

UNIT 11

Track 55, Page 163

1. Could you please answer the phone?
2. Would you please bring this to the mail department?
3. Would you please make five copies of this form?
4. Could you please repair the printer?

Track 56, Page 169

1. Maybe I'll take a break.
2. I need the number of the technology department. Please look up the number.
3. There's no smoking in this building.
4. Your interview is tomorrow and your hair is too long. You need a haircut.
5. Your license is expired. You need to renew it.
6. Tomorrow is Labor Day. The company is closed.

Track 57, Page 170

One

S: Good morning Carla, Tommy. Carla, how's your mother? Is she still in the hospital?

C: She's much better. Thanks.

S: Glad to hear it. Tommy, could you please work an extra hour today? Carla needs to leave an hour early.

T: Sure!

S: Thank you.

Two

S: Mr. Samuels, we send the lab results to your doctor.

Mr. S: Do I get a copy?

S: No, we don't send you a copy. Let me give you a card. If you would like a copy of your results, you have to call the number on the card. The doctor will have the test results in three days. If the doctor doesn't call you, you should call her.

Three

S: Randy, this is Sharon Taylor at County General. We sent you our weekly order, but I'd like to add two boxes of latex gloves. Yes, five hundred count. Yes. Could you please add two boxes to the order? Thanks.

Four

S: Good morning Ms. Parks, you are here for a blood test, correct? Did you eat anything this morning?

Ms. P: Yes, I just had breakfast. I had a donut and coffee.

S: Oh. Ms. Parks, this is a fasting blood test. You can't eat or drink anything for twelve hours before the test. The doctor didn't tell you?

Ms. P: I don't think so. I don't recall.

S: Don't worry, we can do the test tomorrow. You have to come back tomorrow morning at 8 o'clock and you can't eat or drink anything after 8 o'clock tonight.

Five

S: Ms. Chavan, we have to make a copy of your insurance card. You have Red Lion insurance, so you only have to make a \$10 co-pay. Sam, could you please make a copy of this insurance card. Please put it in Ms. Chavan's file.

Sam: Sure!

S: Thank you.

Six

S: Doug, you were good with that little boy. He was really scared about having a blood test, but he came out of your lab smiling.

D: Thanks!

Track 58, Page 172

How to Lose Your Job in 5 Easy Steps

1. Don't worry about time policies. If you have a half hour for lunch, no one is going to say anything if you take an extra ten minutes. If work begins at 8:30, arrive at 8:45. You can always blame the heavy traffic. No one is counting how many breaks you take. If you have two breaks, no one will notice if you take three.
2. Blame your coworkers if you miss a deadline or do a poor job on a project. Be sure that nothing is your fault. If the boss complains about your work, explain to him that "Randy gave me the wrong directions." Or say, "I did my part. Tom didn't do his part."
3. Don't worry about the office dress code. You should wear what you like to work. Be comfortable. You don't need to wear the traditional dress style of the older employees. Shorts, sweatpants, and T-shirts are always appropriate.
4. Post your feelings about work online. You can trust all your friends. No one will share your posts. Your boss and your company don't follow what is happening online. They will never see posts like these:
"My boss always complains about everyone. But no one ever sees him working."
"I lied to my boss today. I told her I had a big exam and needed the day off. Hah! She believes anything!"
5. Call other employees by nicknames. Give each employee a funny name based on their personality or their habits. If a coworker eats candy all the time, call him *Jelly Beans*. He'll think it's funny.

UNIT 12

Track 59, Page 178

Henry is a single father with two children. His son, Diego, is 11 and his daughter, Jessica, is 10. He drops his children off at school

at 8 o'clock. After he drops off the children, Henry stops at a coffee shop for a large cup of coffee. Then, he drives to work at the bank. His children get home from school at 3:15, but Henry

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doesn't get out of work until 4. As soon as the children get home from school, they call their father. Henry gets home from work at 4:30. The family eats dinner at 6:00. After they eat dinner, Henry helps the children with their homework. They can watch TV or play video games when they finish their homework. Henry relaxes or watches sports on TV after the kids go to bed. He goes to sleep at 11:30.

Track 60, Page 178

1. After he drops off the children, Henry stops at a coffee shop.
2. As soon as the children get home from school, they call their father.
3. After they eat dinner, Henry helps the children with their homework.
4. When they finish their homework, they can play video games.
5. Before he goes to sleep, Henry watches TV.

Track 61, Page 179

Mark: You get a call every day at 3:15, don't you?

Henry: Yes, that's my son. He's 11. My daughter is 10. They walk home together after school. My son has to call me as soon as they walk in the door.

Mark: Oh, I see. My boys are still little. They stay at daycare until I pick them up at 4:30.

Henry: Big kids, little kids. . . Childcare is a challenge when you're working.

Track 62, Page 180

I am a stay-at-home mom. My little girl, Emma, is one and a half years old and she keeps me busy all day. I'm planning to stay home until she is two years old. Emma wakes up at 7:00. As soon as she wakes up, she wants a bottle. After her bottle, I give her breakfast. Then, I get her dressed. From 9:00 to 10:30, I clean the house and do laundry. She plays and follows me around the house. At 10:30, we walk to the park. There are lots of other mothers and fathers with their children at the playground. I have a chance to relax and talk to other parents. We are home by 12:00. I give Emma lunch and a bottle. Then, she's ready for her nap. She sleeps from 1:00 to 3:00. At 4:00, I put her in her car seat. We go shopping or I take her to the library. She loves books and I check out five or six books a week. We are home by 5. When we get home, I start dinner. Emma plays on the kitchen floor with the pots and pans. My husband walks in the door at 6 and Emma can't wait to see him. He plays with her until dinner. We have dinner at 7. After dinner, I give Emma a bath. Then, my husband reads her a bedtime story. She's in bed by 8.

Track 63, Page 184

Ava and her husband Matt have two children, Timmy and David. Timmy is three years old and David is five. The mornings are always busy because Ava and Matt are working parents. At 5:45, the alarm clock rings and Matt jumps out of bed. He uses the bathroom first and takes a shower. When he goes back into the bedroom, he wakes up Ava. After Ava gets up, she wakes up the children, then starts to make breakfast. Matt puts on a movie for the boys because they're sleepy and the movie gives them a

chance to wake up slowly. Matt gets dressed and eats breakfast. Before he leaves for work, he kisses the children and Ava goodbye. After Matt leaves, Ava eats breakfast with Timmy and David. After breakfast, she gets dressed and gets the boys ready for the day. Then, she takes them out to the car and the boys climb into their car seats. Ava buckles the boys into their seats, then drives to the daycare center which is about fifteen minutes from the house. As soon as she drops off the boys, Ava drives to work. She's a hairstylist. She's often a little late for work, but her customers understand because they are parents, too.

Track 64, Page 186

Before- and After-School Care

Childcare is one of the biggest concerns and biggest expenses for working families today. Most single parents work. In 61% of families with two parents, both parents work. About half of school-age children in the United States need care before and/or after school. There is after-school care for many children, but many others go home to empty houses.

In many families with working parents, grandparents and other family members are the ones who take children to school and pick them up after classes end. This type of care works for families because children are comfortable with their relatives and have time to play, talk, and do homework. This care is often free. In some families, one person with a small child may stay home and watch the children of other family members. In these families, the parents often pay something for the childcare. For other families, neighbors and friends help with after-school care.

About 25% of children attend after-school programs. The majority of these programs are at public schools. The others are at YMCAs, Boys and Girls Clubs, local recreation centers, and religious organizations. For programs at other locations, a van or bus is needed to pick up the children and bring them to the site. When programs do not offer this service, children of working parents do not have the transportation they need.

As of 2018, more than ten million children attend after-school programs, but there are not enough programs. Over nineteen million more children would participate if there were programs in their area.

The cost of an after-school program varies depending on the neighborhood where the program is located and what kinds of activities are provided. Average costs can range between \$50 and \$100 per week, for one child. Many families qualify for government help to pay for these programs. Also, these programs offer tax advantages for many families when they file their income taxes.

It's not always easy to find information about after-school programs. Parents can ask the child's school about programs in the area, or call their local recreation department because many offer their own programs. Another great resource is the YMCA or Boys and Girls Clubs, which often have activities for middle school and high school students. Parents can also go online to see if any local faith organizations provide care. One of the best sources of information is other parents. Talking to coworkers, neighbors, and the parents of your children's friends can be very helpful.

Good after-school care can help parents relax at work. Most parents are happy with the afterschool programs their children

attend. These programs offer snacks, physical activities, help with homework, and STEM (science, technology, engineering, and math) activities. Studies show that children who attend good

after-school programs have better school attendance, better behavior, and better grades.

UNIT 13

Track 65, Page 193

Officer: Wow! The robber really made a mess...

Jonathan: Uh, Officer... My apartment always looks like this.

Officer: Oh, excuse me. Now, where were we? What time did you leave this morning?

Jonathan: I left at 8:30.

Officer: Did you lock the door?

Jonathan: Yes, I'm sure I locked the door when I left. I was in a hurry, but I know that I locked the door.

Officer: Did you lock the windows, too? The windows are open now.

Jonathan: Of course, I did. Well, maybe I didn't. I don't remember. I was late for work and it was very hot when I went to bed last night. I opened the windows before I went to bed, but I overslept. Maybe I forgot.

Officer: OK, sir. What time did you come home?

Jonathan: I came home at 6:00 pm.

Officer: When did you notice that something was wrong?

Jonathan: Well, as soon as I walk in the door, I usually put my keys on the table by the door. Well, the table was gone and the keys fell on the floor.

Officer: What else?

Jonathan: I walked into the living room and there was a big empty space where the TV used to be. My TV was gone. It was a new flat-screen TV. My friends were coming over this weekend to watch the soccer game. And my video game system and all my video games are gone.

Officer: Now, we'll have to dust for fingerprints. Did you touch anything else besides the door when you came in?

Jonathan: I opened the refrigerator and my leftover Chinese food was gone, too!

Officer: Are you sure that you didn't eat it?

Jonathan: I'm positive. I was saving that food for dinner tonight.

Officer: I'll call the detectives and they will check for fingerprints. Then you'll have to fill out a report.

Jonathan: Thank you, Officer.

Track 66, Page 194

1. Before I left my house, I locked the door.
2. When we went on vacation, we stopped the mail.
3. She turned on the alarm before she left her apartment.
4. They closed all the windows before they left.
5. I called the police as soon as I saw the broken door.

6. I dialed 911 when I heard a noise downstairs.

7. After someone robbed their house, they bought a dog.

Track 67, Page 194

A: You don't look very happy. What's the matter?

B: When I was at work, someone broke into my house.

A: Really? How did they get in?

B: I forgot to lock the windows before I went to work.

A: Oh. What did they take?

B: They took my computer, the TV, and my camera.

A: Did you call the police?

B: I called the police as soon as I walked in the door.

Track 68, Page 200

1. This is Spike, and he's a burglar. Last night, he tried to rob a jewelry store, but the police caught and arrested him. Spike likes to break into homes, jewelry stores, and cars, but he is not good at his profession.
2. Late last night, Spike and his girlfriend, Tina, drove downtown. While Tina was driving, Spike put on a mask, a black hat, and a pair of gloves.
3. When they arrived at a jewelry store, Tina parked on the side of the store where it was dark. Spike got out of the car.
4. Spike broke a window with a towel and his fist. He didn't make a lot of noise.
5. As soon as he broke the window, he climbed into the store.
6. After he got into the store, he looked around at the jewelry. He decided to take some expensive watches, necklaces, and rings. He put the jewelry into his bag.
7. While he was robbing the store, Tina was waiting in the car. She was watching for the police.
8. Spike was getting ready to leave when he saw some leftover pizza on a table. "I'm a little hungry," he thought. When Spike picked up the pizza, he dropped his bag of jewelry.
9. As soon as the bag fell on the floor, an alarm rang.
10. When Spike heard the alarm, he grabbed the bag and got out of the store. When Tina heard the alarm, she started the car and tried to drive away.
11. When Spike got out of the store, he saw a police car coming down the street and he began to run.
12. As soon as the police saw Spike, one officer got out of the car and chased him. The other officer stayed in the car.
13. The other officer blocked Tina's car before she could drive away.