: Sure. Yellow onions are over there.  
Customer: Great. I cook fish with peppers, onions, and garlic.  
Oscar: That sounds good!  
Customer: Well, thanks for your help.  
Oscar: You're welcome.

### Unit 3, Lesson 6 CONVERSATION

Customer: I need some chili peppers.  
Oscar: OK. They're over here. These peppers are not hot. Those are hot.  
Customer: I like hot peppers. But my family doesn't like anything spicy.  
Oscar: I really like spicy food. My children don't. Do you need anything else?  
Customer: Yes. I need some onions.  
Oscar: Sure. Yellow onions are over there.

### Unit 3, Lesson 9 WATCH

Joe: Hi, Oscar.  
Oscar: Hi, Joe. Is everything OK?  
Joe: Yes. I need to leave early today.  
Oscar: Today?  
Joe: Yes. My car is at the garage. I need to leave before five o'clock.  
Oscar: Can you stay until four o'clock?  
Joe: Yes, I can.  
Oscar: OK. I'll ask Wen to stay late to work for you.  
Joe: Thanks, Oscar!  
Oscar: And Joe ...do me a favor next time.  
Joe: What is it?  
Oscar: Please don't wait until the same day to ask to leave early. You need to ask earlier. You also need to send me an email.  
Joe: OK. I'm sorry. I'll remember that.

### Unit 3, Lesson 9 CONVERSATION

Joe: I need to leave early today.  
Oscar: Today?  
Joe: Yes. My car is at the garage. I need to leave before five o'clock.  
Oscar: Can you stay until four o'clock?  
Joe: Yes, I can.  
Oscar: OK. I'll ask Wen to stay late to work for you.

#### Unit 4, Lesson 1 WATCH

Customer: Excuse me.  
Wen: Hi. Can I help you?  
Customer: You changed the store around.  
Wen: Yes, we moved a few things.... What are you looking for?  
Customer: Uh... Where are the razor blades?  
Wen: They're in Aisle 12.  
Customer: Oh. OK, Thanks.  
Wen: Do you need anything else?  
Customer: Yes. Where is the shampoo?  
Wen: It's in Aisle 11.  
Customer: Aisle 11. Got it. Thanks for your help.  
Wen: You're welcome. Have a nice day.

#### Unit 4, Lesson 1 CONVERSATION

Customer: Where are the razor blades?  
Wen: They're in Aisle 12.  
Customer: Oh. OK, Thanks.  
Wen: Do you need anything else?  
Customer: Yes. Where is the shampoo?  
Wen: It's in Aisle 11.  
Customer: Aisle 11. Got it. Thanks for your help.

#### Unit 4, Lesson 4 WATCH

Customer: Oooooops! Hello? Oh, hi, Tina. . .  
Joe: Do you need me, Wen?  
Wen: Someone spilled coffee over here.  
Joe: You're right. Look, it's over here, too.  
Wen: Mop the floor, please. And make sure to put up some warning signs.  
Joe: Right. I'll get the mop.  
Wen: And don't forget the signs. I'll wait here. We don't want anyone to slip and fall.  
Joe: OK. I won't forget. I'll be right back!  
Wen: Thanks, Joe.  
Joe: No problem.

#### Unit 4, Lesson 4 CONVERSATION

Wen: Someone spilled coffee over here.  
Joe: You're right. Look, it's over here, too.  
Wen: Mop the floor, please. And make sure to put up some warning signs.  
Joe: Right. I'll get the mop.

Wen: And don't forget the signs. I'll wait here. We don't want anyone to slip and fall.  
Joe: OK. I won't forget. I'll be right back!

#### **Unit 4, Lesson 5 WATCH**

Wen: That smells good. What is it?  
Carmen: Spicy bean soup. It's my grandmother's recipe. Would you like to try some?  
Wen: Sure. It's delicious. Can I have the recipe?  
Carmen: Sure. You need black beans, two small yellow onions, one sweet red pepper, and tomatoes.  
Wen: Any other ingredients?  
Carmen: Yes. Fresh cilantro.  
Wen: And what makes the soup spicy?  
Carmen: Oh ...that's the hot green pepper!  
Wen: Is it hard to make?  
Carmen: It's easy! I'll email you the recipe tonight.  
Wen: Great! Thanks.  
Carmen: I only make it once in a while, but my girls love it!  
Wen: I remember a soup recipe from my grandmother. It was also spicy. First she ...

#### **Unit 4, Lesson 5 CONVERSATION**

Wen: That smells good. What is it?  
Carmen: Spicy bean soup. It's my grandmother's recipe. Would you like to try some?  
Wen: Sure. It's delicious. Can I have the recipe?  
Carmen: Sure. You need black beans, two small yellow onions, one sweet red pepper, and tomatoes.

#### **Unit 4, Lesson 9 WATCH**

Wen: Hi, Truda. Are you leaving?  
Truda: Yes, I'm done for today.  
Wen: Do you always work the day shift?  
Truda: Yes. What about you?  
Wen: I work some day shifts and some night shifts.  
Truda: Do you work Saturdays?  
Wen: Yes, but I'm off on Sundays.  
Truda: I don't work on the weekend. I have two children, so I want to spend time with them.  
Wen: I work the morning shift Saturday. So I see my friends in the afternoon and the evening.  
Truda: That sounds fun. Well, have a good evening!  
Wen: You, too! See you tomorrow.

#### Unit 4, Lesson 9 CONVERSATION

Wen: Do you always work the day shift?  
Truda: Yes. What about you?  
Wen: I work some day shifts and some night shifts.  
Truda: Do you work Saturdays?  
Wen: Yes, but I'm off on Sundays.

#### Unit 5, Lesson 1 WATCH

Saba: Can I help you?  
Customer: Hi. I need an application for a savings club card, please.  
Saba: Here you are.  
Customer: It's cold this morning.  
Saba: Yes. And it's raining again! I'm not happy about it.  
Customer: The weather forecast for tomorrow is the same.  
Saba: Oh, no. I hope the weekend is nice. I have Saturday and Sunday off!  
Customer: It's spring. The weather should be nice!  
Saba: And especially on a day off! Please let me know if you have any questions about the application.  
Customer: Thank you.

#### Unit 5, Lesson 1 CONVERSATION

Customer: It's cold this morning.  
Saba: Yes. And it's raining again! I'm not happy about it.  
Customer: The weather forecast for tomorrow is the same.  
Saba: Oh, no. I hope the weekend is nice. I have Saturday and Sunday off!  
Customer: It's spring. The weather should be nice!

#### Unit 5, Lesson 2 WATCH

Saba: Hi, Wen. What are you looking for?  
Wen: Oh, hi, Saba. I'm looking for a bandage. I cut myself.  
Saba: Oh, no! Does it hurt?  
Wen: Yes, it does. But it's a small cut. I'm OK. How are you?  
Saba: I don't feel well. I think I'm sick.  
Wen: Oh, no. What's wrong?  
Saba: I have a cough. And I'm really tired.  
Wen: Does your throat hurt?  
Saba: Yes, it does. A lot.  
Wen: Uh-oh ... you should make a doctor's appointment. Maybe you have the flu.

Saba: That's a good idea. I can call during my lunch break.  
Wen: You know, Carmen is sick, too.  
Saba: Really? What's the matter?  
Wen: She has the flu. She's not at work today.  
Saba: And Joe says he has a headache and a stomachache.  
Wen: Oh, no ... I hope he doesn't have the flu. I have tomorrow off, and I have plans. I can't cover his shift!

### Unit 5, Lesson 2 CONVERSATION

Wen: How are you?  
Saba: I don't feel well. I think I'm sick.  
Wen: Oh, no. What's wrong?  
Saba: I have a cough. And I'm really tired.  
Wen: Does your throat hurt?  
Saba: Yes, it does.

### Unit 5, Lesson 6 WATCH

Receptionist: Hello. Arlington Clinic. Can I help you?  
Saba: Hi. Do you have any appointments available today?  
Receptionist: We have an opening at 1:00.  
Saba: Is there a later appointment? I finish work at 4:00.  
Receptionist: No, I'm sorry. I can give you tomorrow morning at 9:30.  
Saba: That's fine. I'll take it.  
Receptionist: OK, that's with Dr. Li. Is that OK?  
Saba: Yes, that's fine.  
Receptionist: Fine. I need to ask a few questions  
Saba: Sure.  
Receptionist: What's your name?  
Saba: Saba Andarge.  
Receptionist: And are you a new patient?  
Saba: No, I'm not.  
Receptionist: OK. Let me look you up in the system. Can you spell your last name, please?  
Saba: Yes. It's An-darge, spelled A, N as in Nancy, D as in David, A, R, G as in good, E.  
Receptionist: Thank you. OK. I have a few more questions...

### Unit 5, Lesson 6 CONVERSATION

Receptionist: Hello. Arlington Clinic. Can I help you?  
Saba: Hi. Do you have any appointments available today?  
Receptionist: We have an opening at 1:00.  
Saba: Is there a later appointment? I finish work at 4:00.  
Receptionist: No, I'm sorry. I can give you tomorrow morning at 9:30.  
Saba: That's fine. I'll take it.

### Unit 5, Lesson 8 WATCH

Receptionist: OK. I found your record. I need to make sure our information is correct.  
Saba: OK.  
Receptionist: Do you still have the same insurance?  
Saba: Yes, I do.  
Receptionist: OK, good. And what are your contact phone numbers?  
Saba: My cell phone is (703)555-6735.  
Receptionist: And your home phone?  
Saba: (703)555-9419.  
Receptionist: OK. And your date of birth is August 26, 1982?  
Saba: Correct.  
Receptionist: Good. What is your current address?  
Saba: It's 3725 South Washington Street, Apartment 14.  
Receptionist: All right, fine. And the reason for your visit?  
Saba: I have a bad cough. And a sore throat.  
Receptionist: OK. Thank you, Ms. Andarge. We'll see you tomorrow!  
Saba: Thank you. Goodbye!

### Unit 5, Lesson 8 CONVERSATION

Receptionist: What are your contact phone numbers?  
Saba: My cell phone is (703)555-6735.  
Receptionist: And your home phone?  
Saba: (703)555-9419.  
Receptionist: OK. And your date of birth is August 26, 1982?  
Saba: Correct.  
Receptionist: Good. What is your current address?  
Saba: It's 3725 South Washington Street, Apartment 14.

### Unit 6, Lesson 1 WATCH

Receptionist: Good morning. Westside Medical Clinic.  
Saba: Hi. My name is Saba Andarge. I have an appointment today at 9:30. But I overslept. Can I please change my appointment?  
Receptionist: Let me check. I may have an opening for later. Can you come in this morning at 10:45?  
Saba: Yes, I can. That's great.  
Receptionist: Bring your insurance card and a form of ID, please.  
Saba: Can I use my passport?  
Receptionist: Yes, you can.  
Saba: And thank you for changing my appointment.  
Receptionist: You're welcome. And oh! Don't park on Level A. There's construction. Park on Level B.

Saba: OK. Thank you. Bye.  
Receptionist: See you at 10:45. Good-bye.

### Unit 6, Lesson 1 CONVERSATION

Saba: I have an appointment today at 9:30. But I overslept. Can I please change my appointment?  
Receptionist: Let me check. I may have an opening for later. Can you come in this morning at 10:45?  
Saba: Yes, I can. That's great.  
Receptionist: Bring your insurance card and a form of ID, please.  
Saba: Can I use my passport?  
Receptionist: Yes, you can.

### Unit 6, Lesson 5 WATCH

Saba: Hi, Carmen.  
Carmen: You look tired. Are you OK?  
Saba: No. I have bronchitis.  
Carmen: Bronchitis?  
Saba: Yes. I have a fever, and my chest hurts.  
Carmen: I'm sorry you don't feel well. Vikram is sick, too.  
Saba: What's wrong with him?  
Carmen: He has a fever and chills.  
Saba: Ughh, yeah. Me, too. I have to go home. Carmen, is Layla here?  
Carmen: Yes, but she went out for lunch.  
Saba: OK. I'll call her when I get home. I have to take a sick day tomorrow.  
Carmen: OK. I'll tell her you came by, too. Is there anything I can do?  
Saba: No. I need to get some cough medicine. And I need a thermometer. Then I'm going home.  
Carmen: Take it easy. And I hope you feel better soon.

### Unit 6, Lesson 5 CONVERSATION

Carmen: You look tired. Are you OK?  
Saba: No. I have bronchitis.  
Carmen: Bronchitis?  
Saba: Yes. I have a fever, and my chest hurts.  
Carmen: I'm sorry you don't feel well. Vikram is sick, too.  
Saba: What's wrong with him?  
Carmen: He has a fever and chills.

### Unit 6, Lesson 6 WATCH

Carl: Hi, Saba. Do you need some help?  
Saba: Yes. I don't feel well.  
Carl: You sound terrible. Did you see a doctor?  
Saba: Yes, I have bronchitis. He sent me here.  
Carl: What does he want you to take?  
Saba: I'm not sure. He wrote it down. But I can't read his writing.  
Carl: That is hard to read. Oh, OK. I see what this is. I'll get that for you. Now, let me ask you, do you have a cough? Is it a dry cough?  
Saba: Yes, a dry cough. My head hurts, too.  
Carl: You should get some cough medicine, also. Do you want a liquid or a tablet?  
Saba: A tablet.  
Carl: Try this. It's a multi-symptom cold medicine. It lasts 8 to 12 hours.  
Saba: Will it make me drowsy?  
Carl: Yes. You should take it at night.  
Saba: I will!  
Carl: Don't take it during the day. Here's a different medicine for daytime.  
Saba: OK.  
Carl: This will stop your headache, too.  
Saba: Oh, good!  
Carl: Make sure to get a lot of rest, Saba. That's the most important thing.  
Saba: Right. I'll go straight to bed when I get home. Thanks for your advice, Carl.  
Carl: Anytime. I'm happy to help.

#### **Unit 6, Lesson 6 CONVERSATION**

Carl: Try this. It's a multi-symptom cold medicine. It lasts 8 to 12 hours.  
Saba: Will it make me drowsy?  
Carl: Yes. You should take it at night.  
Saba: I will!  
Carl: Don't take it during the day. Here's a different medicine for daytime.  
Saba: OK.  
Carl: This will stop your headache, too.  
Saba: Oh, good!  
Carl: Make sure to get a lot of rest, Saba. That's the most important thing.

#### **Unit 6, Lesson 8 WATCH**

Layla: Hello, Fresh Foods. This is Layla speaking.  
Saba: Hi, Layla. It's Saba.  
Layla: Saba, how ARE you? I was worried about you.  
Saba: I'm sick. I have bronchitis.  
Layla: Oh, no!  
Saba: And the doctor says I shouldn't go to work for two days.  
Layla: OK. I'll find someone to take your shifts.  
Saba: Thank you. I'm sorry about that.

Layla: Not at all. It's not your fault. You take care now. You should rest and drink tea.  
Saba: My doctor said the same thing! Are you sure you're not a doctor?  
Layla: Call me Thursday morning. We can see how you feel.  
Saba: Thanks for everything Layla. Good-bye.  
Layla: I hope you feel better soon! Bye.

### Unit 6, Lesson 8 CONVERSATION

Layla: How are you? I was worried about you.  
Saba: I'm sick. I have bronchitis.  
Layla: Oh, no!  
Saba: And the doctor says I shouldn't go to work for two days.  
Layla: OK. I'll find someone to take your shifts.  
Saba: Thank you. I'm sorry about that.  
Layla: Not at all. It's not your fault. You take care now. You should rest and drink tea.

### Unit 7, Lesson 1 WATCH

Landlady: Hel-LO?  
Oscar: Hi. My name is Oscar Perez. I'm calling about the apartment for rent.  
Landlady: Yes, it's still available.  
Oscar: Can I see it today?  
Landlady: Well, the painters are working here now.  
Oscar: How about tonight?  
Landlady: Sure. Can you come around eight?  
Oscar: That's perfect. What's the address?  
Landlady: It's 35 Bank Street. It's between Third and Fourth Avenue.  
Oscar: 35 Bank Street?  
Landlady: Yes.  
Oscar: Thank you very much. I'll see you at eight. Goodbye.  
Landlady: OK. Goodbye.

### Unit 7, Lesson 1 CONVERSATION

Oscar: Hi. My name is Oscar Perez. I'm calling about the apartment for rent.  
Landlady: Yes, it's still available.  
Oscar: Can I see it today?  
Landlady: Well, the painters are working here now.  
Oscar: How about tonight?  
Landlady: Sure. Can you come around eight?  
Oscar: That's perfect.

### Unit 7, Lesson 4 WATCH

Jim: So what's new, Oscar?  
Oscar: I'm going to see a new apartment after work.  
Jim: Oh, yeah? Where is it?  
Oscar: It's on Bank Street, close to Peter's Restaurant.  
Jim: That's a nice neighborhood, but it's FAR from work.  
Oscar: I know, but it's close to my parents' apartment. We have two kids now, and they help us a lot.  
Jim: Yeah, that's good.. How do you feel about moving?  
Oscar: I don't know. I'm worried. The rent is high. But we need two bedrooms now. We can't fit the kids in a one-bedroom apartment any more.  
Jim: I hear you. Well, good luck.

#### **Unit 7, Lesson 4 CONVERSATION**

Oscar: I'm going to see a new apartment after work.  
Jim: Oh, yeah? Where is it?  
Oscar: It's on Bank Street, close to Peter's Restaurant.  
Jim: That's a nice neighborhood, but it's FAR from work.  
Oscar: I know, but it's close to my parents' apartment. We have two kids now, and they help us a lot.  
Jim: Yeah, that's good. How do you feel about moving?  
Oscar: I don't know. I'm worried. The rent is high. But we need two bedrooms now.

#### **Unit 7, Lesson 6 WATCH**

Isabel: Hi, Oscar.  
Oscar: Hi. My parents can come over tonight to watch the kids.  
Isabel: Great. What time is the appointment to see the apartment?  
Oscar: It's at eight. Can you look up the directions? It's 35 Bank Street.  
Isabel: Sure. I'm looking it up right now. Just give me a second. OK, Take Route 602 south. Get off at the Fifth Avenue exit.  
Oscar: The Fifth Avenue exit?  
Isabel: Yes. Then go about one mile. Turn left on Fourth Avenue.  
Oscar: And then?  
Isabel: Go straight for three lights. Then, turn right on Bank Street.  
Oscar: Great. Can you print the map and the directions?  
Isabel: Sure. I'll see you at home.

#### **Unit 7, Lesson 6 CONVERSATION**

Isabel: Take Route 602 south. Get off at the Fifth Avenue exit.  
Oscar: The Fifth Avenue exit?  
Isabel: Yes. Then go about one mile. Turn left on Fourth Avenue.

Oscar: And then?  
Isabel: Go straight for three lights. Then, turn right on Bank Street.  
Oscar: Great. Can you print the map and the directions?  
Isabel: Sure.

### Unit 7, Lesson 8 WATCH

Carmen: Oh, hi, Oscar. Are you leaving?  
Oscar: Yes, in a few minutes. Isabel and I are going to look at a new 2 bedroom apartment.  
Carmen: Oh, can I see it? Do you have any pictures?  
Oscar: Yes, there are some pictures on the website. This is the kitchen, and there's a new stove.  
Carmen: Nice. How many bathrooms are there?  
Oscar: There are two bathrooms. Here's one of them.  
Carmen: It's big! Is there a bathtub in the other bathroom?  
Oscar: No, there isn't. But there's a shower.  
Carmen: I like the apartment. There are a lot of rooms.  
Oscar: There's only one problem. It's a little far from work.  
Carmen: I know. But it's important to have more space.  
Oscar: Yes, especially with two children now. Well, gotta go. See you tomorrow!  
Carmen: Good luck tonight! Bye.

### Unit 7, Lesson 8 CONVERSATION

Oscar: This is the kitchen, and there's a new stove.  
Carmen: How many bathrooms are there?  
Oscar: There are two bathrooms. Here's one of them.  
Carmen: It's big! Is there a bathtub in the other bathroom?  
Oscar: No, there isn't. But there's a shower.  
Carmen: I like the apartment. There are a lot of rooms.

### Unit 8, Lesson 1 WATCH

Oscar: Hello. Produce Department. This is Oscar.  
Wen: Hi, it's Wen. I'm sorry. I'm calling because there's a problem.  
Oscar: Yes, what is it?  
Wen: I'm going to be late. I'm stuck in traffic.  
Oscar: Your shift starts in 15 minutes. How long will it take you to get here?  
Wen: I'm not sure. Maybe 25 minutes.  
Oscar: OK. I'll ask Joe to stay until you get here. Thanks for calling.  
Wen: Thanks, Oscar. I'm really sorry.  
Oscar: That's OK. Wen . . . one more thing.  
Wen: Yes?  
Oscar: When you arrive, please see me. I need to talk to you.

Wen: Umm . . . sure . . . no problem. Thanks.  
Oscar: Bye.  
Wen: Goodbye.

### Unit 8, Lesson 1 CONVERSATION

Wen: I'm sorry. I'm calling because there's a problem.  
Oscar: Yes, what is it?  
Wen: I'm going to be late. I'm stuck in traffic.  
Oscar: Your shift starts in 15 minutes. How long will it take you to get here?  
Wen: I'm not sure. Maybe 25 minutes.  
Oscar: OK. I'll ask Joe to stay until you get here. Thanks for calling.  
Wen: Thanks, Oscar. I'm really sorry.

### Unit 8, Lesson 2 WATCH

Wen: Hi, Oscar. I'm sorry I'm late.  
Oscar: That's OK. Thank you for calling in. That's important.  
Wen: Sure.  
Oscar: Have a seat. I want to talk to you.  
Wen: Is everything OK?  
Oscar: Yes. Wen... You're an excellent produce associate.  
Wen: Thank you.  
Oscar: You can take inventory. You can stock any part of the produce department.  
Wen: I really like my job.  
Oscar: And you have good communication skills.  
Wen: Thanks. I enjoy helping customers.  
Oscar: I want to give you a promotion.  
Wen: Really?  
Oscar: I want to make you a senior produce associate.  
Wen: Thank you!  
Oscar: This promotion means you have more responsibilities.  
Wen: I'm happy to accept the position. Will there be training?  
Oscar: Yes. You'll have training for all your new tasks. Congratulations!  
Wen: Thanks, Oscar. I'm excited about starting my new position!

### Unit 8, Lesson 2 CONVERSATION

Oscar: You're an excellent produce associate.  
Wen: Thank you.  
Oscar: You can take inventory. You can stock any part of the produce department.  
Wen: I really like my job.  
Oscar: And you have good communication skills.  
Wen: Thanks. I enjoy helping customers.  
Oscar: I want to give you a promotion.

#### Unit 8, Lesson 4 WATCH

Carmen: Hi, Wen. How was your weekend?  
Wen: Great.  
Carmen: What did you do?  
Wen: On Saturday, I was at the gym. Then I went to a baseball game with some friends. How about you?  
Carmen: On Saturday, I cleaned the house. Then my daughters and I went to a movie. Later we made dinner for my parents.  
Wen: That's a lot! Did you relax on Sunday?  
Carmen: Not exactly. I was at the supermarket in the morning.  
Wen: Yeah...  
Carmen: Then we went to the park to have a picnic. But it rained. So we went home.  
Wen: Uh huh...  
Carmen: In the evening we went to my brother's house. The girls had homework. He helped them with it.  
Wen: Wow. You were busy. I was home all day on Sunday. I didn't go out.  
Carmen: Really? You didn't leave the house? That sounds like a great idea!  
Wen: It's very relaxing. You should try it!

#### Unit 8, Lesson 4 CONVERSATION

Carmen: How was your weekend?  
Wen: Great.  
Carmen: What did you do?  
Wen: On Saturday, I was at the gym. Then I went to a baseball game with some friends. How about you?  
Carmen: On Saturday, I cleaned the house. Then my daughters and I went to a movie. Later we made dinner for my parents.

#### Unit 8, Lesson 9 WATCH

Customer: Excuse me. How much are the cucumbers?  
Wen: They're three for a dollar.  
Customer: Three for a dollar?  
Wen: Yes. They're on special this week.  
Customer: How much is the lettuce?  
Wen: It's \$1.79.  
Customer: That's expensive!  
Wen: We have some other specials this week. Spinach is 59 cents a pound. It's right over there.  
Customer: I don't need any spinach.  
Wen: Well, how about tomatoes? They're only 79 cents a pound this week.  
Customer: Oh, OK. I need tomatoes. And avocados? How much are avocados?

Wen: They're \$1.25 each.  
Customer: \$1.25?  
Wen: They aren't on special this week. I'm sorry, sir.  
Customer: The prices for fruit and vegetables are very high in this store.  
Wen: I'm sorry, sir. We try to have specials each week.  
Customer: Well, you tell your manager. The prices are too high!  
Wen: Yes, sir. I'll tell him how you feel.  
Customer: Thank you.  
Wen: Please let me know if you need anything else. Have a good day.

### **Unit 8, Lesson 9 CONVERSATION**

Customer: Excuse me. How much are the cucumbers?  
Wen: They're three for a dollar.  
Customer: Three for a dollar?  
Wen: Yes. They're on special this week.  
Customer: How much is the lettuce?  
Wen: It's \$1.79.

### **Unit 9, Lesson 1 WATCH**

Truda: Hi, Stefan. Is everything OK?  
Stefan: Yes. The kids are getting ready for the babysitter. I have good news. Guess what happened.  
Truda: What?  
Stefan: I got the custodian job at the Tower Hotel. I start on Friday.  
Truda: Fantastic! That's great news! We have to celebrate this weekend!  
Stefan: OK. But I also have some bad news. My friend Peter was in an accident.  
Truda: Oh, no!  
Stefan: He's going to be all right. But he's in the hospital. I'm going to visit him after I drive the kids to school.  
Truda: OK. Please tell Peter I say hello.  
Stefan: I will. Oh ... did you talk to the landlord yet?  
Truda: No. I can call on my lunch break. I can't believe there are so many problems in the apartment.  
Stefan: Yeah, the landlord will not like hearing about them.  
Truda: OK. I'll call you later. Bye ... and that's great about your new job!  
Stefan: Thanks! Bye.

### **Unit 9, Lesson 1 CONVERSATION**

Stefan: I have good news. Guess what happened.  
Truda: What?  
Stefan: I got the custodian job at the Tower Hotel. I start on Friday.  
Truda: Fantastic! That's great news! We have to celebrate this weekend!

Stefan: OK. But I also have some bad news. My friend Peter was in an accident.  
Truda: Oh, no!

### Unit 9, Lesson 2 WATCH

Landlord: Hi, this is Tom.  
Truda: Hi, Tom. This is Truda Mazur. I live in Apartment 3C.  
Landlord: Oh, yes, hi, Truda. What can I do for you?  
Truda: I'm calling because there are some problems in our apartment.  
Landlord: Oh?  
Truda: The lock on the front door is broken. We have to push it really hard. And the faucet is leaking.  
Landlord: Are there any other problems?  
Truda: The bathroom window is cracked. And the living room window is stuck.  
Landlord: I see.  
Truda: Also, it rained last night. This morning I noticed a bad smell in the hallway. A moldy smell.  
Landlord: Maybe there's water damage. Are you home? I can send someone over today.  
Truda: I'm working right now. My husband is busy until 1:00.  
Landlord: How about 3:00?  
Truda: That sounds great. Thanks so much!  
Landlord: You're welcome. Good-bye.  
Truda: Bye.

### Unit 9, Lesson 2 CONVERSATION

Truda: I'm calling because there are some problems in our apartment.  
Landlord: Oh?  
Truda: The lock on the front door is broken. We have to push it really hard. And the faucet is leaking.  
Landlord: Are there any other problems?  
Truda: The bathroom window is cracked.

### Unit 9, Lesson 4 WATCH

Jim: Hi, Truda. Do you have a minute? I need you to fill out some forms.  
Truda: An emergency contact form ... OK.  
Jim: You need to give two contact names and information. And there is some information about the Deli Department to read, also.  
Truda: OK. Thanks.  
Jim: I'll need all of the forms by the end of today.  
Truda: OK. And I get paid every two weeks, right?  
Jim: Right. Next Thursday is your first pay day. Let's look at your pay stub together to make sure everything is correct.  
Truda: That would be great. Thanks!

Jim: And let me know if you have any questions about the forms.

#### **Unit 9, Lesson 4 CONVERSATION**

Jim: Do you have a minute? I need you to fill out some forms.  
Truda: An emergency contact form ... OK.  
Jim: You need to give two contact names and information. And there is some information about the Deli Department to read, also.  
Truda: OK. Thanks.  
Jim: I'll need all of the forms by the end of today.  
Truda: OK.

#### **Unit 9, Lesson 7 WATCH**

Truda: Jim, Jim? Are you OK? Wen, Wen! Something's wrong with Jim. Stay with him. I'll call 911.  
Operator: 911. What's the address of your emergency?  
Truda: I'm at the Fresh Foods supermarket. The address is 7460 Duke Street.  
Operator: What's the emergency?  
Truda: My coworker is unconscious.  
Operator: Where is your coworker now?  
Truda: He's next to me. My other coworker is with him.  
Operator: What number are you calling from?  
Truda: I'm calling from my cell phone. (571)555-3520.  
Operator: I'm going to send an ambulance.  
Truda: OK. Please hurry.  
Operator: Yes ma'am. The paramedics will be there soon. Wait for them, please.

#### **Unit 9, Lesson 7 CONVERSATION**

Operator: 911. What's the address of your emergency?  
Truda: I'm at the Fresh Foods supermarket. The address is 7460 Duke Street.  
Operator: What's the emergency?  
Truda: My coworker is unconscious.  
Operator: Where is your coworker now?  
Truda: He's next to me. My other coworker is with him.

#### **Unit 10, Lesson 1 WATCH**

Mom: Hello?  
Carmen: Hi, Mom. How are you?  
Mom: Fine, dear. How are you?  
Carmen: Oh, I'm doing OK. Busy at work. I'm on my lunch break now.

Mom: So where are we going shopping tomorrow?  
Carmen: We like the Towne Mall. There are always good sales at those stores.  
Mom: What do the girls need?  
Carmen: I think they both need pajamas.  
Mom: They're growing so fast! Do they need anything else?  
Carmen: Well, Salma wants some new shorts and a belt. And Lisa wants new jeans.  
Mom: Do they need socks?  
Carmen: No, they don't.  
Mom: When do the stores open?  
Carmen: They usually open around 10:00. I'll pick you up at 9:30.

#### **Unit 10, Lesson 1 CONVERSATION**

Mom: What do the girls need?  
Carmen: I think they both need pajamas.  
Mom: They're growing so fast! Do they need anything else?  
Carmen: Well, Salma wants some new shorts and a belt. And Lisa wants new jeans.  
Mom: Do they need socks?  
Carmen: No, they don't.

#### **Unit 10, Lesson 4 WATCH**

Saba: Hi, Carmen. Can I help you?  
Carmen: Hi, Saba. I need to return these pantyhose.  
Saba: Do you want to exchange them? Or do you need anything else?  
Carmen: No, thanks. I'd like a refund. But I don't have my receipt.  
Saba: OK. I can give you store credit.  
Carmen: Great.  
Saba: Fresh Foods now puts store credit on gift cards. So here's your card with a total of \$4.69.  
Carmen: Thanks, Saba.  
Saba: You're welcome. See you later!

#### **Unit 10, Lesson 4 CONVERSATION**

Saba: Hi, Carmen. Can I help you?  
Carmen: Hi, Saba. I need to return these pantyhose.  
Saba: Do you want to exchange them? Or do you need anything else?  
Carmen: No, thanks. I'd like a refund. But I don't have my receipt.  
Saba: OK. I can give you store credit.  
Carmen: Great.

#### **Unit 10, Lesson 7 WATCH**

Truda: Hi, Carmen. Are you finished?  
 Carmen: Yes. But I need to order some food to take home. I'm too tired to cook dinner today.  
 Truda: Good idea. What would you like?  
 Carmen: Hmm ... I'm not sure. Everything looks good.  
 Truda: We have two specials today. Grilled chicken and broccoli, and pasta with tomato sauce.  
 Carmen: They both sound good! I'll take a large container of pasta and sauce and a medium container of fruit salad.  
 Truda: Sure. We have fresh garlic bread, too.  
 Carmen: OK. I'll take some.  
 Truda: Here you go. Anything else?  
 Carmen: No, thanks. I need to get some juice, and then I'm leaving. Have a good night, Truda.  
 Truda: Bye. Have a nice night, Carmen.

### Unit 10, Lesson 7 CONVERSATION

Truda: We have two specials today. Grilled chicken and broccoli, and pasta with tomato sauce.  
 Carmen: They both sound good! I'll take a large container of pasta and sauce and a medium container of fruit salad.  
 Truda: Sure. We have fresh garlic bread, too.  
 Carmen: OK. I'll take some.  
 Truda: Here you go. Anything else?  
 Carmen: No, thanks.

### Unit 10, Lesson 8 WATCH

Oscar: Carmen! I was looking for you. I'm glad you're still here.  
 Carmen: Oh, hi, Oscar. What's going on?  
 Oscar: We're going to have a party this Saturday evening. Can you come?  
 Carmen: Sure! What's the party for?  
 Oscar: We got the new apartment.  
 Carmen: Congratulations! What time does the party start?  
 Oscar: Five o'clock. You can bring your daughters.  
 Carmen: Great! Can I bring some food or something to drink?  
 Oscar: Well ... can you bring a salad?  
 Carmen: Sure. Hmm ... I know what I'm going to make. Fruit salad!  
 Oscar: Perfect. And we're going to have a cake to celebrate Wen's promotion, also. But don't tell him; it's a surprise!  
 Carmen: OK, I won't. I can't wait to see your new apartment!  
 Oscar: It's really nice!  
 Carmen: Thanks for the invitation. I'll see you tomorrow!  
 Oscar: Have a good evening!

**Unit 10, Lesson 8 CONVERSATION**

Oscar: We're going to have a party this Saturday evening. Can you come?

Carmen: Sure! What's the party for?

Oscar: We got the new apartment.

Carmen: Congratulations! What time does the party start?

Oscar: Five o'clock.