

6 OK. No problem!


1 SNAPSHOT



MY KIDS ...

- don't help around the house
- are always texting their friends
- never listen to us
- eat too much junk food
- leave everything until the last minute

Common Complaints of Families with Teenagers



MY PARENTS ...

- embarrass me in front of my friends
- don't respect my privacy
- criticize my taste in music
- nag me to clean up my room
- won't let me make my own decisions

Sources: Based on interviews with parents and teenagers

Which complaints seem reasonable? Which ones seem unreasonable? Why? Check (✓) a complaint you have about a family member. What other complaints do people sometimes have about family members?

2 CONVERSATION Turn down the TV!

A Listen and practice.

Mr. Field: Jason ... Jason! Turn down the TV, please.

Jason: Oh, but this is my favorite program!

Mr. Field: I know. But it's very loud.

Jason: OK. I'll turn it down.

Mr. Field: That's better. Thanks.

Mrs. Field: Lisa, please pick up your things.

They're all over the floor.

Lisa: In a minute, Mom. I'm on the phone.

Mrs. Field: All right. But do it as soon as you hang up.

Lisa: OK. No problem!

Mrs. Field: Were we like this when we were kids?

Mr. Field: Definitely!

B Listen to the rest of the conversation.

What complaints do Jason and Lisa have about their parents?



3 GRAMMAR FOCUS

Two-part verbs; will for responding to requests

With nouns

Turn down the TV.
Turn the TV **down**.
Pick up your things.
Pick your things **up**.

With pronouns

Turn it down.
 (NOT: Turn down it.)
Pick them up.
 (NOT: Pick up them.)

Requests and responses

Please turn down the music.
 OK. I'll turn it down.
 Pick up your clothes, please.
 All right. I'll pick them up.

A Complete the requests with these words. Then compare with a partner.



the books



the toys



the music



your jacket



the TV



your boots



the yard



the lights



the trash



the cat

- Pick up *the toys* , please.
- Turn off, please.
- Clean up, please.
- Please put away.
- Please turn down
- Please take off
- Hang up, please.
- Please take out
- Please let out.
- Turn on , please.

B PAIR WORK Take turns making the requests above. Respond with pronouns.

A: Pick up the toys, please.

B: No problem. I'll pick them up.

4 PRONUNCIATION Stress in two-part verbs

A Listen and practice. Both words in a two-part verb receive equal stress.

Pick up the toys.

 Pick the toys up.

 Pick them up.

Turn off the light.

 Turn the light off.

 Turn it off.

B Write four more requests using the verbs in Exercise 3. Then practice with a partner. Pay attention to stress.

5 WORD POWER Household chores

A Find a phrase that is usually paired with each two-part verb. (Some phrases go with more than one verb.) Then add one more phrase for each verb.

the garbage the magazines the microwave your coat
 the groceries the mess the towels your laptop

clean up	take out
hang up	throw out
pick up	turn off
put away	turn on

B What requests can you make in each of these rooms? Write four requests and four excuses. Use two-part verbs.

the kitchen the living room
 the bathroom the bedroom

C PAIR WORK Take turns making the requests you wrote in part B. Respond by giving an excuse.

A: Kim, please hang up the coat you left in the living room.
 B: Sorry, I can't hang it up right now. I need to take the cat out for a walk.



6 LISTENING Family life

A Listen to the results of a survey about family life. Answer each question with men (M), women (W), boys (B), or girls (G).

Who is the messiest person in the house?
 Who does most of the work in the kitchen?
 Who usually takes out the garbage?
 Who worries most about expenses?

B Listen again. According to the survey, what specific chores do men, women, boys, and girls usually do? Take notes.

C GROUP WORK Discuss the questions in parts A and B. Who does these things in your family?



7 PERSPECTIVES Reasonable requests?

A Match the sentences. Then listen and check your answers.
Are all the requests reasonable?

- | | |
|--|---|
| 1. "Could you please tell me the next time you have a party? | a. It's not very pleasant to see when I walk by." |
| 2. "Can you turn the music down, please? | b. We don't want strangers to enter the building." |
| 3. "Would you mind closing the door behind you and making sure it locks? | c. The walls are really thin, so the sound goes through to my apartment." |
| 4. "Would you please tell your guests to use the visitor parking spaces? | d. A lot of cars have been using my space recently." |
| 5. "Would you mind not putting your garbage in the hallway? | e. I'd like to make sure I'm not at home." |



B Look at the requests again. Have you ever made similar requests?
Has anyone ever asked you to do similar things?

8 GRAMMAR FOCUS

Requests with modals and Would you mind . . . ?

Modal + simple form of verb

- Can** you **turn** the music **down**?
Could you **close** the door, please?
Would you please **take** your garbage **out**?

Would you mind . . . + gerund

- Would you mind turning** the music **down**?
Would you mind closing the door, please?
Would you mind not putting your garbage here?

A Match the requests in column A with the appropriate responses in column B. Then compare with a partner and practice them. (More than one answer may be possible.)

- | | |
|--|---|
| A | B |
| 1. Could you lend me twenty dollars? | a. Sorry. We didn't know we were so loud. |
| 2. Can you make me a sandwich? | b. Sure. Do you want anything to drink? |
| 3. Can you help me with my homework? | c. Sorry. I didn't realize this seat was taken. |
| 4. Would you mind not sitting here? | d. I'm sorry, I can't. I don't have any cash. |
| 5. Would you please turn down the TV? | e. I'm really sorry, but I'm busy. |
| 6. Would you mind speaking more quietly? | f. Sure, no problem. I'd be glad to. |

B PAIR WORK Take turns making the requests in part A. Give your own responses.

C CLASS ACTIVITY Think of five unusual requests. Go around the class and make your requests. How many people accept? How many refuse?

- A: Would you please sing a song for me?
B: Oh, I'm sorry. I'm a terrible singer.

9 SPEAKING Apologies

A Think of three complaints you have about your neighbors. Write three requests you want to make. Choose from these topics or use ideas of your own.

garbage guests noise parking pets security

B PAIR WORK Take turns making your requests. The "neighbor" should apologize by giving an excuse, admitting a mistake, or making an offer or a promise.

A: Would you mind not putting your garbage in the hallway?

B: Oh, I'm sorry. I didn't realize it bothered you.



different ways to apologize

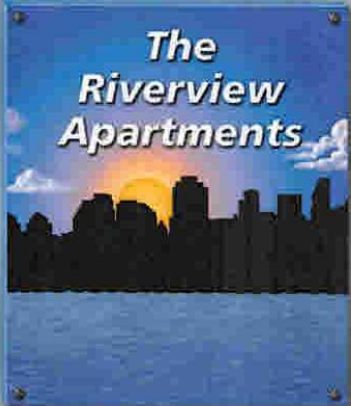
give an excuse	"I'm sorry. I didn't realize . . ."
admit a mistake	"I forgot I left it there."
make an offer	"I'll take it out right now."
make a promise	"I promise I'll . . . / I'll make sure to . . ."

10 INTERCHANGE 6 That's no excuse!

How good are you at apologizing? Go to Interchange 6 on page 119.

11 WRITING A set of guidelines

A PAIR WORK Imagine that you live in a large apartment building. Use complaints from Exercise 9 and your own ideas to write a set of six guidelines.



The Riverview Apartments

Please read the following tenant association guidelines. Feel free to contact Joseph (#205) or Tina (#634) if you have any questions.

1. Don't park bicycles on the sidewalk. Everyone must use the bike rack.
2. Can everyone please keep the laundry room clean? Please pick up after yourself!
3. Would you mind not picking the flowers in the garden? They're for everyone's enjoyment.

B GROUP WORK Take turns reading your guidelines aloud. What is the best new guideline? the worst one?

How to Ask for a Favor

Read the headings in the article. Can you think of other good advice when asking for a favor?

We all have to ask for favors sometimes. But it can be a difficult thing to do – even when you ask a good friend. So how can you ask a favor and be reasonably sure to get a positive response? Here are some suggestions.



Choose your words carefully

How do people respond to requests like this one: “Hey, Mike, lend me your car!”? They probably refuse. How can you avoid this problem? Choose your words carefully! For example, say, “Mike, would you mind doing me a favor?” Mike will probably respond like this: “Maybe. What do you need?” Now you have his attention and can explain the situation. People are more likely to agree to help you when they know the whole story.

Be a nice person

When you ask someone for a favor, you’re really asking the person to go out of his or her way to help you. Show the person that you understand he or she is doing something especially nice for you. If people think you’re pleasant, they’re more likely to want to help. Thank them sincerely when they help you. And, of course, a smile goes a long way.

Give and take

If someone agrees to do you a favor, allow the person to choose when he or she helps you. Be respectful of the other person’s time, and try not to ask for too much. If someone refuses your request, you should accept the answer politely. Don’t make a habit of asking for favors, and always make sure you’re ready to do someone a favor in return. Reciprocate. It’s just a matter of giving and taking.

A Read the article. Find the words in *italics* below in the article. Then match each word with its meaning.

- | | |
|-----------------------------|------------------------|
| 1. <i>especially</i> | a. give in return |
| 2. <i>pleasant</i> | b. say no |
| 3. <i>sincerely</i> | c. friendly |
| 4. <i>refuse</i> | d. more than usually |
| 5. <i>avoid</i> | e. honestly |
| 6. <i>reciprocate</i> | f. stop from happening |

B Check (✓) the questions that the article answers. Then find sentences in the article that support your answers.

- | | |
|---|---|
| <input type="checkbox"/> 1. Why is it easy to ask for a favor? | <input type="checkbox"/> 4. What do you do when someone refuses? |
| <input type="checkbox"/> 2. How can you show people you’re nice? | <input type="checkbox"/> 5. Why is it not a good idea to ask for a lot of favors? |
| <input type="checkbox"/> 3. How can you avoid people asking for favors? | |

C PAIRWORK Think about a favor you asked someone to do. Did the person do it? Then think about a favor someone asked you to do. Did you do it? Why or why not?