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Student Book

5

ผู้เรียบเรียง

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ผู้ตรวจ

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New World

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Scope & Sequence

	Unit	Functions	Grammar
1	Press Star	To give personal information	Simple present tense (review)
	to Repeat	To talk on the phone To talk about facts and general truths To describe habitual everyday actions	Expressions of frequency
2	What Are You Doing Tonight?	To talk about plans To talk about likes and dislikes To discuss types of movies and TV programs To talk about entertainment	Present progressive (for the future) Verb + gerund
3	If and When	To make arrangements To make promises	When and if sentences Conjunctions of time: before, after, as soon as, until
	Review 1		
4	It's No Use Complaining	To talk about actions that continue happening over time To make complaints	Present perfect progressive versus simple present perfect Adverb: still
5	Once Upon a Time	To talk about past events To tell stories To discuss sequence of events	Past perfect Past progressive + while
6	Take Care!	To express obligations and state rules To give instructions and advice To talk about safety	Modal auxiliaries: <i>must, have to Had better</i> Reflexive pronouns
	Review 2		
7	What Did They Say?	To report what people said To report phone messages To make excuses	Reported speech
8	Small Talk	To report what people asked, requested, and ordered To talk about jobs and job interviews	Reported questions Reported commands and requests
9	As Good as It Gets	To make comparisons To talk about advertising To talk about designer brands	Comparative: as as Adverb of degree: so that Pronouns: -body, -one, -thing / Adverbs: -where
	Review 3		
10	How Is It Cooked?	To talk about different foods To discuss preparation of food	Passive voice Modals in the passive
11	I Wonder Why	To draw conclusions and to speculate To discuss popular beliefs and superstitions	Modal auxiliaries: can, could, may, might, must Verb: wonder
		To discuss causes and results	Adverb clauses
12	Cause and Effect	To discuss oddses and results	Prepositions

Language	Vocabulary	Pronunciation	Reading	Writing
How often do you use ATM machines? I check my email frequently. Please tell me your name as it appears on the card.	Telephone language Everyday actions	Vowel sounds in press and name	Is That Mrs. Jones? Curriculum connection: Technology/Cross culture	Write about experiences with call centers
What are you doing tonight? I'm staying home. I can't stand watching sports.	Types of movies and TV programs	Changing statements into questions with rising intonation	Top Movies of All Time Curriculum connection: The Arts/Culture	Write about a movie you saw
I'll call you when I arrive. If you vote for me, I'll create more jobs. I'll come as soon as I finish.	Office and meeting language	Consonant blends with r	Who Can You Trust? Curriculum connection: Civics	Write a campaign speech with some of things you will change
Unusual Fest	ivals Curriculum connec	tion: Social studies/Cro	oss culture	
She's been standing in line a long time. They've been repairing the road for months, but they haven't finished yet.	Airport language	Short vowel sound in been	Satisfaction Not Guaranteed Curriculum connection: Family and consumer science	Write a complaint about a product or a service
After the prince had kissed her, the princess woke up. While he was sleeping, they had tied him up.	Action verbs	Contraction of had in the past perfect	The Story of the Old Man and the Sea Curriculum connection: Literature	Write about a story you heard or read when you were a child
You must keep your vaccinations up to date. You'd better wear a helmet. You must not play with fire. You'll hurt yourself.	Travel-related vocabulary	Linking of a consonant to a following vowel	Tips for Travelers Curriculum connection: Life skills	Write about a good or bad travel experience you had
Snow White:	A Classic Fairy Tale Cu	ırriculum connection: Li	terature	
He said that he had run into traffic. He told her they didn't have any more cheesecake.	More travel-related vocabulary	The letters ow	Excuses Curriculum connection: Life skills	Write an excuse
She asked me what I did. He told me to give him a call.	Job-related vocabulary	Vowel + r	Summer Jobs: Theme Park Curriculum connection: Life skills	Write a cover letter for a job application
It isn't as flashy as other luxury vehicles. It was so beautiful I couldn't resist it. Nobody tells me what I should buy. Everything was perfect. I don't have anywhere to stay.	Adjectives to describe products, places, etc.	Stress on content words	Shoes: A Need or a Desire? Curriculum connection: Social studies	Write about a product or brand that impresses you
Under the W	eather Curriculum conr	nection: Science/Psych	ology	
Rice is usually steamed or fried. Fish can be eaten raw or cooked.	Vocabulary related to foods, cooking methods, etc.	Intonation in lists	The Olive Curriculum connection: Health/History	Write a recipe from your country
The tree fell: there must have been a very strong wind. I wonder what the little girl did. She might not have obeyed her mother.	Vocabulary related to superstitions	Reduction of have in past modals	Good Luck Charms Curriculum connection: Social studies	Write about a popular belief or superstition
Amy studied hard; therefore, she got an A. As a result of the accident, there was a huge traffic jam.	More job-related vocabulary	Linking consonants with following vowels	Heads or Tails? Curriculum connection: Life skills	Write about an event that led to a series of consequences
The Great Py	ramid of Khufu Curricu	llum connection: Histor	y/Technology	

iv

Press Star to Repeat

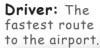
New Language 12 (1))

Which of the items in the photos do you use? How often do you use them?

Car Onboard Computer

GPS: Turn left at the

next traffic lights.



The current

temperature is 24

degrees Celsius.



Reservations



Press one to make a new reservation, press two to inquire about a current reservation, or press star to repeat the menu.

> All of our customer service representatives are now busy with other customers. Your call is very important to us. Please stay on the line.

The Internet



How often do you check your emails?

I check them frequently. How about you? I check them from time to time.

Practice 1.3 (1))

Ask and answer.

- 1. A: How often do vou use ATM machines?
 - B: From time to time.
- 2. A: Which number do I press for room service?
 - B: Press one.

Conversation 1.4 (1))

Voice: "OUEST—We do our best." Please enter your 12-digit card number.

Attendant: Hello. QUEST customer service. Please tell

me your name as it appears on your card.

Jessica: Jessica Moskowitz.

Attendant: Can you spell your last name?

Moskowitz. That's M-O-S-K-O-W-I-T-Z. Jessica:

What's your card number, again? Attendant:

Jessica: It's 3542 7980 5691. Attendant: Did you say 5691? Jessica: Yes, that's correct.

Attendant: And for identification purposes, what is

your mother's maiden name?

Tessica: Robinson.

Attendant: OK. I've found your record.

How can I help you?

Jessica: I want to report a stolen card.

Attendant: Now, ma'am, what was the last purchase

you made on the card?

Let me see. It was at Daisy's Flower Shop, wasn't it? I can't remember exactly. **Tessica**:

I use my card all the time. But it was yesterday morning.

Conversation Strategy

Confirming Information

Did you say 5691?

It was at Daisy's Flower Shop,

wasn't it?

About the Conversation

- 1. What does Jessica want to report?
- 2. What other personal information does the attendant need?
- 3. How often does Jessica use her credit card?
- 4. When was the last time she used it?

Pronunciation 1.5 (1) Listening 1.6 (1)

Listen and repeat. Notice the difference in the two vowel sounds.

1 2 press name menu stav

Listen to the telephone conversation, and answer true or false.

Sophie uses her cell phone now and again.

She makes long distance calls all the time.

3

- She is not interested in the special Saver Package.
- The points plan offers vacations when the customer buys food.

2

Grammar

Simple Present Tense

Use the simple present form of the verb to talk about facts and general truths.

The world **is** round. The earth **rotates** around the sun.

People **use** ATMs to get money. Stores **close** at 8:00 P.M.

Also use the simple present to describe habitual or everyday actions.

Ben works from nine to five. I get up at seven every morning.

The simple present is also used to ask about facts and everyday actions.

Do bats **sleep** during the day? **Does** Mary usually **take** the bus to school?

The simple present is often used with frequency adverbs or time expressions to say how often

we do things.

How often **do** you **exercise**? I usually **exercise** three times a week.

How often **do** you **eat out**? I **eat out** from time to time.

Expressions of Frequency

Expressions of frequency tell how often.

Very frequent		-	Less frequent
always	now and then		rarely
all the time	from time to time		seldom
frequently	once in a while		hardly ever
normally	occasionally		never

Δ	Complete	the sentences	e usina the	varhe in the	cimple	nracant tanca	
\frown	Complete	the sentences	s using the	verbs in the	SILLIDIE	present tense	

1.	It	(take)	an	average	of	10	liters	of	milk to	make	one	kilo	of	cheese.	
- •		(***		-		110010	-			~		~_		

- 2. Some sculptors _____ (form) small statues out of clay.
- 3. Hurricanes _____ (occur) in the U.S. every year.
- 4. A hummingbird _____ (beat) its wings 50 to 200 times per second.
- 5. Bees ______ (visit) 5,000,000 flowers to produce half a kilogram of honey.
- 6. The earth ______ (orbit) the sun at an average speed of about 30 kilometers per second.

B Make questions from the following sentences.

- 1. I have English classes three times a week. (How often?)

 How often do you have English classes?
- 2. I normally have dinner around eight o'clock. (What time / usually?)
- 3. My parents go to the movies from time to time. (How often?)
- 4. I usually go to work on the subway because it is hard to find parking. (Why?)
- 5. My classes begin at eight o'clock in the morning. (When?)
- 6. It usually takes about seven hours to fly from New York to London. (How long?)
- 7. Jacob plays the piano in a restaurant twice a week. (How many times?)
- 8. From time to time Sandra goes fishing for relaxation. (What / sometimes?)

Use frequency adverbs and time expressions to say how often you do things on the list.

Add your own ideas.



D





go to the dentist	get a haircut	read a book
exercise	go dancing	eat out
talk on the phone	go shopping	get up late
use my credit card	write letters, emails, or	do something stupid
	text messages	or dangerous
Your ideas:		

Example: I go to the dentist regularly. or I rarely go to the dentist.

	-	3	-	,	, 3	
Wr	ite senten	ces with the following	inform	ation.		
1.	Give thre	ee examples of your da	ily hab	its.		
2.	Give thre	ee examples of univers	al facts	or truths.		



"Good evening. This is Kathy at Communicom. Who am I speaking to?" In fact, Kathy's real name may be Kavitha, and she's probably a customer service attendant in Bangalore, a large city in the southern part of India.

Bangalore has become India's center for IT, and nowadays it is one of the world's principal call centers. Multinational corporations frequently hire companies in India to handle services to their customers over the phone: everything from technical support on computer help lines to credit card transactions, banking, and telemarketing. Customers all over the world frequently talk to phone assistants in Bangalore.

Call centers are a booming business in this part of India, and they generate a great many jobs. The possibility of earning \$700 a month attracts hundreds of candidates. They are mostly young people, competitive and highly qualified, some with MBAs and master's degrees.

However, in order to qualify for a position with one of these service companies, many of these young people need to perfect their English. In India, people have long been anglophones because of the country's past as a British colony. But the challenge is how to make their English easily understood to non-Indians.



So before new call center employees learn about the products they're going to sell, they usually begin with language training. They learn to slow down their speech because the English spoken in India is often very fast. And they concentrate on accents and sounds. For example, Indians say "It's not awailable," instead of "available." or "I'm going do the mall," instead of "to the mall." Also employees have to adopt an Anglo name in their new job.

Call centers are helping to change the traditional caste system and the position of women in India. They employ both males and females from different segments of society.

Call centers are being set up all over the world. Your request may be redirected to Mexico or the Philippines, depending on the time of day you make your call. However, one thing you can be sure of: the attendant will be speaking English.

About the Reading

Answer the questions about the text.

- 1. What is Bangalore famous for nowadays?
- 2. Why are call centers good for the Indian economy?
- 3. What kind of people look for jobs at call centers in India?
- 4. What is the biggest problem candidates encounter when they apply for a job at a call center?
- 5. What are some of the differences between English in India and in other places?
- 6. How are call centers changing the Indian way of life?



▲ Bagmane Tech Park, Bangalore India.

Academic Vocabulary

Match the words with their meanings.

1 principal	a. focus on
2technical	b. a large business organization
3 generate	c. main
4traditional	d. create or produce
5 concentrate	e. following customs that have existed for a long time
6 corporation	f. having knowledge in a mechanical or scientific field

Cc	omplete the sentences. Use the words in A. Change the form as necessary.					
1.	Many big are opening call centers around the world.					
2.	The reason for moving call centers is to lower costs.					
3.	Nonnative speakers in call centers dealing with English-speaking clients need to					
	on their accents.					
4.	Call centers have many jobs for young Indians.					
5.	Many jobs, such as those in computer programming, are moving to India.					

6. Technical fields were not areas for women to enter, but that is changing.

Speaking

- 1. What do you usually do when telemarketers call you up?
- 2. What do you think about telemarketing?
- 3. Do you have call centers in your country? What for?

Writing

Write about your experiences or those of your family members with call centers. Have your experiences been positive or negative?

World Link



Search for automated replies that you hear when you make calls to companies. Share with the class.

7