

# 9 At your service

## 1 SNAPSHOT

**Eight commonly offered services**

 House painting	 Pet-sitting
 Language tutoring	 House cleaning
 Music lessons	 Financial services
 Essay typing	 Handyman services

Source: Based on information from the community bulletin board at The Coffee Pot, New York City

Why would someone need these services? Have you ever used any of them?  
What are some other common services and skills people offer?

## 2 PERSPECTIVES

**A** Listen to an advertisement for Hazel's Personal Services.  
Would you use a service like this?




### Hazel's Personal Services




**Do you ever have questions like these?**

- Where can I get my hair cut for a reasonable price?
- Do you know where I can have someone fix my bike?
- Where can I get someone to upgrade my computer?
- Do you know where I can have my leather jacket cleaned?

**Do you know where you can have ALL these things done? Call Hazel! (646) 555-2121**

*If Hazel doesn't offer the service you need, she'll find someone who does. Guaranteed!*

*Hazel offers*

- ✓ Computer support
- ✓ Repairs
- ✓ Beauty services
- ✓ Financial services
- ✓ Laundry and dry cleaning
- ✓ Pet-sitting

**B** What do you need to have done? What questions would you ask Hazel?

### 3 GRAMMAR FOCUS

#### Have or get something done

Use **have or get to describe a service performed for you by someone else.**

##### Active

Do you know where I can **have** someone **fix** my bike?

You can **have** Hazel's Personal Services **fix** your bike.

You can **get** a repair shop **to fix** your bike.

##### Passive

Do you know where I can **have** my bike **fixed**?

You can **have** your bike **fixed** by Hazel's Personal Services.

You can **get** your bike **fixed** at a repair shop.

**A** Imagine you want to have someone do these things for you. Write questions using the active form of *have* or *get*.

*I want to have someone / get someone to . . .*

- |                     |  |
|---------------------|--|
| 1. shorten my skirt | 5. take my passport photo              |
| 2. cut my hair      | 6. massage my neck                     |
| 3. repair my watch  | 7. clean my leather jacket             |
| 4. fix my scooter   | 8. take care of my pets while I'm away |

1. Do you know where I can get someone to shorten my skirt?

**B Pair work** Take turns asking the questions. Answer using the passive with *have* or *get*.

A: Do you know where I can get someone to shorten my skirt?

B: You can have your skirt shortened at Main Street Cleaners.



### 4 PRONUNCIATION Sentence stress

**A** Listen and practice. Notice that when the object becomes a pronoun (sentence B), it is no longer stressed.

A: Where can I have someone **fix** my **watch**?

B: You can have someone **fix** it at the **Time** Shop.

A: Where can I have my **watch** **fixed**?

B: You can have it **fixed** at the **Time** Shop.

**B Group work** Ask questions about three things you want to have done. Pay attention to sentence stress. Other students give answers.

## 5

**DISCUSSION** *Different places, different ways*

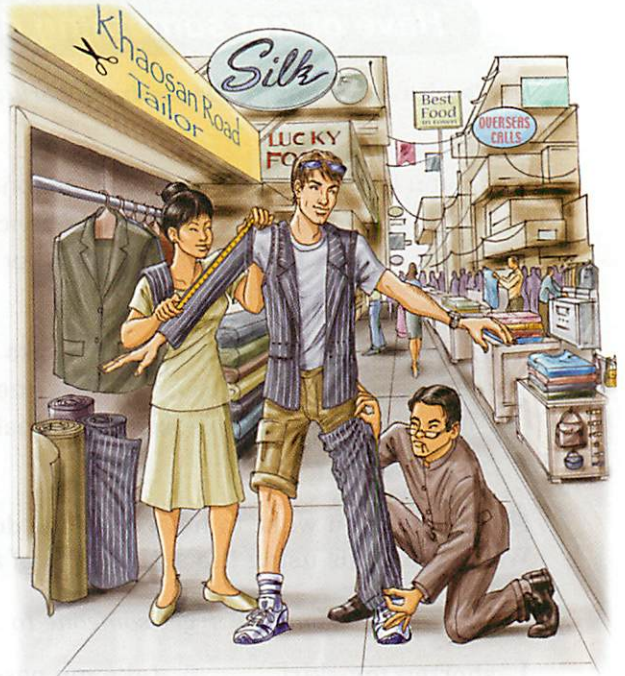
**Group work** Are these services available in your country? For those that aren't, do you think they would be a good idea?

Can you . . . ?

- have a suit or dress made on the street
- have a meal served to you on a commuter bus
- have your portrait drawn by a street artist
- get your eyes examined in a shopping mall
- get library books delivered to your home
- check your e-mail in a bus terminal
- do grocery shopping over the Internet
- buy clothing from a vending machine

A: Can you have a suit made on the street here?

B: Sure! You can have it done lots of places downtown.



## 6

**INTERCHANGE 9** *Because I said so!*

What do teenagers worry about? Go to Interchange 9 at the back of the book.

## 7

**WORD POWER** *Three-word phrasal verbs*

**A** Match each phrasal verb in these sentences with its meaning. Then compare with a partner.

*Phrasal verbs*

1. Jennifer has **broken up with** her boyfriend – again! .....
2. Kevin **came up with** a great idea for our class reunion. ....
3. I'm not **looking forward to** typing my essay. Maybe I'll get it done professionally. ....
4. My doctor says I'm overweight. I should **cut down on** fatty foods. ....
5. Rob can't **keep up with** the students in his Mandarin class. He should get a tutor. ....
6. I can't **put up with** the noise on my street! I'll have to move. ....
7. My girlfriend doesn't **get along with** her roommate. They're always fighting. ....
8. Bill can't **take care of** his own finances. He has an accountant manage his money. ....

*Meanings*

- a. be excited for something to happen
- b. end a romantic relationship
- c. keep pace with someone or something
- d. tolerate something you don't like
- e. reduce the quantity of something
- f. have a good relationship with someone
- g. be responsible for something
- h. think of something; develop an idea

**B Pair work** Take turns making sentences with each phrasal verb in part A.

## 8 CONVERSATION I need a date!

**A** Listen and practice.

James: This is so depressing! I haven't had a date since Angela broke up with me. What can I do?

Mike: What about looking through the personal ads on the Internet? That's how I met Amy.

James: Actually, I've tried that. But the people you meet are always different from what you expect.

Mike: Well, why don't you join an online dating service? A friend of mine met his wife that way.

James: That's not a bad idea.

Mike: Also, it might be a good idea to check out those discussion groups at the bookstore.

James: Yeah. If I don't meet someone, at least I might find a good book!



**B Class activity** What are some other good ways to meet people?

## 9 GRAMMAR FOCUS

### Making suggestions

#### With gerunds

What about **looking** through the personal ads?  
Have you thought about **joining** . . . ?

#### With infinitives

It might be a good idea to **check out** those discussion groups at the bookstore.  
One thing you could do is (to) **go** . . .

#### With modals + verbs

Maybe you could **go** to a chat room on the Internet.

#### With negative questions

Why **don't** you **join** a dating service?

**A** Match each problem below with the best suggestion. Then write sentences using the phrases in the grammar box. (More than one answer is possible.)

#### Problems

1. How can I build self-confidence? .....
2. What could help me be happier? .....
3. How can I lose weight? .....
4. What can I do to save money? .....
5. How can I improve my memory? .....
6. How can I get along with my roommate better? .....

#### Suggestions

- a. cut down on calories
- b. play concentration games
- c. participate in more social activities
- d. try not to get peeved about little things
- e. come up with a budget
- f. plan fun activities to look forward to every week

1. How can I build self-confidence? / One thing you could do is . . .

**B Group work** Take turns asking and answering the questions in part A. What other suggestions can you think of for each problem?

## 10 LISTENING All you have to do is . . .

**A** Listen to three different suggestions for each problem in the chart. Write down the suggestion you think is best.

Problem	Best suggestion
1. how to overcome shyness	.....
2. how to stop biting your fingernails	.....
3. how to organize your busy schedule	.....

**B Group work** Compare your choices. Think of another suggestion for each problem.

## 11 SPEAKING Problems and solutions

**Group work** Give three suggestions for each of these problems. Then share your solutions with the class. Which solutions are the most creative?

How can I . . . ?



get in better shape



remember people's names more easily



learn to control my temper

"One thing you could do is join a gym. And what about cutting down on junk food?"

## 12 WRITING A letter of advice

**A** Imagine you are an advice columnist at a magazine. Choose one of the letters below and make a list of suggestions. Then write a reply.

My best friend seems anxious a lot. She bites her fingernails and looks tired all the time. I don't think she's eating right, either. How can I convince her to take better care of herself?

–Worried

I argue with my girlfriend all the time. I try to do nice things for her, but we always end up in a fight. I can't put up with this much longer – what can I do?

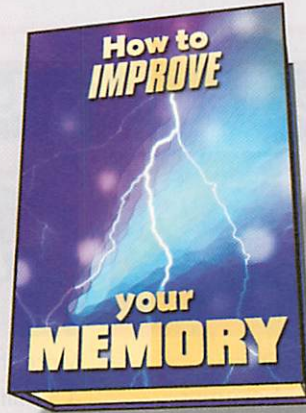
–Frustrated

**B Group work** Take turns reading your advice. Whose advice is best? Why?

# Improve Your Memory, Improve Your Life

*Have you ever been embarrassed because you forgot something important? What kinds of things do you have the most trouble remembering?*

- Mark began to introduce the guest speaker to the audience, but then paused in horror. He had forgotten her name.
- Barbara hid her jewelry when she went on vacation. When she came back, she couldn't remember where she'd put it.



- 1 Perhaps you've had experiences like these. Most people have. And, what's worse, most people have resigned themselves to a life of forgetting. They're unaware of a simple but important fact: Memory can be developed. If you'll just accept that fact, this book will show you how.
- 2 First, relax. If you're overanxious about remembering something, you'll forget it. Relaxing will enhance your awareness and ability to concentrate. Take

deep breaths and tell yourself that you have all the time in the world to remember.

- 3 Second, avoid being negative. If you keep telling yourself that your memory is bad, your mind will come to believe it and you won't remember things. When you forget something, don't say, "Gee, I need to have my

brain rewired." Jokes like this are negative and will have a negative effect on you and your memory.

- 4 To improve your memory, you'll need to take an active role. Like your body, your memory can be strengthened through exercise. Look for opportunities to exercise your memory. For example, if you're learning a language, try to actively remember irregular verbs.
- 5 You may also want to make associations, or links, between what you're trying to remember and things you already know. For example, if you need to catch a plane at 2:00 P.M., you can imagine a plane in your mind and notice that it has two wings. Two wings = 2:00. You are now ten times more likely to remember the take-off time.

**A** Read the article. Then write the number of each paragraph next to its main idea.

- ..... Your mind believes what you tell it, so be positive about your memory.
- ..... If you train your memory actively, you'll be more likely to remember things.
- ..... Although we all forget things, there are ways to improve our memory.
- ..... Learning to mentally connect pieces of information can help you remember.
- ..... We forget things more easily when we're worried about remembering them.

**B** Complete the chart.

General ways to improve memory	Specific examples of ways to improve memory
1. <i>Relax</i> .....	<i>Take deep breaths; tell yourself you have time.</i> .....
2. ....	.....
3. ....	.....
4. ....	.....

**C Group work** Which of the suggestions do you find the most useful? Why?